CalSAWS

California Statewide Automated Welfare System

Design Document

CA-250405

Add Available Threshold Languages for CF 377.7B1to CalSAWS

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Thanushree Veereshappa
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/11/2023	1.0	Initial Draft	Thanushree Veereshappa

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1 OVERVIEW

This effort will add available Threshold Languages to CF 377.7B1 in CalSAWS.

1.1 Current Design

Currently, CF 377.7B1 (10/17) is only available in English and Spanish Languages in CalSAWS.

1.2 Requests

Add CF 377.7B1 (10/17) CalFresh Repayment Notice Inadvertent Household Error (IHE) in available threshold languages to CalSAWS Template Repository.

Languages Include: Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese.

1.3 Overview of Recommendations

Add CF 377.7B1 (10/17) CalFresh Repayment Notice Inadvertent Household Error (IHE) in following threshold languages: Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese.

1.4 Assumptions

1. Print options for threshold forms will remain the same as the print options for English and Spanish forms.
2. There are no changes to the generation logic of these forms. The new threshold forms will be the same as the existing English and Spanish forms.
3. All fields (blank or prepopulated) will be editable.
4. Supporting Documents section references attachments found on Jira.

2 RECOMMENDATIONS

2.1 Add Available Threshold Languages to CF 377.7B1 in CalSAWS

2.1.1 Overview

This section will cover the requirements for adding the CF 377.7B1 in available threshold languages.

State Form: CF 377.7B1(10/17)

Current Programs: CalFresh

Current Forms Category: Forms

Current Template Repository Visibility: All counties

Existing Languages: English, Spanish

Template Description: This notice of action is sent informing the participant that they were previously told of a CalFresh overissuance due to a household mistake, and they still owe money that is currently due.

Imaging Form Name: CF REPAYMENT FINAL NOTICE IHE

Imaging Document Type: Overpayment/Overissuance (OP/OI)

2.1.2 Form Verbiage

Create CF 377.7B1 (10/17) XDP's for Threshold Languages

XDP's will be added in threshold languages for CF 377.7B1 form with version (10/17).

Threshold Languages: Arabic, Armenian, Cambodian, Chinese*, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

> *One translation is provided to support the three Chinese threshold languages: Cantonese, Chinese, and Mandarin.

Form Mockups/Examples: See Supporting Documents #1
Form Header: CalSAWS Standard Header #1
Form Number: CF 377.7F1
Include NA BACK9: Yes

2.1.3 Form Variable Population

Field Mappings: Use the same field mappings as the English and Spanish Forms for population logic.

2.1.4 Form Generation Conditions

Form Print/Mailing Options

Threshold forms will have the same Form Print/Mailing Options as their corresponding English/Spanish forms.

Print Options:

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:

Mailing Options	Option for CF 377.7B1 Form
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	Worker's Office Address
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A

Form Control:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Additional Options:

Requirement	Option for CF 377.7B1 Form
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	CF 377.7B1 Threshold Languages	CF377.7B1_AR.pdf CF377.7B1_AE.pdf CF377.7B1_CH.pdf CF377.7B1_FA.pdf CF377.7B1_RU.pdf CF377.7B1_KO.pdf CF377.7B1_LA.pdf CF377.7B1_HM.pdf CF377.7B1_TG.pdf CF377.7B1_CA.pdf CF377.7B1_VI.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices; p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices; t. Corrective NOAs on State Fair Hearing decisions; u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices.	CF 377.7B1 (10/17) is being added in available threshold Languages.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-253234

Add CF 377.6 Information/Verification Needed
to the Template Repository

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Harshita S Bhat
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/12/2023	1.0	Initial Draft	Harshita S Bhat

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1 OVERVIEW

The purpose of this SCR is to add CF 377.6 (8/13) to CalSAWS in English and all available threshold languages.

1.1 Current Design

Currently the CF 377.6 (8/13) Information/Verification Needed is not available in the CalSAWS.

1.2 Requests

Add CF 377.6(8/13) Information/Verification Needed in English and available threshold languages to the CalSAWS Template Repository.

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

1.3 Overview of Recommendations

Add CF 377.6 (8/13) Information/Verification Needed to CalSAWS Template Repository in English and following threshold languages: Spanish, Arabic, Armenian, Chinese, Cambodian, Farsi, Hmong, Korean, Lao, Tagalog and Vietnamese.

1.4 Assumptions

1. All fields (blank or prepopulated) will be editable.
2. Supporting Documents section references attachments found on Jira.

2 RECOMMENDATIONS

2.1 Add CF 377.6(8/13) Information/Verification Needed to CalSAWS in English and available Threshold Language

2.1.1 Overview

The CF 377.6 (8/13) form will be added in English and all available threshold languages to CalSAWS.

State Form: CF 377.6 (8/13)
Current Programs: CalFresh
Current Attached Forms: N/A
Current Forms Category: Forms

Current Template Repository Visibility: All counties
Template Description: Information/Verification Needed
Imaging Form Name: Information/Verification Needed
Imaging Document Type: Customer Reporting

2.1.2 Form Verbiage

Create CF 377.6(8/13) XDP

A new XDP will be added in English and threshold languages for
CF 377.6 (8/13) form with version (8/13).

Threshold Languages: Spanish, Arabic, Armenian, Cambodian, Chinese*, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

> *One translation is provided to support the three Chinese threshold languages: Cantonese, Chinese, and Mandarin.

Form Header: Add coversheet with CalSAWS Standard Header (Header_1). 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.

Form Mockups/Examples: See Supporting Documents #1
Form Number: CF 377.6
Include NA BACK 9: No

2.1.3 Form Generation Conditions

Add CF 377.6(8/13) Information/Verification Needed in English and available threshold languages to Template Repository

CF 377.6 (8/13) Information/Verification Needed is added in English and available threshold languages to the Template Repository.

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

Form Print/Mailing Options

The following are the print and mailing requirements for the Information/Verification Needed form.

Print Options:

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:

Mailing Options	Option for CF 377.6 Form
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	County BRM address which generated the form
Outgoing Envelope Type	Standard
Return Envelope Type	Returned Prepaid Envelope
Special Paper Stock	N/A

Form Control:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Additional Options:

Requirement	Option for CF 377.6 Form
Post to Self-Service Portal	Y

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	CF 377.6-Information/Verification Needed	CF 377.6_English.pdf CF 377.6_Arabic.pdf CF 377.6_ Armenian.pdf CF 377.6_Chinese.pdf CF 377.6_Cambodian.pdf CF 377.6_Farsi.pdf CF 377.6_Russain.pdf CF 377.6_Korean.pdf CF 377.6_Lao.pdf CF 377.6_Hmong.pdf CF 377.6_Spanish.pdf CF 377.6_Tagalog.pdf CF 377.6_Vietnamese.pdf

4   REQUIREMENTS

4.1   Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices; p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices; t. Corrective NOAs on State Fair Hearing decisions; u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices.	CF 377.6 is being added in English and all available threshold languages.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-203681

Form Change ACL-046 AAP 4 (4-18) Eligibility Certification Adoption Assistance Program

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Lianel Richwin
	Reviewed By	Madhan Kumar

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/05/2023	1.0	Initial Draft	Lianel Richwin

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1 OVERVIEW

The purpose of this SCR is to add AAP 4 to CalSAWS in English language.

1.1 Current Design

Currently AAP 4 is not available in CalSAWS Template Repository.

1.2 Requests

Add AAP 4 (4/22) - ELIGIBILITY CERTIFICATION ADOPTION ASSISTANCE PROGRAM in English language in CalSAWS Template Repository.

1.3 Overview of Recommendations

Add AAP 4 (4/22) - ELIGIBILITY CERTIFICATION ADOPTION ASSISTANCE PROGRAM in English language in CalSAWS Template Repository.

1.4 Assumptions

1. All fields (blank or prepopulated) will be editable.
2. Supporting Documents section references attachments found on JIRA.

2 RECOMMENDATIONS

2.1 Add AAP 4 in English language to CalSAWS

2.1.1 Overview

Add AAP4 in English language to CalSAWS.

State Form: AAP4 (4/22)

Programs: AAP

Forms Category: Forms

Template Repository Visibility: All counties

Form Title (Document List Page Displayed Name):
ELIGIBILITY CERTIFICATION ADOPTION ASSISTANCE PROGRAM

Imaging Form Name: Eligibility Certification AAP

Imaging Document Type: Adoption Assistance Program (AAP)

Imaging Case/Person: Case

2.1.2 Form Verbiage

Add AAP 4 English XDP to CalSAWS

Add English XDP to the latest state version (4/22).

The form will have 3 impressions. First impression will have coversheet with standard header. Second impression will be a blank page. Third impression will follow the state version.

Form Header: CalSAWS Standard Header (HEADER_1)

Include NA Back 9: No

Form Number: AAP 4

Form Mockups/Examples: See supporting documents #1

2.1.3 Form Generation Conditions

Add AAP 4 in English language to Template Repository

The AAP 4 (4/22) ELIGIBILITY CERTIFICATION ADOPTION ASSISTANCE PROGRAM added only to Template Repository

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

Add Form Print Options and Mailing Requirements

The following are the print and mailing requirements for AAP 4.

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:

Mailing Options	Option for AAP 4 Form
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	Same Day Priority

Add Form Control

Add an imaging barcode for AAP 4.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Additional Options:

Requirement	Option for AAP 4 Form
Post to Self-Service Portal	Y

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	AAP 4	AAP4.pdf

4   REQUIREMENTS

4.1   Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	CalSAWS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a	AAP 4 (4/22) id being added to CalSAWS.

	change in worker, telephone hours or Local Office Site;	
	g. Information notices and stuffers;	
	h. Case-specific verification/referral forms;	
	i. GR Vendor notices;	
	k. Court-mandated notices, including Balderas notices;	
	l. SSIAP appointment notices;	
	m. Withdrawal forms;	
	n. COLA notices;	
	o. Time limit notices;	
	p. Transitioning of aid notices;	
	q. Interface triggered forms and notices (e.g., IFDS, IEVS);	
	r. Non-compliance and sanction notices;	
	s. Benefit issuance and benefit recovery forms and notices, including reminder notices;	
	t. Corrective NOAs on State Fair Hearing decisions;	
	u. CSC paper ID cards with LRS-generated access information; and	
	v. CSC PIN notices.	

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-222827

ACL 20-132 CalFresh Eligible Rules and Reporting on Substantial Lottery or Gambling Winnings

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Maria Jensen, Sridhar Mullapudi
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
02/14/2023	1.0	Initial draft	Maria Jensen, Sridhar Mullapudi
03/23/2023	1.1	Updated fragment verbiage per CRPC. Added Supporting Documents	Tiffany Huckaby Maria Jensen
4/11/2023	1.2	Updated recommendation and examples for 2.1.2.1 Added new assumption 1.4.4 Added clarification for 2.1.2.3	Sridhar Mullapudi
4/25/2023	1.3	Removed project requirement section. Added clarification to section 1.2.2	Maria Jensen, Sridhar Mullapudi

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1 OVERVIEW

1.1 Current Design

Substantial lottery or gambling winnings added to the system as Property of type "Winnings' are treated as liquid property during EDBC determination and used in the household (HH) resource test if the HH is not eligible for Categorical Eligibility (CE) or Modified Categorical Eligibility (MCE).

There is no EDBC logic for failing the CalFresh program when a household reports substantial lottery or gambling winnings which is above the elderly/disabled resources limit.

1.2 Requests

1. All members of a household must lose eligibility when a household member has received substantial lottery or gambling winnings, until the household's income and resources do not exceed the federal limits.
2. When a household that failed for receiving substantial lottery or gambling winnings reapplies, eligibility rules must be used to determine the household's eligibility and the household must not be considered categorically eligible or MCE. The CalFresh gross income (==unless there is an elderly or disabled HH member==), net income, and resource test must be applied.
3. Generate a CF Discontinuance NOA with reason 'Lottery or Gambling Winnings' when EDBC fails with same reason.

1.3 Overview of Recommendations

1. Update EDBC logic discontinue a household with a new discontinuance reason when the household's 'Winnings' property is over the elderly/disabled resources limit.
2. When the program is discontinued with the reason 'Lottery or Gambling Winnings' and reapplied after the discontinuance, then the EDBC rules should not consider the household as Categorically Eligible (CE) or Modified Categorically Eligible (MCE).
3. Generate a CF Discontinuance NOA with reason 'Lottery or Gambling Winnings' when EDBC fails with same reason.

1.4 Assumptions

1. There will be no impact on Transitional CalFresh (TCF) program.
2. Treatment of Income 'Winnings' is currently exempt for CalFresh Program and shall remain unchanged.

3. Existing NOAs for 'Over Income' and 'Over Property/Resources' will not require updates with this effort. A new NOA reason will be created specifically for the new EDBC status failure reason of 'Lottery or Gambling Winnings'.
4. Current determination of income/resource limits and tests results for Non CE/MCE cases shall remain unchanged.
5. Current change reason functionality to determine the apply date for a reported property shall remain unchanged.

2 RECOMMENDATIONS

2.1 Winnings Property Determination EDBC Changes

2.1.1 Overview

Update the EDBC logic to determine when the household's Lottery or Gambling Winnings identified under 'Winnings' property is over the elderly/disabled resources limit and close the program with a new closure reason 'Lottery or Gambling Winnings'.

When the entire household reapplies for CalFresh, the household shall not be considered Categorically Eligible (CE) or Modified Categorically Eligible (MCE).

2.1.2 Description of Changes

1. Update EDBC logic effective 12/01/2020 benefit month to determine if each property of type 'Winnings' for the CalFresh Household (CT208_52) is over the current elderly/disabled resource limit (CT335_85) for CalFresh Program when a valid property of type 'Winnings' exists for **any** of the following benefit months:
   a. Any month after the CalFresh application BDA month
   b. For CalFresh application BDA month after benefits are issued.

   Example1:
   CalFresh application BDA 04/01/2023 with PN01 and PN02 as active members. Applicant reports property of type 'Winnings' with a begin date 04/01/2023 of value $5000 owned 100% by PN01. EDBC run on 4/2/2023 for benefit month 04/2023 to approve the application. EDBC shall **not** deny CalFresh with reason 'Lottery or Gambling Winnings'.
   Example 2:
   CalFresh application BDA 04/01/2023 with PN01 and PN02 as active members. EDBC run on 4/2/2023 for benefit month 04/2023 to approve the application. EDBC determined the program 'Active' and **EDBC was authorized, and benefits were issued.**
   Applicant reports on 04/13/2023 about a property of type 'Winnings' begin date 04/01/2023 of value $5000 owned 100% by PN01.
   EDBC run for benefit month 05/2023 shall determine if the property 'Winnings' is over the current elderly/disabled resource limit. EDBC run for benefit month 05/2023 shall discontinue the CF program with reason 'Lottery or Gambling Winnings'.
   Example 3:
   CalFresh application BDA 03/01/2023 with PN01 and PN02 as active members, property of type 'Winnings' was reported on 04/15/2023 with a begin date 04/01/2023 of value $3000 owned 100% by PN02. Second property of type 'Winnings' was reported on 04/17/2023 with a begin date 04/01/2023 of value $4000 owned 100% by PN01.

EDBC run for benefit month 05/2023 shall determine if the property 'Winnings' is over the current elderly/disabled resource limit. Since each individual winnings property is below the current elderly/disabled resource limit, EDBC shall **not** be discontinued with reason 'Lottery or Gambling Winnings'.

<u>Example 4:</u>

CalFresh application BDA 03/01/2023 with PN01 and PN02 as active members, winnings property begin date 04/01/2023 of value $7000 owned 100% by PN01 was reported on 04/10/2023.

EDBC run for benefit month 05/2023 shall determine if the property 'Winnings' is over the current elderly/disabled resource limit. Since an individual winnings property of value $7000 is above the current elderly/disabled resource limit, EDBC shall be discontinued effective 05/2023 with reason 'Lottery or Gambling Winnings'.

<u>Example 5:</u>

CalFresh application BDA 03/01/2023 with PN01 and PN02 as active members, winnings property reported on 04/10/2023 with a begin date 04/01/2023 of value $10,000 owned 20% by PN01, and 20% by PN02, and 60% by PN03 (not part of CF HH).

EDBC run for benefit month 05/2023 shall determine if the property 'Winnings' is over the current elderly/disabled resource limit. Since an individual winnings property of value $4000 (20% from PN01 and 20% from PN02) is below the current elderly/disabled resource limit, EDBC shall **not** be discontinued with reason 'Lottery or Gambling Winnings'.

<u>Example 6:</u>

CalFresh application BDA 03/01/2023 with PN01 and PN02 as active members, winnings property reported on 04/10/2023 begin date 04/01/2023 of value $10,000 owned 75% by PN02 and 25% by PN03 (not part of CF HH).

EDBC run for benefit month 05/2023 shall determine if the property 'Winnings' is over the current elderly/disabled resource limit. Since an individual winnings property of value $7500 (75% from PN02) is above the current elderly/disabled resource limit, EDBC shall discontinued effective 05/2023 with reason 'Lottery or Gambling Winnings'

2. CTCR to add new program status reason 'Lottery or Gambling Winnings'

Category	Short Description
73	Lottery or Gambling Winnings

Lottery or Gambling Winnings: This status reason will be used by EDBC logic to close the program when and individual 'Winnings' property (CT208_52) is over the current elderly/disabled resource limit (CT335_85).

Note: Current functionality that includes the winnings under liquid property to determine if the CalFresh household is over resources shall remain unchanged.

3. When the CalFresh Programs latest discontinuance is with the reason 'Lottery or Gambling Winnings' and the same household (Active MEM/FRE on the same prior discontinued application) reapplies any time after the discontinuance, then the household is not considered as Categorically Eligible (CE) or Modified Categorically Eligible (MCE).
Note: When the reapplied household is rescinded or restored into the reapplied application, the household shall continue to not be eligible for CE or MCE determination.

When the initial reapplication of the same HH is approved after the discontinuance of the CF HH with reason 'Lottery or Gambling Winnings', the HH shall not be eligible for CE or MCE for the rest of the certification period. The same household shall be eligible to CE or MCE determination at the next Recertification (program going from TCF to CF) or redetermination of the CF program or new application.

Example 1:

HH discontinued with reason 'Lottery or Gambling Winnings'	Reapplied HH composition	Eligible for CE or MCE determination
PN01 – Active MEM PN02 – Active MEM PN03 – Active MEM	PN01 – Active MEM PN02 – Active MEM PN03 – Active MEM	No
PN01 – Active MEM PN02 – Active FRE PN03 – Active MEM	PN01 – Active MEM PN02 – Active MEM PN03 – Active MEM	No
PN01 – Active MEM PN02 – Active FRE PN03 – Active MEM	PN01 – Active MEM PN02 – Active MEM PN03 – Active MEM PN04 – Active UP	No
PN01 – Active MEM PN02 – Active FRE PN03 – Active MEM	PN01 – Active MEM PN02 – Active MEM	Yes
PN01 – Active MEM PN02 – Active FRE PN03 – Active MEM	PN01 – Active MEM PN02 – Active MEM PN03 – Active UP	Yes

PN01 – Active MEM PN02 – Active FRE PN03 – Active MEM	PN01 – Active MEM PN02 – Active MEM PN03 – Active MEM PN04 – Active MEM	Yes

Example 2: (Applies to scenarios when the same HH reapplied)

Initial CF program with PN01 and PN02 as active members. Program is discontinued with reason 'Lottery or Gambling Winnings' effective 12/2021 benefit month.

- Scenario1:
  PN01 and PN02 reapply for CF effective 02/2022 benefit month and both applicants are active members, HH is not eligible for CE or MCE determination. HH is active and are eligible for benefits.

- Scenario2:
  PN01 and PN02 reapply for CF effective 02/2022 benefit month and both applicants are active members, HH is not eligible for CE or MCE determination. HH is denied for over income.
  Same HH with PN01 and PN02 reapplies for 05/2022 benefit month. HH is not eligible for CE or MCE determination since the latest discontinuance for the HH composition is with reason 'Lottery or Gambling Winnings'. EDBC run for 05/2022 applies the resource and income tests according to the current functionality for non CE/MCE HH. HH is determined to be eligible for CF, benefits are issued, and the application is active.

- Scenario3:
  PN01 and PN02 reapply for CF effective 02/2022 benefit month and both applicants are active members, HH is not eligible for CE or MCE determination. HH is denied for over income.
  Same HH with PN01 and PN02 reapplies for 05/2022 benefit month. HH is not eligible for CE or MCE determination since the latest discontinuance for the HH composition is with reason 'Lottery or Gambling Winnings'. EDBC run for 05/2022 determined the HH to be eligible for benefits. Benefits were issued effective 05/2022.
  Running EDBC for 07/2022 benefit month HH is discontinued with reason 'Over Income'. Later, the customer provides new information that causes the HH to be rescinded for 07/2022 benefit month. When EDBC is run for 07/2022, HH is not eligible for CE or MCE determination since the latest discontinuance that was not rescinded for the HH composition is with reason 'Lottery or Gambling Winnings'.
  Note: The scenario above also applies to restoration of aid scenarios.

- Scenario4:

PN01 and PN02 reapply for CF effective 02/2022 benefit month and both applicants are active members, HH is not eligible for CE or MCE determination. HH is denied for over income.

Same HH with PN01 and PN02 reapplies for 05/2022 benefit month. HH is not eligible for CE or MCE determination since the latest discontinuance for the HH composition is with reason 'Lottery or Gambling Winnings'. EDBC run for 05/2022 determined the HH to be eligible for benefits. Benefits were issued effective 05/2022. RE period of 05/2022 – 04/2023 is established for the HH. When reestablishing RE in 05/2023 benefit month, the HH may be eligible for CE or MCE determination.

Note: The scenario above also applies to recertification scenarios when applicant is transitioning from TCF to CF.

4. Add new Journal entry when authorizing an EDBC:

Journal Entry	Description
New/Update	*New*
Type	*MCE determination (CT141_30)*
Filter	*Eligibility (CT278_EL)*
Short Description	*Not Eligible for CE or MCE Determination*
Long Description	*CF Household was previously discontinued with reason 'Lottery or Gambling Winnings'. Household is not eligible for CE or MCE determination.*
Trigger Condition	1. *CalFresh application is going from pending to active for the BDA benefit month.* 2. *HH is not eligible for CE or MCE determination since the HH was previously discontinued with reason 'Lottery or Gambling Winnings'*

2.1.3 Programs Impacted

CalFresh

2.1.4 Performance Impacts

Accessing prior discontinuance reason and HH composition during CF EDBC run impacts EDBC performance. Storing the required person and application information in a separate table during discontinuance shall improve the EDBC performance when accessing the discontinued HH information during CF EDBC run.

2.2 Add a new NOA reason for Lottery or Gambling Winnings

2.2.1 Overview

Add a new NOA reason to generate when the EDBC fails for the new reason of Lottery or Gambling Winnings. (See Recommendation 2.1)

Note: This verbiage was provided by the State per CRPC 2342.

State Form/NOA: Based on ACL 20-132

NOA Template: CF 377.4 SAR (CF_NOA_TEMPLATE)

Program(s): CalFresh

Action Type(s): Discontinuance

Fragment Level: Program level

Repeatable: No

Include a NA Back 9: Yes

  o **Includes standard NA Back 9 variable population:** Yes

Forms/NOAs generated with this NOA: N/A

Languages: English and Spanish

Threshold Languages will be added with CA-258864

2.2.2 Form/NOA Verbiage

<u>Create Fragment XDP</u>

Add the following NOA XDP verbiage into CalSAWS. To generate for the new Lottery or Gambling Winnings EDBC program reason.

NOA Mockups/Examples: See Supporting Documents #1

Description	Text	Formatting*
Static	On <DATE>, <PERSON_NAME> reported winning an amount equal to or more than $<ED_RESOURCE_LIMIT> in gambling/lottery winnings in a single hand, bet or ticket. In accordance with federal regulations, this makes <PERSON_NAME>'s entire CalFresh household ineligible to CalFresh.	Arial Font Size 10

	You may choose to reapply at any time. If your household chooses to reapply, you must prove that your household's total resources are less than <HH_RESOURCE_LIMIT>, and your household meets all income eligibility requirements in order to be eligible to CalFresh benefits.	

*English only, Spanish will generate based on project standards for that language.

2.2.3 Form/NOA Variable Population

1. Add Fragment Variable Population

The new NOA fragment for 'Lottery or Gambling Winnings' program failure reason will have four variables.

Variable Name	Population	Formatting*
ED_RESOURCE_LIMIT	This will be a variable that populates the current limit value for gambling/lottery winnings. (CT335_85)	Arial Font Size 10
DATE	Populates with current system date. For example: "02/21/2023"	Arial Font Size 10
PERSON_NAME	Populates with the owner(s) name(s) that are listed in the Property Detail of EDBC. If more than one owner populates with '/' in between names. Note: EDBC will only pull persons that are currently in the household. Example of 1 owner: "John Doe" Example of 2 owners: "John Doe / Jane Doe"	Arial Font Size 10
HH_RESOURCE_LIMIT	Populates with the resource limit for that household.	Arial Font Size 10

	BUDGET.PROP_LIMIT_AMT** For example: "$2,750".	

*English only, Spanish will generate based on project standards for that language.

**CT335_85 for HH Type of Elderly/Disabled, CT335_86 for Non Elderly/Disabled

Variables Requiring Translations: N/A, all variables are numeric or the name of the owners.

2. Add Fragment Regulations

Add the following Regulations when this new NOA Fragment generates on a NOA:

ACL 20-132; 7 CFR 273.8; 7 CFR 273.9; 7 CFR 273.10; 7 CFR 273.11(r)

Note: The above Regulations will be also used for the Spanish version.

3. Add NOA Title and Footer References for new Reason

The new NOA reason for 'Lottery or Gambling Winnings' failure will generate with the following references:

NOA Reference on Document List Page: OVER LIMIT WINNINGS

NOA Title: CalFresh Discontinuance (existing CF_TN_NOA_TYPE)

NOA Title Requires Translations: No, already exists in Spanish.

NOA Footer: CF 377.4 SAR (6/13)

NOA Footer Requires Translations: N/A

2.2.4 Form/NOA Generation Conditions

Add Fragment Generation

The new NOA reason for 'Lottery or Gambling Winnings' failure will generate when the CalFresh program fails for the new EDBC status reason of 'Lottery or Gambling Winnings' (see Recommendation 2.1).

Note: NOA logic assumes that the new EDBC status reason only applies for Discontinuances. See Recommendation 2.3.

Action Fragment: CalFresh Discontinuance Action (CF_TN_ACTION1)

Message Fragment: N/A

2.3 Regression Test Over Property and Over Income NOAs

2.3.1 Overview

Regression test existing NOAs that generate for Over Income and Over Property/Resources. These should not be impacted with the new addition of the 'Lottery or Gambling Winnings' EDBC failure reason.

2.3.2 Description of Change

Existing NOAs for Over Income and Over Property/Resources need to be validated that they are generating and populating appropriately. Confirm that these existing NOAs will not generate at the same time as the new 'Lottery or Gambling Winnings' NOA reason. See Supporting Documents #2 for list of NOA fragments impacted.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	NOA	Mockup of new NOA for 'Lottery or Gambling Winnings' failure reason	Mockup_CF_Reason_Lottery_Gambling_Winnings.pdf
2	NOA	List of existing NOA fragments that require regression testing	List_of_NOAs_to_Regression_Test.xlsx

4 OUTREACH

4.1 List

1. Generate a list of Active CalFresh programs that meet the following criteria:
   a. Currently active CF program.
   b. Active MEM/FRE on the CF program has a property of type 'Winnings' effective for benefit month 12/2020 or later.
   c. Individual 'Winnings' Property value for the CF HH is over the elderly/disabled resource limit.

List Name: List of CalFresh Programs with a Property of type Winnings
Standard Columns:
- Case Name
- Case Number
- County
- Unit
- Unit Name
- Office Name
- Worker
- Benefit Month

Additional Column(s):
Frequency: One-Time

The list will be posted to the following locations:

System	Path
CalSAWS	CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-222827

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-236637

Update NA 840A-3 Variable Population Logic

Table of Contents

1 OVERVIEW

1.1 Current Design

When an NA 840A-3 NOA with the Non-Compliance Action is generated, it populates with 'VARIABLE', rather than the non-compliance date.

Note: This NOA fragment is the verbiage taken from the right-hand side of the NA 840. The variable that is being updated is highlighted in the State version below.

1.2 Requests

1) Update the NA 840A-3 populate the appropriate non-compliance date.

1.3 Overview of Recommendations

1) Update NA 840A-3 Action Fragment Variable Population.

1.4 Assumptions

1) No other changes will be made to the NA 840A-3's Reason or Message Fragments, or to the NOA's Trigger Conditions.
2) No changes will be made to the NA 840A-1 and NA 840A-2 NOA reason fragments.
3) As per current design, if a case has more than one non-compliance (for instance, each parent has a non-compliance), two notices will be sent – one for each parent/non-compliance, and each populates with the respective non-compliance begin date.
4) As per current design, if a case has a single parent with multiple non-compliance instances with the same month the parent will be sent multiple notices (one for each non-compliance), each with the respective begin date.

2 RECOMMENDATIONS

2.1 Update NA 840A-3 Action Fragment Variable Population

2.1.1 Overview

Update CW_CH_ACTION9 Action Fragment to populate the correct Non-Compliance Begin Date.

Action Fragment Name and ID:

CW_CH_ACTION9

ID: 4107

State Form/NOA: NA 840A-3

Current Program(s): CW, WTW, REP

Current Action Type: Change

Current Fragment Level: Program

Currently Repeatable: No

Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog, Vietnamese

2.1.2 Update NOA Variable Population

Add/Update Fragment Variable Population

Update CW_CH_ACTION9 Action Fragment to populate with the correct Non-Compliance Begin Date.

Use existing global NOA logic to error out an NA 840A-3 with this Action Fragment where variables cannot be populated in full.

<PERSON_NAME>,
your cash aid will go down on <EFFECTIVE_DATE>, as we told you it would in the Notice of Action (NA 840) sent to you on <NON_COMP_BEGIN_DATE>.

Variable Name	Population	Formatting*
Non-Compliance Date <NON_COMP_BEGIN_DATE>	The Begin Date of the Program's Non-Compliance Program Status (CT124_NC)	Arial, Size 10

*English only, Spanish and threshold will generate based on project standards for that language.

Variables Requiring Translations: N/A

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	NOA	NA 840A-3 Mockup Note: NA Back 9 and Budget fragments will not be changed with this effort. The current CalSAWS version of these Form Fragments will be automatically attached per current logic.	CA-236637_NOA_Mockup.pdf

4 PROJECT REQUIREMENTS

REQ #	REQUIREMENT TEXT	How Requirement Met
CAR-1219 2.18.1.15	The LRS shall pre-populate fields of notices, NOAs, forms, and letters with designated applicant, participant, caregiver, sponsor, authorized representative, and/or any other entity s information.	Updates NA 840A-3's Variable population to display correct information.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-241921

Add Available Translations for TNB 2 to CalSAWS

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Mamata Sasumana
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/13/2023	1.0	Initial Draft	Mamata Sasumana

Table of Contents

1 OVERVIEW

This effort will add available Threshold Languages to TNB 2 in CalSAWS.

1.1 Current Design

Currently TNB 2 (8/18) is only available in English and Spanish Languages in CalSAWS Template Repository.

1.2 Requests

Add TNB 2 (8/18) Notice of approval for transitional nutrition benefit (TNB) program in available threshold languages to CalSAWS Template Repository.

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

1.3 Overview of Recommendations

Add TNB 2 (8/18) Notice of approval for transitional nutrition benefit (TNB) program to CalSAWS Template Repository in following threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

1.4 Assumptions

1. Print options for threshold forms will remain the same as the print options for English and Spanish forms.
2. There are no changes to the generation logic of these forms. The new threshold forms will be the same as the existing English and Spanish forms.
3. All fields (blank or prepopulated) will be editable.
4. Supporting Documents section references attachments found on Jira.

2   RECOMMENDATIONS

2.1   Add Available Threshold Languages to TNB 2 (8/18) to CalSAWS.

2.1.1   Overview

This section will cover the requirements for adding the TNB 2 (8/18) in available threshold languages.

State Form: TNB 2 (8/18)

Current Programs: Nutrition Benefits

Current Forms Category: NOA

Current Template Repository Visibility: All counties

Existing Languages: English, Spanish

Template Description: Notice to Customers that their Transitional Nutritional Benefits have been approved.

Imaging Form Name: NOTICE OF APPROVAL FOR TNB PROGRAM

Imaging Document Type: TNB/SNB

2.1.2   Form Verbiage

Create TNB 2 (8/18) XDP's for Threshold Languages

XDP's will be added in threshold languages for TNB 2 (8/18) form with version (8/18).

Threshold Languages: Arabic, Armenian, Cambodian, Chinese*, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

> *One translation is provided to support the three Chinese threshold languages: Cantonese, Chinese, and Mandarin.

Form Mockups/Examples: See Supporting Documents #1
Form Header: CalSAWS Standard Header #1
Form Number: TNB 2
Include NA BACK9: Yes

2.1.3   Form Variable Population

Field Mappings: Use the same field mappings as the English and Spanish Forms for population logic.

2.1.4 Form Generation Conditions

Form Print/Mailing Options

Threshold forms will have the same Form Print/Mailing Options as their corresponding English/Spanish forms.

Print Options:

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:

Mailing Options	Option for TNB 2 Form
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A

Form Control:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Additional Options:

Requirement	Option for TNB 2 Form
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	TNB 2 Threshold Languages	TNB_2_AR.pdf TNB_2_AE.pdf TNB_2_CA.pdf TNB_2_CH.pdf TNB_2_FA.pdf TNB_2_RU.pdf TNB_2_KO.pdf TNB_2_LA.pdf TNB_2_HM.pdf TNB_2_TG.pdf TNB_2_VI.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices; p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices; t. Corrective NOAs on State Fair Hearing decisions; u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices.	TNB_2 is being added in available threshold Languages to CalSAWS Template Repository.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-249673

MEDIL I 22-26 Update MC 007 in Spanish

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Deepika Babu
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/13/2023	1.0	Initial Draft	Deepika Babu

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1 OVERVIEW

The purpose of this change is to update to current version and turn on the Spanish version of form MC 007.

1.1 Current Design

Currently the MC 007 (07/22) is available in the Template Repository in English language.

1.2 Requests

1. Turn on Spanish versions for form MC 007 and update it to the newest State versions (07/22).

2. Update Spanish Non-MAGI RE Packet, Mixed HH RE Packet, MC Screening Packet and MC Turning 65 Packet generate with Spanish MC 007.

1.3 Overview of Recommendations

1. Turn on Spanish versions for form MC 007 and update it to the newest State versions (07/22).

2. Update Spanish Non-MAGI RE Packet, Mixed HH RE Packet, MC Screening Packet and MC Turning 65 Packet generate with Spanish MC 007.

1.4 Assumptions

1. MC 007 form's header consists of the DHCS standard header (Header_3-4). This effort will not change the form's header.
2. Supporting Documents section references attachments found on Jira.

2 RECOMMENDATIONS

2.1 Update to current version (07/22) and turn on the Spanish version of MC 007 form.

2.1.1 Overview

Update to current version and turn on the Spanish version of MC 007.

State Form: MC 007 (07/22)

Programs: Medi-Cal

Attached Forms: N/A

Template Description: This form is sent to Medi-Cal applicants to outline the eligibility limitations of the program, specifically those regarding real and personal property, and countable income.

Forms Category: Forms

Template Repository Visibility: All Counties

Existing Languages: English

2.1.2 Form Verbiage

Update and turn on MC 007 (07/22) XDP.

Update to current version (07/22) and turn the Spanish version back on for form MC 007.

Form Header DHCS standard header (Header_3-4)

Form Title (Document List Page Displayed Name): Medi-Cal General Property Limitations

Form Number: MC 007

Include NA Back 9: No

Imaging Form Name: MC General Property Limitations

Form Mockups/Examples: See supporting document #1

2.1.3 Form/NOA Variable Population

This form has no variables.

2.1.4 Form/NOA Generation Conditions

There will be no updates to the Form Generation, Form Control, nor Print/Mailing Options. The form will continue to be a 'Print Only', Static PDF document.

2.2 Update Non-MAGI RE Packet (Non-LA)

2.2.1 Overview

This SCR will update the Non-MAGI RE Packet (non-LA) in CalSAWS to account for the updates to forms MC 007.

State Form: Non-MAGI RE Packet

Current Programs: Medi-Cal

Current Attached Forms: Coversheet, MC 210 RV, MC 019, MC 219, MC 372, MC 007, DHCS 7077, DHCS 7077A, PUB 13, PUB 183, MC 003, NVRA VPF

Current Forms Category: Application

Current Template Repository Visibility: Migration Counties

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

2.2.2 Form/NOA Verbiage

Update Form XDP

This SCR will update the Spanish version of the packet with the current version of form MC 007.

Updated Languages: Spanish
Form Header: CalSAWS Standard Header (RD_MIG_Header)
Form Number: Non-MAGI RE Packet

2.2.3 Form/NOA Variable Population

There will be no updates to the packet's variables.

2.2.4 Form/NOA Generation Conditions

Updates to Form Generation

There will be no updates to the Form Generation, Form Control, nor Print/Mailing Options. The form will continue to have all Print Options available.

2.3 Update Mixed HH RE Packet (Non-LA)

2.3.1 Overview

This SCR will update the Mixed HH RE Packet (non-LA) in CalSAWS to account for the updates to forms MC 007.

State Form: Mixed Household RE Packet

Current Programs: Medi-Cal

Current Attached Forms: Coversheet, MC 217, MC 019, MC 219, MC 372, MC 007, DHCS 7077, DHCS 7077-A, PUB 13, PUB 183, MC 003, NVRA VPF

Current Forms Category: Application

Current Template Repository Visibility: Migration Counties

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

2.3.2 Form/NOA Verbiage

Update Form XDP

This SCR will update the Spanish version of the packet with the current version of form MC 007.

Updated Languages: Spanish
Form Header: CalSAWS Standard Header (RD_MIG_Header)
Form Number: Mixed Household RE Packet

2.3.3 Form/NOA Variable Population

There will be no updates to the packet's variables.

2.3.4 Form/NOA Generation Conditions

Updates to Form Generation

There will be no updates to the Form Generation, Form Control, nor Print/Mailing Options. The form will continue to have all Print Options available.

2.4 Update MC Screening Packet

2.4.1 Overview

This SCR will update the MC Screening Packet in CalSAWS to account for the updates to forms MC 007.

State Form: Non-MAGI Screening Packet

Current Programs: Medi-Cal

Current Attached Forms: Cover Letter, Non-MAGI Informing Letter, MC 604 IPS, MC 007, PUB 10, DHCS 7077, DHCS 7077A, APTC CSR Brochure, VRC

Current Forms Category: Application

Current Template Repository Visibility: All Counties

Existing Languages: English, Spanish

2.4.2 Form/NOA Verbiage

Update Form XDP

This SCR will update the Spanish version of the packet with the current version of form MC 007.

Updated Languages: Spanish
Form Header: CalSAWS Standard Header (RD_MIG_Header)
Form Number: Non-MAGI Screening Packet

2.4.3 Form/NOA Variable Population

There will be no updates to the packet's variables.

2.4.4 Form/NOA Generation Conditions

Updates to Form Generation

There will be no updates to the Form Generation, Form Control, nor Print/Mailing Options. The form will continue to have all Print Options available.

2.5 Update MC Turning 65 Packet

2.5.1 Overview

This SCR will update the MC Turning 65 Packet in CalSAWS to account for the updates to forms MC 007.

State Form: Non-MAGI Turning 65 Packet

Current Programs: Medi-Cal

Current Attached Forms: Cover Letter, Non-MAGI Informing Letter, MC 604 IPS, MC 007, PUB 10, DHCS 7077, DHCS 7077A, VRC

Current Forms Category: Application

Current Template Repository Visibility: All Counties

Existing Languages: English, Spanish

2.5.2 Form/NOA Verbiage

Update Form XDP

This SCR will update the Spanish version of the packet with the current version of form MC 007.

Updated Languages: Spanish
Form Header: CalSAWS Standard Header (RD_MIG_Header)
Form Number: Non-MAGI Turning 65 Packet

2.5.3 Form/NOA Variable Population

There will be no updates to the packet's variables.

2.5.4 Form/NOA Generation Conditions

Updates to Form Generation

There will be no updates to the Form Generation, Form Control, nor Print/Mailing Options. The form will continue to have all Print Options available.

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.	Form	MC 007 (07/22)	MC007_SP.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices; p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices; t. Corrective NOAs on State Fair Hearing decisions; u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices.	MC 007 is updated for Spanish language to latest version (07/22). The Non-MAGI RE Packet, Mixed HH RE Packet, MC Screening Packet and MC Turning 65 Packet will also be updated in Spanish version with account to MC 007(07/22).

California Statewide Automated Welfare System

Design Document

CA-250406

Add Available Translations for CF 377.7F1 to CalSAWS

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Nisarga N
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/09/2023	1.0	Initial Draft	Nisarga N

Table of Contents

1   OVERVIEW

This effort will add available Threshold Languages to CF 377.7F1 in CalSAWS.

1.1   Current Design

Currently CF 377.7F1 (10/17) is only available in English and Spanish Languages in CalSAWS Template Repository.

1.2   Requests

Add CF 377.7F1 (10/17) CalFresh Repayment Final Notice Intentional Program Violation (IPV) in available threshold languages to CalSAWS Template Repository.

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

1.3   Overview of Recommendations

Add CF 377.7F1 (10/17) CalFresh Repayment Final Notice Intentional Program Violation (IPV) to CalSAWS Template Repository in following threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

1.4   Assumptions

1. Print options for threshold forms will remain the same as the print options for English and Spanish forms.
2. There are no changes to the generation logic of these forms. The new threshold forms will be the same as the existing English and Spanish forms.
3. All fields (blank or prepopulated) will be editable.
4. Supporting Documents section references attachments found on Jira.

2   RECOMMENDATIONS

2.1   Add Available Threshold Languages to CF 377.7F1 to CalSAWS.

2.1.1   Overview

This section will cover the requirements for adding the CF 377.7F1 in available threshold languages.

State Form: CF 377.7F1 (10/17)

Current Programs: CalFresh

Current Attached Forms: N/A

Current Forms Category: Forms

Current Template Repository Visibility: All counties

Existing Languages: English, Spanish

Template Description: Notice of CalFresh Repayment Final Notice Intentional Program Violation (IPV).

Imaging Form Name: CF REPAYMENT FINAL NOTICE IPV

Imaging Document Type: Overpayment/Overissuance (OP/OI)

2.1.2   Form Verbiage

Create CF 377.7F1 (10/17) XDP's for Threshold Languages

XDP's will be added in threshold languages for CF 377.7F1 form with version (10/17).

Threshold Languages: Arabic, Armenian, Cambodian, Chinese*, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

> *One translation is provided to support the three Chinese threshold languages: Cantonese, Chinese, and Mandarin.

Form Mockups/Examples: See Supporting Documents #1
Form Header: CalSAWS Standard Header #1
Form Number: CF 377.7F1
Include NA BACK9: Yes

2.1.3   Form Variable Population

Field Mappings: Use the same field mappings as the English and Spanish Forms for population logic.

2.1.4 Form Generation Conditions

<u>Form Print/Mailing Options</u>
Threshold forms will have the same Form Print/Mailing Options as their corresponding English/Spanish forms.

Print Options:

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:

Mailing Options	Option for CF 377.7F1 Form
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A

Form Control:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Additional Options:

Requirement	Option for CF 377.7F1 Form
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	CF 377.7F1 Threshold Languages	CF_377.7F1_AR.pdf CF_377.7F1_AE.pdf CF_377.7F1_CA.pdf CF_377.7F1_CH.pdf CF_377.7F1_FA.pdf CF_377.7F1_RU.pdf CF_377.7F1_KO.pdf CF_377.7F1_LA.pdf CF_377.7F1_HM.pdf CF_377.7F1_TG.pdf CF_377.7F1_VI.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices; p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices; t. Corrective NOAs on State Fair Hearing decisions; u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices.	CF 377.7F1 is being added in available threshold Languages to CalSAWS Template Repository.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-250407

Add Available Translations for CF 377.7F to CalSAWS

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Sagar Karnawadi
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/05/2023	1.0	Initial Draft	Sagar Karnawadi

Table of Contents

1   OVERVIEW

The purpose of this SCR is to add CF 377.7F-CalFresh Overissuance Notice Change From IHE to IPV in threshold languages to CalSAWS.

1.1   Current Design

Currently CF 377.7F-CalFresh Overissuance Notice Change From IHE to IPV is available only in English and Spanish languages in CalSAWS.

1.2   Requests

Add available threshold languages for CF 377.7F (10/17) CalFresh Overissuance Notice - Change From Inadvertent Household Error (IHE) To Intentional Program Violation (IPV) to CalSAWS Template Repository.

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese.

1.3   Overview of Recommendations

Add available threshold languages for CF 377.7F (10/17) CalFresh Overissuance Notice - Change From Inadvertent Household Error (IHE) To Intentional Program Violation (IPV) to CalSAWS Template Repository.

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese.

1.4   Assumptions

1. All fields (blank or prepopulated) will be editable.
2. Supporting Documents section references attachments found on JIRA.

2   RECOMMENDATIONS

2.1   Add new CF 377.7F to CalSAWS in available threshold languages.

2.1.1   Overview

Currently the translations of the CF 377.7F-CalFresh Overissuance Notice Change From IHE to IPV is not in the CalSAWS.

State Form: CF 377.7F (10/17)

Programs: CalFresh

Forms Category: Form

Template Repository Visibility: All Counties

Form Title (Document List Page Displayed Name):

CALFRESH OVERISSUANCE NOTICE CHANGE FROM INADVERTENT HOUSEHOLD ERROR (IHE) TO INTENTIONAL PROGRAM VIOLATION (IPV)

Imaging Form Name: CF OI NOTICE CHANGE FROM IHE TO IPV

Imaging Document Type: Overpayment/Overissuance (OP/OI)

Imaging Case/Person: Case

Existing Languages: English, Spanish.

2.1.2 Form Verbiage

Create CF 377.7F XDP.

A new XDP will be created in threshold languages for CF 377.7F form with version (10/17).

Languages: Arabic, Armenian, Cambodian, Chinese *, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese.

> *One translation is provided to support the three Chinese threshold languages: Cantonese, Chinese, and Mandarin

Form Header: CalSAWS Standard Header (HEADER_1_EN)

Form Number: CF 377.7F

Include NA Back 9: Yes

Form Mockups/Examples: See supporting documents #1

2.1.3 Form Generation Conditions

Add CF 377.7F (10/17) to Template Repository in all available languages.

The CF 377.7F(10/17) CalFresh Overissuance Notice Change From IHE to IPV is added to the Template Repository.

Required Document Parameters: Customer Name, Case Number, Program, Language, Recovery Account Number.

Add Form Print Options and Mailing Requirements

The following are the print and mailing requirements for CalFresh Overissuance Notice Change From IHE to IPV.

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:

Mailing Options	Option CF 377.7F
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	Same Day Priority

Add Form Control

Add an imaging barcode for CF 377.7F

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Additional Options:

Requirement	Option for CF 377.7F Form
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	CF 377.7F Available Languages	CF_377_7F_Arabic.pdf CF_377_7F_Cambodian.pdf CF_377_7F_Farsi.pdf CF_377_7F_Hmong.pdf CF_377_7F_Korean.pdf CF_377_7F_Lao.pdf CF_377_7F_Tagalog.pdf CF_377_7F_Vietnamese.pdf CF377_7F_Chinese.pdf CF377_7F_Russian.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	CalSAWS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices; p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices; t. Corrective NOAs on State Fair Hearing decisions; u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices.	CF 377.7F (10/17) is being added in all available threshold languages.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-250591

Remove PII from Emails triggered thru Batch Jobs

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Shining Liu
	Reviewed By	Edgars Reinholds, Chitra Barsagade, Himanshu Jain

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
3/24/2023	1.0	Initial draft	Shining Liu

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1   OVERVIEW

This SCR outlines the necessary modifications to remove PII from emails sent by batch jobs.

1.1   Current Design

Some emails triggered by batch jobs are sent to customers or workers containing Personally Identifiable Information (PII).

1.2   Requests

Update emails triggered by batch jobs that are sent to customers or workers so that they no longer contain PII.

1.3   Overview of Recommendations

1. Update emails triggered by batch jobs that are sent to customers or workers so that they no longer contain PII.

1.4   Assumptions

1. All existing functionalities will remain unchanged unless called out as part of this SCR.
2. All emails sent by batch jobs, other than the ones explicitly mentioned in this SCR, do not contain PII and do not need to be modified, or have been permanently decommissioned.
3. For the purposes of this SCR, the following data points are considered PII and must be removed from emails: customer first name, customer last name, and date of birth. Free text that has potential to contain PII must also be removed.

2   RECOMMENDATIONS

2.1   Remove PII from Emails Sent by Batch Jobs

2.1.1   Overview

This section outlines the necessary modifications to remove PII from emails sent by batch jobs.

2.1.2   Description of Change

1. Modify the email body sent by PB00B112 so that it does not include the date of birth of each participant.
   a. Current email body

Program	Case #	DOB	Age	Placement/ KG Summary Start Date	Worker Name	Worker Office	Supervisor Name
<Program Code>	<Case #>	<Date>	<Age>	<Date>	<Worker Name>	<Office Name>	<Supervisor Name>

   b. New email body

Program	Case #	Age	Placement/ KG Summary Start Date	Worker Name	Worker Office	Supervisor Name
<Program Code>	<Case #>	<Age>	<Date>	<Worker Name>	<Office Name>	<Supervisor Name>

2. Modify the email body sent by PB19C1900 so that it does not include the name of the participant.
   a. Current email body
      i. This is a reminder for <Participant Name> for <Appointment Type> Appointment scheduled on <Date> at <Time>.
   b. New email body
      i. This is a reminder that you have a <Appointment Type> Appointment scheduled on <Date> at <Time>.
3. Modify the email body sent by PBXXC907 so that it does not include the name of the customer or appointment letter comments.
   a. Current email body
      i. A customer appointment has been created for you within CalSAWS. Please update your local e-mail calendar. Date: <Date> Time: <Time> Location: <Address> Case Number: <Case Number> Customer(s): <Customer Name> Cell: <Phone Number> Comments: <Comments>

5

    b. New email body

        i. A customer appointment has been created for you within CalSAWS. Please update your local e-mail calendar. Date: <Date> Time: <Time> Location: <Address> Case Number: <Case Number> Cell: <Phone Number>

2.1.3 Execution Frequency

PB00B112 – Daily

PB19C1900 – Daily

PBXXC907 – Monthly on 5th business day

2.1.4 Key Scheduling Dependencies

PB00B112 – N/A

PB19C1900 – N/A

PBXXC907 – must complete before AN_CURATION_REPORTS_REDETERMINATION_FINAL_EXCEPTION_REPORT

2.1.5 Counties Impacted

All counties

2.1.6 Category

No Change

2.1.7 Data Volume/Performance

N/A

2.1.8 Failure Procedure/Operational Instructions

Batch Support 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.)

3   REQUIREMENTS

3.1   Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.20.1.2	The LRS shall trigger automated requests for LRS Data exchange of information with other systems, based on information captured during the application registration, application evaluation, intake, case maintenance, and referral processes.	PII in emails sent by batch jobs will be removed.
3.4.1.6	The LRS shall encrypt all LRS Personally Identifiable Information (PII), Personal Health Information (PHI) Data in transit and at rest. Encryption will be based on the capabilities of the parties for which the data is being transmitted.	PII in emails sent by batch jobs will be removed.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-250696

Update NA 1239 to match the latest version
and add threshold languages to M44-316B NOA

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Nisarga N
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
02/15/2022	1.0	Initial Draft	Nisarga N

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1 OVERVIEW

This effort will update NA 1239 to match the latest version and add threshold languages to M44-316B NOA.

1.1 Current Design

Currently NA 1239 (10/12) budget and M44-316B (09/2013) NOA is available in English and threshold languages in CalSAWS.

1.2 Requests

1. Update and add NA 1239 budget to match the latest version (8/21).
2. Add Threshold Languages to the CalSAWS for the M44-316B (A752C) NOA. Languages Include: Arabic, Farsi, Hmong, and Lao.

1.3 Overview of Recommendations

1. Update and add NA 1239 to match the latest version (8/21).
   Languages Include: English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese.
2. Add Threshold Languages to the CalSAWS for the M44-316B (A752C) NOA. Languages Include: Arabic, Farsi, Hmong, and Lao.

1.4 Assumptions

1. The triggering conditions of the NOA Fragments for Threshold Generation remains the same as English and are not being updated.
2. The NOA template remains the same and is not being updated.
3. The existing variable population is not being updated with this effort.

2 RECOMMENDATIONS

2.1 Update NA 1239 to match the latest version for all available languages in CalSAWS.

2.1.1 Overview

The NA1239 will be updated to match the latest version in all the available languages.

Fragment Name and ID: BUDGT_CW_APPROVAL_SAR (Fragment ID: 1289)

Current Program(s): CalWORKs

Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Tagalog, Vietnamese.

2.1.1 Form/NOA Verbiage

Update the XDPs to the latest version.

Update languages: English, Spanish, Arabic, Armenian, Cambodian, Chinese*, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese.

*One translation is provided to support the three Chinese threshold languages: Cantonese, Chinese, and Mandarin.

NOA Mockups/Examples: Supporting Documents #1

2.1.2 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.1.3 Form/NOA Generation Conditions

No updates to existing trigger conditions.

2.2 Add M44-316B (A752C) NOA in Arabic, Farsi, Hmong, and Lao languages to CalSAWS.

2.2.1 Overview

The M44-316B NOA will be added in Arabic, Farsi, Hmong, and Lao languages to CalSAWS.

Reason Fragment Name and ID: CW_CH_CNTBL_INCOME_INC_A752 (Fragment ID: 6366)

State Form/NOA: M44-316B (09/2013)

Current NOA Template: CW_NOA_TEMPLATE

Current Program(s): CalWORKs

Current Action Type: Change

Current Fragment Level: Program

Currently Repeatable: No

Include NA Back 9: Yes

Current Forms/NOAs Generated with this NOA: NA 1239 SAR

Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog, and Vietnamese

2.2.2 Form/NOA Verbiage

Add M44-316B verbiage to A752C NOA in Arabic, Farsi, Hmong and Lao languages.

Add Threshold languages: Arabic, Farsi, Hmong and Lao.

NOA Mockups/Examples: Supporting Documents #5

Reason Fragment Verbiage:

Description	Text	Formatting
<STATIC_SECTION>	You reported income of _____. This is over your family's income reporting threshold (IRT). Your IRT was _____ for a family of _____. When you report income over the IRT the County refigures your cash aid amount.	Arial Font Size 10
<DYNAMIC_SECTION>	The monthly cash aid amount figured on this notice is less than $10.00. We can't pay aid for an amount less than $10.00. Months in which we do not pay aid do not count against your 60-month time limit, unless: • we are collecting an overpayment, or • you are eligible for less than $10 because of a penalty, or • you get a non-recurring special need payment. Contact the County if you would like more details about time on aid. You can still get other CalWORKs programs and services, if you are eligible, including: • Welfare to Work; • Child care; • Transportation supportive services to go to work, school, training or approved activities; • Being paid back for work and school related expenses; and • Homeless assistance Contact the County for specific details about the above programs or services. Although you won't get a cash aid payment, you are still on the CalWORKs program and must continue to	Arial Font Size 10

	send in your reports by the dates the County tells you they are due, and you must do this to keep your Medi-Cal. If child support is being collected, the County will continue to collect it and you can always contact the County if things change to see if you can get a cash aid payment.	

2.2.3 Form/NOA Variable Population

No updates to this Section.

2.2.4 Form/NOA Generation Conditions

No updates to this Section.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	NOA	M44-316B	M44-316B_AR.pdf M44-316B_FA.pdf M44-316B_HM.pdf M44-316B_LA.pdf
2	NOA	NA 1239 budget	NA1239SAR.zip

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

| 2.18.3.3 CAR-1239 | The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:

a. Appointment notices;

b. Redetermination, Recertification, and/or Annual Agreement notices and forms;

c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);

d. Periodic reporting notices;

e. Contact letters;

f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;

g. Information notices and stuffers;

h. Case-specific verification/referral forms;

i. GR Vendor notices;

k. Court-mandated notices, including Balderas notices;

l. SSIAP appointment notices;

m. Withdrawal forms;

n. COLA notices;

o. Time limit notices;

p. Transitioning of aid notices;

q. Interface triggered forms and notices (e.g., IFDS, IEVS);

r. Non-compliance and sanction notices;

s. Benefit issuance and benefit recovery forms and notices, including reminder notices;

t. Corrective NOAs on State Fair Hearing decisions;

u. CSC paper ID cards with LRS-generated access information; and

v. CSC PIN notices. | NA1239 are being added and updated in all available languages.

M44-316B is being added in Arabic, Farsi, Hmong and Lao languages. |

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-251212

Add Threshold Languages to

Medi-Cal NOA Generation (MC MAGI-D)

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Nisarga N
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
01/30/2023	1.0	Initial Document	Nisarga N

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1 OVERVIEW

The purpose of this change is to Add Threshold languages for Medi-Cal NOA Generation (MC MAGI-D).

1.1 Current Design

Not all NOAs generate in all Threshold Languages (Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, Vietnamese). Generation of a Threshold Language is dependent on the translations available for other NOA fragments and the State Template.

1.2 Requests

1. Add Threshold languages to H_DN_RETRO_FAIL_DETER_VERIF_H411 to match with the state version.
   Languages include: Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
2. Add Threshold languages to H_DN_PARENT_CARETAKER_H412 to match with the state version.
   Languages include: Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
3. Add Threshold languages to H_DN_PARENT_CARETAKER_H413 to match with the state version.
   Languages include: Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
4. Add Threshold languages to H_DN_DUPLICATE_APPLICATION_H104 to match with the state version.
   Languages include: Arabic, Farsi, Hmong, Lao.
5. Add Threshold languages to H_DN_NOT_CA_RESIDENT_H101 to match with the state version.
   Languages include: Arabic, Farsi, Hmong, Lao.
6. Add Threshold languages to H_DN_RECEIVES_SSI_H108 to match with the state version.
   Languages include: Arabic, Farsi, Hmong, Lao.
7. Add Threshold languages to H_DN_NON_COOP_CHILD_NON_COMP_H424 to match with the state version.
   Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
8. Add Threshold languages to H_DN_DECEASED_H106 to match with the state version.
   Languages include: Arabic, Farsi, Hmong, Lao.
9. Add Threshold languages to H_DN_NAME_IDENTITY_NON_COMP_H423 to match with the state version.
   Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

10. Add Threshold languages to H_DN_REFUSED_UIB_NON_COMP_H418 to match with the state version.
    Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
11. Add Threshold languages to H_DN_RETRO_CAT_INELIG_H404 to match with the state version.
    Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
12. Add Threshold languages to H_DN_RETRO_WRITTEN_WITHDRAWAL_H202 to match with the state version.
    Languages include: Arabic, Farsi, Hmong, Lao.
13. Add Threshold languages to H_DN_WHEREABOUTS_UNKNOWN_H107 to match with the state version.
    Languages include: Arabic, Farsi, Hmong, Lao.
14. Add Threshold languages to H_DN_CHILD_APPLIED_FOR_SELF_H103 to match with the state version.
    Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
15. Add Threshold languages to H_DN_RETRO_ON_AID_ANOTHER_CASE_H205 to match with the state version.
    Languages include: Arabic, Farsi, Hmong, Lao.
16. Add Threshold languages to H_DN_RETRO_NOT_CA_RESIDENT_H201 to match with the state version.
    Languages include: Arabic, Farsi, Hmong, Lao.
17. Add Threshold languages to H_DN_TN_MFJ_SPOUSE_INFO_H115 to match with the state version.
    Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
18. Add Threshold languages to H_DN_RETRO_DUPLICATE_APPLICATION_H204 to match with the state version.
    Languages include: Arabic, Farsi, Hmong, Lao.
19. Add Threshold languages to H_DN_FTP_THIRD_PARTY_LIABILITY_NON_COMP_H421 to match with the state version.
    Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
20. Add Threshold languages to H_DN_RETRO_CHILD_APPLED_FOR_SELF_H203 to match with the state version.
    Languages include: Arabic, Farsi, Hmong, Lao.
21. Add Threshold languages to H_DN_RETRO_DECEASED_H206 to match with the state version.
    Languages include: Arabic, Farsi, Hmong, Lao.
22. Add Threshold languages to H_DN_RETRO_WHEREABOUTS_UNKNOWN_H207 to match with the state version.
    Languages include: Arabic, Farsi, Hmong, Lao.
23. Add Threshold languages to H_DN_RETRO_RECEIVES_SSI_H208 to match with the state version.
    Languages include : Arabic, Farsi, Hmong, Lao.

24. Add Threshold languages to H_DN_FAIL_REDETER_VERIF_H410 to match with the state version.
   Languages include : Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
25. Add Threshold languages to H_DN_ON_AID_ANOTHER_CASE_H105 to match with the state version.
   Languages include : Arabic, Farsi, Hmong, Lao.
26. Add Threshold languages to H_DN_WRITTEN_WITHDRAWAL_H102 to match with the state version.
   Languages include : Arabic, Farsi, Hmong, Lao.
27. Add Threshold languages to H_DN_CAT_INELIG_H403 to match with the state version.
   Languages include : Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

1.3   Overview of Recommendations

1. Add threshold Languages for the MC MAGI-D RETRO FAIL DETER VERIF Approved with reason code H411D.
2. Add threshold Languages for the MC MAGI-D PARENT CARETAKER with a reason code H412D.
3. Add threshold Languages for the MC MAGI-D PARENT CARETAKER with a reason code H413D.
4. Add threshold languages for the MC MAGI-D DUPLICATE APPLICATION with a reason code H104D.
5. Add threshold languages for the MC MAGI-D NOT CA RESIDENT with a reason code H101D.
6. Add threshold languages for the MC MAGI-D RECEIVES SSI with a reason code H108D.
7. Add threshold languages for the MC MAGI-D NON COOP CHILD NON COMP with a reason code H424D.
8. Add threshold languages for the MC MAGI-D DECEASED with a reason code H106D.
9. Add threshold languages for the MC MAGI-D NAME IDENTITY NON COMP with a reason code H423D.
10. Add threshold languages for the MC MAGI-D REFUSED UIB NON COMP with a reason code H418D.
11. Add threshold languages for the MC MAGI-D RETRO CAT INELIG with a reason code H404D.
12. Add threshold languages for the MC MAGI-D RETRO WRITTEN WITHDRAWAL with a reason code H202D.
13. Add threshold languages for the MC MAGI-D WHEREABOUTS UNKNOWN with a reason code H107D.
14. Add threshold languages for the MC MAGI-D CHILD APPLIED FOR SELF with a reason code H103D.

15. Add threshold languages for the MC MAGI-D RETRO ON AID ANOTHER CASE with a reason code H205D.
16. Add threshold languages for the MC MAGI-D RETRO NOT CA RESIDENT with a reason code H201D.
17. Add threshold languages for the MC MAGI-D TN MFJ SPOUSE INFO with a reason code H115D.
18. Add threshold languages for the MC MAGI-D RETRO DUPLICATE APPLICATION with a reason code H204D.
19. Add threshold languages for the MC MAGI-D FTP THIRD PARTY LIABILITY NON COMP with a reason code H421D.
20. Add threshold languages for the MC MAGI-D RETRO CHILD APPLED FOR SELF with a reason code H203D.
21. Add threshold languages for the MC MAGI-D RETRO DECEASED with a reason code H206D.
22. Add threshold languages for the MC MAGI-D RETRO WHEREABOUTS UNKNOWN with a reason code H207D.
23. Add threshold languages for the MC MAGI-D RETRO RECEIVES SSI with a reason code H208D.
24. Add threshold languages for the MC MAGI-D FAIL REDETER VERIF with a reason code H410D.
25. Add threshold languages for the MC MAGI-D ON AID ANOTHER CASE with a reason code H105D.
26. Add threshold languages for the MC MAGI-D WRITTEN WITHDRAWAL with a reason code H102D.
27. Add threshold languages for the MC MAGI-D CAT INELIG with a reason code H403D.

1.4   Assumptions

1. The triggering conditions of the Common NOA Fragments for Threshold Generation remain the same and are not being updated.
2. The NOA template remains the same and is not being updated.
3. The existing variable population is not being updated with this effort.
4. The common fragments will be added as part of CA-214024.

2 RECOMMENDATIONS

2.1 Add threshold Languages for the MC MAGI-D RETRO FAIL DETER VERIF Approved with reason code H411D.

2.1.1 Overview

Add threshold languages for H_DN_RETRO_FAIL_DETER_VERIF_H411 NOA reason Fragments in CalSAWS.

Reason Fragment Name and ID: H_DN_RETRO_FAIL_DETER_VERIF_H411 (Fragment ID: 6891)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: N/A
Existing Languages: English

2.1.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Add Threshold languages: Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

NOA Mockups/Examples: Supporting Documents #3

2.1.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English form for existing population logic.

2.1.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

2.2 Add threshold Languages for the MC MAGI-D PARENT CARETAKER with a reason code H412D.

2.2.1 Overview

Add threshold languages for H_DN_PARENT_CARETAKER_H412 NOA reason Fragments in CalSAWS.

Reason Fragment Name and ID: H_DN_PARENT_CARETAKER_H412 (Fragment ID: 7520)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: N/A
Existing Languages: English

2.2.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

NOA Mockups/Examples: Supporting Documents #3

2.2.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English form for existing population logic.

2.2.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

2.3 Add threshold Languages for the MC MAGI-D PARENT CARETAKER with a reason code H413D.

2.3.1 Overview

Add threshold languages for H_DN_PARENT_CARETAKER_H413 NOA reason Fragments in CalSAWS.

Reason Fragment Name and ID: H_DN_PARENT_CARETAKER_H413 (Fragment ID: 7522)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: N/A
Existing Languages: English

2.3.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

NOA Mockups/Examples: Supporting Documents #3

2.3.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English form for existing population logic.

2.3.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

2.4 Add threshold languages for the MC MAGI-D DUPLICATE APPLICATION with a reason code H104D.

2.4.1 Overview

Add threshold languages for H_DN_DUPLICATE_APPLICATION_H104 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID: H_DN_DUPLICATE_APPLICATION_H104 (Fragment ID: 7040)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: N/A
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese.

2.4.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Farsi, Hmong, Lao.

NOA Mockups/Examples: Supporting Documents #3

2.4.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.4.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

2.5 Add threshold languages for the MC MAGI-D NOT CA RESIDENT with a reason code H101D.

2.5.1 Overview

Add threshold languages for H_DN_NOT_CA_RESIDENT_H101 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID: H_DN_NOT_CA_RESIDENT_H101 (Fragment ID: 7034)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: N/A
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese.

2.5.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Farsi, Hmong, Lao.

NOA Mockups/Examples: Supporting Documents #3

2.5.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.5.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

2.6 Add threshold languages for the MC MAGI-D RECEIVES SSI with a reason code H108D.

2.6.1 Overview

Add threshold languages for H_DN_RECEIVES_SSI_H108 NOA reason Fragments in CalSAWS.

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Title Fragment Name and ID: H_DN_RECEIVES_SSI_H108 (Fragment ID: 7049)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: N/A
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese.

2.6.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Farsi, Hmong, Lao.

NOA Mockups/Examples: Supporting Documents #3

2.6.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.6.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

2.7 Add threshold languages for the MC MAGI-D NON COOP CHILD NON COMP with a reason code H424D.

2.7.1 Overview

Add threshold languages for H_DN_NON_COOP_CHILD_NON_COMP _H424 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID: H_DN_NON_COOP_CHILD_NON_COMP_H424 (Fragment ID: 7568)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: N/A
Existing Languages: English, Spanish

2.7.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
NOA Mockups/Examples: Supporting Documents #3

2.7.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.7.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

2.8 Add threshold languages for the MC MAGI-D DECEASED with a reason code H106D.

2.8.1 Overview

Add threshold languages for H_DN_DECEASED_H106 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID: H_DN_DECEASED_H106 (Fragment ID: 7045)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: N/A
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese.

2.8.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Farsi, Hmong, Lao.

NOA Mockups/Examples: Supporting Documents #3

2.8.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.8.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

2.9 Add threshold languages for the MC MAGI-D NAME IDENTITY NON COMP with a reason code H423D.

2.9.1 Overview

Add threshold languages for H_DN_NAME_IDENTITY_NON_COMP_H423 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID: H_DN_NAME_IDENTITY_NON_COMP_H423 (Fragment ID: 7567)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: N/A
Existing Languages: English, Spanish

2.9.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

NOA Mockups/Examples: Supporting Documents #3

2.9.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.9.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

2.10 Add threshold languages for the MC MAGI-D REFUSED UIB NON COMP with a reason code H418D.

2.10.1 Overview

Add threshold languages H_DN_REFUSED_UIB_NON_COMP_H418 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID: H_DN_REFUSED_UIB_NON_COMP_H418 (Fragment ID: 7562)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA:
Existing Languages: English, Spanish

2.10.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
NOA Mockups/Examples: Supporting Documents #3

2.10.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.10.4 Form/NOA Generation Conditions

No updates to existing trigger conditions

2.11 Add threshold languages for the MC MAGI-D RETRO CAT INELIG with a reason code H404D.

2.11.1 Overview

Add threshold languages for H_DN_RETRO_CAT_INELIG_H404 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID: H_DN_RETRO_CAT_INELIG_H404 (Fragment ID: 7452)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA:
Existing Languages: English, Spanish

2.11.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
NOA Mockups/Examples: Supporting Documents #3

2.11.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.11.4 Form/NOA Generation Conditions

No updates to existing trigger conditions

2.12 Add threshold languages for the MC MAGI-D RETRO WRITTEN WITHDRAWAL with a reason code H202D.

2.12.1 Overview

Add threshold languages for H_DN_RETRO_WRITTEN_WITHDRAWAL_H202 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID: H_DN_RETRO_WRITTEN_WITHDRAWAL_H202 (Fragment ID: 7037)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA:
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese.

2.12.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Farsi, Hmong, Lao.
NOA Mockups/Examples: Supporting Documents #3

2.12.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.12.4 Form/NOA Generation Conditions

No updates to existing trigger conditions

2.13 Add threshold languages for the MC MAGI-D WHEREABOUTS UNKNOWN with a reason code H107D.

2.13.1 Overview

Add threshold languages H_DN_WHEREABOUTS_UNKNOWN_H107 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID: H_DN_WHEREABOUTS_UNKNOWN_H107 (Fragment ID: 7047)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA:
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese.

2.13.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Farsi, Hmong, Lao.
NOA Mockups/Examples: Supporting Documents #3

2.13.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.13.4 Form/NOA Generation Conditions

No updates to existing trigger conditions

2.14 Add threshold languages for the MC MAGI-D CHILD APPLIED FOR SELF with a reason code H103D.

2.14.1 Overview

Add threshold languages for H_DN_CHILD_APPLIED_FOR_SELF_H103 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID: H_DN_CHILD_APPLIED_FOR_SELF_H103 (Fragment ID: 7038)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA:
Existing Languages: English, Spanish

2.14.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
NOA Mockups/Examples: Supporting Documents #3

2.14.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.14.4 Form/NOA Generation Conditions
No updates to existing trigger conditions

2.15 Add threshold languages for the MC MAGI-D RETRO ON AID ANOTHER CASE with a reason code H205D.

2.15.1 Overview

Add threshold languages for H_DN_RETRO_ON_AID_ANOTHER_CASE_H205 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID: H_DN_RETRO_ON_AID_ANOTHER_CASE_H205 (Fragment ID: 7044)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA:
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese.

2.15.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Farsi, Hmong, Lao.
NOA Mockups/Examples: Supporting Documents #3

2.15.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.15.4 Form/NOA Generation Conditions

No updates to existing trigger conditions

2.16 Add threshold languages for the MC MAGI-D RETRO NOT CA RESIDENT with a reason code H201D.

2.16.1 Overview

Add threshold languages for H_DN_RETRO_NOT_CA_RESIDENT_H201 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID: H_DN_RETRO_NOT_CA_RESIDENT_H201 (Fragment ID: 7035)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA:
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese.

2.16.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Farsi, Hmong, Lao.
NOA Mockups/Examples: Supporting Documents #3

2.16.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.16.4 Form/NOA Generation Conditions

No updates to existing trigger conditions

2.17 Add threshold languages for the MC MAGI-D TN MFJ SPOUSE INFO with a reason code H115D.

2.17.1 Overview

Add threshold languages for H_DN_TN_MFJ_SPOUSE_INFO_H115 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID: H_DN_TN_MFJ_SPOUSE_INFO_H115 (Fragment ID: 7737)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA:
Existing Languages: English, Spanish

2.17.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
NOA Mockups/Examples: Supporting Documents #3

2.17.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.17.4 Form/NOA Generation Conditions

No updates to existing trigger conditions

2.18 Add threshold languages for the MC MAGI-D RETRO DUPLICATE APPLICATION with a reason code H204D.

2.18.1 Overview

Add threshold languages for H_DN_RETRO_DUPLICATE_APPLICATION_H204 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID: H_DN_RETRO_DUPLICATE_APPLICATION_H204 (Fragment ID: 7041)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA:
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese.

2.18.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Farsi, Hmong, Lao.
NOA Mockups/Examples: Supporting Documents #3

2.18.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.18.4 Form/NOA Generation Conditions

No updates to existing trigger conditions

2.19 Add threshold languages for the MC MAGI-D FTP THIRD PARTY LIABILITY NON COMP with a reason code H421D.

2.19.1 Overview

Add threshold languages for H_DN_FTP_THIRD_PARTY_LIABILITY_ NON_COMP_H421 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID:
H_DN_FTP_THIRD_PARTY_LIABILITY_NON_COMP_H421 (Fragment ID: 7565)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA:
Existing Languages: English, Spanish

2.19.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
NOA Mockups/Examples: Supporting Documents #3

2.19.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.19.4 Form/NOA Generation Conditions

No updates to existing trigger conditions

2.20 Add threshold languages for the MC MAGI-D RETRO CHILD APPLED FOR SELF with a reason code H203D.

2.20.1 Overview

Add threshold languages for H_DN_RETRO_CHILD_APPLED_FOR_SELF_H203 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID: H_DN_RETRO_CHILD_APPLED_FOR_SELF_H203 (Fragment ID: 7039)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA:
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese.

2.20.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Farsi, Hmong, Lao.
NOA Mockups/Examples: Supporting Documents #3

2.20.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.20.4 Form/NOA Generation Conditions

No updates to existing trigger conditions

2.21 Add threshold languages for the MC MAGI-D RETRO DECEASED with a reason code H206D.

2.21.1 Overview

Add threshold languages for H_DN_RETRO_DECEASED_H206 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID: H_DN_RETRO_DECEASED_H206 (Fragment ID: 7046)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA:
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese.

2.21.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Farsi, Hmong, Lao.
NOA Mockups/Examples: Supporting Documents #3

2.21.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.21.4 Form/NOA Generation Conditions

No updates to existing trigger conditions

2.22 Add threshold languages for the MC MAGI-D RETRO WHEREABOUTS UNKNOWN with a reason code H207D.

2.22.1 Overview

Add threshold languages for H_DN_RETRO_WHEREABOUTS _UNKNOWN_H207 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID:
H_DN_RETRO_WHEREABOUTS_UNKNOWN_H207 (Fragment ID: 7048)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA:
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese.

2.22.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Farsi, Hmong, Lao.
NOA Mockups/Examples: Supporting Documents #3

2.22.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.22.4 Form/NOA Generation Conditions

No updates to existing trigger conditions

2.23 Add threshold languages for the MC MAGI-D RETRO RECEIVES SSI with a reason code H208D.

2.23.1 Overview

Add threshold languages for H_DN_RETRO_RECEIVES_SSI_H208 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID: H_DN_RETRO_RECEIVES_SSI_H208 (Fragment ID: 7051)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA:
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese.

2.23.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Farsi, Hmong, Lao.
NOA Mockups/Examples: Supporting Documents #3

2.23.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.23.4 Form/NOA Generation Conditions

No updates to existing trigger conditions

2.24 Add threshold languages for the MC MAGI-D FAIL REDETER VERIF with a reason code H410D.

2.24.1 Overview

Add threshold languages for H_DN_FAIL_REDETER_VERIF_H410 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID: H_DN_FAIL_REDETER_VERIF_H410 (Fragment ID: 6890)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA:
Existing Languages: English, Spanish

2.24.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
NOA Mockups/Examples: Supporting Documents #3

2.24.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.24.4 Form/NOA Generation Conditions
No updates to existing trigger conditions

2.25 Add threshold languages for the MC MAGI-D ON AID ANOTHER CASE with a reason code H105D.

2.25.1 Overview

Add threshold languages for H_DN_ON_AID_ANOTHER_CASE_H105 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID: H_DN_ON_AID_ANOTHER_CASE_H105 (Fragment ID: 7043)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA:
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese.

2.25.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Farsi, Hmong, Lao.
NOA Mockups/Examples: Supporting Documents #3

2.25.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.25.4 Form/NOA Generation Conditions

No updates to existing trigger conditions

2.26 Add threshold languages for the MC MAGI-D WRITTEN WITHDRAWAL with a reason code H102D.

2.26.1 Overview

Add threshold languages for H_DN_WRITTEN_WITHDRAWAL_H102 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID: H_DN_WRITTEN_WITHDRAWAL_H102 (Fragment ID: 7036)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA:
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese.

2.26.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Farsi, Hmong, Lao.
NOA Mockups/Examples: Supporting Documents #3

2.26.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.26.4 Form/NOA Generation Conditions

No updates to existing trigger conditions

2.27 Add threshold languages for the MC MAGI-D CAT INELIG with a reason code H403D.

2.27.1 Overview

Add threshold languages for H_DN_CAT_INELIG_H403 NOA reason Fragments in CalSAWS.

Title Fragment Name and ID: H_DN_CAT_INELIG_H403 (Fragment ID: 7450)
State Form/NOA: MC-MAGI-D (11/2015)
Current NOA Template: H_NOA_TEMPLATE (ID: 3033)
Current Program(s): Medi-Cal
Current Action Type: Denial
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA:
Existing Languages: English, Spanish

2.27.2 Form/NOA Verbiage

Add MC MAGI-D NOA fragments in Threshold languages.

Update Threshold languages: NA

Add Threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
NOA Mockups/Examples: Supporting Documents #3

2.27.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.27.4 Form/NOA Generation Conditions

No updates to existing trigger conditions

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.	Correspondence	TCF APPROVED NOA- This Includes updated reason and message fragments and Title in English language for reference	TCF APPROVED NOA.pdf FragmentsVerbiage.xlsx
2.	Correspondence	CF APRVD AND TCF FAIL NOA	CF APRVD AND TCF Fail.pdf FragmentsVerbiage.xlsx
3.	Correspondence	CW APRVD AND TCF FAIL NOA	CW APRVD AND TCF Fail.pdf FragmentsVerbiage.xlsx
4.	Correspondence	CW Restored TCF Fail NOA	CW Restored TCF Fail.pdf FragmentsVerbiage.xlsx

4   REQUIREMENTS

4.1   Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. RedeDenial, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;	H411D, H412D, H413D, H104D, H101D, H108D, H424D, H106D, H423D, H418D, H404D, H202D, H107D, H103D, H205D, H201D, H115D, H204D, H421D, H203D, H206D, H207D, H208D, H410D, H105D, H102D, H403D Reason Codes are added in threshold languages.

	g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices; p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices; t. Corrective NOAs on State Fair Hearing decisions; u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices.	

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-251213

Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MC 239 A)

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Surendar Raja Gopal Murugesan, Singaram Manickam
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
01/23/2023	1.0	Initial Document	Surendar Raja Gopal Murugesan, Singaram Manickam

Table of Contents

1   OVERVIEW

Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MC 239 A) in CalSAWS.

1.1   Current Design

Currently some of the Medi-Cal NOAs are not available in all threshold languages.

1.2   Requests

1. Add missing threshold language NOA Reason fragments for Snippet ID 6567 - Approved Minor Consent PGM (NOA Code M145A) to CalSAWS.

    Languages included: Arabic, Farsi, Hmong and Lao.

2. Add missing threshold language NOA Reason fragments for Snippet ID 10215 - Fail App Process (NOA Code M904D) to CalSAWS.

    Languages included: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

3. Add missing threshold language NOA Reason fragments for Snippet ID 6674 - SOC SHG-HH Decr: IN LTC (NOA Code M765C) to CalSAWS.
    Languages included: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese.

4. Add missing threshold language NOA Reason fragments for Snippet ID 9532 - RESTRICTED SCOPE TO FULL SCOPE (NOA Code M781C) to CalSAWS.
    Languages included: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

5. Add missing threshold language NOA Reason fragments for Snippet ID 6670 - SSB INC INCRSD & BEN SOC CHNGD (NOA Code M761C) to CalSAWS.
    Languages included: Arabic, Farsi, Hmong and Lao.

6. Add missing threshold language NOA Reason fragments for Snippet ID 6665 - NET INCOME DECREASED: SOC CHG (NOA Code M751C) to CalSAWS.
    Languages included: Arabic, Farsi, Hmong and Lao.

7. Add missing threshold language NOA Reason fragments for Snippet ID 6664 - NET INCOME INCREASED: SOC CHG (NOA Code M750C) to CalSAWS.
    Languages included: Arabic, Farsi, Hmong and Lao.

8. Add missing threshold language NOA Reason fragments for Snippet ID 6645 - CEC ENDS-CHILD CONT TO BE AIDE (NOA Code M361C) to CalSAWS.
    Languages included: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

9. Add missing threshold language NOA Reason fragments for Snippet ID 6539 - POSTPARTUM PERIOD IS OVER (NOA Code M075C) to CalSAWS.
    Languages included: Arabic, Farsi, Hmong and Lao.

10. Add missing threshold language NOA Reason fragments for Snippet ID 7632 - RESTRICTED SCOPE TO FULL SCOPE (NOA Code M781C) to CalSAWS.
    Languages included: Arabic, Hmong and Lao.

11. Add missing threshold language NOA Reason fragments for Snippet ID 6673 - SOC CHG-HH DECR: LEFT HOME (NOA Code M764C) to CalSAWS.
    Languages include: Arabic, Farsi, Hmong and Lao.
12. Add missing threshold language NOA Reason fragments for Snippet ID 6676 - SOC CHG-HH DECR: SSI (NOA Code M767C) to CalSAWS.
    Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
13. Add missing threshold language NOA Reason fragments for Snippet ID 6678 - SOC CHG-HH DECR: 21YR OLD (NOA Code M769C) to CalSAWS.
    Languages include: Arabic, Farsi, Hmong and Lao.
14. Add missing threshold language NOA Reason fragments for Snippet ID 6679 - SOC CHG-HH DECR: LEFT STATE (NOA Code M770C) to CalSAWS.
    Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
15. Add missing threshold language NOA Reason fragments for Snippet ID 10216 - Fail App Process (NOA Code M904T) to CalSAWS.
    Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

1.3   Overview of Recommendations

1. Add missing threshold language NOA Reason fragments for Snippet ID 6567 - Approved Minor Consent PGM (NOA Code M145A) to CalSAWS.
2. Add missing threshold language NOA Reason fragments for Snippet ID 10215 - Fail App Process (NOA Code M904D) to CalSAWS.
3. Add missing threshold language NOA Reason fragments for Snippet ID 6674 - SOC SHG-HH Decr: IN LTC (NOA Code M765C) to CalSAWS.
4. Add missing threshold language NOA Reason fragments for Snippet ID 9532 - RESTRICTED SCOPE TO FULL SCOPE (NOA Code M781C) to CalSAWS.
5. Add missing threshold language NOA Reason fragments for Snippet ID 6670 - SSB INC INCRSD & BEN SOC CHNGD (NOA Code M761C) to CalSAWS.
6. Add missing threshold language NOA Reason fragments for Snippet ID 6665 - NET INCOME DECREASED: SOC CHG (NOA Code M751C) to CalSAWS.
7. Add missing threshold language NOA Reason fragments for Snippet ID 6664 - NET INCOME INCREASED: SOC CHG (NOA Code M750C) to CalSAWS.
8. Add missing threshold language NOA Reason fragments for Snippet ID 6645 - CEC ENDS-CHILD CONT TO BE AIDE (NOA Code M361C) to CalSAWS.
9. Add missing threshold language NOA Reason fragments for Snippet ID 6539 - POSTPARTUM PERIOD IS OVER (NOA Code M075C) to CalSAWS.
10. Add missing threshold language NOA Reason fragments for Snippet ID 7632 - RESTRICTED SCOPE TO FULL SCOPE (NOA Code M781C) to CalSAWS.
11. Add missing threshold language NOA Reason fragments for Snippet ID 6673 - SOC CHG-HH DECR: LEFT HOME (NOA Code M764C) to CalSAWS.
12. Add missing threshold language NOA Reason fragments for Snippet ID 6676 - SOC CHG-HH DECR: SSI (NOA Code M767C) to CalSAWS.
13. Add missing threshold language NOA Reason fragments for Snippet ID 6678 - SOC CHG-HH DECR: 21YR OLD (NOA Code M769C) to CalSAWS.
14. Add missing threshold language NOA Reason fragments for Snippet ID 6679 - SOC CHG-HH DECR: LEFT STATE (NOA Code M770C) to CalSAWS.
15. Add missing threshold language NOA Reason fragments for Snippet ID 10216 - Fail App Process (NOA Code M904T) to CalSAWS.

1.4   Assumptions

1. The triggering conditions of the NOA Fragments for Threshold Generation remains the same and are not being updated.
2. The NOA template remains the same and is not being updated.
3. The existing variable population is not being updated with this effort.

2   RECOMMENDATIONS

2.1   Add Medi-Cal NOA Reason Fragments (ID: 6567) for the missing threshold languages Generation in CalSAWS.

2.1.1   Overview

Add Approval Medi-Cal NOA Reason Fragments for the missing threshold languages generation in CalSAWS.

Reason Fragment Name and ID:
MC_AP_ELIG_MINOR_CONSENT_PROG_M145 (Fragment ID: 6567)
State Form/NOA: MC 239 A
Current Program(s): Medi-Cal
Current Action Type: Approval
Current Fragment Level: Program
Currently Repeatable: No
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: No
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese

2.1.2   Form/NOA Verbiage

Add Medi-Cal NOA Reason fragments for missing threshold languages.

Add Threshold languages: Arabic, Farsi, Hmong and Lao

Form Mockups/Examples: See supporting documents #1

2.1.3   Form/NOA Variable Population

N/A

2.1.4   Form/NOA Generation Conditions

N/A

2.2   Add Medi-Cal NOA Reason Fragments (ID: 10215 & 10216) for the missing threshold languages Generation in CalSAWS.

2.2.1   Overview

Add Denial and Discontinuance for Medi-Cal NOA Reason Fragments for the missing threshold languages generation in CalSAWS.

Reason Fragment Name and ID: MC_DN_TN_FAIL_COMPLETE_DETER_M904 (Fragment ID: 10215 & 10216)
State Form/NOA: MC 239 A
Current Program(s): Medi-Cal
Current Action Type: Denial, Termination
Current Fragment Level: Program
Currently Repeatable: No
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: No
Existing Languages: English and Spanish

2.2.2 Form/NOA Verbiage

Add Medi-Cal NOA Reason fragments for missing threshold languages.

Add Threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese

Form Mockups/Examples: See supporting documents #1

2.2.3 Form/NOA Variable Population

N/A

2.2.4 Form/NOA Generation Conditions

N/A

2.3   Add Medi-Cal NOA Reason Fragments (ID: 6674) for the Missing Threshold Languages Generation in CalSAWS.

2.3.1 Overview

Add Change Medi-Cal NOA Reason Fragments for the missing threshold languages generation in CalSAWS.

Reason Fragment Name and ID:
MC_CH_HH_DECR_SOC_CHNG_LTC_M765 (Fragment ID: 6674)
State Form/NOA: MC 239 A
Current Program(s): Medi-Cal
Current Action Type: Change
Current Fragment Level: Program
Currently Repeatable: No
Include NA Back 9: Yes

Current Forms/NOAs Generated with this NOA: No
Existing Languages: English

2.3.2 Form/NOA Verbiage

Add Medi-Cal NOA Reason fragments for missing threshold languages.

Add Threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese

Form Mockups/Examples: See supporting documents #1

2.3.3 Form/NOA Variable Population

N/A

2.3.4 Form/NOA Generation Conditions

N/A

2.4   Add Medi-Cal NOA Reason Fragments (ID:9532) for the Missing Threshold Languages Generation in CalSAWS.

2.4.1 Overview

Add Change Medi-Cal NOA Reason Fragments for the missing threshold languages generation in CalSAWS.

Reason Fragment Name and ID: MC_CH_RESTR_TO_FULL_M781_NEW (Fragment ID: 9532)
State Form/NOA: MC 239 A
Current Program(s): Medi-Cal
Current Action Type: Change
Current Fragment Level: Program
Currently Repeatable: No
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: No
Existing Languages: English and Spanish

2.4.2 Form/NOA Verbiage

Add Medi-Cal NOA Reason fragments for missing threshold languages.

Add Threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese

Form Mockups/Examples: See supporting documents #1

2.4.3 Form/NOA Variable Population

N/A

2.4.4 Form/NOA Generation Conditions

N/A

2.5 Add Medi-Cal NOA Reason Fragments (ID: 6670) for the Missing Threshold Languages Generation in CalSAWS.

2.5.1 Overview

Add Change Medi-Cal NOA Reason Fragments for the missing threshold languages generation in CalSAWS.

Reason Fragment Name and ID:
MC_CH_SOC_SEC_BENFT_INCR_SOC_CHANGED_M761 (Fragment ID: 6670)
State Form/NOA: MC 239 A
Current Program(s): Medi-Cal
Current Action Type: Change
Current Fragment Level: Program
Currently Repeatable: No
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: No
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese

2.5.2 Form/NOA Verbiage

Add Medi-Cal NOA Reason fragments for missing threshold languages.

Add Threshold languages: Arabic, Farsi, Hmong and Lao

Form Mockups/Examples: See supporting documents #1

2.5.3 Form/NOA Variable Population

N/A

2.5.4 Form/NOA Generation Conditions

N/A

2.6   Add Medi-Cal NOA Reason Fragments (ID:6665) for the Missing Threshold Languages Generation in CalSAWS.

2.6.1   Overview

Add Change Medi-Cal NOA Reason Fragments for the missing threshold languages generation in CalSAWS.

Reason Fragment Name and ID:
MC_CH_DECR_NONEXEMPT_INCOME_M751 (Fragment ID: 6665)
State Form/NOA: MC 239 A
Current Program(s): Medi-Cal
Current Action Type: Change
Current Fragment Level: Program
Currently Repeatable: No
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: No
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese

2.6.2   Form/NOA Verbiage

Add Medi-Cal NOA Reason fragments for missing threshold languages.

Add Threshold languages: Arabic, Farsi, Hmong and Lao

Form Mockups/Examples: See supporting documents #1

2.6.3   Form/NOA Variable Population

N/A

2.6.4   Form/NOA Generation Conditions

N/A

2.7   Add Medi-Cal NOA Reason Fragments (ID: 6664) for the Missing Threshold Languages Generation in CalSAWS.

2.7.1   Overview

Add Change Medi-Cal NOA Reason Fragments for the missing threshold languages generation in CalSAWS.

Reason Fragment Name and ID:
MC_CH_INCR_NONEXEMPT_INCOME_M750 (Fragment ID: 6664)
State Form/NOA: MC 239 A
Current Program(s): Medi-Cal
Current Action Type: Change
Current Fragment Level: Program
Currently Repeatable: No
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: No
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese

2.7.2 Form/NOA Verbiage

Add Medi-Cal NOA Reason fragments for missing threshold languages.

Add Threshold languages: Arabic, Farsi, Hmong and Lao

Form Mockups/Examples: See supporting documents #1

2.7.3 Form/NOA Variable Population

N/A

2.7.4 Form/NOA Generation Conditions

N/A

2.8 Add Medi-Cal NOA Reason Fragments (ID: 6645) for the Missing Threshold Languages Generation in CalSAWS.

2.8.1 Overview

Add Change Medi-Cal NOA Reason Fragments for the missing threshold languages generation in CalSAWS.

Reason Fragment Name and ID:
MC_CH_CEC_ENDS_CHILD_CONT_AID_M361 (Fragment ID: 6645)
State Form/NOA: MC 239 A
Current Program(s): Medi-Cal
Current Action Type: Change
Current Fragment Level: Program
Currently Repeatable: No
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: No
Existing Languages: English and Spanish

2.8.2 Form/NOA Verbiage

Add Medi-Cal NOA Reason fragments for missing threshold languages.

Add Threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese

Form Mockups/Examples: See supporting documents #1

2.8.3 Form/NOA Variable Population
N/A

2.8.4 Form/NOA Generation Conditions
N/A

2.9 Add Medi-Cal NOA Reason Fragments (ID: 6539) for the Missing Threshold Languages Generation in CalSAWS.

2.9.1 Overview

Add Change Medi-Cal NOA Reason Fragments for the missing threshold languages generation in CalSAWS.

Reason Fragment Name and ID:
MC_CH_POSTPARTUM_PERIOD_CMPLT_M075 (Fragment ID:6539)
State Form/NOA: MC 239 A
Current Program(s): Medi-Cal
Current Action Type: Change
Current Fragment Level: Program
Currently Repeatable: No
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: No
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese

2.9.2 Form/NOA Verbiage
Add Medi-Cal NOA Reason fragments for missing threshold languages.

Add Threshold languages: Arabic, Farsi, Hmong and Lao

Form Mockups/Examples: See supporting documents #1

2.9.3 Form/NOA Variable Population

N/A

2.9.4 Form/NOA Generation Conditions

N/A

2.10 Add Medi-Cal NOA Reason Fragments (ID: 7632) for the Missing Threshold Languages Generation in CalSAWS.

2.10.1 Overview

Add Change Medi-Cal NOA Reason Fragments for the missing threshold languages generation in CalSAWS.

Reason Fragment Name and ID: MC_CH_RESTR_TO_FULL_M781 (Fragment ID: 7632)
State Form/NOA: MC 239 A
Current Program(s): Medi-Cal
Current Action Type: Change
Current Fragment Level: Program
Currently Repeatable: No
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: No
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Tagalog and Vietnamese

2.10.2 Form/NOA Verbiage

Add Medi-Cal NOA Reason fragments for missing threshold languages.

Add Threshold languages: Arabic, Hmong and Lao

Form Mockups/Examples: See supporting documents #1

2.10.3 Form/NOA Variable Population

N/A

2.10.4 Form/NOA Generation Conditions

N/A

2.11 Add Medi-Cal NOA Reason Fragments (ID: 6673) for the Missing Threshold Languages Generation in CalSAWS.

2.11.1 Overview

Add Change Medi-Cal NOA Reason Fragments for the missing threshold languages generation in CalSAWS.

Reason Fragment Name and ID: MC_CH_HH_DECR_SOC_CHNG_M764 (Fragment ID: 6673)
State Form/NOA: MC 239 A
Current Program(s): Medi-Cal
Current Action Type: Change
Current Fragment Level: Program
Currently Repeatable: No
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: No
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese

2.11.2 Form/NOA Verbiage

Add Medi-Cal NOA Reason fragments for missing threshold languages.

Add Threshold languages: Arabic, Farsi, Hmong and Lao

Form Mockups/Examples: See supporting documents #1

2.11.3 Form/NOA Variable Population

N/A

2.11.4 Form/NOA Generation Conditions

N/A

2.12 Add Medi-Cal NOA Reason Fragments (ID: 6676) for the Missing Threshold Languages Generation in CalSAWS.

2.12.1 Overview

Add Change Medi-Cal NOA Reason Fragments for the missing threshold languages generation in CalSAWS.

Reason Fragment Name and ID:
MC_CH_SOC_CHNG-PERS_INSTITUTION_M767 (Fragment ID: 6676)
State Form/NOA: MC 239 A
Current Program(s): Medi-Cal
Current Action Type: Change
Current Fragment Level: Program
Currently Repeatable: No
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: No
Existing Languages: English and Spanish

2.12.2 Form/NOA Verbiage

Add Medi-Cal NOA Reason fragments for missing threshold languages.

Add Threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese

Form Mockups/Examples: See supporting documents #1

2.12.3 Form/NOA Variable Population

N/A

2.12.4 Form/NOA Generation Conditions

N/A

2.13 Add Medi-Cal NOA Reason Fragments (ID: 6678) for the Missing Threshold Languages Generation in CalSAWS.

2.13.1 Overview

Add Change Medi-Cal NOA Reason Fragments for the missing threshold languages generation in CalSAWS.

Reason Fragment Name and ID:
MC_CH_SOC_CHNG_PERS_TURNED_21_M769 (Fragment ID: 6678)
State Form/NOA: MC 239 A
Current Program(s): Medi-Cal
Current Action Type: Change
Current Fragment Level: Program
Currently Repeatable: No
Include NA Back 9: Yes

Current Forms/NOAs Generated with this NOA: No
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese

2.13.2 Form/NOA Verbiage

Add Medi-Cal NOA Reason fragments for missing threshold languages.

Add Threshold languages: Arabic, Farsi, Hmong and Lao

Form Mockups/Examples: See supporting documents #1

2.13.3 Form/NOA Variable Population

N/A

2.13.4 Form/NOA Generation Conditions

N/A

2.14 Add Medi-Cal NOA Reason Fragments (ID: 6679) for the Missing Threshold Languages Generation in CalSAWS.

2.14.1 Overview

Add Change Medi-Cal NOA Reason Fragments for the missing threshold languages generation in CalSAWS.

Reason Fragment Name and ID:
MC_CH_SOC_CHNG_PERS_LEFT_STATE_M770 (Fragment ID: 6679)
State Form/NOA: MC 239 A
Current Program(s): Medi-Cal
Current Action Type: Change
Current Fragment Level: Program
Currently Repeatable: No
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: No
Existing Languages: English and Spanish

2.14.2 Form/NOA Verbiage

Add Medi-Cal NOA Reason fragments for missing threshold languages.

Add Threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese

Form Mockups/Examples: See supporting documents #1

2.14.3 Form/NOA Variable Population

N/A

2.14.4 Form/NOA Generation Conditions

N/A

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	MC 239 A NOAs	CA-251213 Fragments Verbiage.xlsx CA-251213 AR Mockups.zip CA-251213 FA Mockups.zip

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or	NOA Reason Codes M145A, M904D, M765C, M781C, M761C, M751C, M750C, M361C, M075C, M781C, M764C, M767C, M769C, M770C and M904T of MC 239 A Medi-Cal added in all available threshold languages.

	authored representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices; p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices; t. Corrective NOAs on State Fair Hearing decisions; u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices.	

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-253349

Task Mgmt: Get Next Prioritization Configurability

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Vallari Bathala
	Reviewed By	Justin Dobbs, Sarah Rich, Dymas Pena, Carlos Albances

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
01/04/2023	1.0	Initial Revision	Vallari Bathala

Table of Contents

1 OVERVIEW

This design describes the details for adding an additional configuration to Task Banks which will allow for more targeted prioritization of Tasks during Get Next processing.

1.1 Current Design

Get Next processing determines which Task Banks a worker is associated to, filters the Tasks within these Task Banks to the Tasks that the worker's Position is configured to receive, and applies an order criterion (highest priority, oldest due date, oldest created date) to retrieve a single Task to be assigned to the Worker.

A simplified configuration that allows a temporary prioritization of Tasks by Get Next does not exist in the CalSAWS System.

1.2 Requests

1. Provide functionality that allows a simplified configuration by Task Type which will be prioritized by Get Next processing for a specified period.

1.3 Overview of Recommendations

1. Update the Bank Detail page to include an additional configurable panel that allows users to configure one or more Get Next Priority rules for a Task Bank.
2. Modify Get Next processing to evaluate Get Next Priority rules.

1.4 Assumptions

1. Get Next Priority rules is an optional feature that may be used by counties, if necessary, it is not a requirement for Get Next processing. Similarly, there are no adverse impacts to Get Next processing currently in place.

2 RECOMMENDATIONS

2.1 Bank Detail

2.1.1 Overview

This section describes modifications to the Bank Detail page to include a Get Next Priority panel.

2.1.2 Bank Detail Mockups

Bank Detail

✱ - Indicates required fields   [Edit] [Close]

General Bank Information

Bank ID: **Bank Name:** ✱

Office Name: ✱   **Unit ID:** ✱
CalSAWS Project Office   XX00

Associate All Positions In Unit and Office: ✱
No

▼ **Task Categories**

▸ **Additional Associations**

▸ **Excluded Associations**

▼ **Get Next Priority**

Active

Order	Name	Task Type	Task Sub-Type
1	Purple Task Additional Help	Purple	
2	Orange Task Additional Help	Orange	

▼ **Inactive**

Name	Task Type	Task Sub-Type
Blue Task Additional Help	Blue	

[Edit] [Close]

Figure 2.1.1-1 – Bank Detail – View Mode

Bank Detail

✱- Indicates required fields   [Save] [Cancel]

General Bank Information

Bank ID: **Bank Name:** ✱
[blurred]   [_____]

Office Name: ✱   **Unit ID:** ✱
CalSAWS Project Office   XX00

Associate All Positions In Unit and Office: ✱
[No ▾]

▾ **Task Categories**

▸ **Additional Associations**

▸ **Excluded Associations**

▾ **Get Next Priority**

                                                    [Add]

Active

Order Name   **Task Type**   **Task Sub-Type**
[1▾] Purple Task Additional Help   Purple   [Edit]
[2▾] Orange Task Additional Help   Orange   [Edit]

▾ **Inactive**

Name   **Task Type**   **Task Sub-Type**
Blue Task Additional Help   Blue   [Edit]

                                        [Save] [Cancel]

Figure 2.1.1-2 – Bank Detail – Edit Mode

2.1.3 Description of Changes

Add a Get Next Priority panel to the Bank Detail page in the CalSAWS System. This panel will be collapsed on load of the page.

1. **BUTTON**: Add - This button displays when the page is in create or edit mode and the worker's security profile contains the "BankDetailEdit" security right. Clicking this button will navigate to the Get Next Priority Detail page in create mode.

2. <u>Active Panel</u>

This panel will display Active Get Next Priority rules for the Task Bank.

   a. Order – In Create or Edit mode, this column is a dropdown menu containing the numbers 1 through X where X is the number of Active Get Next Priorities in the panel. This value controls the order in which the Active Get Next Priorities will be evaluated during Get Next. When a new Get Next Priority is added in this panel, the default value in the Order field will be the total number of Get Next Priorities in the panel. In view mode, Get Next Priorities in this panel will display ordered ascending by this field.

      Example: If the panel includes three Get Next Priorities, the numbers 1, 2, and 3 will be available in this dropdown menu.
   b. Name – The Name of the Get Next Priority rule. This value will display as a hyperlink which will navigate to the Get Next Priority Detail page in View mode.
   c. Task Type – The Task Type associated to the Get Next Priority rule.
   d. Task Sub-Type – The Task Sub-Type associated to the Get Next Priority rule. This column will be blank if the Get Next Priority rule does not have a Task Sub-Type associated.

   e. **BUTTON:** Edit – This button will display for each Get Next Priority rule if the worker's security profile contains the "BankDetailEdit" security right. The button will navigate to the Get Next Priority Detail page in Edit mode for the Get Next Priority rule.

3. Inactive Panel

   This panel will display Inactive Get Next Priority rules for the Task Bank. The rows within this panel will be ordered alphabetically by Name.
   a. Name – The Name of the Get Next Priority rule. This value will display as a hyperlink which will navigate to the Get Next Priority Detail page in View mode.
   b. Task Type – The Task Type associated to the Get Next Priority rule.
   c. Task Sub-Type – The Task Sub-Type associated to the Get Next Priority rule. This column will be blank if the Get Next Priority rule does not have a Task Sub-Type associated.
   d. **BUTTON:** Edit – This button will display for each Get Next Priority rule if the worker's security profile contains the "BankDetailEdit" security right. The button will navigate to the Get Next Priority Detail page in Edit mode for the Get Next Priority rule.

2.1.4 Page Validation

1. "Order – Each Active Get Next Priority must have a unique order value."

   a. A validation message displays when the User attempts to associate the same numeric value in the Order field for one or more Active Get Next Priorities.

2.1.5 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Bank – Add or Edit a Task Bank to access the Bank Detail page.

2.1.6 Security Updates

N/A – There are no modifications to security.

2.1.7 Page Mapping

Update page mapping for the Bank Detail page.

2.1.8 Page Usage/Data Volume Impacts

N/A

2.2 Get Next Priority Detail

2.2.1 Overview

This section describes the functionality for a new Get Next Priority Detail page. This page will allow counties to configure one or more Get Next Priority rules for a Task Bank.

2.2.2 Get Next Priority Detail Mockups

Figure 2.2.2-1 – Get Next Priority – Create Mode

Get Next Priority Detail

✱- Indicates required fields   [Edit] [Close]

General Information

Name: ✱
Orange Task Additional Help

Status:
Active

Task Type: ✱
Images Awaiting Review

Begin Date: ✱
01/20/2023

End Date:

Task Sub-Type:

▼ Associations

Level	Number	Name
Worker	90WA005LML	Mickey Mouse
Worker	90WA03SGS	Donald Duck
Worker	90WA06BBW	Bruce Wayne

▼ Status History

Status	Begin Date	End Date
Active	01/20/2023	

[Edit] [Close]

Figure 2.2.2-2 – Get Next Priority – View Mode

2.2.3 Description of Changes

Add a Get Next Priority Detail page to the CalSAWS System.

1. **BUTTON**: Edit - This button displays when the page is in view mode and will navigate to the Bank Detail page in edit mode. The button will display if the worker's security profile contains the "BankDetailEdit" security right.
2. **BUTTON**: Close - This button displays when the page is in view mode and will navigate to the Bank Detail page.
3. **BUTTON**: Save - This button displays when the page is in create or edit mode. The button will save page changes and navigate to the Bank Detail page. The button will display if the worker's security profile contains the "BankDetailEdit" security right.
4. **BUTTON**: Cancel - This button displays when the page is in create or edit mode. The button will discard page changes and navigate to the Bank Detail page.

5. General Information Section

   This is the upper section of the page that displays general Get Next Priority attributes.

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a. Name **(Required)** – A text field that allows a user to specify the name of the Get Next Priority rule. The maximum length for this field is 30 characters.
b. Task Type **(Required)** - A dropdown menu that contains the Name of all Task Types available to the county displayed in alphabetical order.
c. Task Sub-Type – A dropdown menu that contains Task Sub-Types in alphabetical order based on the selected Task Type. This field will only display if the selected Task Type contains one or more Task Sub-Types.
d. Status – A dropdown menu containing two options, "Active" and "Inactive". When the page is in create mode, this field will default to Active.
e. Begin Date **(Required)** – A date field to indicate the beginning date of an Active Status.

When the page is in create mode OR the page is in edit mode with the Status field changing from Inactive to Active, this field will display as editable and will default to the current date. This date can be future dated to indicate a future start time of the Active status.

If the page is in edit mode and the Status of the Get Next Priority rule is currently Active, this field will not be editable and will display as plain text.

If the page is in edit mode and the Status of the Get Next Priority rule is Inactive OR the page is in edit mode with the Status field changing from Active to Inactive, the field will not be displayed.

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General Information

Name: ✳
`Orange Task Additional Help`

Status:
`Inactive ▾`

Task Type: ✳
`Images Awaiting Review       ▾`

Task Sub-Type:
`                            ▾`

f.   End Date – A date field to indicate the ending date of an Active Status. This is an optional field. If a Get Next Priority rule is activated without an end date, the rule will remain active until it is manually deactivated. If an End Date is specified, the Active Status will only be Active through this date and be considered Inactive following the End Date.
If the page is in edit mode and the Status of the Get Next Priority rule is Inactive OR the page is in edit mode with the Status field changing from Active to Inactive, the field will not be displayed.

6.   Associations Section

This section contains a row for each Worker, Unit, or Office that has been explicitly associated to the Get Next Priority rule. This section also allows the user to add and/or remove Worker, Unit or Office associations to the Get Next Priority rule. If this section contains no rows, it appears collapsed upon page load.

a.   Selectable Checkbox –For each result displayed in this section, a selectable checkbox will display when the page is in Create or Edit mode.
b.   Level - This column indicates whether the row represents an individual Worker, a Unit, or an Office.
c.   Number - This column indicates the number of the Worker, Unit, or Office.
d.   Name - This column indicates the Name of the Worker, Unit, or Office.
e.   **BUTTON**: Remove – Displays when the page is in create or edit mode and there exists at least one row in this section. Clicking this button removes any rows with a checkmark in the selectable checkbox.

BUTTON: Add – Displays when the page is in create or edit mode. Clicking this button adds an additional row to the table above this button. In the Level column of that row appears a select input containing the values "-Select-," "Office," "Unit," and "Worker" in that order. When one of the three organizational values are selected, the Select button appears in the name column of the row. Clicking it will load the Select Office, Select Unit, or Select

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Worker multi-select page depending on which value was chosen for level.

If a Worker attempts to add a row to this panel that already exists in this panel, the duplicate row is not displayed because it is consolidated to avoid duplicates.

7. Status History Section

This panel will display the history of Statuses for the Get Next Priority Rule. The panel will be collapsed on load of the page. Rows within this panel will be ordered descending with the latest (most current) Status at the top of the list.

a. Status - This column indicates the Status for the time period represented by the Begin Date/End Date attributes.
b. Begin Date - This column indicates the Begin Date of the Status formatted as MM/DD/YYYY.
c. End Date - This column indicates the End Date of the Status formatted as MM/DD/YYYY. If a current Status is ongoing, this value will be blank.

2.2.4 Page Validation

1. "Begin Date – The Begin Date must not be in the past. Please enter a different date."

a. A validation message displays when the Begin Date entered is before the current date.

2. "End Date – The End Date must not be before the Begin Date. Please enter a different date."

a. A validation message displays when End Date entered is before Begin Date in the "Refine Your Search" section.

3. "Associations – A new row may not be added until the last row has been completed."

a. Add a validation to display if the User clicks the Add button in the Associations section without completing the previously added row.

2.2.5 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Bank – Add or Edit a Task Bank to access the Bank Detail page. Within the Bank Detail page, Add or Edit a Get Next Priority.

2.2.6 Security Updates

N/A – There are no modifications to security.

2.2.7 Page Mapping

Add page mapping for the Get Next Priority Detail page.

2.2.8 Page Usage/Data Volume Impacts

N/A

2.3 Get Next Processing

2.3.1 Overview

Currently, when a worker clicks the Get Next button, processing will determine all Task Banks that the worker is associated to, then consolidate all Tasks within these Task Banks that the worker's Position is configured to work (via Task Category) and order the results by highest priority, oldest due date, and oldest created date. The first Task in the results will be assigned to the worker.

This section describes modifications to Get Next processing to evaluate and process active Get Next Priority rules when necessary.

2.3.2 Description of Changes

When a Get Next Priority rule is associated to a Task Bank and it is currently Active, the rule will apply to all workers who are associated to the Task Bank via the Bank Detail page configuration. In addition, Get Next Priority rules allow additional Workers/Units/Offices to be associated only during the time that the rule is Active based on the configuration of the Get Next Priority Detail page. For example, a Task Bank which has Workers 1, 2 and 3 associated may have a Get Next Priority rule created that associates Workers 7, 8 and 9 to the Task Bank only while the Get Next Priority rule is Active. This allows a simplified way to temporarily associate additional Worker's to the Task Bank when additional assistance is needed to work specific Tasks in the Task Bank.

Modify Get Next processing to evaluate and process Get Next Priority rules as follows:

The first step in processing when a Worker clicks the Get Next button is to determine which Task Banks the Worker is associated to. In addition to the current determination of Worker/Bank associations, update the processing to also evaluate Active Get Next Priority rules to see if the Worker is associated to an Active Get Next Priority rule.

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An Active Get Next Priority rule is a rule with:
- An Active Status
- A Begin Date that is on or before the current day
- An End Date that is on or after the current day or the End Date is blank.

Once this step is complete, all Task Banks currently associated to the Worker have been determined.

No Get Next Priority Rule(s):
If the Worker is NOT associated to any Active Get Next Priority rules AND none of the Task Banks the Worker is associated to have Active Get Next Priority rules, processing proceeds as normal. There is no Get Next Priority rule to be processed.

Associated to Task Bank(s) that Include Get Next Priority Rule(s):
If the Worker is associated to one or more Task Banks and one or more of these Task Banks includes an Active Get Next Priority rule(s), processing will evaluate the Get Next Priority rules in the order that is configured on the Bank Detail page. (See example scenarios below)

Associated Directly to Get Next Priority Rule(s):
If the Worker is associated directly to one or more Active Get Next priority rule(s), processing will evaluate the Get Next Priority rules in the order that is configured on the Bank Detail page. (See example scenarios below)
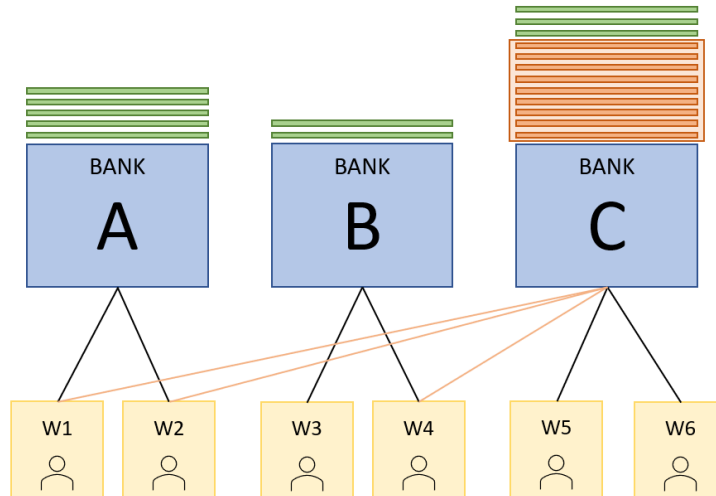
Get Next Priority rule processing
When a Get Next Priority rule is to be processed for a Task Bank, the Tasks within the Task Bank will be filtered by the Task Type/Task Sub-Type that is associated to the Get Next Priority rule. These Tasks will then be ordered by highest priority, oldest due date and oldest created date. The first Task from the ordered list will be provided by Get Next. If the Task Bank does not include any Tasks that per the Task Type/Task Sub-Type of the rule, processing will proceed to evaluate additional Get Next Priority rules (if necessary) or will proceed as normal if no additional Get Next Priority rules are to be evaluated.

Scenario 1: 1 Task Bank - 1 Active Get Next Priority Rule
If there is only one Active Get Next Priority rule for the Task Bank, process this rule as described above.

In the following example, the colored bars above each Task Bank represent Tasks.

Example:

Bank C has Workers 5 and 6 associated to it. This Bank has an influx of "Orange" Tasks assigned that require additional assistance, so the County configures an Active Get Next Priority rule for the "Orange" Tasks in Bank C that includes associations to Workers 1, 2 and 4.

In this example, if Workers 1, 2, 4, 5 or 6 click the Get Next button, the processing will notice the "Orange" Get Next priority rule for Bank C and focus specifically on the Orange Tasks. These Orange Tasks will be ordered by highest priority, oldest due date and oldest created date. The first Task in this ordered list will be assigned to the Worker.
If there are no Orange Tasks in the Bank, processing proceeds as normal.

Scenario 2: 1 Task Bank - 2 or More Active Get Next Priority Rules
If there are two or more Active Get Next Priority rules for the Task Bank, logic will process the Get Next Priority rule based on the Order defined in the Get Next Priority/Active panel of the Bank Detail page.

In the following example, the colored bars above each Task Bank represent Tasks.

Example:

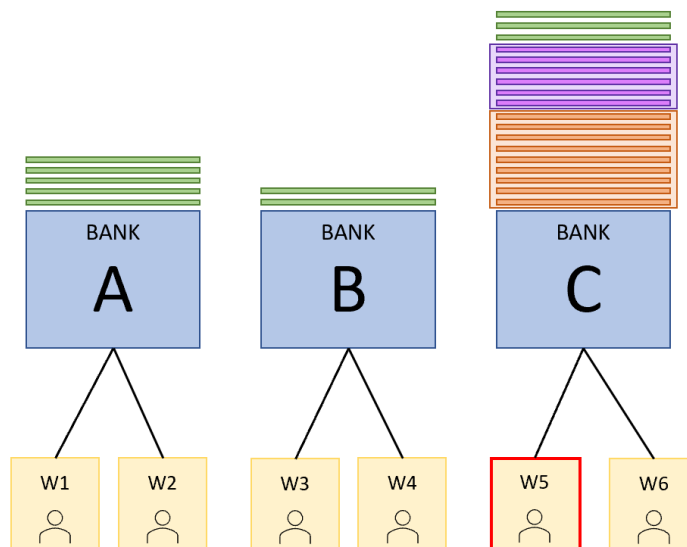Bank C has two Active Get Next Priority rules:
  "Purple Task Additional Help" with Order of 1
  "Orange Task Additional Help" with Order of 2

Bank C has Workers 5 and 6 associated to it. This Bank has an influx of "Orange" and "Purple" Tasks assigned that require prioritization, so the County configures two Active Get Next Priority rules for Bank C: one for the "Orange" Tasks and one for the "Purple" Tasks. The "Purple Task Additional Help" rule is configured with Order of 1, and the "Orange Task Additional Help" is configured with Order of 2. In this instance, the "Purple Task Additional Help" rule will be processed first.

In this example, Worker 5 clicks the Get Next button, the processing will notice the "Purple Task Additional Help" and "Orange Task Additional Help" Get Next Priority rules to be processed. Because the "Purple Task Additional Help" rule is configured with Order of 1, this is the rule that will be processed which will focus specifically on the Purple Tasks. These Purple Tasks will be ordered by highest priority, oldest due date and oldest created date. The first Task in this ordered list will be assigned to the Worker.
If there are no Purple Tasks in the Bank, processing will proceed to evaluate the Orange Tasks per the "Orange Task Additional Help" rule which has an Order of 2. If there are no Orange Tasks in the Bank, processing will proceed as normal.
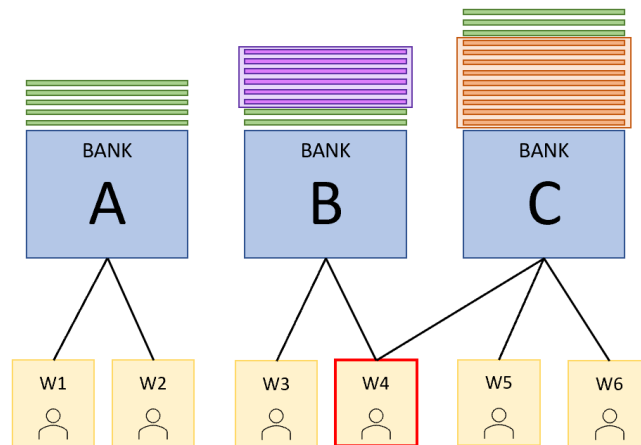
Scenario 3: 2 Task Banks – Each with an Active Get Next Priority Rule
If a Worker is associated to multiple Task Banks, and each Task Bank has an Active Get Next Priority rule, processing will combine the Tasks from each Task Bank per the Get Next Priority rule and apply the standard ordering of highest priority, oldest due date and oldest created date to

these Tasks. The first Task in the ordered list will be assigned to the Worker.

In the following example, the colored bars above each Task Bank represent Tasks.

Example:

This example will focus on Worker 4. This Worker is associated to Bank B and Bank C. Bank B has a "Purple" Get Next Priority rule to prioritize the Purple Tasks and Bank C has a "Orange" Get Next Priority rule to prioritize the Orange Tasks.

When Worker 4 clicks Get Next, the processing will identify the worker's association to Banks B and C. Processing will then notice the Get Next Priority rules for each bank and process each of those rules to restrict the Tasks in Bank B to the Purple Tasks and restrict the Tasks in Bank C to the Orange Tasks.

The combined Purple and Orange Tasks will be ordered by highest priority, oldest due date and oldest created date. The Task at the top of this ordered list will be assigned to the Worker. If there are no Purple or Orange Tasks available, processing proceeds as normal.

3   SUPPORTING DOCUMENTS

N/A

4 REQUIREMENTS

N/A

5   MIGRATION IMPACTS

N/A

6 OUTREACH

N/A

7 APPENDIX

N/A

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-258860

Update AAP 2 form to latest State version

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Keerthana Jayanna
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
4/11/2023	1.0	Initial Draft	Keerthana Jayanna

Table of Contents

1   OVERVIEW

This effort will update AAP 2 (11/22) in English Language to CalSAWS Template Repository.

1.1   Current Design

Currently AAP 2 (9/18) is available in CalSAWS Template Repository.

1.2   Requests

Update AAP 2 to latest State version (11/22) in CalSAWS Template Repository in English Language.

1.3   Overview of Recommendations

Update AAP 2 to latest State version (11/22) in CalSAWS Template Repository in English Language.

1.4   Assumptions

1. Print options for threshold forms will remain the same as the print options for existing English forms.
2. There are no changes to the generation logic of these forms.
3. All fields (blank or prepopulated) will be editable.
4. Supporting Documents section references attachments found on Jira.

2   RECOMMENDATIONS

2.1   Update AAP 2 form to latest State version.

2.1.1   Overview

Update English language AAP 2 (11/22) to the Template Repository:

State Form: AAP 2 (11/22)

Current Programs: Adoption Assistance Program

Current Template Description: This form starts/changes payments in the Adoption Assistance Program

Forms Category: Forms

Template Repository Visibility: All Counties

Imaging Form Name: Payment Instructions AAP

Imaging Document Type: Adoption Assistance Program (AAP)

Existing Languages: English

2.1.2 Form Verbiage

Create XDP for AAP 2 (11/22)

A new XDP will be created for the form AAP 2 with latest version (11/22).

Form Header: Header_3-1

Form Title (Document List Page Displayed Name): PAYMENT INSTRUCTIONS ADOPTION ASSISTANCE PROGRAM

Include NA Back 9: No

Form Number: AAP 2

Form Mockups/Examples: See supporting document #1

2.1.3 Form Generation Conditions

1. **Update AAP 2 form to latest State version (11/22)**

   The AAP 2 (11/22) ADOPTION ASSISTANCE PROGRAM is added only to the Template Repository.

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

2. **Add Form Control**

   Add an imaging barcode for AAP 2 (11/22).

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

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

   The following are the print and mailing requirements for AAP 2 (11/22) PAYMENT INSTRUCTIONS ADOPTION ASSISTANCE PROGRAM.

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 Options:

Mailing Options	Option for AAP 2
Mail-To (Recipient)	N/A
Mailed From (Return)	N/A
Mail-back-to Address	N/A
Outgoing Envelope Type	N/A
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	N/A

Additional Options:

Requirement	Option for AAP 2
Post to Self-Service Portal	N

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Form	AAP 2 (11/22) form	AAP2.pdf

4   REQUIREMENTS

4.1   Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms;	AAP 2 (11/22) is being updated and added in English language

c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices; p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices; t. Corrective NOAs on State Fair Hearing decisions; u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices.	

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-259256

Replace the Existing Staff Classifications for Sacramento County

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Connor O'Donnell
	Reviewed By	Matt Lower

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/04/2023	1.0	Initial Draft	Connor O'Donnell
04/28/2023	1.1	-Added a second space between 'Lv' and '2' for the values 'Account Clerk Lv 2' and 'Office Assistant Lv 2' -Added a note emphasizing the change to the Description of Changes	Connor O'Donnell

Table of Contents

1 OVERVIEW

This SCR is intended to update the Classification Titles for Sacramento County. The current list of Classification Titles will be replaced by the ones listed in this document.

1.1 Current Design

Classification Title values are identifiers specific to each county used to identify staff.

1.2 Requests

Replace Sacramento County's Classification Title values with the new list that was provided.

1.3 Overview of Recommendations

1. Update the Classification Title field on the Staff Search page for Sacramento County by replacing the existing values for the field with a new set of values.

1.4 Assumptions

N/A

2   RECOMMENDATIONS

2.1   Staff Search Page

2.1.1   Overview

The Staff Search page is used to find specific staff members, with the ability to filter by certain values.

2.1.2   Staff Search Mockup

N/A

2.1.3   Description of Changes

1. Update the Classification Title field on the Staff Search page for Sacramento County by replacing the existing values with the following ones:

    i. Account Clerk Lv 1
    ii. Account Clerk Lv 2
    iii. Accountant
    iv. Accounting Mgr
    v. Accounting Technician
    vi. Admin Svcs Officer 1
    vii. Admin Svcs Officer 2
    viii. Admin Svcs Officer 3
    ix. Chief Criminal Investigator
    x. Chief Departmental Admin Svcs
    xi. Chief Storekeeper Rng A
    xii. Chief Storekeeper Rng B
    xiii. Child Development Specialist 1
    xiv. Child Development Specialist 2
    xv. Child Development Supv 1
    xvi. Child Development Supv 2
    xvii. Clerical Supv 1
    xviii. Clerical Supv 2
    xix. County Veterans Service Officer
    xx. Criminal Investigator Lv 1
    xxi. Criminal Investigator Lv 2
    xxii. Dep Director Human Services
    xxiii. Deputy County Executive
    xxiv. Dir of Human Assistance
    xxv. Executive Secretary
    xxvi. Human Resources Manager 1
    xxvii. Human Resources Manager 3
    xxviii. Human Services Division Mgr Rng A

xxix. Human Services Division Mgr Rng B
xxx. Human Services Program Mgr
xxxi. Human Services Program Planner Rng A
xxxii. Human Services Program Planner Rng B
xxxiii. Human Services Program Specialist
xxxiv. Human Svcs Asst
xxxv. Human Svcs Asst Chinese LC
xxxvi. Human Svcs Asst Lao LC
xxxvii. Human Svcs Asst Russian LC
xxxviii. Human Svcs Asst Spanish LG Latin CL
xxxix. Human Svcs Asst Vietnamese LC
xl. Human Svcs Program Integrity Specialist
xli. Human Svcs Q & R Spec
xlii. Human Svcs Q & R Spec Lao LC
xliii. Human Svcs Q & R Spec Russian LC
xliv. Human Svcs Q & R Spec Span LG Latin CL
xlv. Human Svcs Social Wkr
xlvi. Human Svcs Social Wkr African Amer CL
xlvii. Human Svcs Social Wkr Hmong LC
xlviii. Human Svcs Social Wkr Russian LC
xlix. Human Svcs Social Wkr Span LG Latin CL
l. Human Svcs Spec AfricAmer CL Lv 1
li. Human Svcs Spec AfricAmer CL Lv 2
lii. Human Svcs Spec ArabicLGMidEastCL Lv 1
liii. Human Svcs Spec ArabicLGMidEastCL Lv 2
liv. Human Svcs Spec Armenian LC Lv 1
lv. Human Svcs Spec Armenian LC Lv 2
lvi. Human Svcs Spec Chinese LC Lv 1
lvii. Human Svcs Spec Chinese LC Lv 2
lviii. Human Svcs Spec Farsi LG Persian CL Lv 1
lix. Human Svcs Spec Farsi LG Persian CL Lv 2
lx. Human Svcs Spec Hmong LC Lv 1
lxi. Human Svcs Spec Hmong LC Lv 2
lxii. Human Svcs Spec Lao LC Lv 1
lxiii. Human Svcs Spec Lao LC Lv 2
lxiv. Human Svcs Spec Lv 1
lxv. Human Svcs Spec Lv 2
lxvi. Human Svcs Spec Mien LC Lv 1
lxvii. Human Svcs Spec Mien LC Lv 2
lxviii. Human Svcs Spec Russian LC Lv 1
lxix. Human Svcs Spec Russian LC Lv 2
lxx. Human Svcs Spec SpanLGLatinCL Lv 1
lxxi. Human Svcs Spec SpanLGLatinCL Lv 2
lxxii. Human Svcs Spec Vietnamese LC Lv 1
lxxiii. Human Svcs Spec Vietnamese LC Lv 2
lxxiv. Human Svcs Supv
lxxv. Info Tech Business Systems Analyst Lv 1
lxxvi. Info Tech Business Systems Analyst Lv 2

Note: For county-specific reasons, Sacramento County has requested that there be two spaces rather than one between 'Lv' and '2' for the following values
- Account Clerk Lv 2
- Office Assistant Lv 2

2.1.4 Page Location
- **Global: Admin**
- **Local: Office Admin**
- **Task: Staff**

2.1.5 Security Updates
N/A

2.1.6 Page Mapping
N/A

2.1.7 Page Usage/Data Volume Impacts
N/A

3   REQUIREMENTS

[Document what requirements are being addressed with this design and how they are being met]

3.1   Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

3.2   Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-259996

Opt-In and Update Text Messaging Status in CalSAWS

CalSAWS	DOCUMENT APPROVAL HISTORY	
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	Reviewed By	Michael Wu, Naga Chinduluru, Himanshu Jain, Chitra Barsagade

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
4/12/2023	1.0	Initial	Andrea Rodriguez
4/14/2023	1.1	Clarification added to Section 2.1.2.1.c.	Andrea Rodriguez
4/25/2023	1.2	Updated Section 2.1.2.1.c.iv	Andrea Rodriguez
5/2/2023	1.3	Updated Section 2.1	Andrea Rodriguez

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1 OVERVIEW

Due to new FCC regulations, state governmental agencies may send texts to reach customers, despite a lack of prior express consent. The customers can revoke consent at any time. This SCR will apply a data change to automatically enroll certain customers into receiving text messages.

1.1 Current Design

Text messages are sent to primary applicants who are opted-in to text messaging and have a text messaging status of 'Verified.'

1.2 Requests

Due to the new FCC regulation, 'Opt-In' is not required to send text messages.

1.3 Overview of Recommendations

1. Apply data change to opt-in and update text message status for existing customers in CalSAWS.

1.4 Assumptions

1. All other functionalities remain unchanged unless specifically called out by this document.
2. Batch Job PB00C113 will run prior to any batch text messaging campaign to automatically Opt-out any person that is associated to a Domestic Violence confidentiality and/or case flag (Los Angeles County only), and the person's household status for the case is 'In the Home'.
3. Real-time text messages will not send to any person linked to any case with an active 'Domestic Violence' case flag (Los Angeles County only) and/or an existing 'Domestic Violence' confidentiality record and the person's household status for the case is 'In the Home'. The 'Opt-in' value itself will not automatically update to 'Opt-out' until the nightly batch job is run.
4. Undeliverable text messages are immediately re-sent and when the text message fails after 3 attempts, the Text Message Status will change to 'Undeliverable'.
5. Domestic Violence Confidentiality functionality is available in all counties. Only Los Angeles County has pre-existing Domestic Violence Case Flag functionality available.

2 RECOMMENDATIONS

2.1 Opt-In for Text Messaging Data Change

2.1.1 Overview

This data change will automatically opt-in existing primary applicants of active and pending CalWORKS and Medi-Cal programs (who have not already manually opted-out) into text messaging communications.

2.1.2 Description of Change

1. Update the Opt-In indicator to 'Yes' and Status to 'Verified' for Cell, Main, and Home phones belonging to primary applicants of active and pending CalWORKS and Medi-Cal programs as of the system date.
   a. The following records will be updated:
      i. Opt-In indicator is Blank
      ii. Opt-In indicator is 'No' and Status in 'No Response,' 'Pending Verification,' 'Blank,' or 'Verified.'
   b. Cell phone numbers will be Opted-in first, followed by Main phone numbers, and lastly, Home phone numbers.
   c. The following exclusions will apply:
      i. Exclude phone numbers which are not properly formatted phone numbers.
         1. Phone numbers should be 10 digits long and cannot begin with 0.
         2. Extension numbers can be up to 10 digits long (if applicable).
      ii. Exclude phone numbers which do not belong to primary applicants of active and pending CalWORKS and Medi-Cal programs as of the system date.
      iii. Exclude phone numbers belonging to persons who already have a phone number opted-in (of any type).
      iv. Exclude phone number record when it is linked to any case with an active 'Domestic Violence' case flag (Los Angeles County only) or an existing 'Domestic Violence' confidentiality record, and their household status for the case is 'In the Home'.
      v. Exclude phone number when there exists another record that has the same phone number and the Opt-In indicator is 'No' and the Status is 'Opted-Out'.
      vi. Exclude phone number when there exists another record that has the same phone number Opted-In already.
   d. When the same person has multiple phone numbers of the same type, only opt-in the earliest created phone number

record (or the phone number record with minimum record ID in the case when the created time is the same) and exclude the rest.

Example 1: Primary person has only the following phone numbers (assume no other person has the same phone numbers), and the Opt-In is blank for both.
    i. Main: 222-222-2222 (Created 01/01/2021 8:00AM)
    ii. Cell: 222-222-2222 (Created 01/01/2021 8:05AM)
    iii. Cell: 333-333-3333 (Created 01/01/2021 8:10AM)
Only the Cell: 222-222-2222 will be Opted-in first, per the above requirements b. and d.

e. When there are duplicate phone numbers of any type (cell, main, or home), only opt-in the earliest created phone number record (or the phone number record with the minimum record ID in the case when the created time is the same) and exclude the rest.

Example 1: Primary person has two records, and the Opt-In is blank for both.
    i. Cell: 444-444-4444 (created 01/01/2021 8:00AM)
    ii. Cell: 444-444-4444 (created 01/01/2021 8:05AM)
Only the record created on 01/01/2021 8:00AM will be opted-in.

Example 2: Mother (Primary on Case A) has 555-555-5555 Cell (created 01/01/2021 8:00AM) and Daughter (Primary on Case B) also has 555-555-5555 Cell (created 01/01/2021 8:05AM).
Only the Mother's phone number will be opted-in.

2. Update the Transaction History record for all contact records updated by the data change to indicate that the record was opted-in to text messaging.
3. Create a Journal entry for the person updated by the data change.
   a. The Journal entry will follow the same template used when the text messaging Opt-In indicator is updated to Yes on the Contact Detail page.

2.1.3 Estimated Number of Records Impacted/Performance
9,081,259

3   REQUIREMENTS

3.1   Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.20	The LRS shall support multiple means of communicating appointments, appointment reminders, and critical dates and/or information that may affect a participant's eligibility, using the following means: a. E-Mail; b. Text messaging; d. Automated phone reminder; e. USPS mail	This SCR will update the process by which a participant opts-in to receive text messages.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-259076

Update NA 1277 and NA 1281

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Nagesha S
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/06/2023	0.1	Initial Draft	Nagesha S

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1 OVERVIEW

The purpose of this SCR is to add NA 1281 and NA 1277 forms in available languages to CalSAWS.

1.1 Current Design

Currently NA 1277 (1/16) is available only in English and Spanish in CalSAWS and NA 1281(11/16) is not available in CalSAWS.

1.2 Requests

1. Add NA 1277 (1/16) in available threshold languages to the CalSAWS Template Repository.
   Languages Include: Chinese and Russian
2. Add NA 1281 (11/16) to the CalSAWS Template Repository in English and available Threshold languages.
   Languages Include: English, Spanish, Chinese and Russian.

1.3 Overview of Recommendations

1. Add NA 1277 (1/16) to CalSAWS Template Repository in following threshold languages: Chinese and Russian
2. Add NA 1281 (11/16) to CalSAWS Template Repository in English an available threshold Languages: Spanish, Chinese and Russian.

1.4 Assumptions

1. Print options for threshold languages will remain the same as the print options for NA 1277 English and Spanish.
2. No updates to population logic for NA 1277.
3. No variables will be populated on the NA 1281 (aside from the standard header and footer information).
4. All fields (blank or prepopulated) will be editable.
5. Supporting Documents section references attachments found on Jira.

2   RECOMMENDATIONS

2.1   Add NA 1277 in threshold languages to CalSAWS.

2.1.1   Overview

This section will cover the requirements for adding NA 1277 (1/16) in available threshold languages.

State Form: NA 1277 (1/16)

Current Programs: Foster Care

Current Forms Category: Forms

Current Template Repository Visibility: All Counties

Existing Languages: English, Spanish

2.1.2   Form/NOA Verbiage

<u>Create NA 1277 (1/16) XDP for Threshold Languages</u>

Create NA 1277 XDPs for the available threshold languages with version (1/16)

Threshold Languages: Chinese*, Russian.

*One translation is provided to support the three Chinese threshold languages: Cantonese, Chinese, and Mandarin.

Form Mockups/Examples: See Supporting Documents #1

Form Header: CalSAWS Standard Header #1

Include NA BACK 9: Yes

2.1.3   Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English and Spanish forms for existing population logic.

2.1.4   Form/NOA Generation Conditions

<u>Form Print/Mailing Options</u>

Threshold forms will have the same Form Print/Mailing Options as their corresponding English/Spanish forms.

Print Options:

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

Form Control:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Mailing Options:

Mailing Options	Option for NA 1277
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	Same Day Priority

Additional Options:

Requirement	Option for NA 1277 Form
Post to Self-Service Portal	N

2.2 Add New Form NA 1281 to the CalSAWS

2.2.1 Overview

Add NA 1281(11/16) new form to the CalSAWS Template Repository.

State Form: NA 1281(11/16)

Programs: Foster Care

Forms Category: NOA

Template Description: NOTICE OF ACTION - CHANGE APPROVED RELATIVE CAREGIVER (ARC) PAYMENT

Template Repository Visibility: All Counties

Languages: English, Spanish, Chinese and Russian.

2.2.2 Form/NOA Verbiage

Create NA1281 XDP

The new XDPs will be created for NA 1281 with version (11/16) for English and threshold languages.

Threshold Languages: Spanish, Chinese*, Russian.

*One translation is provided to support the three Chinese threshold languages: Cantonese, Chinese, and Mandarin.

Form Header: CalSAWS Standard Header (HEADER_1_EN)
Form Title (Document List Page Displayed Name): NOTICE OF ACTION - CHANGE APPROVED RELATIVE CAREGIVER (ARC) PAYMENT
Form Number: NA 1281
Include NA Back 9: Yes
Imaging Form Name: NOA - Change ARC Payment
Imaging Document Type: Notification/NOA
Imaging Case/Person: Case
Form Mockups/Examples: See Supporting Documents #2 for PDF Mockup

2.2.3 Form/NOA Variable Population

No variables will be populated on the new NA 1281 (aside from the standard header and footer information).

2.2.4 Form/NOA Generation Conditions

1. **Add NA 1281 will be added to Template Repository**

   NA 1281 (11/16) will be added only to the Template Repository.

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

2. **Add Form Control**

   Add an imaging barcode for NA 1281.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

3. <u>Add Form Print Options and Mailing Requirements</u>

The following are the print and mailing requirements for the NA 1281 (11/16)

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:

Mailing Options	Option for NA 1281
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	Same Day Priority

Additional Options:

Requirement	Option for NA 1281 Form
Post to Self-Service Portal	Y

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Forms	NA 1277 Mockup	NA1277_CH.pdf NA1277_RU.pdf
2	Forms	NA 1281 Mockup	NA1281_EN.pdf NA1281_SP.pdf NA1281_CH.pdf NA1281_RU.pdf

4   REQUIREMENTS

4.1   Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers;	NA 1277 and NA 1281 will be added in available languages to CalSAWS Template Repository.

	h. Case-specific verification/referral forms;	
	i. GR Vendor notices;	
	k. Court-mandated notices, including Balderas notices;	
	l. SSIAP appointment notices;	
	m. Withdrawal forms;	
	n. COLA notices;	
	o. Time limit notices;	
	p. Transitioning of aid notices;	
	q. Interface triggered forms and notices (e.g., IFDS, IEVS);	
	r. Non-compliance and sanction notices;	
	s. Benefit issuance and benefit recovery forms and notices, including reminder notices;	
	t. Corrective NOAs on State Fair Hearing decisions;	
	u. CSC paper ID cards with LRS-generated access information; and	
	v. CSC PIN notices.	