CalSAWS

California Statewide Automated Welfare System

Design Document

CA-222353

Add BRM for the Forms

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Phong Xiong
	Reviewed By	Priya Sridharan, Himanshu Jain

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
01/09/2023	1.0	Initial Draft – Moved from JIRA Recommendation	Phong Xiong
02/03/2023	1.1	Updated as per Build Review to sections 2.2, 2.3, 2.4 to be updated the same way as 2.5-2.7.	Phong Xiong
02/22/2023	1.2	Design Clarification – Added assumption 3	Phong Xiong
02/23/2023	1.3	Design Clarification – Added assumption 4 and 5	Phong Xiong
03/02/2023	1.4	Design Clarification – Removed Header_3-1 from CSF 170 and updated DFA 377.7G header to Header_3-2	Phong Xiong
03/08/2023	1.5	Design Clarification – Added assumption 6	Phong Xiong
04/11/2023	1.6	Design Clarification – Corrected form number typo in section 2.1.2.	Phong Xiong
04/18/2023	2.0	Content Revision 4 – Removed updates to CF 377.7C, CF 377.7E1, and DFA 377.7G from this design. And added assumptions 7, 8, and 9.	Phong Xiong

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1 OVERVIEW

Some forms in CalSAWS require customers to return the form to the County. Those forms are implemented with a Business Reply Mail (BRM) header which includes a prepaid return envelope for the customer. This effort is to add the BRM headers for some forms that are missing the header.

1.1 Current Design

Forms listed are added to CalSAWS system and currently don't have BRM.

1.2 Requests

Add BRM for the following forms:

1. CF 6177
2. CF 101
3. GEN 111
4. CW 789
5. CF 100
6. MC 4604
7. MC 4605
8. CSF 170
9. GEN 201
10. ~~CF 377.7C~~
11. ~~CF 377.7E1~~
12. ~~DFA 377.7G~~

1.3 Overview of Recommendations

1. Add BRM for the forms listed
    a. CF 6177
    b. CF 101
    c. GEN 111
    d. CF 100
    e. MC 4604
    f. MC 4605
2. Populate the Business Reply Address (BRM) for the county the form generates.
3. DCR to update the Envelope Type to 'Returned Pre-Paid Envelope' for the forms.
4. Add a coversheet and BRM for the following forms:
    a. ~~CF 377.7C~~
    b. ~~CF 377.7E1~~
    c. ~~DFA 377.7G~~
    d. CW 789
    e. CSF 170
    f. GEN 201

1.4 Assumptions

1. The historical records of all of the forms listed in this SCR cannot be reprinted centrally; otherwise, the central print batch will error out as those records does not have BRM logic.
2. The are no other changes to any logic relating to the form unless otherwise specified in this design document.
3. All of the forms listed in this effort will continue to use their existing logic for the mail-back-to address for both their standard headers and BRM headers.
4. The same BRM logic for the CW 2200 will be used for all of the forms updated in this effort.
5. The lining and spacing of the text 'On the back of this sheet is the address for returning your form' on the coversheets should follow as provided in the supporting documents.
6. The footers will display the form number on the coversheets and BRM headers.
7. The verbiage on the BRM follows the CW 2200 for all these forms in their respective threshold languages.
8. GEN 111 will no longer have the mail-back address on the standard header populated since the BRM is added.
9. Any translations update for the forms or BRM/Coversheet verbiage will be updated in a future effort with SCR CA-260302.

2 RECOMMENDATIONS

2.1 Add BRMs to Forms Recommendation

2.1.1 Overview

The following forms were implemented into CalSAWS without a BRM header. The BRM header allows the customer to return the form back to either the county worker or the appropriate office. Forms that include a BRM must be mailed with a 'Returned Pre-paid Envelope.'

2.1.2 Description of Change

1. The following forms will have the BRM added in between the Coversheet and the form:
    a. CF 6177
    b. CF 101
    c. GEN 111
    d. CF 100
    e. MC 4604
    f. MC 4605
2. The return address populated for the BRM header will be the BRM address of the county which generated the form.
3. DCR to update the ENVELOPE_TYPE_CODE value from the DOC_TEMPL table for these forms to 'PP' – 'Returned Prepaid Envelope'.
4. Add BRM barcode to the forms.
5. Include verbiage 'On the back of this sheet is the address for returning your form' on the coversheet right below the standard header to instruct the customer to use the next page to return the form.

Please see supporting documents #1-6.

2.2 Updates to CW 789 Form Recommendation

2.2.1 Overview

The CW 789 form currently does not have a BRM header that would allow for the customer to return the form to the appropriate address. This effort will be to modify the form to add a coversheet and BRM header; as well as include a prepaid return envelope for the customer.

State Form: CW 789 (11/20)

Current Programs: CalWORKs

Current Attached Form(s): None

Current Forms Category: Forms

Current Template Repository Visibility: All Counties

Existing Languages: Armenian, Arabic, Cambodian, Chinese, English, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese

2.2.2 Form Verbiage

Update Form XDP

Form Header: Add coversheet and move the CalSAWS Standard Header (Header_1) to the coversheet. Add BRM header to the back of the coversheet. Add Agency Header (Header_3-1) to the pages of the form.

Include verbiage 'On the back of this sheet is the address for returning your form' on the coversheet right below the standard header to instruct the customer to use the next page to return the form.

Note: *The verbiage added will be in its respective threshold language.*

The form itself will begin on page 3, directly after the BRM header.

Please see supporting document #7.

2.2.3 Form Variable Population

There are no changes to the variable population logic of the form.

2.2.4 Form Generation Conditions

1. **Update Form Control**

   A BRM barcode is needed as we are adding a BRM header to the form. The values for Tracking and Imaging Barcodes are current values and not changed with this update.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	Y	Y

2. **Update Form Print/Mailing Options**

   The following Print and Mailing Options are required for this form:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
Y	Y	Y	Y	Y	Y

Mailing Options:

Mail-back-to Address: County BRM address which generated the form

Return Envelope Type: Returned Prepaid Envelope

Note: *The other mailing options (e.g., 'Mail-To' & 'Mailed From' information, and others) are not shown in the design as they are not updated with this effort.*

2.3 Updates to CSF 170 Form Recommendation

2.3.1 Overview

The CSF 170 form currently does not have a BRM header that would allow for the customer to return the form to the appropriate address. This effort will be to modify the form to add a coversheet and BRM header; as well as include a prepaid return envelope for the customer.

State Form: Non-State form – CSF 170 (11/20)

Current Programs: All programs

Current Attached Form(s): None

Current Forms Category: Forms

Current Template Repository Visibility: All Counties

Existing Languages: English and Spanish

2.3.2 Form Verbiage

Update Form XDP

Form Header: Add coversheet and move the CalSAWS Standard Header (Header_1) to the coversheet. Add BRM header to the back of the coversheet.

Include verbiage 'On the back of this sheet is the address for returning your form' on the coversheet right below the standard header to instruct the customer to use the next page to return the form.

Note: *The verbiage added will be in its respective threshold language.*

The form itself will begin on page 3, directly after the BRM header.

Please see supporting document #8.

2.3.3 Form Variable Population

There are no changes to the variable population logic of the form.

2.3.4 Form Generation Conditions

1. **Update Form Control**

   A BRM barcode is needed as we are adding a BRM header to the form. The values for Tracking and Imaging Barcodes are current values and not changed with this update.

Tracking Barcode	BRM Barcode	Imaging Barcode
Y	Y	Y

2. **Update Form Print/Mailing Options**

   The following Print and Mailing Options are required for this form:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
Y	Y	Y	Y	Y	Y

Mailing Options:

Mail-back-to Address: County BRM address which generated the form

Return Envelope Type: Returned Prepaid Envelope

Note: *The other mailing options (e.g., 'Mail-To' & 'Mailed From' information, and others) are not shown in the design as they are not updated with this effort.*

2.4 Updates to GEN 201 Form Recommendation

2.4.1 Overview

The GEN 201 form currently does not have a BRM header that would allow for the customer to return the form to the appropriate address. This effort will be to modify the form to add a coversheet and BRM header; as well as include a prepaid return envelope for the customer.

State Form: GEN 201 (01/21)

Current Programs: All programs

Current Attached Form(s): None

Current Forms Category: Forms

Current Template Repository Visibility: All Counties

Existing Languages: Armenian, Arabic, Cambodian, Chinese, English, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese

2.4.2 Form Verbiage

Update Form XDP

Form Header: Add coversheet and move the CalSAWS Standard Header (Header_1) to the coversheet. Add BRM header to the back of the coversheet. Add Agency Header (Header_3-1) to the pages of the form.

Include verbiage 'On the back of this sheet is the address for returning your form' on the coversheet right below the standard header to instruct the customer to use the next page to return the form.

Note: *The verbiage added will be in its respective threshold language.*

The form itself will begin on page 3, directly after the BRM header.

Please see supporting document #9.

2.4.3 Form Variable Population

There are no changes to the variable population logic of the form.

2.4.4 Form Generation Conditions

1. **Update Form Control**

   A BRM barcode is needed as we are adding a BRM header to the form. The values for Tracking and Imaging Barcodes are current values and not changed with this update.

Tracking Barcode	BRM Barcode	Imaging Barcode
Y	Y	Y

2. **Update Form Print/Mailing Options**

The following Print and Mailing Options are required for this form:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
Y	Y	Y	Y	Y	Y

Mailing Options:

Mail-back-to Address: County BRM address which generated the form

Return Envelope Type: Returned Prepaid Envelope

Note: *The other mailing options (e.g., 'Mail-To' & 'Mailed From' information, and others) are not shown in the design as they are not updated with this effort.*

~~2.5 Updates to CF 377.7C Form Recommendation~~

~~2.5.1 Overview~~

~~The CF 377.7C form currently does not have a BRM header that would allow for the customer to return the form to the appropriate address. This effort will be to modify the form to add a coversheet and BRM header; as well as include a prepaid return envelope for the customer.~~

~~**State Form:** CF 377.7C (02/14)~~

~~**Current Programs:** CalFresh~~

~~**Current Attached Form(s):** None~~

~~**Current Forms Category:** Forms~~

~~**Current Template Repository Visibility:** All Counties~~

~~**Existing Languages:** Armenian, Arabic, Cambodian, Chinese, English, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese~~

~~2.5.2 Form Verbiage~~

~~**Update Form XDP**~~

~~**Form Header:** Add coversheet and move the CalSAWS Standard Header (Header_1) to the coversheet. Add BRM header to the back of the coversheet. Add Agency Header (Header_3-1) to the pages of the form.~~

~~Include verbiage 'On the back of this sheet is the address for returning your form' on the coversheet right below the standard header to instruct the customer to use the next page to return the form.~~

~~***Note:*** *The verbiage added will be in its respective threshold language.*~~

~~The form itself will begin on page 3, directly after the BRM header.~~

~~Please see supporting document #10.~~

~~2.5.3 Form Variable Population~~

~~There are no changes to the variable population logic of the form.~~

~~2.5.4 Form Generation Conditions~~

1. ~~**Update Form Control**~~

   ~~A BRM barcode is needed as we are adding a BRM header to the form. The values for Tracking and Imaging Barcodes are current values and not changed with this update.~~

~~Tracking Barcode~~	~~BRM Barcode~~	~~Imaging Barcode~~
~~¥~~	~~¥~~	~~¥~~

2. ~~**Update Form Print/Mailing Options**~~

   ~~The following Print and Mailing Options are required for this form:~~

~~Blank Template~~	~~Print Local without Save~~	~~Print Local and Save~~	~~Print Central and Save~~	~~Reprint Local~~	~~Reprint Central~~
~~¥~~	~~¥~~	~~¥~~	~~¥~~	~~¥~~	~~¥~~

~~**Mailing Options:**~~

~~Mail-back-to Address: County BRM address which generated the form~~

~~Return Envelope Type: Returned Prepaid Envelope~~

~~***Note:*** *The other mailing options (e.g., 'Mail-To' & 'Mailed From' information, and others) are not shown in the design as they are not updated with this effort.*~~

~~2.6 Updates to CF 377.7E1 Form Recommendation~~

~~2.6.1 Overview~~

~~The CF 377.7E1 form currently does not have a BRM header that would allow for the customer to return the form to the appropriate address. This~~

~~effort will be to modify the form to add a coversheet and BRM header; as well as include a prepaid return envelope for the customer.~~

~~**State Form:** CF 377.7E1 (01/14)~~

~~**Current Programs:** CalFresh~~

~~**Current Attached Form(s):** None~~

~~**Current Forms Category:** Forms~~

~~**Current Template Repository Visibility:** All Counties~~

~~**Existing Languages:** Armenian, Arabic, Cambodian, Chinese, English, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese~~

~~2.6.2 Form Verbiage~~

~~**Update Form XDP**~~

~~**Form Header:** Add coversheet and move the CalSAWS Standard Header (Header_1) to the coversheet. Add BRM header to the back of the coversheet. Add Agency Header (Header_3-1) to the pages of the form.~~

~~Include verbiage 'On the back of this sheet is the address for returning your form' on the coversheet right below the standard header to instruct the customer to use the next page to return the form.~~

~~***Note:*** *The verbiage added will be in its respective threshold language.*~~

~~The form itself will begin on page 3, directly after the BRM header.~~

~~Please see supporting document #11.~~

~~2.6.3 Form Variable Population~~

~~There are no changes to the variable population logic of the form.~~

~~2.6.4 Form Generation Conditions~~

~~1. **Update Form Control**~~

~~A BRM barcode is needed as we are adding a BRM header to the form. The values for Tracking and Imaging Barcodes are current values and not changed with this update.~~

~~Tracking Barcode~~	~~BRM Barcode~~	~~Imaging Barcode~~

~~¥~~	~~¥~~	~~¥~~

2. ~~**Update Form Print/Mailing Options**~~

~~The following Print and Mailing Options are required for this form:~~

~~Blank Template~~	~~Print Local without Save~~	~~Print Local and Save~~	~~Print Central and Save~~	~~Reprint Local~~	~~Reprint Central~~
~~¥~~	~~¥~~	~~¥~~	~~¥~~	~~¥~~	~~¥~~

~~**Mailing Options:**~~

~~Mail-back-to Address: County BRM address which generated the form~~

~~Return Envelope Type: Returned Prepaid Envelope~~

~~***Note:*** *The other mailing options (e.g., 'Mail-To' & 'Mailed From' information, and others) are not shown in the design as they are not updated with this effort.*~~

~~2.7 Updates to DFA 377.7G Form Recommendation~~

~~2.7.1 Overview~~

~~The DFA 377.7G form currently does not have a BRM header that would allow for the customer to return the form to the appropriate address. This effort will be to modify the form to add a coversheet and BRM header; as well as include a prepaid return envelope for the customer.~~

~~**State Form:** DFA 377.7G (05/02)~~

~~**Current Programs:** CalFresh~~

~~**Current Attached Form(s):** None~~

~~**Current Forms Category:** Forms~~

~~**Current Template Repository Visibility:** All Counties~~

~~**Existing Languages:** Armenian, Arabic, Cambodian, Chinese, English, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese~~

~~2.7.2 Form Verbiage~~

~~**Update Form XDP**~~

~~**Form Header:** Add coversheet and move the CalSAWS Standard Header (Header_1) to the coversheet. Add BRM header to the back of the coversheet. Add Agency Header (Header_3-2) to the pages of the form.~~

~~Include verbiage 'On the back of this sheet is the address for returning your form' on the coversheet right below the standard header to instruct the customer to use the next page to return the form.~~

~~***Note:*** *The verbiage added will be in its respective threshold language.*~~

~~The form itself will begin on page 3, directly after the BRM header.~~

~~Please see supporting document #12.~~

~~2.7.3 Form Variable Population~~

~~There are no changes to the variable population logic of the form.~~

~~2.7.4 Form Generation Conditions~~

~~1. **Update Form Control**~~

~~A BRM barcode is needed as we are adding a BRM header to the form. The values for Tracking and Imaging Barcodes are current values and not changed with this update.~~

~~Tracking Barcode~~	~~BRM Barcode~~	~~Imaging Barcode~~
~~¥~~	~~¥~~	~~¥~~

~~2. **Update Form Print/Mailing Options**~~

~~The following Print and Mailing Options are required for this form:~~

~~Blank Template~~	~~Print Local without Save~~	~~Print Local and Save~~	~~Print Central and Save~~	~~Reprint Local~~	~~Reprint Central~~
~~¥~~	~~¥~~	~~¥~~	~~¥~~	~~¥~~	~~¥~~

~~**Mailing Options:**~~

~~Mail-back-to Address: County BRM address which generated the form~~

~~Return Envelope Type: Returned Prepaid Envelope~~

~~***Note:*** *The other mailing options (e.g., 'Mail-To' & 'Mailed From' information, and others) are not shown in the design as they are not updated with this effort.*~~

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Forms	CF 6177 Mockup	CF6177_EN.pdf
2	Forms	CF 101 Mockup	CF101_EN.pdf
3	Forms	GEN 111 Mockup	GEN111_EN.pdf
4	Forms	CF 100 Mockup	CF100_EN.pdf
5	Forms	MC 4604 Mockup	MC4604_EN.pdf
6	Forms	MC 4605 Mockup	MC4605_EN.pdf
7	Forms	CW 789 Mockup	CW789_EN.pdf
8	Forms	CSF 170 Mockup	CSF170_EN.pdf
9	Forms	GEN 201 Mockup	GEN201_EN.pdf
~~10~~	~~Forms~~	~~CF 377.7C Mockup~~	~~CF377_7C_EN.pdf~~
~~11~~	~~Forms~~	~~CF 377.7E1 Mockup~~	~~CF377_7E1_EN.pdf~~
~~12~~	~~Forms~~	~~DFA 377.7G Mockup~~	~~DFA377.7G_EN.pdf~~

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.2.1 CAR-1223	The LRS shall generate notices, NOAs, forms and letters that include: a. The ability to use window envelopes; b. COUNTY-specific return addresses; c. Alternate return and send address capability; and d. COUNTY-specified barcodes.	Adding BRM headers to form to allow customers to send forms back to county workers.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-229573: DDID 2284 | Scheduled Callback

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Eduardo Santos
	Reviewed By	Kevin Hooke, Jared Kuester

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
06/03/2021	0.1	Initial Draft	Santos
11/14/2022	0.2	Added clarification in section 1.3.	Jared Kuester

Table of Contents

1 OVERVIEW

This design is for the new Scheduled Callback functionality. This functionality allows customers to request a callback while the county contact center is closed, or if the queue requested has reached its max queue depth.

1.1 Current Design

This functionality does not currently exist. When a customer calls into the IVR after hours, or the queues have reached their max queue depth, they do not have an opportunity to request a call back.

1.2 Requests

Develop functionality that allows the caller to request a Scheduled Call Back when calling outside of the counties' configured hours of operation, or if the max queue depth has been reached.

1.3 Overview of Recommendations

1. Add the Scheduled Call Back functionality into the existing Inbound IVRs.
    a. Allow customers to choose what time to receive a call back.
    b. Allow Counties to turn this feature on or off through the Admin Page.

1.4 Assumptions

1. A scheduled callback can only be scheduled for the next business day.
2. Callers will not be offered a call back if all scheduled call back slots are full. Callers will receive the appropriate message prior to being disconnected from the IVR.
3. The scheduled call back functionality will be configured through the Administration Page. See SCR CA-226672 for more details.
4. Auto-Answer is not supported for Scheduled Call Back. Agents must click accept before the Outbound call is placed.
5. The ability for a customer to cancel a Scheduled Call back is not in scope for this change.

2 RECOMMENDATIONS

This section outlines recommendations to add a new Scheduled Call back feature in the Inbound IVR applications.

2.1 Scheduled Callbacks

2.1.1 Overview

Add a new scheduled call back feature that allows customers to request a call back if they called while the county contact center is closed, or if the queue they requested has reached max queue depth.

2.1.2 Description of Changes

1. Add an option in the existing county call flows to offer a scheduled call back for the next business day if the call center is closed, or if the queue is at max queue depth.
   a. A scheduled callback will only be offered if there are still slots available. If all slots are currently filled, the scheduled call back feature will not be offered.
      i. The IVR will play the county specific closed message, or maximum queue depth message that is currently in place.
   b. The Scheduled Callback feature can be disabled/enabled and configured by county staff that have access to the Administration Page. Please see SCR CA-226672 for more information.
      i. If Schedule Callback is disabled for the county, the IVR will play the county specific closed message, or maximum queue depth message that is currently in place.

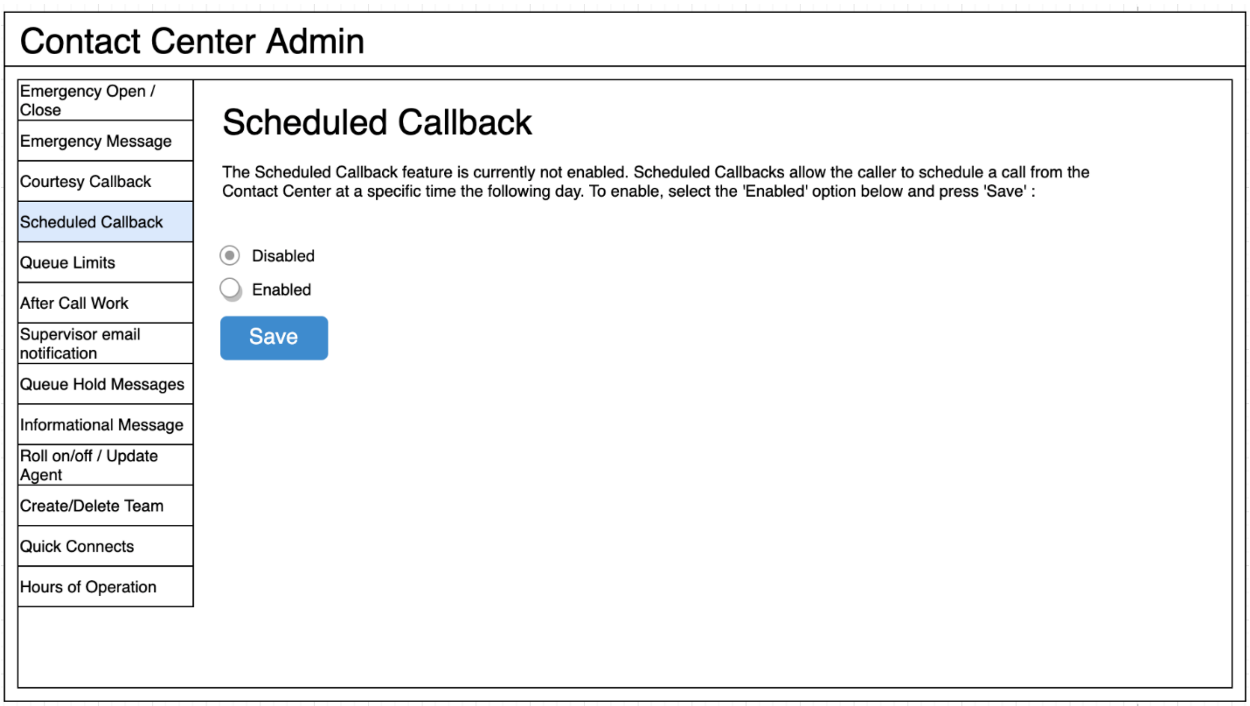

Figure 1 Scheduled Callback - feature disabled

2.1.2.1 Scheduling the Callback

1. When the scheduled call back is offered, customers will be given the option to opt in. If they do not opt in for the call back, the call will be ended.
    a. The scheduled call back feature is available to all threshold languages supported. For more information, please see SCR CA-226837 Inbound IVR.
    b. If the IVR is closed, the customer will hear the county specific message letting the customer know that the contact center is currently closed and to call back during regular business hours.
    c. If the queue that the customer selected is currently at maximum queue depth, the customer will hear the county specific maximum queue depth message letting them know to call back at a later time.
    d. Both messages that are played here are customized by each individual county.

2. The prompt that is played depends on the reason for offering the scheduled call back.
    a. If the IVR is closed, the customer will hear the message:

       "*I'm sorry, but the contact center is currently closed. If you would like us to call you back on the next business day, please press 1.*"

    b. If the queue selected is currently at max queue depth, the customer will hear the message:
       "I'm sorry, we have reached our maximum number of callers currently in queue. If you would like us to call you back on the next business day, please press 1."

3. If the customer presses option 1, they will be prompted to select from one of the available time slots that are still available.
    a. The time slots, and how many callers can opt in for that time slot, is configured in the Administration page. See SCR CA-226672 for more information.
    b. The scheduled call back does not limit how many times a single phone number can request a call back. This is due to the possibility of shared phone lines.

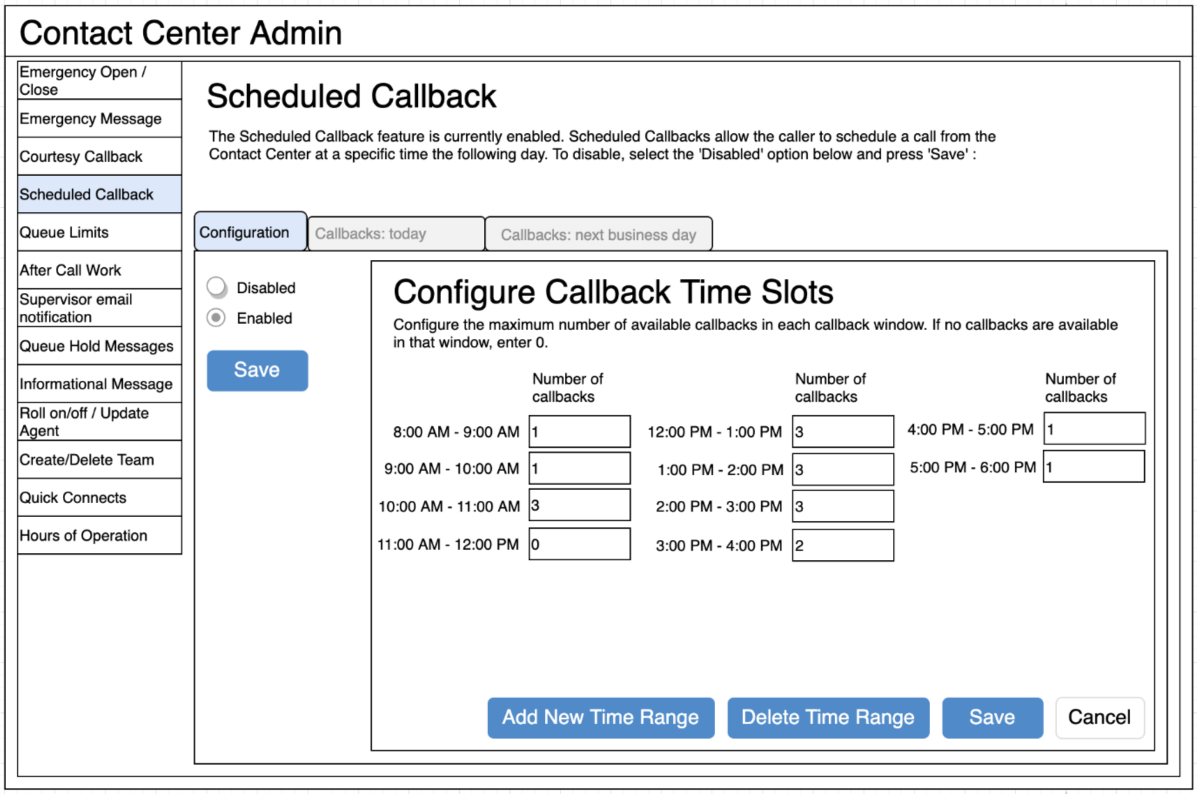

Figure 2 Scheduled Callback – configured time slots

4. After selecting a time slot from the available options, the customer will be prompted to confirm their phone number.
    a. The IVR will play the message, "*If you would like us to call you back at (Customer's Phone Number), please press 1. To use a different call back number press 2.*"

5. If the customer presses 1, the call back will be scheduled for the customer using their caller ID and stored in the scheduled call back database.

6. If the customer presses 2, they will be prompted to enter their ten-digit phone number. The IVR will then check if the phone number entered is not ten digits or begins with 1. If it is not valid, the customer will have 2 more attempts to enter a valid phone number before the IVR ends the call.

7. Once the call back request is scheduled the IVR will play the message "*Your call back request is scheduled for the next business day between (time range selected). Goodbye*".

2.1.2.2 Calling the Customer Back

1. Every hour during the business day, the scheduled call back system will check if there are any calls that fall within the current time range stored in the database. For example, if it is 10:00 AM and there are three calls in the database scheduled to be called back between 10:00 AM and 11:00 AM, it will place those three calls in the Scheduled Call Back queue that align with the customer's language.

2. The scheduled call back queue will act like any other queue and will need to be associated to contact center agents routing profile(s). When there's an agent available and a scheduled callback call is next in the queue, the system will place an outbound call from the agent's call control panel.

3. If the call is answered, by the customer or voicemail, the callback will be marked as complete and is removed from the queue.

    a. When the call is answered the customer will hear the message "*This is a call from <County Name> county. This call is recorded for training and quality purposes.*"
    b. This message will be played in the language that the customer originally selected.

4. If the call is not answered, the agent will be placed back in ready status and the system will wait 10 minutes before attempting to call the user back again. It will make a total of 3 attempts to contact the customer.

2.1.3 Reporting

2.1.3.1 Overview

Add a new scheduled call back reporting feature to the Administration page. Users with access to the administration page will be able to see how many calls are currently scheduled. Also, every scheduled callback attempt will be journaled in CalSAWS.

2.1.3.2 Description of Change

1. Reporting for calls handled and how many are currently in queue will be done through the eGain reporting tool. For more information on reporting capabilities of eGain, please see SCR CA-226209 eGain Analytics and Calabrio One.
2. Add tabs in the Administration page to display how many calls are currently scheduled in each configured time slot, today and the next business day.

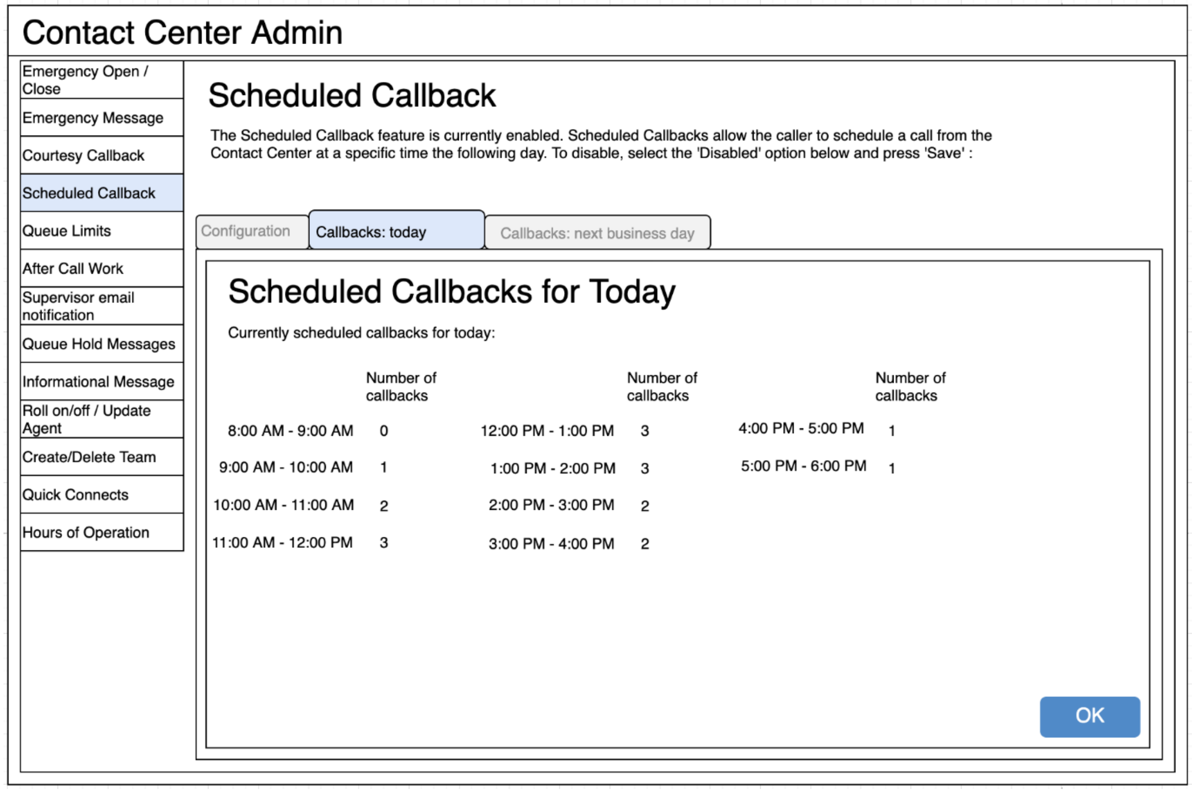

Figure 3 Scheduled Callback – reporting for today

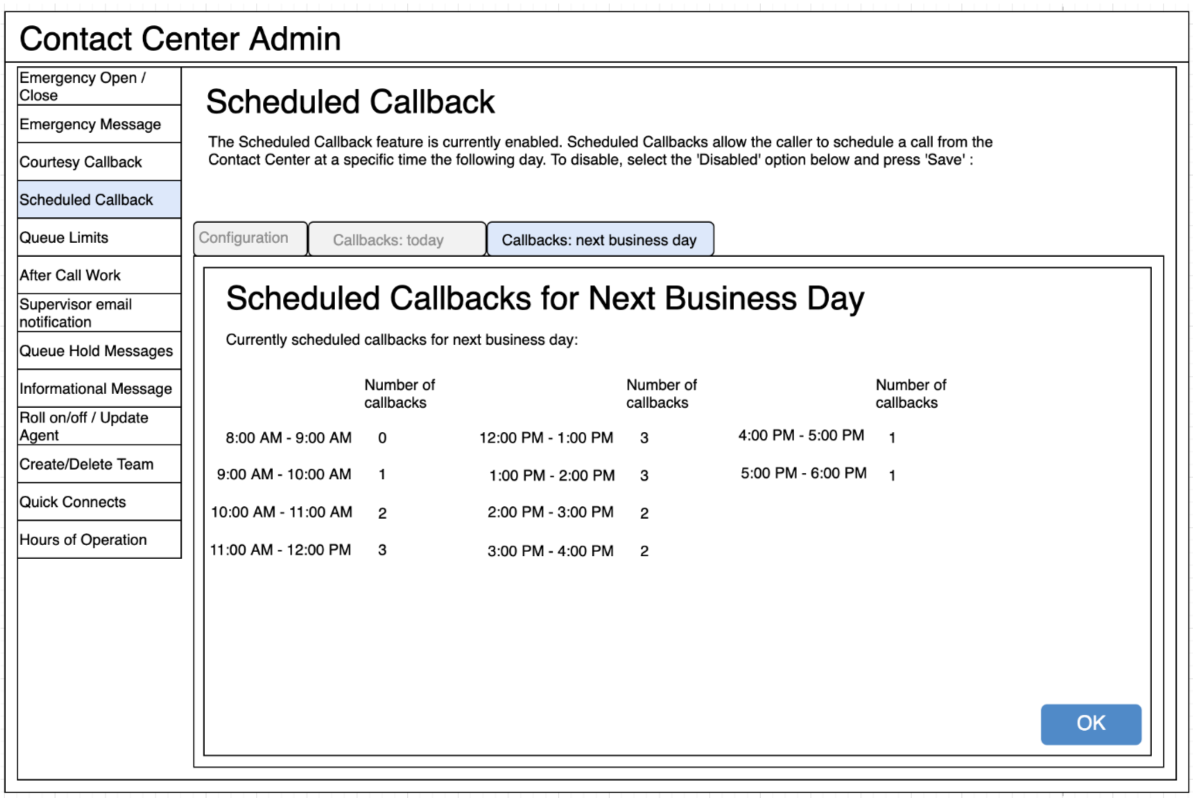

Figure 4 Scheduled Callback – reporting for next business day

3. At the end of each business day, run a reporting job to create a CSV file with the results of each scheduled call back call that day.
    a. Save results as a CSV file
    b. Upload the results of the CSV file to CalSAWS and create a journal entry for each attempted call back, and the result of the call.
    c. This reporting is only available for Authenticated Callers, as a Case number is necessary to journal the call back attempts.

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2284	The CONTRACTOR shall configure the Customer Service Center solution to allow a customer to request a scheduled callback if calling outside of the counties configured hours of operation or if the max queue limit has been reached in the queue. This is County configurable through the administration page.	Section 2.1: Scheduled Callbacks SCR CA-226672 Section 2.6: Scheduled Callback configuration through Administration page

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-245147

Add Newest State versions of EBT 2259A, WI 10072A, and WI 10072B

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Connor Gorry
	Reviewed By	Tiffany Huckaby, Maria Arceo, Priya Sridharan, Himanshu Jain

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
06/09/2022	1.0	Initial Creation	Connor Gorry
07/18/2022	1.1	BA, Build & System Test Approved	Connor Gorry
08/23/2022	1.2	Updates per QA review, Region Feedback on variable population	Connor Gorry
09/14/2022	1.3	Further updates per LA County feedback	Connor Gorry
09/30/2022	1.4	Updates per QA comments	Connor Gorry
01/03/2023	1.5	Design Clarification: • Updated recommendations referenced in Section 2.X.X • Added threshold language mockups and XDP attachments. • Re-worded Assumption #7 to reflect that CA-243207 was released in 22.09	Connor Gorry
4/12/2023	1.6	Removed Korean from list of Threshold for WI 10072A as it is not available at this time	Tiffany Huckaby

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1 OVERVIEW

ACL 21-133 revises the EBT 2259, EBT 2259A, WI 10072A, and WI 10072B to include a distinction between 'scammed' and 'skimmed' EBT theft, and to add additional information on stolen food benefits.

1.1 Current Design

CalSAWS has an outdated version of the WI 10072B in its template repository; And the system currently does not have the EBT 2259A, or the WI 10072A.

> **Note:** Currently in the CalSAWS system, WI 10072B exists with the name 'WI 10072A'. As a part of this change, the current entries for existing Form number will be end-dated, and the appropriate Form numbers will be applied to match the state versions.

1.2 Requests

Add the new EBT 2259A to CalSAWS and create a packet with the EBT 2259 and EBT 2259A. Add WI 10072A and update WI 10072B.

1.3 Overview of Recommendations

1. Add new Form EBT 2259A (11/21)
2. Create new packet with updated EBT 2259 and new EBT 2259A (11/21)
3. Add new WI 10072A Form (11/21)
4. Update WI 10072B to the latest state version (11/21)
5. Update Document Parameters Programs for EBT 2259 (11/21)

1.4 Assumptions

1. No additional Form/NOA translations are needed as a part of this effort.
2. This SCR will not add or alter automated Form Generation for these Forms.
3. The existing standalone EBT 2259 Form, which was updated with SCR CA-239161, will not be altered with this change, with the exception of its selectable Programs.
4. The 'County Use Only' section of the EBT 2259A will populate with identical logic to the existing EBT 2259. These variables – both in the standalone EBT 2259A and in the packet with the EBT 2259 – will be editable when generated from the Template Repository.
5. When no worker is assigned to the case, variable and header population for worker and office information will follow existing functionality when these Form(s) are generated from the Template Repository. For Migration Counties, the logged-in worker's information will populate in the Form Header/Cover Letter

and ‘County Use’ fields when these form(s) are generated from the Template Repository. For Los Angeles County, these fields will be populated with generic ‘Customer Rep’ information.

6. The existing one-page NA Back 9 Template and Population will be attached to identified Forms.
7. CA-243207 (released 22.09) will obsolete and end-date the existing TEMP WI 10072A (11/13) for its existing programs of CW, GA, CAPI, RCA.

2 RECOMMENDATIONS

2.1 Add new Form EBT 2259A

2.1.1 Overview

Add the 11/21 version of the EBT 2259A Informing Notice to the Template Repository in all threshold languages.

State Forms: EBT 2259A (11/21)

Programs: Multiple (CalFresh, CalWORKs, GA, RCA, CAPI, WTW, REP, Cal-Learn)

Attached Forms: Mailing Cover Letter with Header 1

Forms Category: Forms

Editable: Yes

Visibility: All Counties

Languages: English, Armenian, Arabic, Cambodian, Chinese, Farsi, Tagalog, Hmong, Korean, Lao, Russian, Spanish, Vietnamese

2.1.2 EBT 2259A Form Verbiage

<u>Create EBT 2259A XDP</u>

Create XDP for the EBT 2259A (11/21) Form.

Form Header: Mailing Cover Sheet

Form Title: EBT Scamming Acknowledgement

Form Number: EBT 2259A

Include NA Back 9: No

Imaging Form Name: EBT Scamming Acknowledgement

Imaging Document Type: Electronic Benefit Transfer (EBT)

Imaging Case/Person: Case

Form Mockups/Examples: See Supporting Documents #1

Languages:

English, Armenian, Arabic, Cambodian, Chinese, Farsi, Tagalog, Hmong, Korean, Lao, Russian, Spanish, Vietnamese

2.1.3 Add EBT 2259A Variable Population

Add variable population to the EBT 2259A to match that of the existing EBT 2259.

Form Header Variables:

Standard population for CalSAWS Header_1

Form Body Variables:

Variable Name	Population	Formatting	Editable*/ Field Type	Template Repository Population	Populates with Form Generation
<Case Name>	Name of the Program Person, First and Last, selected from the Parameters Page. For example, "John Doe".	Arial Font Size 10	Y, Text Field	Y	N
<County>	The County in which the Form was generated.	Arial Font Size 10	Y, Text Field	Y	N
<Case ID>	The program person's case ID.	Arial Font Size 10	Y, Numeric Field	Y	N
<Date>	The system date.	Arial Font Size 10	Y, Date Field	Y	N
<Worker Name>	The County worker's name.	Arial Font Size 10	Y, Text Field	Y	N
<Worker Phone>	The County Worker's phone number.	Arial Font Size 10	Y, Phone Number	Y	N

2.1.4 EBT 2259A Generation Conditions

Add Form Control

Add an Imaging Barcode to the EBT 2259A.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Add Form Print and Mailing Requirements

The following Print Options will be included for the EBT 2259A:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
Y	Y	Y	Y	Y	Y

Mailing Requirements:

Mail-To (Recipient): Person Selected from the Parameters Drop-Down

Mailed From (Return): Sending Office

Mail-back-to Address: Sending Office

Outgoing Envelope Type: Standard

Additional Requirements:

Special Paper Stock: N/A

Enclosures: N/A

Electronic Signature: Yes

CW/CF Electronic Signature (IVR/Text): Yes

Check to Sign: Yes

Post to Self Service Portal: Yes

2.2 Create new packet with updated EBT 2259 and new EBT 2259A

2.2.1 Overview

Create a mailable packet with the most recent EBT 2259 and EBT 2259A for all threshold languages.

State Forms: EBT 2259 (11/21) and EBT 2259A (11/21)

Programs: Multiple (CalFresh, CalWORKs, GA, RCA, CAPI, WTW, REP, Cal-Learn)

Attached Forms: Mailing Cover Letter with Header 1

Forms Category: Forms

Editable: Yes

Visibility: All Counties

Languages: English, Armenian, Arabic, Cambodian, Chinese, Farsi, Tagalog, Hmong, Korean, Lao, Russian, Spanish, Vietnamese

2.2.2 EBT 2259 and EBT 2259A Packet Verbiage

<u>Create EBT 2259 / EBT 2259A XDP</u>

Create a packet with six impressions containing the following Forms:

1. **Mailing Cover Sheet** (already exists on current EBT 2259)
2. **EBT 2259 (11/21)** – Instructions for Reporting Electronic Theft of Benefits*
3. **EBT 2259A (11/21)** – EBT Scamming Acknowledgement

   ***Note:** The EBT 2259's title currently reads "Instructions for Reporting Electronic Theft of Cash Aid'. Its title will be updated to match the state's published title as a part of recommendation 2.5 of this design.

Form Header: Mailing Cover Sheet

Form Title: Instructions to Report Electronic Theft of Cash Aid and EBT Scamming Acknowledgement

Form Number: EBT 2259 / EBT 2259A

Include NA Back 9: No

Imaging Form Name: EBT 2259 and EBT 2259A Packet

Imaging Document Type: Electronic Benefit Transfer (EBT)

Imaging Case/Person: Case

Form Mockups/Examples: See Supporting Documents #2

Languages:

English, Armenian, Arabic, Cambodian, Chinese, Farsi, Tagalog, Hmong, Korean, Lao, Russian, Spanish, Vietnamese

2.2.3 EBT 2259 / EBT 2259A Generation Conditions

Add Form Control

Add an Imaging Barcode to the EBT 2259 / EBT 2259A.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Add Form Print and Mailing Requirements

The following Print Options will be included for the EBT 2259 / EBT 2259A:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
Y	Y	Y	Y	Y	Y

Mailing Requirements:

Mail-To (Recipient): Person Selected from the Parameters Drop-Down

Mailed From (Return): Sending Office

Mail-back-to Address: Sending Office

Outgoing Envelope Type: Standard

Additional Requirements:

Special Paper Stock: N/A

Enclosures: N/A

Electronic Signature: Yes

CW/CF Electronic Signature (IVR/Text): Yes

Check to Sign: Yes

Post to Self Service Portal: Yes

2.3 Add new WI 10072A Form

2.3.1 Overview

WI 10072A is the EBT Replacement Approval. It contains fields for the date and amount of replacement should a request for stolen EBT funds be approved. The new WI 10072A contains checkbox fields to indicate whether benefits were skimmed or scammed, and if benefits were replaced in a cash or food account.

State Form: WI 10072A

Programs: Multiple (CalFresh, CalWORKs, GA, RCA, CAPI, WTW, REP, Cal-Learn)

Attached Form(s): N/A

Forms Category: NOA

Visibility: All Counties

Existing Languages:

English, Armenian, Arabic, Cambodian, Chinese, Farsi, Tagalog, Hmong, Korean, Lao, Russian, Spanish, Vietnamese

2.3.2 WI 10072A Verbiage

Add WI-10072A XDP

Add a two-impression XDP for the WI 10072A Form. The first impression will be the notice itself, and the second the NA Back 9.

Languages:

English, Armenian, Arabic, Cambodian, Chinese, Farsi, Tagalog, Hmong, ~~Korean~~, Lao, Russian, Spanish, Vietnamese

Note: SCR CA-258408 will add Korean when available from the State. This language was not available in time for this effort.

Form Title: EBT Replacement Approval

Form Number: WI 10072A (11/21)

Forms Category: NOA

Include NA Back 9: Yes

Imaging Form Name: EBT Notice of Replacement Approval

Imaging Document Type: Electronic Benefit Transfer (EBT)

Imaging Case/Person: Case

Form Mockups/Examples: See Supporting Documents #3

2.3.3 WI 10072A Generation Conditions

Add Form Control

Add an Imaging Barcode to the WI 10072A.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Add Form Print and Mailing Requirements

The following Print Options will be included for the WI 10072A:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
Y	Y	Y	Y	Y	Y

Mailing Requirements:

Mail-To (Recipient): Person Selected from the Parameters Drop-Down

Mailed From (Return): Sending Office

Mail-back-to Address: Sending Office

Outgoing Envelope Type: Standard

Additional Requirements:

Special Paper Stock: N/A

Enclosures: N/A

Electronic Signature: No

Post to Self Service Portal: Yes

2.3.4 DCR to add the new WI 10072A

Add a new table entry for the updated WI 10072A.

2.4 Update WI 10072B NOA Form

2.4.1 Overview

WI 10072B (currently labeled 'WI 10072A') is the Electronic Replacement Review notice. Per Assumption #7, the existing WI 10072A was end-dated with CA-243207.

WI 10072B is used in cases of EBT Theft that must undergo county review, as described in ACL 18-148. The new WI 10072B will contain editable fields for the value of EBT funds under replacement review.

State Form: WI 10072B (11/21)

Updated Programs: Multiple (CalFresh, CalWORKs, GA, RCA, CAPI, WTW, REP, Cal-Learn)

Attached Form: N/A

Forms Category: NOA

Editable: Yes

Visibility: All Counties

Languages:

English, Armenian, Arabic, Cambodian, Chinese, Farsi, Tagalog, Hmong, Korean, Lao, Russian, Spanish, Vietnamese

2.4.2 Update WI 10072B Form Verbiage

Update WI-10072B XDP

Update the two-impression XDP for the WI 10072B Form. The first impression will be the notice itself, and the second the NA Back 9.

Form Header: Standard Header

Form Title: EBT Replacement Review

Form Number: WI 10072B (11/21)

Include NA Back 9: Yes

Imaging Form Name: EBT Replacement Review

Imaging Document Type: Electronic Benefit Transfer (EBT)

Imaging Case/Person: Case

Form Mockups/Examples: See Supporting Documents #4

2.5 Update EBT 2259 Title and Programs

Update the EBT 2259's title and programs for which it can be generated from the template repository.

Current Title: Instructions for Reporting Electronic Theft of Cash Aid

Updated Title: Instructions for Reporting Electronic Theft of Benefits

Current Programs: CW, GA, CAPI, RCA
Updated Programs: CalFresh, CalWORKs, GA, CAPI, RCA, WTW, REP, Cal-Learn

3 SUPPORTING DOCUMENTS

Attached mockups are in English only. Threshold language translations will use the same formatting as provided by the state, or, in the case of WI 10072A and WI 10072B, the formatting that is currently used in the CalSAWS.

Ref #	Document	Functional Area	Description	Attachment
1	EBT 2259A (11/21)	Client Correspondence	New Form EBT 2259A (11/21) with mailing cover letter.	EBT2259A_Mockup_EN.pdf EBT2259A_Mockup_EN.xdp
2	EBT 2259 (11/21) and EBT 2259A (11/21) Packet	Client Correspondence	Packet containing Mailing Cover Sheet, updated EBT 2259 (11/21), and EBT 2259A (11/21), with a single cover letter.	EBT2259_Packet_Mockup_EN.pdf EBT2259_Packet_Mockup_EN.xdp
3	WI 10072A (11/21)	Client Correspondence	Approval NOA granting replacement of Cash Aid in the case that the victim was skimmed or scammed.	WI 10072A_Mockup_EN.pdf WI 10072A_Mockup_EN.xdp
4	WI 10072B (11/21)	Client Correspondence	Notice informing the recipient that their request for EBT aid replacement is under review.	WI 10072B_Mockup_EN.pdf WI 10072B_Mockup_EN.xdp

4 REQUIREMENTS

Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
CAR-1208	The CalSAWS shall accommodate and generate State-mandated forms, notices, and NOAs that cannot be changed.	Adds and updates Forms/NOAs to the latest state versions.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-245691

Update CSF 124 Batch Job

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Tiffany Huckaby
	Reviewed By	Priya Sridharan

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
09/28/2022	0.1	Initial Draft	Ayman Hussein
3/9/2023	0.2	Content Revision 1: Updates to remove obsoleted Stored Procedure and add additional requirement to check for a Service Activity	Tiffany Huckaby
4/4/2023	0.3	Content Revision 2: Update CSF 124 to match CSF 125 for Journal Entries	Tiffany Huckaby

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1 OVERVIEW

DDID CA-201968 brought over a C-IV batch job that generates the CSF 124 (previously the C-IV WTW 733.4). The PB00R499 daily batch job is responsible for finding WTW participants that have ongoing Work Participation Rate (WPR) Community Service activities and sends a CSF 124 form.

1.1 Current Design

The current batch job PB00R499 looks for an end date on the activity records irrespective of status, however in CalSAWS these records do not require an end date.

In addition, the batch job assumes the existence of a Service Activity. When no Service Activity exists, this causes issues with Journal Entry creation.

1.2 Requests

1) Update the batch to look at status reasons instead of end dates.
2) Update the Journal Entry to no longer error out when there is no Service Activity associated.

1.3 Overview of Recommendations

1) Update the batch to look at status reasons instead of end dates.
2) Update the Journal Entry variable population to prevent Journal Entry creation errors when there is no associated Service Activity.
3) Remove Obsoleted Stored Procedure (short term solution) created from SCR CA-246617.

1.4 Assumptions

1) This effort will not change the frequency of PB00R499 batch job and will continue to run daily.
2) This job will continue to run before the Forms Balancer job.
3) The current counties who have opted into the process will remain unchanged.
4) The CSF 124 correspondence will not be modified as part of this change.
5) The existing logic of Batch job PB00R499 (previously the C-IV WTW 733.4 JB00R545) can be found under the design document of DDID CA-201968.

2 RECOMMENDATIONS

2.1 Update Batch Job PB00R499

2.1.1 Overview

DDID CA-201968 brought over a C-IV batch job that generates the CSF 124 (previously the C-IV WTW 733.4). The PB00R499 daily batch job is responsible for finding WTW participants that have ongoing Work Participation Rate (WPR) Community Service activities and sends a CSF 124 form.

2.1.2 Description of change

1.) **Updates to prevent CSF 124 for generating on an end dated Activity Record:**
Update the driving query of the CSF 124 (PB00R499) batch job to find cases with:
- a WTW program in Active status (irrespective of end date of the activity record)
- the primary applicant having an ongoing (Active status) 'Community Service' activity for the report month (the batch month falls within the begin and end date for the activity) Note: any active status within the batch month will trigger the CSF 124 per Community Service activity.

2.) **Updates to prevent Journal Entry Errors:**
Update the variable population in the CSF 124 Journal Entry to pull the Activity Type if there is no associated Service Activity available (this logic currently already exists for CSF 125).

Note: If the WTW primary applicant has multiple Community Services activities for the report month, the CSF 124 form will generate for each one. If the activity spans multiple months, the form will generate for each report month. For example, if there is an activity spans July and August, when the batch runs in July, it will generate a CSF 124. When the batch runs again in August, it will generate another one.

2.2 Remove Obsoleted Stored Procedure

2.2.1 Overview

SCR CA-246617 added in a temporary solution to prevent duplicate CSF 124 from being sent out. With this effort this temporary solution will no longer be needed, and it can be removed.

2.2.2 Description of change

Remove updates from CA-246617 that is updating the print status to prevent duplicate CSF 124 from being sent out when there does not exist a customer reporting record.

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
CAR-1243	CalSAWS shall identify case actions that require a notice, NOA, form, letter, stuffer, or flyer, and shall generate that appropriate notice, NOA, form, letter, stuffer, or flyer, using variable case-specific information.	PB00R499 batch job that triggers CSF 124 is updated.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-247709

Design of Release of Information for CBOs

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Gillian Noelle Bendicio, Jennifer Muna, Farhat Ulain, Phong Xiong
	Reviewed By	Connie Buzbee, Dymas Pena, Melissa Mendoza, Jason Horton

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
09/19/2022	.1	Initial Revision	Gillian Noelle Bendicio, Jennifer Muna, Farhat Ulain, Phong Xiong
01/11/2023	.2	Updated design per Committee Review	Jennifer Muna
01/17/2023	.3	Added ForgeRock requirements in section titled 'ForgeRock – CBO Organization API'	Jennifer Muna
01/25/2023	.4	Added mailing requirements in section 2.13.4	Phong Xiong
02/01/2023	.5	• Added additional page mock-ups and details for Release of Information Search requirements section • Added Select Person Page section • Added additional mock-ups and details for Release of Information Detail section • Added mock-up update and additional requirements for Case Summary section • Updated the Select Community Based Organization section and Select CBO Managers & Assisters for Medi-Cal section on how these pages are being accessed. • Added additional update requirement to Case Inquiry API section • Added Security Matrix under the Support Document section	Jennifer Muna, Erika Kusnadi

2/20/2022	.6	Design updates to: • Include new column for DOC_TEMPL_LANG table o Add additional CBO-Case Detail API requirements to exclude Minor Consent Cases	Phong Xiong, Jennifer Muna
2/24/2023	.7	Added additional details to CBO - Notices API requirements	Jennifer Muna
3/9/2023	.8	Design Clarification for CBO - Case details section. Data Element: Benefit Award Description to reflect correct issuance information description	Jennifer Muna

2/15/2022	.9	Content Revision 1
		• Updated 2 validations and associated mockups on Section 2.1 (Release of Information Search)
		• Change CIN Number to CIN
		• Updated Section 2.3 (Release of Information Detail) Description of Changes and all appropriate mockups (section 2.3.2 to match)
		    o Fields are editable when in Edit mode
		    o Added new Validations
		    o Added Approved status to be available when the latest status is Revoked.
		    o Added information on how the “Expired” status will look on the Detail page in Edit mode.
		• Updated “Medi-Cal Reason for Sharing Information” to “Medi-Cal Reason(s) for Sharing Information”.
		• Updated Selected CBO and Select Manager and Assister for Medi-Cal pages by adding new mockups and description of changes.
		• Updated ROI API attribute
			Jennifer Muna, Farhat Ulain, Erika Kusnadi

		table by adding clarification on CBO Manager/Assister. • Updated Journal entry – Journal Type to 'Self Service' and made cosmetic updates • Updated Supporting document list • Added Assumption #18 and removed requirement in ROI API regarding Document Routing Rule task generation	
4/13/2023	.10	Content Revision 2 • Added Assumption # 19, 20, 21 • Added Auto-Revoke functionality description for ROI API section. • Added 'Remove' functionality to the Release of Information Search page in section 2.1.2-9. • Updated mockup 2.5.2 – 1 to include additional Select button.	Jennifer Muna, Farhat Ulain
04/18/2023	.11	Design Clarification to • Update the Security Matrix Group description for 'Release of Information Edit' in the CA-247709 Security Matrix.xlsx. • Update the sequential number(s) of the mockups starting from 2.1.1-1 through 2.3.2-45 and 2.6.2-1.	Farhat Ulain

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1 OVERVIEW

This System Change Request (SCR) will document the changes in CalSAWS to support the Release of Information (ROI) feature in the Self-Service Portal. This feature will allow the applicant/recipient to release their case information to a Community Based Organization (CBO) through the Self-Service Portal.

Per All County Letter (ACL) 16-02, non-privileged, non-confidential documents in a case record can only be accessed by the client who is the subject of the case record. However, a client may provide a written authorization through an ROI for another person or group to gain access to the case information. This guidance applies to the CBO Application Assisters (AAs) who assist clients in applying for and retaining their benefits. Currently, the ABCDM 228, Applicant's Authorization for Release of Information, is used when clients wish to grant access to case-level information to an agency, institution, or individual.

Per SCERFRA 22-524, the State is introducing a form 'ABCDM 229 -Applicant/Recipient's Authorization For Release Of Information To Community-Based Organization (CBO) In BenefitsCal'. This form is a formal agreement from the customer to the County to grant a CBO access, via the Self-Service Portal, to specific case information.

1.1 Current Design

CalSAWS only sends case information and notices to the Self-Service portal for a primary applicant on a program. There is no supported Application Programming Interface (API) to allow CalSAWS to send case information to a CBO's Self-Service Portal account. The CalSAWS Forms API does not support the 'ABCDM 229 - Applicant/Recipient's Authorization For Release Of Information To Community-Based Organization (CBO) In BenefitsCal' document type in the Hyland imaging system.

CalSAWS does not have the online feature to view or create an applicant/recipient's CBO Release of Information (ROI) in the System. The 'ABCDM 229 - Applicant/Recipient's Authorization For Release Of Information To Community-Based Organization (CBO) In BenefitsCal' state form does not exist in the CalSAWS Template Repository.

1.2 Requests

1. Create a new API to support the Self-Service Portal implementation of the CBO Release of Information form submitted through a digital format, via document upload, and/or by paper submission.
2. Update the Forms API to accept the new CBO ROI form and upload to the imaging system.
3. Create new page(s) in CalSAWS to enable a county worker to add/create, view, and edit a customer's CBO ROI information for BenefitsCal.
4. Create a new API to call the ForgeRock webservice, in real-time, to pull approved CBO names, managers, and/or assisters.
5. Create a new API to send a customer's specified case information to the Self-Service portal based on the information provided on the CBO ROI form.

6. Add the 'ABCDM 229 - Applicant/Recipient's Authorization For Release Of Information To Community-Based Organization (CBO) In BenefitsCal' form to the Template Repository in CalSAWS. Set the "Send to BCAL" flag to "Y".
7. Create an automatic Journal entry when an Approved, Pending or Revoked CBO ROI status is received via the API.
8. Create new Batch job to update an ROI status to 'Expired' when the end date has passed and create a Journal entry for the Expired ROI.

1.3 Overview of Recommendations

1. Create an API that will save the CBO ROI information, update the Status of the CBO ROI and retrieve the CBO ROI information.
2. Create an API that will retrieve the Customer's case information for the CBO based on what the applicant/recipient indicated in their CBO ROI form.
3. Create an API that retrieves the applicant/recipient's notices for the CBO based on what the applicant/recipient indicated in their CBO ROI form.
4. Create a new endpoint to the Forms API that will generate the CBO ROI form in PDF format, map the applicant/recipient's answers to the PDF, and upload the PDF to the imaging system.
5. Add the ABCDM 229 CBO ROI form to the Template Repository in CalSAWS. The CBO ROI form's XML Data Package (XDP) must allow data to be mapped onto the form.
6. Create an online search page that allows a worker to view, add/create, and edit ROI detail records.
7. Create an ROI detail page that displays the CBO ROI information entered by the worker or created through the Self-Service portal API.
8. Create a series of online pages that will allow the User to search for the CBO identified by the Customer by making a call to ForgeRock webservice.
9. Update the Case Summary page to display the CBO name for the Customer's active CBO ROIs, for the County.
10. Create an automatic Journal Entry when an Approved, Pending or Revoked ROI status is received via the API.
11. Add document type for CBO ROI form to the imaging system when received via document upload.
12. Create a new batch job to automatically set an ROI detail status to 'Expired' based on the end date of the CBO ROI and create a Journal entry.
13. Modify the Imaging 'View' URL to point to CBO ROI documents associated to a customer, in the imaging solution.

1.4 Assumptions

1. The updates detailed in this SCR are exclusive to the 'ABCDM 229 - Applicant/Recipient's Authorization For Release Of Information To Community-Based Organization (CBO) In BenefitsCal' form. All other Release of Information forms are not supported in this SCR.
2. CBO managers will be the only ones to have access to the case information, for the selected CBO, with a CBO ROI form for CalWORKs (CW), CalFresh (CF),

and Medi-Cal (MC) with the implementation of this SCR. If Medi-Cal (MC) is selected, the customer has the option to indicate the assister's or CBO Manager's name for the ROI. If the assister's name field for Medi-Cal is blank, we assume that all CBO managers for the provided organization will have access to the customer's information for Medi-Cal.

3. Person IDs and organization mapping exists in ForgeRock. CBO agreements will continue to exist in ForgeRock. The County's ForgeRock delegated Admin will have to manually maintain the list of CBOs with the county specific contracts/agreements.
4. This SCR will only encompass the initial load of State and or County agreements with a CBO. Any CBO agreement updates after implementation will be addressed as a future enhancement.
5. In the occasion of an Inter-County Transfer (ICT), the customer will be responsible for initiating a new ROI in the new county. The existing ROI in the previous county will remain active until it expires, unless specified instructions from customer to 'Revoke' is communicated to the county worker or sent through the API.
6. The CBO ROI form will only be available for Medi-Cal, CalWORKs, and CalFresh programs, as indicated in the ABCDM 229 form.
7. The CalSAWS ROI API will pass the customer's ROI details and display on the Release of Information Detail page given the customer's unique identifier passed from the Self-Service Portal.
8. The date of signature will be the date used to pull the client case data and send to the Self-Service Portal.
9. Any historical NOAs generated before the ROI Signature date will not be returned in the client data shared, with the CBO, to the Self-Service Portal.
10. For performance efficiency, CalSAWS will display a maximum of 1 years' worth of ROIs at a time when applying a search criterion on the Release of Information and CBO search pages.
11. Termination reasons are the only additional data to display as the case history to BenefitsCal in CBO's dashboard. All other case information sent to the CBO's dashboard will be defined by the Customer.
12. County workers can accept and review a paper CBO ROI form outside of Self-Service portal. The CBO ROI (ABCDM 229) form will be available in the Template Repository in CalSAWS for workers to generate for the customer.
13. The new CBO ROI (ABCDM 229) form will not be pre-populated or automatically generated via Batch, in CalSAWS.
14. The new form is only implemented in English and Spanish until the other threshold languages are made available by the State. Other languages will be implemented in a future SCR once they are available.
15. Task creation from the receipt/image of documents are accomplished with Document Routing Rule functionality. There are no Task Management modifications necessary with this enhancement.
16. Document routing rule tasks functionality will remain unchanged. CalSAWS counties will be able to configure a document routing rule task based on the CBO ROI document type.

17. All existing functionalities will remain unchanged unless called out as part of this SCR.
18. Document Routing Rule task creation for received ABCDM-229 form with ‘Pending’ status will be addressed in CA-259087.
19. The ROI API will automatically Revoke an existing ROI that is in Pending or Approved status when an ROI for the same Primary Applicant/CBO/County is submitted.
20. Upon removing an ROI record, workers must follow their County’s policies and/or procedures in adding case notes or a Journal Entry for the removed ROI record.
21. New ‘Reviewed’ status for Release of Information will be added and addressed in CA-258275.

2 RECOMMENDATIONS

2.1 Release of Information Search

2.1.1 Overview

In the Self-Service portal, customers and CBOs have an option to initiate a Release of Information (ROI). The ROI will allow the CBOs to access the permissible case information of the customer. Release of Information Search page will allow the user to search for the ROIs associated to the selected person. Users can view, edit, and add a CBO ROI from this page. Users will be able to view a list of CBO ROI records on the Release of Information Search page.

2.1.1 Release of Information Search – Task Navigation

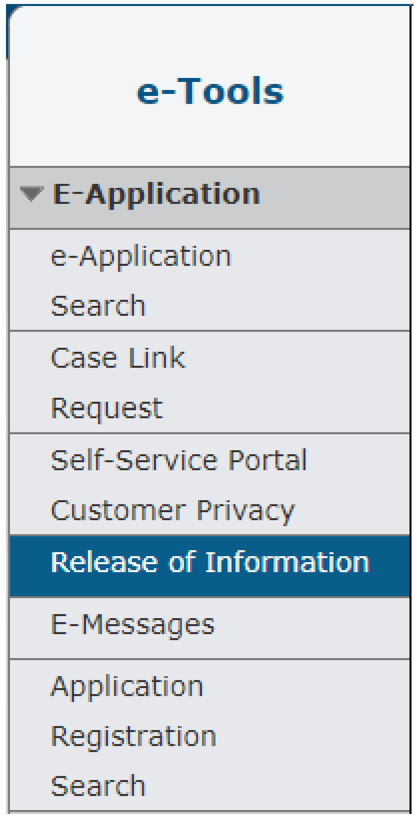
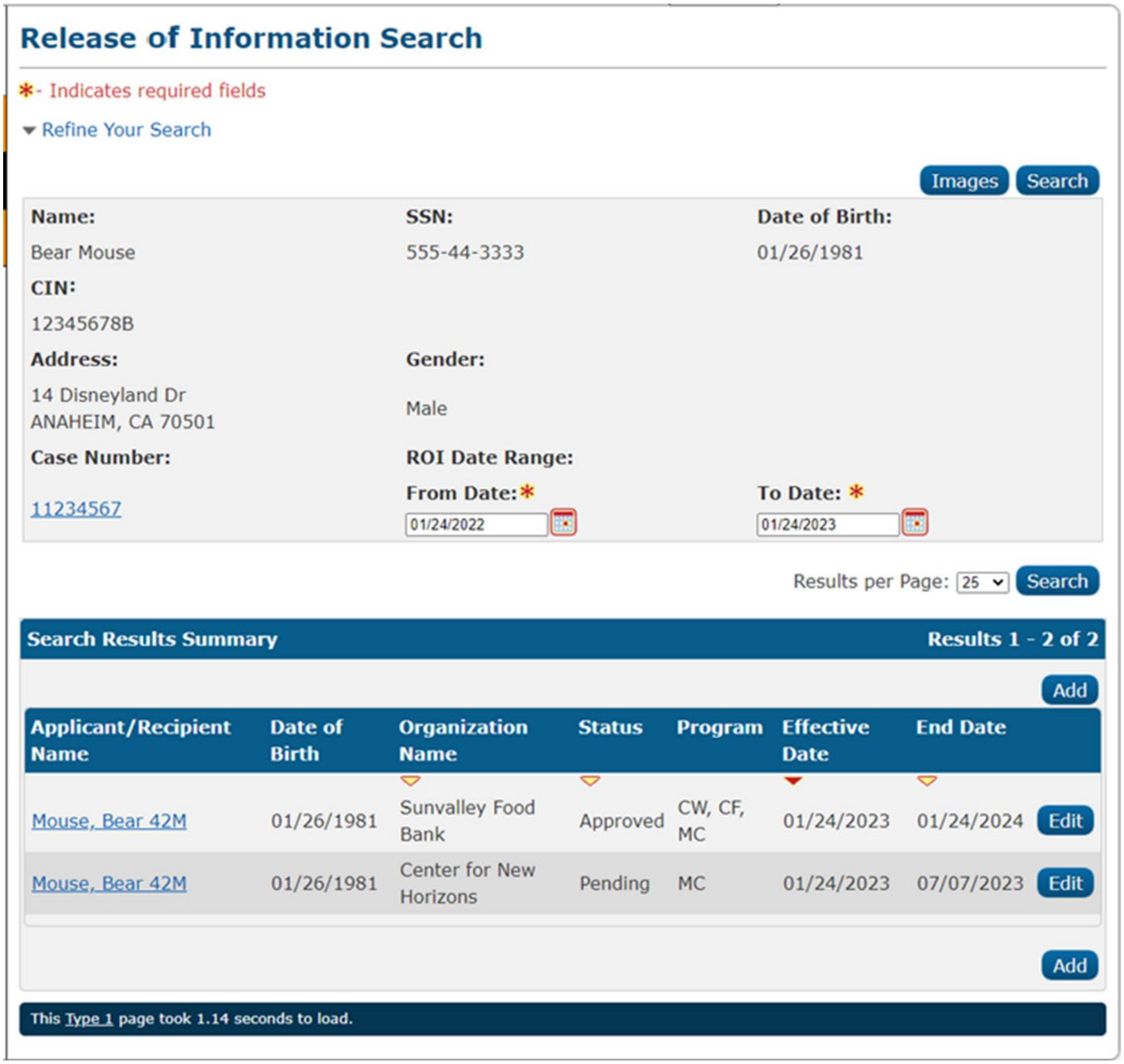


Figure 2.1.1-1 - Release of Information-Task Navigation



Release of Information Search

*- Indicates required fields

Refine Your Search

Images Search

Name: Bear Mouse

SSN: 555-44-3333

Date of Birth: 01/26/1981

CIN: 12345678B

Address: 14 Disneyland Dr ANAHEIM, CA 70501

Gender: Male

Case Number: 11234567

ROI Date Range:

From Date:* 01/24/2022

To Date:* 01/24/2023

Results per Page: 25 Search

Search Results Summary **Results 1 - 2 of 2**

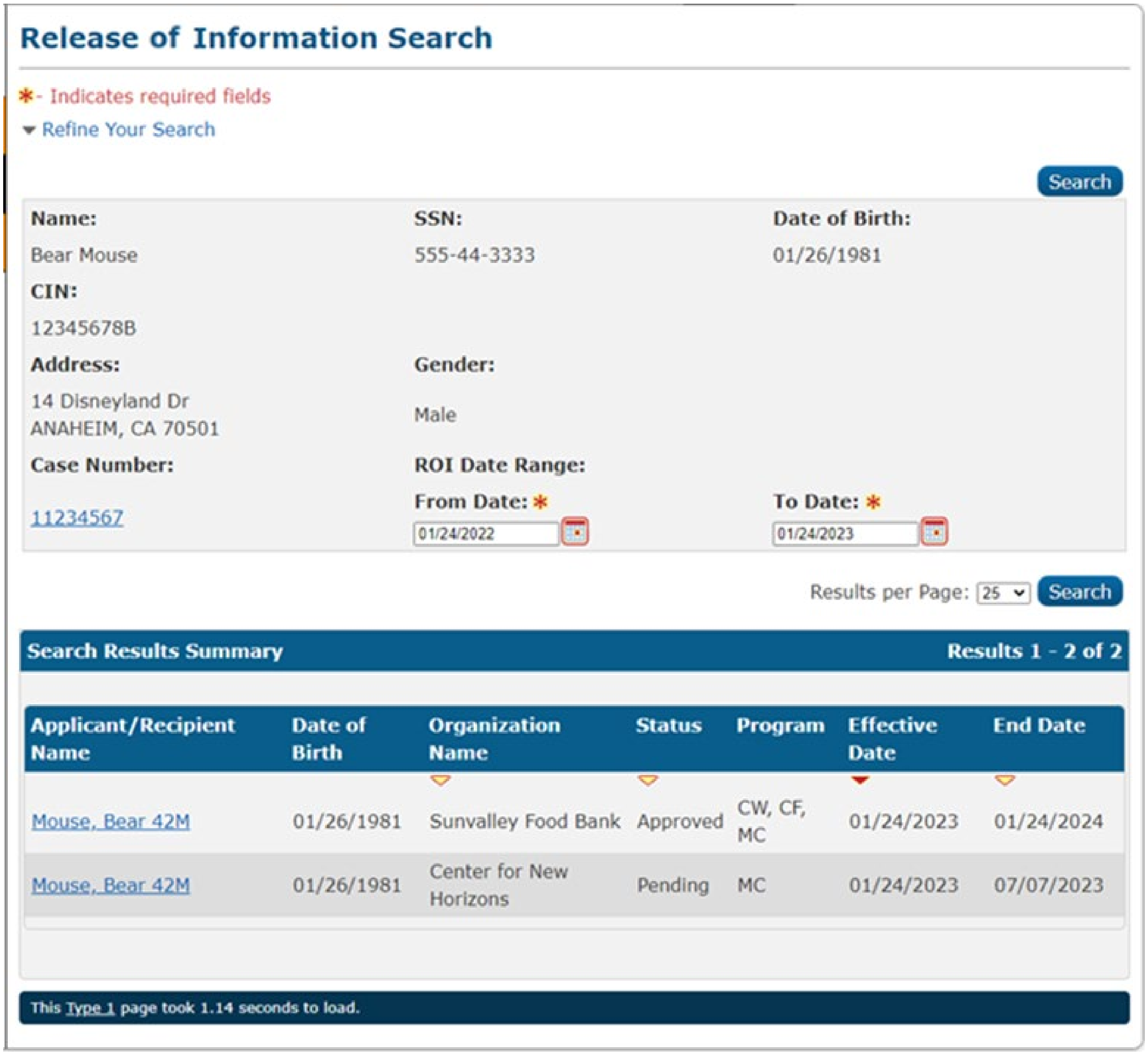
Add

Applicant/Recipient Name	Date of Birth	Organization Name	Status	Program	Effective Date	End Date	
Mouse, Bear 42M	01/26/1981	Sunvalley Food Bank	Approved	CW, CF, MC	01/24/2023	01/24/2024	Edit
Mouse, Bear 42M	01/26/1981	Center for New Horizons	Pending	MC	01/24/2023	07/07/2023	Edit

Add

This Type 1 page took 1.14 seconds to load.

Figure 2.1.1-2 – Release of Information Search Page - Upon loading



Release of Information Search

*- Indicates required fields

▾ Refine Your Search

Search

Name: Bear Mouse

SSN: 555-44-3333

Date of Birth: 01/26/1981

CIN: 12345678B

Address: 14 Disneyland Dr ANAHEIM, CA 70501

Gender: Male

Case Number: 11234567

ROI Date Range:

From Date: * 01/24/2022

To Date: * 01/24/2023

Results per Page: 25 Search

Search Results Summary — **Results 1 - 2 of 2**

Applicant/Recipient Name	Date of Birth	Organization Name	Status	Program	Effective Date	End Date
Mouse, Bear 42M	01/26/1981	Sunvalley Food Bank	Approved	CW, CF, MC	01/24/2023	01/24/2024
Mouse, Bear 42M	01/26/1981	Center for New Horizons	Pending	MC	01/24/2023	07/07/2023

This Type 1 page took 1.14 seconds to load.

Figure 2.1.1-3 – Release of Information Search Page – No Imaging security right and Edit security right.

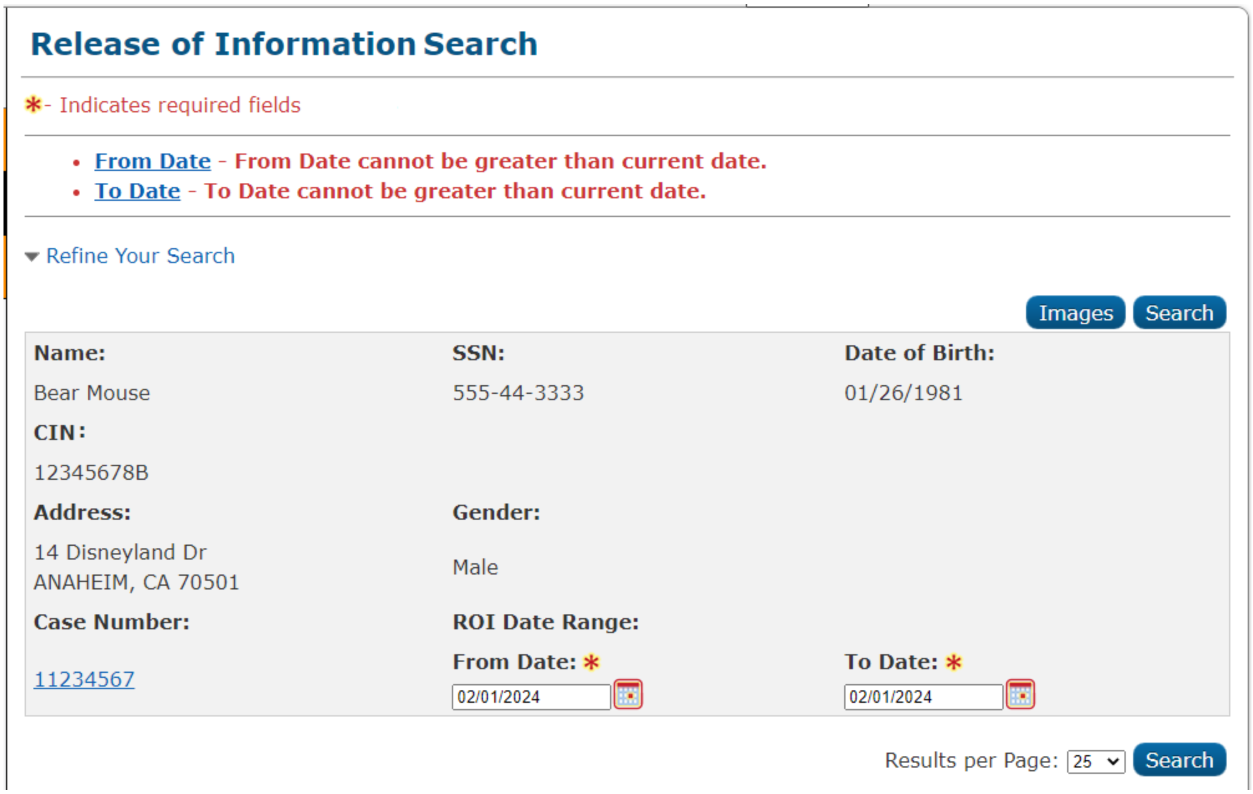


Figure 2.1.1-4 – Release of Information Search Page – Cannot be greater than system date validation

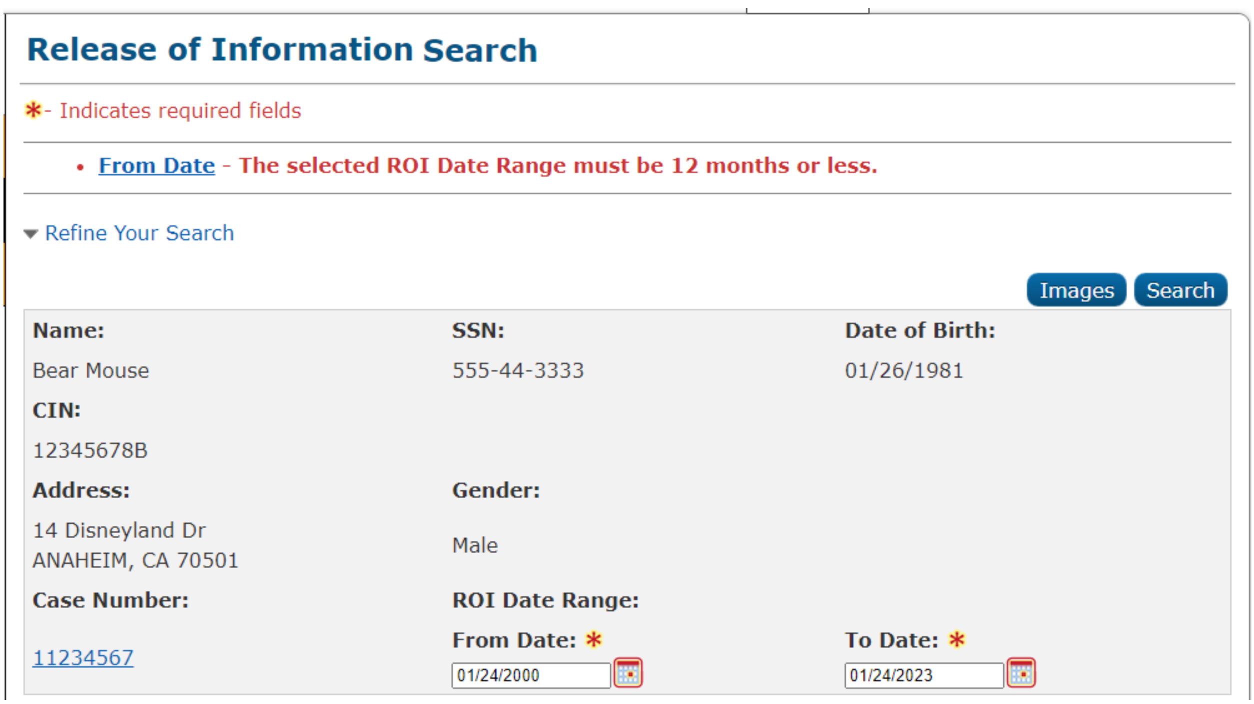
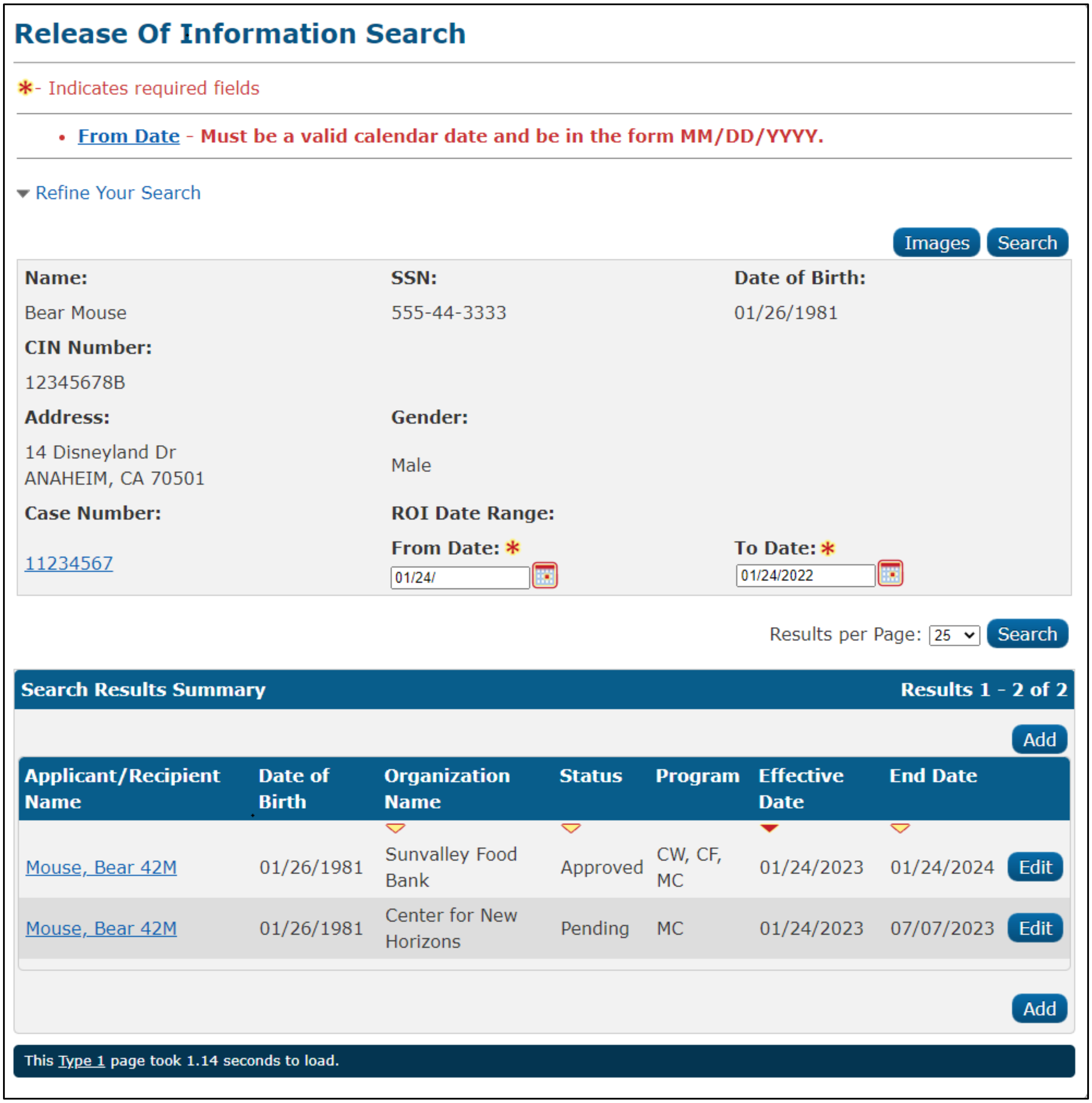


Figure 2.1.1-5 – Release of Information Search Page – Cannot be more than 12 months validation



Release Of Information Search

*- Indicates required fields

- From Date - Must be a valid calendar date and be in the form MM/DD/YYYY.

Refine Your Search

Images Search

Name: Bear Mouse
SSN: 555-44-3333
Date of Birth: 01/26/1981
CIN Number: 12345678B
Address: 14 Disneyland Dr ANAHEIM, CA 70501
Gender: Male
Case Number: 11234567
ROI Date Range:
From Date: * 01/24/
To Date: * 01/24/2022

Results per Page: 25 Search

Search Results Summary **Results 1 - 2 of 2**

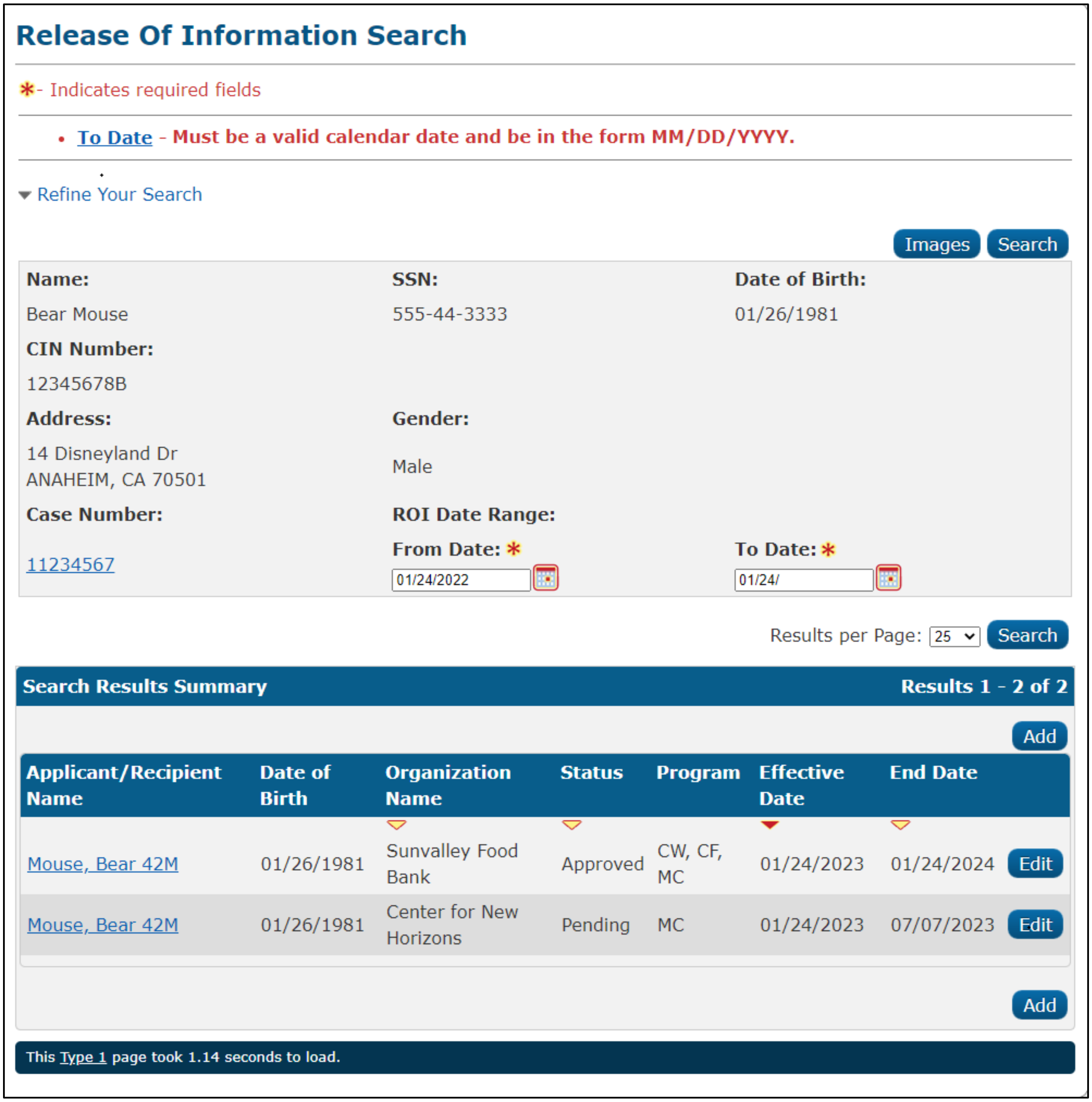
Add

Applicant/Recipient Name	Date of Birth	Organization Name	Status	Program	Effective Date	End Date	
Mouse, Bear 42M	01/26/1981	Sunvalley Food Bank	Approved	CW, CF, MC	01/24/2023	01/24/2024	Edit
Mouse, Bear 42M	01/26/1981	Center for New Horizons	Pending	MC	01/24/2023	07/07/2023	Edit

Add

This Type 1 page took 1.14 seconds to load.

Figure 2.1.1-6 – Release of Information Search Page – From Date must be in the correct format validation



Release Of Information Search

*- Indicates required fields

- To Date - Must be a valid calendar date and be in the form MM/DD/YYYY.

Refine Your Search

Images Search

Name: Bear Mouse
SSN: 555-44-3333
Date of Birth: 01/26/1981
CIN Number: 12345678B
Address: 14 Disneyland Dr ANAHEIM, CA 70501
Gender: Male
Case Number: 11234567
ROI Date Range:
From Date:* 01/24/2022
To Date:* 01/24/

Results per Page: 25 Search

Search Results Summary **Results 1 - 2 of 2**

Add

Applicant/Recipient Name	Date of Birth	Organization Name	Status	Program	Effective Date	End Date	
Mouse, Bear 42M	01/26/1981	Sunvalley Food Bank	Approved	CW, CF, MC	01/24/2023	01/24/2024	Edit
Mouse, Bear 42M	01/26/1981	Center for New Horizons	Pending	MC	01/24/2023	07/07/2023	Edit

Add

This Type 1 page took 1.14 seconds to load.

Figure 2.1.1-7 – Release of Information Search Page – To Date must be in the correct format validation

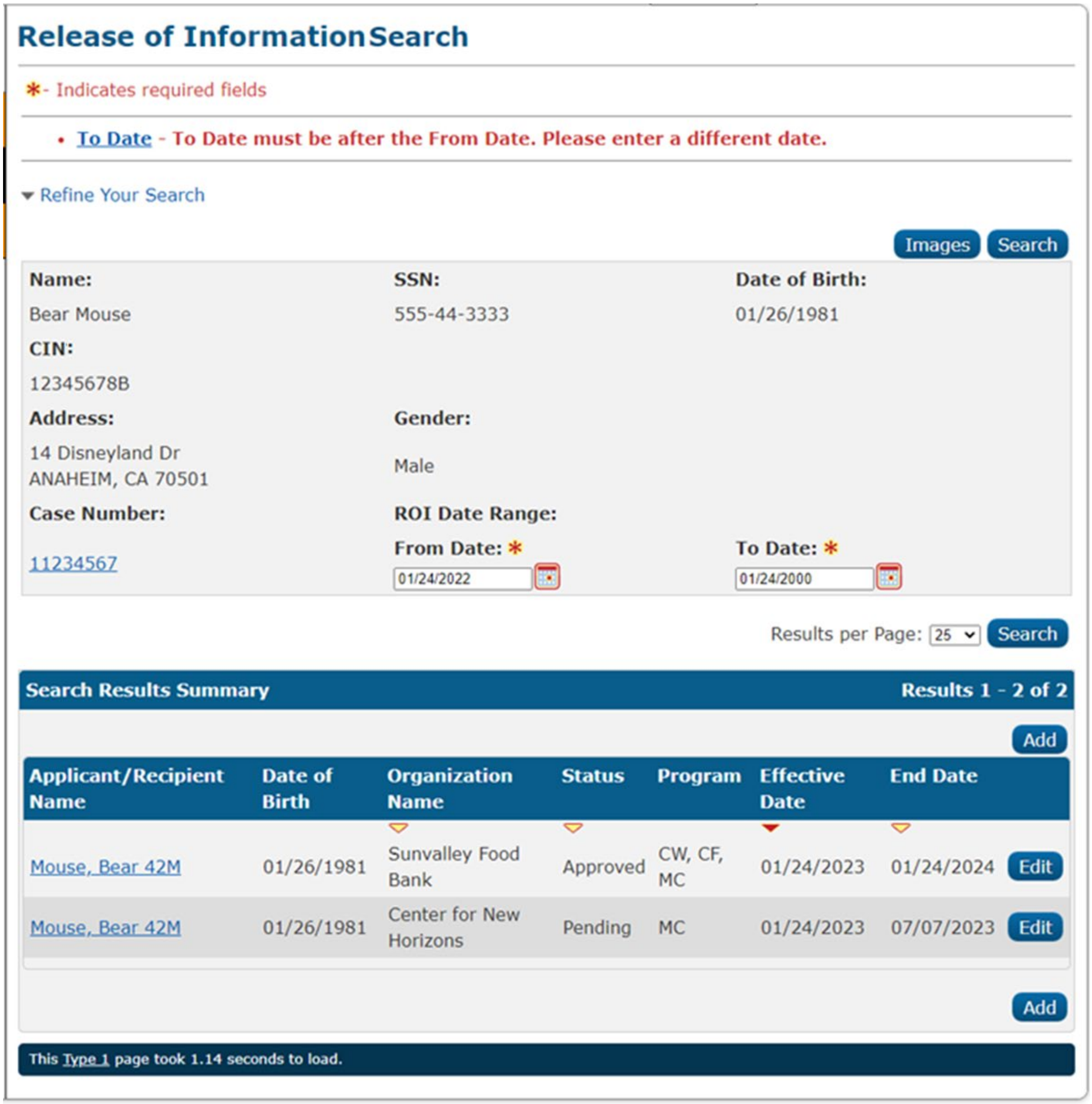


Figure 2.1.1-8 – Release of Information Search Page – To Date must be after the From Date validation

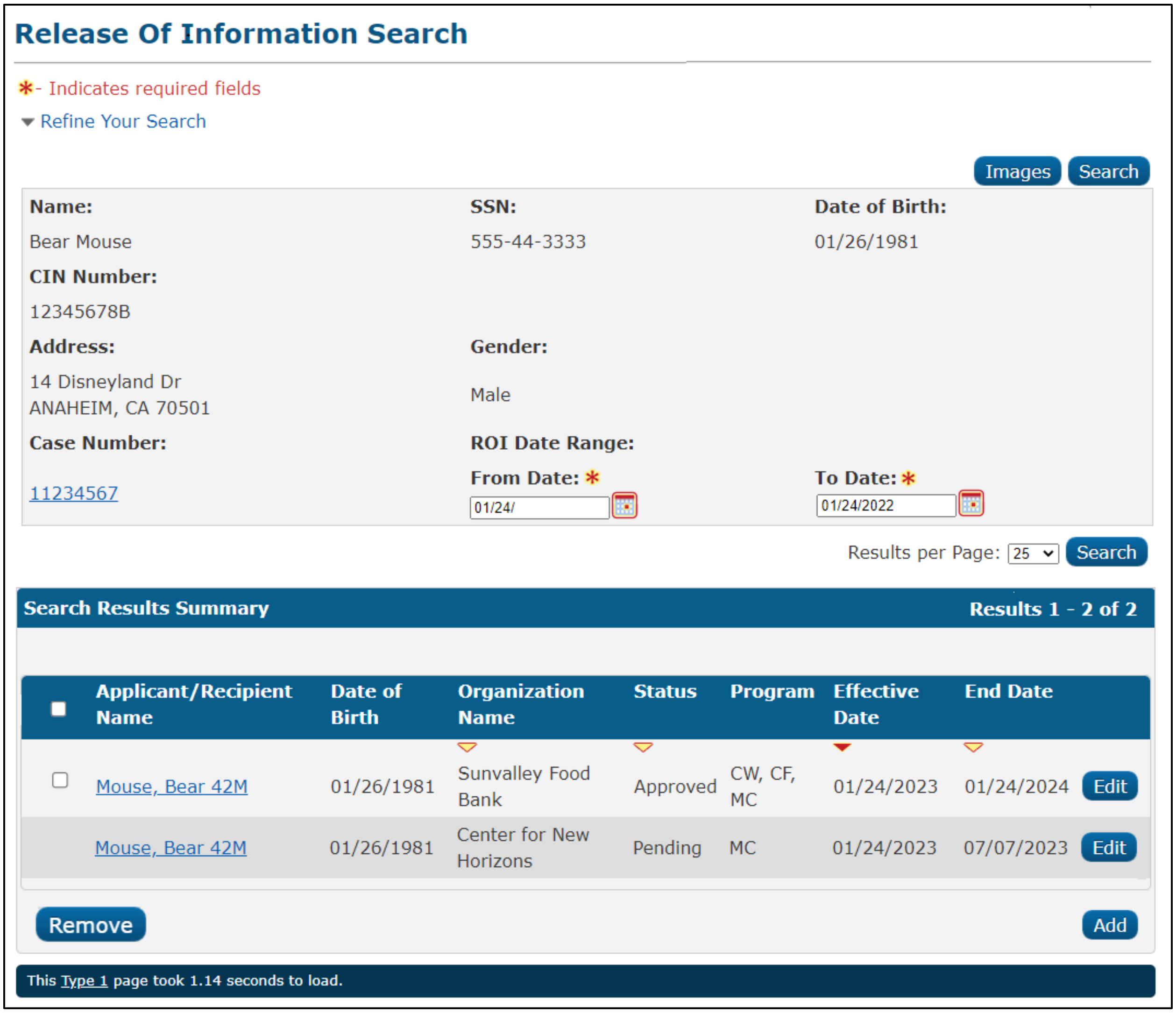


Figure 2.1.1-9 – Release of Information Search Page – Remove Functionality

2.1.2 Description of Changes

1. Add a new Navigation Task to the e-Tools Local Navigator.
   a. New Navigation task will be titled 'Release of Information' and will be located below 'Self-Service Portal Customer Privacy' as shown on Figure 2.1.1-1.
   b. Clicking on the 'Release of Information' navigation task will direct the user to the 'Select Person' page.
      Note: This will work similarly to the 'Self-Service Portal Customer Privacy' navigation task.
   c. The 'Release of Information' navigation task will only be visible for users that are assigned to the 'ReleaseofInformationView' security right or the "ReleaseofInformationEdit' security right.
2. Create a new 'Release of Information Search' page.

a. This page will be accessible by clicking on the newly created 'Release of Information' navigation task and selecting a person through the 'Select Person' page.
b. Upon loading, the 'Release of Information Search' page will display the following information:
    i. Refine Your Search section
        1. The Refine Your Search section will be visible with the following parameters prepopulated:
            a. Name
                i. This field will not be editable and will automatically be populated with the name of the person that was selected from the 'Select Person' page.
                ii. Name will be in the format of First Name Last Name (Example: Tom Bradley)
            b. SSN
                i. This field will not be editable and will automatically be populated with the Social Security Number of the person that was selected from the 'Select Person' page.
                ii. SSN will be in the format of XXX-XX-XXXX.
            c. Date of Birth
                i. This field will not be editable and will automatically be populated with the Date of Birth of the person that was selected from the 'Select Person' page.
                ii. Date of Birth will be in the format of MM/DD/YYYY.
            d. CIN
                i. This field will not be editable and will automatically be populated with the CIN of the person that was selected from the 'Select Person' page.
            e. Address
                i. This field will not be editable and will automatically be populated with the Mailing address of the person that was selected from the 'Select Person' page.
                ii. Address will be in the format of
Address Line 1
Address Line 2 (if one is available)
City, State Postal Code.

f. Gender
    i. This field will not be editable and will automatically be populated with the Gender of the person that was selected from the 'Select Person' page.
g. Case Number
    i. This field will not be editable and will automatically be populated with a list of Case Numbers for the selected person.
        1. The list of Case Numbers displayed will only be for cases that are in the same county of the logged in user.
        2. Case Number will display as a hyperlink. Clicking the hyperlink will take the user to the Case Summary page.
h. ROI Date Range:
    i. The date range refers to the creation date of the ROI regardless of if it is created through the Self-Service Portal or worker created.
    ii. The From Date: and To Date: fields are required fields.
    iii. From Date:
        1. The user can enter their desired From date or click on the calendar icon to select the date.
        2. From Date will need to be in the format of: MM/DD/YYYY. (Example: 12/25/2022)
        3. The field will automatically be populated with the date of 12 months prior to the current system date when the page initially loads.
    iv. To Date:
        1. The user can enter their desired To Date or click on the calendar icon to select the date.

2. To Date will need to be in the format of: MM/DD/YYYY. (Example: 12/31/2022)
3. The field will automatically be populated with the current system date when the page initially loads.

v. The ROI date range can only be 12 months or less.

vi. Create the following validation messages to be triggered upon clicking the Search button:

1. From Date – Must be a valid calendar date and be in the form MM/DD/YYYY.
    a. This validation is triggered when the user clicks on Search and the value entered on the From Date is not in the correct format (MM/DD/YYYY) or is not a valid calendar date.
2. To Date – Must be a valid calendar date and be in the form MM/DD/YYYY.
    a. This validation is triggered when the users clicks Search and the value entered on the To Date is not in the correct format (MM/DD/YYYY) or is not a valid calendar date.
3. To Date – To Date must be after the From Date. Please enter a different date.
    a. This validation is triggered when the users clicks on Search and the value on the To Date is prior to the From Date
4. To Date – To Date cannot be greater than current date.

a. This validation is triggered when the user clicks on Search and the value entered on the ~~From Date and/or the~~ To Date is after the current date.

5. From Date – From Date cannot be greater than current date.
    a. This validation is triggered when the user clicks on Search and the From Date is after the current date.
6. From Date – The selected ROI Date Range must be 12 months or less.
    a. This validation is triggered when the user clicks on the Search date and the date range entered on the From and To Date is longer than 12 months.

i. Results per Page:
    i. This dropdown limits how many records displays per results per page.
    ii. The options are:
        1. 25 (default)
        2. 50
        3. 75
        4. 100

j. Search button
    i. Clicking this button loads the search results, based on the search parameters.

ii. Search Results Summary section
    1. Applicant/Recipient Name
        a. This will display the name of the Primary Applicant of the ROI supported program. **Note**: This will be the name of the Person for whom the CBO ROI record is created.
        b. It will have the format of Last Name, First Name, Age, Gender (Example: Duck, Donald 50M)

c. The name of the Primary applicant will be a hyperlink.
    i. Clicking the hyperlink will direct the user to the 'Release of Information Detail' page for this CBO ROI record in view mode.

2. Date of Birth
    a. This will display the date of birth of the primary applicant (the date of birth of the person that the ROI record was created for).
    b. This will display in the format of MM/DD/YYYY.
3. Organization Name
    a. This is a sortable column that displays the name of the Community-Based Organization (CBO) recorded on the Release of Information Detail page.
        i. Clicking on the sortable arrow will order the Search Result Summary Section by the Organization name.
4. Status
    a. This is a sortable column that will display the latest status of the CBO ROI (Release of Information) record.
        i. Clicking on the sortable arrow will order the Search Result Summary Section by the Status.
5. Program
    a. This will display the list of selected programs that is associated to the CBO ROI record.
        i. The list of programs will be separated by commas and will be in the order of CW, CF, MC.
            1. Example: CW, CF, MC
            2. Example 2: CF, MC
            3. Example 3: CW, MC
6. Effective Date
    a. This is a sortable column that will display the effective date of the ROI record.
        i. This will be the Signature Date that is entered on the Signature Information block on the Release of Information Detail page.
        ii. Clicking on the sortable arrow will order the Search Result Summary Section by the Effective Date.

b. Effective Date will be in the format of MM/DD/YYYY.

7. End Date
   a. This is a sortable column that will display the end date of the CBO ROI record.
      i. This will be the End Date on the Signature Information block on the Release of Information Detail page.
      ii. Clicking on the sortable arrow will order the Search Result Summary Section by the End Date.
   b. End Date will be in the format of MM/DD/YYYY.
8. Edit button
   a. Clicking the Edit button will direct the user to the Release of Information Detail page for this ROI record in Edit mode.
   b. The Edit button will only display for users that are assigned to the 'ReleaseofInformationEdit' security right.
9. Upon loading, the page will automatically display the ROI records that were created in the past 12 months from the system date for the selected person under the Search Result Summary section.
   a. Result will only display ROI records that were created for a person that belongs to the same county as the logged in user.
   b. The initial search result pulled is ordered by the Effective Date in descending order.

iii. Add button
   1. Clicking this button will navigate the user to the Release of Information Detail page in Create mode.
   2. This button will only display for users that are assigned to the 'ReleaseofInformationEdit' security right.

iv. Images button
   1. Clicking this button will open the Hyland imaging solution in a new window.
   2. This button will only display to users that are assigned to either the 'ImagingSearchCase' security right or the 'ImagingSearchPerson' security right.

3. Remove Functionality
   i. Add a checkbox next to the header Applicant/Recipient Name to allow the user to select all the ROI records.
   ii. Add a checkbox next to each ROI record to allow the user to select the ROI record individually.

iii. Checkbox will appear for the ROI records that is created directly in CalSAWS.
Note: ROI records that came in through API will not display the checkbox next to it. User can not remove the ROI record(s) that came in through API.
iv. Add 'Remove' button at the bottom of the page as displayed in the figure 2.1.1-9.
    a. Selecting the ROI records and clicking on Remove button will allow the user to remove the ROI records.
    Note: Counties will be adding the Journal Entry manually for the removal of ROI record.
    b. Remove button will display to the users who have 'ReleaseofInformationRemove' security right added to their profile.

2.1.3 Page Location

- **Global:** Case Info
- **Local:** e-Tools
- **Task:** Release of Information

2.1.4 Security Updates

Security Right	Right Description	Right to Group Mapping
ReleaseofInformationView	Ability to search for and view the Release of Information pages.	Release of Information View
ReleaseofInformationEdit ReleaseofInformationView	Ability to search for, view, add, and edit Release of Information pages.	Release of Information Edit
ReleaseofInformationRemove	Ability to view and remove the ROI record that is created directly in CalSAWS.	Release of Information Remove

Security Group	Group Description	Group to Role Mapping
Release of Information View	Ability to search for and view the Release of Information pages.	Clerical Supervisor, Eligibility Staff, Eligibility Supervisor, Employment Services Supervisor, Hearings Staff, Hearings Supervisor, Help Desk Staff, Quality Assurance Staff, Quality Assurance Supervisor, Regional Call Center Staff, Regional Call Center Supervisor, Special Investigations Staff, Special Investigations Supervisor
Release of Information Edit	Ability to search for, view add, and edit Release of Information pages.	Eligibility Staff, Eligibility Supervisor
Release of Information Remove	Ability to view and remove the ROI record that is created directly in CalSAWS.	Eligibility Supervisor, Regional Call Center Supervisor

2.1.5 Page Mapping

Create page mapping for the Release of Information Search page.

2.1.6 Page Usage/Data Volume Impacts

N/A

2.2 Select Person Page

2.2.1 Overview

The Select Person page allows users to search and select person(s) known to the system. This SCR will update the Select Person page to only return results where the person(s) is associated to cases that belongs to the same county as the logged in user when the page is accessed through the Release of Information task navigation.

2.2.2 Select Person Page Mockup

N/A

2.2.3 Description of Changes

1. Update the Select Person page to only return person(s) that match the search parameters and are associated to cases that belong to the same county as the logged in user.
    a. This will only apply when the Select Person page is accessed through the Release of Information navigation task.

2.2.4 Page Location

- **Global:** Case Info
- **Local:** e-Tools
- **Task:** Release of Information → Select Person

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

N/A

2.2.7 Page Usage/Data Volume Impacts

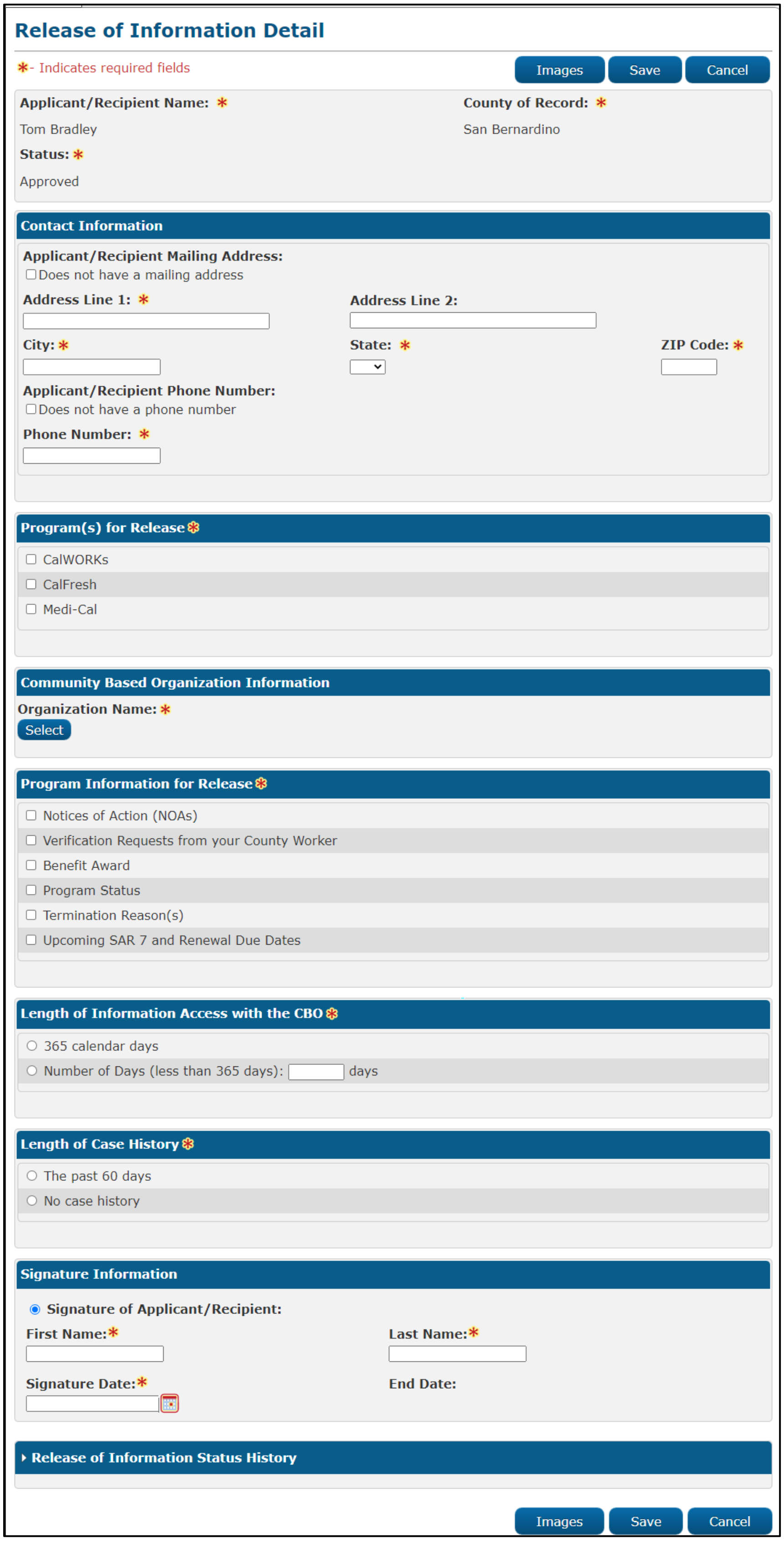
N/A

2.3 Release of Information Detail

2.3.1 Overview

The new Release of Information Detail Page will allow the worker to create, edit, and view a CBO ROI record. If the CBO ROI is initiated by a customer using their Self-Service Portal account, the page will only be available in edit and view mode. The worker can also access a scanned version of the CBO ROI form through the Images button on this page that is uploaded in the imaging solution.

2.3.2 Release of Information Detail – Mockups



Release of Information Detail

*- Indicates required fields

Images | Save | Cancel

Applicant/Recipient Name: *
Tom Bradley

County of Record: *
San Bernardino

Status: *
Approved

Contact Information

Applicant/Recipient Mailing Address:
☐ Does not have a mailing address

Address Line 1: *

Address Line 2:

City: *

State: *

ZIP Code: *

Applicant/Recipient Phone Number:
☐ Does not have a phone number

Phone Number: *

Program(s) for Release *

☐ CalWORKs
☐ CalFresh
☐ Medi-Cal

Community Based Organization Information

Organization Name: *
Select

Program Information for Release *

☐ Notices of Action (NOAs)
☐ Verification Requests from your County Worker
☐ Benefit Award
☐ Program Status
☐ Termination Reason(s)
☐ Upcoming SAR 7 and Renewal Due Dates

Length of Information Access with the CBO *

○ 365 calendar days
○ Number of Days (less than 365 days): ____ days

Length of Case History *

○ The past 60 days
○ No case history

Signature Information

◉ **Signature of Applicant/Recipient:**

First Name: *

Last Name: *

Signature Date: *

End Date:

▸ **Release of Information Status History**

Images | Save | Cancel

Figure 2.3.2-1 – Release of Information Detail Page – (Create Mode – Upon loading)

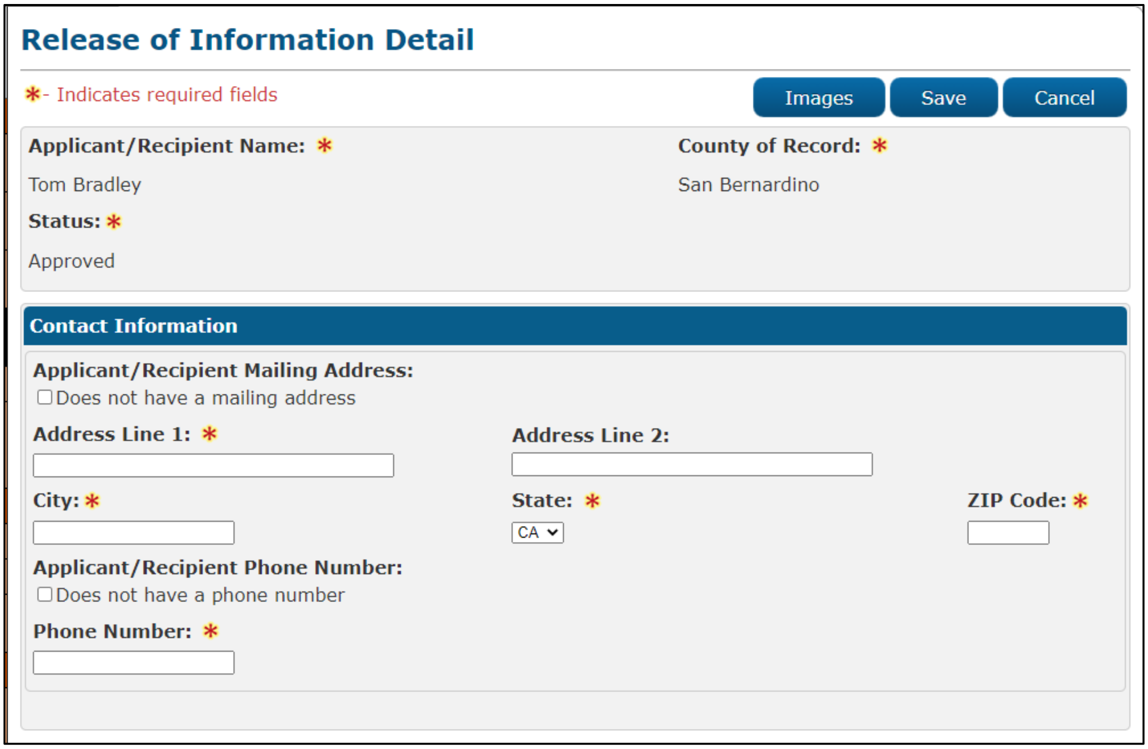


Figure 2.3.2-2 – Release of Information Detail Page – (Create Mode 1)

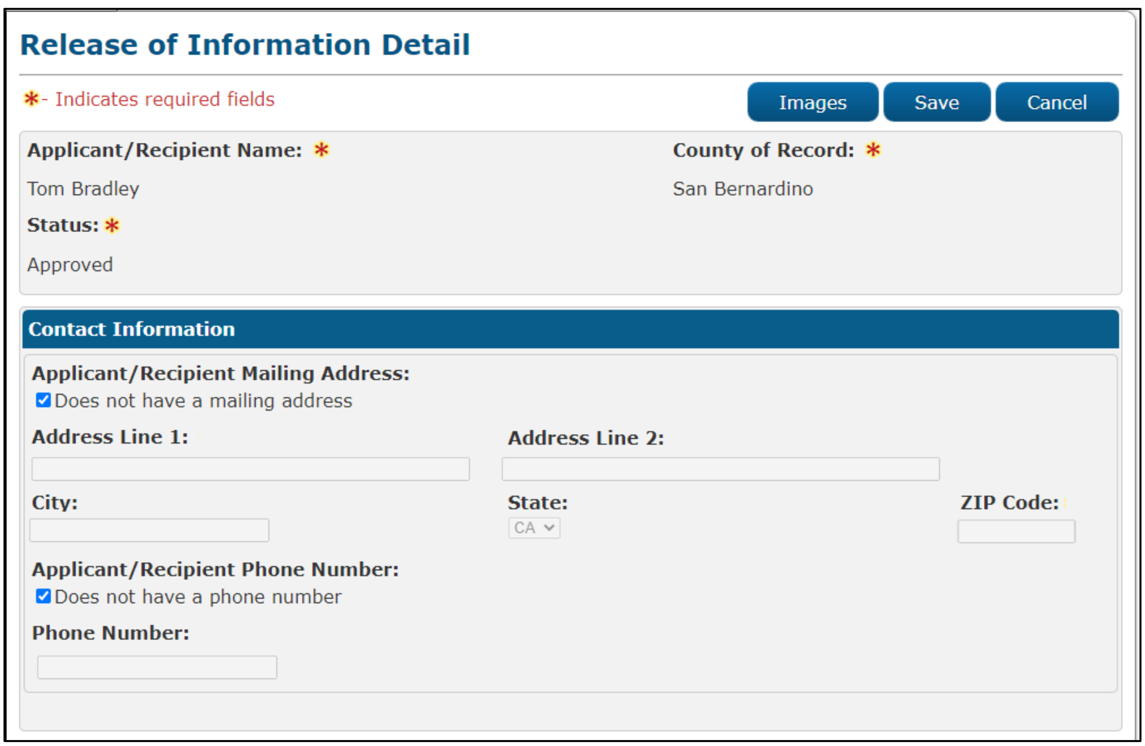


Figure 2.3.2-3 – Release of Information Detail Page – (Create Mode 1A)

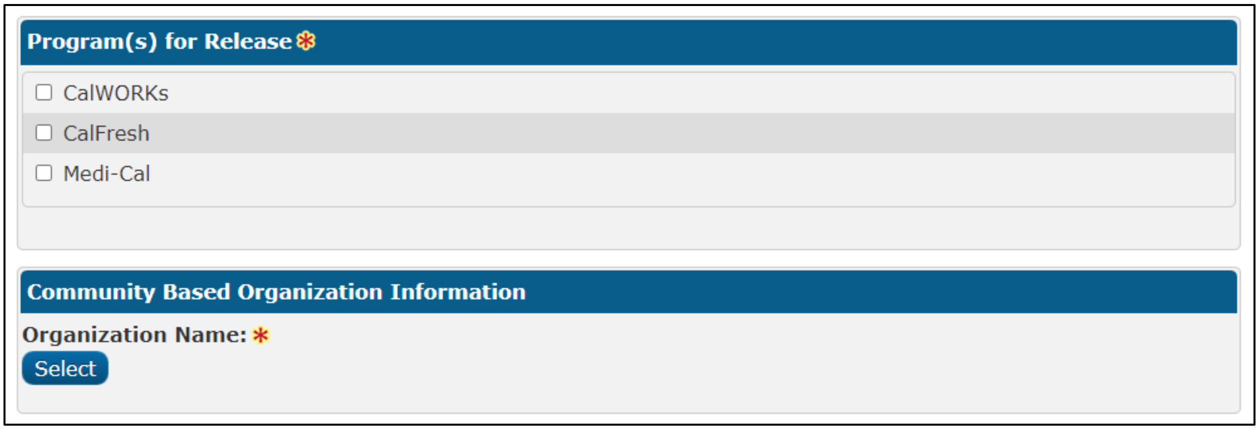


Figure 2.3.2-4 – Release of Information Detail Page – (Create Mode 2)

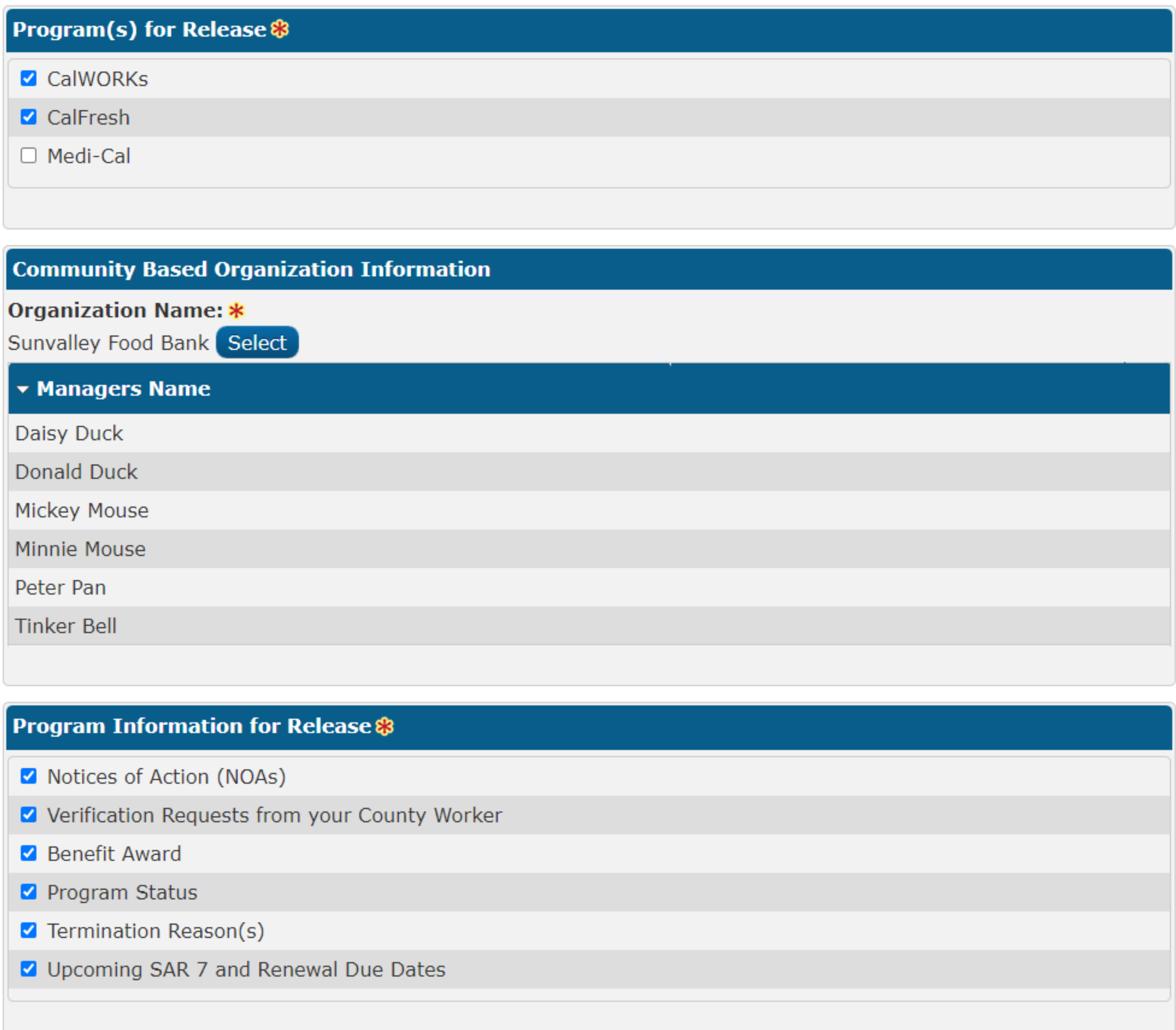
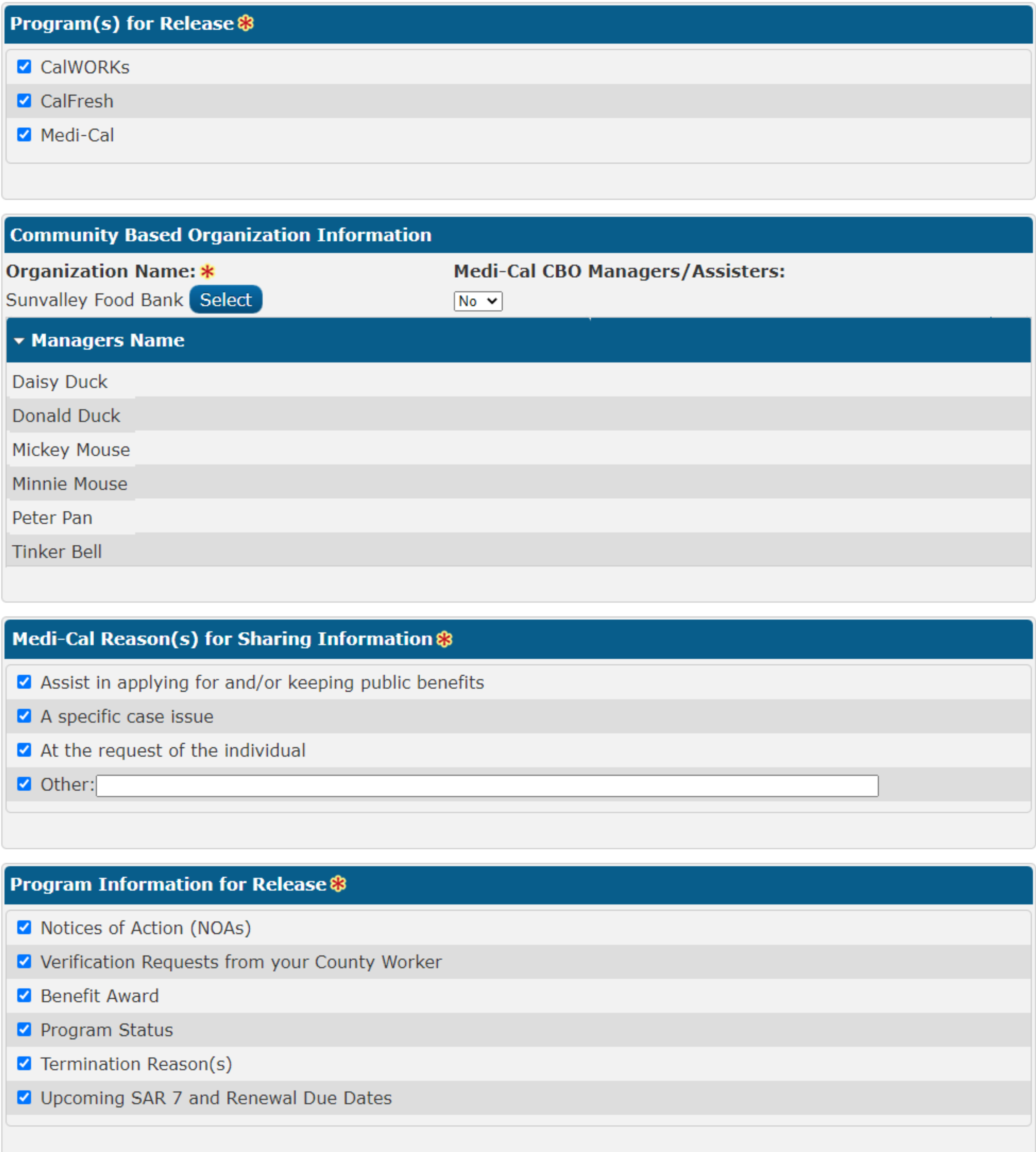


Figure 2.3.2-5 – Release of Information Detail Page – (Create Mode 2A)



Program(s) for Release *

- [x] CalWORKs
- [x] CalFresh
- [x] Medi-Cal

Community Based Organization Information

Organization Name: *
Sunvalley Food Bank Select

Medi-Cal CBO Managers/Assisters:
No

Managers Name

Managers Name
Daisy Duck
Donald Duck
Mickey Mouse
Minnie Mouse
Peter Pan
Tinker Bell

Medi-Cal Reason(s) for Sharing Information *

- [x] Assist in applying for and/or keeping public benefits
- [x] A specific case issue
- [x] At the request of the individual
- [x] Other:

Program Information for Release *

- [x] Notices of Action (NOAs)
- [x] Verification Requests from your County Worker
- [x] Benefit Award
- [x] Program Status
- [x] Termination Reason(s)
- [x] Upcoming SAR 7 and Renewal Due Dates

Figure 2.3.2-6 – Release of Information Detail Page – (Create Mode 2B)

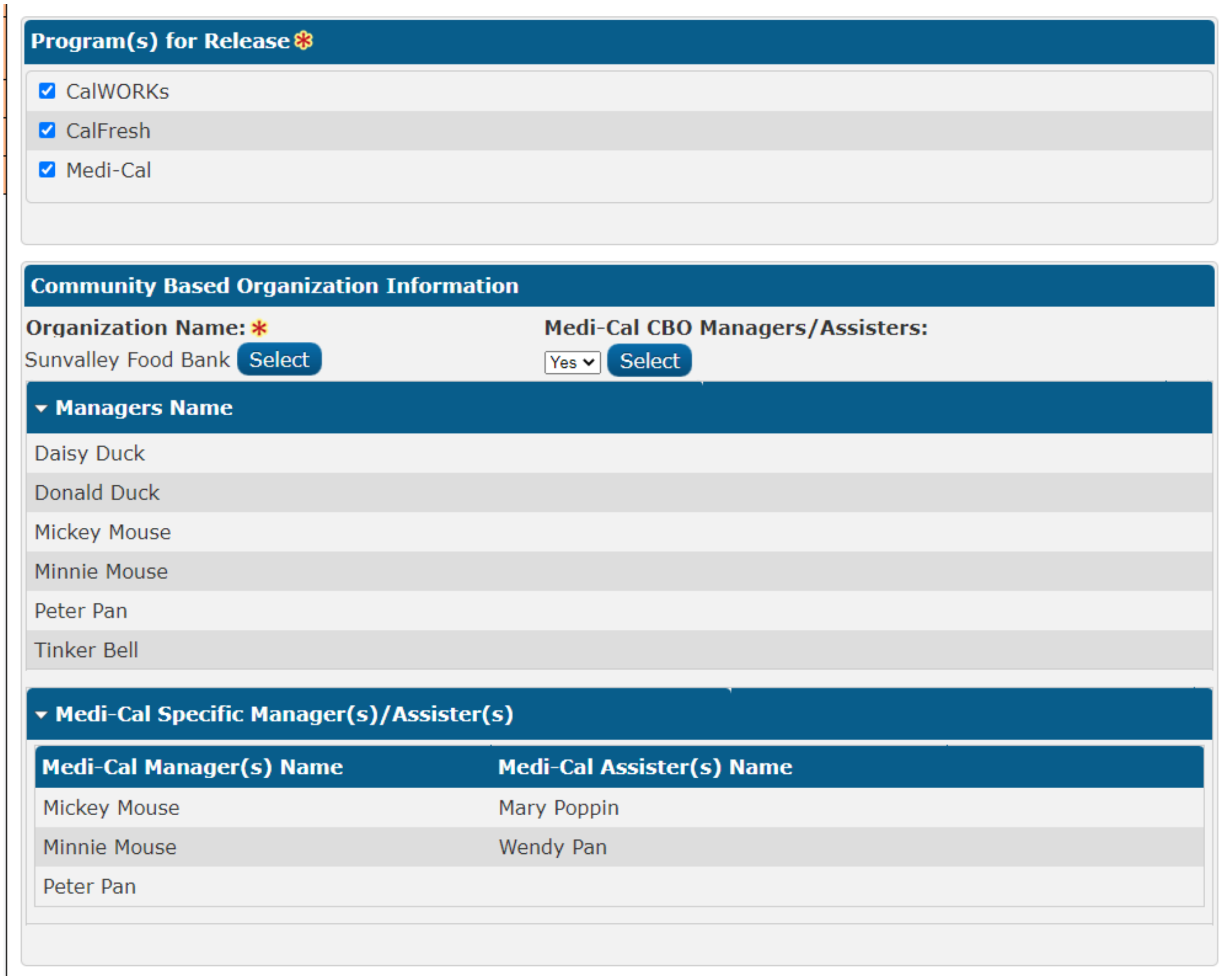


Figure 2.3.2-7 – Release of Information Detail Page – (Create Mode 2C)

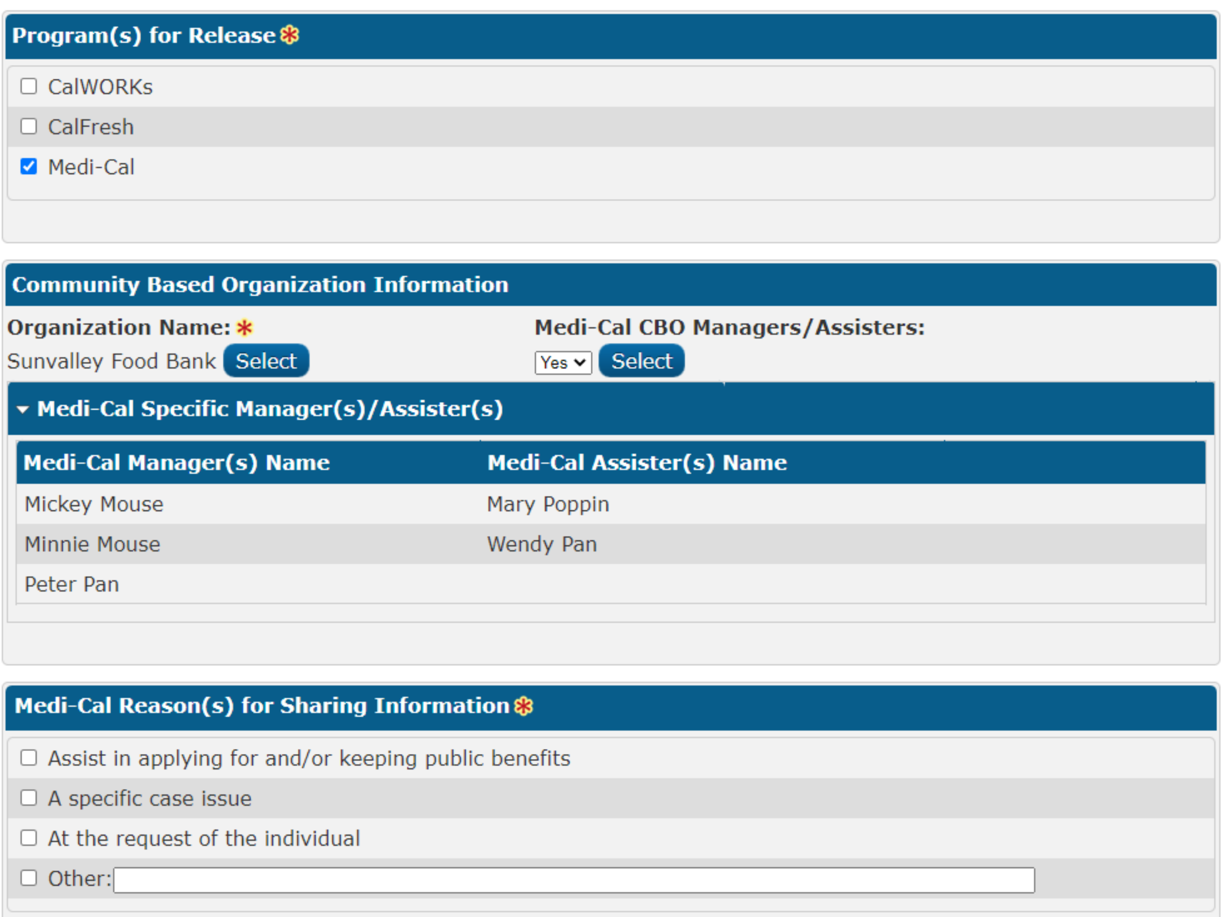


Figure 2.3.2-8 – Release of Information Detail Page – (Create Mode 2D)

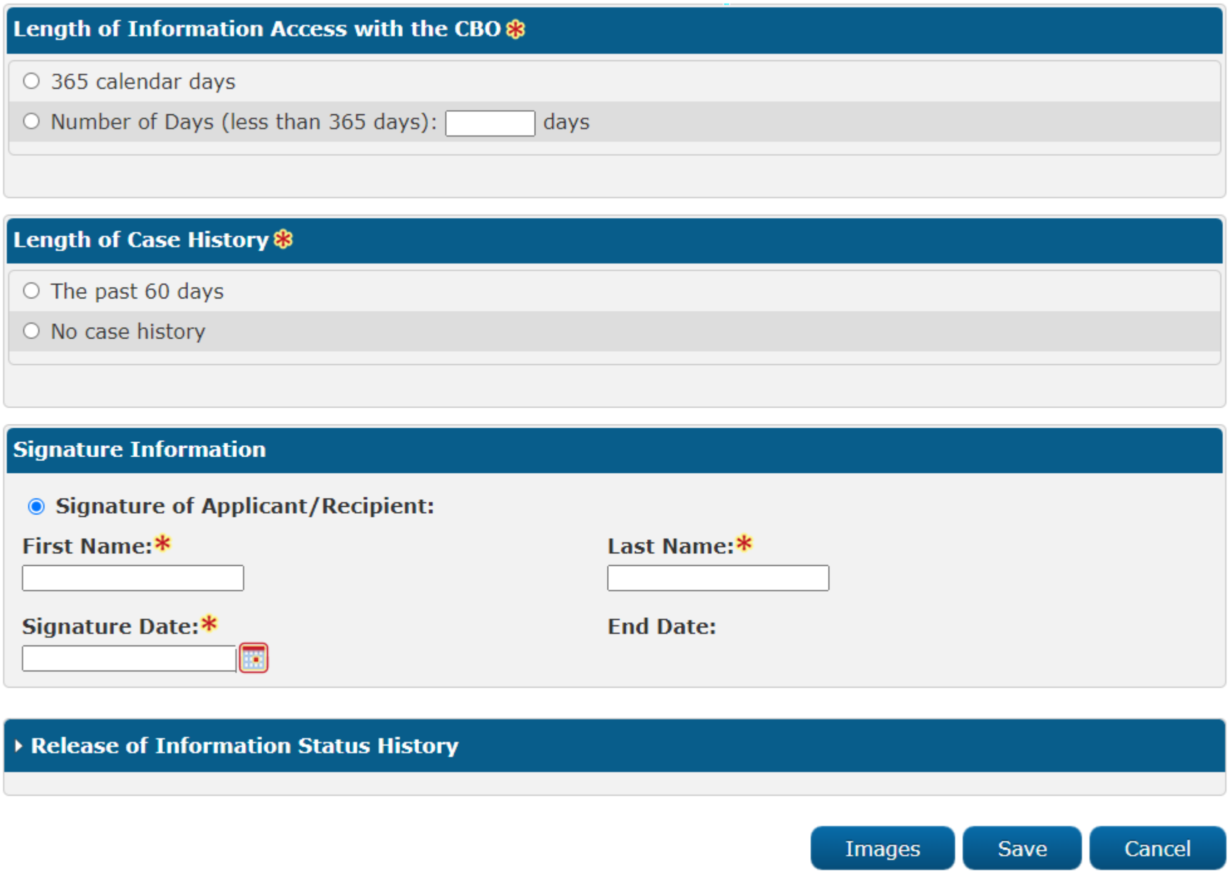
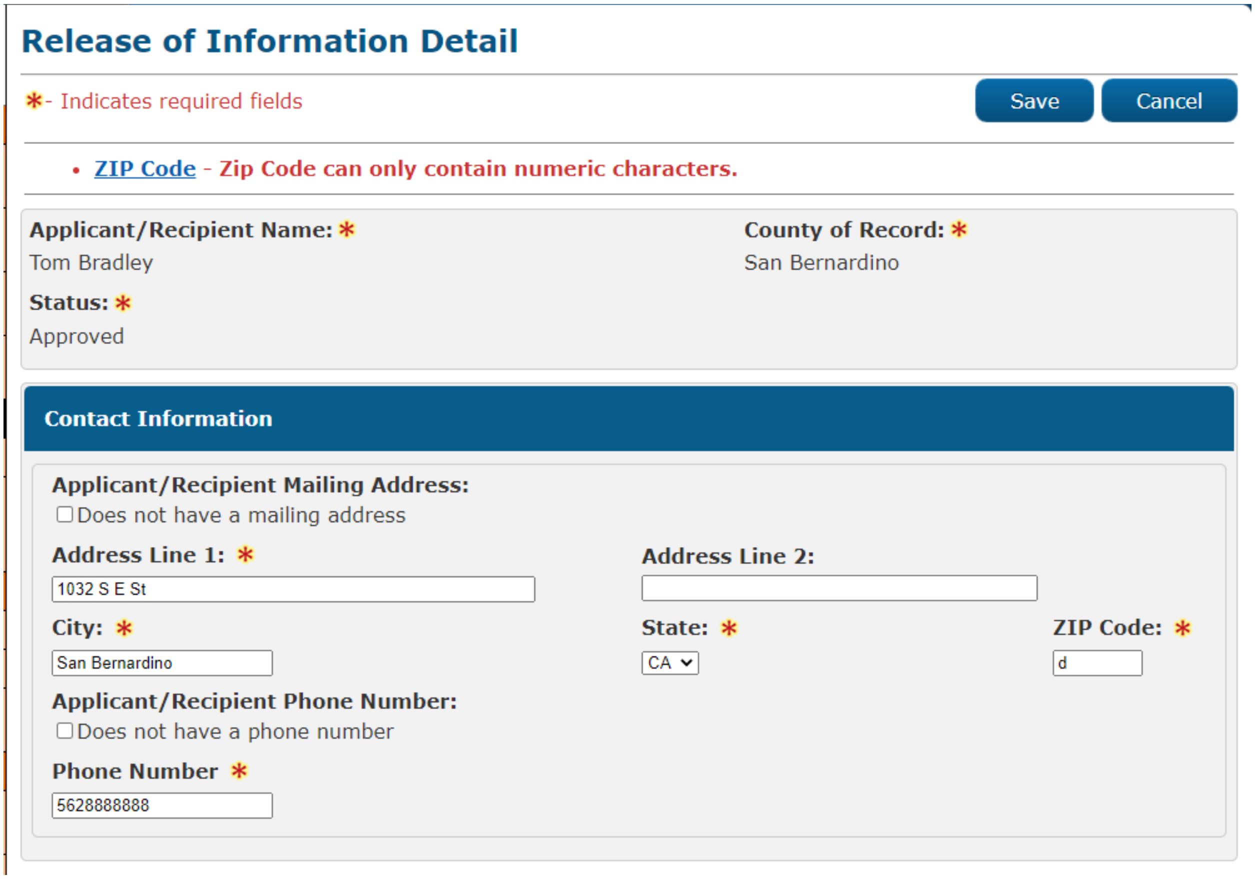


Figure 2.3.2-9 – Release of Information Detail Page – (Create Mode 3 CF program only)

Figure 2.3.2-10 – Release of Information Detail Page – (Create Mode 4_Signature Block when CW/MC selected)



Release of Information Detail

*- Indicates required fields

Save | Cancel

- ZIP Code - Zip Code can only contain numeric characters.

Applicant/Recipient Name: *
Tom Bradley

County of Record: *
San Bernardino

Status: *
Approved

Contact Information

Applicant/Recipient Mailing Address:
☐ Does not have a mailing address

Address Line 1: *
1032 S E St

Address Line 2:

City: *
San Bernardino

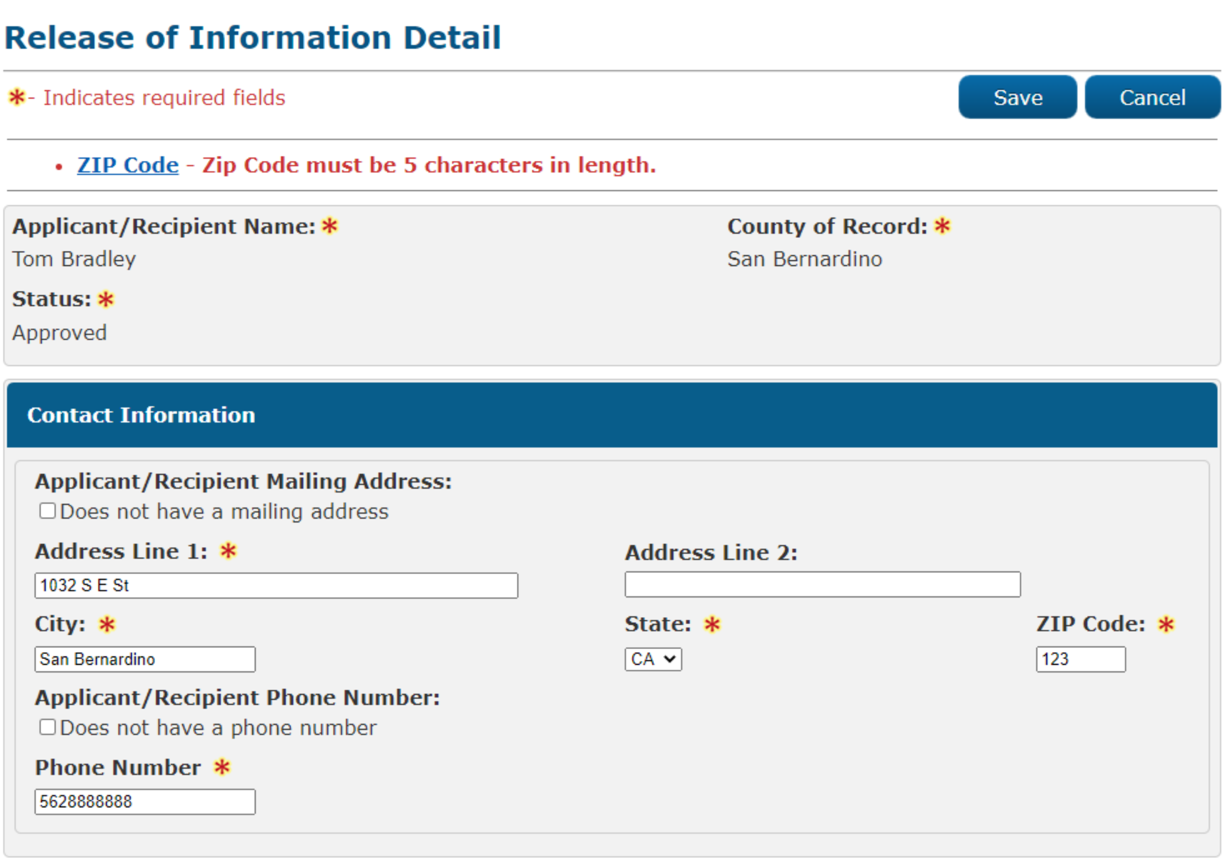
State: *
CA

ZIP Code: *
d

Applicant/Recipient Phone Number:
☐ Does not have a phone number

Phone Number *
5628888888

Figure 2.3.2-11 – Release of Information Detail Page – (Validation1)



Release of Information Detail

*- Indicates required fields

Save | Cancel

- ZIP Code - Zip Code must be 5 characters in length.

Applicant/Recipient Name: *
Tom Bradley

County of Record: *
San Bernardino

Status: *
Approved

Contact Information

Applicant/Recipient Mailing Address:
☐ Does not have a mailing address

Address Line 1: *
1032 S E St

Address Line 2:

City: *
San Bernardino

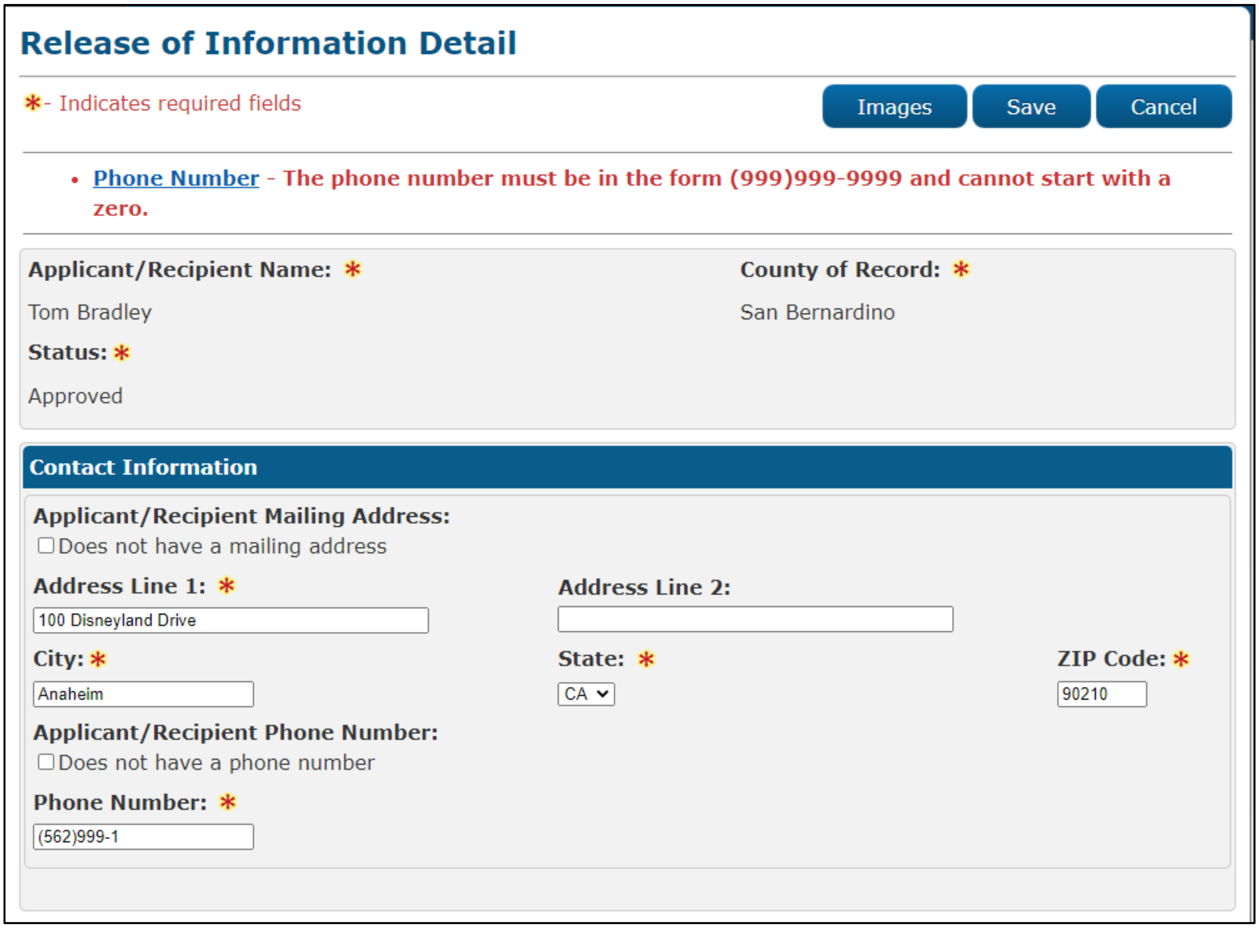
State: *
CA

ZIP Code: *
123

Applicant/Recipient Phone Number:
☐ Does not have a phone number

Phone Number *
5628888888

Figure 2.3.2-12 – Release of Information Detail Page – (Validation2)


Release of Information Detail

*- Indicates required fields

Images Save Cancel

- Phone Number - The phone number must be in the form (999)999-9999 and cannot start with a zero.

Applicant/Recipient Name: *

Tom Bradley

County of Record: *

San Bernardino

Status: *

Approved

Contact Information

Applicant/Recipient Mailing Address:

☐ Does not have a mailing address

Address Line 1: *

100 Disneyland Drive

Address Line 2:

City: *

Anaheim

State: *

CA

ZIP Code: *

90210

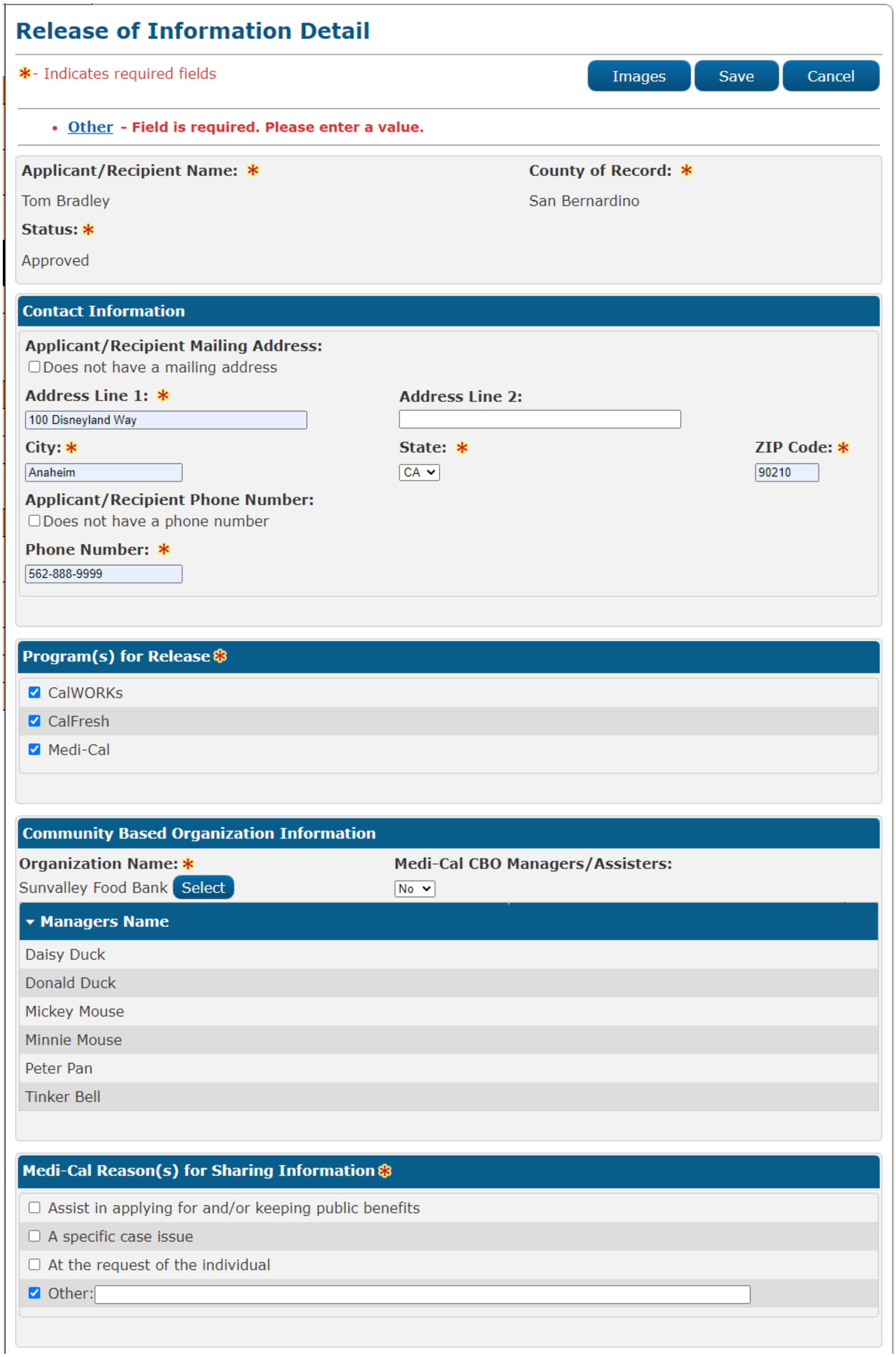
Applicant/Recipient Phone Number:

☐ Does not have a phone number

Phone Number: *

(562)999-1

Figure 2.3.2-13 – Release of Information Detail Page – (Validation3)



Release of Information Detail

*- Indicates required fields

Images | Save | Cancel

- Other - Field is required. Please enter a value.

Applicant/Recipient Name: *

Tom Bradley

County of Record: *

San Bernardino

Status: *

Approved

Contact Information

Applicant/Recipient Mailing Address:

☐ Does not have a mailing address

Address Line 1: *

100 Disneyland Way

Address Line 2:

City: *

Anaheim

State: *

CA

ZIP Code: *

90210

Applicant/Recipient Phone Number:

☐ Does not have a phone number

Phone Number: *

562-888-9999

Program(s) for Release *

☑ CalWORKs

☑ CalFresh

☑ Medi-Cal

Community Based Organization Information

Organization Name: *

Sunvalley Food Bank Select

Medi-Cal CBO Managers/Assisters:

No

Managers Name

Daisy Duck

Donald Duck

Mickey Mouse

Minnie Mouse

Peter Pan

Tinker Bell

Medi-Cal Reason(s) for Sharing Information *

☐ Assist in applying for and/or keeping public benefits

☐ A specific case issue

☐ At the request of the individual

☑ Other:

Figure 2.3.2-14 – Release of Information Detail Page – (Validation4)

Release of Information Detail

*- Indicates required fields

Images | Save | Cancel

- Number of Days (less than 365 days) - Field is required. Please enter a value.

Applicant/Recipient Name: *
Tom Bradley

County of Record: *
San Bernardino

Status: *
Approved

Contact Information

Applicant/Recipient Mailing Address:
☐ Does not have a mailing address

Address Line 1: *
1032 S E St

Address Line 2:

City: *
San Bernardino

State: *
CA

ZIP Code: *
92408

Applicant/Recipient Phone Number:
☐ Does not have a phone number

Phone Number *
5628888888

Program(s) for Release *

☐ CalWORKs
☑ CalFresh
☐ Medi-Cal

Community Based Organization Information

Organization Name: *
Sunvalley Food Bank

Managers Name
Daisy Duck
Donald Duck
Mickey Mouse
Minnie Mouse
Peter Pan
Tinker Bell

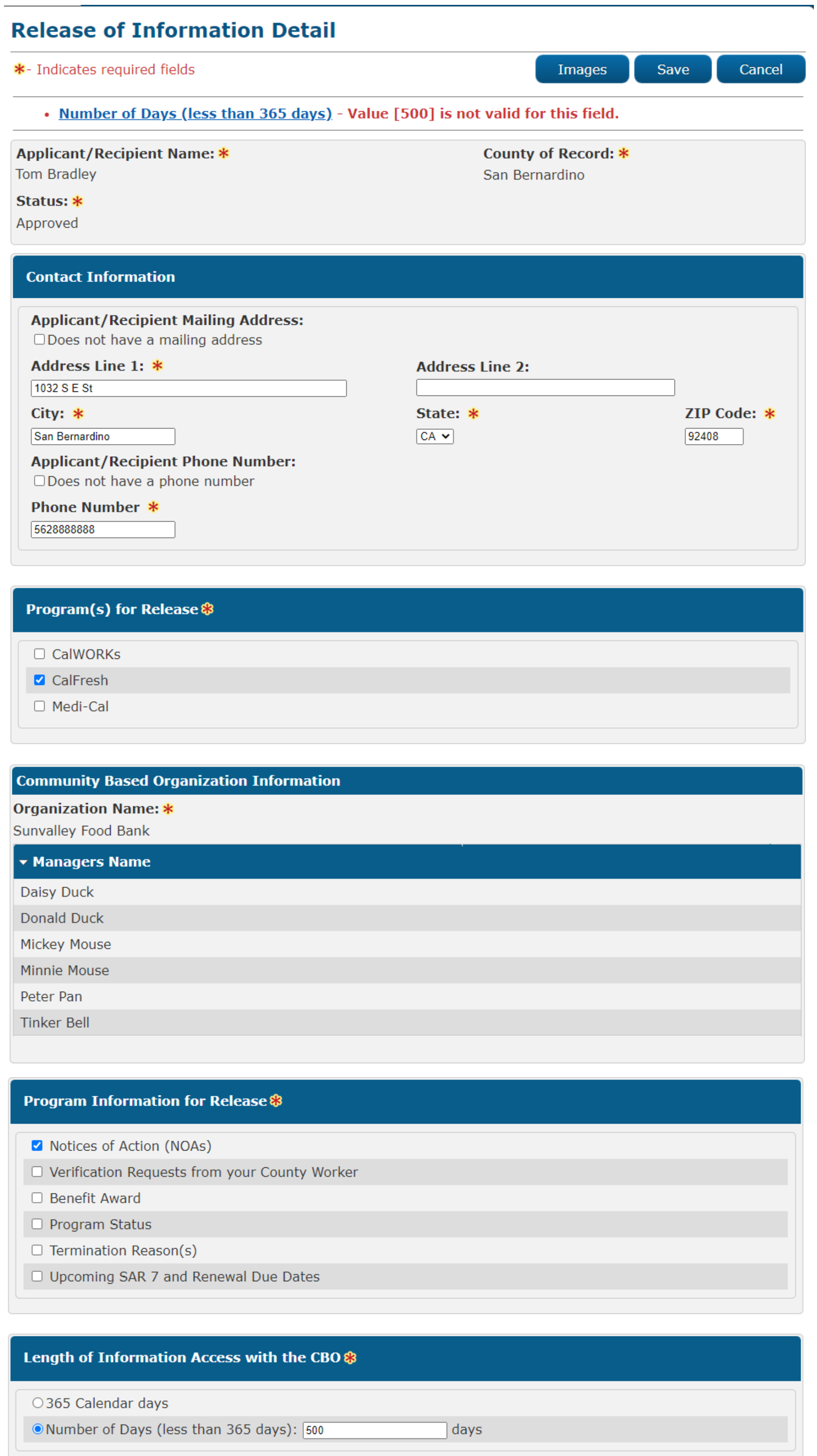
Program Information for Release *

☑ Notices of Action (NOAs)
☐ Verification Requests from your County Worker
☐ Benefit Award
☐ Program Status
☐ Termination Reason(s)
☐ Upcoming SAR 7 and Renewal Due Dates

Length of Information Access with the CBO *

○ 365 Calendar days
◉ Number of Days (less than 365 days): ______ days

Figure 2.3.2-15– Release of Information Detail Page – (Validation5)



Release of Information Detail

*- Indicates required fields

Images | Save | Cancel

- Number of Days (less than 365 days) - Value [500] is not valid for this field.

Applicant/Recipient Name: *
Tom Bradley

County of Record: *
San Bernardino

Status: *
Approved

Contact Information

Applicant/Recipient Mailing Address:
☐ Does not have a mailing address

Address Line 1: *
1032 S E St

Address Line 2:

City: *
San Bernardino

State: *
CA

ZIP Code: *
92408

Applicant/Recipient Phone Number:
☐ Does not have a phone number

Phone Number *
5628888888

Program(s) for Release *

☐ CalWORKs
☑ CalFresh
☐ Medi-Cal

Community Based Organization Information

Organization Name: *
Sunvalley Food Bank

Managers Name

Daisy Duck
Donald Duck
Mickey Mouse
Minnie Mouse
Peter Pan
Tinker Bell

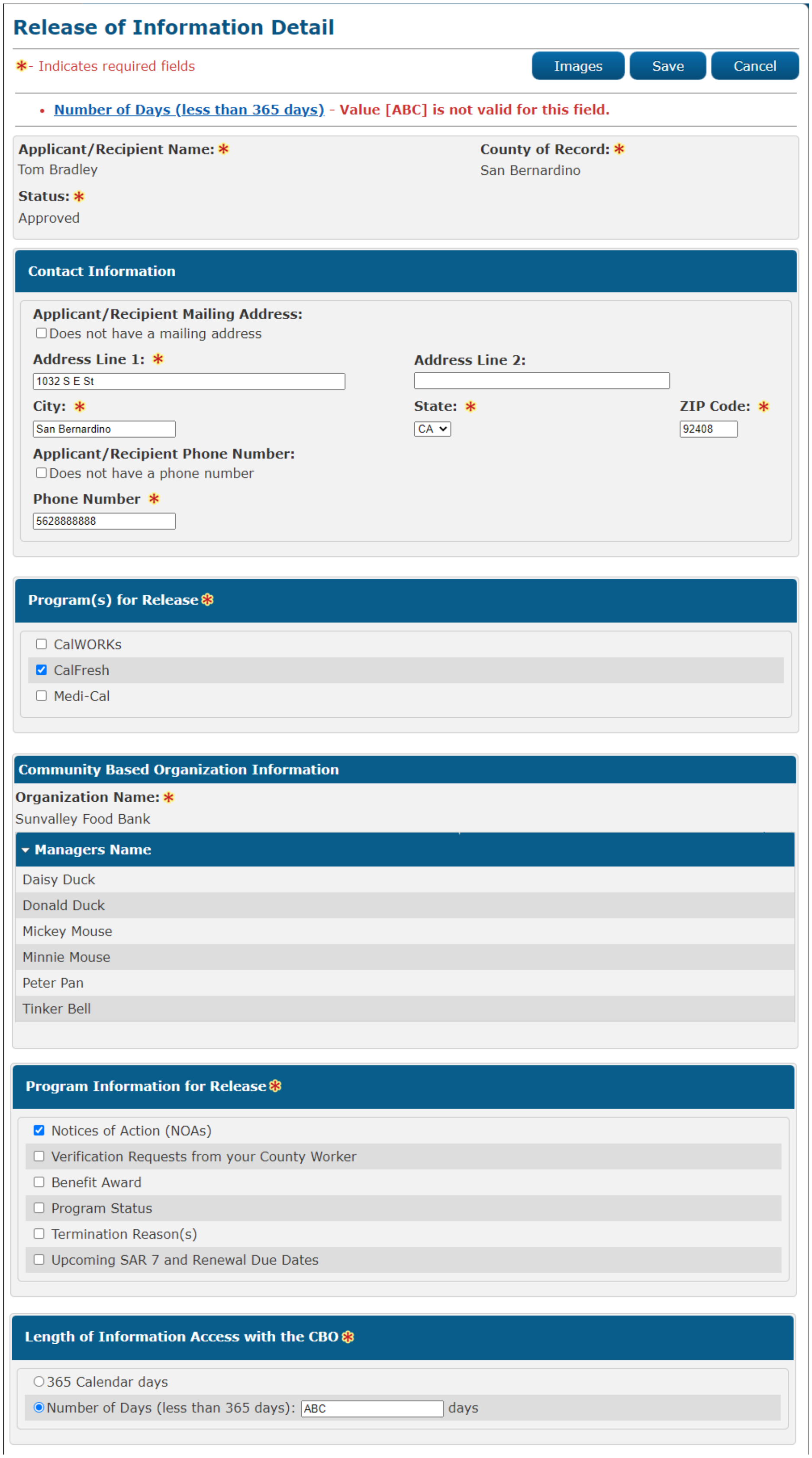
Program Information for Release *

☑ Notices of Action (NOAs)
☐ Verification Requests from your County Worker
☐ Benefit Award
☐ Program Status
☐ Termination Reason(s)
☐ Upcoming SAR 7 and Renewal Due Dates

Length of Information Access with the CBO *

○ 365 Calendar days
◉ Number of Days (less than 365 days): 500 days

Figure 2.3.2-16 – Release of Information Detail Page – (Validation6)



Release of Information Detail

*- Indicates required fields

Images | Save | Cancel

- Number of Days (less than 365 days) - Value [ABC] is not valid for this field.

Applicant/Recipient Name: *
Tom Bradley

County of Record: *
San Bernardino

Status: *
Approved

Contact Information

Applicant/Recipient Mailing Address:
☐ Does not have a mailing address

Address Line 1: *
1032 S E St

Address Line 2:

City: *
San Bernardino

State: *
CA

ZIP Code: *
92408

Applicant/Recipient Phone Number:
☐ Does not have a phone number

Phone Number *
5628888888

Program(s) for Release *

- ☐ CalWORKs
- ☑ CalFresh
- ☐ Medi-Cal

Community Based Organization Information

Organization Name: *
Sunvalley Food Bank

Managers Name

- Daisy Duck
- Donald Duck
- Mickey Mouse
- Minnie Mouse
- Peter Pan
- Tinker Bell

Program Information for Release *

- ☑ Notices of Action (NOAs)
- ☐ Verification Requests from your County Worker
- ☐ Benefit Award
- ☐ Program Status
- ☐ Termination Reason(s)
- ☐ Upcoming SAR 7 and Renewal Due Dates

Length of Information Access with the CBO *

- ○ 365 Calendar days
- ◉ Number of Days (less than 365 days): ABC days

Figure 2.3.2-17 – Release of Information Detail Page – (Validation7)

Release of Information Detail

*- Indicates required fields

Images | Save | Cancel

- Signature Date - Must be a valid calendar date and be in the form MM/DD/YYYY.

Applicant/Recipient Name: *

Tom Bradley

County of Record: *

San Bernardino

Status: *

Approved

Contact Information

Applicant/Recipient Mailing Address:

☐ Does not have a mailing address

Address Line 1: * 100 Disneyland Way

Address Line 2:

City: * Anaheim

State: * CA

ZIP Code: * 90210

Applicant/Recipient Phone Number:

☐ Does not have a phone number

Phone Number: * 562-888-9999

Program(s) for Release *

☐ CalWORKs

☑ CalFresh

☐ Medi-Cal

Community Based Organization Information

Organization Name: *

Sunvalley Food Bank Select

Managers Name

Daisy Duck

Donald Duck

Mickey Mouse

Minnie Mouse

Peter Pan

Tinker Bell

Program Information for Release *

☑ Notices of Action (NOAs)

☑ Verification Requests from your County Worker

☑ Benefit Award

☑ Program Status

☑ Termination Reason(s)

☑ Upcoming SAR 7 and Renewal Due Dates

Length of Information Access with the CBO *

◉ 365 calendar days

○ Number of Days (less than 365 days): ______ days

Length of Case History *

◉ The past 60 days

○ No case history

Signature Information

◉ **Signature of Applicant/Recipient:**

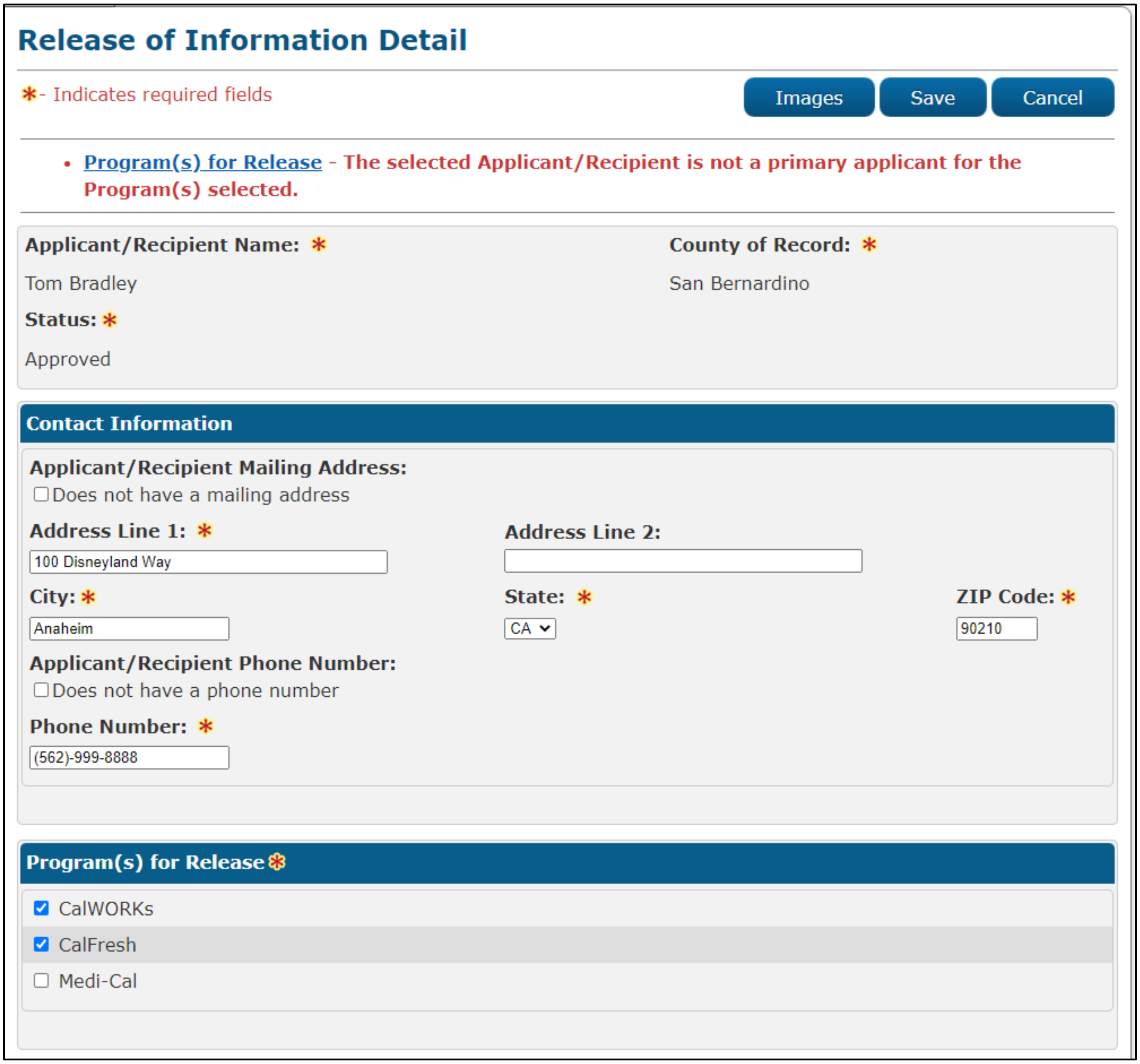
First Name: * Tom

Last Name: * Bradley

Signature Date: * 99/55/99

End Date:

Figure 2.3.2-18 – Release of Information Detail Page – (Validation8)



Release of Information Detail

*- Indicates required fields

Images | Save | Cancel

- Program(s) for Release - The selected Applicant/Recipient is not a primary applicant for the Program(s) selected.

Applicant/Recipient Name: *

Tom Bradley

County of Record: *

San Bernardino

Status: *

Approved

Contact Information

Applicant/Recipient Mailing Address:

☐ Does not have a mailing address

Address Line 1: *

100 Disneyland Way

Address Line 2:

City: *

Anaheim

State: *

CA

ZIP Code: *

90210

Applicant/Recipient Phone Number:

☐ Does not have a phone number

Phone Number: *

(562)-999-8888

Program(s) for Release *

☑ CalWORKs

☑ CalFresh

☐ Medi-Cal

Figure 2.3.2-19 – Release of Information Detail Page – (Validation9)

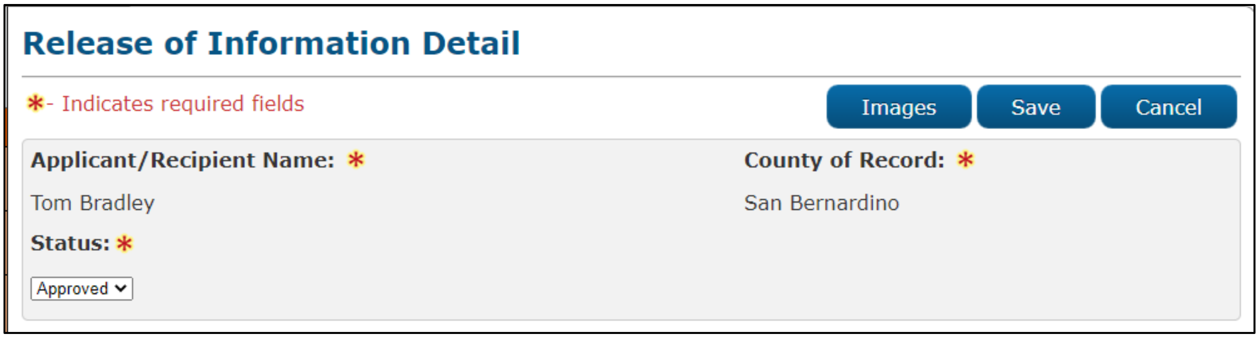


Figure 2.3.2-20 – Release of Information Detail Page – (Edit Mode Approved)

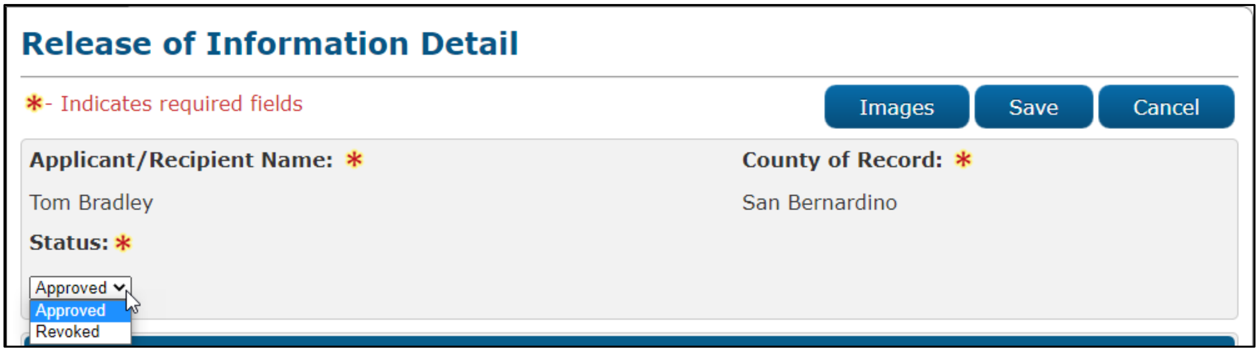


Figure 2.3.2-21 – Release of Information Detail Page – (Edit Mode Approved 1)

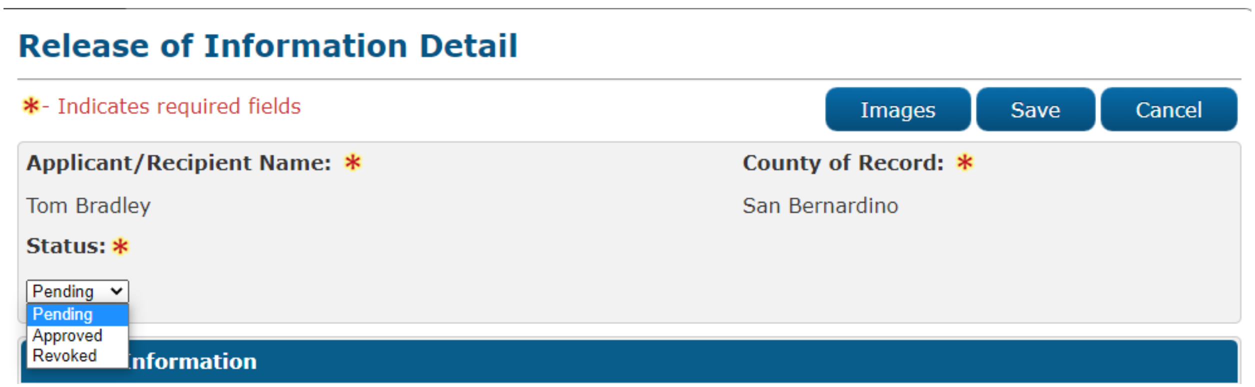


Figure 2.3.2-22 – Release of Information Detail Page – (Edit Mode Pending)

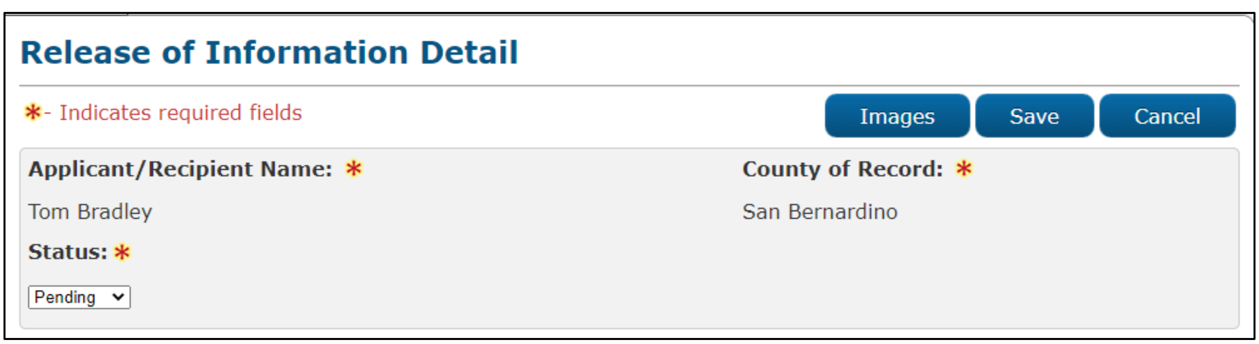


Figure 2.3.2-23 – Release of Information Detail Page – (Edit Mode Pending 1)

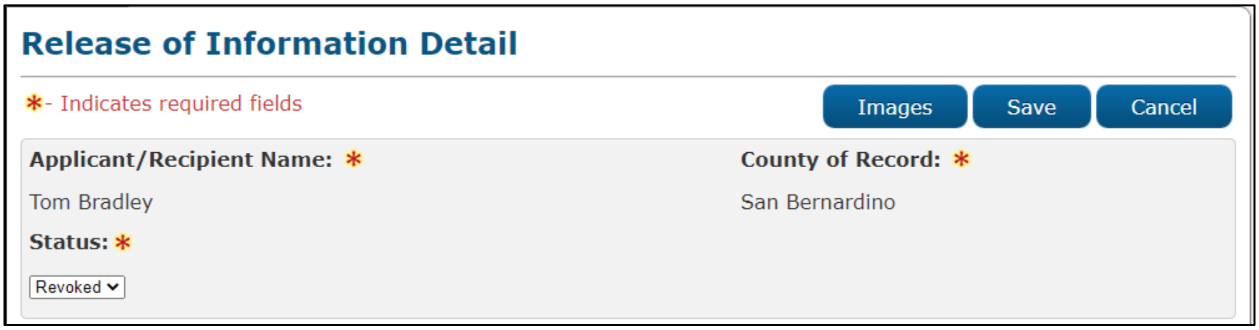


Figure 2.3.2-24– Release of Information Detail Page – (Edit Mode Revoked)

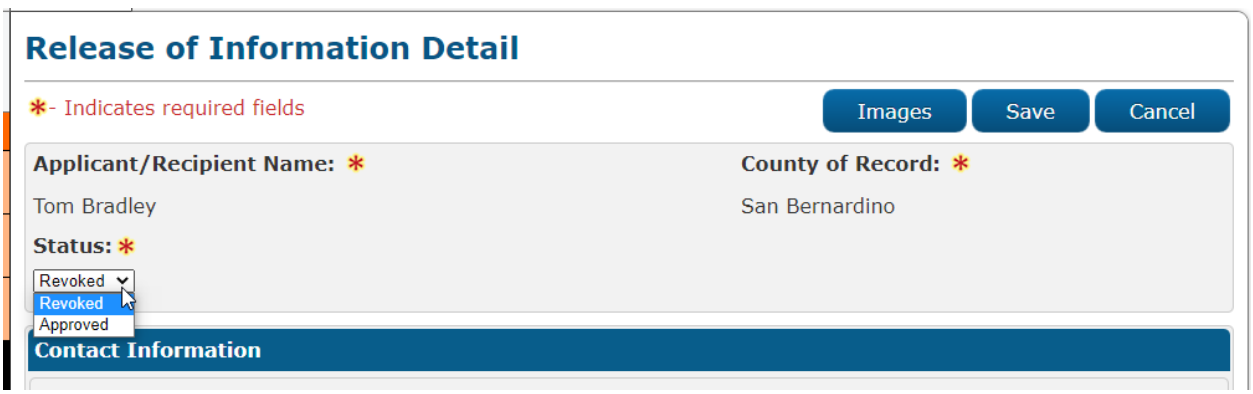
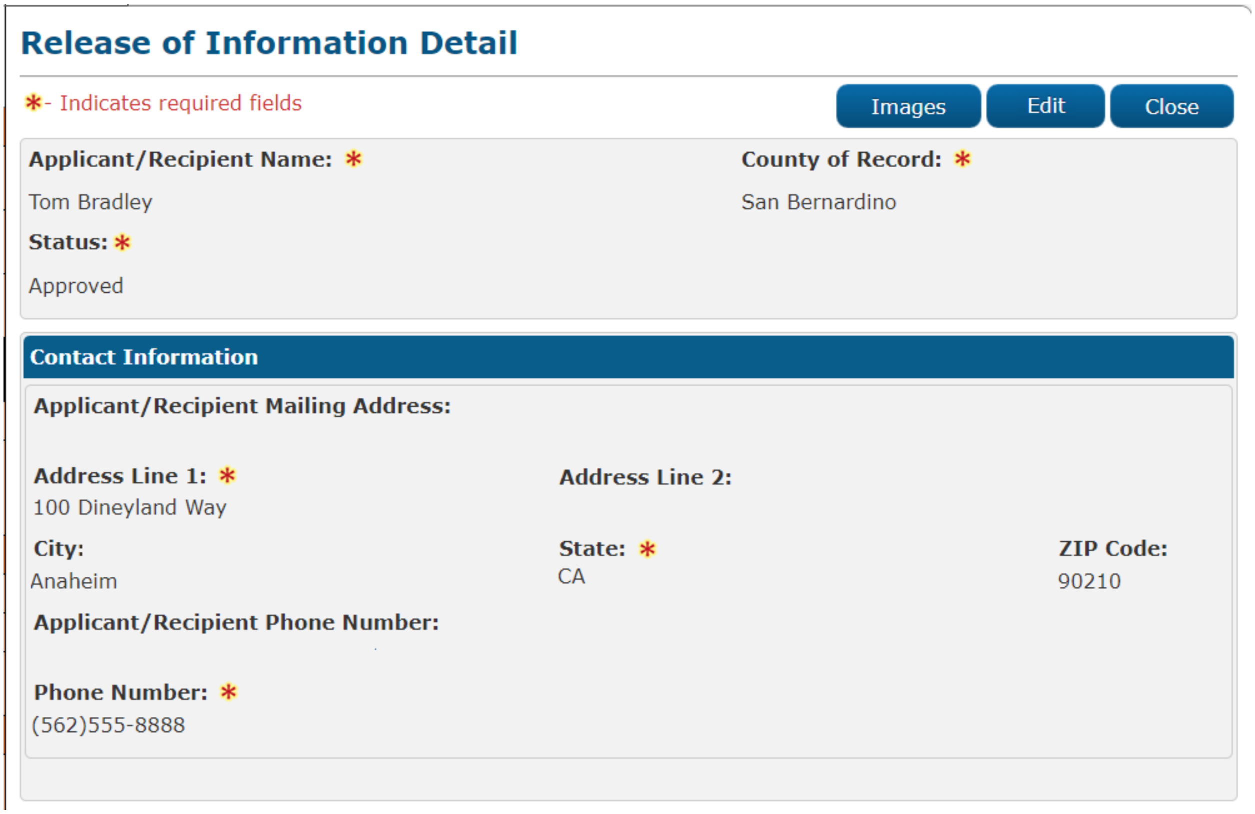


Figure 2.3.2-25 – Release of Information Detail Page – (Edit Mode Revoked 1)


Release of Information Detail

*- Indicates required fields

Images | Edit | Close

Applicant/Recipient Name: *
Tom Bradley

County of Record: *
San Bernardino

Status: *
Approved

Contact Information

Applicant/Recipient Mailing Address:

Address Line 1: *
100 Dineyland Way

Address Line 2:

City:
Anaheim

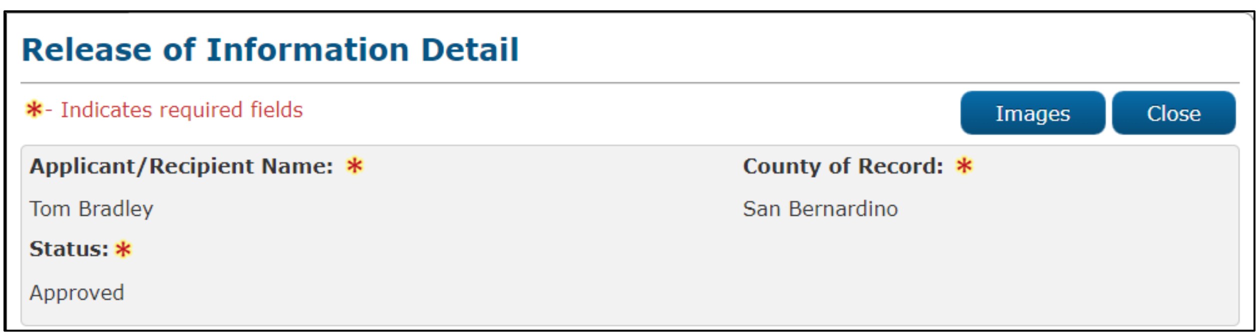
State: *
CA

ZIP Code:
90210

Applicant/Recipient Phone Number:

Phone Number: *
(562)555-8888

Figure 2.3.2-26 – Release of Information Detail Page – (View Mode)


Release of Information Detail

*- Indicates required fields

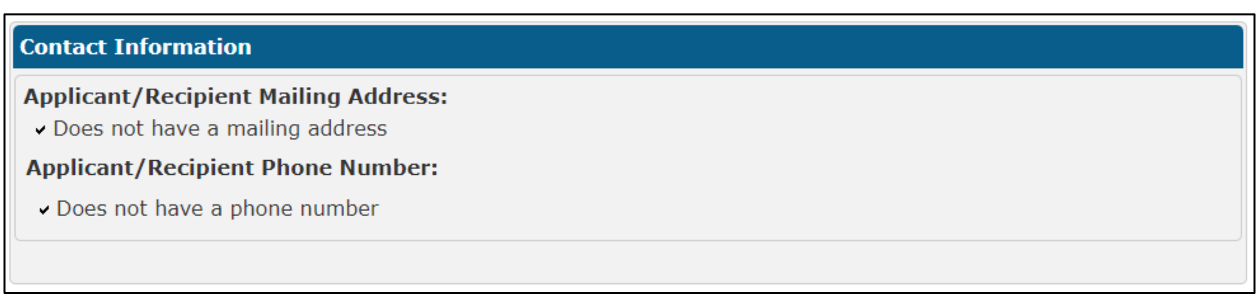
Images | Close

Applicant/Recipient Name: *
Tom Bradley

County of Record: *
San Bernardino

Status: *
Approved

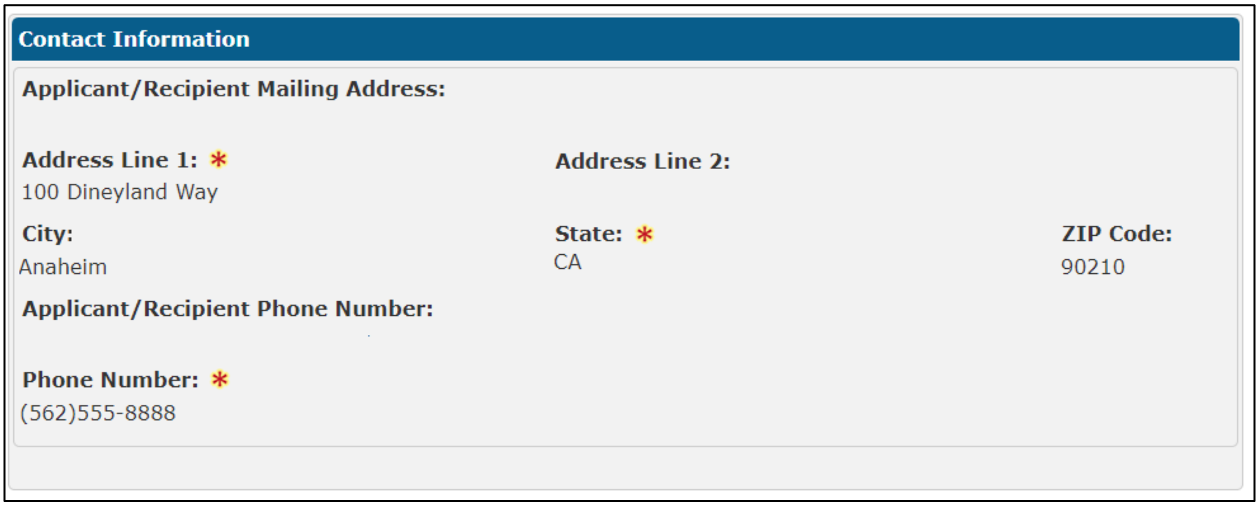
Figure 2.3.2-27– Release of Information Detail Page – (View Mode – With no ReleaseofInformationEdit Security Right)


Contact Information

Applicant/Recipient Mailing Address:
- Does not have a mailing address

Applicant/Recipient Phone Number:
- Does not have a phone number

Figure 2.3.2-28 – Release of Information Detail Page – (View Mode-Contact)



Contact Information

Applicant/Recipient Mailing Address:

Address Line 1: *
100 Dineyland Way

Address Line 2:

City:
Anaheim

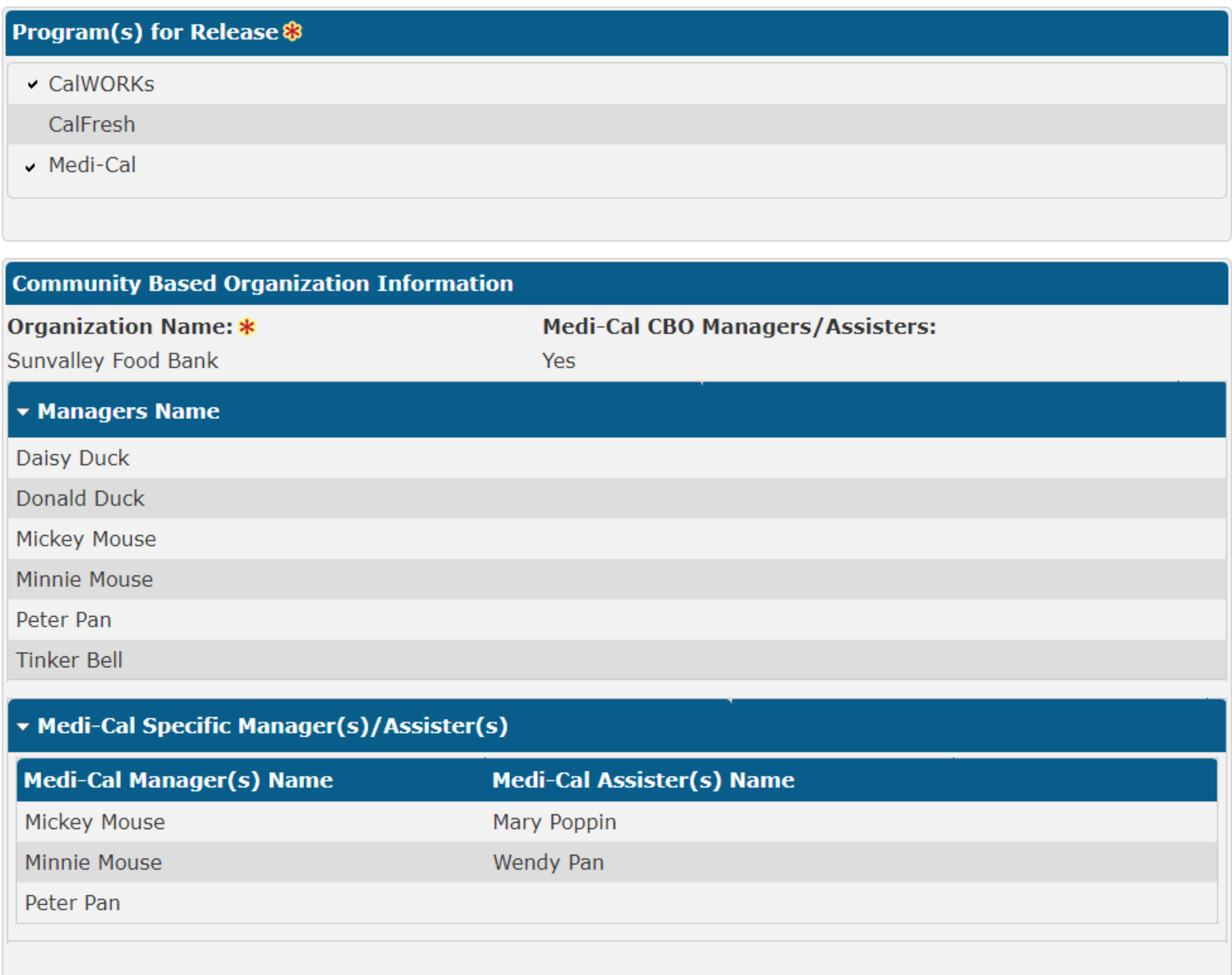
State: *
CA

ZIP Code:
90210

Applicant/Recipient Phone Number:

Phone Number: *
(562)555-8888

Figure 2.3.2-29 – Release of Information Detail Page – (View Mode-Contact 1)



Program(s) for Release *

- ✓ CalWORKs
- CalFresh
- ✓ Medi-Cal

Community Based Organization Information

Organization Name: *
Sunvalley Food Bank

Medi-Cal CBO Managers/Assisters:
Yes

Managers Name
Daisy Duck
Donald Duck
Mickey Mouse
Minnie Mouse
Peter Pan
Tinker Bell

Medi-Cal Specific Manager(s)/Assister(s)

Medi-Cal Manager(s) Name	Medi-Cal Assister(s) Name
Mickey Mouse	Mary Poppin
Minnie Mouse	Wendy Pan
Peter Pan	

Figure 2.3.2-30–– Release of Information Detail Page – (View Mode)

Program(s) for Release

- CalWORKs
- CalFresh
- ✓ Medi-Cal

Community Based Organization Information

Organization Name:	Medi-Cal CBO Managers/Assisters:
Sunvalley Food Bank	Yes

Medi-Cal Specific Manager(s)/Assister(s)

Medi-Cal Manager(s) Name	Medi-Cal Assister(s) Name
Mickey Mouse	Mary Poppin
Minnie Mouse	Wendy Pan
Peter Pan	

Medi-Cal Reason(s) for Sharing Information

- ✓ Assist in applying for and/or keeping public benefits
- A specific case issue
- ✓ At the request of the individual
- ✓ Other: Testing ROI

Figure 2.3.2-31 – Release of Information Detail Page – (View Mode-1)

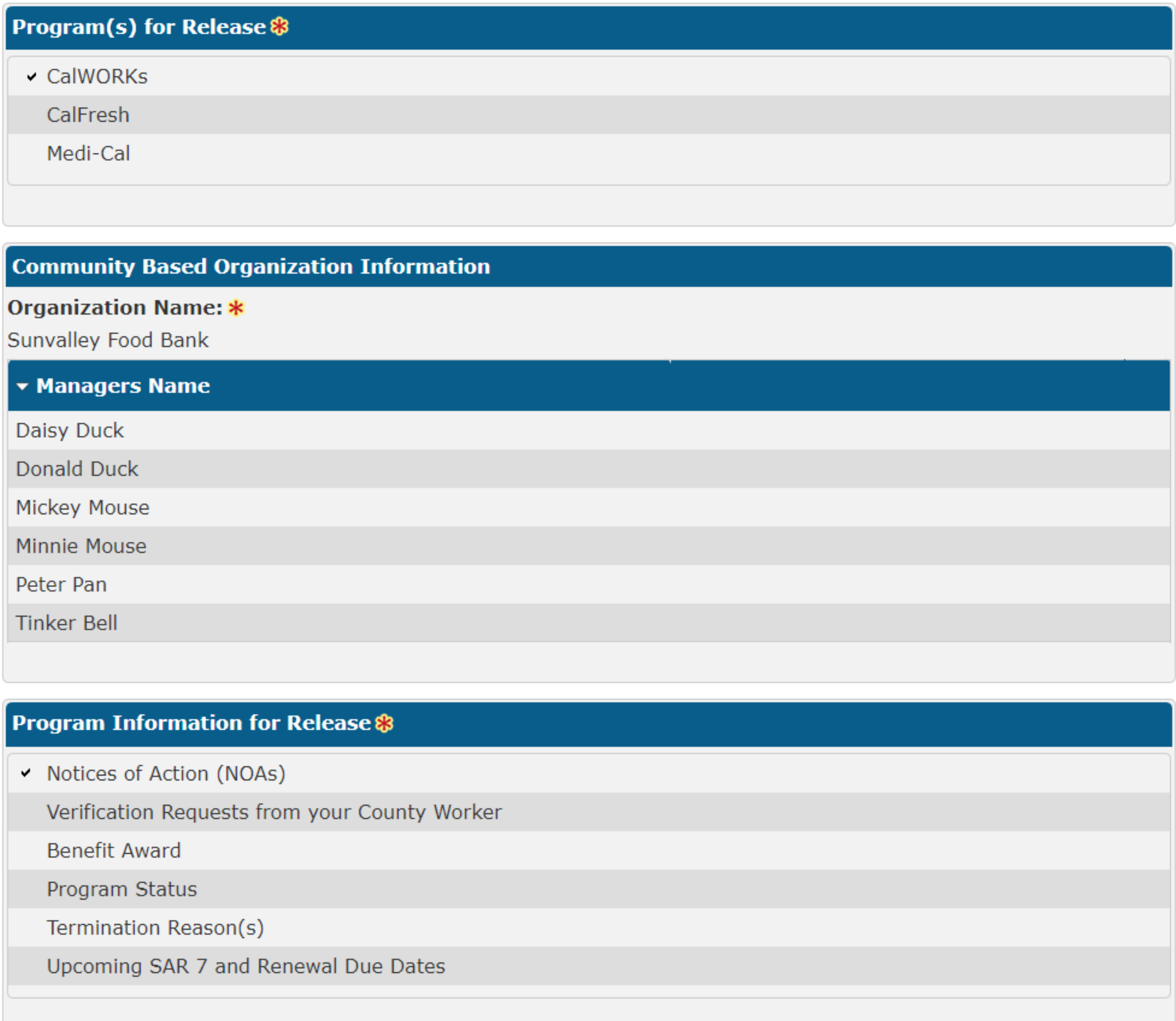


Figure 2.3.2-32 – Release of Information Detail Page – (View Mode-2)

Program(s) for Release

- ✓ CalWORKs
- ✓ CalFresh
- ✓ Medi-Cal

Community Based Organization Information

Organization Name: *	Medi-Cal CBO Managers/Assisters:
Sunvalley Food Bank	No

Managers Name
Daisy Duck
Donald Duck
Mickey Mouse
Minnie Mouse
Peter Pan
Tinker Bell

Medi-Cal Reason(s) for Sharing Information

- ✓ Assist in applying for and/or keeping public benefits
- A specific case issue
- ✓ At the request of the individual
- ✓ Other: Testing ROI

Program Information for Release

- ✓ Notices of Action (NOAs)
- Verification Requests from your County Worker
- Benefit Award
- Program Status
- Termination Reason(s)
- Upcoming SAR 7 and Renewal Due Dates

Figure 2.3.2-33 – Release of Information Detail Page – (View Mode-3)


Length of Information Access with the CBO *

365 calendar days

Length of Case History *

The past 60 days

Figure 2.3.2-34 – Release of Information Detail Page – (View Mode-4)


Signature Information

Signature of Applicant/Recipient:

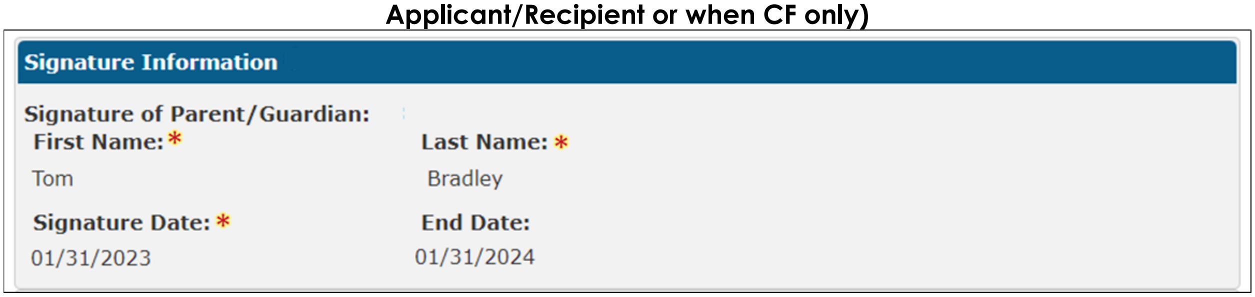
First Name: * Last Name: *

Tom Bradley

Signature Date: * End Date:

01/31/2023 01/31/2024

Figure 2.3.2-35 – Release of Information Detail Page – (View Mode-Signature Information of Applicant/Recipient or when CF only)


Signature Information

Signature of Parent/Guardian:

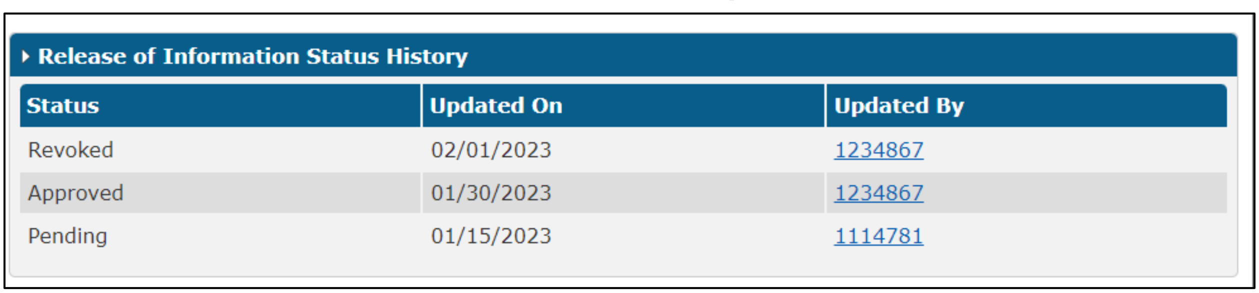
First Name: * Last Name: *

Tom Bradley

Signature Date: * End Date:

01/31/2023 01/31/2024

Figure 2.3.2-36 – Release of Information Detail Page – (View Mode-Signature Information of Parent/Guardian)


Release of Information Status History

Status	Updated On	Updated By
Revoked	02/01/2023	1234867
Approved	01/30/2023	1234867
Pending	01/15/2023	1114781

Figure 2.3.2-37 – Release of Information Detail Page – (View/Edit Mode-Release of Information -1)

▸ **Release of Information Status History**

Status	Updated On	Updated By
Revoked	02/01/2023	1234867
Approved	01/30/2023	1234867

Figure 2.3.2-38 – Release of Information Detail Page – (View/Edit Mode-Release of Information -2)

Release of Information Detail

*- Indicates required fields

Images | Save | Cancel

Applicant/Recipient Name: *
Tom Bradley

County of Record: *
San Bernardino

Status: *
Revoked

Contact Information

Applicant/Recipient Mailing Address:
☐ Does not have a mailing address

Address Line 1: * 100 Disneyland Way
Address Line 2:

City: * Anaheim
State: * CA
ZIP Code: * 90210

Applicant/Recipient Phone Number:
☐ Does not have a phone number

Phone Number: * 562-888-9999

Program(s) for Release *

- ☑ CalWORKs
- ☑ CalFresh
- ☑ Medi-Cal

Community Based Organization Information

Organization Name: *
Sunvalley Food Bank Select

Medi-Cal CBO Managers/Assisters:
Yes Select

Managers Name

- Daisy Duck
- Donald Duck
- Mickey Mouse
- Minnie Mouse
- Peter Pan
- Tinker Bell

Medi-Cal Specific Manager(s)/Assister(s)

Medi-Cal Manager(s) Name	Medi-Cal Assister(s) Name
Mickey Mouse	Mary Poppin
Minnie Mouse	Wendy Pan
Peter Pan	

Medi-Cal Reason(s) for Sharing Information *

- ☑ Assist in applying for and/or keeping public benefits
- ☑ A specific case issue
- ☐ At the request of the individual
- ☐ Other:

Program Information for Release *

- ☑ Notices of Action (NOAs)
- ☑ Verification Requests from your County Worker
- ☑ Benefit Award
- ☑ Program Status
- ☑ Termination Reason(s)
- ☑ Upcoming SAR 7 and Renewal Due Dates

Length of Information Access with the CBO *

- ◉ 365 calendar days
- ○ Number of Days (less than 365 days): ____ days

Length of Case History *

- ◉ The past 60 days
- ○ No case history

Signature Information

◉ **Signature of Applicant/Recipient:**
○ **Signature of Parent/Guardian:**

First Name: * Bernaer
Last Name: * Fallon

Signature Date: * 01/30/2023
End Date: 01/30/2024

Release of Information Status History

Status	Updated On	Updated By
Revoked	02/01/2023	1234867
Approved	01/30/2023	1234867

Images | Save | Cancel

Figure 2.3.2-39 – Release of Information Detail Page – (Edit Mode-Release of Information)

Release of Information Detail

*- Indicates required fields

Images | Save | Cancel

Applicant/Recipient Name: *

Tom Bradley

County of Record: *

San Bernardino

Status: *

Revoked

Contact Information

Applicant/Recipient Mailing Address:

☐ Does not have a mailing address

Address Line 1: *

100 Disneyland Way

Address Line 2:

City: *

Anaheim

State: *

CA

ZIP Code: *

90210

Applicant/Recipient Phone Number:

☐ Does not have a phone number

Phone Number: *

562-888-9999

Program(s) for Release *

☑ CalWORKs

☑ CalFresh

☑ Medi-Cal

Community Based Organization Information

Organization Name: *

Sunvalley Food Bank Select

Medi-Cal CBO Managers/Assisters:

Yes Select

Managers Name
Daisy Duck
Donald Duck
Mickey Mouse
Minnie Mouse
Peter Pan
Tinker Bell

Medi-Cal Specific Manager(s)/Assister(s)

Medi-Cal Manager(s) Name	Medi-Cal Assister(s) Name
Mickey Mouse	Mary Poppin
Minnie Mouse	Wendy Pan
Peter Pan	

Medi-Cal Reason(s) for Sharing Information *

☑ Assist in applying for and/or keeping public benefits

☑ A specific case issue

☐ At the request of the individual

☐ Other:

Program Information for Release *

☑ Notices of Action (NOAs)

☑ Verification Requests from your County Worker

☑ Benefit Award

☑ Program Status

☑ Termination Reason(s)

☑ Upcoming SAR 7 and Renewal Due Dates

Figure 2.3.2-40 – Release of Information Detail Page – (Edit Mode-Release of Information-2)

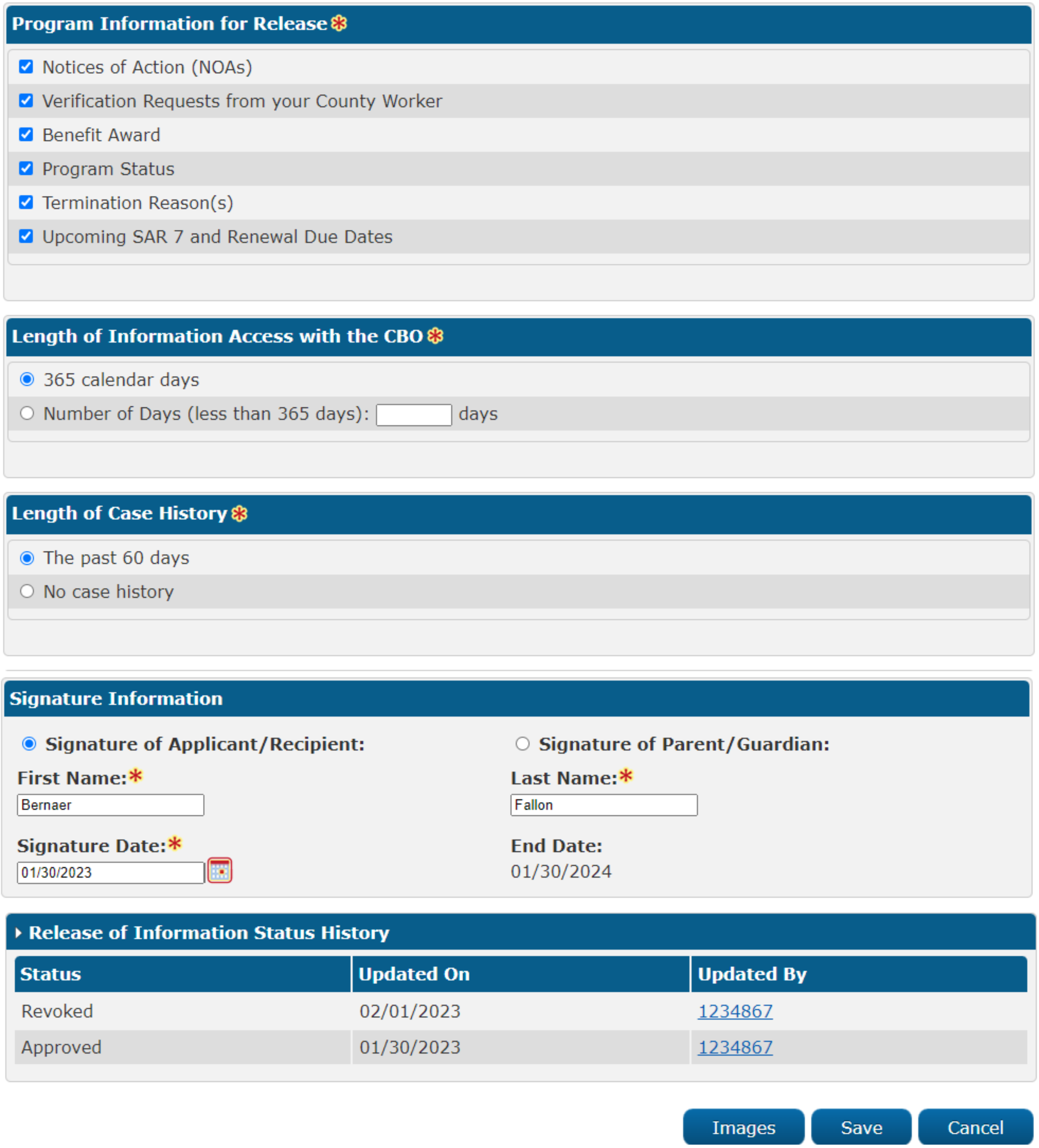
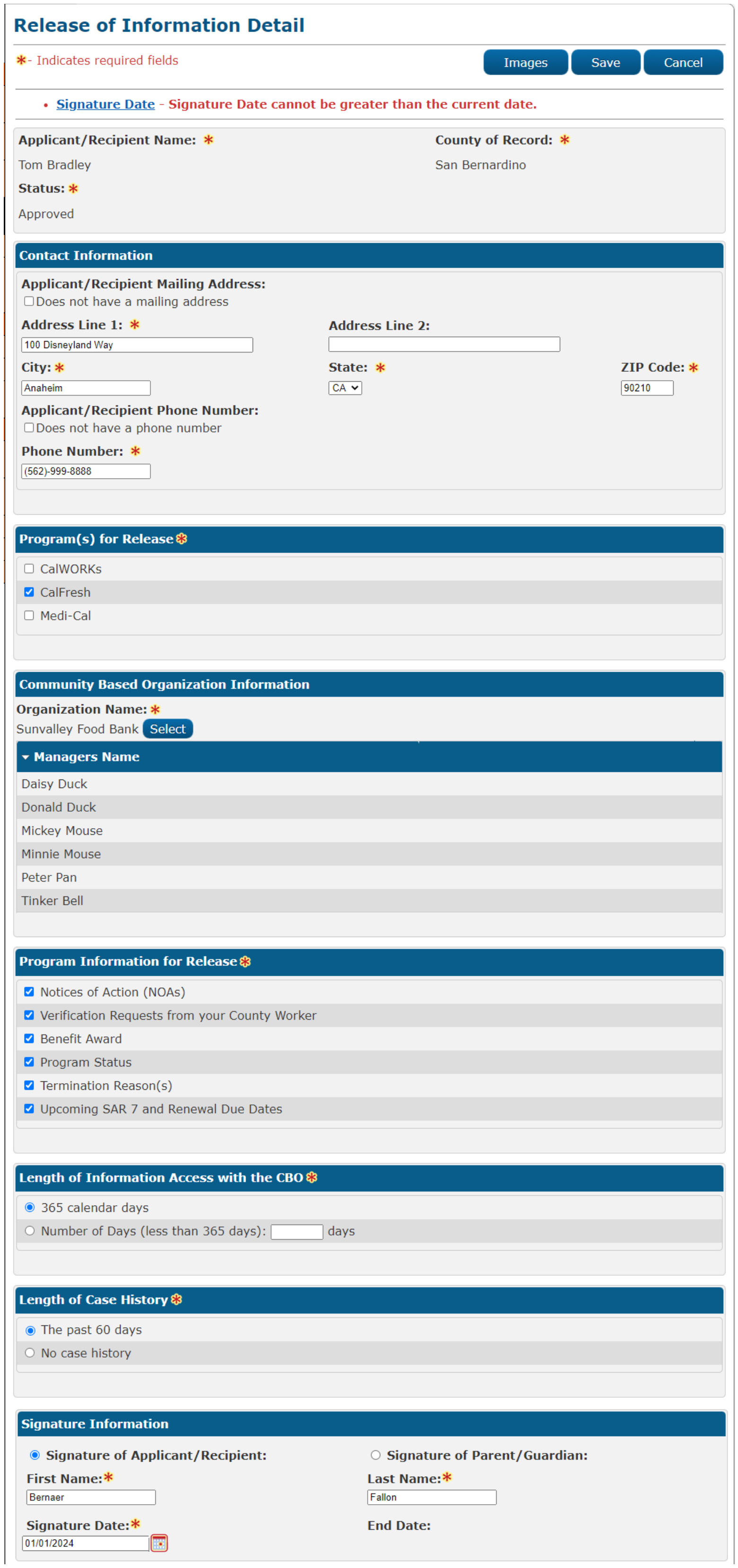


Figure 2.3.2-41 – Release of Information Detail Page – (Edit Mode-Release of Information-3)



Release of Information Detail

*- Indicates required fields

Images | Save | Cancel

- Signature Date - Signature Date cannot be greater than the current date.

Applicant/Recipient Name: *
Tom Bradley

County of Record: *
San Bernardino

Status: *
Approved

Contact Information

Applicant/Recipient Mailing Address:
☐ Does not have a mailing address

Address Line 1: *
100 Disneyland Way

Address Line 2:

City: *
Anaheim

State: *
CA

ZIP Code: *
90210

Applicant/Recipient Phone Number:
☐ Does not have a phone number

Phone Number: *
(562)-999-8888

Program(s) for Release

☐ CalWORKs
☑ CalFresh
☐ Medi-Cal

Community Based Organization Information

Organization Name: *
Sunvalley Food Bank Select

Managers Name

Daisy Duck
Donald Duck
Mickey Mouse
Minnie Mouse
Peter Pan
Tinker Bell

Program Information for Release

☑ Notices of Action (NOAs)
☑ Verification Requests from your County Worker
☑ Benefit Award
☑ Program Status
☑ Termination Reason(s)
☑ Upcoming SAR 7 and Renewal Due Dates

Length of Information Access with the CBO

◉ 365 calendar days
○ Number of Days (less than 365 days): ____ days

Length of Case History

◉ The past 60 days
○ No case history

Signature Information

◉ **Signature of Applicant/Recipient:**
○ **Signature of Parent/Guardian:**

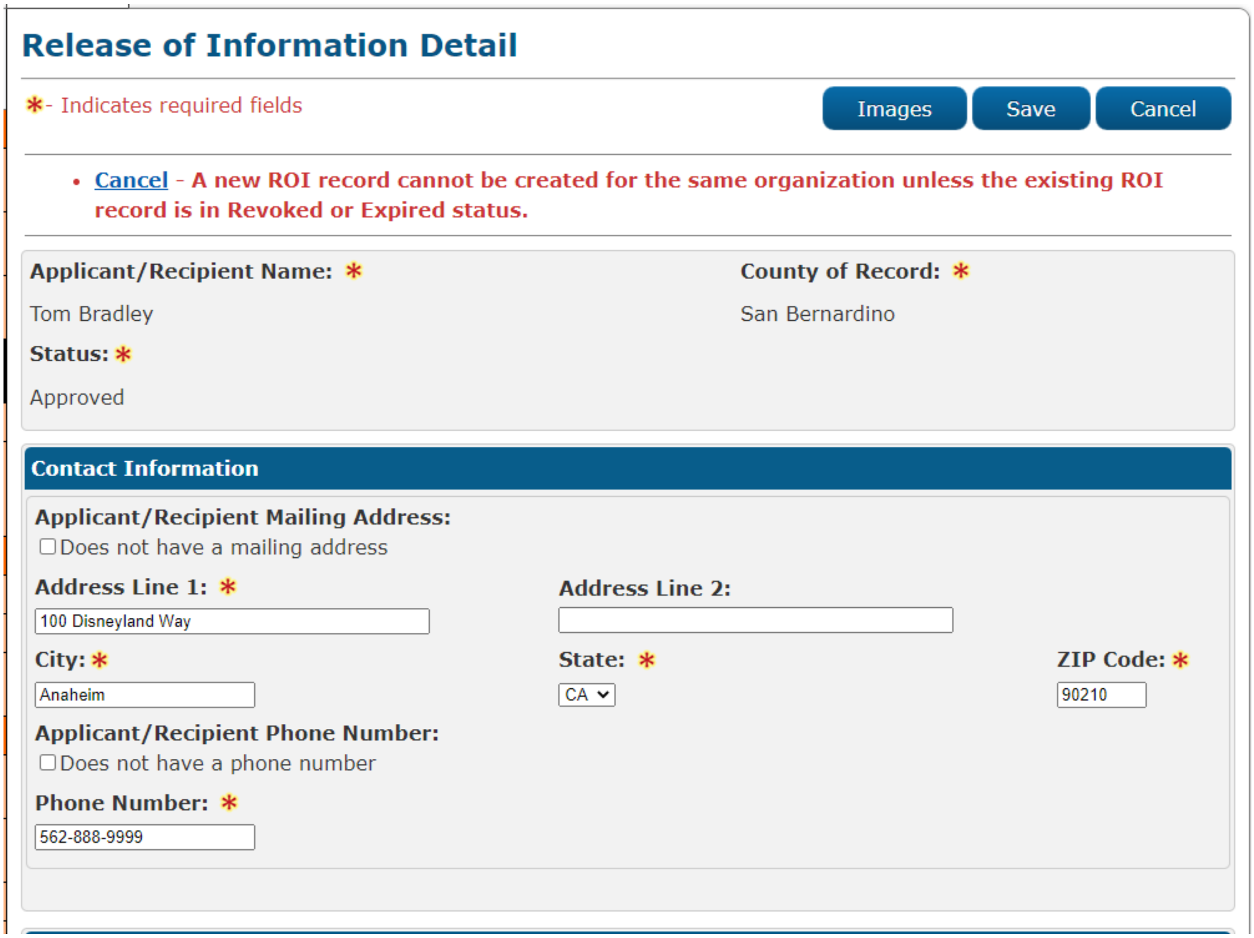
First Name: *
Bernaer

Last Name: *
Fallon

Signature Date: *
01/01/2024

End Date:

Figure 2.3.2-42 – Release of Information Detail Page – (Validation for Signature Date)



Release of Information Detail

*- Indicates required fields

Images | Save | Cancel

- Cancel - A new ROI record cannot be created for the same organization unless the existing ROI record is in Revoked or Expired status.

Applicant/Recipient Name: *

Tom Bradley

County of Record: *

San Bernardino

Status: *

Approved

Contact Information

Applicant/Recipient Mailing Address:

☐ Does not have a mailing address

Address Line 1: *

100 Disneyland Way

Address Line 2:

City: *

Anaheim

State: *

CA

ZIP Code: *

90210

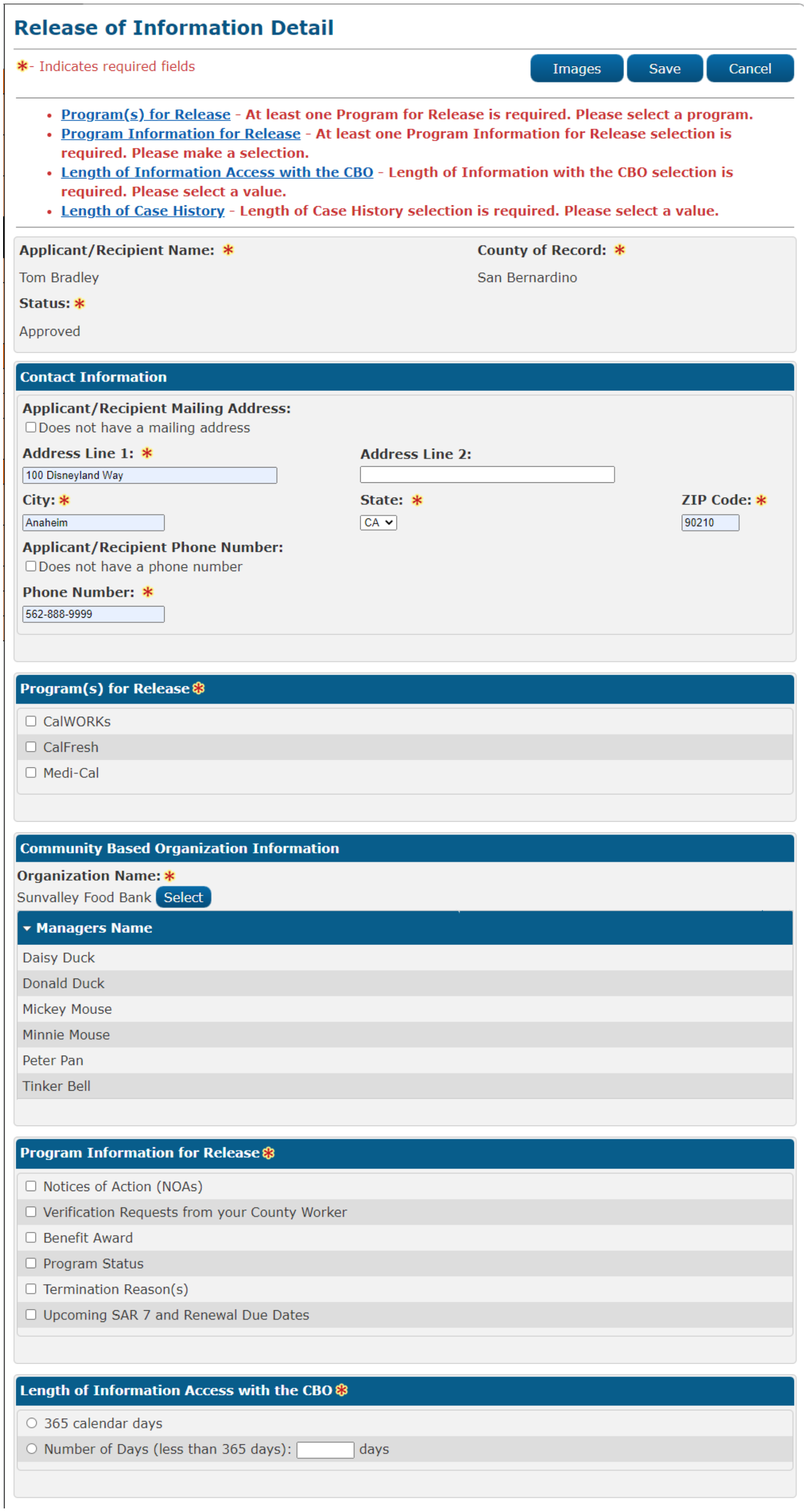
Applicant/Recipient Phone Number:

☐ Does not have a phone number

Phone Number: *

562-888-9999

Figure 2.3.2-43 – Release of Information Detail Page – (Validation for trying to create new ROI record for the same organization)



Release of Information Detail

*- Indicates required fields

Images | Save | Cancel

- Program(s) for Release - At least one Program for Release is required. Please select a program.
- Program Information for Release - At least one Program Information for Release selection is required. Please make a selection.
- Length of Information Access with the CBO - Length of Information with the CBO selection is required. Please select a value.
- Length of Case History - Length of Case History selection is required. Please select a value.

Applicant/Recipient Name: *

Tom Bradley

County of Record: *

San Bernardino

Status: *

Approved

Contact Information

Applicant/Recipient Mailing Address:

☐ Does not have a mailing address

Address Line 1: *

100 Disneyland Way

Address Line 2:

City: *

Anaheim

State: *

CA

ZIP Code: *

90210

Applicant/Recipient Phone Number:

☐ Does not have a phone number

Phone Number: *

562-888-9999

Program(s) for Release *

☐ CalWORKs

☐ CalFresh

☐ Medi-Cal

Community Based Organization Information

Organization Name: *

Sunvalley Food Bank Select

Managers Name

Daisy Duck

Donald Duck

Mickey Mouse

Minnie Mouse

Peter Pan

Tinker Bell

Program Information for Release *

☐ Notices of Action (NOAs)

☐ Verification Requests from your County Worker

☐ Benefit Award

☐ Program Status

☐ Termination Reason(s)

☐ Upcoming SAR 7 and Renewal Due Dates

Length of Information Access with the CBO *

○ 365 calendar days

○ Number of Days (less than 365 days): ____ days

Figure 2.3.2-44 – Release of Information Detail Page – (Required selection validations)

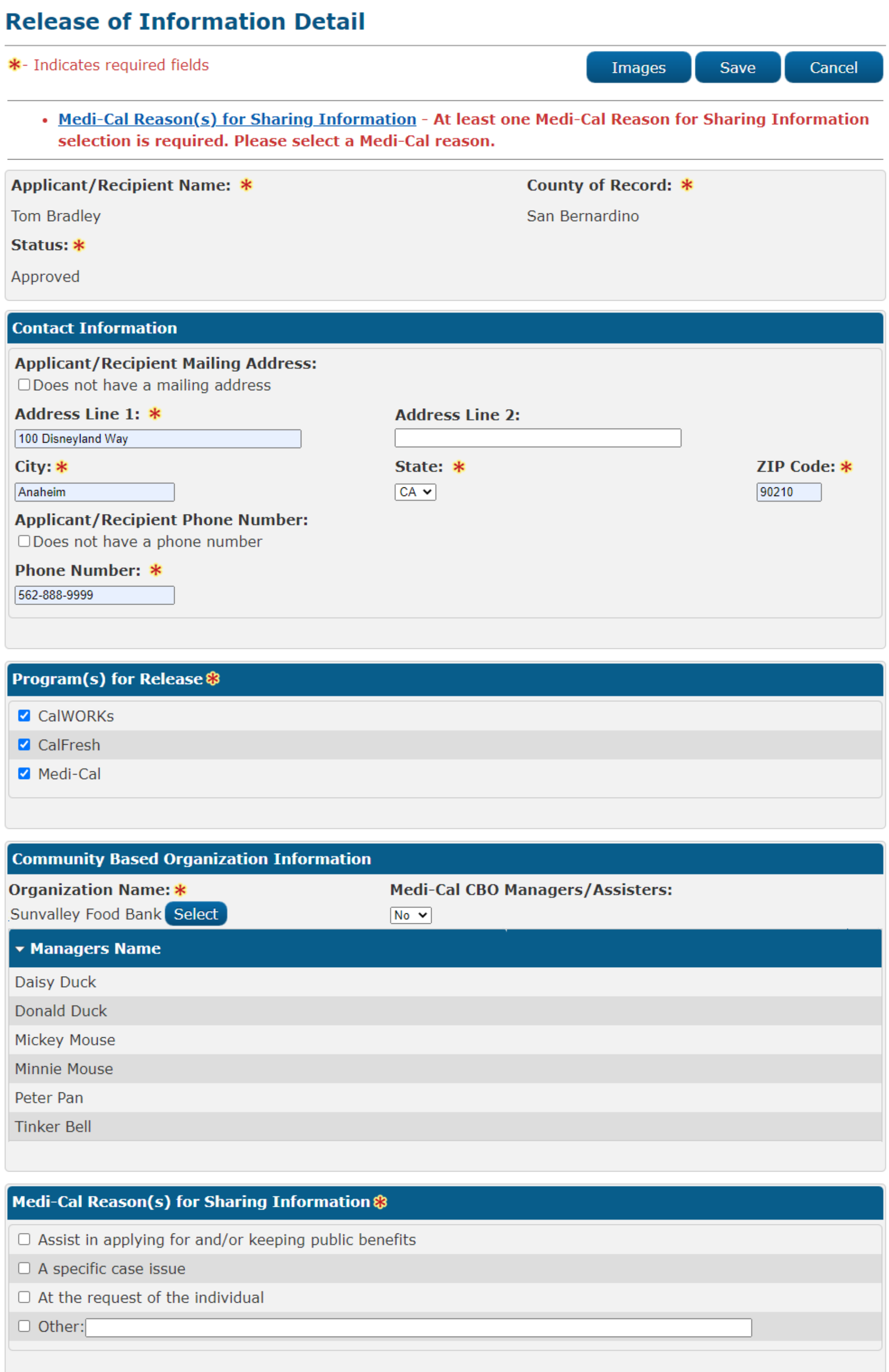


Figure 2.3.2-45 – Release of Information Detail Page – (Required selection validations for Medi-Cal Reason(s))

2.3.3 Description of Changes

1. Create a new Release of Information Detail page that will be accessible from the Release of Information Search page.
    a. The Release of Information Detail page will have the following elements:
        i. Applicant/Recipient Name
            1. This is a required field and will not be editable (in both Create and Edit mode) and it will auto populate with the name of the person that was selected through the Select Person page.
            2. This will be in the format of First Name Last Name (Example: Tom Bradley).
        ii. Status
            1. This will be a required field.
            2. When in create mode (when the worker is trying to create the ROI record directly through CalSAWS) the field will automatically default to 'Approved', and it will not be editable.
               Note: ROI record will automatically be in 'Approved' status when it is created through CalSAWS application. Please see Section 2.7of the design document for further details on how an ROI record will automatically have a status of Approved when it comes in through the API.

            3. In Edit mode, the Status field will be an editable drop-down field.
                a. When the page first opens in Edit mode, the drop-down field will default to the latest status.
                    i. The drop-down field will have the following values when the latest status is 'Approved'.
                        1. Approved
                        2. Revoked

                Note: ROI record will automatically be in 'Approved' status when it is created through CalSAWS application. Please see Section 2.7of the design document for further details on how an ROI record will automatically have a status of Approved when it comes in through the API.

                    ii. The drop-down field will have the following values when the latest status is 'Pending'.
                        1. Approved
                        2. Pending

3. Revoked

Note: The status of 'Pending' will only be possible when the ROI record was created through the API. Please reference Section 2.7 of the design document for further details on how an ROI record will automatically have a status of Pending when it comes in through the API.

iii. The drop-down field will have the following values when the latest status is 'Revoked'.
   1. Revoked
   2. Approved

Note: Please reference Section 2.7 of the design document for further details on how an ROI record will automatically have a status of Revoke when it comes through the API.

iv. The field will not be a drop-down and it will not be editable when the latest status is 'Expired'.

Note: The Status will automatically be updated to Expired based on the End Date of the ROI record. Please refer to Section 2.13 since this status will be updated through a new batch job.

b. Automatically update the status from 'Expired' to 'Approved' when the user clicks the Save button, when the page is in Edit mode, and the following conditions are met:
   i. The end date on the End Date field is after the system date.

   Note: This scenario is only possible when the user changes the Signature Date and/or the Length of information access with the CBO ROI information making the new End Date to be after the system date and the status of the ROI is already in Expired (Batch job to update the status to Expired already ran prior to the user making edit to the ROI record).

iii. County of Record

1. This will be a required field and will not be editable. The page will automatically default to the county of the logged in user.

iv. Contact Information block

  1. The Contact Information block will have the following fields and will be editable when in Edit mode and the record was created directly through CalSAWS~~.~~
     - a. Applicant/Recipient Mailing Address
       - i. Does not have a mailing address
         1. This field will have a check box
         2. Clicking on the check box will gray out the Address Line1, Address Line 2, City, State and ZIP Code fields.
         3. When the check box on this field is checked off, the system will not save any information that was entered on the Address Line 1, Address Line 2, City, State, and ZIP Code.
            - a. When the box is checked off, when the page is in Edit mode, any information that was previously saved from the above fields will be removed upon saving.
         4. The check box will not be checked off when in Create mode when the page initially loads.
         5. This field will not display in View mode if it's not selected.
       - ii. Address Line 1:
         1. This will be a required text field and the maximum number of characters is 50.
         2. Once the maximum amount of characters is reached, no further characters can be added.
         3. When the 'Does not have a mailing address' is checked off, the field will be greyed

out and will no longer be required.

4. This field will not display in View mode when the 'Does not have a mailing address' is checked off.

iii. Address Line 2:

1. This will be a text field and the maximum number of characters is 60
2. Once the maximum amount of character is reached, no further characters can be added.
3. When the 'Does not have a mailing address' is checked off, the field will be greyed out.
4. This field will not display in View mode when the 'Does not have a mailing address' is checked off.

iv. City

1. This will be a required text field and the maximum number of characters is 50
2. Once the maximum amount of characters is reached, no further characters can be added.
3. When the 'Does not have a mailing address' is checked off, the field will be greyed out and will no longer be required.
4. This field will not display in View mode when the 'Does not have a mailing address' is checked off.

v. State

1. This will be a required drop-down field and will list all 50 states (in abbreviation) and will be ordered in alphabetical order.
2. In create mode the field will default to 'CA'.

3. When the ‘Does not have a mailing address’ is checked off, the field will be greyed out and will no longer be required.
4. This field will not display in View mode when the ‘Does not have a mailing address’ is checked off.

vi. ZIP Code:
1. This will be a text field and the maximum number of characters is 5.
2. Once the maximum amount of characters is reached, no further characters can be added.
3. When the ‘Does not have a mailing address’ is checked off, the field will be greyed out and will no longer be required.
4. This field will not display in View mode when the ‘Does not have a mailing address’ is checked off.
5. Create two new validations:
    a. “ZIP Code – Zip Code can only contain numeric characters.”
        i. Validation will be triggered when the user clicks Save and the value entered contains alpha characters on the Zip Code field.
    b. ZIP Code – Zip Code must be 5 characters in length.”
        i. Validation will be triggered when the user clicks Save, and value entered is

not in the correct 5 character length.

b. Applicant/Recipient Phone Number
    i. Does not have a phone number
        1. This field will have a check box
        2. Clicking on the check box will gray out the Phone Number field.
        3. When the check box on this field is checked off, the system will not save any information that's entered on the Phone Number field.
            a. When the box is checked off and when the page is in Edit mode, any information that was previously saved from the above fields will be removed upon saving.
        4. The check box will not be checked off when in Create mode when the page initially loads.
        5. This field will not display in View mode if it's not selected.
    ii. Phone Number:
        1. This will be a required text field and the maximum number of characters is 13.
        2. Once the maximum amount of characters is reached, no further characters can be added.
        3. The system will automatically format the value as (xxx)xxx-xxxx upon saving when the value entered is only 10 characters long.
        4. When the 'Does not have a phone number' is checked off, the field will be greyed out and will no longer be required.

5. This field will not display in View mode when the ‘Does not have a Phone Number’ is checked off.
6. Create one new validation:
    a. “Phone Number – The phone number must be in the form (999)999-9999 and cannot start with a zero.
        i. Validation will be triggered when the user clicks Save and the value entered contains alpha characters, it is not a minimum of 10 characters length, or it starts with ‘0’.

v. Program(s) for Release block
1. This will be a required block and will be editable when in Edit mode and the record was created directly through CalSAWS. Users will need to select at least one of the available options.
2. Display the following options with a select box. Users will be able to select all 3 options.
    a. CalWORKs
    b. CalFresh
    c. Medi-Cal
3. Select boxes will not be checked off when the page initially loads in Create mode.
4. When in View mode, all options will display but only the ones selected will have a check mark next to it.
5. Create a validation that will be triggered when the user clicks on Save and there’s no program that is selected from the Program(s) for Release block.
    a. Validation message will say the following “Program(s) for Release – At least one Program for Release is required. Please select a program.

vi. Community Based Organization Information block

1. This block will be editable when the page is in Edit mode and the record was created directly through CalSAWS.
2. When the page initially loads in Create mode the block will have a required field titled ‘Organization Name’ along with a Select button.
    a. Clicking the Select button will direct users to the Select Community Based Organization page (refer to Section 2.4 for more details on how the page will work).
    b. After an organization is selected, the user will be directed back to the Release of Information page and will now display the following information:
        i. The name of the selected organization along with the Select button (clicking the Select button again will direct the user to the Select Community Based Organization page).
        ii. A dynamic field titled “Medi-Cal CBO Managers/Assisters:”
            1. This field will only display when the Medi-Cal program is selected from the Program(s) for Release block and an Organization is already selected.
            2. This will be a drop-down field with the options of:
                a. No (Default value)
                b. Yes
                    i. When “Yes” is selected display a button titled “Select”.
                    ii. Clicking “Select” button will call the CBO-Organization API (reference Section 2.9 for details on how this API will work) and will direct users to the Select CBO Managers &

Assisters for Medi-Cal page (refer to Section 2.5 for more details on how the page will work).

iii. After the Medi-Cal Specific Manager(s)/Assister(s) are selected the user will be directed back to the Release of Information Detail page. The page will continue to display the "Select" button (clicking the Select button again will make another call the CBO Organization API and will direct the user to the Select CBO Managers & Assisters for Medical page) next to the drop down field along with a new expanded sub block titled "Medi-Cal Specific Manager(s)/Assister(s)" (see below for more details on this sub block).

iii. An expanded sub block titled "Managers Name".

1. This sub block will list the name(s) of all the Managers associated to the selected organization (the name of Managers that's displayed will be based on the information that is being returned from ForgeRock through the CBO – Organization API. Reference Section 2.9 for more details).
    a. Managers will be listed in the format of First Name Last Name (Example: Minnie Mouse)
    b. Managers will be listed in ascending alphabetical order by First Name.
2. This sub block will not be expanded when the page first loads in View mode.
3. This sub block will be expanded when the page first loads in Edit mode.
4. The block will not display when the user is directed back to the Release of Information Detail page from the Select CBO Managers & Assisters for Medi-Cal page, and the users selected Managers and/or Assisters and the only program selected is Medi-Cal (the block will continue to display when the user clicks on the Cancel button from the Select CBO Managers & Assisters for Medi-Cal page).

iv. An expanded sub block titled "Medi-Cal Specific Manager(s)/Assister(s)".
    1. This sub block will have two columns titled "Medi-Cal Manager(s) Name" and "Medi-Cal Assister(s) Name".
        a. The "Medi-Cal Manager(s) Name"

column will list the name of the selected Managers that was selected through the Select CBO Managers & Assisters for Medi-Cal page.

i. Managers will be listed in the format of First Name Last Name (Example: Mickey Mouse).
ii. Managers will be listed in ascending alphabetical order by First Name.

b. The “Medi-Cal Assister(s) Name” column will list the name of the selected Assister(s) that was selected through the Select CBO Managers & Assisters for Medi-Cal page.

i. Assisters will be listed in the format of First Name Last Name (Example: Mary Poppin).
ii. Assisters will be listed in ascending alphabetical order by First name.

2. This sub block will not be expanded when the page first loads in View mode.
3. This subs block will be expanded when the page first loads in Edit mode.
4. The block will display when the user is directed back to

the Release of Information Detail page from the Select CBO Managers & Assisters for Medi-Cal page and the Medi-Cal CBO Managers/Assisters is set to "Yes" and the users selected Managers and/or Assisters (the block will not display when the user clicks on the Cancel button from the Select CBO Managers & Assisters for Medi-Cal page).

v. Information that was entered or selected on the Release of Information Detail page prior to going to the Select CBO Managers & Assisters for Medi-Cal will remain.

3. Any selection that was made on the Community Based Organization Information block will not be retained when changes are made to the Program(s) for Release block after an organization is selected (this will include selecting the CBO Managers and Assisters specific for Medi-Cal).
    a. The block will display the field Organization Name (required field) along with a Select button.
       Note: The block will look the same way as when the page first initially loads in Create mode. Users will need to go through the same process of selecting the organization and all other fields mentioned above as applicable.

vii. Medi-Cal – Reason(s) for Sharing Information block
1. This will be a required block and will be editable when in Edit mode and the record was created directly through CalSAWS. Users will be able to select multiple options but will be required to select at least one of the available options.
2. When in View mode, all available options will be displayed but only the one that was selected will display a check mark next to it.
3. This will be a dynamic block and will only display when the 'Medi-Cal' option is selected from the Program(s) for Release block.
    a. This block will be located above the Program Information for Release block.
4. This block will have the following options listed in the following order

a. Assist in applying for and/or keeping public benefits
b. A specific case issue
c. At the request of the individual
d. Other:
    i. Other will be followed by a text field.
        1. Text field will have a maximum number of characters of 1000.
        2. Once the maximum number of characters is reached, no further characters can be entered.
    ii. Create the following validations:
        1. "Other – Field is required. Please enter a value.
            a. Validation will be triggered when the users click Save and the Other option is selected from the Medi-Cal – Reason for Sharing Information block and there is no value entered on the text field.
        2. "Medi-Cal Reason(s) for Sharing Information – At least one Medi-Cal Reason for Sharing Information selection is required. Please select a Medi-Cal reason."
            a. Validation will be triggered when the users click Save and there's no selection made on the Medi-Cal Reason(s) for Sharing Information.

viii. Program Information for Release block
    1. This will be a required block and will be editable when in Edit mode and the record was created directly through CalSAWS. Users will be able to select multiple options but will be required to select at least one of the available options.
    2. When in View mode, all available options will be displayed but only the one that was selected will display a check mark next to it.

        3. This block will be located below the Medi-Cal reason for Sharing Information block when the Medi-Cal program is also selected from the Program(s) for Release Block.
        4. This block will have the following options listed in the following order
            a. Notices of Action (NOAs)
            b. Verification Requests from your County Worker
            c. Benefit Award
            d. Program Status
            e. Termination Reason(s)
            f. Upcoming SAR 7 and Renewal Due Dates
        5. Create the validation “Program Information for Release – At least one Program Information for Release selection is required. Please make a selection.”
            a. Validation will be triggered when the user clicks on Save and the there is no selection made on the Program Information for Release block.
    ix. Length of Information Access with the CBO block
        1. This will be a required block and it will not be multi select (users can only select one).
        2. This will be an editable field when in Edit mode and the record was created directly through CalSAWS When in View mode, only the selected option will display.
        3. The following options will be available and have radio buttons next to them, and it will be listed in the following order:
            a. 365 calendar days
            b. Number of Days (less than 365 days): “Text field” days
                i. “Text field” will be a text field
                    1. The maximum number of characters allowed is 3.
                    2. Once the maximum number of characters is reached, no further characters can be entered.
            c. Create 3 validations
                i. “Number of Days (less than 365 days) – Field is required. Please enter a value~~.~~”
                    1. Validation will be triggered when the user clicks Save and the Number of Days (less than

365 days) option is selected from the Length of Information Access with the CBO block and no value is entered on the text field.

ii. "Number of Days (less than 365 days) – Input [xxx] is not valid for this field.
    1. Validation will be triggered when the users click Save and the value entered on the text field is greater than 365 or it contains alpha characters.
    2. XXX will be the value entered on the text field.

iii. "Length of Information Access with the CBO – Length of Information with the CBO selection is required. Please select a value."
    1. Validation will be triggered when the users ~~clicks~~ on Save and there is no selection made on the Length of Information Access with the CBO block.

x. Length of Case History block
    1. This will be a required block and it will not be multi select (users can only select one).
    2. This will be an editable field when in Edit mode and the record was created directly through CalSAWS.
    3. When in View mode, only the selected option will display.
    4. The following options will be available and have radio buttons next to them, and it will be listed in the following order
        a. The past 60 days
        b. No case history
    5. Create a new validation "Length of Case History – Length of Case History selection is required. Please select a value."
        a. Validation will be triggered when the users clicks on Save and there is no selection made on the Length of Case History block.

xi. Signature Information block
    1. Display the following fields:
        a. Signature of Applicant/Recipient:

1. This section will display for all programs and when the page first loads in Create mode.
2. This field will be editable when in Edit mode and for ROI records that's created directly through CalSAWS. This field will have a radio button and will be selected as a default when the page first loads in Create ~~in~~ mode.

b. Signature of Parent/Guardian
   i. This field will dynamically appear when CalWORKs and/or Medi-Cal program is selected from the Program(s) for Release block.
   ii. This field will have a radio button.
   iii. This field will be editable when in Edit mode and for ROI records that's created directly through CalSAWS.

c. First Name
   i. This field will be a required field.
   ii. This will be a text field and will have a maximum character limit of 30.
   iii. Once the maximum number of characters is reached, no further characters can be entered.

d. Last Name
   i. This field will be a required field.
   ii. This will be a text field and will have a maximum character limit of 30.
   iii. Once the maximum number of characters is reached, no further characters can be entered.

e. Signature Date:
   i. The user can enter their desired date or click on the calendar icon to select the date.
   ii. This will be a required field.
   iii. This will be an editable field when in Edit mode and the record was created directly through CalSAWS. Signature Date will need to be in the format of MM/DD/YYYY (Example: 12/25/2022).
   iv. Create the following validations

1. “Signature Date – Must be a valid calendar date and be in the form MM/DD/YYYY.”
    a. Validation will trigger when the user clicks Save, and the date entered on the Signature Date field is not a valid calendar date or not in the correct format.
2. “Signature Date – Signature Date cannot be greater than the current date.
    a. Validation will be trigger when the user clicks Save, and the date entered on the Signature Date field is after the system date.

f. End Date:
    i. This field will be blank when the page is in Create mode and will not be editable.
    ii. The system will automatically calculate and save the End Date as this will be based on the Signature Date and the option that is selected from the Length of Information Access with the CBO.
        1. The system will automatically calculate the new End Date when there’s a change in Signature Date and/or the selected option from the Length of Information Access with the CBO upon saving when the page is in Edit mode.
    iii. Example 1: Signature Date is 01/18/2023 and the option selected from the Length of Information Access with the CBO is 365 calendar days. The system will automatically insert an End Date of 01/18/2024
    iv. Example 2: Signature Date is 01/18/2023 and the option selected from the Length of Information

Access with the CBO is Number of Days (less than 365 days): 5 days. The system will automatically insert an End Date of 01/23/2023

v. End Date will be in the format of MM/DD/YYYY

xii. Release of Information Status History block
  1. Upon loading of the page, when in Create mode, this block will not be expanded.
  2. Upon loading of the page, when in Edit or View mode, this block will be expanded.
  3. This block will display all the history information of the statuses of the specific ROI record and will have 3 columns.
     a. Status
        i. This will display all the statuses of the ROI record.
        ii. The latest status will display on top.
     b. Updated Date
        i. This will display the Date that the ROI record was updated.
        ii. The date will display in the following format of MM/DD/YYYY
     c. Updated By
        i. This will display the Staff ID of the user that updated the record.
        ii. This will be a hyperlink and clicking on the hyperlink will take the user to the Worker Detail page for the selected Staff.

xiii. Create the following validation messages:
  1. "Program(s) for Release – The selected Applicant/Recipient is not a primary applicant for the Program(s) selected."
     a. Validation message will be triggered when the user clicks Save, and the selected person is not a primary applicant for the Program(s) selected.
  2. Cancel – A new ROI record cannot be created for the same organization unless the existing ROI record is in Revoked or Expired status.
     a. Validation message will be triggered when the user clicks Save, and there's already an existing ROI record for the same organization that's not in Revoked or Expired status.

xiv. Images button

1. Clicking this button will open the Hyland imaging solution on a new window.
2. Button will be available on the page in all modes (Create, Edit, View)
3. This button will only display to users that are assigned to either the ‘ImagingSearchCase’ security right or the ‘ImagingSearchPerson’ security right.
   Note: Both the ‘ImagingSearchCase’ and the ‘ImagingSearchPerson’ are existing security rights.

xv. Save button
1. Clicking this button will Save the ROI record and will direct the user to the Release of Information Detail page in View mode for the specific ROI record.
2. This button will display in both Create and Edit mode.

xvi. Cancel
1. Clicking this button will not save the ROI record or save any updates/changes to the record and will direct the user back to the Release of Information Search page.
2. This button will display in both Create and Edit mode

xvii. Close
1. Clicking this button will direct the user back to Release of Information Search page.
2. This button will display in View mode

xviii. Edit
1. This button will only display in View mode and only for users that are assigned to the ReleaseofInformationEdit Security Right.

2.3.4 Page Location

- **Global:** Case Info
- **Local:** e-Tools
- **Task:** Release of Information→ Select Person → Release of Information Search → Release of Information Detail

2.3.5 Security Updates

Security Right	Right Description	Right to Group Mapping
ReleaseofInformationView	Ability to search for and view the Release of Information pages.	Release of Information View
ReleaseofInformationEdit ReleaseofInformationView	Ability to search for, view, add and edit Release of Information pages.	Release of Information Edit

Security Group	Group Description	Group to Role Mapping
Release of Information View	Ability to search for and view the Release of Information pages.	Clerical Supervisor, Eligibility Staff, Eligibility Supervisor, Employment Services Supervisor, Hearings Staff, Hearings Supervisor, Help Desk Staff, Quality Assurance Staff, Quality Assurance Supervisor, Regional Call Center Staff, Regional Call Center Supervisor, Special Investigations Staff, Special Investigations Supervisor
Release of Information Edit	Ability to search for, view, add and edit Release of Information pages.	Eligibility Staff, Eligibility Supervisor

2.3.6 Page Mapping

Add page mapping for the Release of Information Detail page.

2.3.7 Page Usage/Data Volume Impacts

N/A

2.4 Select Community Based Organization

2.4.1 Overview

The Select Community Based Organization page will display a list of all the approved organizations for the County of the logged in User. Also, it will allow the user to select an approved organization for the CBO ROI.

2.4.2 Select Community Based Organization – Mockup

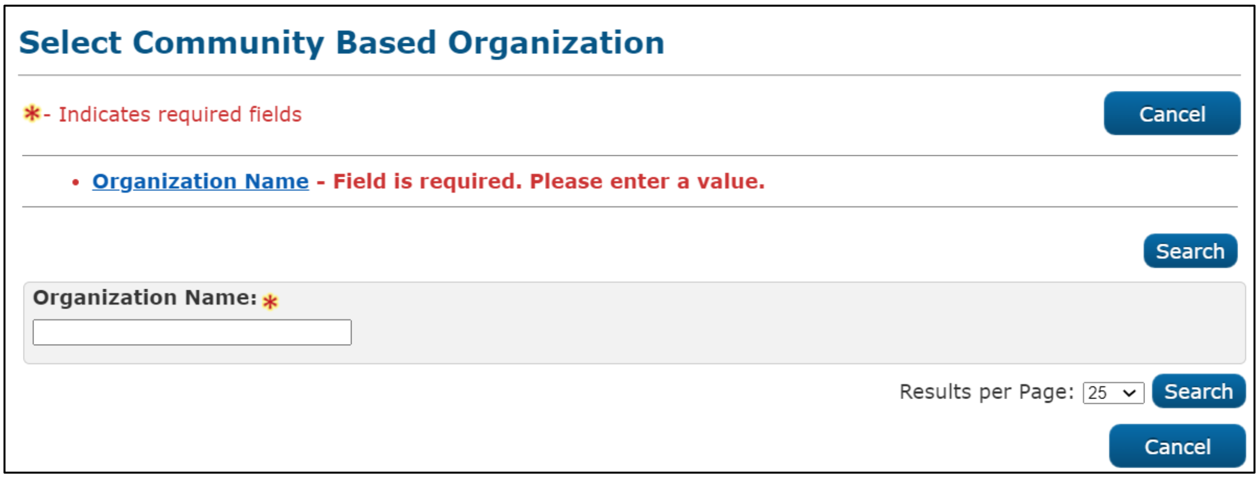


Figure 2.4.2-1 – Select Community Based Organization Page (With Validation Message)

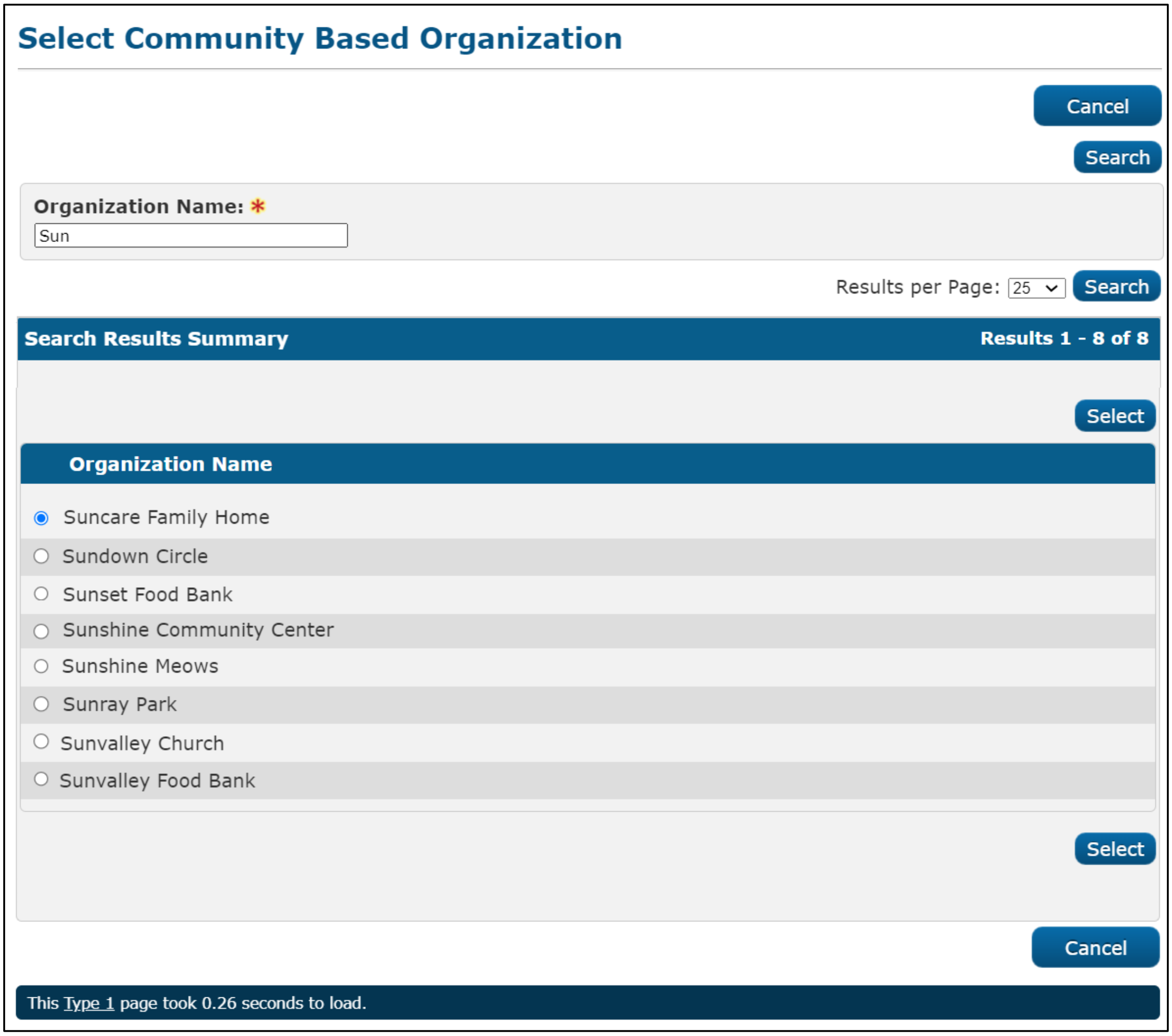


Figure 2.4.2-2 – Select Community Based Organization Page (With Search Results)

2.4.3 Description of Changes

1. Create a new page titled 'Select Community Based Organization'.
    a. This page will be accessible upon clicking on 'Select' button on the Organization Name field in the 'Community Based Organization Information' section of the 'Release of Information Detail' page.
    b. Upon loading, it will display the Organization Name field and a text box underneath as displayed in the figure 2.4.2-1.
        i. It will be an alphanumeric required field.

ii. Maximum number of characters allowed for this field will be 255. Once the maximum number of characters is reached, no further character can be added.
iii. A validation will be displayed:
"Organization Name – Input [/] is not valid for this field." This validation will be displayed when user enters forward slash (/) in the text box and clicks search.
iv. When there is no data found based upon the search criteria entered, page will display the message "No Data Found."

c. Upon loading, the page will not display the Search Results Summary section as displayed in the figure 2.4.2-1.
d. Cancel Button:
   i. Clicking on Cancel button will navigate the user back to the Release of Information Detail page in the same mode it was before.
e. Search Button: Upon entering the search criteria in the Organization Name text box and clicking on Search button will display a list of CBOs in the Search Results Summary section as displayed in the figure 2.4.2-2. following the search criteria. (Reference section 2.9.2).
   i. The list of organization names will be in an ascending alphabetical order.
   ii. The first option in the Search Results Summary section will be pre-selected.
   iii. Add a validation:
   "Organization Name – Field is required. Please enter a value." This validation will be displayed when user clicks on Search button without entering the search criteria in the Organization Name text box.
f. Results per Page:
   i. This dropdown limits how many records display per results per page.
   ii. The options are:
      1. 25 (default)
      2. 50
      3. 75
      4. 100
   iii. If there are more than 25 records, pagination will occur.
g. Upon selecting an organization and clicking on Select button, user will be navigated back to the Release of Information Detail page in the same mode it was before.

2.4.4 Page Location

- **Global:** Case Info
- **Local:** e-Tools
- **Task:** Release of Information

2.4.5 Security Updates

N/A

2.4.6 Page Mapping

N/A

2.4.7 Page Usage/Data Volume Impacts

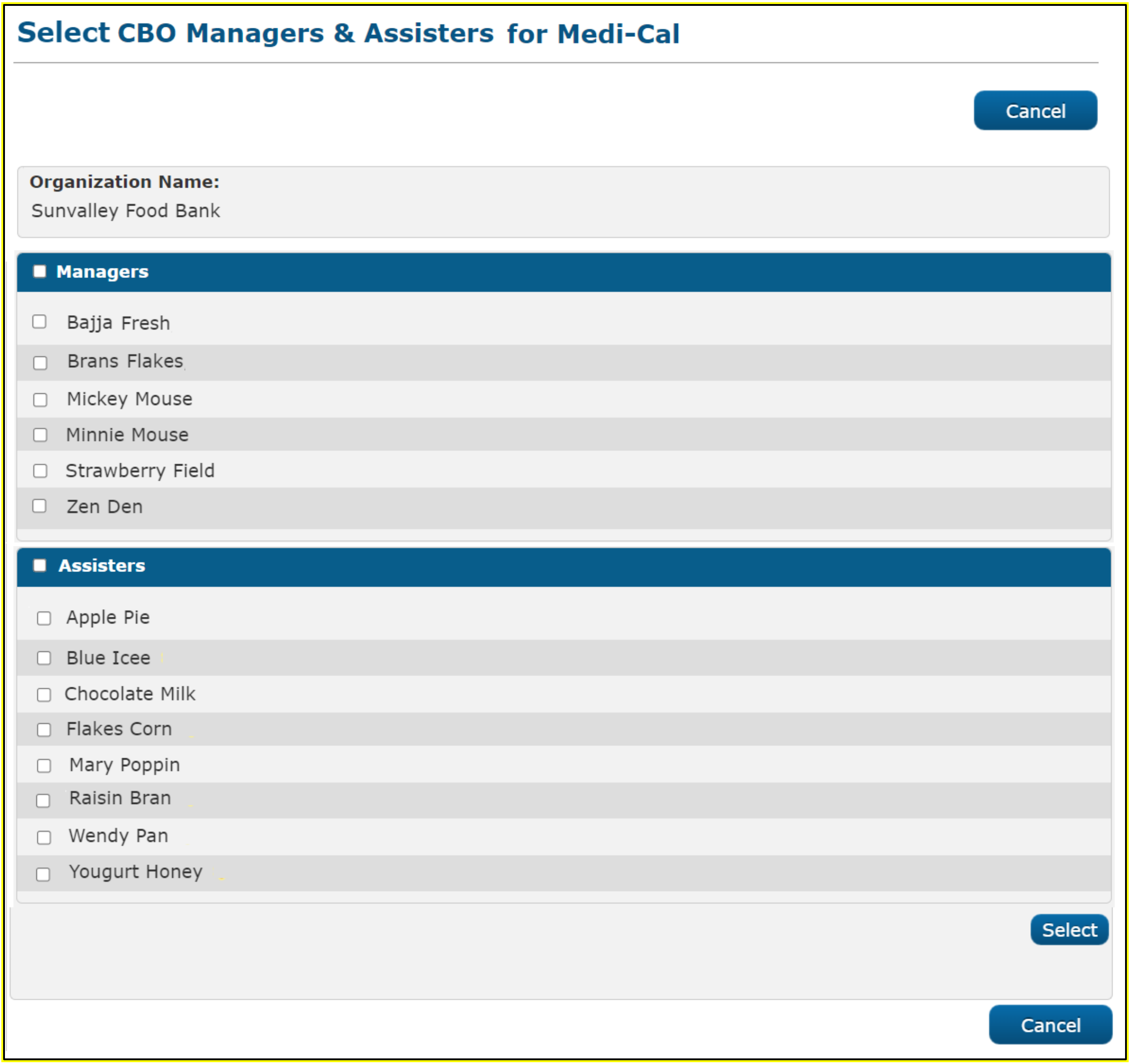
N/A

2.5 Select CBO Managers & Assisters for Medi-Cal

2.5.1 Overview

Select CBO Managers & Assisters for Medi-Cal page will allow the user to select manager(s) and/or assisters(s) for the-Medi-Cal program. This page will be accessible upon selecting Yes and clicking on Select button in the Medi-Cal CBO Managers/Assisters field in the Community Based Organization Information section of the Release of Information Detail page.

2.5.2 Select CBO Managers & Assisters for Medi-Cal – Mockup



~~Figure 2.4.2-1 – Select CBO Managers and Assisters for Medi-Cal~~

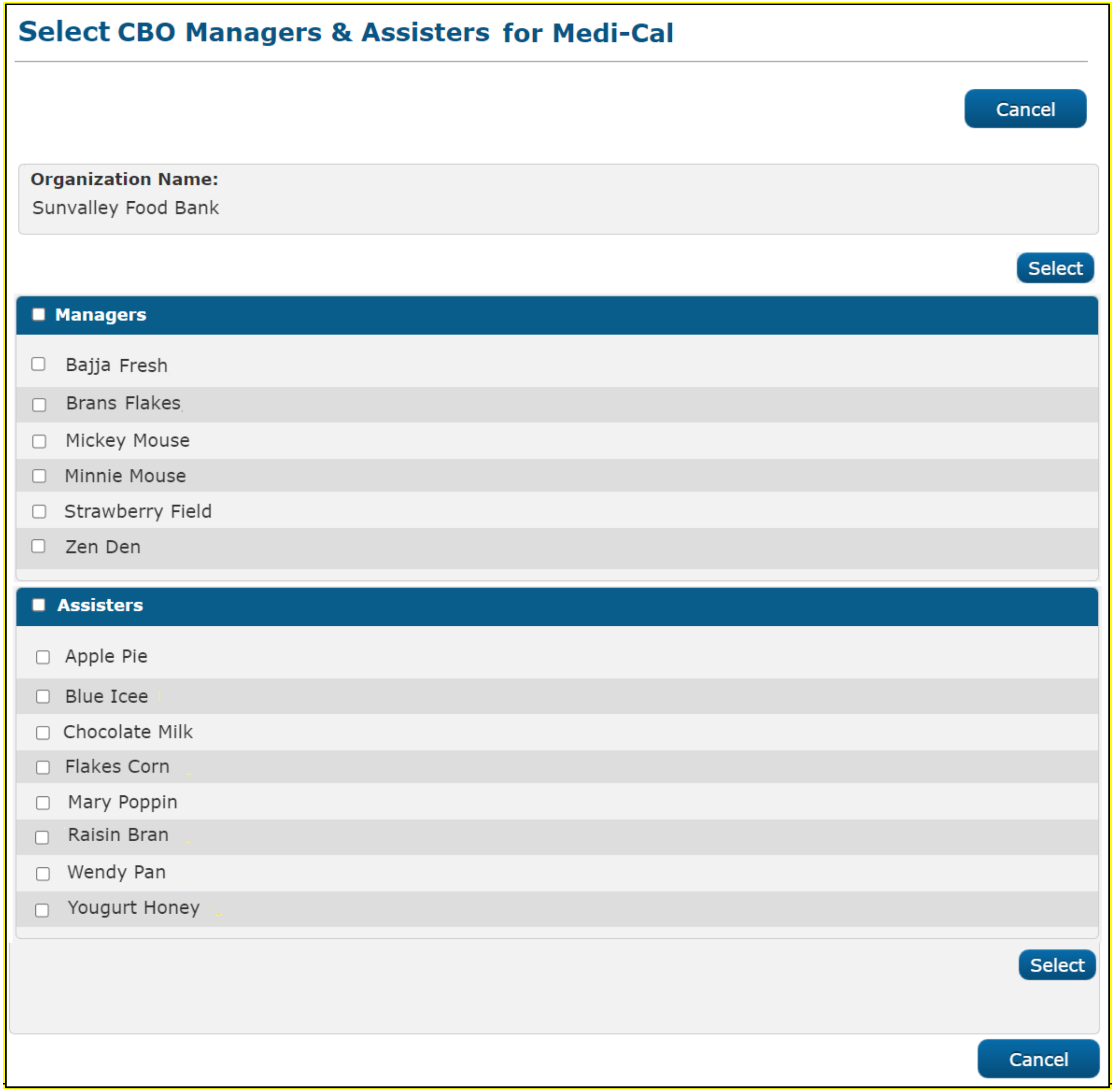
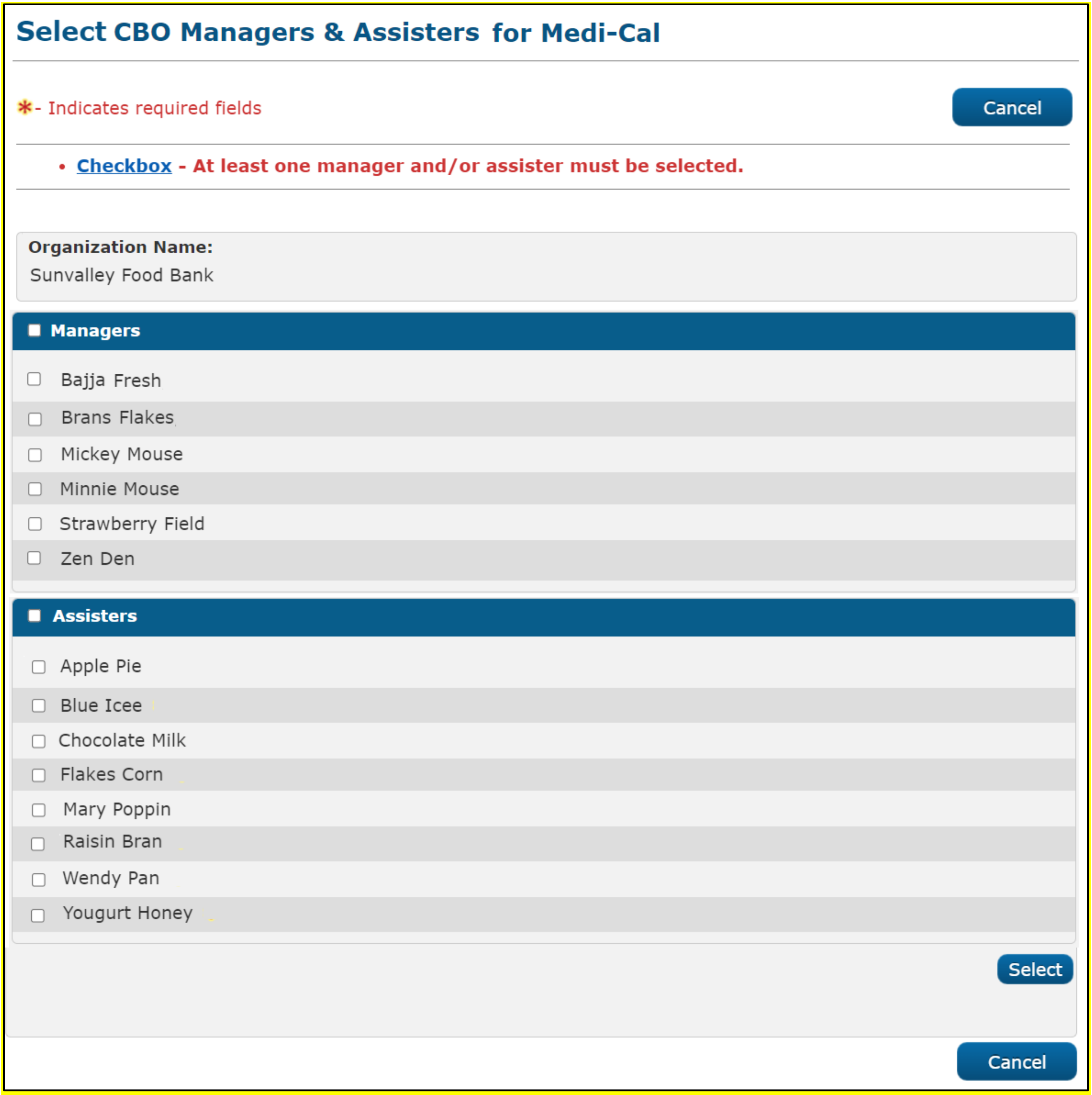


Figure 2.5.2-1 – Select CBO Managers and Assisters for Medi-Cal



~~Figure 2.5.2-2 – Select CBO Managers and Assisters for Medi-Cal (With Validation)~~

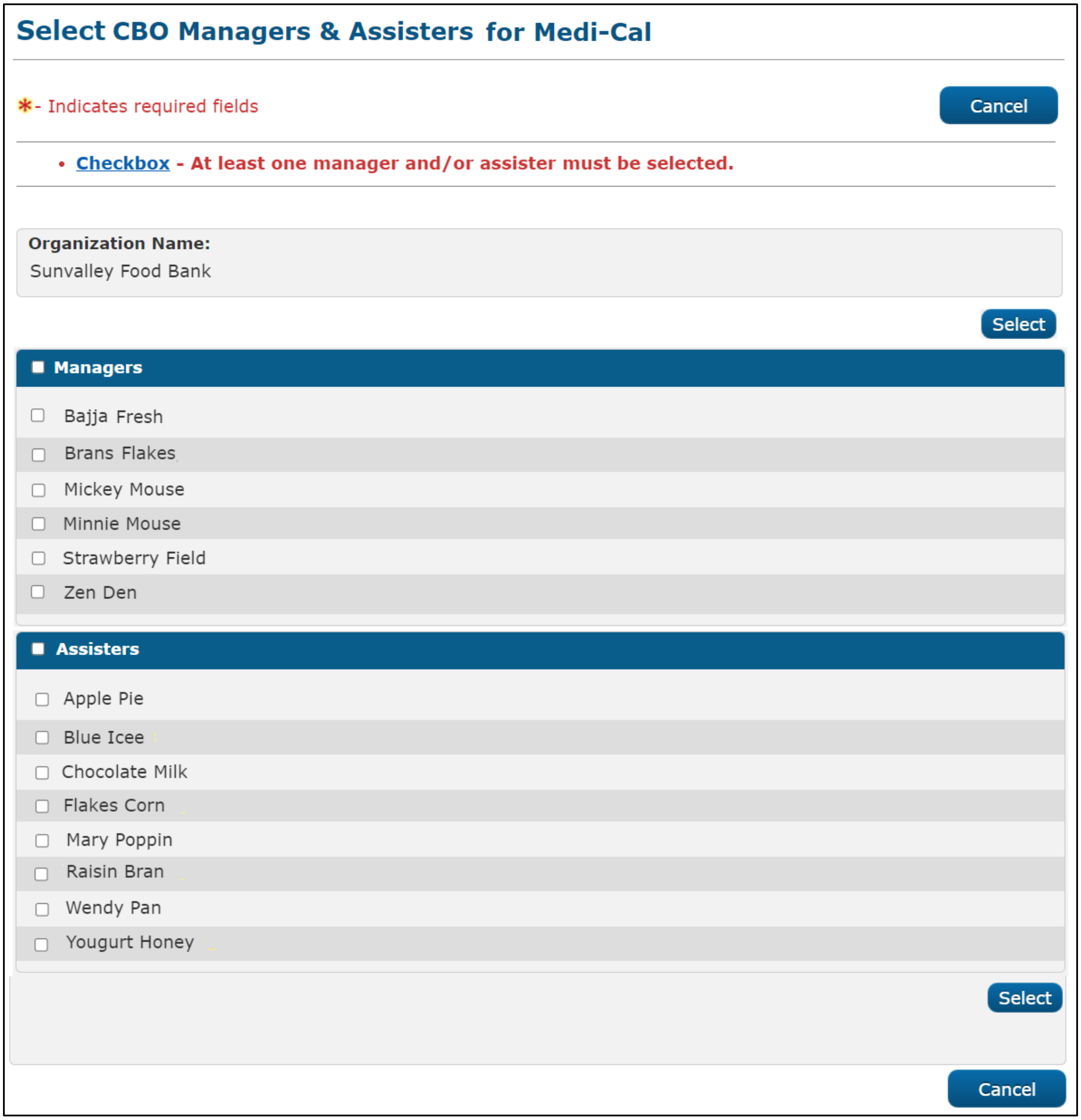


Figure 2.5.2-2 – Select CBO Managers and Assisters for Medi-Cal (With Validation)

2.5.3 Description of Changes

1. Create a new page titled 'Select CBO Managers & Assisters for Medi-Cal'.
    a. This page will be accessible when the user clicks the Select button on the Medi-Cal CBO Managers/Assisters field in the Community Based Organization Information section of the Release of Information Detail page.

b. Organization Name:
    i. Upon loading, this field will automatically display the organization name that was selected. This field is not editable.
c. Cancel button:
    ii. Clicking on Cancel button will navigate the user back to the Release of Information Detail page in the same mode it was before.
d. This page will display two sections.
    iii. Managers: It will display the entire list of managers belonging to the selected organization formatted as <FirstName LastName> in an ascending alphabetical order.
        1. There will be a check box next to the Header-Managers to select all the managers in the list.
        2. The list of managers' names will have a check box next to each name. The user may select one or multiple managers.
    iv. Assisters: It will display the entire list of the assisters belong to the selected organization formatted as <FirstName LastName> in an ascending alphabetical order.
        1. There will be a check box next to the Header-Assisters to select all the assisters in the list.
        2. The list of assisters' names will have a check box next to each name. The user may select one or multiple assisters.
e. Select button:
    i. Upon selecting manager(s) and/or assister(s) and clicking on Select button will navigate the user to the Release of Information Detail page in the same mode it was before. Add validation: Checkbox - At least one manager and/or assister must be selected. This validation will be displayed when user clicks on Select button without selecting a manager and/or assister.

2.5.4 Page Location

- **Global:** Case Info
- **Local:** e-Tools
- **Task:** Release of Information

2.5.5 Security Updates

N/A

2.5.6 Page Mapping

N/A

2.5.7 Page Usage/Data Volume Impacts

N/A

2.6 Case Summary

2.6.1 Overview

This page allows the user to access the case summary of the entire case, including summaries of the programs on the selected case. The 'Self-Service Portal' section displays the e-Application and linked persons information. This change will add a new section under 'Self-Service Portal' to display the CBO ROI information (this will display for all the cases in the county where the primary applicant has an ROI record created for either CW/CF/MC program).

2.6.2 Case Summary – Self-Service Portal Mockup

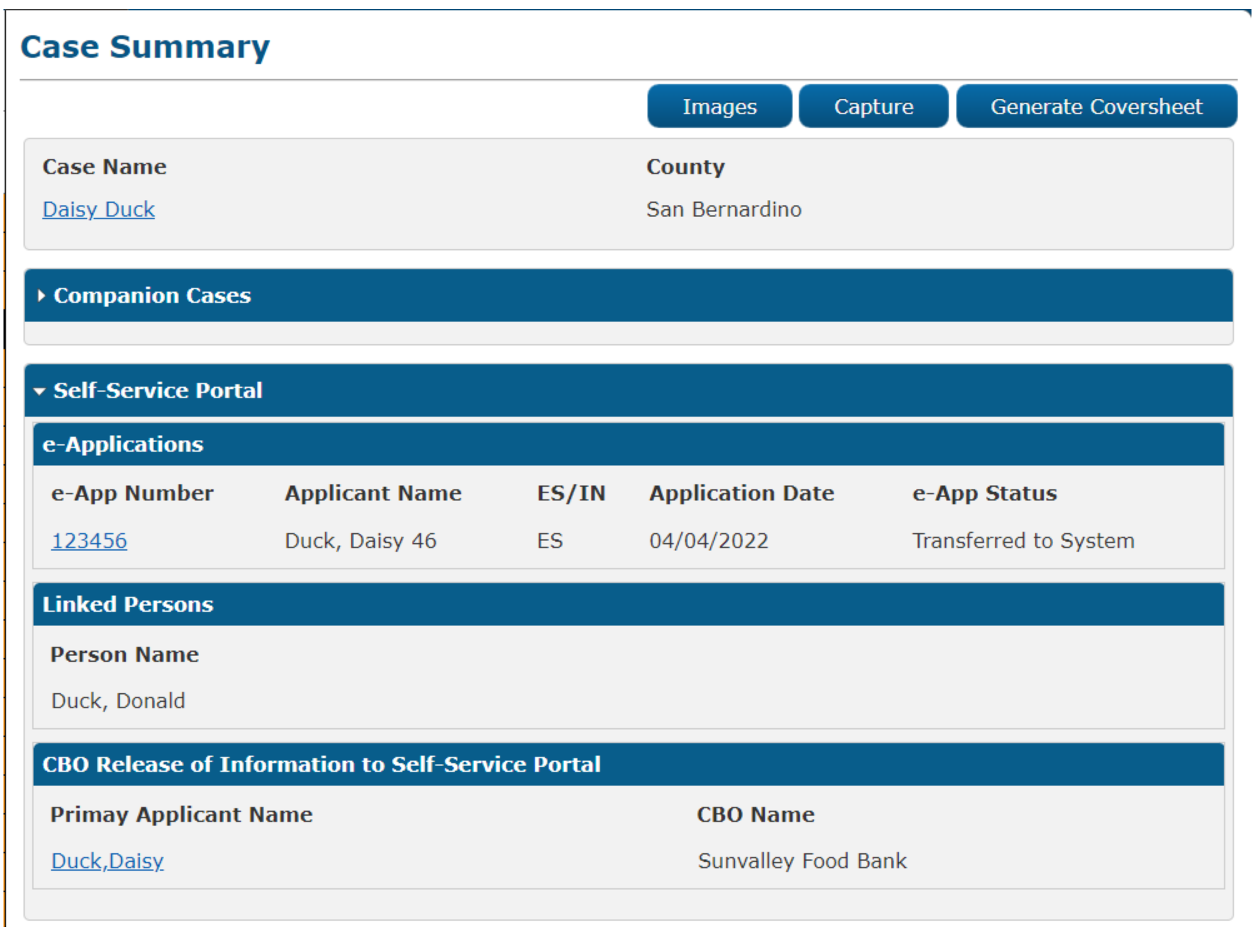


Figure 2.6.2-1 – Case Summary Page – Self-Service Portal Section – 1

2.6.3 Description of Change

1. Add a new sub block title 'CBO Release of Information to Self-Service Portal' on the 'Self-Service Portal' block of the page.
    a. The new 'CBO Release of Information to Self-Service Portal' sub block will display a list of ROI records that meets the following conditions:
        i. The primary applicant (Applicant/Recipient Name on the Release of Information Detail) on the ROI record is a primary applicant to one of the following programs: CalWORKs, CalFresh, Medi-Cal on the case that is being viewed.
        ii. The ROI records belongs to the same county ('County of Record' on the Release of Information Detail) as the Case that is being viewed.
        iii. Only ROI records that are in 'Approved' status.
        iv. Examples:
            1. ROI records were created for Daisy Duck in the San Bernardino County (County of Record on the Release of Information Detail is San Bernardino). Viewing the Case Summary page for Case A12345 that belongs to San Bernardino where Daisy Duck is the primary applicant for both CalFresh and Medi-Cal program, but not for CalWORKs. The ROI records for Daisy Duck will display in this scenario.
            2. ROI records were created for Daisy Duck in the San Bernardino County (County of Record on the Release of Information Detail is San Bernardino). Viewing the Case Summary page for Case A56789 that belongs to San Bernardino where Daisy Duck is not the primary applicant for CalWORKs, CalFresh or Medi-Cal program. The ROI records for Daisy Duck will not display in this scenario.
            3. ROI records were created for Daisy Duck in the San Bernardino County (County of Record on the Release of Information Detail is San Bernardino). Viewing the Case Summary page for Case ABC123 that belongs to San Bernardino where Daisy Duck is the primary applicant for GR/GR program but not for CalWORKs, CalFresh or Medi-Cal programs. The ROI records for Daisy Duck will not display in this scenario.
            4. ROI records were created for Daisy Duck in the San Bernardino County (County of Record on the Release of Information Detail is San Bernardino).

Viewing the Case Summary page for Case B2WCW90 that belongs to Los Angeles where Daisy Duck is the primary applicant for CalWORKs, CalFresh and Medi-Cal program. The ROI records for Daisy Duck will not display in this scenario.

b. The new 'CBO Release of Information to Self-Service Portal' sub block will have two columns titled 'Primary Applicant Name' and 'CBO Name'.
    i. The 'Primary Applicant Name' column will display the name of the primary applicant for the ROI record.
        1. This will be the 'Applicant/Recipient' name on the Release of Information Detail page.
        2. The name will display in the format of Last Name, First Name (Example: Duck, Daisy) and will display as a hyperlink for users that are assigned to the ReleaseofInformationView or ReleaseofInformationEdit Security right (these are new security rights that are being created as part of this SCR).
            a. Clicking the hyperlink will direct the users to the Release of Information Detail page in View mode.
    ii. The 'CBO Name' column will display the name of the organization for the corresponding ROI record.
        1. This is the name of the organization that's selected on the Release of Information Detail page.

c. The new 'CBO Release of Information to Self-Service Portal' sub block will not display when there's no ROI records to be listed.

2. Hide the 'CBO' column from displaying on the 'Linked Person' block on the Case Summary page.

2.6.4 Page Location

- **Global:** Case Info
- **Local:** Case Summary
- **Task:** Case Summary

2.6.5 Security Updates

N/A

2.6.6 Page Mapping

Add page mapping for the 'CBO Release of Information to Self-Service Portal' section of the Case Summary page.

2.6.7 Page Usage/Data Volume Impacts

N/A

2.7 Release of Information - ROI API

2.7.1 Overview

The Release of Information API is a RESTful webservice that will allow CalSAWS to do the following:

- Send ROI information to Self-Service portal when an ROI record is created and approved in CalSAWS.
- Send and receive the ROI status updates for existing ROI records.
- Retrieve the ROI information from Self-Service portal and store in CalSAWS Release of Information pages. This information will be readily available in the Release of Information Detail page.

Refer to Appendix section for process flow that are supported by this API.

2.7.2 Description of Change

1. Create a new RESTful API webservice in CalSAWS to save, update, and send the following Release of Information form attributes.
    a. Release of Information Attributes – These are the attributes that CalSAWS will display on the new Release of Information Detail page and send ROI details to the Customer's and CBO's Self-Service Portal account.
        i. Refer to Supporting documents section for ROI API data field mapping.

Release of Information Attributes	
Attribute	**Description**
County	The name of county that information is being requested from. Note: For API purposes, the County will be received/sent in a county code format (i.e., Los Angeles County = 19)
Applicant/Recipient Name	The first and last name of the Customer listed on the CBO ROI form. This is the Primary Applicant of the program on a case.
Applicant/Recipient Mailing Address	The mailing address of the ROI Customer listed on the CBO ROI form.
Mailing Address Indicator	This indicates if the ROI Customer does not have a mailing address

Release of Information Attributes	
Attribute	**Description**
Applicant/Recipient Phone Number	The phone number of the ROI applicant listed on the CBO ROI form
Phone Number Indicator	This indicates if the ROI applicant/recipient, listed on the CBO ROI form, does not have a phone number
CBO Name	The name of the of Community-Based Organization.
Program(s)	The type of program(s) for which the ROI applicant/recipient wishes to share information. Selections will include: • CalFresh (CF) • CalWORKs (CW) • Medi-Cal (MC)
CBO Individual(s) *(If Medi-Cal program is selected)*	The name(s) of the CBO individual(s) (Managers and/or Assisters) associated to a CBO, as indicated by the Customer.
Medi-Cal Reason(s) *(If Medi-Cal program is checked)*	This lists the Medi-Cal reasons for sharing the information to a CBO manager/assister. Selections include the following: • Assist in applying for and/or keeping public benefits • A specific case issue • At the request of the individual • Other – ROI applicant/recipient may specify a reason if the reasons above do not apply.
Benefit Details to be shared to CBO	The specific case information to be released to the CBO identified on the CBO ROI form. The selection list includes the following (*See Case Details – CBO API for case information details*): • Notices of Action (NOAs) • Verification Requests from your County Worker • Benefit Award • Program Status • Termination Reason(s) • Upcoming SAR 7 and Renewal Due Dates – Note: These SAR 7 and RE due dates pertain to current or most recent dates.

Release of Information Attributes	
Attribute	**Description**
ROI Time Period	The desired length of time the applicant/recipient chooses to share case information with the CBO Manager/Assister. This time period begins the date the form is signed. Time period options include either: • 365 calendar days or • Number of Days (less than 365 days): {'X' Number of days} days **Note**: Any new specific information indicated from the applicant/recipient to share becomes available during this time period will also be available to the CBO Manager/Assister.
Case History Time Period	The desired length of time the applicant chooses to share case history, except for any previous NOAs, with CBO Manager/Assister. The time period options include either: • The past 60 days – 60 days prior to date of signature. When selected, all identified data elements between 60 days prior to date of signature and the current date will be able to be viewed by the CBO Manager/Assister. • No Case history – When selected, all identified data elements between date of signature and current date will be able to be viewed by the CBO Manager/Assister. **Note**: Not all case information history can be shared to a CBO (i.e., Historical NOAs/Forms, Verification Requests, Program Status, and SAR 7 and Renewal Due Dates will not be shared to the CBO)
Applicant/Recipient Name	The first and last name of Customer on the ROI. This is the Primary Applicant of the program on a case. **Note**: There are two locations for a customer to enter their name. The second field location is right above the 'Signature of Applicant/Recipient'.

Release of Information Attributes	
Attribute	**Description**
Signature of Applicant/Recipient	The applicant/recipient's signature on the CBO ROI form
Applicant Signature Date	The date the CBO ROI form was signed by the applicant/recipient
Birth Date	The applicant/recipient's date of birth indicated on the CBO ROI form
Signature of Parent/Guardian	The Parent/Guardian's signature is required for Minor Cases, in some instances. The signature may only be needed if the program selected is CalWORKs or Medi-Cal.
Parent Signature Date	The date the CBO ROI form was signed by the Parent/Guardian of the ROI applicant/recipient

2. Create CTCR to add a new reference column for Category 263 and add a 'Y' indicator for the following statuses for ROI: Approved, Pending, Expired, Revoked.
3. Create a new Release of Information API that accepts and stores the data elements in (Section 2.7.2.1.a.i – CBO ROI Form Attributes) in the POST method for a matched County, Customer GUID and CBO/CBO Manager/Assister GUID. The ROI information will be processed and stored in CalSAWS.
    a. All form attributes are required to be completed, or have an option selected (when applicable), with the exception of a chosen Assister for Medi-Cal or Signature of Parent/Guardian, to facilitate the automated process into CalSAWS and to BenefitsCal. If the form is incomplete, the automated process will not occur, and the CBO will not have access to the customer's case information.
    b. If all form attributes are complete and an 'Approved' or 'Pending' ROI status is received in the API, the ROI information will be populated into the Release of Information Detail page.
        i. Approved status – all form attributes are complete and Name/DOB match is found in CalSAWS.
        ii. Pending status – all form attributes are complete but there is a discrepancy in Name/DOB. This will require a worker to validate/review the ROI detail for the customer.
        iii. Automatically Revoke for Multiple ROIs for the Same CBO - When an ROI is submitted for the same Primary Applicant/CBO/County combination the API will do the following:
            1. Automatically set the existing ROI's status, either in 'Approved' or 'Pending', to 'Revoked'. The

existing 'Approved' or 'Pending' ROI must be for the same Primary Applicant/CBO/County combination.

2. Insert and store the newly received ROI data transfer from the Self-Service Portal. The data transfer from the ROI API will save the received status (Approved or Pending) from the Self-Service Portal.

iv. Create a Journal entry for the case with details when an automated ROI is received with an 'Approved' or 'Pending' status.

1. Person Name: The individual's First and Last name listed on the CBO ROI form.
2. Date Received: The date the ROI from was received in CalSAWS. Format: MM/DD/YYYY
3. CBO Name: The name of the CBO listed on the CBO ROI form.
4. ROI Status: The status of the ROI received via API. Status = Approved or Pending.
5. Signature Date: The signature date documented on the customer's CBO ROI form.

Journal Entry	Description
New/Update	Yes
Journal Category	Interfaces
Journal Type	Self Service
Short Description	CBO ROI Form Received
Long Description	A CBO ROI Form with an effective date of {Signature Date} has been received with a {ROI Status} status on (Date Received} for {Person Name} with the Organization: {CBO Name}.
Trigger Condition	When an automated ROI is received through the API with an 'Approved' or 'Pending' status

c. When the ROI details is successfully received and stored into the Release of Information Detail page (Approved or Pending status), send the following response to BenefitsCal:

        i. ROI Identifier – System generated identifier for an ROI record.
        ii. Signature Date – The effective date or Signature date of the ROI.
        iii. Expiration Date – The expiration date or end date created based on the Signature date and 'Length of Information Access with a CBO' of the ROI. **Note**: The expiration date will be set in CalSAWS.
    d. Refer to Appendix section '*Release of information form submission process flow'*. The diagrams depict the various channels a CBO ROI form can be submitted and processed in CalSAWS.

4. Create a Customer View endpoint in the ROI API that pulls and sends the CBO ROI form details (Section 2.7.2.1.a.i – CBO ROI Form Attributes) in the GET method based on matched Customer GUID. The ROI information will be sent from the CalSAWS ROI API and sent to display on the customer's Self-Service Portal account.
    a. Send the following in the response to BenefitsCal:
        i. ROI Identifier – System generated identifier for an ROI record.
        ii. ROI Status – The current status of the ROI record.
        iii. County Code – The county code of the ROI record.
        iv. Signature Date – The date of signature of the ROI record.
        v. Expiration Date – The expiration date of the ROI record.
        vi. Benefit details – The selected benefit details on the ROI record.
        vii. CBO Info – The name of the CBO, including any listed CBO Managers and/or Assisters.
        viii. Case history indicator – This indicates the customer consents to share the past 60 days from signature date of case history.

5. Create a CBO View endpoint in the ROI API that pulls and sends the customers ROI information in the GET method based on a matched CBO/CBO Manager/Assister GUID. The ROI information will be sent from the CalSAWS API and sent to display on the CBO's Self-Service Portal account.
    a. Send the following in the response to BenefitsCal:
        i. ROI Identifier – System generated identifier for an ROI record.
        ii. ROI Status – The current status of the ROI record.
        iii. County Code – The county code of the ROI record.
        iv. Expiration Date – The expiration date of the ROI record.
        v. Applicant Name – The first and last name of the primary applicant.

        vi. Date of Birth – The date of birth of the applicant.

6. Create a ROI Status API endpoint that responds with the following information in the request for the PUT method based on the following parameters when a customer revokes their ROI through their Self-Service Portal account:
    a. ROI Identifier – System generated identifier for an ROI record.
    b. ROI Status – The ‘Revoked’ status of the ROI. **Note**: The Customer can only update the status of their ROI record to ‘Revoked’ on their Self-Service Portal account or by contacting the county. A CBO Manager/Assister cannot Revoke an ROI via their Account.
    c. Action Date – The effective date of the ROI status update for an existing ROI record.
    d. Create a Journal entry for the case with details when the ROI status for an existing ROI record is automatically updated via ROI API.
        i. Person Name: The individual’s First and Last name listed on the CBO ROI form.
        ii. CBO Name: The name of the CBO on the CBO ROI form
        iii. ROI Status: The ‘Revoked’ status of and ROI record updated via API.

Journal Entry	Description
New/Update	Yes
Journal Category	Interfaces
Journal Type	Self Service
Short Description	ROI Status Updated
Long Description	The ROI status for {Person Name} with Organization: {CBO Name} has been updated to {ROI Status}.
Trigger Condition	When the status of an existing ROI was updated to ‘Revoked’ through the ROI API.

2.7.3 Partner Integration Testing

Yes

2.7.4 Execution Frequency

Real-Time web service

2.7.5 Key Scheduling Dependencies

N/A

2.7.6 Counties Impacted

CalSAWS counties

2.7.7 Category

N/A

2.7.8 Data Volume/Performance

N/A

2.7.9 Interface Partner

BenefitsCal

2.7.10 Failure Procedure/Operational Instructions

Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

2.8 Forms API – ROI

2.8.1 Overview

The Forms API is a RESTful webservice that generates a PDF of a form with the customer's answers mapped and uploads the said form to the imaging solution. This service will be updated to have the ability to generate the CBO ROI form with customer's answers and upload to the imaging solution.

2.8.2 Description of Change

1. Update the existing Forms RESTful API with a ROI operation that accepts a request body with a county code, applicant name, and details to the CBO ROI form when successfully received in the ROI API.
    a. This API will generate a Release of Information (ROI) (ABCDM 229) with Applicant/Recipient information populated.
    b. The API will return a successful response when the PDF has been successfully generated given the request parameters it. Received. Refer to section 2.7.2.1 for CBO ROI form attributes.
    c. In case of errors, the API will return customized error responses.
    d. Upon successful generation of the form, it will upload the form to the imaging solution.
2. Store the CBO ROI form into the designated Imaging System drawer.
    a. For a customer with an existing case within the County, automatically store the CBO ROI form in the imaging solution person drawer.
    b. For a customer with no existing case submitting an CBO ROI form with an application, store in the imaging solution external staging drawer. The application, including the CBO ROI form, will be stored into the imaging solution person drawer once a Case link is established.

ROI Submission Scenario	Channel	Auto/Manual Process	Imaging Drawer
Customer with a BenefitsCal account and an existing CalSAWS case initiating the ROI from their BenefitsCal dashboard for a county where they have an existing case	ROI API	Auto	Person drawer
Customer with a BenefitsCal account, no existing case and submitting on application with an ROI	ROI API	Manual	External staging drawer

2.8.3 Partner Integration Testing

Yes

2.8.4 Execution Frequency

Real-Time web service

2.8.5 Key Scheduling Dependencies

N/A

2.8.6 Counties Impacted

CalSAWS counties

2.8.7 Category

N/A

2.8.8 Data Volume/Performance

N/A

2.8.9 Interface Partner

BenefitsCal and Hyland

2.8.10 Failure Procedure/Operational Instructions

Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

2.9 ForgeRock - CBO Organization API

2.9.1 Overview

CalSAWS will create a new webservice with ForgeRock that will allow CalSAWS to retrieve a CBO's information for the worker based on the customer's program selection on the Select Community Based Organization Search page.

2.9.2 Description of Change

1. Update the 'Select Community Based Organization Search' and 'Select Managers & Assisters for Medi-Cal' page to support the new webservice with ForgeRock. The following information will be displayed on the corresponding pages:
    a. On the 'Select Community Based Organization Search' page display the Organization Name.

    b. On the 'Select Managers & Assisters for Medi-Cal' page display:
        i. CBO Manager – The CBO Manager(s) first and last name associated to the CBO.
        ii. Assister – The selected individual(s) first and last name associated to a Community-Based Organization. **Note**: This field is only for the Medi-Cal program.

   Note: ForgeRock system will maintain the active CBO agreements with the State and/or Counties.
2. Add a new 'Verified' field for Organization in ForgeRock. This new field will indicate the CBO has a valid agreement with the State or County stored and saved in ForgeRock.
3. When CalSAWS makes a call through the new CBO-Organization API, ForgeRock will do the following sequence:
    a. Get access token
    b. Get list of verified Organization names with corresponding Global Unique identifiers (GUIDs).
    c. Execute a search for all active users with the organization GUID selected and return the following information:
        i. GUID
        ii. Given Name (First Name)
        iii. SN (Last Name)
        iv. Role (Manager, Assister)

2.9.3 Partner Integration Testing

Yes

2.9.4 Execution Frequency

Real-Time web service

2.9.5 Key Scheduling Dependencies

N/A

2.9.6 Counties Impacted

CalSAWS counties

2.9.7 Category

N/A

2.9.8 Data Volume/Performance

N/A

2.9.9 Interface Partner

ForgeRock

2.9.10 Failure Procedure/Operational Instructions

Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

2.10 CBO - Case Details API

2.10.1 Overview

The Case Details – CBO API is a RESTful webservice that will allow the Self-Service Portal to retrieve a customer's case information for the CBO user based on the customer's CBO ROI form in CalSAWS.

2.10.2 Description of Change

1. Create a RESTful Case Details – CBO API to pull selected case information from Release of Information Detail page when provided the CBO/CBO Manager/Assister GUID and ROI Id in the GET method.
    a. Use date of signature as the begin date when pulling case information.
    b. Only send the primary applicant's case information to CBO when the following criteria are met:
        i. The ROI record for customer/county/CBO combination in CalSAWS is in an 'Approved' status and the end date of the ROI is not reached.
        ii. Do not send data to CBO for the following:
            1. If there is a high-dated Customer Privacy record for the Primary Applicant on the case.
            2. If the Primary Applicant has a Minor Consent case. Minor Consent case is a MC program with aid codes 7M, 7N, 7P, & 7R.
        iii. Data elements to send to CBO include the following:

Data Element	Program	Share Case History with CBO?	Description
Notices of Action (NOAs)	CalFresh, CalWORKs, Medi-Cal	No	Any NOAs associated to the customer generated between the ROI signature date and the current date, up until the ROI expiration date or the effective date the ROI is revoked. Per SCERFRA 22-524, history of NOAs will not be released to a CBO/Assister. **Note**: The CBO – Notices API will be invoked to pull the list of NOAs for the CBO from all the cases for the Customer, in the county where they are the Primary Applicant for CalWORKs, CalFresh, and/or Medi-Cal programs.
Verification Requests from your County Worker	CalFresh, CalWORKs, Medi-Cal	No	Any Verification Request(s) generated by the worker between the ROI signature date and the current date, up until the ROI expiration date or the effective date the ROI is revoked. The verification requests include CSF 103, CW 2200, and MC 355 associated to customer. Per SCERFRA 22-524, no history of verification requests will be shared to a CBO/Assister. **Note**: The CBO – Notices API will be invoked to pull the list of Verification Request for the CBO from all the cases for the customer, in the county. Verification Requests sent via Messages are not included

Data Element	Program	Share Case History with CBO?	Description
Benefit Award	CalFresh, CalWORKs	Yes	The issuance payment amount and issuance date will be shared to CBO Manager. The issuance information shared will be based on the ROI Signature date' and/or the 'Case History Time Period'. When 'The past 60 days' is selected, pull benefit award information 60 days from the Signature date to the current date. This information will be displayed on the CBO's Self-Service Portal account.
Program Status	CalFresh, CalWORKs Medi-Cal	No	The current status of the program will be shared to the CBO. **Note**: No history for program status is available. The program status to be viewed by a CBO will be the current program status for the program.
Termination Reason	CalFresh, CalWORKs , Medi-Cal	Yes	The reason and effective date for the program's discontinuance and/or denial. When 'The past 60 days' is selected, pull Termination reason information from the prior 2 months from the Signature date to the current date. This information will be displayed on the CBO's Self-Service Portal account. **Note**: Case Inquiry API will be updated to send this data to the Customer

Data Element	Program	Share Case History with CBO?	Description
Upcoming SAR 7 and Renewal Due Dates	CalFresh, CalWORKs, Medi-Cal	No	The due date for upcoming SAR 7 and Renewal/Recertification/Redetermination for the associated program. **Note**: SAR 7 submit month = Due month

2.10.3 Partner Integration Testing

Yes

2.10.4 Execution Frequency

Real-Time web service

2.10.5 Key Scheduling Dependencies

N/A

2.10.6 Counties Impacted

CalSAWS counties

2.10.7 Category

N/A

2.10.8 Data Volume/Performance

N/A

2.10.9 Interface Partner

BenefitsCal

2.10.10 Failure Procedure/Operational Instructions

Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

2.11 Update the Case Inquiry API

2.11.1 Overview

The Case Inquiry API is a RESTful webservice that retrieves case information in CalSAWS and sends the information to the Self-Service portal. As part of the CBO ROI form requirements, CalSAWS will need to send Termination reasons to the Self-Service portal.

2.11.2 Description of Change

1. Update the Case Inquiry API to return the Termination reason(s) and effective date associated to the individual's case when they exist for BenefitsCal supported programs.
    a. Send Program status reasons for programs that have been Discontinued, Denied, Deregistered, and Deferred.
    b. Send the following to BenefitsCal:
        i. Termination date – the effective date of the program termination.
        ii.
        iii. reason – the program status reason description for the program.
2. Update the Case Inquiry API to retrieve the final benefit issuance amount for the month and not return any duplicate amounts for the month.

2.11.3 Partner Integration Testing

Yes

2.11.4 Execution Frequency

Real-Time web service

2.11.5 Key Scheduling Dependencies

N/A

2.11.6 Counties Impacted

CalSAWS counties

2.11.7 Category

N/A

2.11.8 Data Volume/Performance

N/A

2.11.9 Interface Partner

BenefitsCal

2.11.10 Failure Procedure/Operational Instructions

Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

2.12 CBO - Notices API

2.12.1 Overview

The CBO - Notices API is a RESTful webservice that will allow the Self-Service Portal to retrieve a list of notices associated to a customer for the CBO and allow the CBO to view the document.

2.12.2 Description of Change

1. Create a RESTful CBO - Notices API similar to the existing Notices API, that will allow CalSAWS to retrieve list of documents for an authorized CBO associated to a customer's GUID per Program within a county in the first GET method. The API will only send the document list to an authorized CBO by program. For example, a CBO for Medi-Cal will not be able to view a customer's CalFresh NOAs.
    a. Notices of Action:
        i. Confirm ROI authorization before pulling the list of Customer's NOAs for the CBO. This will be indicated on the CBO ROI form or ROI Detail page, in the 'Notices of Action (NOAs)' checkbox as selected.
        ii. Pull the list of NOAs generated for the Primary Applicant of the program between the Signature Date of the ROI, and the current date. The documents returned will be from the last 6 months from current date. Do not pull

historical NOAs generated prior to the date the ROI was signed and approved.

   b. Verification Requests:
      i. Confirm ROI authorization before pulling list of Customer Verification Requests for the CBO. This will be indicated on the CBO ROI form or ROI detail page in the 'Verification Request' checkbox as selected.
      ii. Pull the list of verification requests (CSF 103, CW 2200, and MC 355) associated to Primary Applicant generated between the Signature Date, of the ROI, and the current date. Do not pull historical Verification Requests generated prior to the date the ROI was signed and approved.
   c. Example: ROI signed on 01/02/2023 where customer selects to share 'Notices of Action' with a CBO for 365 days. Any NOAs generated prior to 01/02/2023 will not be sent to the CBO. When CBO view NOA list on 08/01/2023, they will only be able to view NOAs generated from 02/01/2023 (6 months from current date).
2. The second GET method will retrieve the imaged documents given the document identifier and case number. The county code passed to the File Service API will be derived from the identifier.

2.12.3 Partner Integration Testing

Yes

2.12.4 Execution Frequency

Real-Time web service

2.12.5 Key Scheduling Dependencies

N/A

2.12.6 Counties Impacted

CalSAWS counties

2.12.7 Category

N/A

2.12.8 Data Volume/Performance

N/A

2.12.9 Interface Partner

BenefitsCal

2.12.10 Failure Procedure/Operational Instructions

Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

2.13 Create a New Batch job for an Expired ROI

2.13.1 Overview

A ROI record will have an end date that will be automatically calculated by the System based on the Signature date and the selected 'Length of Information Access with a CBO' on the Release of Information Detail page. The length of access value can have a numeric value up to 365 (calendar days).

2.13.2 Description of Change

1. Create a new batch job to automatically update the ROI status to 'Expired' based on the end date or expiration date. An ROI record's end date will be calculated by the System based on the applicant's/recipient's signature date and the 'Length of Information Access with a CBO' field.
   a. Status = Approved
   b. ROI End date is equal to the batch date. If the batch date falls on a Sunday or CalSAWS holiday, then the batch job will set the ROI status to 'Expired' on the next CalSAWS business date during the nightly batch.

   For example: An ROI record in County 19 with signature date 12/05/2022 with '90 days' selected for 'Length of Information Access with a CBO''. The end date is generated by the System as 03/05/2023 (*Sunday*). The batch job will automatically set the status of the ROI record to 'Expired' on 03/06/2023 during the nightly batch process.

   c. Create a Journal entry for the case with details when an ROI record status is set to 'Expired'. The end date of the ROI record is determined by the System based on the date of Signature and the 'Length of Information Access with a CBO' indicated on the CBO ROI form.

i. Person Name: The individual's First and Last name listed on the CBO ROI form.
ii. CBO Name: The CBO name listed on the CBO ROI form.
iii. ROI Status: The 'Expired' status of ROI

Journal Entry	Description
New/Update	Yes
Journal Category	Interfaces
Journal Type	Self Service
Short Description	CBO ROI Form Expired
Long Description	The CBO ROI form for {Person Name} with Organization: {CBO Name} has {ROI Status}.
Trigger Condition	When the ROI record end date is equal to the batch date.

c. Create a BSCR to schedule this new batch job to run daily Monday – Saturday.

2.13.3 Partner Integration Testing

No

2.13.4 Execution Frequency

Schedule this job to run daily Monday – Saturday on CalSAWS business days.

2.13.5 Key Scheduling Dependencies

N/A

2.13.6 Counties Impacted

CalSAWS counties

2.13.7 Category

N/A

2.13.8 Data Volume/Performance

N/A

2.13.9 Interface Partner

BenefitsCal

2.13.10 Failure Procedure/Operational Instructions

Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

2.14 Adding New ABCDM 229 Form

2.14.1 Overview

This form will be used to authorize Community-Based Organizations (CBOs) access a customer's information in BenefitsCal.

State Form: ABCDM 229 (01/23)

Programs: CalWORKs, CalFresh, Medi-Cal

Attached Forms: None

Forms Category: Forms

Template Repository Visibility: All Counties

Languages: English and Spanish

2.14.2 Form Verbiage

Create Form XDP

Create a new XDP for the new CBO ROI form.

Form Header: CalSAWS Standard Header Coversheet (CSF 147)

Form Title (Document List Page Displayed Name): Applicant/Recipient Authorization for Release of Information to CBO in BenefitsCal

Form Number: ABCDM 229

Include NA Back 9: No

Imaging Form Name: Release of Information ABCDM 229

Imaging Document Type: Authorized Rep and Release of Info

Imaging Case/Person: Case

Form Mockups/Examples: See supporting document #1

2.14.3 Form Variable Population

The coversheet header will be populated with the standard case information if generated in the context of a case from the Template Repository.

There is no variable population required for the body of the form.

2.14.4 Form Generation Conditions

1. **Add Form to Template Repository**

   This form will be added to the Template Repository.

   Required Document Parameters: Case Number, Customer Name, Language, Program

2. **Add Form Control**

   The following barcodes will be applied to this form:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

3. **Add Form Print Options and Mailing Requirements**

   The following print options for the form are as follows:

Blank Template	Print Local Without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
Y	Y	Y	N	Y	N

Mailing Requirements:

Mail-To (Recipient): The person selected from the Customer Name dropdown from the Document Parameters

Mailed From (Return): Sending Office

Mail-back-to Address: None

Outgoing Envelope Type: Standard Flat Mail

Return Envelope Type: None

Additional Requirements:

Special Paper Stock: None

Enclosures: None

Electronic Signature: No

Electronic Signature (IVR/Text): No

Check to Sign: No

Post to Self Service Portal (SSP): Yes

2.15 Automated Regression Test

2.15.1 Overview

Create new regression test scripts based on the system test scenarios for the permanent functional changes outlined above.

2.15.2 Description of Change

1. Evaluate each system test scenario for the potential of automation. Known exclusionary criteria:
    a. Temporary or one-time changes (ex., Data Change Requests, operational batch job execution)
    b. Technical limitations (ex., visual comparison of a static document against a template)
    c. Security restrictions (ex., access to an external service requiring Multi-Factor Authentication)
    d. Required manual intervention (ex., physical printing, document scanning, forced service outage)
2. For each scenario determined to be an automation candidate, modify the system test scenario to be executable as part of the Regression Test Suite. This may include the following:
    a. Repeatability: The script must be able to execute multiple times between data refreshes
    b. Targetability: The script must fully and accurately verify the actual result against the expected result of the scenario

2.16 Hyland Imaging Updates

2.16.1 Overview

This section will outline the necessary modifications to allow the new CBO ROI form to be viewed in the Hyland Imaging system.

2.16.2 Description of Change

1. For Imaging system 'View', return the document type 'ABCDM 229 - Applicant/Recipient's Authorization for Release of Information to Community-Based Organization (CBO) in BenefitsCal'. This will navigate the user to the Hyland Imaging system and display all the imaged CBO ROI forms for the primary applicant.
2. Create a new helper method in the 'View' URL to retrieve images for all the cases for an individual within a County.

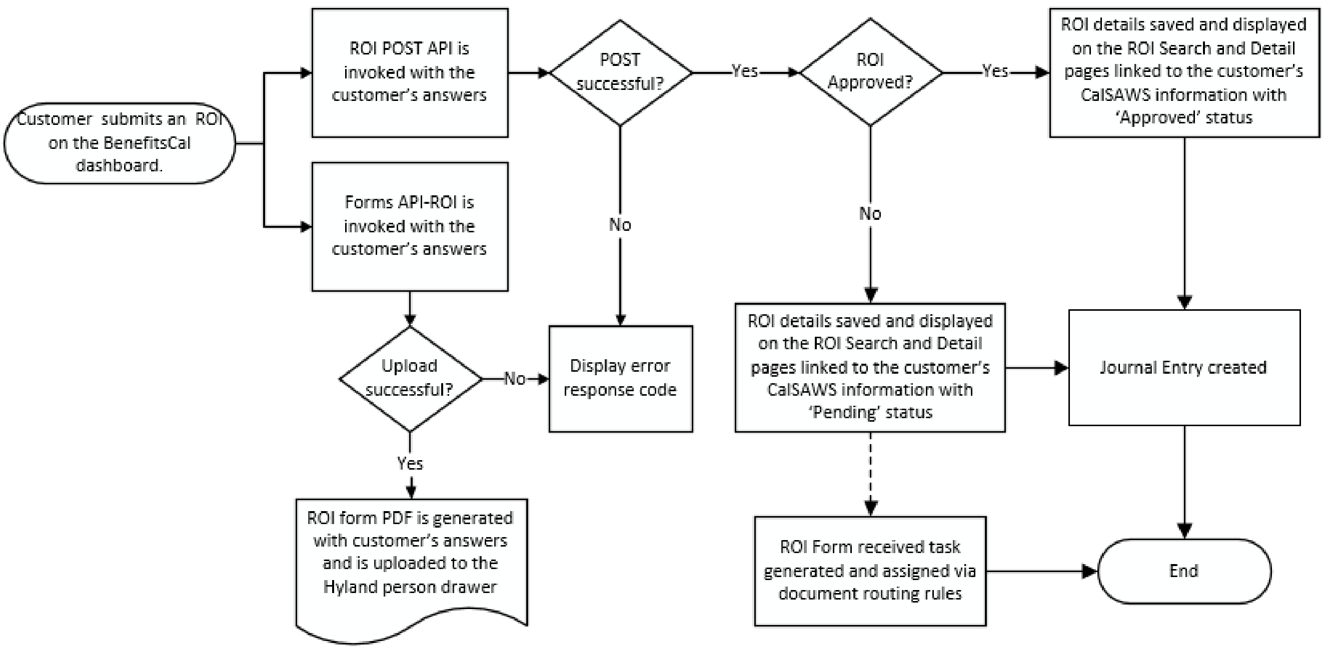
3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Interface	This attachment will contain the Release of Information (ROI) API data field mappings.	ROI API field Mapping.xlsx
2	Interface	ROI-API YAML	ROI-API.yaml
3	Interface	ROI-API HTML	ROI-API.html
4	Interface	Forms – API YAML	CalSAWSFormsAPI.yaml
5	Interface	Forms – API HTML	CalSAWSForms.html
6	Interface	CBO-Case Details YAML	CBO-Case Details.yaml
7	Interface	CBO-Case Details HTML	CBO-Case Details.html
8	Interface	CBO-Notices YAML	CBO-Notices.yaml
9	Interface	CBO-Notices	CBO-Notices.html
10	Interface	Case Inquiry YAML	CaseInquiry.yaml
11	Interface	Case Inquiry HTML	CaseInquiry.html
12	Online (Security)	Security Matrix	CA-247709 Security Matrix.xls

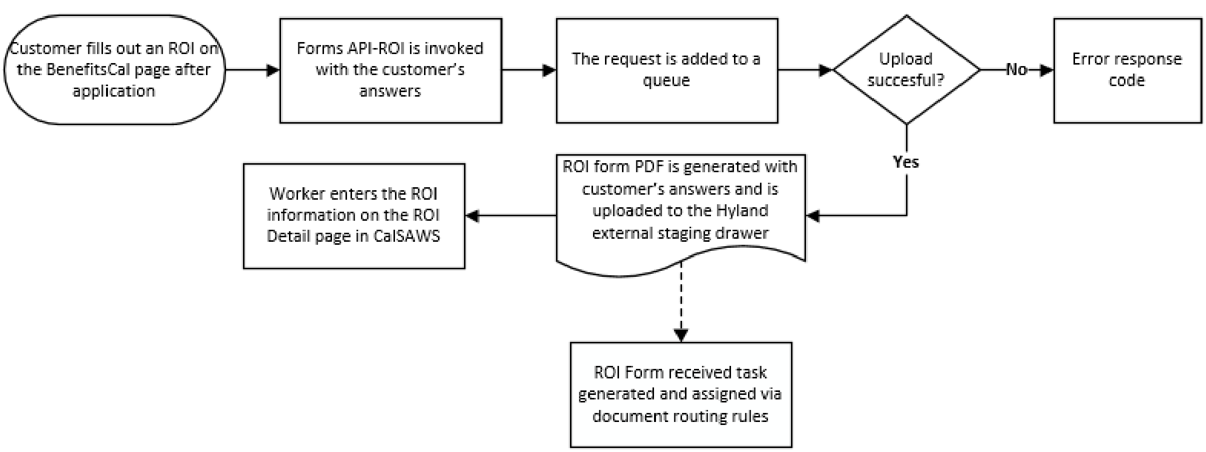
4 APPENDIX

1. Release of information API process flow – The ROI submission process can occur through various channels (digital form, document upload, or paper submission). The diagrams below depict the process flow of the CBO ROI form submission.

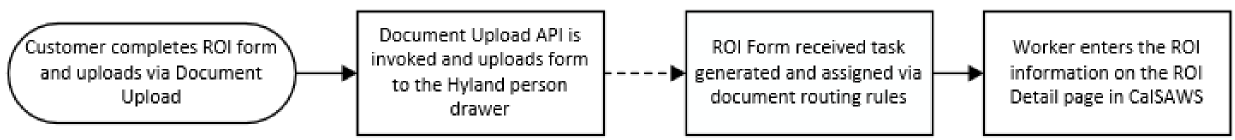
a. Customer initiated ROI – Existing CalSAWS case and BenefitsCal account



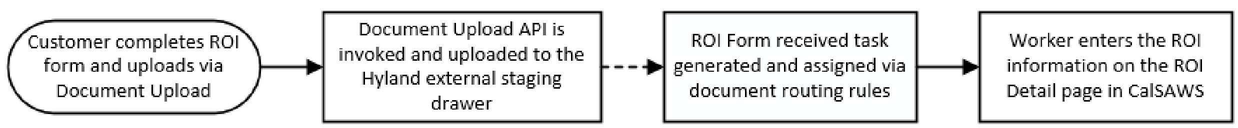
b. Customer initiated ROI – No existing CalSAWS case with a BenefitsCal account – Applying for benefits (Manual Process)



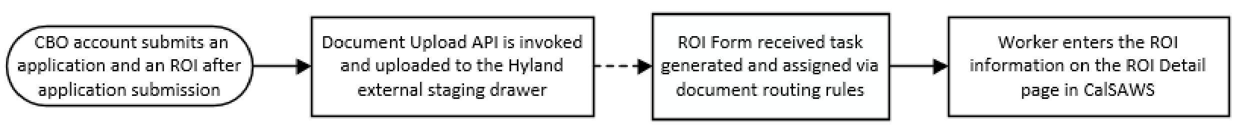
c. Customer initiated ROI – Upload CBO ROI form from BenefitsCal account via Document Upload



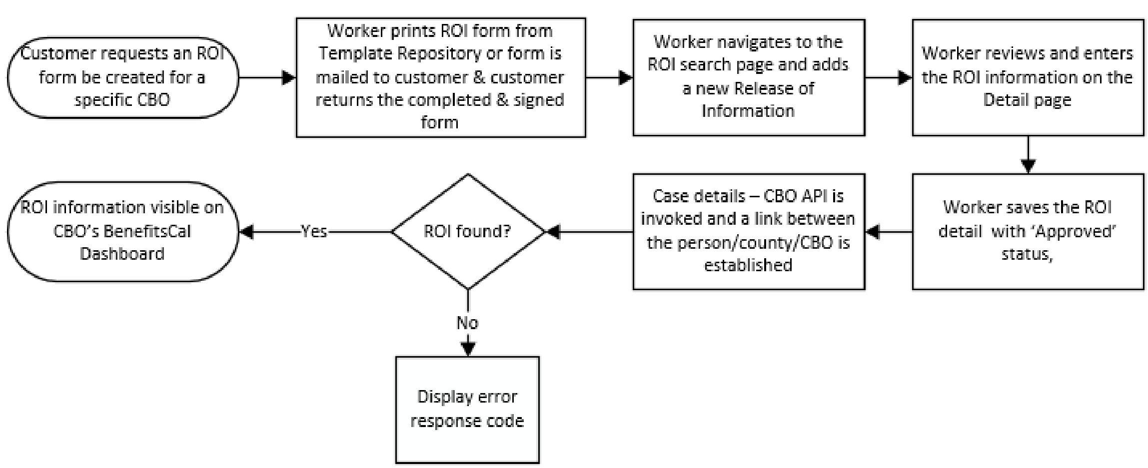
d. Customer initiated ROI – As an Anonymous user and uploads CBO ROI form after application submission



e. CBO initiated ROI – ROI form submitted after application submission via their CBO account in BenefitsCal through Document Upload API



f. County Worker initiated ROI – ROI record created upon Customer's Request



CalSAWS

California Statewide Automated Welfare System

Design Document

CA-257096

Sync Probation Parent Table with Child Table for Online Pages

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	G. Limbrick
	Reviewed By	Howard Suksanti, William Baretsky

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
03/21/2023	Draft	Initial	G. Limbrick
4/19	1.1	Content Revision	G. Limbrick

Table of Contents

1 OVERVIEW

1.1 Current Design

The Institutional Detail page holds information about the incarceration dates and incarceration location(s) of a minor in the household. An incarcerated minor may move between different locations/institutions during the same period of incarceration. The 'To' field is editable for user updates, but only modifies the end for the specific location (in PERS_PROBTN_DETL) and does not modify the end of the incarceration period (these dates are stored in the PERS_PROBTN table). Household Status checks are run against the incarceration period (in the PERS_PROBTN table). This is causing the minor to show as incarcerated / out of the home and not eligible for benefits, even after a worker updates the Institutional Detail page with an end date. DCRs are continually needed to correct the incarceration period ending date.

1.2 Requests

Sync the incarceration period end date with updates made to the latest location end date thru the Institutional Detail page, so that Household Status checks recognize the minor as no longer incarcerated.

1.3 Overview of Recommendations

1. Add logic to Sync the PERS_PROBTN table's end date (incarceration period's end date) with the latest associated end date from the PERS_PROBTN_DETL table (location end date), each time an Online edit is made (an edit thru the page).
2. Update the page mapping as described.

1.4 Assumptions

1. Fields and functionalities not mentioned will not be changed.
2. The Juvenile Probation interface's logic will not be changed with this SCR.
3. An incarceration period should ALWAYS have an end date when/if all the detail records/locations have an end date; this may be enforced thru page logic and or database logic (e.g., database triggers).

2 RECOMMENDATIONS

2.1 Institutional Detail page

2.1.1 Overview

Add logic to Sync the PERS_PROBTN table's end date (incarceration period's end date) with the latest related end date from the PERS_PROBTN_DETL table (location end date), each time an Online edit is made (an edit thru the page).

2.1.2 Institutional Detail page Mockup

N/A

2.1.3 Description of Changes

1. Add logic to Sync the PERS_PROBTN table's end date (incarceration period's end date) with the latest related end date from the PERS_PROBTN_DETL table (the location end date), each time an Online edit is made (an edit thru the page):
    a. When a user updates the 'To' field, end dating a location record, add logic to check for other locations without an end date and related to the same incarceration period (check for PERS_PROBTN_DETL records related to the same PERS_ PROBTN record)
    b. Add an end date to the incarceration period when/if the last location record is end dated
    c. When a user updates the 'To' field, removing or changing a location end date, add logic to check and update the incarceration period end date (stored in the PERS_PROBTN table) only if it is the latest location end date related to the incarceration period, and all other locations are also end dated

   Tech Note: the PERS_PROBTN end date is PERS_PROBTN. PLACEMT_END_DATE and the PERS_PROBTN_DETL tables end date is PERS_PROBTN_DETL.PLACEMT_ACTUAL_REL_DATE

2.1.4 Page Location

- **Global: Eligibility**
- **Local: Customer Information**
- **Task: Institutional Information**

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

Update the Institutional Detail page with current page mapping.

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 Juvenile List page

2.2.1 Overview

Update the Juvenile List page with current page mapping.

2.2.2 Juvenile List page Mockup

N/A

2.2.3 Description of Changes

1. Update the Juvenile List page with current page mapping.

2.2.4 Page Location

- **Global: Eligibility**
- **Local: Customer Information**
- **Task: Juvenile**

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

Update the Juvenile List page with current page mapping.

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 Juvenile Detail page

2.3.1 Overview

Update the Juvenile Detail page with current page mapping.

2.3.2 Juvenile List page Mockup

N/A

2.3.3 Description of Changes

1. Update the Juvenile Detail page with current page mapping.

2.3.4 Page Location

- **Global: Eligibility**
- **Local: Customer Information**
- **Task: Juvenile**

2.3.5 Security Updates

N/A

2.3.6 Page Mapping

Update the Juvenile Detail page with current page mapping.

2.3.7 Page Usage/Data Volume Impacts

N/A

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.4.3.8	The LRS shall validate the household composition for appropriate public assistance programs.	This SCR adds the Incarceration end date (PLACEMT_END_DATE) needed by The System to validate the household composition.

3.2 Migration Requirements

N/A

4 MIGRATION IMPACTS

N/A

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-249684

Split Payment functionality for reimbursing GA/GR benefits to another county

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Connor G., Eric W., Erika K., Jason F., Esequiel Herrera
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
10/18/2022	1.0	Initial Draft	Eric Wu
04/03/2023	2.0	Design Clarification: Remove the Page Mapping requirement from Section 2.4.6. New drop-down option is added, but no new fields were added to the page. No updates were needed for Page Mapping	Kusndi.E
04/19/2023	2.1	Content Revision to remove Correspondence Section out to the SCR CA-259836	Nithya Chereddy

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1 OVERVIEW

1.1 Current Design

San Mateo and Sacramento administrate CAPI cases for other Counties. When a CAPI is approved, San Mateo/Sacramento will request GA information from the county of the applicant's residence. If the applicant has active GA, the CAPI-administrating county will use part of the CAPI benefits to pay the county of the residence back for overlapping GA benefits.

CalSAWS does not have functionalities to issue part of CAPI benefits to another county for reimbursements.

1.2 Requests

Update system to create Counties as resources and issue vendor payments via Money Management for CAPI program to reimburse GA/GR benefits.

1.3 Overview of Recommendations

1. Add a CAPI program option on the Money Management List page
2. Update the Money Management Detail page when the program selected is for CAPI.
3. Update the Payment Amount Used by EDBC page to work for a Money Management record for a CAPI program.
4. Add new values to the Type drop-down field for the Select Money Management Resource page, Money Management Resource Search and Money Management Detail page.

1.4 Assumptions

1. All existing functionalities will remain unchanged unless called out as part of this SCR.
2. User will need to define an End Date on the Payment Amount Used by EDBC page for a CAPI program Money Management for EDBC to no longer include it as part of the EDBC determination.
3. Reports impacted by the introduction of the Sacramento and San Mateo CAPI administration for other counties will be addressed with the following SCRs:
    a. CA-248015 CAPI - Update SOC 808 Quarterly Report for San Mateo and Sacramento Counties
    b. CA-248014 CAPI - Update CA 1037 Report for San Mateo and Sacramento Counties
    c. CA-248016 CAPI - Update ABCD 350 Annual Recipient Report for San Mateo and Sacramento Counties
    d. CA-249686 CAPI-Create or Update Monthly Integrated Reports to Include County of Residence
4. A vendor (county) can be paid up to the authorized amount calculated by CAPI EDBC via Money Management.

5. Once a vendor payment is issued, any updates on Money Management will not change the vendor payment calculation.
6. System will automatically suggest the customer to be responsible for any Overpayments when running CAPI EDBC. Users can manually create External Recovery Account for vendors (counties) when they are overpaid via Money Management.
7. The vendor payments of GA/GR reimbursements will appear in the 1099 Outbound file.
8. If an entry is created with a Begin Date, but no End Date, in Money Management, a NOA will not be generated due to missing variable information.
9. Users will need to determine the amount of GA/GR reimbursements. There will be no automation for it.
10. Counties that issue GA/GR reimbursements will be responsible for adding and managing other counties as vendors in RDB.

2 RECOMMENDATIONS

2.1 Money Management List

2.1.1 Overview

The Money Management List page allows users to view and add money management record create add vendor money management information. This SCR will add the CAPI program as an option.

2.1.2 Money Management List Mockup

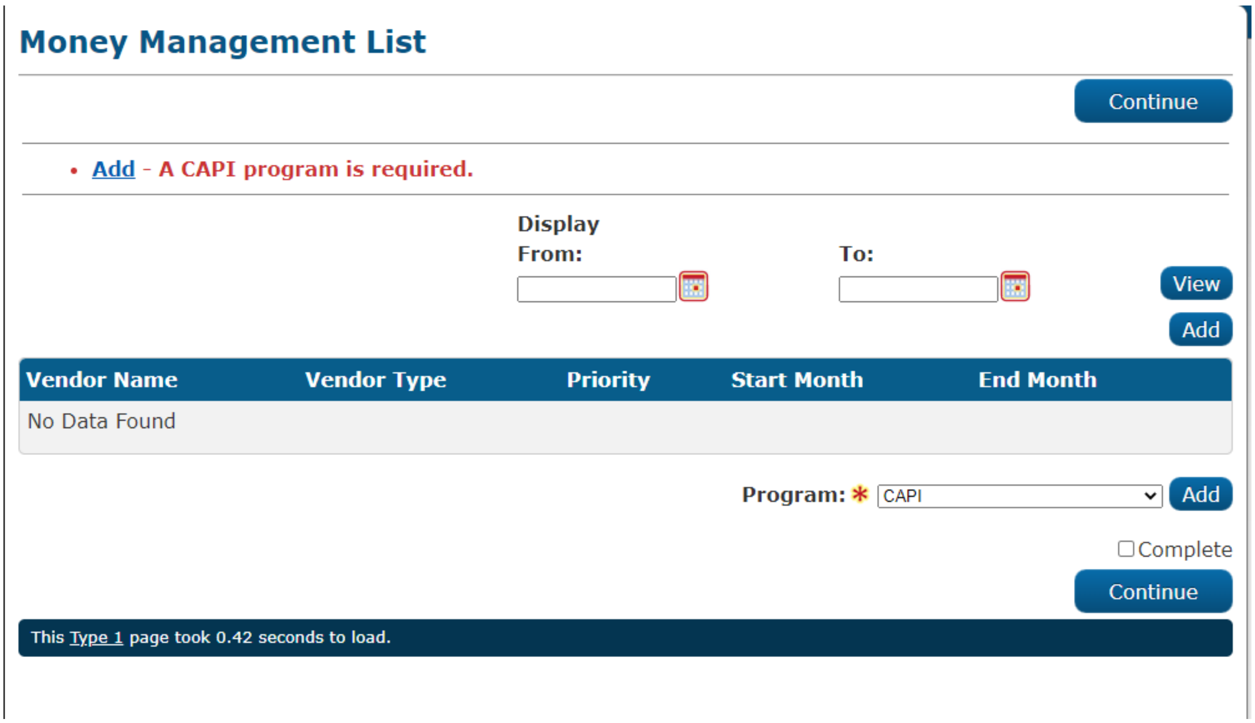

Figure 2.1.1 – Money Management List

2.1.3 Description of Changes

1. Display the 'CAPI' program on the Program drop-down field on the Money Management List page.
    a. Clicking the Add button when the 'CAPI' program is selected will take the user to the Money Management Detail page for the CAPI program (See Section 2.2 for more details on the Money Management Detail page for CAPI program).
2. Create a new validation to the Money Management List page.
    a. Validation message will be "Add – A CAPI program is required.
        i. Validation message will display when the user clicks on the Add button and the value selected on the Program

field equal to 'CAPI' and the Case does not have a CAPI program.

Note: Search Result Summary will continue to behave and reflect the same information for a CAPI program Money Management record.

2.1.4 Page Location

- **Global: Eligibility**
- **Local: Customer Information**
- **Task: Money Mngmt**

2.1.5 Security Updates

All existing security rights required for to the Money Management List page will apply when it is for the CAPI program.

2.1.6 Page Mapping

N/A

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 Money Management Detail

2.2.1 Overview

The Money Management Detail page allows users to create, edit or view vendor money management information. This SCR will create a Money Management Detail page specific for the CAPI program.

2.2.2 Money Management Detail Mockup

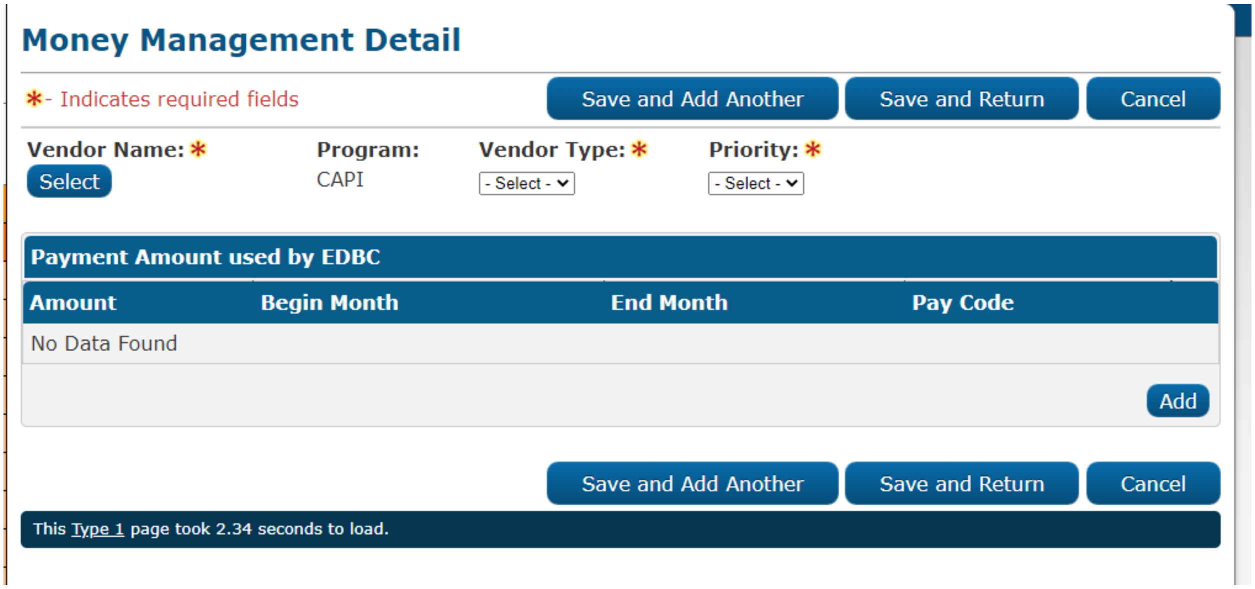

Figure 2.2.1 – Money Management Detail (Create mode – Upon loading)

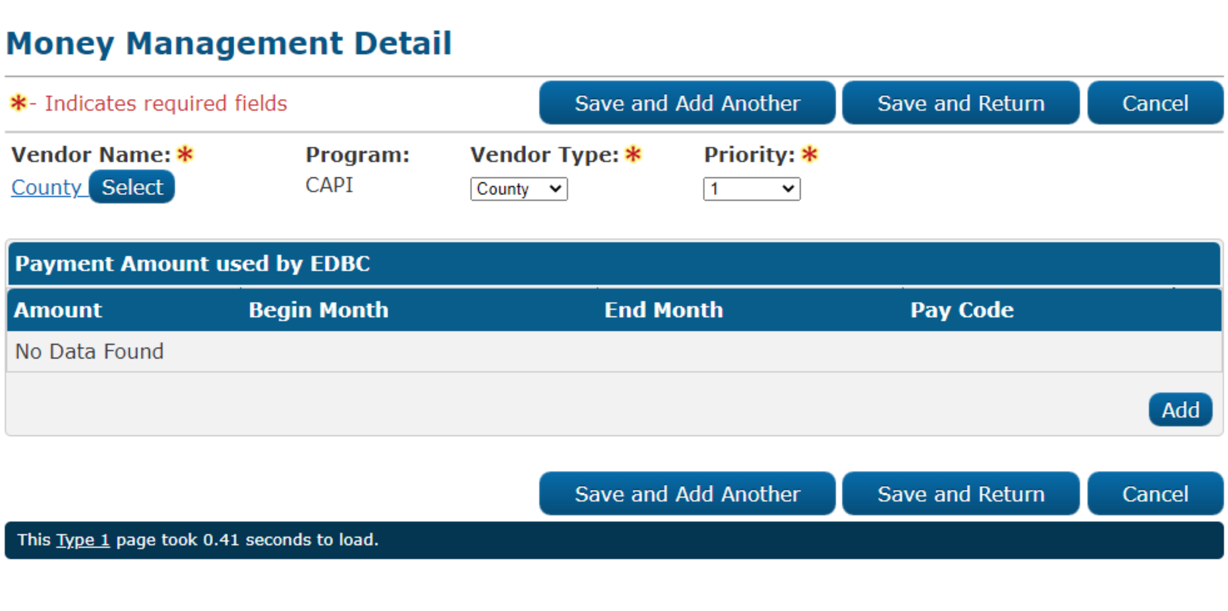

Figure 2.2.2 – Money Management Detail (Create mode)

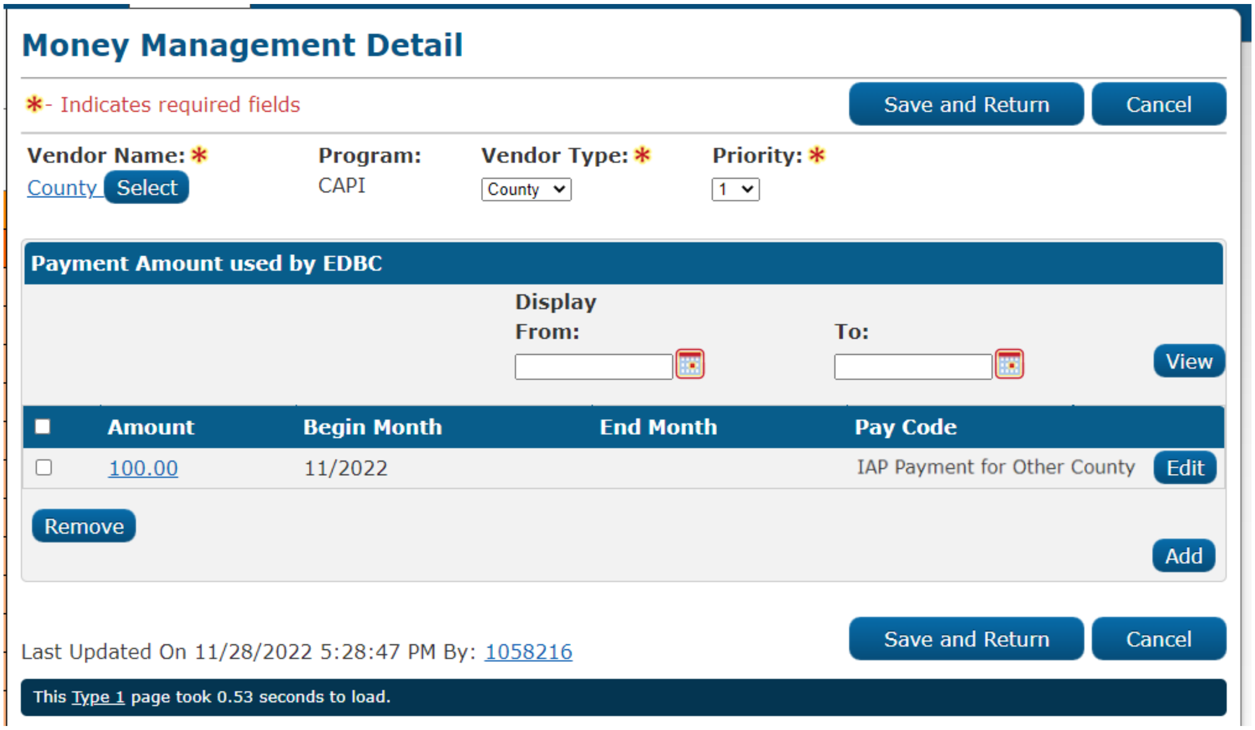

Figure 2.2.3 – Money Management Detail (Edit mode)

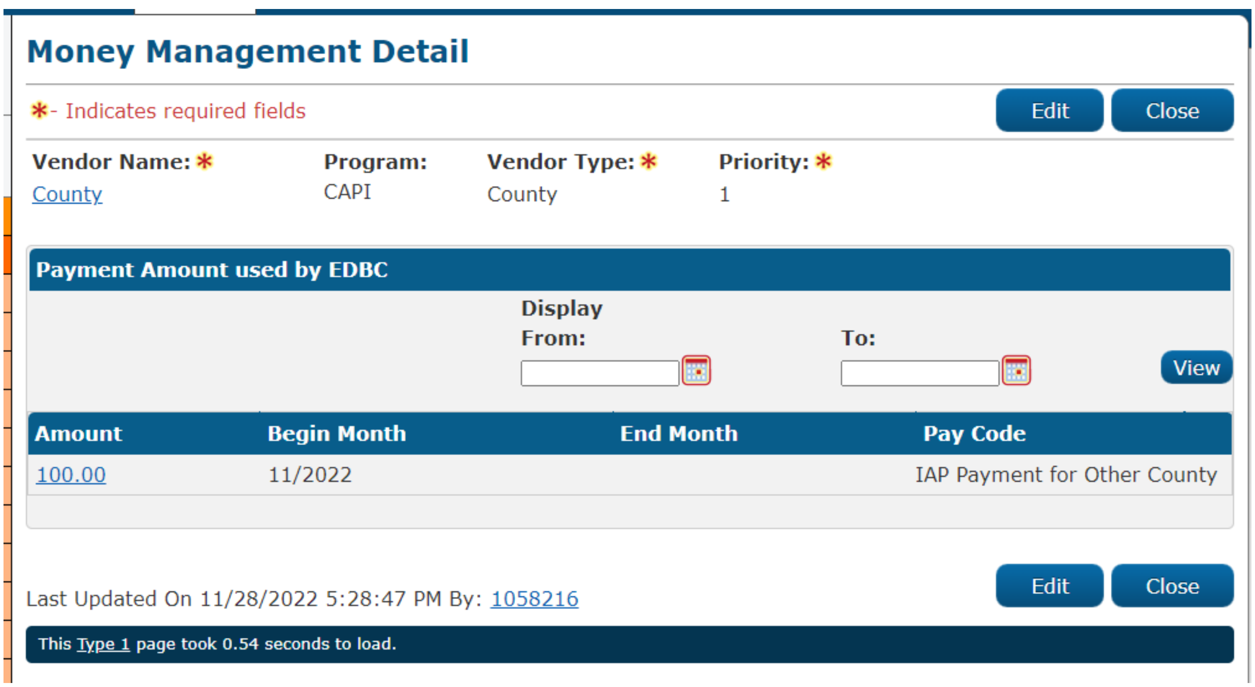

Figure 2.2.4 – Money Management Detail (View mode)

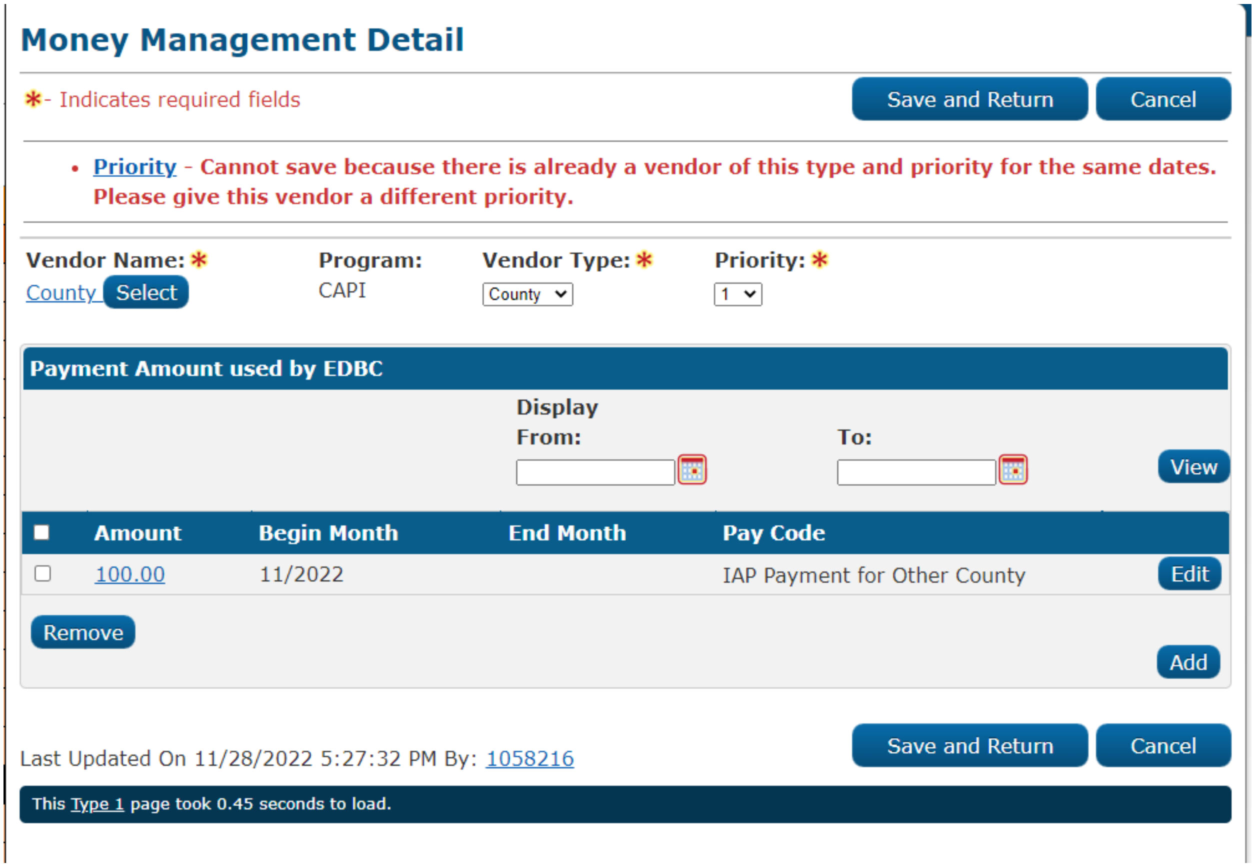

Figure 2.2.5 – Money Management Detail – with Validation

2.2.3 Description of Changes

1. Update the Money Management Detail page to work for the newly added CAPI program option.
    a. The Money Management Detail page for the CAPI program will be accessible when the user clicks the Add button from the Money Management List page and the Program selected is CAPI.
    b. Money Management Detail page for CAPI program will have the following fields
        i. Vendor Name
            1. This will be a required field and will have the Select button when the page first load (Create mode).
                a. Clicking the Select button will take the user to the Select Money Management Resource page (see section 2.4 for updates on the page).
            2. Display the selected Vendor name as a hyperlink along with a Select button once the user has selected the Vendor from the Select Money

Management Resource page (Create and Edit mode).
   3. Display the Vendor name as a hyperlink when the page is in view mode.
  ii. Program
   1. This will an un editable field and will auto populate with 'CAPI'
  iii. Vendor Type
   1. This will be a required drop-down field.
    a. Display the following option
     i. Select (default value)
     ii. County
   2. This field will be an editable field when the page is in Edit mode.
  iv. Priority
   1. This will be a required drop-down field.
    a. Display the following options
     i. Select (default value)
     ii. List the number 1 through 10 in order.
   2. This field will be an editable field when the page is in Edit mode.
  v. Payment Amount used by EDBC block
   1. No changes in the information being displayed and how the block will work.
2. Apply the existing validation message "Priority – Cannot save because there is already a vendor of this type and priority for the same dates. Please give this vendor a different priority." for a CAPI program Money Management record.
   a. This validation will display when a user is trying to save the Money Management Detail page and there's already another Money Management record (for a CAPI program) that have the same Vendor Type, Priority for the same time period (this is based on the Begin Month and End Month inputted on the Payment Amount Used By EDBC page).
   Note: The same validation currently exists for CalWORKs program. The same validation and trigger will also apply for the CAPI program.

2.2.4 Page Location

- **Global: Eligibility**
- **Local: Customer Information**
- **Task: Money Mngmt**

2.2.5 Security Updates

All existing security rights required for to the Money Management Detail page will apply when it is for the CAPI program.

2.2.6 Page Mapping

N/A

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 Payment Amount Used by EDBC

2.3.1 Overview

The Payment Amount Used by EDBC page allows users to enter the amount of a vendor payment that should be included in the EDBC calculation. This SCR will update the page to display new options on the Payment Reason field specific for Money Management record being created for a CAPI program.

2.3.2 Payment Amount Used by EDBC Mockup

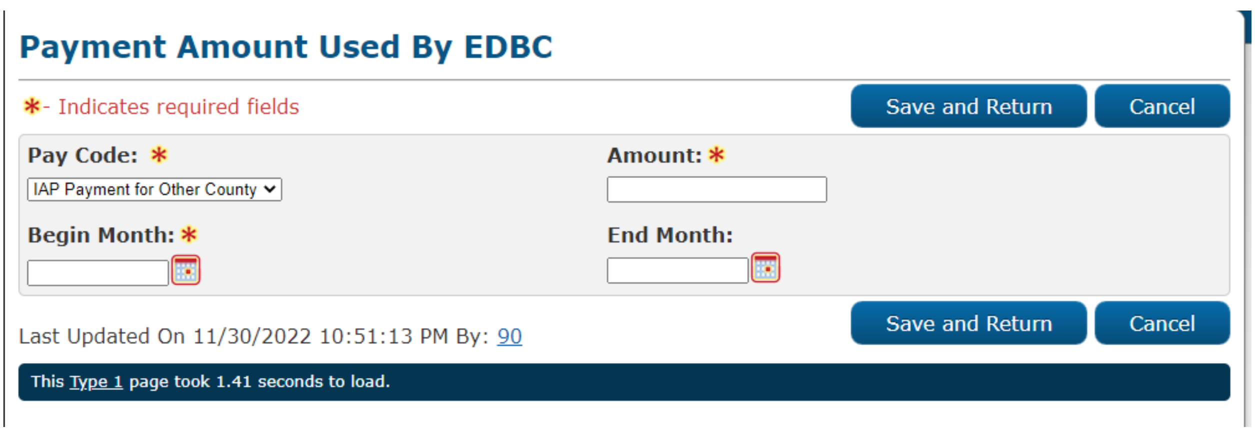

Figure 2.3.1 – Payment Amount Used by EDBC

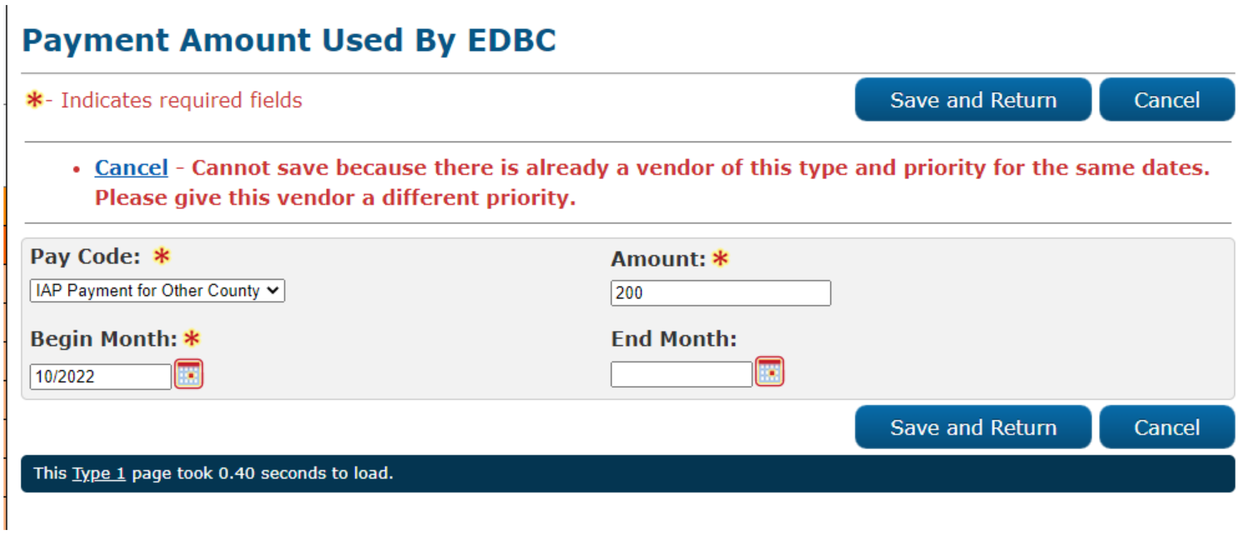

Figure 2.3.2 – Payment Amount Used by EDBC (with validation)

2.3.3 Description of Changes

1. Pay Code field will be a required field when it is for a CAPI program Money Management.
    a. Pay Code field will display the value of "IAP Payment for Other County" (this will be a newly created Pay Code).
        i. This will be the default value.
    b. Create a new Pay Code of "IAP Payment for Other County" for the CAPI program.
        i. Short Description: IAP Payment for Other County
        ii. Long Description: JZ
        iii. Code Description: IAP Payment for Other County
2. Apply the existing validation message "Cancel – Cannot save because there is already a vendor of this type and priority for the same dates. Please give this vendor a different priority." for a CAPI program Money Management record.
    a. This validation will display when a user is trying to create a new or editing an existing Payment Amount Used by EDBC information for a Money Management record where Vendor Type and Priority (from the Money Management Detail page) exist for the same date.
    Note: The same validation currently exists for CalWORKs program. The same validation and trigger will also apply for the CAPI program.
3. Display the Effective Dating Confirmation List page when the user is adding a new Payment Amount used by EDBC when there's a record already existed.
   Note: This is already and existing functionality when for the CalWORKs program and this will also apply for the CAPI program.

Note: The change to the page will be the values to be displayed on the Pay Code field when the Money Management record is for a 'CAPI' program. This page will work the same way as a Money Management record for a 'CalWORKs' program.

2.3.4 Page Location

- **Global: Eligibility**
- **Local: Customer Information**
- **Task: Money Mngmt**

2.3.5 Security Updates

N/A

2.3.6 Page Mapping

N/A

2.3.7 Page Usage/Data Volume Impacts

N/A

2.4 Select Money Management Resource

2.4.1 Overview

The Select Money Management Resource page allows users to search and select for a money management resource to associate to a page category. This SCR will update the page to only display only specific values on the Type field when the Money Management record is for a CAPI program.

2.4.2 Select Money Management Resource Mockup

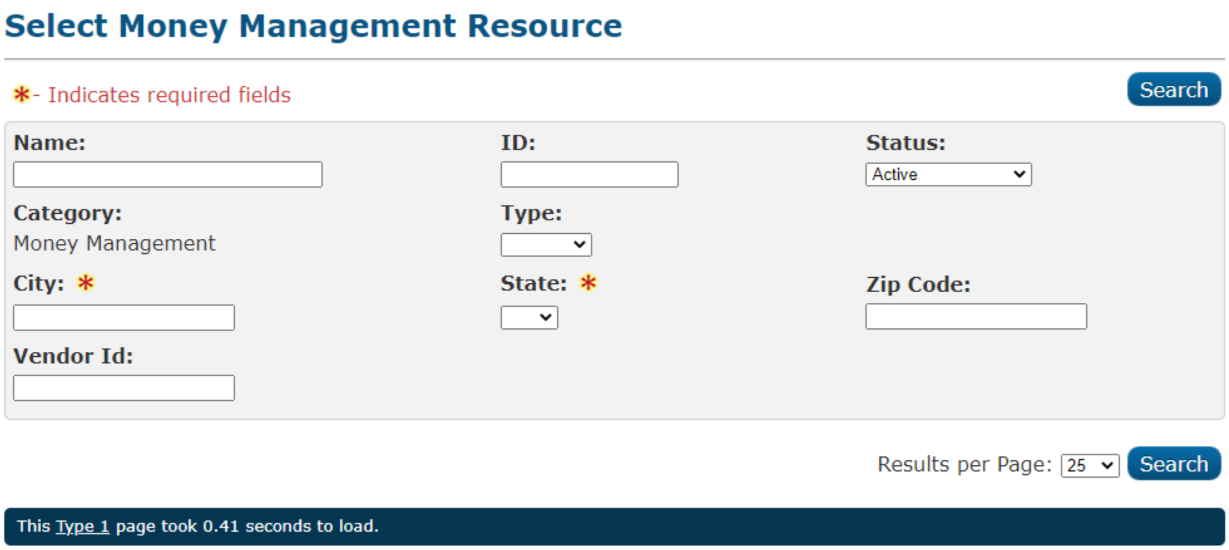

Figure 2.4.1 – Select Money Management Resource (reference only)

2.4.3 Description of Changes

1. Display the value ‘County’ on the Type field when the Money Management record is for a ‘CAPI’ program
   a. This is accessible when the user clicks on the Select button from the Money Management Detail page and the Program is ‘CAPI’.

Note: The change to the page will be to only display the value ‘County’ on the Type field when the Money Management record is for a ‘CAPI’ program. All other existing functionality on how the page works will search for the Money Management Resource based on the search parameter inputted or the Result Summary will be changed.

2.4.4 Page Location

- **Global: Eligibility**
- **Local: Customer Information**
- **Task: Money Mngmt**

2.4.5 Security Updates

N/A

2.4.6 Page Mapping

N/A

2.4.7 Page Usage/Data Volume Impacts

N/A

2.5 Money Management Resource

2.5.1 Overview

The Money Management Resource related pages allows users to search (Money Management Resource Search page), add, edit or view (Money Management Resource Detail page) for a Money Management resource in the Resource Databank. This SCR will add new values to the Type drop-down field on the Money Management Resource pages.

2.5.2 Money Management Resource

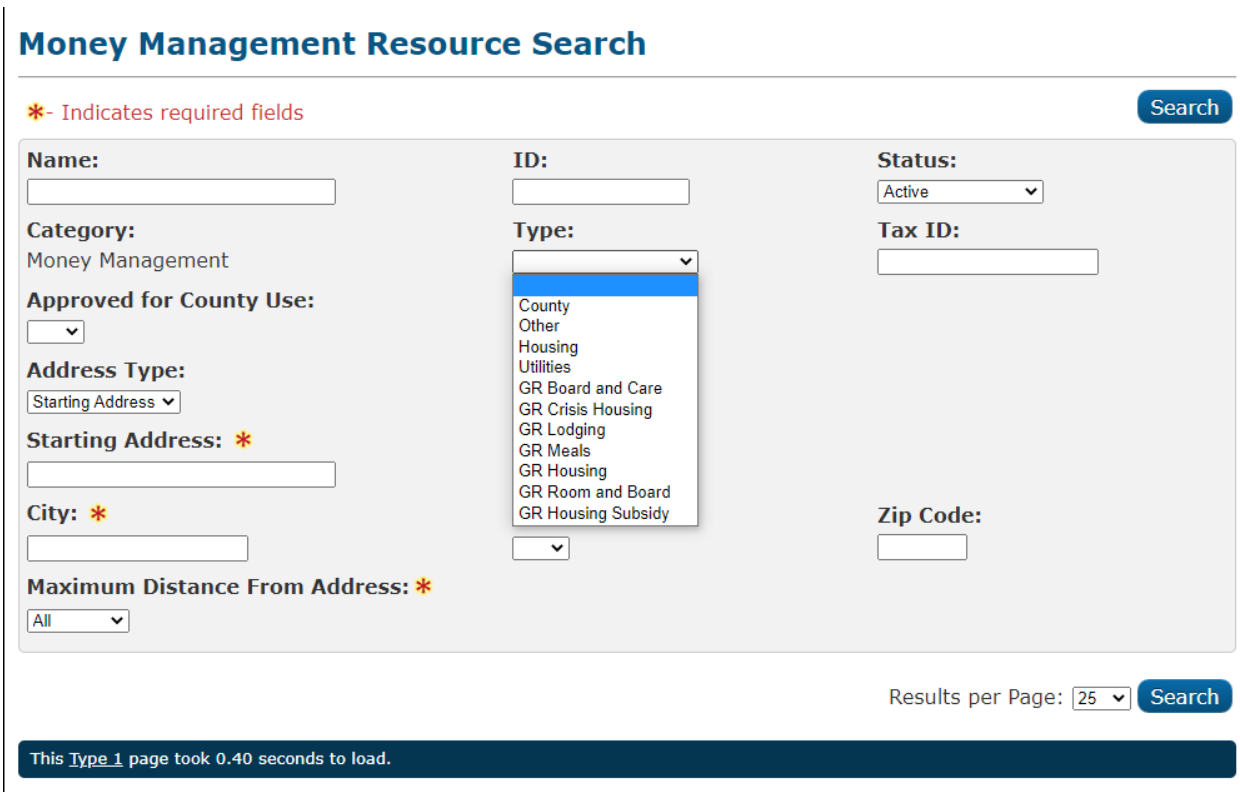

Figure 2.5.1 – Money Management Resource Search (reference)

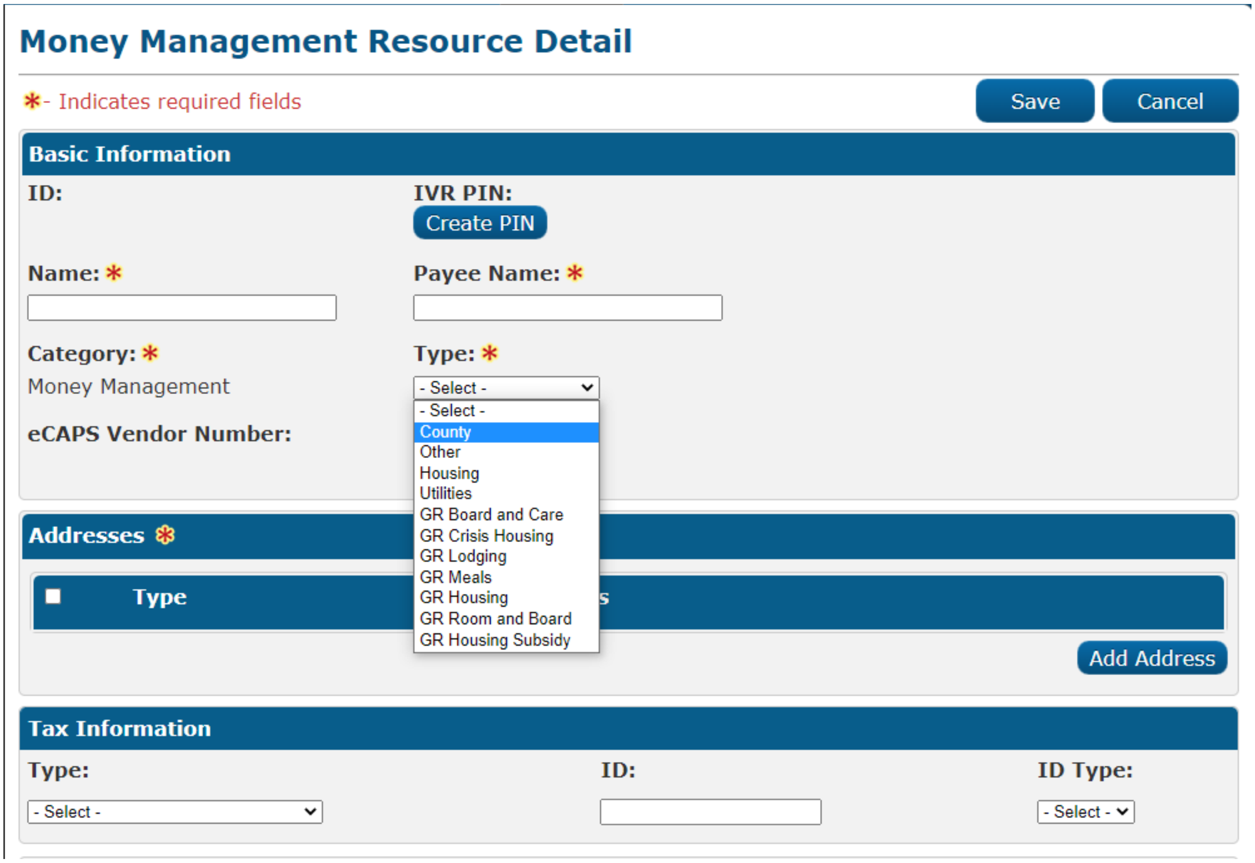

Figure 2.5.2 – Money Management Resource Detail (reference)

2.5.3 Description of Changes

1. Add the value 'County' Type the Type drop-down field for the Money Management Resource Search and Money Management Resource Detail pages.

Note: There is no change on how these pages currently function.

2.5.4 Page Location

- **Global: Resource Databank**
- **Local: Money Management**
- **Task: Money Management Resource Search**

2.5.5 Security Updates

N/A

2.5.6 Page Mapping

N/A

2.5.7 Page Usage/Data Volume Impacts

N/A

2.6 Update CAPI EDBC to Calculate Vendor Payment

2.6.1 Overview

Update CAPI EDBC logic to calculate vendor payments based on Money Management records.

2.6.2 Description of Changes

1. Update CAPI EDBC logic to identify Money Management records effective for the benefit month with a Program of 'CAPI'. Vendor Payment will be the Amount from the Payment Amount Used by EDBC record.
2. For each Money Management record in ascending order based on the Priority:
    a. Subtract the vendor amount from the EDBC Authorized Amount. If the Authorized Amount is less than the vendor amount, subtract the remaining Authorized Amount.
    b. Create a Vendor Payment:
        i. Payment Amount: vendor amount (or remainder of Authorized Amount if less than vendor amount)
        ii. Program Vendor ID: Vendor Name from the Money Management record
        iii. Pay Code: Pay Code from the Payment Amount Used by EDBC record
3. If the Authorized Amount reaches $0, all remaining Money Management records will be ignored.

Note: This logic will behave like existing logic in the CalWORKs EDBC.

2.6.3 Programs Impacted

CAPI

2.6.4 Performance Impacts

N/A

2.7 Add Money Management Section to CAPI EDBC Summary Page and the CAPI EDBC (Manual) Pages

2.7.1 Overview

Update both the CAPI EDBC Summary Page and the CAPI EDBC (Manual) pages to display Money Management section when vendor payments are calculated.

2.7.2 Money Management List Mockup

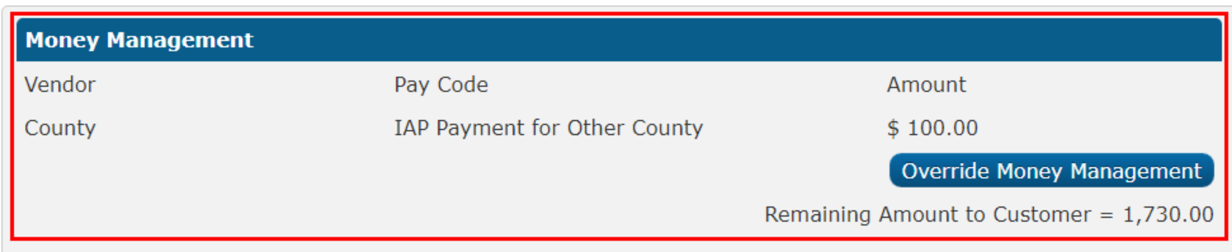

Figure 2.7.1 – Money Management Section

2.7.3 Money Management Mockup

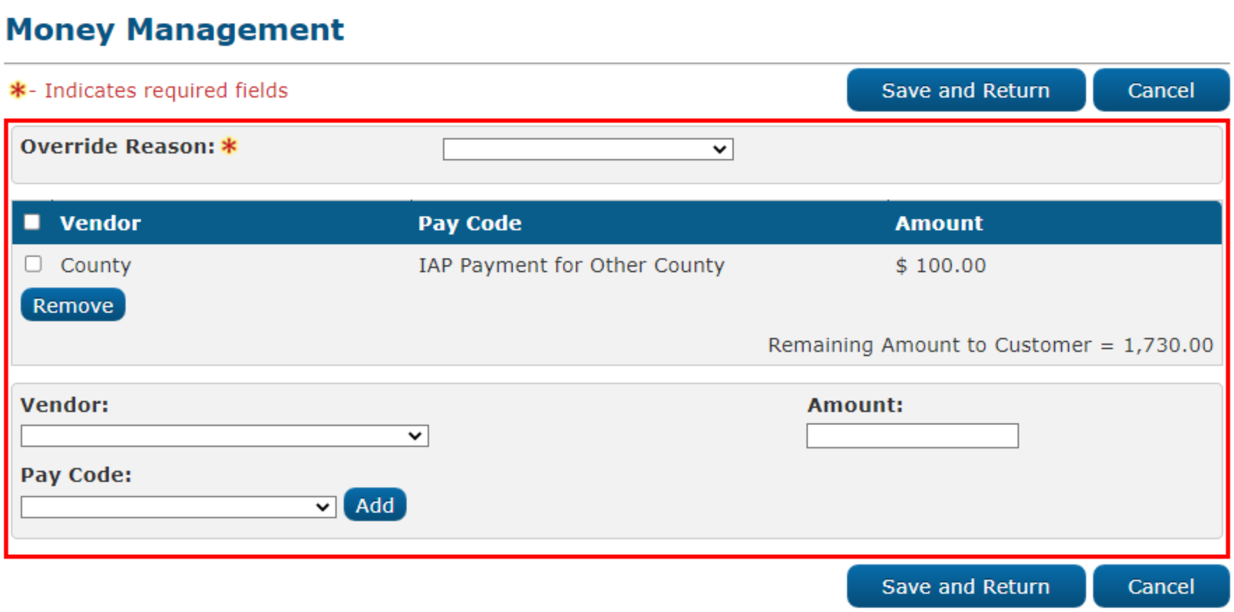

Figure 2.7.2 – Money Management

2.7.4 Description of Changes

1. Update CAPI EDBC Summary page to display a Money Management section when a Vendor Payment is calculated. This section will appear below the Aid Payment section and above the Deliver Method. This

section will appear identical to the section that appears in the CalWORKs EDBC results.

a. Vendor: Org Name based on Vendor Payment Program Vendor ID
b. Pay Code: Vendor Payment Pay Code
c. Amount: Vendor Payment Amount. Hyperlink will open Vendor Payment Calculation page
d. Override Money Management button: Clicking this button will open the Money Management page
e. Remaining Amount to Customer: Display the remaining balance of the Authorized Amount

2. Add the Money Management page to CAPI EDBC when a user clicks on the Override Money Management button. The following items will be visible:
    a. Override Reason: A drop-down list of available override reasons
    b. Vendor: Org Name based on Vendor Payment Program Vendor ID
    c. Pay Code: Vendor Payment Pay Code
    d. Amount: Vendor Payment Amount
    e. Vendor: A drop-down list of other vendors available from the Money Management page
    f. Amount: A text field to apply an amount.
    g. Remaining Amount to Customer: Display the remaining balance of the Authorized Amount
    h. Pay Code: A drop-down list of Pay Codes available for the CAPI program for the case county.
    i. A Remove button that allows the user to remove a row. The page will refresh with the row removed and a recalculated Remaining Amount to the Customer.
    j. An Add button allows the user to add more than row. The page will refresh with the row added and a recalculated Remaining Amount to the Customer.
    k. Add page validation to prevent a user from entering a negative or non-numerical value in the Amount field.
        i. Page validation message will read:

    Amount - Please enter a positive amount in xx,xxx,xxx.xx format.

2.7.5 Page Location

- **Global: Eligibility**
- **Local: Customer Information**
- **Task: Run EDBC / Manual EDBC**

2.7.6 Security Updates

N/A

2.7.7 Page Mapping

N/A – Page Mapping details already exist

2.7.8 Page Usage/Data Volume Impacts

N/A

2.8 Previous Potential Benefit List

2.8.1 Overview

The Previous Potential Benefit List page will allow the User to view data related to the Previous Potential Benefit. This page will be accessible through certain EDBC Summary pages by clicking on the Previous Potential Benefit value hyperlink in various budget sections. Below describe the required changes for the SCR.

2.8.2 Description of Changes

1. Confirm the page will include vendor payments issued for the benefit month of a CAPI EDBC.
   Note: The current functionalities should be able to handle above requirements. This section is for regression testing only.

2.8.3 Page Location

- **Global: Eligibility**
- **Local: Customer Information**
- **Task: EDBC Results**

2.8.4 Security Updates

No changes.

2.8.5 Page Mapping

No changes.

2.8.6 Page Usage/Data Volume Impacts

No changes.

2.9 Issuance Batch

2.9.1 Overview

Issuance Batch is responsible for creating an Issuance record for each authorization that is subject to be paid on a Monthly/Nightly basis. This update is to update issuance creation logic to process authorizations with vendor payments for CAPI.

2.9.2 Description of Change

Confirm the batch will issue payments to a resource based on vendor payments calculated by CAPI EDBC.
Note: The current functionalities should be able to handle above requirements. This section is for regression testing only.

2.9.3 Execution Frequency

No changes.

2.9.4 Key Scheduling Dependencies

No changes.

2.9.5 Counties Impacted

All counties.

2.9.6 Data Volume/Performance

No changes.

2.9.7 Failure Procedure/Operational Instructions

No changes.

2.10 New Pay Code for IAP Payment for Other County

2.10.1 Description of Change

1. Add new Pay Code in the system for IAP Payment for Other County. Please refer to the attached CA-236332 Pay Codes and Fund Codes.xlsx.

2.11 Automated Regression Test

2.11.1 Overview

Create new ART scripts to confirm the changes in this SCR.

2.11.2 Description of Changes

1. Create a CAPI case. Add a Money Management record and run both Regular and Manual EDBC. Confirm the following results:
    a. The payment is split between the applicant and the county.
    b. The payment can be overridden on the EDBC Summary page.
    c. The Approval NOA generates with the new split payment fragment.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5 MIGRATION IMPACTS

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?

6 OUTREACH

7 APPENDIX