

CalSAWS

DATE	Thursday, August 3, 2023
TIME	1:30 PM
LOCATION	Teams Virtual Meeting
SUBJECT	Change Control Board (CCB) Meeting
INVITEES	Regional Managers, Design Leads, Tech Leads, Release Management Leads, Quality Assurance, State Partners, Consortium Management
NEXT CCB MEETING DATE	Thursday, August 17, 2023
RELEASE SCHEDULE LOCATION	https://www.calsaws.org/system-updates/

System Change Requests (SCRs)

Release	Priority Release	SCR #	DESIGN APPROVAL	Hours	Funding Source	Emergency Approval	Team Responsible	Committee Review	Non-Committee Review	X- Ref SCR
RWR		CA-243213	Add the DHCS approved BIC language to the English and threshold versions of the NOA	541	Other	No	Client Correspondence	Correspondence	Approved-Virginia Bernal 07/12/2023	
RWR	23.07.x1	CA-246388	Add M82-510A to CalSAWS	138	Other	Start Build	Client Correspondence	Correspondence	Approved 6/20/23 Maria Arceo. Send to correspondence committee as FYI.	
RWR		CA-247694	Asset Limit Changes-Forms and Notices	357	CalSAWS M&E	Start Build	Client Correspondence	Correspondence	Approved-Virginia Bernal 07/17/2023	
RWR	23.07.x2	CA-251146	Add NOA Fragments in Threshold Languages for CalFresh NOA Generation (CF 377.4 SAR)	1020	Other	Start Build	Client Correspondence	CalWORKs/CalFresh/Correspondence	Review and approved by Caroline Bui 7/13/2023	
RWR	23.07.x2	CA-251148	Add NOA Fragments in Threshold Languages for CalFresh NOA Generation (CF 377.1A)	1247	Other	Start Build	Client Correspondence	CalWORKs/CalFresh	Approved by Caroline Bui 7/13/2023	
RWR	23.07.x2	CA-254620	Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MC 359 R)	222	Other	Start Build	Client Correspondence	Correspondence/Medi-Cal/CMSP	Approved-Virginia Bernal 07/12/2023	
RWR	23.07.x4	CA-254633	Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MC 239 A3)	258	Other	Start Build	Client Correspondence	Correspondence/Medi-Cal/CMSP	Approved-Virginia Bernal 07/11/2023	
RWR	23.07.x3	CA-255933	Update all DCFS specific forms (AAP, FC & KG) with DCFS headquarters address to new address	135	CalSAWS M&E	Start Build	Client Correspondence	Correspondence/Foster Care/Kin GAP/AAP	Michelle Ramos 07/13/23	
RWR		CA-264370	Siskiyou County Requests Access to Production Enhanced Data Reporting (EDR)	120	CalSAWS M&E	Start Build	DBA	Ad Hoc	David Bruhn approves the SCR on 7/07/2023 on behalf of Laura Sanchez	
21.05		CA-226264	CA-224051 DDID 2305, 2306, 2307 Online Help: Update OLH pages to support Text Messaging Solution for all 58 Counties	25	CalSAWS DD&I	Start Build	Training	Other	Approved by Jennifer Hahner	
22.03		CA-237101	Training: Update Fiscal WBTs for 23.07 App Dev Changes	80	CalSAWS M&E	No	Training	Other	Approved by Jayna Longstreet 7/25/2023	
22.09	22.10.20	CA-248751	Synchronization of CalSAWS and GA/GR Correspondence service databases (Wave 1)	65	CalSAWS M&E	Production Deployment	Client Correspondence	GA/GR		
22.09	22.10.14	CA-249979	Show mid-month approval date on GA/GR Automated Solution program notices where appropriate	71	CalSAWS M&E	Production Deployment	Client Correspondence	GA/GR	non-committee approval by A. Mendoza	
22.11	23.01.20	CA-250744	Training: Update Employment Services-GROW WBTs for 22.11 to 23.01 App Dev Changes	63	CalSAWS M&E	Start Build	Training	Other	Approved by Karen Raponnotti on 9/30/2022	
22.11	23.01.20	CA-251656	Training: Update Clerical Support WBTs for 22.11 to 23.01 App Dev Changes	147	CalSAWS M&E	Start Build	Training	Other	Approved by Karen Raponnotti on 10/24/2022	

22.11	23.01.03	CA-252053	Make updates to allow multiple CalSAWS test environments to connect to a single GA/GR Correspondence Service test environment	50	CalSAWS M&E	Production Deployment	Client Correspondence	GA/GR	Review and approved by Caroline Bui 1/9/2023	
23.01		CA-246276	Online Help: Update JA Imaging Workflow Queues and Exceptions CA-228869, CA-238387, CA-241341 and CA-234911	15	CalSAWS M&E	Start Build	Training	Other	Jamie Cox - 6/10/2022 - Approved	
23.02	23.02.15	CA-250318	Update the Due Date for the Non-MAGI Turning 65 Packet	31	Premise	Production Deployment	Client Correspondence	Correspondence	Approved by V. Bernal 02/06/2023	
23.02	23.03.02	CA-250872	Design - Prototype ODM (Operational Decision Manager) as a Service	160	CalSAWS M&E	Start Build	Tech Arch	Tech	Approved by Karen R. on 12/06/2022	
23.05		CA-258011	Online Help: Create Online Help pages for CBO ROI CA-239907	52	Premise	Start Build	Training	Other	Joyce Oshiro 05/11/2023 - Approve	
23.05	23.06.09	CA-260569	Update Valuable Voucher Type for Ventura County	138	CalSAWS M&E	Production Deployment	Fiscal	Fiscal	Jaime Duncan (Ventura) - Approved - 04/24/2023	
23.05	23.06.05	CA-262764	San Bernardino County - Do not claim Foster Care Main Payroll Issuances	12	CalSAWS M&E	Production Deployment	Fiscal	Fiscal	Sheryl Eppler - Approved - 06/05/2023	
23.05	23.06.07	CA-262769	San Bernardino County - Claim Foster Care Main Payroll Issuances	58	CalSAWS M&E	Production Deployment	Fiscal	Fiscal	Sheryl Eppler - Approved - 06/05/2023	CA-262764
23.05	23.06.09	CA-262967	DCR for updating Distributed Document Status from Printed Locally to Rejected	16	CalSAWS M&E	Production Deployment	Client Correspondence	Correspondence		
23.05	23.06.13	CA-263176	Postback file received blank from Inyo County - Update FC Main Payroll	42	CalSAWS M&E	Production Deployment	Fiscal	Foster Care/Kin GAP/AAP		
23.05	23.06.17	CA-263283	Prevent Batch EDBC running for MC Programs with MC RE Packet returned after NA DER returned	16	Premise	Production Deployment	CalHEERS	Medi-Cal/CMSP	Approved by E. Miller-7/18/23	
23.06	23.07.02	CA-252132	Operational DCR - Inactivate/Activate Benefit Match Automated Action - CW Wave 4		CalSAWS M&E	Start Build	Batch/Interfaces	Task Management		
23.06	23.07.06	CA-252240	DCR for County Office for Office Detail/Office Mapping Wave 4 Counties	13	CalSAWS M&E	Production Deployment	BenefitsCal	Self Service Portal	Approved 7/21/2023 by Dymas Pena	
23.06	23.07.13	CA-253547	Update EBT File processing to send Daily prior to Monthly	45	CalSAWS M&E	Production Deployment	Fiscal	Fiscal	Sheryl Eppler - Approved - 07/21/2023	
23.06	23.07.06	CA-255097	End Resetting the Medi-Cal RE Due Dates per end of Continuous Coverage	34	Premise	Production Deployment	CalHEERS	Medi-Cal/CMSP	E. Miller 6/21/2023	
23.06	23.07.03	CA-257317	CalWIN Collection Outbound File provide list of Legacy Account Claim Number	20	CalSAWS M&E	Production Deployment	Fiscal	Collections	Diana Eid-Chammas - Approved - 01/13/2023	CA-255677
23.06	23.07.17	CA-261302	Operational Data changes for Day1 Batch run post CalWIN Wave 4C cutover	8	CalSAWS DD&I	Production Deployment	Batch Operations	Other	Sheryl Eppler - 03/30/2023	
23.06	23.07.12	CA-261686	Voice Bots Statewide Rollout: Placer County	110	Change Notice	Production Deployment	Bots	IVR & Contact Center	BenoitD 7/5/2023 (individual county deployment of SCR CA-255969)	

23.06	23.07.14	CA-262135	Reschedule non daily batch jobs for CalWIN 5A/4C cutover weekend	15	CalSAWS M&O	Production Deployment	Batch Operations	Other	Sheryl Eppler - Approved - 03/17/2023	
23.06	23.07.09	CA-262142	Update CH_Protect Table Records for August 2023 Renewals	75	Premise	Production Deployment	CalHEERS	Medi-Cal/CMSP	Approved by Maureen Votta July 18, 2023	
23.06	23.06.22	CA-262900	Update Skip during Benefit Match	68	CalSAWS M&E	Production Deployment	CalHEERS	Medi-Cal/CMSP	Streamline approval added by Nina Butler on 07/25/2023	
23.06	23.07.06	CA-263269	Enable B3 Pay Code for Santa Barbara	58	CalSAWS M&E	Production Deployment	Fiscal	Fiscal	Approved by Claudia Pinto 06/14/2023	
23.06	23.06.22	CA-263478	Data Change (DCR) Glenn County Warrant issuances status	58	CalSAWS M&E	Production Deployment	Fiscal	Fiscal	Sheryl Eppler - Approved - 06/20/2023	
23.06	23.06.27	CA-263599	DCR Riverside Routine Warrants to add leading 1 to Control Number	58	CalSAWS M&E	Production Deployment	Fiscal	Fiscal	Mary Dodge (Riverside) - Approved - 06/21/2023	
23.06	23.07.07	CA-263775	Turn on Orange, Santa Barbara and Ventura County Tax Intercept batch	26	CalSAWS M&E	Production Deployment	Fiscal	Fiscal	Sheryl Eppler - Approved - 06/23/2023	CA-261186; CA-262134
23.06	23.07.21	CA-263778	Turn off Weekly Tax Intercept batch 07/21/2023 to allow for balancing effort	26	CalSAWS M&E	Production Deployment	Fiscal	Tax Intercept	Sheryl Eppler - Approved - 06/23/2023	CA-252353; CA-263779
23.06	23.07.06	CA-263956	Update Alameda County Direct Deposit Inbound Immediate Destination and Immediate Origin	58	CalSAWS M&E	Production Deployment	Fiscal	Fiscal	Sheryl Eppler - Approved - 06/27/2023	
23.06	23.07.07	CA-264178	Turn Off Tax Intercept batch for Wave 4 - do not run WIS batch jobs	26	CalSAWS M&E	Production Deployment	Fiscal	Tax Intercept	Sheryl Eppler - Approved - 07/03/2023	
23.06	23.07.05	CA-264188	Void Converted Tasks for San Mateo County	10	CalSAWS M&O	Production Deployment	Online	Task Management	Sarah Rich	
23.06	23.07.13	CA-264296	Update the BenefitsCal RE Forms batch job	46	CalSAWS M&E	Production Deployment	BenefitsCal	Self Service Portal	Approved by Connie Buzbee on 7/11/2023	
23.06	23.07.13	CA-264447	Hide Reprint Centrally/Locally button on Document Detail page for records that does not have actual PDF	60	CalSAWS M&E	Production Deployment	Client Correspondence	Other	Approved 7/11/2023 Maria Arceo. Sent to Correspondence committee as FYI	
23.06	23.07.10	CA-264513	Turn off batch to avoid updating Warrant Issuances in 'Submitted' Status to 'Ready for Manual Issuance'	26	CalSAWS M&E	Production Deployment	Fiscal	Fiscal	Sheryl Eppler - Approved - 07/10/2023	
23.06	23.07.16	CA-264542	No Cost SCR - Run generic Post Append DCRs during 4C cutover go live window.		CalSAWS DD&I	Production Deployment	Eligibility	Other	Approval received from Karen J. Rapponotti on 07/12/2023	
23.06	23.07.11	CA-264549	Due to security issues, Trinity County requested to disable all the county specific interfaces batch jobs	10	CalSAWS M&E	Production Deployment	Batch Operations	Security		
23.06	23.07.18	CA-264773	Turn off Tuolumne SFTP file for the School Lunch Program	11	CalSAWS M&E	Production Deployment	Batch/Interfaces	Other	Non-Committee Approval by John Pratt July 14, 2023	
23.06	23.07.14	CA-264781	Add new redirects to test new Adobe Service pack in non-prod environments	8	CalSAWS M&O	Start Build	Tech Forge Rock	Tech	Approved by Grady Howe on 7/13/2023	

23.06	23.07.18	CA-264796	Update Active San Diego GA/GR programs to be Non Reporting	50	CalSAWS M&E	Production Deployment	Eligibility	GA/GR	non-committee approval by A.Mendoza	
23.07	23.08.03	CA-243006	ACL 23-XX FC, KG CNI Rate Increase for Year 2023-2024	455	Premise	Production Deployment	Eligibility	Foster Care/Kin GAP/AAP	07/13/2023-Ignacio Lazaro	
23.07	23.08.05	CA-243007	ACL 23-XX FC, KG CNI Rate Increase for Year 2023-2024 - Batch EDBC	1034	CalSAWS M&E	Production Deployment	Eligibility	Foster Care/Kin GAP/AAP	07/13/2023-Ignacio Lazaro	
23.07	23.08.03	CA-243008	ACL 23-XX AAP CNI Rate Increase for Year 2023-2024	225	CalSAWS M&E	Production Deployment	Eligibility	Foster Care/Kin GAP/AAP	07/13/2023-Ignacio Lazaro	
23.07	23.08.05	CA-243010	ACL 23-XX AAP CNI Rate Increase for Year 2023-2024 - Batch EDBC	892	CalSAWS M&E	Production Deployment	Eligibility	Foster Care/Kin GAP/AAP	07/13/2023-Ignacio Lazaro	
23.07	23.07.27	CA-244065	Update App Transfer from BenefitsCal to Include e-Signature Information on e-Application	416	Premise	Start Build	BenefitsCal	Self Service Portal		CSPM-62370
23.07	23.08.xx	CA-253574	Bulk Data Extraction from S3 Data Lake to San Diego County	7370	County Purchase	No	Analytics	Tech	Approved by Holly Murphy and Laura Chavez on 4/6/2023	
23.07	23.09.07	CA-257940	Bank of the West to Bank of Montreal Transition - Update Bank Information for Kings, Nevada and San Joaquin Counties	68	CalSAWS M&E	No	Fiscal	Fiscal	Sheryl Eppler - Approved - 07/21/2023	
23.07		CA-259187	Online Help: New GAGR Online Help pages (GAGR-345)	35	CalSAWS M&E	Start Build	Training	Other	Approved by Karen Rapponotti on 3/23/2023	
23.07	23.07.27	CA-259940	Standard List of FC-KG cases with Income Prior to CNI Batch EDBC Run	70	CalSAWS M&E	Production Deployment	Eligibility	Foster Care/Kin GAP/AAP	7/13/2023	
23.07		CA-260211	JA - Create Job Aid for GAGR Automated Solution Generate Correspondence	15	CalSAWS M&E	Start Build	Training	Other	Approved by TMuresan 04.25.2023	
23.07	23.07.27	CA-261364	Create blank files for NACHAD if no records for that day	68	CalSAWS M&E	Production Deployment	Fiscal	Fiscal	Sheryl Eppler - Approved - 07/13/2023	CA-261357
23.07	23.07.27	CA-261518	To update first name for staff ID "91" to C-IV/CalWIN	21	CalSAWS M&E	Start Build	Online	Other	Approved by Dymas Pena 07/06/2023	
23.07	23.08.xx	CA-261652	Design - CalSAWS Database HA (High Availability) and API Gateway DR (Disaster Recovery)	400	Change Notice	Start Build	Tech Arch	Tech	Approved by Laura C. on 07/17/2023	
23.07	23.07.28	CA-261687	Voice Bots Statewide Rollout: Shasta County	110	Change Notice	Production Deployment	Bots	IVR & Contact Center	BenoitD 7/5/2023 (individual county deployment of SCR CA-255969)	
23.07	23.07.XX	CA-262296	Union Bank to U.S. Bank Transition - verbiage changes - Rush Warrant Print testing Riverside County	101	CalSAWS M&E	No	Client Correspondence	Fiscal	Sheryl Eppler - Approved - 06/14/2023	CA-253594
23.07	23.08.03	CA-262348	Voice Bots Statewide Rollout: Contra Costa County	110	Change Notice	Production Deployment	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	
23.07	23.08.03	CA-262349	Voice Bots Statewide Rollout: Santa Clara County	110	Change Notice	Production Deployment	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	
23.07	23.08.03	CA-262352	Voice Bots Statewide Rollout: Tulare County	110	Change Notice	Production Deployment	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	

23.07	23.08.03	CA-262355	Voice Bots Statewide Rollout: Orange County	110	Change Notice	Production Deployment	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	
23.07	23.08.03	CA-262356	Voice Bots Statewide Rollout: Ventura County	110	Change Notice	Production Deployment	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	
23.07	23.08.03	CA-262357	Voice Bots Statewide Rollout: Santa Barbara County	110	Change Notice	Production Deployment	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	
23.07	23.08.17	CA-262358	Voice Bots Statewide Rollout: Butte County	110	Change Notice	No	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	
23.07	23.08.17	CA-262361	Voice Bots Statewide Rollout: Sutter County	110	Change Notice	No	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	
23.07	23.09.XX	CA-262364	Voice Bots Statewide Rollout: Stanislaus County	110	Change Notice	No	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	
23.07	23.09.XX	CA-262365	Voice Bots Statewide Rollout: Humboldt County	110	Change Notice	No	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	
23.07	23.09.XX	CA-262366	Voice Bots Statewide Rollout: Kings County	110	Change Notice	No	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	
23.07	23.08.17	CA-262368	Voice Bots Statewide Rollout: Marin County	110	Change Notice	No	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	
23.07	23.09.XX	CA-262371	Voice Bots Statewide Rollout: Monterey County	110	Change Notice	No	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	
23.07	23.09.XX	CA-262373	Voice Bots Statewide Rollout: Kern County	110	Change Notice	No	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	
23.07	23.09.XX	CA-262375	Voice Bots Statewide Rollout: Riverside County	110	Change Notice	No	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	
23.07	23.08.17	CA-262377	Voice Bots Statewide Rollout: Solano County	110	Change Notice	No	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	
23.07	23.08.17	CA-262378	Voice Bots Statewide Rollout: San Diego County	110	Change Notice	No	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	
23.07	23.08.17	CA-262379	Voice Bots Statewide Rollout: Santa Cruz County	110	Change Notice	No	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	
23.07	23.08.17	CA-262380	Voice Bots Statewide Rollout: San Mateo County	110	Change Notice	No	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	
23.07	23.09.XX	CA-262383	Voice Bots Statewide Rollout: Fresno County	110	Change Notice	No	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	
23.07	23.09.XX	CA-262384	Voice Bots Statewide Rollout: Sonoma County	110	Change Notice	No	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	

23.07	23.09.XX	CA-262385	Voice Bots Statewide Rollout: Alameda County	110	Change Notice	No	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	
23.07	23.08.xx	CA-262476	Design - Real time CalSAWS Role sync in ForgeRock	95	CalSAWS M&E	Start Build	Tech Arch	Tech	Approved by Grady H. on behalf of Lauran C. on 7/10/2023	
23.07	23.08.17	CA-262901	Update Alameda County Stale-Date and 1099 responses to CRFI 21-036	26	CalSAWS M&E	Production Deployment	Fiscal	Fiscal	Jose Argueta (Alameda) - Approved - 06/7/2023	
23.07		CA-263169	Online Help: Update the CAPI EDBC Summary page CA-249684	61	CalSAWS M&E	Start Build	Training	Other	Approved by Karen Rapponotti on 6/13/2023	
23.07	23.08.03	CA-263338	Void Tasks created due to erroneous WDTIP transactions with 00/0000 date	21	CalSAWS M&E	Production Deployment	Batch/Interfaces	Time Limits	Gingko Luna on 07/13/2023	
23.07	23.08.04	CA-263779	Turn on Weekly Tax Intercept batch 08/04/2023 after annual balancing	26	CalSAWS M&E	Production Deployment	Fiscal	Tax Intercept	Sheryl Eppler - Approved - 6/23/2023	CA-252353; CA-263778
23.07	23.08.xx	CA-263928	Design - Event Streaming Framework Enhancements	140	CalSAWS M&O	Start Build	Tech Arch	Tech	Approved by Grady H. on 7/14.	
23.07		CA-263940	Online Help: Update JA e-Notification removing C4Yourself reference	12	CalSAWS M&E	Start Build	Training	Other	Approved by Dymas Pena on 7/24/2023	
23.07	23.08.17	CA-264004	Update Document Received Texting Functionality to include API Received Documents	231	CalSAWS M&E	Start Build	Batch/Interfaces	Other	Logan Pratt	
23.07	23.09.22	CA-264196	Training: Update Employment Services-WTW WBTs for 23.07 App Dev Changes	80	CalSAWS M&E	Start Build	Training	Other	Approved by Karen Rapponotti on 7/12/2023	
23.07	23.09.03	CA-264543	No Cost SCR - Run generic Post Append DCRs during 5B cutover go live window.		CalSAWS DD&I	Production Deployment	Eligibility	Other	approved by Karen J. Rapponotti on 07.12.2023	
23.07	23.07.24	CA-264591	Training: WAVE 5 Bulk Load Generic logins for Training Staging and Training Production Environments	13	CalSAWS M&E	Start Build	Training	Other	Approved by Karen Rapponotti on 7/12/2023	
23.07	23.08.01	CA-264680	Training: WAVE 5 Bulk Load Generic Logins for the Training Production (TRN) Environment	13	CalSAWS M&E	Start Build	Training	Other	Approved by Karen Rapponotti on 7/12/2023	
23.07	23.09.22	CA-264716	Training: Remove slide #3 WBT 016-County Hearing Record	15	CalSAWS M&E	Start Build	Training	Other	Approved by Karen Rapponotti on 7/12/2023	
23.07	23.07.27	CA-264778	Update Fresno County Rush Positive Pay Account Number	26	CalSAWS M&E	Production Deployment	Fiscal	Fiscal	Sheryl Eppler - Approved - 07/13/2023	
23.07	23.08.xx	CA-264802	Data Change Riverside County Warrants to Paid status where control number is missing leading 1	68	CalSAWS M&E	Production Deployment	Fiscal	Fiscal	Sheryl Eppler - Approved - 07/13/2023	
23.07	23.07.xx	CA-264832	Reschedule non daily batch jobs for CalWIN 6A/5C cutover weekend	15	CalSAWS M&O	No	Batch Operations	Other	Sheryl Eppler - Approved - 07/21/2023	
23.09		CA-228466	ACL 21-118 Senate Bill 490/CalFresh OI Compromise Policy for Households with Elderly/Disabled Members	624	CalSAWS M&E	Start Build	Fiscal	Collections	Sheryl Eppler - Approved - 07/21/2023	
23.09		CA-246136	Expand the Referral Detail page in CalSAWS to allow for e-referral	579	CalSAWS M&E	Start Build	Online	Child Care		
23.09		CA-248100	Create API to Enable Form Number lookups in workflow	430	Change Notice	Production Deployment	Imaging	Imaging		
23.09		CA-251562	Adult Expansion for Medi-Cal	558	Premise	Start Build	CalHEERS	Medi-Cal/CMSP		CH-210202

23.09		CA-252980	Online Help: Update JA Imaging Workflow Queues and Exceptions CA-231814	7	CalSAWS M&E	Start Build	Training	Other	Elizabeth Palm 12/21/2022 Approved	
23.09		CA-252997	ACL 22-94 - Turn on TEMP 2220 for all counties	46	CalSAWS M&E	Production Deployment	Reports	State/Fiscal Reports	Approved By Claudia Pinto 12/15/2022	
23.09		CA-253195	Support SCR to provide responses to Consortia queries	1000	CalSAWS M&E	Production Deployment	Eligibility	Other	Karen J. Rapponotti - 7/11/2023	
23.09	23.10.30	CA-254675	Purge October Foster Care Main Payroll run (CSPMTF) for 11/01/2023 for San Francisco and San Luis Obispo (Wave 6)	75	CalSAWS M&E	Production Deployment	Fiscal	Fiscal	Sheryl Eppler - Approved - 07/21/2023	
23.09		CA-255342	Online Help: Update JA - Issuance Thresholds	7	CalSAWS M&E	Start Build	Training	Other		
23.09		CA-260358	ACL 22-61/22-61E: Update CF 377.7B, CF 377.7B1, CF 377.7D2 and CF 377.7D3	560	Premise	Start Build	Client Correspondence	Correspondence		
23.09	23.10.30	CA-261485	Decommission CalWIN EICT Interface job post migration wave 6	38	CalSAWS M&E	No	Batch/Interfaces	Other	Approved By John Pratt July 13, 2023	
23.09	23.10.XX	CA-262387	Voice Bots Statewide Rollout: Yuba County	110	Change Notice	No	Bots	IVR & Contact Center	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)	
23.09	23.09.28	CA-262742	Refactor Cryptographic Hash	130	Premise	Production Deployment	CalHEERS	Medi-Cal/CMSP		
23.09	23.10.19	CA-263212	Expand the Child Care Admin portal to display referral information for external provider/agencies	2109	CalSAWS M&E	Start Build	Online	Child Care		
23.11		CA-227568	LA County GR Cases Terming for Whereabout Unknown	52	CalSAWS M&E	No	Fiscal	GA/GR		
23.11		CA-235210	Homeless Temp AU Size Based on CalWORKs AU Size	394	CalSAWS M&E	No	Eligibility	CalWORKs/CalFresh		
23.11		CA-242611	Update CalWIN County Foster Care Clothing Allowance rates	218	CalSAWS M&E	Production Deployment	Fiscal	Fiscal	Sheryl Eppler - Approved - 07/06/2023	
23.11		CA-251400	Expungements of Future Month benefits	112	CalSAWS M&E	No	Fiscal	Fiscal		
23.11	23.11.21	CA-251565	One-time Batches to Transition Adults (ages 26-49) from Restricted to Full Scope Medi-Cal	458	Premise	No	CalHEERS	Medi-Cal/CMSP		CH-210202
23.11		CA-251842	Update Expungement Detail page to display back-out transactions	542	CalSAWS M&E	Production Deployment	Fiscal	Collections		
23.11	23.11.30	CA-255969	Voice Bots Statewide Rollout: Welcome Bot, Authentication Bot and Push Notifications	320	Change Notice	Start Build	Bots	IVR & Contact Center		
23.11		CA-260472	Update Disaster Services Page to allow adding Disaster info by Consortium	242	CalSAWS M&E	No	Fiscal	CalWORKs/CalFresh		
23.11		CA-263275	2023/2024 Family Members Base Allocation Amount	71	CalSAWS M&E	Start Build	CalHEERS	Medi-Cal/CMSP	Streamline approval added by Nina Butler	
23.11		CA-264360	Update IVR Appointment Reminder POXXM300 to trigger on Appointment Category(type) of "General Appointment"	134	CalSAWS M&E	No	Batch/Interfaces	IVR & Contact Center	Approved by Logan Pratt on 07/11/2023	
23.11		CA-264873	Enable Form Number Lookups in Workflow - Imaging Changes	60	Change Notice	No	Imaging	Imaging	Rhiannon Chin 7/18/2023	

CalSAWS

DATE	Thursday, August 3, 2023
TIME	1:30 PM
LOCATION	Teams Virtual Meeting
SUBJECT	Change Control Board (CCB) Meeting
INVITEES	Regional Managers, Design Leads, Tech Leads, Release Management Leads, Quality Assurance, State Partners, Consortium Management
NEXT CCB MEETING DATE	Thursday, August 17, 2023
RELEASE SCHEDULE LOCATION	https://www.calsaws.org/system-updates/

Content Revisions (CRs)

Release	Priority Release	SCR #	DESIGN APPROVAL	Hours	Funding Source	Emergency Approval	Team Responsible	Committee Review	Non-Committee Review	CR Change Type	X-Ref SCR
TBD	23.08.03	CA-254387	Insert CSC IV and CSC V in DOC_DATA	43	CalSAWS M&E	Start Build	Client Correspondence	Correspondence		Recommendation/Release	
23.05	23.07.02	CA-218887	DDID 119 - Phase 6 Deployment for 58 Counties	68	CalSAWS DD&I	No	Imaging	Imaging	Rhiannon Chin 1/3/23	Release	
23.05	23.07.03	CA-251943	San Diego County CalSAWS UAT/PROD EDR Access Request	120	CalSAWS M&E	Start Build	DBA	Ad Hoc	Approved by David Bruhn on 11/10/2022 on behalf of Laura	Release	
23.05	23.06.30	CA-256140	CalSAWS 58 county Batch performance test execution & support	2200	CalSAWS DD&I	Production Deployment	Batch Operations	Other		Release	
23.05	23.06.22	CA-259732	Update Case Linking to Use Full Social Security Number	109	CalSAWS M&E	Production Deployment	BenefitsCal	Self Service Portal	Approved by Dymas Pena on 5/16/2023	Release	CSPM-65464
23.07		CA-55378	Impose CW MAP Reduction within the allotted timeframe when Immunization Page is not updated for children in AU under age 6	1257	CalSAWS M&E	No	Eligibility	CalWORKs/CalFresh		Estimate	
23.07		CA-235770	CW Household Members Eligible to TCF	651	CalSAWS M&E	Production Deployment	Eligibility	CalWORKs/CalFresh		Recommendation	
23.07		CA-243475	Facility Types to include in ARC Logic	398	CalSAWS M&E	Start Build	Eligibility	Foster Care/Kin GAP/AAP		Estimate	
23.07	23.09.xx	CA-245559	CalWIN Wave 5 Counties to/from CalSAWS ICT Records in Progress-Follow Up Case Lists	52	CalSAWS M&O	No	Online	ICT	3/1/2023 Carlos Zepeda	Funding Source	
23.07	23.07.27	CA-248273	BenefitsCal - Update Report a Change Task API to support Future Workers	578	Premise	Start Build	BenefitsCal	CalWORKs/CalFresh/Medi-Cal/CMSP/Self Service Portal	Approved by: Connie Buzbee - 03/30/2023	Recommendation	CSPM 62372
23.07		CA-248569	Identify the Special Care Increment type in Foster Care and Kin-GAP	556	CalSAWS M&E	Production Deployment	Eligibility	Correspondence/Foster Care/Kin GAP/AAP		Estimate/Recommendation	
23.07	23.07.06	CA-249497	Update OCAT so user provisioning through ForgeRock	10	CalSAWS M&O	No	Tech Forge Rock	Tech	Gingko Luna on 6/27/2023	Release	OP-2795
23.07		CA-251447	Modify the Use of the GA Annual Agreement for LA County	5171	County Purchase	Start Build	Client Correspondence	GA/GR	non-committee approval by LA County only. Approved by Adelaide Mendoza	Estimate/Recommendation	
23.07		CA-252015	Upgrade CalSAWS auxiliary Aurora MySQL databases to version 8	2040	Change Notice	No	DBA	Tech	Approved by Laura Chavez on 2/1/2023.	Release	
23.07	23.09.xx	CA-253233	Sacramento (wave 6) County - Conduct Rush Warrant Testing	79	CalSAWS M&E	Production Deployment	Client Correspondence	Correspondence		Estimate	



DATE	Thursday, August 3, 2023
TIME	1:30 PM
LOCATION	Teams Virtual Meeting
SUBJECT	Change Control Board (CCB) Meeting
INVITEES	Management
NEXT CCB MEETING DATE	Thursday, August 17, 2023
RELEASE SCHEDULE LOCATION	https://www.calsaws.org/system-updates/

These SCRS do not have a change to the CalSAWS System

Informational Only

Release	Priority Release	SCR #	DESIGN APPROVAL	Hours	Funding Source	Emergency Approval	Team Responsible	Committee Review	Non-Committee Review	X-Ref SCR
Release 23.06.22		CSPM-65521	Add tooltip to email/phone OTP for password reset flow							
Release 23.06.22		CSPM-65464	Update BC Case Linking API to Extend SSN (9 digits)							
Release 23.06.22		CSPM-65422	Add more text to describe who should request a CBO account							
Release 23.06.22		CSPM-65317	ROI Forms API: Addition of new data element 'roiStatus'							
Release 23.05.09		CSPM-65179	Provide feedback to the customer when they see a Medi-Cal discontinued block while still active on CW.							
Release 23.05.25		CSPM-64924	Update BenefitsCal to send CE instead of MN for text opt-in							
Release 23.05.25		CSPM-64300	Improve system feedback around verification code during customer account creation							
Release 23.05.25		CSPM-64229	Allow County Specific Text Box as part of BC Interview Nudge							
Release 23.05.25		CSPM-63323	Add case selection drop down list for Support Requests when linked to multiple WTW cases.							
Release 23.06.22		CSPM-57458	Update language on BenefitsCal regarding RCA and TCVP							
Release 23.05.25		CSPM-41146	Update text on the Income and Asset Summary screen for Periodic Report							
Release 23.06.22		CSPM-39712	Users can't use a space for security questions							
Release 23.05.25		CSPM-4623	Implement custom 404 Error page to improve Search Engine Optimization.							
Release 23.06.22		CSPM-4601	Implement descriptive file names for all important images to improve Search Engine Optimization.							
Release 23.06.22		CSPM-4600	Implement alt text for important images to improve Search Engine Optimization.							
23.06.22_0040		CSPM-65521	Add tooltip to email/phone OTP for password reset flow							
23.06.22_0020		CSPM-65464	Update BC Case Linking API to Extend SSN (9 digits)							
23.06.22_0050		CSPM-65422	Add more text to describe who should request a CBO account							
23.06.22_0030		CSPM-65317	ROI Forms API: Addition of new data element 'roiStatus'							
23.05.09_0010		CSPM-65179	Provide feedback to the customer when they see a Medi-Cal discontinued block while still active on CW.							
23.05.25_0030		CSPM-64924	Update BenefitsCal to send CE instead of MN for text opt-in							
23.05.25_0020		CSPM-64300	Improve system feedback around verification code during customer account creation							
23.05.25_0080		CSPM-64229	Allow County Specific Text Box as part of BC Interview Nudge							
23.05.25_0020		CSPM-63323	Add case selection drop down list for Support Requests when linked to multiple WTW cases.							
23.06.22_0080		CSPM-57458	Update language on BenefitsCal regarding RCA and TCVP							
23.05.25_0030		CSPM-41146	Update text on the Income and Asset Summary screen for Periodic Report							
23.06.22_0060		CSPM-39712	Users can't use a space for security questions							
23.05.25_0080		CSPM-4623	Implement custom 404 Error page to improve Search Engine Optimization.							
23.06.22_0070		CSPM-4601	Implement descriptive file names for all important images to improve Search Engine Optimization.							
23.06.22_0020		CSPM-4600	Implement alt text for important images to improve Search Engine Optimization.							

CalSAWS CCB Meeting Minutes for August 3, 2023

The following questions were received

SCR #	County/Region	Question	Response
CA-228466/ CA-260358	Los Angeles/R6	Both of these SCRs are scheduled for 23.09 build; however, CA-228466 has not yet been approved by the committee. There are many questions pending in addition to a CRPC response for state policy clarification before this SCR can be approved. The vote on this SCR is due on 8/8, and our concern is that there will not be enough time to review and prepare for the 23.09 build. Please let us know if the two SCRs mentioned above will be pushed out to the next build.	These SCRs are being pulled from the CCB agenda and will be resubmitted once the committee approvals and CRPC responses have been received and addressed.

Approvals Received	
Region	Approved
1	x
2	x
3	x
4	x
5	x
6	x

Notes
Meeting was held with all Regions represented and aside from the 2 SCRs pulled there were no other concerns. Approved by all



[CA-243213] Add the DHCS approved BIC language to the English and threshold versions of the NOA

Team Responsible:	Client Correspondence	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[RWR]	Designer Contact:	Sahithi Pabba	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	No	Estimate:	541
Reporter:	Raj Devidi	Regulation Reference:	ACWDL 18-12, MEDIL I 19-09	Created:	03/31/2022 10:43 AM
Status:	Pending Approval	Impact Analysis:	[Customer Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Virginia C. Bernal	Training Impacted:		Funding Source:	Other
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	Corr_Reallocation
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved-Virginia Bernal 07/12/2023

Expedite Approval:

Current Design:

The system currently uses out-of-date BIC Language for Medi-Cal Denial and Discontinuance Notices.

Request:

Add the DHCS approved BIC language to the English and threshold versions of the NOA. (CRPC 2088 - CA-238219)

Discontinuance:

Keep your Benefits Identification Card (BIC)

If you have a plastic Benefits Identification Card (BIC), be sure to keep it. You can use your BIC number until your Medi-Cal ends. You will also use it again if you qualify for Medi-Cal in the future.

The BIC language shown above can be found in English in ACWDL 18-12 and the translations can be found in MEDIL I 19-09.

Recommendation:

Add the DHCS approved BIC language to the English and threshold versions of the NOA as per the CRPC 2088

Outreach Description:

Alternative Procedure Description:

N/A

Operational Impact:

Estimate: 541

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	103	Client Correspondence :	259	Contact Center :	0
Conversion :	0	DBA :	0	Design :	65
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	24
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	2.0	Virtual Assistant :	0



[CA-246388] Add M82-510A to CalSAWS

- Resolved: 07/21/2023 12:29 AM

Team Responsible:	Client Correspondence	Assignee:	Arija Mohammed	SPG Status:	N/A
Fix Version/s:	[RWR]	Designer Contact:	Thanushree Veereshappa	Change Type (SCR):	Enhancement
Minor Version:	23.07.x1	Expedite Changes:	Start Build	Estimate:	138
Reporter:	Connie Buzbee	Regulation Reference:		Created:	06/08/2022 06:35 AM
Status:	Test Complete	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Maria Arceo	Training Impacted:	[Job Aid]	Funding Source:	Other
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	Corr_Reallocation
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved 6/20/23 Maria Arceo. Send to correspondence committee as FYI.				
Expedite Approval:	Michele Peterson- 6/27/23				
Current Design:	Currently M82-510A (6/98) Cooperate - Change is not available in the CalSAWS.				
Request:	Add M82-510A (6/98) Cooperate - Change to CalSAWS Template Repository in English and available threshold languages. Languages Include: English, Spanish, Chinese, Russian and Vietnamese.				
Recommendation:	Add M82-510A (6/98) Cooperate - Change to CalSAWS Template Repository in English and following threshold languages: Spanish, Chinese, Russian and Vietnamese.				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	138				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	10	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	84	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	10	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	25	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	9.0	Virtual Assistant :	0

[CA-247694] Asset Limit Changes-Forms and Notices

Team Responsible:	Client Correspondence	Assignee:	Unassigned	SPG Status:	Pending
Fix Version/s:	[RWR]	Designer Contact:	Phong Xiong	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	357
Reporter:	Nina Butler	Regulation Reference:	MEDIL I 22-22	Created:	07/11/2022 04:42 PM
Status:	Approved	Impact Analysis:	[Central Print, Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Virginia C. Bernal	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved-Virginia Bernal 07/17/2023				
Expedite Approval:	Expedited Start Build Approved by Karen J. Rapponotti on 07/18/2023				
Current Design:	These forms currently exist in the system: MC 008, MC 010, MC 176 PI, PUB 10, and MC 14 A. These forms exist in English and Spanish with the exception of the MC 176 PI and MC 14 A. The MC 176 PI only exists in English and the MC 14 A exists in all threshold languages.				
Request:	<p>The Non-MAGI Screening Packet and the Non-MAGI Turning 65 Packet contains the PUB 10 as part of the packet itself. Both packets exist in English and Spanish.</p> <p>Effective July 1, 2022, the asset limits for Non-MAGI Medi-Cal programs have changed.</p> <p>CalSAWS must update the following Asset Limit Changes – Forms and Informational Notices to reflect the new amounts via Medi-Cal Eligibility Division Information Letter- MC 008, MC 010, MC 176 PI, PUB 10, and MC 14 A.</p> <p>Note: All of the forms are updated only in English with the exception of the MC 14 A as the State has provided all the translations for the MC 14 A.</p>				
Recommendation:	<ol style="list-style-type: none"> 1. Update the following forms in English to reflect the new Asset Limit amounts in the CalSAWS system: MC 008, MC 010, MC 176 PI, and PUB 10. Turn off the Spanish version for MC 008, MC 010, PUB 10. 2. Update the following packets to reflect the new PUB 10: Non-MAGI Screening Packet, Non-MAGI Turning 65 packet. Update the Spanish version of the 2 packets to use the English version of PUB 10. 3. Update the MC 14 A in all threshold languages to the latest state version. 				
Outreach Description: Alternative Procedure Description: Operational Impact: Estimate:	N/A				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	217	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0

Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	104	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Training :	0	Translation :	0	Tech Support :	0
				Virtual Assistant :	0



[CA-251146] Add NOA Fragments in Threshold Languages for CalFresh NOA Generation (CF 377.4 SAR)

Team Responsible:	Client Correspondence	Assignee:	Reshma Chandy	SPG Status:	N/A
Fix Version/s:	[RWR]	Designer Contact:	Lianel Richwin	Change Type (SCR):	Policy Re-Design
Minor Version:	23.07.x2	Expedite Changes:	Start Build	Estimate:	1020
Reporter:	Connie Buzbee	Regulation Reference:	EAS 10-116	Created:	10/10/2022 10:01 AM
Status:	System Test	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:	[Online Help]	Funding Source:	Other
Project Phase (SCR):	Production	Committee:	[CalWORKs/ CalFresh, Correspondence]	Funding Source ID:	Corr_Reallocation
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Review and approved by Caroline Bui 7/13/2023

Expedite Approval: By Karen J. Rapponotti on 07/14/2023

Current Design: Not all NOAs generate in all Threshold Languages (Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, Vietnamese).

Request:

- Add Threshold languages to GAIN Sanctioned with reason code F090C (Snippet ID - 7229).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese
- Add Threshold languages to Residency VRF Pending with reason code F068T (Snippet ID - 6045).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese
- Add Threshold languages to Ineligible Boarder - SFU with reason code F031T (Snippet ID - 6029).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese
- Add Threshold languages to TVisa Not Apply W/In 1 yr with reason code F160C (Snippet ID - 7214).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese
- Add Threshold languages to CalFresh COLA Change with reason code F713C (Snippet ID - 7480).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese
- Add Threshold languages to Fail App Process with reason code F924T (Snippet ID - 10214).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
- Add Threshold languages to Non-Coop Sponsored Non-Citizen with reason code F377T (Snippet ID - 6104).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
- Add Threshold languages to EBT Whereabouts Unknown with reason code F715T (Snippet ID - 6492).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
- Add Threshold languages to Child Supt Deduc Now Excluded with reason code F707C (Snippet ID - 7251).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

10. Add Threshold languages to Voluntary Job Quit with reason code F021T (Snippet ID - 6023).

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

11. Add Threshold languages to Indv Left TCF Household with reason code F617C (Snippet ID - 6484).

Languages Include: Arabic, Armenian, Cambodian, Chinese,

Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

12. Add Threshold languages to Ineligible Institution with reason code F004C (Snippet ID - 6002).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi,

Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

13. Add Threshold languages to Household Left State with reason code F622T (Snippet ID - 6110).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi,

Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

14. Add Threshold languages to Non-Coop: QC Federal with reason code F058T (Snippet ID - 6041).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi,

Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

15. Add Threshold languages to Above 21 Not Pur/Pre with reason code F401C (Snippet ID - 6107).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi,

Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

16. Add Threshold languages to Non-Coop: QC State with reason code F057T (Snippet ID - 6040).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi,

Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

17. Add Threshold languages to Alien Sponsor Income Ver Refus with reason code F320C (Snippet ID - 6099).

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

18. Add Threshold languages to Alien Sponsor Income Ver Refus with reason code F320T (Snippet ID - 6480).

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

19. Add Threshold languages to CF_CH_ACTION2 action fragment (Snippet ID - 4063).

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

20. Add Threshold languages to CF_CH_ACTION4 action fragment (Snippet ID - 4030).

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

21. Add Threshold languages to CF_CH_MESSAGE7 message fragment (Snippet ID - 5029).

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

Recommendation:

1. Add Threshold languages to GAIN Sanctioned with reason code F090C (Snippet ID - 7229).

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

2. Add Threshold languages to Residency VRF Pending with reason code F068T (Snippet ID - 6045).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi,

Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese

3. Add Threshold languages to Ineligible Boarder - SFU with reason code F031T (Snippet ID - 6029).

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

4. Add Threshold languages to TVisa Not Apply W/In 1 yr with reason code F160C (Snippet ID - 7214).

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

5. Add Threshold languages to CalFresh COLA Change with reason code F713C (Snippet ID - 7480).

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

6. Add Threshold languages to Fail App Process with reason code F924T (Snippet ID - 10214).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
7. Add Threshold languages to Non-Coop Sponsored Non-Citizen with reason code F377T (Snippet ID - 6104).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
8. Add Threshold languages to EBT Whereabouts Unknown with reason code F715T (Snippet ID - 6492).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
9. Add Threshold languages to Child Supt Deduc Now Excluded with reason code F707C (Snippet ID - 7251).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
10. Add Threshold languages to Voluntary Job Quit with reason code F021T (Snippet ID - 6023).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
11. Add Threshold languages to Indv Left TCF Household with reason code F617C (Snippet ID - 6484).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
12. Add Threshold languages to Ineligible Institution with reason code F004C (Snippet ID - 6002).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
13. Add Threshold languages to Household Left State with reason code F622T (Snippet ID - 6110).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
14. Add Threshold languages to Non-Coop: QC Federal with reason code F058T (Snippet ID - 6041).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
15. Add Threshold languages to Above 21 Not Pur/Pre with reason code F401C (Snippet ID - 6107).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
16. Add Threshold languages to Non-Coop: QC State with reason code F057T (Snippet ID - 6040).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
17. Add Threshold languages to Alien Sponsor Income Ver Refus with reason code F320C (Snippet ID - 6099).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
18. Add Threshold languages to Alien Sponsor Income Ver Refus with reason code F320T (Snippet ID - 6480).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
19. Add Threshold languages to CF_CH_ACTION2 action fragment (Snippet ID - 4063).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
20. Add Threshold languages to CF_CH_ACTION4 action fragment (Snippet ID - 4030).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
21. Add Threshold languages to CF_CH_MESSAGE7 message fragment (Snippet ID - 5029).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

**Outreach
Description:
Alternative
Procedure
Description:
Operational Impact:**

N/A

Estimate:	1020				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	603	Contact Center :	0
Conversion :	0	DBA :	0	Design :	151
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	266	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Training :	0	Translation :	0	Tech Support :	0
				Virtual Assistant :	0



[CA-251148] Add NOA Fragments in Threshold Languages for CalFresh NOA Generation (CF 377.1A)

Team Responsible:	Client Correspondence	Assignee:	Harshitha Bhat	SPG Status:	N/A
Fix Version/s:	[RWR]	Designer Contact:	Indira Ramasamy	Change Type (SCR):	Policy Re-Design
Minor Version:	23.07.x2	Expedite Changes:	Start Build	Estimate:	1247
Reporter:	Connie Buzbee	Regulation Reference:	EAS 10-116	Created:	10/10/2022 10:21 AM
Status:	System Test	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:	[Online Help]	Funding Source:	Other
Project Phase (SCR):	Production	Committee:	[CaWORKs/ CalFresh]	Funding Source ID:	Corr_Reallocation
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Caroline Bui 7/13/2023

Expedite Approval: By Karen J. Rapponotti on 07/14/2023

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.

- Request:**
1. Add Threshold language to Snippet ID 7257 - CalFresh Denial (NOA Code F922D) to CalSAWS. Languages include Spanish, Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese
 2. Add Threshold language to Snippet ID 7800 - CalFresh Denial (NOA Code F925D) to CalSAWS. Languages include Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese
 3. Add Threshold language to Snippet ID 7801 - CalFresh Denial (NOA Code F926D) to CalSAWS. Languages include Spanish, Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese
 4. Add Threshold language to Snippet ID 7802 - CalFresh Denial (NOA Code F927D) to CalSAWS. Languages include Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese
 5. Add Threshold language to Snippet ID 7804 - CalFresh Denial (NOA Code F928D) to CalSAWS. Languages include Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese
 6. Add Threshold language to Snippet ID 7805 - CalFresh Denial (NOA Code F929D) to CalSAWS. Languages include Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese
 7. Add Threshold language to Snippet ID 7806 - CalFresh Denial (NOA Code F930D) to CalSAWS. Languages include Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese
 8. Add Threshold language to Snippet ID 7807 - CalFresh Denial (NOA Code F931D) to CalSAWS. Languages include Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese
 9. Add Threshold language to Snippet ID 7808 - CalFresh Denial (NOA Code F932D) to CalSAWS. Languages include Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese
 10. Add Threshold language to Snippet ID 7810 - CalFresh Denial (NOA Code F934D) to CalSAWS. Languages include Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese
 11. Add Threshold language to Snippet ID 7812 - CalFresh Denial (NOA Code F936D) to CalSAWS. Languages include Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese

12. Add Threshold language to Snippet ID 7815 - CalFresh Denial (NOA Code F939D) to CalSAWS. Languages include Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese
13. Add Threshold language to Snippet ID 7817 - CalFresh Denial (NOA Code F941D) to CalSAWS. Languages include Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese
14. Add Threshold language to Snippet ID 7818 - CalFresh Denial (NOA Code F942D) to CalSAWS. Languages include Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese
15. Add Threshold language to Snippet ID 7819 - CalFresh Denial (NOA Code F943D) to CalSAWS. Languages include Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese
16. Add Threshold language to Snippet ID 7820 - CalFresh Denial (NOA Code F944D) to CalSAWS. Languages include Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese
17. Add Threshold language to Snippet ID 7638 - CalFresh Denial (NOA Code F032D) to CalSAWS. Languages include Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese
18. Add Threshold language to Snippet ID 7639 - CalFresh Denial to CalSAWS. Languages include Spanish, Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese
19. Add Threshold language to Snippet ID 7642 - CalFresh Denial to CalSAWS. Languages include Spanish, Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese
20. Add Threshold language to Snippet ID 10211 - CalFresh Denial to CalSAWS. Languages include Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese
21. Add Threshold language for common fragments action and Title used by the reasons added above.

Recommendation:

- Add remaining available threshold languages for the following CalFresh Denial Templates.
 1. Recert Missing Verifs (NOA Code F926D)
 2. RE Denial - interview was not completed (NOA Code F922D)
 3. On Aid Another Case (NOA Code F461D)
 4. Mandatory Optional Rules (NOA Code F032D)
 5. On Aid Another Case (NOA Code F091D)
 6. Failed Recert Process (NOA Code F932D)
 7. Failed Recert Process (NOA Code F927D)
 8. Fail App Process (NOA Code F924D)
 9. Recert Missing Verifs (NOA Code F925D)
 10. Failed Recert Process (F942D)
 11. Failed Recert Process (F943D)
 12. Failed Recert Process (F929D)
 13. Failed Recert Process (F931D)
 14. Failed Recert Process (F936D)
 15. Failed Recert Process (F944D)
 16. Failed Recert Process (F928D)
 17. Failed Recert Process (F930D)
 18. Failed Recert Process (F941D)
 19. Failed Recert Process (F934D)
 20. Failed Recert Process (F939D)
 2. Add Common Action Fragments CF_DN_ACTION4 and CF_DN_ACTION5 in Remaining available threshold languages.
 3. Add Common NOA Title CF_DN_NOA_TYPE_RE in Remaining available threshold languages.

Outreach

Description:

Alternative Procedure N/A

Description:

Operational Impact:

Estimate: 1247

Automated Test : 0 Batch/Interfaces : 0 Batch Operations : 0

BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	708	Contact Center :	0
Conversion :	0	DBA :	0	Design :	177
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	287	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	75.0	Virtual Assistant :	0



[CA-254620] Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MC 359 R)

Team Responsible:	Client Correspondence	Assignee:	Karuna Ganeri	SPG Status:	N/A
Fix Version/s:	[RWR]	Designer Contact:	Rohan Bedre	Change Type (SCR):	Policy Re-Design
Minor Version:	23.07.x2	Expedite Changes:	Start Build	Estimate:	222
Reporter:	Connie Buzbee	Regulation Reference:	EAS 10-116	Created:	01/03/2023 10:18 AM
Status:	System Test	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Virginia C. Bernal	Training Impacted:	[Online Help]	Funding Source:	Other
Project Phase (SCR):	Production	Committee:	[Correspondence, Medi-Cal/CMSF]	Funding Source ID:	Corr_Reallocation
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved-Virginia Bernal 07/12/2023				
Expedite Approval:	Michele Peterson, 7/13/23				
Current Design:	Currently MC 359 R Medi-Cal NOA is available only in English and Spanish languages in CalSAWS.				
Request:	<ol style="list-style-type: none"> 1. Add Threshold Languages to MC AP ICT FULL AID WITH SOC with a reason code: M186A. Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese. 2. Add Threshold Languages to MC AP ICT FULL AID NO SOC with a reason code: M185A. Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese. 3. Add Threshold Languages to MC AP ICT RESTRICT AID NO SOC with a reason code: M184A. Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese. 				
Recommendation:	<ol style="list-style-type: none"> 1. Add Threshold Languages to MC AP ICT FULL AID WITH SOC with a reason code: M186A (Snippet ID-6592). Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese. 2. Add Threshold Languages to MC AP ICT FULL AID NO SOC with a reason code: M185A (Snippet ID- 6591). Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese. 3. Add Threshold Languages to MC AP ICT RESTRICT AID NO SOC with a reason code: M184A (Snippet ID-6590). Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese. 				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	222				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	132	Contact Center :	0
Conversion :	0	DBA :	0	Design :	33

Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	40	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	17.0	Virtual Assistant :	0



[CA-254633] Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MC 239 A3)

Team Responsible:	Client Correspondence	Assignee:	Dinesh Mariyappan	SPG Status:	N/A
Fix Version/s:	[RWR]	Designer Contact:	Karuna Ganeri	Change Type (SCR):	Policy Re-Design
Minor Version:	23.07.x4	Expedite Changes:	Start Build	Estimate:	258
Reporter:	Connie Buzbee	Regulation Reference:	EAS 10-116	Created:	01/03/2023 01:03 PM
Status:	In Development	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Virginia C. Bernal	Training Impacted:	[Online Help]	Funding Source:	Other
Project Phase (SCR):	Production	Committee:	[Correspondence, Medi-Cal/CMSF]	Funding Source ID:	Corr_Reallocation
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved-Virginia Bernal 07/11/2023				
Expedite Approval:	Michele Peterson- 7/13/23				
Current Design:	Currently MC 239 A3 NOA is available in the Threshold Languages except for Arabic, Farsi, Hmong and Lao.				
Request:	<ol style="list-style-type: none"> 1. Add Threshold Languages to APP REG MC FULL SCOPE w/SOC with a reason code: M132A. Languages Include: Arabic, Farsi, Hmong and Lao. 2. Add Threshold Languages to APP REG MC RESTRICTED W/SOC with a reason code: M130A. Languages Include: Arabic, Farsi, Hmong and Lao. 3. Add Threshold Languages to RESTRICTED-SCOPE APPROVAL with a reason code: M224A. Languages Include: Arabic, Farsi, Hmong and Lao. 4. Add Threshold Languages to RESTRICTED-SCOPE APPROVAL with a reason code: M224A. Languages Include: Arabic, Hmong and Lao. 5. Add Threshold Languages to RESTRICTED-SCOPE RETRO APPROVAL with a reason code: M225A. Languages Include: Arabic, Hmong and Lao. 6. Add Threshold Languages to RESTRICTED-SCOPE APPROVAL with a reason code: M225A. Languages Include: Arabic, Farsi, Hmong and Lao. 7. Add Threshold Languages to APP REG MC RESTRICTED NO SOCL with a reason code: M129A. Languages Include: Arabic, Farsi, Hmong and Lao. 				
Recommendation:	<ol style="list-style-type: none"> 1. Add Threshold Languages to APP REG MC FULL SCOPE w/SOC with a reason code: M132A (Snippet ID- 6562). Languages Include: Arabic, Farsi, Hmong and Lao. 2. Add Threshold Languages to APP REG MC RESTRICTED W/SOC with a reason code: M130A (Snippet ID- 6560). Languages Include: Arabic, Farsi, Hmong and Lao. 3. Add Threshold Languages to RESTRICTED-SCOPE APPROVAL with a reason code: M224A (Snippet ID- 7629). Languages Include: Arabic, Farsi, Hmong and Lao. 4. Add Threshold Languages to RESTRICTED-SCOPE APPROVAL with a reason code: M224A (Snippet ID- 9529). Languages Include: Arabic, Hmong and Lao. 5. Add Threshold Languages to RESTRICTED-SCOPE RETRO APPROVAL with a reason code: M225A (Snippet ID- 9530). Languages Include: Arabic, Hmong and Lao. 6. Add Threshold Languages to RESTRICTED-SCOPE APPROVAL with a reason code: M225A (Snippet ID- 7630). Languages Include: Arabic, Farsi, Hmong and Lao. 7. Add Threshold Languages to APP REG MC RESTRICTED NO SOCL with a reason code: M129A (Snippet ID-6559). 				

Languages Include: Arabic, Farsi, Hmong and Lao.

Outreach

Description:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate:

258

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	141	Contact Center :	0
Conversion :	0	DBA :	0	Design :	35
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	62	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	20.0	Virtual Assistant :	0



[CA-255933] Update all DCFS specific forms (AAP, FC & KG) with DCFS headquarters address to new address

Team Responsible:	Client Correspondence	Assignee:	Rohan Bedre	SPG Status:	N/A
Fix Version/s:	[RWR]	Designer Contact:	Karuna Ganeri	Change Type (SCR):	Enhancement
Minor Version:	23.07.x3	Expedite Changes:	Start Build	Estimate:	135
Reporter:	Michelle Ramos	Regulation Reference:		Created:	01/31/2023 04:20 PM
Status:	In Development	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Michelle Ramos	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Correspondence, Foster Care/Kin GAP/AAP]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Michelle Ramos 07/13/23				
Expedite Approval:	By Karen J. Rapponotti on 07/14/2023				
Current Design:	Currently all DCFS specific forms (AAP, FC & KG) with DCFS headquarters address are showing old address "425 Shatto Place, Los Angeles, CA 90020".				
Request:	Update all DCFS specific forms (AAP, FC & KG) with new DCFS headquarters address "510 S. Vermont Ave, Los Angeles, CA 90020".				
Recommendation:	Update all DCFS specific forms (AAP, FC & KG) with new DCFS headquarters address "510 S. Vermont Ave, Los Angeles, CA 90020".				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact:	135				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	90	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	9
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	27	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-264370] Siskiyou County Requests Access to Production Enhanced Data Reporting (EDR)

Team Responsible:	DBA	Assignee:	Sauvik Basu	SPG Status:	N/A
Fix Version/s:	[RWR]	Designer Contact:	Sauvik Basu	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	120
Reporter:	Sean Ny	Regulation Reference:		Created:	07/06/2023 11:26 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sean Ny	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Ad Hoc]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: David Bruhn approves the SCR on 7/07/2023 on behalf of Laura Sanchez

Expedite Approval: David Bruhn approves the SCR on 7/07/2023 on behalf of Laura Sanchez

Current Design: Siskiyou County needs access to EDR (Enhance Data Reporting), which allows the county to download raw data for ad-hoc and other operational reports.

Request: Siskiyou County needs one EDR downstream instance.

Recommendation: Assess bandwidth needs and evaluate procurement of additional circuits. Network and DB change to permit EDR access.

Outreach Description: Use APEX

Alternative Procedure Description:

Operational Impact:

Estimate: **120**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	40	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	80
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-226264] CA-224051 DDID 2305, 2306, 2307 Online Help: Update OLH pages to support Text Messaging Solution for all 58 Counties

- Resolved: 03/29/2021 10:55 AM

Team Responsible:	Training	Assignee:	Nour Bibars	SPG Status:	N/A
Fix Version/s:	[21.05]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	25
Reporter:	Cristina Garcia	Regulation Reference:		Created:	03/10/2021 01:07 PM
Status:	In Production	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Jose Caicedo	Training Impacted:	[Online Help]	Funding Source:	CalSAWS DD&I
Project Phase (SCR):	Migration	Committee:	[Other]	Funding Source ID:	CalSAWS DD&I
Consortium Review Approval:	J. Hahner	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:	03/30/2021				
Non-Committee Review:	Approved by Jennifer Hahner				
Expedite Approval:	Approved by Karen Rapponotti on 3/18/2021				
Current Design:	CA-224051 Updates the Text Messaging Functionality for all 58 Counties				
Request:	Update Online Help pages to support the functionality change(s).				
Recommendation:	Update the following Online Help pages: 1) Contact Detail page 2) Customer Contact History page 3) Transaction History Detail page 4) Automated Action Detail page				
Outreach Description:	None				
Alternative Procedure Description:	None				
Operational Impact Estimate:	25				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	25	Translation :	0	Virtual Assistant :	0



[CA-237101] Training: Update Fiscal WBTs for 23.07 App Dev Changes

- Resolved: 03/07/2022 12:51 PM

Team Responsible:	Training	Assignee:	Divya Vasam	SPG Status:	N/A
Fix Version/s:	[22.03]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	80
Reporter:	Cristina Garcia	Regulation Reference:		Created:	11/22/2021 05:38 PM
Status:	In Production	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design	Janet Mitri	Training Impacted:	[CFP/WBT]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Training	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Approved by Jayna Longstreet 7/25/2023

Expedite Approval:
Current Design: Fiscal WBTs are impacted by system changes implemented with the 23.07 Production release.

Request: Fiscal WBTs need to be updated to reflect system changes implemented with the 23.07 Production release.

Recommendation: Update the following Fiscal WBTs to reflect changes implemented with the App Dev SCR(s) listed:
1. 084-WBT-FSC-Fiscal-01:
a) CA-231834: Foster Care Resource Detail and Foster Care Resource Search pages (Add new Expectant Foster Youth option in Type drop list (if applicable))

Outreach Description:
Alternative Procedure Description: N/A
Operational Impact:
Estimate: 80

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	0	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Training :	80	Translation :	0	Tech Support :	0
				Virtual Assistant :	0



[CA-248751] Synchronization of CalSAWS and GA/GR Correspondence service databases (Wave 1)

- Resolved: 10/20/2022 03:45 PM

Team Responsible:	Client Correspondence	Assignee:	Stephanie Hugo [X]	SPG Status:	Select a value
Fix Version/s:	[22.09]	Designer Contact:	Phong Xiong	Change Type (SCR):	Enhancement
Minor Version:	22.10.20	Expedite Changes:	Production Deployment	Estimate:	65
Reporter:	Richard J. Weeks	Regulation Reference:		Created:	08/08/2022 04:30 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[GA/GR]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved 10/14/22 Michele Peterson

Current Design: CalSAWS database tables relating to GA/GR Automated Solution program correspondence are out of sync with the GA/GR correspondence service data.

Request:
 1. Validate the one time automated synchronization to align the two data sets. (implemented with GAGR-251)
 2. DCR to update the Values for Suppress Indicator as Y/N in the CalSAWS master Database

Recommendation:
 1. Validate the one time automated synchronization to align the two data sets. (implemented with GAGR-251)
 2. DCR to update the Values for Suppress Indicator as Y/N in the CalSAWS master Database (See attached spreadsheet)

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

65

None required deployment in Production precedes migration of Wave 1 counties.

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	20	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	45	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-249979] Show mid-month approval date on GA/GR Automated Solution program notices where appropriate

- Resolved: 10/13/2022 02:16 PM

Team Responsible:	Client Correspondence	Assignee:	Manisha Chatterjee	SPG Status:	Approved
Fix Version/s:	[22.09]	Designer Contact:	Phong Xiong	Change Type (SCR):	Enhancement
Minor Version:	22.10.14	Expedite Changes:	Production Deployment	Estimate:	71
Reporter:	Richard J. Weeks	Regulation Reference:		Created:	09/07/2022 04:44 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Adelaide Mendoza	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[GA/GR]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	non-committee approval by A. Mendoza				
Expedite Approval:	Approved Karen Rapponotti 9/23/22				
Current Design:	Approval notices generated for the GA/GR Automated Solution program use the EDBC benefit month begin date when displaying the date on which eligibility begins.				
Request:	Update the noticing to display the actual first day of eligibility to benefits.				
Recommendation:	Update the Correspondence logic to populate the BDA of the GA/GR Automated Solution Program using the earliest Begin Date of Aid (BDA) for all people who are 'Active' on the program. EDBC_PERS.AID_BEGIN_DATE will be used to determine the begin date of aid for a person.				
Outreach Description:	None needed, SCR to be released prior to any county using the GA/GR Automated Solution program				
Alternative Procedure Description:					
Operational Impact:					
Estimate:	71				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	44	Contact Center :	0
Conversion :	0	DBA :	0	Design :	10
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	17	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-250744] Training: Update Employment Services-GROW WBTs for 22.11 to 23.01 App Dev Changes

- Resolved: 12/13/2022 03:37 PM

Team Responsible:	Training	Assignee:	Gayathri Anchal	SPG Status:	N/A
Fix Version/s:	[22.11]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:	23.01.20	Expedite Changes:	Start Build	Estimate:	63
Reporter:	Cristina Garcia	Regulation Reference:		Created:	09/28/2022 09:38 PM
Status:	In Production	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Adelaide Mendoza	Training Impacted:	[CFP/WBT]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Training	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Karen Rapponotti on 9/30/2022				
Expedite Approval:	Approved by Karen Rapponotti on 9/30/2022				
Current Design:	Employment Services-GROW WBTs are impacted by system changes implemented with the 22.11 to 23.01 Production release.				
Request:	Employment Services-GROW WBTs need to be updated to reflect system changes implemented with the 22.11 to 23.01 Production release.				
Recommendation:	<p>Update the following Employment Services-GROW WBTs to reflect changes implemented with the App Dev SCR(s) listed:</p> <ol style="list-style-type: none"> 1. 062-WBT-ESB-Employment Services-GROW-02 <ol style="list-style-type: none"> a. CA-247240 (addition to Agency drop list on Resource Detail page) b. Update the Task navigation bar- To reflect current updates. 2. 062-WBT-ESB-Employment Services-GROW-05 <ol style="list-style-type: none"> a. CA-243462 (new Aid code for Welfare to Work on Service Arrangement Detail page) b. Update the Task navigation bar- To reflect current updates. 				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	63				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	63	Translation :	0	Virtual Assistant :	0



[CA-251656] Training: Update Clerical Support WBTs for 22.11 to 23.01 App Dev Changes

- Resolved: 01/19/2023 11:27 AM

Team Responsible:	Training	Assignee:	Divya Vasam	SPG Status:	N/A
Fix Version/s:	[22.11]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:	23.01.20	Expedite Changes:	Start Build	Estimate:	147
Reporter:	Cristina Garcia	Regulation Reference:		Created:	10/20/2022 04:43 PM
Status:	In Production	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Cathy Vaisau	Training Impacted:	[CFP/WBT]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Training	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Karen Rapponotti on 10/24/2022

Expedite Approval: Approved by Karen Rapponotti on 10/24/2022

Current Design: Clerical Support WBTs are impacted by system changes implemented with the 22.11 to 23.01 Production release.

Request: Clerical Support WBTs need to be updated to reflect system changes implemented with the 22.11 to 23.01 Production release.

Recommendation: Update the following Clerical Support WBTs to reflect changes implemented with the App Dev SCR(s) listed:

1. 030-WBT-CLE-Clerical Support-01
 - a. CA-201813 (Home Page - add Calendar link in Quick Links section)
 - b. Update the Task navigation bar- To reflect current updates.
2. 030-WBT-CLE-Clerical Support-02
 - a. CA-201813 (Home Page - add Calendar link in Quick Links section)
 - b. Update the Task navigation bar- To reflect current updates.
3. 030-WBT-CLE-Clerical Support-03
 - a. CA-201813 (Home Page - add Calendar link in Quick Links section)
 - b. Update the Task navigation bar- To reflect current updates.
4. 030-WBT-CLE-Clerical Support-04
 - a. CA-243462 (Service Arrangement Detail - addition to drop list)
 - b. CA-201813 (Home Page - add Calendar link in Quick Links section)
 - c. Update the Task navigation bar- To reflect current updates.
5. 030-WBT-CLE-Clerical Support-05
 - a. CA-201813 (Home Page - add Calendar link in Quick Links section)
 - b. Update the Task navigation bar- To reflect current updates.
6. 030-WBT-CLE-Clerical Support-07
 - a. CA-201813 (Home Page - add Calendar link in Quick Links section)
 - b. Update the Task navigation bar- To reflect current updates.
7. 032-WBT-CLS-Clerical Support Supervisor-01
 - a. CA-201813 (Home Page - add Calendar link in Quick Links section)
 - b. Update the Task navigation bar- To reflect current updates.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 147

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0

CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	147	Translation :	0	Virtual Assistant :	0



[CA-252053] Make updates to allow multiple CalSAWS test environments to connect to a single GA/GR Correspondence Service test environment

- Resolved: 12/22/2022 05:03 AM

Team Responsible:	Client Correspondence	Assignee:	Rupalatha Putta	SPG Status:	Approved
Fix Version/s:	[22.11]	Designer Contact:	Richard J. Weeks	Change Type (SCR):	Enhancement
Minor Version:	23.01.03	Expedite Changes:	Production Deployment	Estimate:	50
Reporter:	Richard J. Weeks	Regulation Reference:		Created:	10/31/2022 01:58 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[GA/GR]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Review and approved by Caroline Bui 1/9/2023

Expedite Approval: Approved 11/09/22 Michele Peterson

Current Design: The CalSAWS system can only support a 1 to 1 connection with a GA/GR Correspondence Service.

Request: Update CalSAWS so that connecting multiple CalSAWS Test environments to a single GA/GR Correspondence Service can be supported.

Recommendation: URLs for most Test Environments will have an environment identifier appended to the URL, this identifier will be pulled in as a property similar to the current base URL properties.

Examples of URLs using this property are:

<https://po3v5r8lnh.execute-api.us-west-2.amazonaws.com/systest1/generateDocumentService/generateDocument/uat2>

and

<https://nn3cfhg72b.execute-api.us-west-2.amazonaws.com/systest1/view-generate-cc-detail/UAT2>

Production and a single CalSAWS test environment per Correspondence Service environment will continue to not use this additional property.

Outreach

Description:

Alternative Procedure

N/A

Description:

Operational Impact:

Estimate: 50

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	31	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	19	Tech Arch :	0

Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



**[CA-246276] Online Help: Update JA Imaging Workflow Queues and Exceptions
CA-228869, CA-238387, CA-241341 and CA-234911**

- Resolved: 12/08/2022 03:07 PM

Team Responsible:	Training	Assignee:	Nour Bibars	SPG Status:	N/A
Fix Version/s:	[23.01]	Designer Contact:	Rhiannon Chin	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	15
Reporter:	Rhiannon Chin	Regulation Reference:		Created:	06/06/2022 02:13 PM
Status:	In Production	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Rhiannon Chin	Training Impacted:	[Job Aid]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Jamie Cox - 6/10/2022 - Approved

Expedite Approval: Approved by Karen Rapponotti on 6/17/2022

Current Design: The job aid Imaging Workflow Queues and Exceptions in OLH does not include the updates from SCRs CA-231814, CA-238387, CA-234911, CA-228869.

Request: Update the job aid Imaging Workflow Queues and Exceptions in OLH, per SCRs CA-231814, CA-238387, CA-234911, CA-228869.

Locating documents in the queues via the stamp. The Accessing Documents that are Pending needs to be updated with searching by case number info. Routing Archived Documents to Reindex needs to be updated to clarify when end users can route to Reindex. Transferring Other County Documents section refers to Other County Barcode, but it has been renamed to Barcode Handling and is missing the basic information to work the queues.

Recommendation: Update the job aid Imaging Workflow Queues and Exceptions in OLH, per SCRs CA-231814, CA-238387, CA-234911, CA-228869.

Locating documents in the queues via the stamp. The Accessing Documents that are Pending needs to be updated with searching by case number info. Routing Archived Documents to Reindex needs to be updated to clarify when end users can route to Reindex. Transferring Other County Documents section refers to Other County Barcode, but it has been renamed to Barcode Handling and is missing the basic information to work the queues.

Outreach Description:
Alternative Procedure Description:
Operational Impact:
Estimate: 15

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0

Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	15	Translation :	0	Virtual Assistant :	0



[CA-250318] Update the Due Date for the Non-MAGI Turning 65 Packet

- Resolved: 02/10/2023 02:00 AM

Team Responsible:	Client Correspondence	Assignee:	Meghana Chander	SPG Status:	Select a value
Fix Version/s:	[23.02]	Designer Contact:	Smit Shah	Change Type (SCR):	Policy Re-Design
Minor Version:	23.02.15	Expedite Changes:	Production Deployment	Estimate:	31
Reporter:	Maggie Orozco-Vega	Regulation Reference:	ACWDL 17-08	Created:	09/16/2022 09:07 AM
Status:	In Production	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Virginia C. Bernal	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	Client Correspondence Addtl hours
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by V. Bernal 02/06/2023				
Expedite Approval:	By Karen J. Rapponotti on 02/06/2023				
Current Design:	The due date for the Non-MAGI Turning 65 Packet is the 10th day of the individual's (person turning 65) birth month. If the 10th day falls on a weekend or on a County holiday, the due date is moved to the next business day.				
Request:	Per policy, the beneficiary has 30 days from the date the packet is mailed to complete and return the packet.				
Recommendation:	Update the due date of the Non-MAGI Turning 65 Packet to be 30 days from the packet generation date.				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	31				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	20	Contact Center :	0
Conversion :	0	DBA :	0	Design :	5
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	6	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-250872] Design - Prototype ODM (Operational Decision Manager) as a Service

- Resolved: 02/27/2023 03:59 PM

Team Responsible:	Tech Arch	Assignee:	Prashant Goel	SPG Status:	N/A
Fix Version/s:	[23.02]	Designer Contact:	Sumeet Patil	Change Type (SCR):	Enhancement
Minor Version:	23.03.02	Expedite Changes:	Start Build	Estimate:	160
Reporter:	Sumeet Patil	Regulation Reference:		Created:	10/03/2022 01:48 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Brian Rodgers	Training Impacted:		Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Tech]	Funding Source ID:	
Project Phase (SCR):	Design	Approved by	12/06/2022	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Approved by Karen R. on 12/06/2022

Expedite Approval: Approved by Karen R. on 12/06/2022

Current Design: CalSAWS application uses IBM ODM to execute Eligibility Rules. The ODM RulesEngine is currently bundled with CalSAWS application war and deployed on Weblogic application server.

Request: Decouple Rules Engine from CalSAWS application

Recommendation:

1. Investigate and Prototype IBM Rules Engine deployed on a separate server
2. Deploy sample rule on the ODM server and test calls as REST API
3. Identify integration options of ODM with CalSAWS application.

Outreach

Description:

Alternative

N/A - Design only SCR

Procedure

Description:

Operational Impact:

Estimate:

160

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	0	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	160
Training :	0	Translation :	0	Tech Support :	0
				Virtual Assistant :	0



[CA-258011] Online Help: Create Online Help pages for CBO ROI CA-239907

- Resolved: 04/14/2023 05:31 AM

Team Responsible:	Training	Assignee:	Nour Bibars	SPG Status:	N/A
Fix Version/s:	[23.05]	Designer Contact:	Cristina Garcia	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	52
Reporter:	Cristina Garcia	Regulation Reference:	ACL 23-37, SCERFRA 22-524, ACL 23-37	Created:	03/09/2023 03:53 PM
Status:	In Production	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Dymas Pena	Training Impacted:	[Online Help]	Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	ARPA
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Joyce Oshiro 05/11/2023 - Approve

Expedite Approval: Approved by Karen Rapponotti on 3/13/2023

Current Design: CA-239907 adds new System pages to CalSAWS to the CBO Release of Information (ROI) feature.

Request: Create/update the corresponding online help pages for the new system pages.

Recommendation:

- Create the following Online Help pages:
 - 1) Release of Information Search page
 - 2) Release of Information Detail page
 - 3) Select Community Based Organization page
 - 4) Select CBO Managers & Assisters for Medi-Cal page
- Update the following page:
 - 1) Case Summary page

Outreach Description:

Alternative Procedure Description: None

Operational Impact:

Estimate: 52

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	52	Translation :	0	Virtual Assistant :	0



[CA-260569] Update Valuable Voucher Type for Ventura County

- Resolved: 06/06/2023 11:27 AM

Team Responsible:	Fiscal	Assignee:	Jyoti Jain	SPG Status:	Approved
Fix Version/s:	[23.05]	Designer Contact:	Jimmy Tu	Change Type (SCR):	Enhancement
Minor Version:	23.06.09	Expedite Changes:	Production Deployment	Estimate:	138
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	04/24/2023 04:26 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Fiscal]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Jaime Duncan (Ventura) - Approved - 04/24/2023

Expedite Approval: Approved by Karen Rapponotti on 04/24/2023

Current Design: Valuable Voucher Types are stored in the database and appear in the drop-down list for Valuable Category Voucher. When there are no Voucher Types stored for a County, the drop-down is empty.

Request: Add Valuable Voucher Types for Ventura County

Recommendation:

1. Update the Valuable Type table to include new Valuable Types.
2. Update the Valuable Type Program table to include new mappings for Valuable Voucher types.

Outreach Description: N/A

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 138

Estimate: 138

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	82	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication	6
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	40	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Training :	0	Translation :	0	Tech Support :	0
				Virtual Assistant :	0



[CA-262764] San Bernardino County - Do not claim Foster Care Main Payroll Issuances

- Resolved: 06/05/2023 11:51 PM

Team Responsible:	Fiscal	Assignee:	Romel Acosta	SPG Status:	Approved
Fix Version/s:	[23.05]	Designer Contact:	Sidhant Garg	Change Type (SCR):	Operational Enhancement
Minor Version:	23.06.05	Expedite Changes:	Production Deployment	Estimate:	12
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	06/05/2023 04:44 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Sheryl Eppler - Approved - 06/05/2023				
Expedite Approval:	Karen Rapponotti - Approved - 06/05/2023				
Current Design:	San Bernardino County sent incorrect control numbers for the Foster Care Main Payroll.				
Request:	Reverse transactions in CalSAWS so San Bernardino can resubmit the file with the correct control numbers.				
Recommendation:	Turn off claiming - do not claim Foster Care Main Payroll for San Bernardino County.				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	12				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	12	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-262769] San Bernardino County - Claim Foster Care Main Payroll Issuances

- Resolved: 06/07/2023 03:14 PM

Team Responsible:	Fiscal	Assignee:	Romel Acosta	SPG Status:	Approved
Fix Version/s:	[23.05]	Designer Contact:	Sidhant Garg	Change Type (SCR):	Operational Enhancement
Minor Version:	23.06.07	Expedite Changes:	Production Deployment	Estimate:	58
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	06/05/2023 04:58 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CA-262764
Consortium Review Approval Date:					
Non-Committee Review:	Sheryl Eppler - Approved - 06/05/2023				
Expedite Approval:	Karen Rapponotti - Approved - 06/05/2023				
Current Design:	San Bernardino County sent incorrect control numbers for the Foster Care Main Payroll. CalSAWS turned off claiming with SCR # CA-262764 to allow time for San Bernardino to provide the correct control numbers.				
Request:	San Bernardino County has provided the correct control numbers for the Foster Care Main Payroll, and would like the issuances claimed now.				
Recommendation:	<ol style="list-style-type: none"> Do a DCR to update the Control Numbers for FC Main Payroll Issuances to TBD and status back to submitted. Do a DCR to Cancel and Reissue Issuances issued on or after June 02 based on the list provided by San Bernardino county 				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	58				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	34	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	13	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-262967] DCR for updating Distributed Document Status from Printed Locally to Rejected

- Resolved: 06/08/2023 03:56 PM

Team Responsible:	Client Correspondence	Assignee:	Sumanth Vydana	SPG Status:	N/A
Fix Version/s:	[23.05]	Designer Contact:	Melissa Mendoza	Change Type (SCR):	Data Change
Minor Version:	23.06.09	Expedite Changes:	Production Deployment	Estimate:	16
Reporter:	Melissa Mendoza	Regulation Reference:		Created:	06/08/2023 11:13 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Connie Buzbee	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Karen Rapponotti 06/08/2023

Current Design: Documents in the following status are able to be viewed in BenefitsCal:

- Printed Locally
- Printed Centrally
- Hold for Pickup
- Reprint Centrally
- Reprint Locally
- E-Notified
- Converted

Request: Update the following documents for Case 2881121 in San Bernardino from Printed Locally and Hold for Pickup to Rejected so they cannot be viewed on BenefitsCal.

- 05/31/2023 - Statement of Facts to Add a Child Under 16, CW 8A
- 05/31/2023 - Message from the County Gen 107 Print Locally

Recommendation: Update the following documents for Case 2881121 in San Bernardino from Printed Locally and Hold for Pickup to Rejected so they cannot be viewed on BenefitsCal.

- 05/31/2023 - Statement of Facts to Add a Child Under 16, CW 8A
- 05/31/2023 - Message from the County Gen 107 Print Locally

Outreach

Description:

Alternative Procedure N/A

Description:

Operational Impact:

Estimate: 16

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	8	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0

Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	8	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Training :	0	Translation :	0	Tech Support :	0
				Virtual Assistant :	0



[CA-263176] Postback file received blank from Inyo County - Update FC Main Payroll

- Resolved: 06/13/2023 05:18 PM

Team Responsible:	Fiscal	Assignee:	Romel Acosta	SPG Status:	N/A
Fix Version/s:	[23.05]	Designer Contact:	Sidhant Garg	Change Type (SCR):	Data Change
Minor Version:	23.06.13	Expedite Changes:	Production Deployment	Estimate:	42
Reporter:	Gloria Williams	Regulation Reference:		Created:	06/13/2023 10:06 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Gloria Williams	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Foster Care/Kin GAP/AAP]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Michele Peterson- 6/13/23

Current Design:

Inyo County would return back to project the Warrant Print Inbound file for issuances once processed. The return file containing FC Main Payroll for May 2023 was blank and these records could not be updated in CalSAWS. The system flipped these Main Payroll Issuances to Ready for Manual Issuance status if not processed within 5 Days of Issuance creation.

Request:

Correct file was received from Inyo County and needs to be processed to update FC main payroll. Do a DCR to flip the status Foster Mare Main Payroll Issuances for 05/2023 from Ready for Manual Issuance to Submitted Status.

Recommendation:

Correct file was received from Inyo County and needs to be processed to update FC main payroll. Do a DCR to flip the status Foster Mare Main Payroll Issuances for 05/2023 from Ready for Manual Issuance to Submitted Status.

Outreach

Description:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate:

42

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	25	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	12	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-263283] Prevent Batch EDBC running for MC Programs with MC RE Packet returned after NA DER returned

- Resolved: 06/16/2023 01:09 PM

Team Responsible:	CalHEERS	Assignee:	Dylan Patel	SPG Status:	N/A
Fix Version/s:	[23.05]	Designer Contact:	Renee Gustafson	Change Type (SCR):	Data Change
Minor Version:	23.06.17	Expedite Changes:	Production Deployment	Estimate:	16
Reporter:	Renee Gustafson	Regulation Reference:		Created:	06/14/2023 03:37 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Elisa Miller	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Medi-Cal/CMSP]	Funding Source ID:	PHE
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by E. Miller-7/18/23

Expedite Approval: Expedited Approval received from Karen Rapponotti on 6/14/2023 via email.

Current Design: The MAGI RE Negative Action Job (PB00CH204) runs on 6/15/2023 and identifies programs where the RE/RM DER has someone MAGI Pending, the MAGI or Mixed RE Packet is still in 'Sent' status, and two reminder notices were sent. Then sends NA EDRs for the identified case with Negative Action Reason 'Failure to Complete Redetermination' (RD) to CalHEERS.

On 6/17/2023, the MAGI/Mixed RE Negative Action EDBC Sweep Job (PB00E121) runs and runs Negative Action EDBC for cases where the NA DER was returned.

In the meantime, the MAGI or Mixed RE Packet may have been marked Received in the system between the day the program was identified for NA EDR (6/15) and the batch date for the Batch NA EDBC (6/17).

Request: Create a DCR to prevent programs from being processed in Batch EDBC if the MC RE Packet was received prior to the Batch NA EDBC job but the MAGI/Mixed RE Negative Action EDBC Sweep Job (PB00E121) identified the case for NA EDBC.

Recommendation: 1. Create a DCR to prevent programs from being discontinued from the Batch NA EDBC if the MC RE Packet was received prior to the Batch NA EDBC job.

Outreach Description: Worker can rescind the discontinuance and process the renewal form.

Alternative Procedure Description:

Operational Impact:

Estimate: 16

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	1
BenefitsCal :	0	Bots :	0	CalHEERS :	10
CalHEERS Test :	5	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0

Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-252132] Operational DCR - Inactivate/Activate Benefit Match Automated Action - CW Wave 4

- Resolved: 05/11/2023 10:48 AM

Team Responsible:	Batch/Interfaces	Assignee:	Justin Dobbs	SPG Status:	Approved
Fix Version/s:	[23.06]	Designer Contact:	Justin Dobbs	Change Type (SCR):	Operational Enhancement
Minor Version:	23.07.02	Expedite Changes:	Start Build	Estimate:	
Reporter:	Vallari Bathala	Regulation Reference:		Created:	11/01/2022 02:43 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sarah Rich	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Migration	Committee:	[Task Management]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen J. Rapponotti on 05/08/.2023

Current Design: *** OPERATIONAL - NO IMPACT TO END USER ***

The CalSAWS System includes a "Batch EDBC Program Skipped: Review Reason" Automated Action that is triggered when Batch EDBC skips a program. Benefit Match EDBC processing will be run during the Wave 4 CalWIN county cutover.

Request: Inactive the "Batch EDBC Program Skipped: Review Reason" Automated Action temporarily prior to the Benefit Match EDBC processing so that erroneous Tasks are not created. Once processing completes, re-enable the Automated Action.

Recommendation:

1. Prior to the Benefit Match EDBC processes, inactivate the "Batch EDBC Program Skipped: Review Reason" Automated Action for the CalWIN Wave 4 counties that have set the Automated Action to Active.
2. Once Benefit Match EDBC processing is completed, re-enable the "Batch EDBC Program Skipped: Review Reason" Automated Action for the CalWIN Wave 4 counties that had previously set the Automated Action to Active.

Outreach

Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 0

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-252240] DCR for County Office for Office Detail/Office Mapping Wave 4 Counties

- Resolved: 07/06/2023 03:47 PM

Team Responsible:	BenefitsCal	Assignee:	Pramisha Chintapalli	SPG Status:	N/A
Fix Version/s:	[23.06]	Designer Contact:	Melissa Mendoza	Change Type (SCR):	Data Change
Minor Version:	23.07.06	Expedite Changes:	Production Deployment	Estimate:	13
Reporter:	Melissa Mendoza	Regulation Reference:		Created:	11/02/2022 05:55 PM
Status:	In Production	Impact Analysis:	[BenefitsCal]	Outreach Required:	No
Policy/Design Consortium Contact:	Dymas Pena	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Self Service Portal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved 7/21/2023 by Dymas Pena				
Expedite Approval:	Michele Peterson -5/24/23				
Current Design:	Office Address was brought over from CalWIN, but there was no county code associated. Office Mapping API uses this to map the nearest office.				
Request:	1. Update all office addresses in wave 4 counties to include county code: San Diego San Mateo Santa Cruz Solano				
Recommendation:	1. Update all office addresses in wave 4 to include county code: San Diego San Mateo Santa Cruz Solano				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	13				
Automated Test :	1	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	11	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-253547] Update EBT File processing to send Daily prior to Monthly

- Resolved: 07/12/2023 07:33 AM

Team Responsible:	Fiscal	Assignee:	Anusha Gangishetty	SPG Status:	Approved
Fix Version/s:	[23.06]	Designer Contact:	Anusha Gangishetty	Change Type (SCR):	Operational Enhancement
Minor Version:	23.07.13	Expedite Changes:	Production Deployment	Estimate:	45
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	12/07/2022 11:29 AM
Status:	In Production	Impact Analysis:	[Batch Performance]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Sheryl Eppler - Approved - 07/21/2023				
Expedite Approval:	Karen Rapponotti				
Current Design:	Daily EBT File processing has no dependency on whether Daily or Monthly file is sent to EBT Vendor Fidelity Information System (FIS).				
Request:	FIS has requested we send Daily EBT files prior to sending Monthly, so that the the Daily files can be sure to be processed and benefits applied to the accounts prior to the midnight deadline.				
Recommendation:	Create a dependency on the EBT File FTP jobs that will send all the counties Daily EBT Cash, Food and Demo files to FIS prior to any Monthly benefit files.				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	45				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	28	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	12	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-255097] End Resetting the Medi-Cal RE Due Dates per end of Continuous Coverage

- Resolved: 07/03/2023 05:04 PM

Team Responsible:	CalHEERS	Assignee:	Appalaraju Indala	SPG Status:	Approved
Fix Version/s:	[23.06]	Designer Contact:	Cynthia Ridley	Change Type (SCR):	New Policy
Minor Version:	23.07.06	Expedite Changes:	Production Deployment	Estimate:	34
Reporter:	Renee Gustafson	Regulation Reference:	MEDIL I 23-02	Created:	01/11/2023 05:08 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Elisa Miller	Training Impacted:	[N/A]	Funding Source:	Premise
Consortium Contact:		Committee:	[Medi-Cal/CMSP]	Funding Source ID:	PHE
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review:

E. Miller 6/21/2023

Expedite Approval:

Approved by Karen J. Rapponotti via email on 6/20/2023

Current Design:

An ongoing, monthly DCR inserts journals from CA-218501 | CIV-106702 indicating the Delay of Discontinuance due to PHE.

CA-226465 is an ongoing, monthly DCR to complete and reset Medi-Cal REs until the end of PHE.

Request:

1. Stop the ongoing, monthly DCR that creates journals due to PHE.
2. Stop the ongoing, monthly DCR that completes and resets the RE due to PHE.

Recommendation:

1. Turn off the ongoing, monthly DCR to insert journals from CA-218501.
2. Stop the ongoing, monthly DCR that completes and resets the RE due to PHE from CA-226465.

Outreach

Description:

None.

Alternative

Procedure

Description:

Operational Impact:

Estimate:

34

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	2
BenefitsCal :	0	Bots :	0	CalHEERS :	14
CalHEERS Test :	6	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	5
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication	1
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	0	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Training :	0	Translation :	0	Tech Support :	0
				Virtual Assistant :	0



[CA-257317] CalWIN Collection Outbound File provide list of Legacy Account Claim Number

- Resolved: 07/03/2023 02:41 AM

Team Responsible:	Fiscal	Assignee:	Romel Acosta	SPG Status:	Approved
Fix Version/s:	[23.06]	Designer Contact:	Eric Wu	Change Type (SCR):	Enhancement
Minor Version:	23.07.03	Expedite Changes:	Production Deployment	Estimate:	20
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	02/27/2023 04:13 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Collections]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CA-255677
Consortium Review Approval Date:					
Non-Committee Review:	Diana Eid-Chammas - Approved - 01/13/2023				
Expedite Approval:	Approved by Karen Rapponotti on 03/10/2023				
Current Design:	The CalWIN Collection Outbound interface file does NOT include legacy recovery fields (CALWIN claim numbers).				
Request:	The CALWIN claim number is necessary to match existing CALWIN claims in the Collections ancillary system to the corresponding CalSAWS data interfacing via the CalWIN outbound collection file.				
Recommendation:	<p>(1) Provide the County of San Diego a list of the existing CALWIN claim numbers and their corresponding CALSAWS Recovery Account Numbers. This should facilitate the initial load of data into the Ancillary Collection system in preparation to receive the data for CALSAWS Recovery Account Numbers in the CALSAWS Outbound Collection file and match to the existing CALWIN accounts in the Ancillary system.</p> <p>It was mentioned on the call that the information requested may be available in the "EDR ad hoc" process that pulls data from the reporting database. If this process will achieve the proposed recommendation, the County would like to be granted access and provided know-how needed to extract that information.</p>				
Outreach Description:	Interface Partner Testing with CalWIN Counties that have opted to receive the CalWIN Collections interface File				
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	20				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	20	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-261302] Operational Data changes for Day1 Batch run post CalWIN Wave 4C cutover

- Resolved: 07/17/2023 10:18 AM

Team Responsible:	Batch Operations	Assignee:	Kapil Santosh	SPG Status:	N/A
Fix Version/s:	[23.06]	Designer Contact:	Kapil Santosh	Change Type (SCR):	Operational Enhancement
Minor Version:	23.07.17	Expedite Changes:	Production Deployment	Estimate:	8
Reporter:	Kapil Santosh	Regulation Reference:		Created:	05/08/2023 02:38 PM
Status:	In Production	Impact Analysis:	[Batch Performance]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:		Funding Source:	CalSAWS DD&I
Project Phase (SCR):	Design	Committee:	[Other]	Funding Source ID:	1787 and 1789
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Sheryl Eppler - 03/30/2023				
Expedite Approval:	Emergency Production Deployment approval from Karen Rapponotti on 5/8/2023				
Current Design:	When certain batch jobs for Wave 4 counties ((San Diego, San Mateo, Santa Cruz, Solano) run in production on 7/17/2023 after the Wave4C cutover, they would need a last success date update in order to avoid picking converted data.				
Request:	When certain batch jobs for Wave 4 run in production on 7/17/2023 after the Wave4C cutover, they would need a last success date update in order to avoid picking converted data				
Recommendation:	Batch Operation team needs to apply the attached one time DCRs to update the last success dates of the Wave 4 county batch jobs that might pick converted data from the 4C cutover.				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	8				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	8	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-261686] Voice Bots Statewide Rollout: Placer County

- Resolved: 07/12/2023 02:10 PM

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.06]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.07.12	Expedite Changes:	Production Deployment	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/15/2023 02:39 PM
Status:	In Production	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Consortium Contact:		Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review Approval:		Committee:		Reference:	
Consortium Review Approval Date:					

Non-Committee Review: BenoitD 7/5/2023 (individual county deployment of SCR CA-255969)

Expedite Approval: Karen Rapponotti, 7/5/23

Current Design: Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.

Request: Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.

Recommendation: Roll-out the previously created voice bots functionality to Placer County.
1) Update Placer County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 110

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	110	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Training :	0	Translation :	0	Tech Support :	0
				Virtual Assistant :	0



[CA-262135] Reschedule non daily batch jobs for CalWIN 5A/4C cutover weekend

- Resolved: 07/11/2023 07:22 PM

Team Responsible:	Batch Operations	Assignee:	Narendar Sabbani	SPG Status:	N/A
Fix Version/s:	[23.06]	Designer Contact:	Ronak Bhatt	Change Type (SCR):	Data Change
Minor Version:	23.07.14	Expedite Changes:	Production Deployment	Estimate:	15
Reporter:	Narendar Sabbani	Regulation Reference:		Created:	05/22/2023 05:55 PM
Status:	In Production	Impact Analysis:	[Central Print]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:		Funding Source:	CalSAWS M&O
Project Phase (SCR):	Design	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Sheryl Eppler - Approved - 03/17/2023

Expedite Approval: Approved by Karen Rapponotti on 06/01/2023

Current Design: CalWIN Wave4 Counties migration into CalSAWS will commence the weekend prior to Monday, 07/17/2023.

Request: As part of migration-related activities, the request is to:
1) run an abbreviated batch on Friday, 07/14/2023 to reduce the overall batch window so CalWIN 5A/4C data migration can begin in the early morning of 07/15/2023

Recommendation: As part of migration-related activities, the request is to:
1) run an abbreviated batch on Friday, 07/14/2023 to reduce the overall batch window so CalWIN 5A/4C data migration can begin in the early morning of 07/15/2023

Outreach Description:

Alternative Procedure Description:

Operational Impact:

Estimate: 15

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	15
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-262142] Update CH_Protect Table Records for August 2023 Renewals

- Resolved: 07/07/2023 01:58 PM

Team Responsible:	CalHEERS	Assignee:	Prem Raghupathy	SPG Status:	Approved
Fix Version/s:	[23.06]	Designer Contact:	Tisha Mutreja	Change Type (SCR):	Data Change
Minor Version:	23.07.09	Expedite Changes:	Production Deployment	Estimate:	75
Reporter:	Renee Gustafson	Regulation Reference:		Created:	05/22/2023 06:23 PM
Status:	In Production	Impact Analysis:	[Business Process]	Outreach Required:	No
Policy/Design Consortium Contact:	Maureen Votta	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Medi-Cal/CMSP]	Funding Source ID:	CalHEERS
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Maureen Votta July 18, 2023

Expedite Approval: Approved by Karen J. Rapponotti via email on 6/20/2023

Current Design: CalHEERS project has an eligibility defect 240202 for which CalSAWS protected individuals in CH_Protect table with CA-261928 and CA-261955.

CalSAWS will warn workers on the MAGI Determination List page, Run EDBC and Negative Action pages about the defect. And Batch MAGI and Batch EDBC skips these Medi-Cal programs.

Request: Update the CH_Protect table with August Renewal cases that meet the protection criteria.

Recommendation:

- One time data change to populate the table with the following:

The Medi-Cal Program RE Due Date is 08/2023 with at least one Active MAGI Medi-Cal MEM Individual and the Active MAGI Medi-Cal individual returned as MAGI Ineligible on the latest valid DER begin June 2023 or later.

- Generate a County list of individuals in the CH_Protect table for counties to review:

Standard Columns:

- Case Name
- Case Number
- County
- Unit
- Unit Name
- Office Name
- Worker ID

Additional Column:

- CIN
- RE Due Date

The list will be posted to:

CalSAWS Web Portal > System Changes > SCR and SIR Lists > 2023 > CA-262142

Outreach

Description:

N/A

Alternative Procedure

Description:

Operational Impact:

Estimate:

75

Automated Test :

0

Batch/Interfaces :

0

Batch Operations :

0

BenefitsCal :	0	Bots :	0	CalHEERS :	45
CalHEERS Test :	10	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	5
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-262900] Update Skip during Benefit Match

- Resolved: 06/21/2023 02:57 PM

Team Responsible:	CalHEERS	Assignee:	Appalaraju Indala	SPG Status:	Approved
Fix Version/s:	[23.06]	Designer Contact:	Tisha Mutreja	Change Type (SCR):	Enhancement
Minor Version:	23.06.22	Expedite Changes:	Production Deployment	Estimate:	68
Reporter:	Tisha Mutreja	Regulation Reference:		Created:	06/07/2023 02:33 PM
Status:	In Production	Impact Analysis:	[Conversion]	Outreach Required:	No
Policy/Design	Nina Butler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Medi-Cal/CMSP]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Streamline approval added by Nina Butler on 07/25/2023

Expedite Approval: Approved by Karen J. Rapponotti via email on 06/07/2023

Current Design: We have a skip "MAGI Determination has a Non-Compliance not requested by Worker." That is causing some converted wave cases to skip during benefit match. This skip is intended to prevent CalHEERS from sending us a non-compliance in an unsolicited DER without us initiating the Non-Compliance in an EDR. The converted DERs with Non-Compliance do not have the EDRs converted. So the skip is causing these programs to not run through Batch EDBC during Benefit Match. In Mock 4B that was 7.2K MC programs, in 3B actual is was around 7.7K.

Request: Update the skip so it's not thrown during Benefit Match EDBC only so that the Benefit Match EDBC can run and then be compared to the Converted EDBC

Recommendation:

- Bypass the following skips in benefit match EDBC
 - MAGI Determination has a Non-Compliance not requested by Worker
 - Medi-Cal person on 38 aid code
 - Medi-Cal person on 4M Aid Code
- If Benefit Match EDBC runs with 'RE' Run Reason (Medi-Cal EDBC has logic to automatically set 'RE'), make the MC program as mismatch with a new benefit mismatch reason.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

68

The case will remain with a yellow banner for Medi-Cal program and worker can review the case and run EDBC for Medi-Cal program.

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	40
CalHEERS Test :	16	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	0	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Training :	0	Translation :	0	Tech Support :	0
				Virtual Assistant :	0



[CA-263269] Enable B3 Pay Code for Santa Barbara

- Resolved: 07/05/2023 10:34 AM

Team Responsible:	Fiscal	Assignee:	Abdulaziz Ameri	SPG Status:	N/A
Fix Version/s:	[23.06]	Designer Contact:	Jimmy Tu	Change Type (SCR):	Operational Enhancement
Minor Version:	23.07.06	Expedite Changes:	Production Deployment	Estimate:	58
Reporter:	Claudia Pinto	Regulation Reference:		Created:	06/14/2023 12:28 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Claudia Pinto	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Claudia Pinto 06/14/2023				
Expedite Approval:	Approved by Michele Peterson on 06/14/2023				
Current Design:	Pay Codes B3 is not enabled for Santa Barbara county				
Request:	Enable B3-"Probation Case" for Santa Barbara county				
Recommendation:	Enable B3-"Probation Case" for Santa Barbara county				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	58				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	34	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	13	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-263478] Data Change (DCR) Glenn County Warrant issuances status

- Resolved: 06/21/2023 03:51 PM

Team Responsible:	Fiscal	Assignee:	Romel Acosta	SPG Status:	Approved
Fix Version/s:	[23.06]	Designer Contact:	Eric Wu	Change Type (SCR):	Data Change
Minor Version:	23.06.22	Expedite Changes:	Production Deployment	Estimate:	58
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	06/20/2023 06:55 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Claudia Pinto	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Fiscal]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Sheryl Eppler - Approved - 06/20/2023

Expedite Approval: Approved by Karen Rapponotti on 06/21/2023

Current Design: CalSAWS was receiving empty Warrant Print files from Glenn County. This caused Warrant Issuances to get into 'Ready for Manual Issuance' status.

Glenn County has provided corrected Warrant Print files to CalSAWS.

Request: DCR the affected issuances to 'Submitted' status and the category code from Supplemental Benefit to Monthly Benefit.

Recommendation: Glenn County: Update the Warrant Issuances currently in 'Ready for Manual Issuance' status to 'Submitted' status. Also, for Main Payroll Issuances, flip the category code from Supplemental Benefit to Monthly Benefit.

Outreach Description: N/A

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 58

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	34	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	13	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Training :	0	Translation :	0	Tech Support :	0
				Virtual Assistant :	0



[CA-263599] DCR Riverside Routine Warrants to add leading 1 to Control Number

- Resolved: 06/27/2023 02:46 PM

Team Responsible:	Fiscal	Assignee:	Romel Acosta	SPG Status:	Approved
Fix Version/s:	[23.06]	Designer Contact:	Sidhant Garg	Change Type (SCR):	Data Change
Minor Version:	23.06.27	Expedite Changes:	Production Deployment	Estimate:	58
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	06/21/2023 03:28 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Mary Dodge (Riverside) - Approved - 06/21/2023

Expedite Approval: Karen Rapponotti - Approved - 06/21/2023

Current Design: Riverside Bank Changed from Union Bank to US Bank. The Warrant MICR line contained a hard-coded leading 1 in the Warrant Number field. US Bank sent the leading 1 in the Paid Warrant file, which did not match the CalSAWS Warrant Numbers because CalSAWS did not have the leading 1.

Request: DCR the Routine Warrant issuances dated 05/30/2023 to 06/07/2023 (excluding the Foster Care Main Payroll dated 06/02/2023) to add a leading 1 in front of the Control Number.

Recommendation: Riverside County only:
DCR the Routine Warrant issuances dated 05/30/2023 to 06/07/2023 (excluding the Foster Care Main Payroll dated 06/02/2023) to add a leading 1 in front of the Control Number.

Outreach Description: N/A

Alternative Procedure Description: N/A

Operational Impact Estimate: **58**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	34	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	13	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-263775] Turn on Orange, Santa Barbara and Ventura County Tax Intercept batch

- Resolved: 07/07/2023 08:06 AM

Team Responsible:	Fiscal	Assignee:	Romel Acosta	SPG Status:	Approved
Fix Version/s:	[23.06]	Designer Contact:	Sidhant Garg	Change Type (SCR):	Enhancement
Minor Version:	23.07.07	Expedite Changes:	Production Deployment	Estimate:	26
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	06/23/2023 10:11 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CA-261186; CA-262134
Consortium Review Approval Date:					
Non-Committee Review:	Sheryl Eppler - Approved - 06/23/2023				
Expedite Approval:	Approved by Karen Rapponotti on 06/23/2023				
Current Design:	Orange, Santa Barbara and Ventura County initial Tax Intercept run for the Welfare intercept System (WIS) batch was turned off with SCR # CA-261186, pending a conversion fix.				
Request:	SCR # CA-262134 has corrected the conversion issue. Orange, Santa Barbara and Ventura County are ready to send the initial Tax Intercept run to WIS.				
Recommendation:	For Orange, Santa Barbara and Ventura County: Turn on the Tax Intercept batch jobs as of 7/7/2023.				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	26				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	17	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	6	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-263778] Turn off Weekly Tax Intercept batch 07/21/2023 to allow for balancing effort

- Resolved: 07/19/2023 10:41 AM

Team Responsible:	Fiscal	Assignee:	Romel Acosta	SPG Status:	Approved
Fix Version/s:	[23.06]	Designer Contact:	Sidhant Garg	Change Type (SCR):	Operational Enhancement
Minor Version:	23.07.21	Expedite Changes:	Production Deployment	Estimate:	26
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	06/23/2023 10:30 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Tax Intercept]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CA-252353; CA-263779
Consortium Review Approval Date:					

Non-Committee Review:	Sheryl Eppler - Approved - 06/23/2023				
Expedite Approval:	Approved by Karen Rapponotti on 06/23/2023				
Current Design:	CalSAWS runs an annual balancing effort with WIS (Welfare Intercept System) for Tax Intercept. To ensure this effort is accurate, the weekly Tax Intercept batch will need turned off the Friday prior to the Balancing effort.				
Request:	Turn off the weekly Tax Intercept batch for the night of Friday 07/21/2023. NOTE: No Impact to LA, CalWIN W3 and W4 counties.				
Recommendation:	Turn off the weekly Tax Intercept batch for the night of Friday 07/21/2023.				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	26				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	17	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	6	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-263956] Update Alameda County Direct Deposit Inbound Immediate Destination and Immediate Origin

- Resolved: 07/06/2023 12:59 PM

Team Responsible:	Fiscal	Assignee:	Romel Acosta	SPG Status:	Approved
Fix Version/s:	[23.06]	Designer Contact:	Sidhant Garg	Change Type (SCR):	Enhancement
Minor Version:	23.07.06	Expedite Changes:	Production Deployment	Estimate:	58
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	06/27/2023 03:53 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Migration	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Sheryl Eppler - Approved - 06/27/2023				
Expedite Approval:	Karen Rapponotti - Approved - 06/27/2023				
Current Design:	Alameda County opts in Direct Deposit Reader to report payment and prenote error from U.S Bank. The system validates the inbound file and expect below: Immediate Destination to be 1946000501 Immediate Origin to be 042000013				
Request:	US Bank sends the Immediate Destination value of 091000022 in both empty and non-empty ACH return files and sends Immediate Origin value as 122235821.				
Recommendation:	Update Direct Deposit Reader for Alameda County: Immediate Destination to be 091000022. Immediate Origin value to be 122235821.				
Outreach Description:	IPT testing of file				
Alternative Procedure Description:	N/A				
Operational Impact: Estimate:	58				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	34	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	13	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-264178] Turn Off Tax Intercept batch for Wave 4 - do not run WIS batch jobs

- Resolved: 07/07/2023 08:51 AM

Team Responsible:	Fiscal	Assignee:	Romel Acosta	SPG Status:	Approved
Fix Version/s:	[23.06]	Designer Contact:	Eric Wu	Change Type (SCR):	Operational Enhancement
Minor Version:	23.07.07	Expedite Changes:	Production Deployment	Estimate:	26
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	07/03/2023 10:53 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Migration	Committee:	[Tax Intercept]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Sheryl Eppler - Approved - 07/03/2023				
Expedite Approval:	Karen Rapponotti - Approved - 07/03/2023				
Current Design:	Tax Intercept accounts at WIS (Welfare Intercept System) have not been deleted yet.				
Request:	The State has requested that CalSAWS not send any Establishment Records to WIS until at least 07/19/2023.				
Recommendation:	Turn off Tax Intercept / WIS Batch until further notice.				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	26				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	17	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	6	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-264188] Void Converted Tasks for San Mateo County

- Resolved: 07/05/2023 01:52 PM

Team Responsible:	Online	Assignee:	William Truong	SPG Status:	Approved
Fix Version/s:	[23.06]	Designer Contact:	Vallari Bathala	Change Type (SCR):	Data Change
Minor Version:	23.07.05	Expedite Changes:	Production Deployment	Estimate:	10
Reporter:	Justin Dobbs	Regulation Reference:		Created:	07/03/2023 11:41 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sarah Rich	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&O
Project Phase (SCR):	Production	Committee:	[Task Management]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Sarah Rich

Expedite Approval: Approved by Karen Rapponotti on 7/3/2023

Current Design: San Mateo county opted for Tasks to be loaded into CalSAWS via the conversion load process which is reliant on a source file of Task information provided by the county. The source file provided was not accurate and resulted in all converted Tasks being erroneous.

Request: Void all converted Tasks for San Mateo county.

Recommendation: 1. Update all converted Tasks for San Mateo county to Void status.

Outreach Description: Manually Void the converted Tasks

Alternative Procedure Description:

Operational Impact:

Estimate: 10

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	5	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	5	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-264296] Update the BenefitsCal RE Forms batch job

- Resolved: 07/13/2023 09:27 AM

Team Responsible:	BenefitsCal	Assignee:	Rajesh Rudra	SPG Status:	N/A
Fix Version/s:	[23.06]	Designer Contact:	Jennifer Muna	Change Type (SCR):	Operational Enhancement
Minor Version:	23.07.13	Expedite Changes:	Production Deployment	Estimate:	46
Reporter:	Jennifer Muna	Regulation Reference:		Created:	07/05/2023 10:07 AM
Status:	In Production	Impact Analysis:	[BenefitsCal]	Outreach Required:	No
Policy/Design Consortium Contact:	Connie Buzbee	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Self Service Portal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Connie Buzbee on 7/11/2023				
Expedite Approval:	Approved by Karen Rapponotti on 07/05/2023				
Current Design:	CalSAWS has a nightly sweep job (PO00C491) that inserts records to trigger the RE forms processing to send to BenefitsCal. The thread balancer job (PO00C440) job currently assigns the thread number (maximum 50 threads) and PB00C3XX processes the inserted records to BenefitsCal.				
Request:	Update the batch job to begin processing RE forms every hour during the day, in addition to the nightly batch.				
Recommendation:	<ol style="list-style-type: none"> 1. Create a BSCR to schedule the PO00C491 and PB00C3XX to run every hour during the day Monday - Saturday between 8 am - 5 pm. 2. Create BPCR and BSCR for a new Balancer job, similar to PO00C440, to run every hour during the day between Monday - Saturday between 8 am - 5 pm. Update the thread number to 5 for the new Balancer job. 3. Create a BPCR to update the existing nightly sweep job (PO00C491) to run now Monday- Saturday. 				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	46				
Automated Test :	12	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	25	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-264447] Hide Reprint Centrally/Locally button on Document Detail page for records that does not have actual PDF

- Resolved: 07/12/2023 01:39 PM

Team Responsible:	Client Correspondence	Assignee:	Nithin Bairlingal Halesh	SPG Status:	N/A
Fix Version/s:	[23.06]	Designer Contact:	Priya Sridharan	Change Type (SCR):	Operational Enhancement
Minor Version:	23.07.13	Expedite Changes:	Production Deployment	Estimate:	60
Reporter:	Nithin Bairlingal Halesh	Regulation Reference:		Created:	07/07/2023 11:26 AM
Status:	In Production	Impact Analysis:	[Central Print, Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Maria Arceo	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Approved 7/11/2023 Maria Arceo. Sent to Correspondence committee as FYI

Expedite Approval:

Michele Peterson- 7/10/23

Current Design:

Generate Document records inserted by DCR process has Reprint button visible. These records in generate_doc are created through DCR process with default pdf number (alf_fms_num as 00000001) for the missing REs to have the records in Customer Reporting Page. Since the actual Form is not generated, reprint option should not be given for these records on Document Details Page. Hence Reprint Locally/Reprint Centrally buttons should be hidden on the Detail page.

Request:

Hide Reprint Locally/Reprint Centrally buttons for the records using the default PDF value (alf_fms_num as 00000001) .

Recommendation:

Remove the "Reprint Locally" and "Reprint Centrally" buttons for all GENERATE_DOC records from CalWIN.

Outreach

Description:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate:

60

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	60	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-264513] Turn off batch to avoid updating Warrant Issuances in 'Submitted' Status to 'Ready for Manual Issuance'

- Resolved: 07/10/2023 01:33 PM

Team Responsible:	Fiscal	Assignee:	Romel Acosta	SPG Status:	Approved
Fix Version/s:	[23.06]	Designer Contact:	Sidhant Garg	Change Type (SCR):	Operational Enhancement
Minor Version:	23.07.10	Expedite Changes:	Production Deployment	Estimate:	26
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	07/10/2023 12:16 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Sheryl Eppler - Approved - 07/10/2023				
Expedite Approval:	Karen Rapponotti - Approved - 07/10/2023				
Current Design:	With the Wave 4 Migration, Santa Cruz County will send their Warrant Issuance Control Numbers into the system via "Warrant Print Inbound" batch file each night. CalSAWS has a batch that finds all Warrant issuances in 'Submitted' status, and will update them to 'Ready for Manual Issuance' after 7 days.				
Request:	Santa Cruz County had issues submitting the Warrant Print Inbound file. Their issuances will begin updating to 'Ready for Manual Issuance' tonight.				
Recommendation:	Turn off the 'Ready for Manual Issuance' batch job until Santa Cruz County can submit their 'Warrant Print Inbound' file.				
Outreach Description:	N/A				
Alternative Procedure Description:	No				
Operational Impact: Estimate:	26				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	17	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	6	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-264542] No Cost SCR - Run generic Post Append DCRs during 4C cutover go live window.

- Resolved: 07/12/2023 12:05 PM

Team Responsible:	Eligibility	Assignee:	Praveen Badabhagni	SPG Status:	N/A
Fix Version/s:	[23.06]	Designer Contact:	Praveen Badabhagni	Change Type (SCR):	Data Change
Minor Version:	23.07.16	Expedite Changes:	Production Deployment	Estimate:	
Reporter:	Prakash Thota	Regulation Reference:		Created:	07/10/2023 04:19 PM
Status:	In Production	Impact Analysis:	[Business Process]	Outreach Required:	No
Policy/Design Consortium Contact:	Naresh P Barsagade	Training Impacted:		Funding Source:	CalSAWS DD&I
Project Phase (SCR):	Migration	Committee:	[Other]	Funding Source ID:	CalWIN Conversion
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approval received from Karen J. Rapponotti on 07/12/2023				
Expedite Approval:	Approval received from Karen J. Rapponotti on 07/12/2023				
Current Design:	Currently we have 4B generic Post Append DCRs, those DCRs need to up run for 4c go live cutover window.				
Request:	Currently we have 4B generic Post Append DCRs, those DCRs need to up run for 4c go live cutover window.				
Recommendation:	Currently we have 4B generic Post Append DCRs, those DCRs need to up run for 4c go live cutover window.				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	0				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-264549] Due to security issues, Trinity County requested to disable all the county specific interfaces batch jobs

- Resolved: 07/11/2023 12:42 PM

Team Responsible:	Batch Operations	Assignee:	Narendar Sabbani	SPG Status:	N/A
Fix Version/s:	[23.06]	Designer Contact:	Naveen Bhumandla	Change Type (SCR):	Operational Enhancement
Minor Version:	23.07.11	Expedite Changes:	Production Deployment	Estimate:	10
Reporter:	Naveen Bhumandla	Regulation Reference:		Created:	07/10/2023 04:39 PM
Status:	In Production	Impact Analysis:	[Business Process]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Security]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen Rapponotti on 07/11

Current Design: Due to security issues, Trinity County requested to disable all inbound/outbound county specific jobs.

Request: Due to security issues, Trinity County requested to disable all inbound/outbound county specific jobs.

Recommendation: Turn off all Trinity county specific interfaces batch jobs

Outreach

Description:

Alternative Procedure Description: NA

Operational Impact:

Estimate: 10

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	10
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-264773] Turn off Tuolumne SFTP file for the School Lunch Program

- Resolved: 07/18/2023 10:37 AM

Team Responsible:	Batch/Interfaces	Assignee:	Howard Suksanti	SPG Status:	N/A
Fix Version/s:	[23.06]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Operational Enhancement
Minor Version:	23.07.18	Expedite Changes:	Production Deployment	Estimate:	11
Reporter:	John Pratt	Regulation Reference:		Created:	07/13/2023 07:39 AM
Status:	In Production	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design Consortium Contact:	Frederick Gains	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	07/14/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Non-Committee Approval by John Pratt July 14, 2023

Expedite Approval: Approved by Karen J. Rapponotti on 7/17/2023.

Current Design: Tuolumne recently changed their SFTP path, which resulted in the Project identifying the School Lunch Report under the Reports tab and the School Lunch Report SFTP process are identical.

Request: Please turn off the SFTP process so Tuolumne doesn't need to make changes to our SFTP.

Recommendation: Turn off Tuolumne SFTP file for the School Lunch Program

Turn off PO55E712 (Tuolumne School Lunch Writer job) and PO55E717 (Tuolumne School Lunch FTP job).

Outreach Description:

Alternative Procedure Description:

Operational Impact:

Estimate: 11

Automated Test :	0	Batch/Interfaces :	6	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	5	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-264781] Add new redirects to test new Adobe Service pack in non-prod environments

- Resolved: 07/14/2023 04:54 PM

Team Responsible:	Tech Forge Rock	Assignee:	Tyler Mogk	SPG Status:	N/A
Fix Version/s:	[23.06]	Designer Contact:	Tyler Mogk	Change Type (SCR):	Operational Enhancement
Minor Version:	23.07.14	Expedite Changes:	Start Build	Estimate:	8
Reporter:	Raji Reddy	Regulation Reference:		Created:	07/13/2023 09:05 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Raji Reddy	Training Impacted:		Funding Source:	CalSAWS M&O
Project Phase (SCR):	Design	Committee:	[Tech]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	07/13/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Grady Howe on 7/13/2023

Expedite Approval: Approved by Grady Howe on 7/13/2023

Current Design: Current Adobe AEM running in prod has service pack 12, Adobe requesting to move to Service pack to either 15 or 16. They provided a test server and load balancer to complete our functional testing before we move the service pack to STAGE adobe servers.

Request: ForgeRock need to add the redirects for the provided Client ID in id-at and id-dev to test testing.

Redirect URL's:
 "https://calaces65-stage-test.adobecqms.net/j_security_check
 https://calaces65-stage-test.adobecqms.net/callback/j_security_check"

Recommendation: ForgeRock need to add the redirects for the provided Client ID in id-at and id-dev to test testing.

Redirect URL's:
 "https://calaces65-stage-test.adobecqms.net/j_security_check
 https://calaces65-stage-test.adobecqms.net/callback/j_security_check"

Outreach Description: N/A

Alternative Procedure Description: N/A

Operational Impact: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0

Tech ForgeRock :	8	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-264796] Update Active San Diego GA/GR programs to be Non Reporting

- Resolved: 07/18/2023 12:46 PM

Team Responsible:	Eligibility	Assignee:	Manjoban Hundal	SPG Status:	Approved
Fix Version/s:	[23.06]	Designer Contact:	Richard J. Weeks	Change Type (SCR):	Data Change
Minor Version:	23.07.18	Expedite Changes:	Production Deployment	Estimate:	50
Reporter:	Richard J. Weeks	Regulation Reference:		Created:	07/13/2023 11:10 AM
Status:	In Production	Impact Analysis:	[Data Impact]	Outreach Required:	No
Policy/Design	Adelaide Mendoza	Training Impacted:		Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[GA/GR]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: non-committee approval by A.Mendoza

Expedite Approval: Approved 7/14/2023 Michele Peterson

Current Design: San Diego programs converted into CalSAWS as monthly or quarterly reporting type. Until 07/13/23 the configuration in CalSAWS caused EDBC to default it's determination of reporting type to 'Semi-Annual Reporting'.

Request: Update all Active program detail records for San Diego GA/GR automated solution programs to be Non-Reporting ('NO') if they are not already Non-Reporting and the record ends after July 1st 2023.

Recommendation: Perform a data change to update the program detail records as described in the Request.

See the list of impacted cases. for each GR program the reporting type should be updated to NO on Case summary Program block.

Outreach

Description:

Alternative Procedure

Since the Rule configuration has been updated workers can run EDBC to change the reporting type of a program to Non-Reporting.

Description:

Operational Impact:

Estimate: 50

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	33	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	12	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Training :	0	Translation :	0	Tech Support :	0
				Virtual Assistant :	0

 **[CA-243006] ACL 23-XX FC, KG CNI Rate Increase for Year 2023-2024**

Team Responsible:	Eligibility	Assignee:	Giovanni Gonzalez	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Thomas Lazio	Change Type (SCR):	New Policy
Minor Version:	23.08.03	Expedite Changes:	Production Deployment	Estimate:	455
Reporter:	Ritu China [X]	Regulation Reference:	ACL 23-XX	Created:	03/28/2022 11:20 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Ignacio Lazaro	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Foster Care/Kin GAP/AAP]	Funding Source ID:	Transitional Housing Supplement
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	07/13/2023-Ignacio Lazaro				
Expedite Approval:	07/17/2023 - Karen Rapponotti				
Current Design:	Currently CalSAWS uses the CNI rates of FY 2022-23 that are effective from July 1, 2022. CalSAWS generates 'CNI Increase' NOAs to notify FC/KG vendors when the FC/KG Monthly rate changes due to CNI.				
Request:	As per the ACL 23-XX, the new CNI rate increase for the FY 2023-24 will be implemented in CalSAWS effective July 1, 2023.				
Recommendation:	<ol style="list-style-type: none"> 1. The Code detail tables that reflect the CNI rates will be updated for all the applicable placement types. 2. Update the FC/KG CNI Increase reason's regulations to remove the old ACL reference. 3. Update the hard-coded CNI increase begin and end dates to the new 2023-2024 dates for the FC/KG CNI Increase NOAs to be generated. 				
Outreach Description:					
Alternative Procedure Description:	Run Manual EDBC or Override Online EDBC to get expected results.				
Operational Impact:					
Estimate:	455				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	80	Contact Center :	0
Conversion :	0	DBA :	0	Design :	45
Eligibility :	126	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	20
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	118	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-243007] ACL 23-XX FC, KG CNI Rate Increase for Year 2023-2024 - Batch EDBC

Team Responsible:	Eligibility	Assignee:	Giovanni Gonzalez	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Thomas Lazio	Change Type (SCR):	New Policy
Minor Version:	23.08.05	Expedite Changes:	Production Deployment	Estimate:	1034
Reporter:	Ritu Chinya [X]	Regulation Reference:	ACL 23-XX	Created:	03/28/2022 11:22 AM
Status:	In Assembly Test	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Ignacio Lazaro	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Foster Care/Kin GAP/AAP]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: 07/13/2023-Ignacio Lazaro

Expedite Approval: 07/17/2023 - Karen Rapponotti

Current Design: Currently CalSAWS uses the FC/KG CNI rates of FY 2022-23 that are effective from July 1, 2022.

Request: As per the ACL 23-XX, the new FC/KG CNI rate increase for the FY 2023-24 will be effective as of July 1, 2023. The CTCR portion of the FC/KG CNI rate increase will be implemented with SCR CA-243006 and requires a one-time batch run that will apply the CNI Rate increase to the FC/KG programs for the benefit month of July 2023 through come-up month. The batch run will also include CF programs that have a participant in common with the FC or KG program.

- Recommendation:**
1. Run Batch EDBC for FC/KG programs to apply the new CNI rate increase along with CF programs that have an FC or KG participant in common.
 2. Generate exception listings for Counties to review.
 3. For all Counties - Suppress any KG 'Age Changed' NOAs if generated from the Batch EDBC run.
 4. For LA County - Put FC/KG 'CNI Increase' NOAs on hold from the Batch EDBC run and release the NOAs after the eCAPS/EFT financial processes are completed.

Outreach Description: A list of exception cases and informational listings will be posted to the CalSAWS Web Portal in the following location:
CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-243007

Alternative Procedure Description: Run Manual EDBC or Override Online EDBC to get expected results

Operational Impact:
Estimate: **1034**

Automated Test :	0	Batch/Interfaces :	48	Batch Operations :	24
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	120	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	396	Fiscal :	26	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	247	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-243008] ACL 23-XX AAP CNI Rate Increase for Year 2023-2024

Team Responsible:	Eligibility	Assignee:	Giovanni Gonzalez	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Thomas Lazio	Change Type (SCR):	New Policy
Minor Version:	23.08.03	Expedite Changes:	Production Deployment	Estimate:	225
Reporter:	Ritu Chinya [X]	Regulation Reference:	ACL 23-XX	Created:	03/28/2022 11:24 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Ignacio Lazaro	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Foster Care/Kin GAP/AAP]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: 07/13/2023-Ignacio Lazaro

Expedite Approval: 07/17/2023 - Karen Rapponotti

Current Design: Currently CalSAWS uses the CNI rates of FY 2022-23 for AAP Program effective from July 1, 2022.

Request: As per the ACL 23-XX, the new CNI rate increase for the FY 2023-24 will be implemented in CalSAWS for AAP Program effective July 1, 2023.

Recommendation:

- The Code detail tables that reflect the AAP CNI rates will be updated for all the applicable placement types.
- Update the hard-coded CNI increase begin and end dates to the new 2023-2024 dates for the AAP Rate Increase NOAs to be generated.

Outreach Description:

Alternative Procedure Description: Run Manual EDBC or Override Online EDBC to get expected results

Operational Impact:

Estimate: 225

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	38	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	84	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	61	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-243010] ACL 23-XX AAP CNI Rate Increase for Year 2023-2024 - Batch EDBC

Team Responsible:	Eligibility	Assignee:	Giovanni Gonzalez	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Thomas Lazio	Change Type (SCR):	New Policy
Minor Version:	23.08.05	Expedite Changes:	Production Deployment	Estimate:	892
Reporter:	Ritu Chinya [X]	Regulation Reference:	ACL 23-XX	Created:	03/28/2022 11:28 AM
Status:	In Assembly Test	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Ignacio Lazaro	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Foster Care/Kin GAP/AAP]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: 07/13/2023-Ignacio Lazaro

Expedite Approval: 07/17/2023 - Karen Rapponotti

Current Design: Currently CalSAWS uses the AAP CNI rates of FY 2022-23 that are effective from July 1, 2022.

Request: As per the ACL 23-XX, the new AAP CNI rate increase for the FY 2023-24 will be effective as of July 1, 2023. The CTCR portion of the AAP CNI rate increase will be implemented with SCR CA-243008 and requires a one-time batch run that will apply the CNI Rate increase to the AAP programs for the benefit month of July 2023 through come-up month. The batch run will also include CF programs that have a participant in common with the AAP program.

- Recommendation:**
1. Run Batch EDBC for AAP programs to apply the new CNI rate increase along with CF programs that have an AAP participant in common.
 2. Generate exception listings for Counties to review.
 3. For all Counties – Regression test AAP 2 forms not generating during the CNI Batch EDBC run.
 4. For LA County - Put AAP Rate Increase NOAs on hold from the Batch EDBC run and release the NOAs after the eCAPS/EFT financial processes are completed.
 5. Suppress the AAP 'Rate Increase' NOAs for the cases with SCI for the counties listed in recommendation 2.2.2.

Outreach Description: A list of exception cases and informational listings will be posted to the CalSAWS Web Portal in the following location:
CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-243010

Alternative Procedure Description: Run Manual EDBC or Override Online EDBC to get expected results.

Operational Impact: Estimate: **892**

Automated Test :	0	Batch/Interfaces :	48	Batch Operations :	36
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	130	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	329	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	208	Tech Arch :	0

Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-244065] Update App Transfer from BenefitsCal to Include e-Signature Information on e-Application

Team Responsible:	BenefitsCal	Assignee:	Pramisha Chintapalli	SPG Status:	Pending
Fix Version/s:	[23.07]	Designer Contact:	Jennifer Muna	Change Type (SCR):	Enhancement
Minor Version:	23.07.27	Expedite Changes:	Start Build	Estimate:	416
Reporter:	Connie Buzbee	Regulation Reference:	CRPC 2275	Created:	04/18/2022 02:12 PM
Status:	System Test	Impact Analysis:	[BenefitsCal]	Outreach Required:	No
Policy/Design Consortium Contact:	Dymas Pena	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Self Service Portal]	Funding Source ID:	ARPA
Consortium Review Approval:		Approved by Committee:	06/27/2023	Other Agency Cross Reference:	CSPM-62370
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen Rapponotti on 06/07/2023

Current Design: A Customer's e-Signature information is not viewable on the e-Application Summary page and is not part of the Application Transfer API.

Request:

1. Update the Application Transfer API by adding a new element to capture and store a customer's e-Signature information on the e-application Summary page.
2. Add a new e-Application Signature section on the e-Application Summary page

Recommendation:

1. Update the Application Transfer API to capture a customer's e-Signature information and store the information in CalSAWS.
2. Display the e-Signature information on the e-Application Summary page.

See design document for additional details.

Outreach

Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 416

Automated Test :	120	Batch/Interfaces :	15	Batch Operations :	0
BenefitsCal :	185	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	40	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-253574] Bulk Data Extraction from S3 Data Lake to San Diego County

Team Responsible:	Analytics	Assignee:	Nitin Baxi	SPG Status:	N/A
Fix Version/s:	[23.07]	Designer Contact:	Nitin Baxi	Change Type (SCR):	Operational Enhancement
Minor Version:	23.08.xx	Expedite Changes:	No	Estimate:	7370
Reporter:	Carlos Camarena	Regulation Reference:		Created:	12/07/2022 05:39 PM
Status:	In Development	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	David Bruhn	Training Impacted:	[N/A]	Funding Source:	County Purchase
Project Phase (SCR):	Production	Committee:	[Tech]	Funding Source ID:	County Data Pipeline (SD-02-2023)
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Holly Murphy and Laura Chavez on 4/6/2023				
Expedite Approval:					
Current Design:	San Diego does not have capability to access CalSAWS Data Lake / PBDS				
Request:	Bulk Data Extraction from S3 Data Lake to San Diego County				
Recommendation:	Refer to SCR CA-243606 (LA County) for blueprint work				
Outreach Description:	N/A				
Alternative Procedure Description:	Enable San Diego County access to PBDS.				
Operational Impact:					
Estimate:	7370				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	80
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	20	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	7130	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	140
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-257940] Bank of the West to Bank of Montreal Transition - Update Bank Information for Kings, Nevada and San Joaquin Counties

Team Responsible:	Fiscal	Assignee:	Sumita Sinha	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Eric Wu	Change Type (SCR):	Operational Enhancement
Minor Version:	23.09.07	Expedite Changes:	No	Estimate:	68
Reporter:	Frederick Gains	Regulation Reference:		Created:	03/08/2023 01:40 PM
Status:	Development Complete	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Sheryl Eppler - Approved - 07/21/2023				
Expedite Approval:					
Current Design:	Bank of the West is a vendor for CalSAWS Counties. Bank of Montreal has acquired Bank of the West. This Bank transition is expected to occur Labor Day weekend which happens to be the same weekend Fresno (Wave 4) migrates to CalSAWS.				
	<ul style="list-style-type: none"> - Kings (Direct Deposit, Paid File, Positive Pay) - Nevada (Direct Deposit, Positive Pay) - San Joaquin (Direct Deposit, Paid File) 				
Request:	Update Bank of the West to Bank of Montreal for all affected counties.				
Recommendation:	Enhance Direct Deposit Jobs for Kings, Nevada and San Joaquin counties to update Bank name to "BMO". Conduct Interface Partner Testing for Kings, Nevada and San Joaquin counties.				
	NOTE: No Changes to Account Number or Routing info for any of the county as counties confirmed NO impact/changes.				
	No Changes to Positive Pay file format for any of the county as counties confirmed NO impact/changes.				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	68				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	40	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	16	Tech Arch :	0

Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-259187] Online Help: New GAGR Online Help pages (GAGR-345)

- Resolved: 06/06/2023 02:30 PM

Team Responsible:	Training	Assignee:	Nour Bibars	SPG Status:	N/A
Fix Version/s:	[23.07]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	35
Reporter:	Cristina Garcia	Regulation Reference:		Created:	03/29/2023 01:29 PM
Status:	In Production	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design	Caroline Bui	Training Impacted:	[Online Help]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Approved by Karen Rapponotti on 3/23/2023

Expedite Approval: Approved by Karen Rapponotti on 3/31/2023

Current Design: GAGR-345 requests for new Online Help pages.

Request: Create the Online Help pages and upload to CalSAWS Online Help:

1. Select Correspondence
2. Notice Maintenance
3. GA/GR Customer Reporting

NOTE: For the Select Correspondence and Notice Maintenance pages, the corresponding OLH pages will not be accessible directly through the System page, as the GA/GR System pages do not have a "Help" icon. The Select Correspondence OLH page can be found under the "Admin Tools" and "Client Correspondence" books in the OLH table of Contents, and the Notice Maintenance OLH page can be found under the "Admin Tools" book in the OLH table of contents.

However, the GA/GR Customer Reporting OLH page will be assessible directly through the corresponding System page, as the "Help" icon is available on the System page. The GA/GR Customer Reporting OLH page can also be found under the "Client Correspondence" book in the OLH table of contents.

Recommendation: Create the Online Help pages for GAGR and upload to CalSAWS Online Help. Please Note: Documents will be uploaded to GAGR-345

Outreach Description:

Alternative Procedure Description: None

Operational Impact:

Estimate: 35

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	0	Security :	0
				Tech Arch :	0

Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	35	Translation :	0	Virtual Assistant :	0



[CA-259940] Standard List of FC-KG cases with Income Prior to CNI Batch EDBC Run

Team Responsible:	Eligibility	Assignee:	Eugenio Garcia Velasco	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Thomas Lazio	Change Type (SCR):	Enhancement
Minor Version:	23.07.27	Expedite Changes:	Production Deployment	Estimate:	70
Reporter:	Ignacio Lazaro	Regulation Reference:		Created:	04/12/2023 02:23 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Ignacio Lazaro	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Foster Care/Kin GAP/AAP]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: 07/13/2023

Expedite Approval: 07/13/2023 - Karen Rapponotti

Current Design: The California Necessities Index Batch EDBC created overpayments for FC and KG cases with income that was not marked Exempt. FC/KG staff were not expecting this, because in C-IV the Batch would skip cases for which the EDBC would result in an overpayment. CalSAWS also automatically sent Notices of Action to caregivers of children assessed with overpayments--which was problematic because a number of the overpayments were erroneous: the child did not actually have the income in question and/or another program had added income to the child which would have been Exempt for FC, but FC was not aware of it.

Request: Create a listing of Foster Care (FC) and Kin-GAP (KG) where the child has income prior to CNI Batch EDBC Run (SCR CA-243007).

Recommendation: 1) Generate list of FC and KG cases where the participant has a high-dated Income Detail record with the List Name of 'List of FC-KG cases with Income Prior to CNI'. The listing will be generated by the Regions listed below and the list name will include the region, for example, 'Region 1' will be 'List of FC-KG cases with Income Prior to CNI -R1':

Region 1 - Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma

Region 2- Alpine, Amador, Calaveras, El Dorado, Mono, Nevada, Placer, Sacramento, Sierra, Sutter, Tuolumne, Yolo, Yuba

Region 3- Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Plumas, Shasta, Siskiyou, Tehama, Trinity

Region 4 - Fresno, Inyo, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, San Luis Obispo, Stanislaus, Tulare

Region 5-Imperial, Orange, Riverside, San Bernardino, San Diego, Santa Barbara, Ventura

Region 6- Los Angeles

This list will include the Standard List Columns:

- Case Name
- Case Number
- County
- Unit
- Unit Name
- Office Name

- Worker ID

This list will also include these additional columns:

- Income Category
- Income Type
- Income Frequency
- Income Begin Date
- Income Reported Amount

The list will be posted to the following location: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023 > CA-259940

**Outreach
Description:**

The list of FC and KG cases with income records will be made available at the location below:

CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023 > CA-259940

**Alternative
Procedure**

N/A

Description:

Operational Impact:

Estimate: 70

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	34	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	25	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Training :	0	Translation :	0	Tech Support :	0
				Virtual Assistant :	0



[CA-260211] JA - Create Job Aid for GAGR Automated Solution Generate Correspondence

- Resolved: 06/06/2023 12:04 PM

Team Responsible:	Training	Assignee:	Nour Bibars	SPG Status:	N/A
Fix Version/s:	[23.07]	Designer Contact:	Frederick Gains	Change Type (SCR):	Documentation
Minor Version:		Expedite Changes:	Start Build	Estimate:	15
Reporter:	Frederick Gains	Regulation Reference:		Created:	04/18/2023 01:47 PM
Status:	In Production	Impact Analysis:	[Training]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Frederick Gains	Training Impacted:	[Job Aid]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by TMuresan 04.25.2023				
Expedite Approval:	Approved by Karen Rapponotti on 5/18/2023				
Current Design:	GAGR Automated Solution does not have job aids.				
Request:	Create Job Aid for GAGR Automated Solution Generate Correspondences				
Recommendation:	Create job aid for GAGR Generate Customer Correspondences.				
Outreach Description:	Issue CIT prior to release				
Alternative Procedure Description:	None				
Operational Impact: Estimate:	15				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	15	Translation :	0	Virtual Assistant :	0



[CA-261364] Create blank files for NACHAD if no records for that day

- Resolved: 07/24/2023 02:53 PM

Team Responsible:	Fiscal	Assignee:	Ajith Mothe	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Eric Wu	Change Type (SCR):	Enhancement
Minor Version:	23.07.27	Expedite Changes:	Production Deployment	Estimate:	68
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	05/09/2023 10:22 AM
Status:	Test Complete	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Fiscal]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	CA-261357
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Sheryl Eppler - Approved - 07/13/2023

Expedite Approval: Approved by Karen Rapponotti on 07/13/2023

Current Design: If there are no issuances for a day, the system does not send any NACHAD (Daily Direct Deposit) file to the County.

Request: Currently counties can not determine if the absence of an interface file is normal or due to a transmission error, file corruption, file truncation, etc. Impacted files would be Daily NACHA file: NACHA.prod.coXX.txt

There have been instances when the file was not received for several days and the operators did not know whether this is normal or if there is an issue that need to be reported.

To alert counties and avert benefit issuance issue that could potentially impact hundreds/thousands of customers when files were not received due to transmission error, file corruption, file truncation, etc. The customers are relying on receiving these benefits timely.

This is also needed for check and balance.

Recommendation: For all CalWIN Counties:
When there are no NACHAD transactions created for the day, an empty interface files should still be sent with a Header and Trailer. This would allow counties to determine if there are no transactions to process and that there were no transmission issues.

Outreach Description: N/A

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 68

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	40	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	16	Security :	0
				Tech Arch :	0

Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

 **[CA-261518] To update first name for staff ID '91' to C-IV/CalWIN**

Team Responsible:	Online	Assignee:	Matthieu Bertrand	SPG Status:	N/A
Fix Version/s:	[23.07]	Designer Contact:	Trevor Torres	Change Type (SCR):	Data Change
Minor Version:	23.07.27	Expedite Changes:	Start Build	Estimate:	21
Reporter:	Srinivasa Meenavalli	Regulation Reference:		Created:	05/11/2023 03:50 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Dymas Pena	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Approved by Dymas Pena 07/06/2023

Expedite Approval: Approved by Karen Rapponotti on 07/13/2023. Email communication is attached.

Current Design: Currently when BM batch is triggered with staff_ID = '91', it is displayed as C-IV Conversion on the online "EDBC Summary" Page.

Request: Update the FIRST_NAME to "C-IV/CalWIN" for staff_ID = '91'.

Recommendation: Update the FIRST_NAME to "C-IV/CalWIN" for staff_ID = '91'.

No Design document for this SCR.

Outreach Description: N/A

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 21

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	8	Performance :	0	Release Communication	1
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	11	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Training :	0	Translation :	0	Tech Support :	0
				Virtual Assistant :	0



[CA-261652] Design - CalSAWS Database HA (High Availability) and API Gateway DR (Disaster Recovery)

Team Responsible:	Tech Arch	Assignee:	Sumeet Patil	SPG Status:	N/A
Fix Version/s:	[23.07]	Designer Contact:	Sumeet Patil	Change Type (SCR):	Enhancement
Minor Version:	23.08.xx	Expedite Changes:	Start Build	Estimate:	400
Reporter:	Alan Hernandez	Regulation Reference:		Created:	05/15/2023 02:07 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Brian Rodgers	Training Impacted:	[N/A]	Funding Source:	Change Notice
Project Phase (SCR):	Design	Committee:	[Tech]	Funding Source ID:	AM 31 - CalSAWS HA and DR API Gateway to DR East
Consortium Review Approval:		Approved by Committee:	07/17/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Laura C. on 07/17/2023

Expedite Approval: Approved by Laura C. on 07/17

Current Design: CalSAWS core, APIs, Contact Center and other applications connect to Primary database in production. In case of unpanned outages, the Switch over from Primary database to Stand by database requires manual updates to the application/API configuration files, deployments and restarts of the server.

The CalSAWS APIs leverage AWS API Gateway to make CalSAWS Services available to interface partners. In case of unplanned outage with AWS API Gateway in CalSAWS primary region, the API Gateway from DR region cannot be used unless the entire CalSAWS Service or application is switched over to DR region.

- Request:**
1. Disaster Recovery for AWS API Gateway
 2. High Availability for CalSAWS Database.

- Recommendation:**
1. Evaluate automatic or efficient DR switch over for AWS API Gateway from CalSAWS Primary to DR region.
 2. Identify the impact and updates required to CalSAWS applications/services.
 3. Prototype the High Availability switch over options for CalSAWS database from Primary to Standby database.

Outreach Description: NA

Alternative Procedure Description:

Operational Impact:

Estimate: **400**

Automated Test :	0	Batch/Interfaces :	20	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	40	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	20	Performance :	0	Release Communication Support :	0
Reports :	40	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	220
Tech ForgeRock :	0	Tech Ops :	60	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-261687] Voice Bots Statewide Rollout: Shasta County

- Resolved: 07/19/2023 09:24 PM

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.07.28	Expedite Changes:	Production Deployment	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/15/2023 02:41 PM
Status:	Test Complete	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Consortium Contact:		Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review Approval:		Committee:		Reference:	
Consortium Review Approval Date:					

Non-Committee Review: BenoitD 7/5/2023 (individual county deployment of SCR CA-255969)

Expedite Approval: Karen Rapponotti, 7/5/23

Current Design: Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.

Request: Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.

Recommendation: Roll-out the previously created voice bots functionality to Shasta County.
1) Update Shasta County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 110

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	110	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Training :	0	Translation :	0	Tech Support :	0
				Virtual Assistant :	0



**[CA-262296] Union Bank to U.S. Bank Transition - verbiage changes - Rush Warrant
Print testing Riverside County**

Team Responsible:	Client Correspondence	Assignee:	Lalitha Valamarthi	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Phong Xiong	Change Type (SCR):	Enhancement
Minor Version:	23.07.XX	Expedite Changes:	No	Estimate:	101
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	05/24/2023 04:06 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CA-253594
Consortium Review Approval Date:					

Non-Committee Review: Sheryl Eppler - Approved - 06/14/2023

Expedite Approval:
Current Design: Riverside County uses Union Bank.

Request: Union Bank was bought out by US Bank, and will be transitioning over on 05/30/2023.

Recommendation:
Update static text on Riverside Rush Warrant Template:
1. Update "Union Bank" to "U.S. Bank"
2. Update ABA Fractional Number from "16-49/1220" to "90-3582/1222"
3. Remove "Government Services Division" text

Conduct Rush Warrant print testing with Riverside County.

Outreach Description:
Alternative Procedure Description:
Operational Impact:
Estimate: **101**

N/A

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	81	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262348] Voice Bots Statewide Rollout: Contra Costa County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.08.03	Expedite Changes:	Production Deployment	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 01:01 PM
Status:	System Test	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)				
Expedite Approval:	Karen Rapponotti, 7/21/23				
Current Design:	Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.				
Request:	Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.				
Recommendation:	Roll-out the previously created voice bots functionality to Contra Costa County. 1) Update Contra Costa County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	110				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262349] Voice Bots Statewide Rollout: Santa Clara County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.08.03	Expedite Changes:	Production Deployment	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 01:13 PM
Status:	System Test	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)				
Expedite Approval:	Karen Rapponotti, 7/21/23				
Current Design:	Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.				
Request:	Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.				
Recommendation:	Roll-out the previously created voice bots functionality to Santa Clara County. 1) Update Santa Clara County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969				
Outreach Description:	NA				
Alternative Procedure Description:	NA				
Operational Impact Estimate:	110				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262352] Voice Bots Statewide Rollout: Tulare County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.08.03	Expedite Changes:	Production Deployment	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 01:29 PM
Status:	System Test	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)				
Expedite Approval:	Karen Rapponotti, 7/21/23				
Current Design:	Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.				
Request:	Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.				
Recommendation:	Roll-out the previously created voice bots functionality to Tulare County. 1) Update Tulare County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	110				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262355] Voice Bots Statewide Rollout: Orange County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.08.03	Expedite Changes:	Production Deployment	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 02:01 PM
Status:	System Test	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Design	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)				
Expedite Approval:	Karen Rapponotti, 7/21/23				
Current Design:	Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.				
Request:	Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.				
Recommendation:	Roll-out the previously created voice bots functionality to Orange County. 1) Update Orange County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	110				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262356] Voice Bots Statewide Rollout: Ventura County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.08.03	Expedite Changes:	Production Deployment	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 02:05 PM
Status:	System Test	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)				
Expedite Approval:	Karen Rapponotti, 7/21/23				
Current Design:	Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.				
Request:	Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.				
Recommendation:	Roll-out the previously created voice bots functionality to Venture County. 1) Update Ventura County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	110				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262357] Voice Bots Statewide Rollout: Santa Barbara County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.08.03	Expedite Changes:	Production Deployment	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 02:07 PM
Status:	System Test	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)				
Expedite Approval:	Karen Rapponotti, 7/21/23				
Current Design:	Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.				
Request:	Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.				
Recommendation:	Roll-out the previously created voice bots functionality to Santa Barbara County. 1) Update Santa Barbara County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	110				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262358] Voice Bots Statewide Rollout: Butte County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.08.17	Expedite Changes:	No	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 02:10 PM
Status:	Approved	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)				
Expedite Approval:					
Current Design:	Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.				
Request:	Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.				
Recommendation:	Roll-out the previously created voice bots functionality to Butte County. 1) Update Butte County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	110				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262361] Voice Bots Statewide Rollout: Sutter County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.08.17	Expedite Changes:	No	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 02:13 PM
Status:	Approved	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)

Expedite Approval: Current Design: Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.

Request: Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.

Recommendation: Roll-out the previously created voice bots functionality to Sutter County.
1) Update Sutter County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969

Outreach

Description: N/A

Alternative Procedure Description:

Operational Impact: **110**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262364] Voice Bots Statewide Rollout: Stanislaus County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.09.XX	Expedite Changes:	No	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 02:18 PM
Status:	Pending Approval	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)

Expedite Approval: Current Design: Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.

Request: Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.

Recommendation: Roll-out the previously created voice bots functionality to Stanislaus County.
1) Update Stanislaus County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969

Outreach Description:
Alternative Procedure Description: N/A
Operational Impact:
Estimate: **110**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262365] Voice Bots Statewide Rollout: Humboldt County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.09.XX	Expedite Changes:	No	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 02:21 PM
Status:	Approved	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)

Expedite Approval: Current Design: Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.

Request: Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.

Recommendation: Roll-out the previously created voice bots functionality to Humboldt County.
1) Update Humboldt County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969

Outreach Description:
Alternative Procedure Description: N/A
Operational Impact:
Estimate: **110**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262366] Voice Bots Statewide Rollout: Kings County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.09.XX	Expedite Changes:	No	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 02:24 PM
Status:	Approved	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)

Expedite Approval: Current Design: Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.

Request: Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.

Recommendation: Roll-out the previously created voice bots functionality to Kings County.
1) Update Kings County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969

Outreach

Description:

Alternative Procedure Description: N/A

Operational Impact: Estimate:

110

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262368] Voice Bots Statewide Rollout: Marin County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.08.17	Expedite Changes:	No	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 02:27 PM
Status:	Approved	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)

Expedite Approval:
Current Design: Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.

Request: Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.

Recommendation: Roll-out the previously created voice bots functionality to Marin County.
 1) Update Marin County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969

Outreach

Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 110

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262371] Voice Bots Statewide Rollout: Monterey County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.09.XX	Expedite Changes:	No	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 02:30 PM
Status:	Approved	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)

Expedite Approval: Current Design: Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.

Request: Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.

Recommendation: Roll-out the previously created voice bots functionality to Monterey County.
1) Update Monterey County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969

Outreach Description: N/A

Alternative Procedure Description:
Operational Impact:
Estimate: **110**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262373] Voice Bots Statewide Rollout: Kern County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.09.XX	Expedite Changes:	No	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 02:32 PM
Status:	Approved	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)

Expedite Approval: Current Design: Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.

Request: Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.

Recommendation: Roll-out the previously created voice bots functionality to Kern County.
1) Update Kern County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969

Outreach

Description:

Alternative Procedure Description: N/A

Operational Impact: Estimate:

110

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262375] Voice Bots Statewide Rollout: Riverside County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.09.XX	Expedite Changes:	No	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 02:34 PM
Status:	Approved	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)

Expedite Approval: Current Design: Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.

Request: Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.

Recommendation: Roll-out the previously created voice bots functionality to Riverside County.
1) Update Riverside County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969

Outreach Description: N/A

Alternative Procedure Description: N/A

Operational Impact: Estimate:	110				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262377] Voice Bots Statewide Rollout: Solano County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.08.17	Expedite Changes:	No	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 02:36 PM
Status:	Approved	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)

Expedite Approval: Current Design: Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.

Request: Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.

Recommendation: Roll-out the previously created voice bots functionality to Solano County.
1) Update Solano County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969

Outreach Description: N/A

Alternative Procedure Description: N/A

Operational Impact: Estimate: 110

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262378] Voice Bots Statewide Rollout: San Diego County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.08.17	Expedite Changes:	No	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 02:39 PM
Status:	Approved	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)

Expedite Approval: Current Design: Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.

Request: Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.

Recommendation: Roll-out the previously created voice bots functionality to San Diego County.
1) Update San Diego County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969

Outreach Description:
Alternative Procedure Description: N/A
Operational Impact:
Estimate: **110**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262379] Voice Bots Statewide Rollout: Santa Cruz County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.08.17	Expedite Changes:	No	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 02:41 PM
Status:	Approved	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)

Expedite Approval: Current Design: Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.

Request: Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.

Recommendation: Roll-out the previously created voice bots functionality to Santa Cruz County.
1) Update Santa Cruz County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969

Outreach Description:
Alternative Procedure Description: N/A
Operational Impact:
Estimate: **110**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262380] Voice Bots Statewide Rollout: San Mateo County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.08.17	Expedite Changes:	No	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 02:43 PM
Status:	Approved	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)

Expedite Approval: Current Design: Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.

Request: Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.

Recommendation: Roll-out the previously created voice bots functionality to San Mateo County.
1) Update San Mateo County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969

Outreach Description:
Alternative Procedure Description:
Operational Impact:
Estimate: **110**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262383] Voice Bots Statewide Rollout: Fresno County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.09.XX	Expedite Changes:	No	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 02:45 PM
Status:	Approved	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)

Expedite Approval: Current Design: Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.

Request: Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.

Recommendation: Roll-out the previously created voice bots functionality to Fresno County.
1) Update Fresno County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969

Outreach Description: N/A

Alternative Procedure Description: N/A

Operational Impact: Estimate:	110				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262384] Voice Bots Statewide Rollout: Sonoma County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.09.XX	Expedite Changes:	No	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 02:48 PM
Status:	Approved	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)

Expedite Approval: Current Design: Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.

Request: Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.

Recommendation: Roll-out the previously created voice bots functionality to Sonoma County.
1) Update Sonoma County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969

Outreach Description:
Alternative Procedure Description: N/A
Operational Impact:
Estimate: **110**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262385] Voice Bots Statewide Rollout: Alameda County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.09.XX	Expedite Changes:	No	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 02:49 PM
Status:	Approved	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)

Expedite Approval:
Current Design: Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.

Request: Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.

Recommendation: Roll-out the previously created voice bots functionality to Alameda County.
 1) Update Alameda County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969

Outreach Description:
Alternative Procedure Description: N/A

Operational Impact:
Estimate: 110

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262476] Design - Real time CalSAWS Role sync in ForgeRock

Team Responsible:	Tech Arch	Assignee:	Erick Guanzon	SPG Status:	N/A
Fix Version/s:	[23.07]	Designer Contact:	Sumeet Patil	Change Type (SCR):	Enhancement
Minor Version:	23.08.xx	Expedite Changes:	Start Build	Estimate:	95
Reporter:	Sumeet Patil	Regulation Reference:		Created:	05/29/2023 08:04 AM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Brian Rodgers	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Design	Committee:	[Tech]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Grady H. on behalf of Lauran C. on 7/10/2023

Expedite Approval: Approved by Grady H. on behalf of Lauran C. on 7/10/2023

Current Design: The user roles updated in CalSAWS system are synched in ForgeRock. This synch is currently triggered every hour.

Request: The user role sync in ForgeRock should occur close to real time.

Recommendation:

1. Evaluate options for real time synch of roles between CalSAWS and ForgeRock.
2. Identify impact and finalize the option for real time sync.

Outreach Description:

Alternative Procedure Description:

Operational Impact:

Estimate: **95**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	15	Performance :	0	Release Communication Support :	0
Reports :	40	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	40
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-262901] Update Alameda County Stale-Date and 1099 responses to CRFI 21-036

Team Responsible:	Fiscal	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Eric Wu	Change Type (SCR):	Enhancement
Minor Version:	23.08.17	Expedite Changes:	Production Deployment	Estimate:	26
Reporter:	Marlene Rangel	Regulation Reference:		Created:	06/07/2023 02:37 PM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Marlene Rangel	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Jose Argueta (Alameda) - Approved - 06/7/2023

Expedite Approval: Approved by Karen Rapponotti on 06/07/2023

Current Design: Current frequency of 1099 writer job is yearly. Alameda has currently opted into Stale Date Batch.

Request: Update the frequency of 1099 writer job to quarterly
Update Alameda County to opt-out of the Stale Date batch.

Recommendation: Update the frequency of 1099 writer job to run quarterly
Update Alameda County to opt-out of the Stale Date batch.

Outreach Description: Current frequency of 1099 writer job of yearly

Alternative Procedure Description:

Operational Impact:

Estimate: 26

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	17	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	6	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-263169] Online Help: Update the CAPI EDBC Summary page CA-249684

- Resolved: 06/26/2023 09:43 AM

Team Responsible:	Training	Assignee:	Nour Bibars	SPG Status:	N/A
Fix Version/s:	[23.07]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	61
Reporter:	Cristina Garcia	Regulation Reference:		Created:	06/13/2023 09:17 AM
Status:	In Production	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design	Claudia Pinto	Training Impacted:	[Online Help]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review:

Approved by Karen Rapponotti on 6/13/2023

Expedite Approval:

Approved by Karen Rapponotti on 6/13/2023

Current Design:

CA-249684 updates the CAPI EDBC Summary page.

Request:

Update the CAPI EDBC Summary page in CalSAWS Online Help

Recommendation:

Update the following OLH pages:

- Money Management List
- Money Management Detail
- Payment Amount Used By EDBC
- Select Money Management Resource

NOTE: The Select Money Management Resource Online Help page will NOT be accessible through the corresponding System page, due to pending updates from Online Team SCR CA-256646. Please find the Select Money Management Resource OLH page located in the Eligibility book of the Online Help table of contents.

- Money Management Resource Search
- Money Management Resource Detail
- CAPI EDBC Summary
- Money Management (Override)
- <Program> EDBC (Manual)

Outreach

Description:

Alternative

None

Procedure

Description:

Operational Impact:

Estimate: **61**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	0	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Training :	61	Translation :	0	Tech Support :	0
				Virtual Assistant :	0



[CA-263338] Void Tasks created due to erroneous WDTIP transactions with 00/0000 date

Team Responsible:	Batch/Interfaces	Assignee:	Brian Fohl	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Vallari Bathala	Change Type (SCR):	Data Change
Minor Version:	23.08.03	Expedite Changes:	Production Deployment	Estimate:	21
Reporter:	Gingko Luna	Regulation Reference:		Created:	06/15/2023 01:56 PM
Status:	System Test	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design Consortium Contact:	Gingko Luna	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Time Limits]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Gingko Luna on 07/13/2023

Expedite Approval: Approved by Karen Rapponotti on 7/17/2023

Current Design: CalSAWS creates tasks when an individual reaches their CalWORKs 60 Month Time limit.

Request: WDTIP updated to the CalWORKs 60 Month Time Limit after CalSAWS and sent transactions determining individuals had timed out at the 48th month and sending a 00/0000 date. These transactions triggered the Time Limit Tasks in CalSAWS. WDTIP has resolved the issue and the Time Limit Tasks that were erroneously created and are 'Assigned' or 'In-Process' must be voided.

Recommendation: Void any Time Limit tasks that are 'Assigned' or 'In-Process' Status that originated from the "CalWORKs Recipient: CalWORKs Time Limit Exceeded" Automated Action that include "00/0000" as the date in the Task Long Description.

Outreach Description: Void the Tasks manually.

Alternative Procedure Description:

Operational Impact:

Estimate: 21

Automated Test :	0	Batch/Interfaces :	8	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	5
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	8	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-263779] Turn on Weekly Tax Intercept batch 08/04/2023 after annual balancing

Team Responsible:	Fiscal	Assignee:	Romel Acosta	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Sidhant Garg	Change Type (SCR):	Operational Enhancement
Minor Version:	23.08.04	Expedite Changes:	Production Deployment	Estimate:	26
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	06/23/2023 10:39 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Tax Intercept]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CA-252353; CA-263778
Consortium Review Approval Date:					

Non-Committee Review: Sheryl Eppler - Approved - 6/23/2023

Expedite Approval: Approved by Karen Rapponotti on 06/23/2023

Current Design: CalSAWS runs an annual balancing effort with WIS (Welfare Intercept System) for Tax Intercept. To ensure this effort is accurate, the weekly Tax Intercept batch was turned off the Friday prior to the Balancing effort 07/21/2023. With the balancing effort over, the weekly Tax Intercept batch will need to be turned back on.

Request: Turn on the weekly Tax Intercept batch starting the night of Friday 08/04/2023.
NOTE: No Impact to LA, CalWIN W3 and W4 counties.

Recommendation: Turn on the weekly Tax Intercept batch starting the night of Friday 08/04/2023.

Outreach Description: N/A

Alternative Procedure Description: N/A

Operational Impact Estimate: 26

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	17	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	6	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-263928] Design - Event Streaming Framework Enhancements

Team Responsible:	Tech Arch	Assignee:	Kaloyan Borisov	SPG Status:	N/A
Fix Version/s:	[23.07]	Designer Contact:	Kaloyan Borisov	Change Type (SCR):	Enhancement
Minor Version:	23.08.xx	Expedite Changes:	Start Build	Estimate:	140
Reporter:	Raheem Raasikh	Regulation Reference:		Created:	06/27/2023 11:16 AM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Sumeet Patil	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&O
Consortium Contact:		Committee:	[Tech]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	07/14/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Approved by Grady H. on 7/14.

Expedite Approval: Approved by Grady H. on 7/14.

Current Design: Consumers currently process messages across multiple partitions for the offset managed by default configuration.

Request: Ability to configure offsets in partition to process data and move records within Partitions. During high volume days, this will help balance the load across partitions to optimize batch Performance and ensure MEDS transactions are processed and sent to DHCS on time.

Recommendation:

- 1) Evaluate and identify options to configure offset for consumers to begin processing.
- 2) Evaluate and identify options to move data within partitions on adhoc basis.

Outreach Description:

Alternative Procedure Description:

Operational Impact:

Estimate: **140**

Automated Test :	0	Batch/Interfaces :	40	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	
Special Project :	0	System Test Support :	0	Security :	0
Tech ForgeRock :	0	Tech Ops :	20	Tech Arch :	80
Training :	0	Translation :	0	Tech Support :	0
				Virtual Assistant :	0



[CA-263940] Online Help: Update JA e-Notification removing C4Yourself reference

- Resolved: 07/06/2023 01:20 PM

Team Responsible:	Training	Assignee:	Nour Bibars	SPG Status:	N/A
Fix Version/s:	[23.07]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	12
Reporter:	Cristina Garcia	Regulation Reference:		Created:	06/27/2023 02:16 PM
Status:	In Production	Impact Analysis:	[Training]	Outreach Required:	Yes
Policy/Design	Dymas Pena	Training Impacted:	[Job Aid]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Approved by Dymas Pena on 7/24/2023

Expedite Approval: Approved by Michele Peterson - 6/27/23

Current Design: The JA e-Notifications has a CIV reference C4Yourself. This needs to be corrected to YBN (YourBenefitsNow). This was originally part of SCR CA-257081.

Request: Update the eNotification job aid to replace C4Y to YBN (please see screenshot)

Recommendation: Update the JA e-Notifications in Adobe RoboHelp and update in Online Help and the LMS.

Outreach Description: Update Job Aid

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 12

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	0	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Training :	12	Translation :	0	Tech Support :	0
				Virtual Assistant :	0



[CA-264004] Update Document Received Texting Functionality to include API Received Documents

Team Responsible:	Batch/Interfaces	Assignee:	Vishal Surve	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Shining Liu	Change Type (SCR):	Enhancement
Minor Version:	23.08.17	Expedite Changes:	Start Build	Estimate:	231
Reporter:	Lawrence Samy	Regulation Reference:		Created:	06/28/2023 12:42 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Logan Pratt	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	07/13/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Logan Pratt

Expedite Approval: Approved by Karen J. Rapponotti on 7/13/2023

Current Design: Real-time 'Form Received' text messages are only sent when applicable documents are marked Received on the Barcodes page or the Customer Reporting page.

Request: Update functionality to also trigger text messages when documents are received via API (CalSAWS Imaging Solution - Hyland).

Recommendation: 1. After a document is marked Received via API, send a real-time Form Received text message to the participant.

Outreach Description: Documents can be marked Received on the Barcodes or Customer Reporting pages, which will trigger the 'Form Received' text message.

Alternative Procedure Description:
Operational Impact:
Estimate: 231

Automated Test :	0	Batch/Interfaces :	124	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	10	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	60	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-264196] Training: Update Employment Services-WTW WBTs for 23.07 App Dev Changes

- Resolved: 07/20/2023 10:04 AM

Team Responsible:	Training	Assignee:	Gayathri Anchal	SPG Status:	N/A
Fix Version/s:	[23.07]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:	23.09.22	Expedite Changes:	Start Build	Estimate:	80
Reporter:	Cristina Garcia	Regulation Reference:		Created:	07/03/2023 12:16 PM
Status:	Test Complete	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Paul Robertson	Training Impacted:	[CFP/WBT]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Training	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Karen Rapponotti on 7/12/2023				
Expedite Approval:	Approved by Karen Rapponotti on 7/12/2023				
Current Design:	Employment Services-WTW WBTs are impacted by system changes implemented with the 23.07 Production release.				
Request:	Employment Services-WTW WBTs need to be updated to reflect system changes implemented with the 23.07 Production release.				
Recommendation:	<p>Update the following Employment Services-WTW WBTs to reflect changes implemented with the App Dev SCR(s) listed:</p> <ol style="list-style-type: none"> 1. 010-WBT-ESA-Employment Services-WTW-01 <ol style="list-style-type: none"> a. CA-231834: Need Detail page (Add new Expectant Parent Payment option in Type drop list (only when the selected Category is Foster Care/Kin-GAP Services) 2. 010-WBT-ESA-Employment Services-WTW-06 <ol style="list-style-type: none"> a. CA-231834: Need Detail page (Add new Expectant Parent Payment option in Type drop list (only when the selected Category is Foster Care/Kin-GAP Services) 3. 010-WBT-ESA-Employment Services-WTW-08 <ol style="list-style-type: none"> a) CA-233168: OCAT Referral Detail page (Add Type section on page) 				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	80				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	80	Translation :	0	Virtual Assistant :	0



[CA-264543] No Cost SCR - Run generic Post Append DCRs during 5B cutover go live window.

Team Responsible:	Eligibility	Assignee:	Praveen Badabhagni	SPG Status:	N/A
Fix Version/s:	[23.07]	Designer Contact:	Praveen Badabhagni	Change Type (SCR):	Data Change
Minor Version:	23.09.03	Expedite Changes:	Production Deployment	Estimate:	
Reporter:	Prakash Thota	Regulation Reference:		Created:	07/10/2023 04:23 PM
Status:	In Development	Impact Analysis:	[Business Process]	Outreach Required:	No
Policy/Design Consortium Contact:	Naresh P Barsagade	Training Impacted:		Funding Source:	CalSAWS DD&I
Project Phase (SCR):	Migration	Committee:	[Other]	Funding Source ID:	CalWIN Conversion
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: approved by Karen J. Rapponotti on 07.12.2023
Expedite Approval: approved by Karen J. Rapponotti on 07.12.2023
Current Design: Apply generic Post Append DCRs on 5B data
Request: Apply generic Post Append DCRs on 5B data
Recommendation: Apply generic Post Append DCRs on 5B data

Outreach Description:
Alternative Procedure Description:
Operational Impact:
Estimate: 0

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-264591] Training: WAVE 5 Bulk Load Generic logins for Training Staging and Training Production Environments

- Resolved: 07/24/2023 10:15 AM

Team Responsible:	Training	Assignee:	Cristina Garcia	SPG Status:	N/A
Fix Version/s:	[23.07]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:	23.07.24	Expedite Changes:	Start Build	Estimate:	13
Reporter:	Cristina Garcia	Regulation Reference:		Created:	07/11/2023 08:50 AM
Status:	In Production	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Janet Mitri	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Training	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Karen Rapponotti on 7/12/2023

Expedite Approval: Approved by Karen Rapponotti on 7/12/2023

Current Design: Change Request CHG0042032 creates WAVE 5 logins for the Training Staging environment for Alameda, Fresno and Sonoma Counties.

Request: Create Training Staging logins for the WAVE 5 CalWIN counties (Alameda, Fresno and Sonoma Counties)

Recommendation:
 Per CHG0042032 (the spreadsheet attached here is also attached to the Change Request)
 1) Create logins in Forgerock Dev (for training staging logins) - Forgerock Team (2 hours) Thursday July 20, 3-5pm
 2) Create Training Staging login sql loop for the DBA team - Online Team (5 hours) Thursday July 20, 1-6pm
 3) Create logins in TR2 DB (for training staging logins) - DBA Team (1 hour) Friday July 21 10-11am
 7) Validate logins to the Training Staging Environment - Training Team (Prepare with County tester from a WAVE5 County) Friday 12noon
 NOTE: SCR CA-264680 is for the creation of the Training Prod Generic Logins.

Outreach Description:

Alternative Procedure Description:

Operational Impact:

Estimate: 13

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	1	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	5	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	2	Tech Ops :	0	Tech Support :	0
Training :	5	Translation :	0	Virtual Assistant :	0



[CA-264680] Training: WAVE 5 Bulk Load Generic Logins for the Training Production (TRN) Environment

Team Responsible:	Training	Assignee:	Cristina Garcia	SPG Status:	N/A
Fix Version/s:	[23.07]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:	23.08.01	Expedite Changes:	Start Build	Estimate:	13
Reporter:	Cristina Garcia	Regulation Reference:		Created:	07/11/2023 05:21 PM
Status:	Approved	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Janet Mitri	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Training	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Karen Rapponotti on 7/12/2023

Expedite Approval: Approved by Karen Rapponotti on 7/12/2023

Current Design: Change Request CHG0042040 creates WAVE 5 Generic logins for the Training Production (TRN) environment for Alameda, Fresno and Sonoma Counties.

Request: Create Training Production logins for the WAVE 5 CalWIN counties (Alameda, Fresno and Sonoma Counties).

Recommendation: Per CHG0042040 (the spreadsheet attached here are also attached to the Change Request)
 1) Create logins in Forgerock PROD (for Generic logins) - Forgerock Team (2 hours) Monday July 31, 3-5pm
 2) Create Training Production login sql loop for the DBA team - Online Team (5 hours) Monday, July 31 1-6pm
 3) Create Generic logins in TRN DB (for training Production) - DBA Team (1 hour) Tuesday, August 1 10-11am
 7) Validate Generic logins by logging into the Training Production Environment - Training Team Tuesday August 1 12noon
 NOTE: SCR CA-264591 is for the creation of the Training Staging Logins.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 13

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	1	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	5	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	2	Tech Ops :	0	Tech Support :	0
Training :	5	Translation :	0	Virtual Assistant :	0



[CA-264716] Training: Remove slide #3 WBT 016-County Hearing Record

Team Responsible:	Training	Assignee:	John Depauw	SPG Status:	N/A
Fix Version/s:	[23.07]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:	23.09.22	Expedite Changes:	Start Build	Estimate:	15
Reporter:	Cristina Garcia	Regulation Reference:		Created:	07/12/2023 10:14 AM
Status:	Approved	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Janet Mitri	Training Impacted:	[CFP/WBT]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Training	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Karen Rapponotti on 7/12/2023

Expedite Approval: Approved by Karen Rapponotti on 7/12/2023

Current Design: Slide 3 of the 016-County Hearing Record 23.05.19 refers to a process which is only for L.A. County.

Request: Remove slide #3 from the WBT 016-County Hearing Record 23.05.19 as this only refers to LA County and is not a part of the Automated GA process for all CalSAWS counties.

Recommendation: Remove slide #3 from the 016-County Hearing Record 23.05.19 WBT.

Outreach Description: N/A This update does not affect CalSAWS Production - this is a training material update.

Alternative Procedure Description:

Operational Impact:

Estimate:	15				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	15	Translation :	0	Virtual Assistant :	0



[CA-264778] Update Fresno County Rush Positive Pay Account Number

- Resolved: 07/24/2023 04:21 PM

Team Responsible:	Fiscal	Assignee:	Romel Acosta	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Eric Wu	Change Type (SCR):	Enhancement
Minor Version:	23.07.27	Expedite Changes:	Production Deployment	Estimate:	26
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	07/13/2023 08:41 AM
Status:	Test Complete	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Migration	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Sheryl Eppler - Approved - 07/13/2023

Expedite Approval: Karen Rapponotti - Approved - 07/13/2023

Current Design: Fresno County Positive Pay file was set up with the incorrect Account Number for Rush Warrants.

Request: Fresno County would like to correct the Account Number for Rush Warrants in their Positive Pay file.

Recommendation: Update Fresno County Positive Pay file to use the correct Account Number for Rush Warrants.

Sent test Positive Pay file to Fresno County.

Outreach Description: Sent Test Positive Pay file to County.

Alternative Procedure Description: N/A

Operational Impact:
Estimate: 26

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	17	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	6	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-264802] Data Change Riverside County Warrants to Paid status where control number is missing leading 1

Team Responsible:	Fiscal	Assignee:	Romel Acosta	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Eric Wu	Change Type (SCR):	Data Change
Minor Version:	23.08.xx	Expedite Changes:	Production Deployment	Estimate:	68
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	07/13/2023 11:21 AM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Sheryl Eppler - Approved - 07/13/2023				
Expedite Approval:	Approved by Karen Rapponotti on 07/13/2023				
Current Design:	Riverside County bank changed from Union Bank to U.S. Bank on 05/30/2023. With Union Bank, the Paid Warrant file did not contain any leading 1's for the Control Number. With Union Bank, the Paid Warrant file contained leading 1's for the Control Number. The leading 1's caused the Warrant Issuances to not be updated to 'Paid' status in the CalSAWS system.				
Request:	Data Change the affected Warrants to 'Paid' status in the CalSAWS system.				
Recommendation:	For Riverside County: Find all Warrants received in the 'Paid Warrant' file that did not match to Warrant Issuances in the CalSAWS system due to the leading 1, update those affected Warrant Issuances to 'Paid' status.				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	68				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	40	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	16	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-264832] Reschedule non daily batch jobs for CalWIN 6A/5C cutover weekend

Team Responsible:	Batch Operations	Assignee:	Narendar Sabbani	SPG Status:	N/A
Fix Version/s:	[23.07]	Designer Contact:	Narendar Sabbani	Change Type (SCR):	Data Change
Minor Version:	23.07.xx	Expedite Changes:	No	Estimate:	15
Reporter:	Narendar Sabbani	Regulation Reference:		Created:	07/13/2023 09:24 PM
Status:	Pending Approval	Impact Analysis:	[Conversion]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:		Funding Source:	CalSAWS M&O
Project Phase (SCR):	Design	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Sheryl Eppler - Approved - 07/21/2023

Expedite Approval: Current Design: CalWIN Wave5 Counties migration into CalSAWS will commence the weekend prior to Monday, 09/18/2023.

Request: As part of migration-related activities, the request is to:
 1) run an abbreviated batch on Friday, 09/15/2023 to reduce the overall batch window so CalWIN 6A/5C data migration can begin in the early morning of 09/16/2023

Recommendation: As part of migration-related activities, the request is to:
 1) run an abbreviated batch on Friday, 09/15/2023 to reduce the overall batch window so CalWIN 6A/5C data migration can begin in the early morning of 09/16/2023

Outreach Description: N/A

Alternative Procedure Description:

Operational Impact: Estimate: 15

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	15
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-228466] ACL 21-118 Senate Bill 490/CalFresh OI Compromise Policy for Households with Elderly/Disabled Members

Team Responsible:	Fiscal	Assignee:	Bhumika Sharma	SPG Status:	Approved
Fix Version/s:	[23.09]	Designer Contact:	Jimmy Tu	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	624
Reporter:	Michele Peterson	Regulation Reference:	ACL 21-118, ACL 22-61	Created:	05/06/2021 08:06 AM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Collections]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

- Non-Committee Review:** Sheryl Eppler - Approved - 07/21/2023
- Expedite Approval:** Michele Peterson - 7/2/23
- Current Design:** The new CF OI compromise policy is not implemented in the CalSAWS system.
- Request:** Implement the new CF OI compromise policy, in the CalSAWS system.
- Recommendation:**
1. Create new CalFreshElderlyOIAdjustment Batch Job for the CalFresh Overissuance Compromise Policy.
 2. Update the Recovery Account Detail page to adjust Recovery Account according to the CalFresh OverIssuance Compromise Policy when manually activating recovery account.
 3. Update Recovery Account Activation Batch to send out NOAs for Recovery Accounts for 'Elderly/Disabled Compromise'.
 4. Update Code Detail Table Category 413 to include a new Recovery Account Status Reason of 'Elderly/Disabled Compromise'.

Outreach Description: N/A

Alternative Procedure Description:

Operational Impact:

Estimate: **624**

Automated Test :	70	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	357	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	27
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	115	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-246136] Expand the Referral Detail page in CalSAWS to allow for e-referral

Team Responsible:	Online	Assignee:	Shaik Ameerjan	SPG Status:	N/A
Fix Version/s:	[23.09]	Designer Contact:	Erika Kusnadi	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	579
Reporter:	Erika Kusnadi	Regulation Reference:		Created:	06/01/2022 02:35 PM
Status:	In Development	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Gingko Luna	Training Impacted:	[Job Aid, Online Help]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Child Care]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Michele Peterson on 6/15/23

Current Design: When referrals are created in CalSAWS, counties are still required to manually provide the referral information to the external agencies, or providers for services they refer out.

Request: Update CalSAWS application to prepare for the expansion of the existing Child Care Administrator portal to provide referral information to external provider/agencies.

- Recommendation:**
1. Update the Referral Detail page with a new Referral Section that will contain information on who the external agency/provider the referral is for, Referral ID, program information if the referral is specific for a certain program and the worker information that is responsible for the referral.
 2. Update the Resource Detail page with a new field to identify if the resource accepts e-referral or not and a new e-mail type option on the Internet section.
 3. Update the Approved for County Use List page so that the county can determine if the resource is approved for e-Referral.
 4. Create a new Select Provider/Agency page so that user can select a provider or agency as the resource associated to the referral.

Outreach

Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate:	579				
Automated Test :	41	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	258	Performance :	53	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	125	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-248100] Create API to Enable Form Number lookups in workflow

Team Responsible:	Imaging	Assignee:	Christopher Vasquez	SPG Status:	Approved
Fix Version/s:	[23.09]	Designer Contact:	Robyn Anderson	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	Production Deployment	Estimate:	430
Reporter:	Rhiannon Chin	Regulation Reference:		Created:	07/21/2022 09:57 PM
Status:	Pending Approval	Impact Analysis:	[Imaging]	Outreach Required:	No
Policy/Design Consortium Contact:	Rhiannon Chin	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[Imaging]	Funding Source ID:	AM 31 - Imaging
Consortium Review Approval:		Approved by Committee:	07/05/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Karen Rapponotti 7/24/2023

Current Design: Currently, users can only search for a form name in the Imaging Solution. The form number populates after an image is submitted out of a queue.

Request: Allow users to search by/select form numbers in the Imaging Solution.

Recommendation: Create the Get Form Number Web Service.
- Actual enablement in Workflow will be performed under SCR CA-264873

Outreach

Description:

Alternative Procedure Description: Users can select the corresponding form name.

Operational Impact:

Estimate: **430**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	30	IVR/CC :	0	Network :	0
Online :	0	Performance :	100	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	300
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-251562] Adult Expansion for Medi-Cal

Team Responsible:	CalHEERS	Assignee:	Chad Quan	SPG Status:	Approved
Fix Version/s:	[23.09]	Designer Contact:	Sireesha Kommajosyula	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	558
Reporter:	Renee Gustafson	Regulation Reference:	ACWDL 23-08	Created:	10/19/2022 09:20 AM
Status:	In Assembly Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Nina Butler	Training Impacted:	[Job Aid]	Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Medi-Cal/CMSP]	Funding Source ID:	Adult Full Scope Expansion
Consortium Review Approval:		Approved by Committee:	06/30/2023	Other Agency Cross Reference:	CH-210202
Consortium Review Approval Date:					

Non-Committee

Review:
Expedite Approval: Expedited Start Build Approved by Karen J. Rapponotti on 06/01/2023 via email
Current Design: CalSAWS grants restricted scope Medi-Cal to individuals who are 26 through 49 years of age, and who do not have satisfactory immigration status if they meet all other eligibility criteria.

CalSAWS considers an individual age 26 or above for MAGI Medi-Cal eligibility if the individual's 26th birthday falls on or before the first day of the EDBC benefit month. In other words, if the individual is 25 years of age on any day of the EDBC benefit month, CalSAWS considers the individual 25 for that entire month and considers 26 years of age from the following month.

For Example: Individual age turns 26 on 01/02/2024.

- Date of birth is 01/02/1998.
- EDBC Benefit Month is 01/2024
- Individual turns 26 years old: 01/02/2024
- Individual is eligible to MAGI Medi-Cal
- Individual does not have satisfactory citizenship or immigration status.
- The individual is still 25 years of age on 01/01/2024.
- CalSAWS considers the individual 26 years old from the month of 02/2024

Also, CalSAWS automatically re-evaluates Medi-Cal for Medi-Cal beneficiaries turning ages 1, 6, 19, 26, 50 and 65.

Request: Per ACWDL 23-08, effective 01/01/2024, all eligible individuals who are 26 through 49 years of age, inclusive, are eligible to full scope Medi-Cal regardless of their citizenship or immigration status if they meet all other eligibility criteria.

With CalHEERS Change Request 210202, CalHEERS will update their eligibility rules to grant full scope MAGI Medi-Cal to eligible individuals who are 26 through 49 years of age, inclusive, regardless of citizenship or immigration status.

1. Update Medi-Cal EDBC rules to grant full scope Non-MAGI Medi-Cal to eligible individuals who are 26 through 49 years of age, inclusive, regardless of citizenship or immigration status, if otherwise eligible.
2. As of the go-live of CA-251562, Obsolete automated Age 26 batches (PB00CH115 and PB00E252)
3. As of the go-live of CA-251562, Obsolete Age 50 batch for MAGI and Non-MAGI (PB00CH117, PB00E117)

Recommendation: 1. Update the Medi-Cal EDBC rules to grant full scope Non-MAGI Medi-Cal for all eligible individuals who are 26 through 49 years of age, inclusive, regardless of citizenship or immigration status, if they meet all other eligibility criteria.

2. As of the go-live of CA-251562, Obsolete automated Age 26 batches (PB00CH115 and PB00E252)
3. As of the go-live of CA-251562, Obsolete Age 50 batch for MAGI and Non-MAGI (PB00CH117, PB00E117)
4. Store Medi-Cal individuals who are 26 through 49 years of age, and does not have satisfactory immigration status but receiving full scope aid code with Conditionally eligible/Eligible status in Temp table in Database.

Outreach

Description:

Alternative Procedure

Override

Description:

Operational Impact:

Estimate:

558

Automated Test :	65	Batch/Interfaces :	33	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	115
CalHEERS Test :	138	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	85
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	17
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-252980] Online Help: Update JA Imaging Workflow Queues and Exceptions CA-231814

Team Responsible:	Training	Assignee:	Nour Bibars	SPG Status:	N/A
Fix Version/s:	[23.09]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	7
Reporter:	Rhiannon Chin	Regulation Reference:		Created:	11/22/2022 09:17 AM
Status:	In Development	Impact Analysis:	[Training]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Rhiannon Chin	Training Impacted:	[Job Aid]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Elizabeth Palm 12/21/2022 Approved				
Expedite Approval:	Approved by Karen Rapponotti on 6/13/2023				
Current Design:	CA-231814 updates the JA Imaging Workflow				
Request:	UPdate the JA Imaging Workflow				
Recommendation:	Update Job Aid Imaging Workflow Queues and Exceptions with updated instructions for locating documents in workflow per CA-231814				
Outreach Description:	Update Job Aid				
Alternative Procedure Description:	None				
Operational Impact:					
Estimate:	7				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	7	Translation :	0	Virtual Assistant :	0

 **[CA-252997] ACL 22-94 - Turn on TEMP 2220 for all counties**

Team Responsible:	Reports	Assignee:	Aniruddha Loha	SPG Status:	Approved
Fix Version/s:	[23.09]	Designer Contact:	Esequiel Herrera-Ortiz	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Production Deployment	Estimate:	46
Reporter:	Claudia Pinto	Regulation Reference:	ACL 22-94	Created:	11/22/2022 01:39 PM
Status:	In Assembly Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Claudia Pinto	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[State/Fiscal Reports]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved By Claudia Pinto 12/15/2022

Expedite Approval: Production Deployment Approval by Karen Rapponotti 11/22/2022

Current Design: The purpose of this All County Letter (ACL) is to inform counties regarding the process for the October 2022 statistical report on the number of children aged five through seventeen years in families receiving CalWORKs cash assistance payments exceeding the 2022 federal poverty income level. The collection and reporting of this data is required by Title I, Part A, of the ESEA of 1965, as amended.

BACKGROUND

The California Department of Education and the United States Department of Health and Human Services, Administration for Children and Families (ACF) use this information to allocate federal funds to meet the educational needs of disadvantaged children. This data is required to be reported to the California Department of Social Services (CDSS) from the local educational agency or from the County Welfare Departments (CWDs), if not available by the local educational agency. Since there is no statewide source for this data, the CWDs are responsible for providing the information on children in families receiving CalWORKs assistance payments.

The TEMP 2220 currently is only generated for C19 (LA County).

Request: Turn on TEMP 2220 for all Counties.

Recommendation: 1. Turn on TEMP 2220 for all counties in CalSAWS.

Note: Counties need to submit the TEMP 2220 to the state by Dec 9, 2022 per ACL 22-94. This is an annual report that has recently run on 11/2/22 and will need to be regenerated for all counties once this SCR turns it on for all counties.

Outreach

Description: N/A - without this SCR, other counties will not have this report.

Alternative Procedure Description:

Operational Impact:

Estimate:	46				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0

Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	16	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	30	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Training :	0	Translation :	0	Tech Support :	0
				Virtual Assistant :	0

 **[CA-253195] Support SCR to provide responses to Consortia queries**

Team Responsible:	Eligibility	Assignee:	Prakash Thota	SPG Status:	N/A
Fix Version/s:	[23.09]	Designer Contact:	Jason M. Francis	Change Type (SCR):	Data Change
Minor Version:		Expedite Changes:	Production Deployment	Estimate:	1000
Reporter:	Girish Chakkingal	Regulation Reference:		Created:	11/29/2022 05:21 PM
Status:	In Assembly Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Karen J. Rapponotti	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Karen J. Rapponotti - 7/11/2023				
Expedite Approval:	Expedited deployment approval received from Karen J. Rapponotti on 7/11. Email attached for reference.				
Current Design:	This SCR is to handle all the support activities to respond to consortium queries, running DCRs and other extended support.				
Request:	Support and rectify any data issue/s creates in CalSAWS and perform data cleanup in CalSAWS system due to inbound file issues from partners. This SCR is used to charge time for release regression testing activities.				
Recommendation:	NA				
Outreach Description:					
Alternative Procedure Description:	NA				
Operational Impact:					
Estimate:	1000				
Automated Test :	0	Batch/Interfaces :	100	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	40
CalHEERS Test :	0	Client Correspondence :	100	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	100	Fiscal :	100	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	100	Performance :	0	Release Communication Support :	0
Reports :	100	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	360	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-254675] Purge October Foster Care Main Payroll run (CSPMTF) for 11/01/2023 for San Francisco and San Luis Obispo (Wave 6)

Team Responsible:	Fiscal	Assignee:	Romel Acosta	SPG Status:	Approved
Fix Version/s:	[23.09]	Designer Contact:	Eric Wu	Change Type (SCR):	Operational Enhancement
Minor Version:	23.10.30	Expedite Changes:	Production Deployment	Estimate:	75
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	01/04/2023 06:57 AM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Migration	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Sheryl Eppler - Approved - 07/21/2023				
Expedite Approval:	Karen Rapponotti - Approved - 01/04/2023				
Current Design:	In CalSAWS Foster Care Main Payroll runs on the first business day of the month, for the previous Benefit Month. (Example: November 1, 2023 CalSAWS would create the October 2023 Benefit Month Foster Care Issuances). Wave 6 CalWIN counties (San Francisco and San Luis Obispo) ran their October 2023 Foster Care Main Payroll at the end of October 2023.				
Request:	For San Francisco and San Luis Obispo counties, turn off the October 2023 Foster Care Main Payroll batch scheduled to run 11/01/2023.				
Recommendation:	For San Francisco and San Luis Obispo County, turn off the October 2023 Foster Care Main Payroll batch scheduled to run 11/01/2023.				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	75				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	50	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	25	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

 **[CA-255342] Online Help: Update JA - Issuance Thresholds**

Team Responsible:	Training	Assignee:	Nour Bibars	SPG Status:	N/A
Fix Version/s:	[23.09]	Designer Contact:	Marlene Rangel	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	7
Reporter:	Gloria Williams	Regulation Reference:		Created:	01/18/2023 10:36 AM
Status:	In Development	Impact Analysis:	[Training]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Marlene Rangel	Training Impacted:	[Job Aid]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen Rapponotti on 7/12/2023

Current Design: Step 3 for Supportive Services in the JA Issuance Thresholds instructions says "Click County Authorization in the Task Navigation bar."

Request: Update Step 3 to "Click County Benefit Issuance Threshold in the Task Navigation bar."
 Update Step 4 to "On the County Benefit Issuance Threshold page"
 Update Step 4a. to "Click the hyperlink for the program you wish to edit the Issuance Threshold for"
 Update Step 5 to "On the County benefit Issuance Threshold Detail <Program> page."
 Update Step 5a. to "Click Add button" with
 "Note: You may also click Edit button if service already exists and only updating Period or Threshold Amount"
 Update Steps 4b, 4c, 4d, 4e, 4f to read as Steps 5b, 5c, 5d, 5e, 5f

Recommendation: Job Aid should reflect actual steps for updating Supportive Services Threshold.

Outreach Description: Update Job Aid

Alternative Procedure Description: None

Operational Impact:

Estimate: 7

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	7	Translation :	0	Virtual Assistant :	0



[CA-260358] ACL 22-61/22-61E: Update CF 377.7B, CF 377.7B1, CF 377.7D2 and CF 377.7D3

Team Responsible:	Client Correspondence	Assignee:	Karuna Ganeri	SPG Status:	Approved
Fix Version/s:	[23.09]	Designer Contact:	Maria Jensen	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	Start Build	Estimate:	560
Reporter:	Tiffany Huckaby	Regulation Reference:	ACL 22-61/22-61E	Created:	04/20/2023 09:11 AM
Status:	In Assembly Test	Impact Analysis:	[Central Print, Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	CalFresh Notices of Actions (NOAs) Updates
Consortium Review Approval:		Approved by Committee:	06/15/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Karen Rapponotti on 07/03/2022

Current Design: ACL 22-61 and ACL 22-61E updated the verbiage for the following forms:

- CF 377.7B – CalFresh Overissuance Notice for Inadvertent Household Errors (IHE)
- CF 377.7B – CalFresh Overissuance Notice - Inadvertent Household Errors (IHE) Only
- CF 377.7B1 – CalFresh Repayment Final Notice for Inadvertent Household Errors (IHE)
- CF 377.7B1 – CalFresh Repayment Notice - Inadvertent Household Errors Only Final Notice
- CF 377.7D3 – CalFresh Overissuance Notice for County Administrative Error (AE)
- CF 377.7D3 – CalFresh Overissuance Notice for Administrative Errors (AE)
- CF 377.7D2 – CalFresh Repayment Final Notice - County Administrative Error (AE)
- CF 377.7D2 – CalFresh Repayment Final Notice - County Administrative Error (AE)

Request: 1. Update the CF OI forms CF 377.7B, CF 377.7B1, CF 377.7D2 and CF 377.7D3 to the latest State version (6/22).

Recommendation: 1. Update the CF OI forms CF 377.7B, CF 377.7B1, CF 377.7D2 and CF 377.7D3 to the latest State version (6/22).

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate: **560**

Generate the existing versions of the forms from the template repository.

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	10	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	209	Contact Center :	0
Conversion :	0	DBA :	0	Design :	65
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	25
Reports :	0	Reports Test :	0	Security :	0

Special Project :	0	System Test Support :	193	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-261485] Decommission CalWIN EICT Interface job post migration wave 6

Team Responsible:	Batch/Interfaces	Assignee:	Angela Zhao	SPG Status:	N/A
Fix Version/s:	[23.09]	Designer Contact:	Soundarya Ramesh	Change Type (SCR):	Operational Enhancement
Minor Version:	23.10.30	Expedite Changes:	No	Estimate:	38
Reporter:	Howard Suksanti	Regulation Reference:		Created:	05/11/2023 10:32 AM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	John Pratt	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Design	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	07/13/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Approved By John Pratt July 13, 2023

Expedite Approval:

Decommission CalWIN EICT Interface job post migration wave 6

Current Design:

Decommission CalWIN EICT Interface job post migration wave 6

Request:

Decommission CalWIN EICT Interface job post migration wave 6

Recommendation:

Decommission CalWIN EICT Interface job post migration wave 6.

1. PICWE160 - E-ICT Inbound FTP. This batch process will transfer a file from the FTP server to IFS.
2. PICWE100 - E-ICT Reader This batch process will process a, E-ICT file from the CalWin consortium.
3. PICWE101 - E-ICT Image Reader This batch process will process an E-ICT image file from Calwin consortium.
4. POCWC100 - EICT encryption job CalWIN This job encrypts the E-ICT Calwin outbound file.
5. POCWE100 - E-ICT Writer This batch process will generate an E-ICT file for the Cal-WIN consortium.
6. POCWE101 - E-ICT Image Writer This batch process will generate an E-ICT image file for the Cal-WIN consortium.
7. POCWE140 - E-ICT Outbound FTP This batch process will send an E-ICT interface file to the Cal-WIN consortium.
8. PICWC100- E-ICT Inbound CalWIN Decryption job This job will decrypt the information from the E-ICT Inbound file received from CalWIN consortium.
9. PICWE161 -E-ICT Image FTP This batch process will transfer a file from the FTP server to IFS.
10. POCWE141- E-ICT Image Outbound FTP This batch process will send an E-ICT image file to the Cal-WIN consortium.

Outreach

Description:

N/A

Alternative Procedure

Description:

Operational Impact:

Estimate:

38

Automated Test :	0	Batch/Interfaces :	15	Batch Operations :	15
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0

Special Project :	0	System Test Support :	8	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-262387] Voice Bots Statewide Rollout: Yuba County

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.09]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.10.XX	Expedite Changes:	No	Estimate:	110
Reporter:	Hazim Qudah	Regulation Reference:		Created:	05/25/2023 02:53 PM
Status:	Approved	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: BenoitD 7/21/2023 (individual county deployment of SCR CA-255969)

Expedite Approval: Current Design: Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.

Request: Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.

Recommendation: Roll-out the previously created voice bots functionality to Yuba county.
1) Update Yuba County Inbound IVR Call Flow with Voice Bot Functionality in SCR CA-255969

Outreach Description:
Alternative Procedure Description: N/A
Operational Impact:
Estimate: **110**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-262742] Refactor Cryptographic Hash

Team Responsible:	CalHEERS	Assignee:	Alan Young	SPG Status:	Approved
Fix Version/s:	[23.09]	Designer Contact:	Tisha Mutreja	Change Type (SCR):	Enhancement
Minor Version:	23.09.28	Expedite Changes:	Production Deployment	Estimate:	130
Reporter:	Tisha Mutreja	Regulation Reference:		Created:	06/05/2023 10:07 AM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Maggie Orozco-Vega	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Refactoring	Committee:	[Medi-Cal/CMSP]	Funding Source ID:	CalHEERS
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen J. Rapponotti via email on 06/07/2023

Current Design: Currently Cryptographic Hash uses Secure Hash Algorithm SHA-1 for its weblogic services which includes calling eHIT and VLP services with CalHEERS partner.

Request: With CA-259465, it is recommended to change SHA-1 to stronger hash algorithm available due to security risks involved.

This requires algorithm changes at both CalSAWS and CalHEERS partner.

- Recommendation:**
1. Discontinue the use of MD2, MD4, MD5, RIPEMD-160, and SHA-1 for data-verification in security-critical contexts.
 2. Refactor Cryptographic Hash and update the Secure hash Algorithm from SHA-1 to SHA-256.

Outreach

Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **130**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	40	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	30	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	60
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-263212] Expand the Child Care Admin portal to display referral information for external provider/agencies

Team Responsible:	Online	Assignee:	Aaron Fowler	SPG Status:	N/A
Fix Version/s:	[23.09]	Designer Contact:	Erika Kusnadi	Change Type (SCR):	Enhancement
Minor Version:	23.10.19	Expedite Changes:	Start Build	Estimate:	2109
Reporter:	Erika Kusnadi	Regulation Reference:		Created:	06/13/2023 03:50 PM
Status:	In Development	Impact Analysis:	[Security, Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Gingko Luna	Training Impacted:	[CFP/WBT, Job Aid, Online Help]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Child Care]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Michele Peterson on 6/15/23

Current Design:

Currently, the Child Care Administrator Portal provide information to determine eligibility for childcare services. Secondly, when referrals are created in CalSAWS, counties are still required to manually provide the referral information to the external agencies, or providers for services they refer out.

Request:

Expand the Child Care Administrator Portal to provide a read only summary page to provide referral information that's inputted in CalSAWS to be available for external agencies or providers for services that are refer out.

Recommendation:

1. Update the Referral Detail page to send e-mail out to resources when new referrals are created.
2. Update the CalSAWS.org resource section to rebrand the Child Care Portal title as CalSAWS Administrator portal.
3. Rebrand the Child Care Admin Portal as the CalSAWS Administrator Portal along with new pages for the referral portal functionality.
4. Create a new Security Role in ForgeRock that will provide user access to the Referral Portal pages of the CalSAWS Administrator Portal.
5. Create a new Referral API that will pull referral information from CalSAWS so it is being displayed on the Referral Portal pages of the CalSAWS Administrator portal.

Outreach

Description:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate:

2109

Automated Test :	356	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	982	Performance :	0	Release Communication Support :	20
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	137	Tech Arch :	120
Tech ForgeRock :	41	Tech Ops :	72	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

 **[CA-227568] LA County GR Cases Terming for Whereabout Unknown**

Team Responsible:	Fiscal	Assignee:	Jimmy Tu	SPG Status:	Approved
Fix Version/s:	[23.11]	Designer Contact:	Jimmy Tu	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	52
Reporter:	Adelaide Mendoza	Regulation Reference:		Created:	04/15/2021 11:35 AM
Status:	Pending Approval	Impact Analysis:	[Batch Performance]	Outreach Required:	No
Policy/Design Consortium Contact:	Adelaide Mendoza	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Documentation	Committee:	[GA/GR]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	03/30/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:
Expedite Approval:
Current Design:

Currently the CalSAWS is designed to terminate LA County GR for "Whereabouts Unknown" when there is at least 135 days of inactivity of EBT transactions that impact balances (debit/credit), even if the inactivity is on an attached CalFresh case. This has caused cases to be terminated in error. GR and CSS reviewed the design and agree this should be a defect based on the following requirement: If the record type is Inactive and the participant is in the GR program, EDBC will terminate the GR program with the reason code "whereabouts Unknown". Form ABP-4023T is sent out once the program is terminated. In the interim, the EBT Inactivity batch is turned off so no GR cases are currently terminating for whereabouts unknown.

Request:

GR to terminate only when the inactivity record is for EBT - Cash and the Program is GR. If the record type is Inactive for Cash and the participant is in a GR only or GR/CF case, EDBC will terminate the GR program with the reason code "whereabouts Unknown". Form ABP-4023T is sent out once the program is terminated.

Recommendation:

Update the Account Aging Reader to check if the record type is Inactive for 'EBT - Cash' and the participant is in a GR only or GR/CF case, then terminate the GR program with the reason code "whereabouts Unknown". Form ABP-4023T is sent out once the program is terminated..

Outreach

Description: N/A

Alternative Procedure Description: N/A

Operational Impact:
Estimate: **52**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	34	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	13	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

 **[CA-235210] Homeless Temp AU Size Based on CalWORKs AU Size**

Team Responsible:	Eligibility	Assignee:	Saksham Agarwal	SPG Status:	Approved
Fix Version/s:	[23.11]	Designer Contact:	Yale Yee	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	No	Estimate:	394
Reporter:	Paul Galloway	Regulation Reference:	MPP 44-211.521(a), MPP 44-211.521(b), MPP 40-129.214(a)	Created:	10/15/2021 02:11 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Sarah Rich	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	05/23/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:
Expedite Approval:
Current Design: Currently CalSAWS determines the AU size of HT independently and does not calculate the AU size based on CW.

Request: The HT AU size calculation need to be determined based on the CW AU Size and not by participants who are applying HT program.

- (a) In determining an apparently eligible AU, do not include a person who is:
- (1) A non-citizen applicant who does not provide verification of their eligible non-citizen status; or
 - (2) A person with no eligible children who does not provide medical verification of pregnancy; or
 - (3) A person who is sanctioned.

Recommendation: The HT AU size calculation needs to be determined based on the CW AU Size and not by participants who are applying HT program.

Outreach Description: Provide a list of HT cases where one of the following person status reasons applies:
 A list of HT cases where one of the following person status reasons applies:
 (1) A non-citizen applicant who does not provide verification of their eligible non-citizen status; or
 (2) A person with no eligible children who does not provide medical verification of pregnancy; or
 (3) A person who is sanctioned.

The list will be posted to the following location:
 CalSAWS CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-235210

Alternative Procedure Override the EDBC results.

Description:
Operational Impact:
Estimate: **394**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	24	Contact Center :	0
Conversion :	0	DBA :	0	Design :	120
Eligibility :	250	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0

Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-242611] Update CalWIN County Foster Care Clothing Allowance rates

Team Responsible:	Fiscal	Assignee:	Jimmy Tu	SPG Status:	Approved
Fix Version/s:	[23.11]	Designer Contact:	Jimmy Tu	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Production Deployment	Estimate:	218
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	03/16/2022 12:14 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Sheryl Eppler - Approved - 07/06/2023

Expedite Approval: Karen Rapponotti - Approved - 07/06/2023

Current Design: Currently, CalWIN Counties that have opted into the Annual Foster Care Clothing Allowance Batch (PBXXF103) do not have issuance amounts saved in the system.

Request: 1. Update the Foster Care Clothing Allowance Batch (PBXXF103) to include clothing allowance rates for CalWIN Counties.

Recommendation: 1. Update the Foster Care Clothing Allowance Batch (PBXXF103) to include clothing allowance rates for CalWIN Counties.
2. Update Code Detail Table Category 943 to include the Foster Care Clothing Allowance rates.

Outreach Description: N/A

Alternative Procedure Description: N/A

Operational Impact Estimate: 218

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	133	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	65	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

[CA-251400] Expungements of Future Month benefits

Team Responsible:	Fiscal	Assignee:	Bhumika Sharma	SPG Status:	Approved
Fix Version/s:	[23.11]	Designer Contact:	Bhumika Sharma	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	112
Reporter:	Claudia Pinto	Regulation Reference:		Created:	10/14/2022 07:23 AM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Claudia Pinto	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Fiscal]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	05/08/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

SCR CA- CA-244864 added functionalities to Expunge CalFresh Benefits when all household members on a CalFresh case are deceased. This could result in Expungements of benefits that are not yet available on the EBT account. For example, CalFresh monthly benefit for 10/22 was issued on 9/23/2022 with available date as 10/10/2022. The case was discontinued on 9/24/2022 due to the customer was deceased. Then the monthly benefit was expunged and claimed on 9/28/2022 which is incorrect since these benefits were not yet available in the customer's account. Rather than expunge, this benefit should be cancelled.

Request:

Update the Grand Expungement Reader to to update the Transaction Date using the below logic when the EBT account is expunged due to household deceased and the benefits are not yet available on the EBT account.

1. If the expungement is for a monthly benefit issuance and the expungement stat date is before the benefit month, then the transaction date is set to the benefit month.
2. If the expungement stat date is before the available date, then update transaction date as the available date of the issuance.

Recommendation:

Update the Grand Expungement Reader to update the Transaction Date using the below logic:

1. If the expungement is for a monthly benefit issuance and the expungement stat date is before the benefit month, then the transaction date is set to the benefit month.
2. If the expungement stat date is before the available date, then update transaction date as the available date of the issuance.

Note: In order to reactivate EBT accounts on cases that are erroneously marked Deceased, users must reactivate on EbtEDGE. Once reactivated, EDDB can be rerun to issue Cash expungements.

In order to issue the expunged CalFresh benefits, users must run Manual EDDB
SCR CA-261316 will add automated functionality to reactivate.

Outreach

Description:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate:

112

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	73	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0

Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	29	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Training :	0	Translation :	0	Tech Support :	0
				Virtual Assistant :	0



[CA-251565] One-time Batches to Transition Adults (ages 26-49) from Restricted to Full Scope Medi-Cal

Team Responsible:	CalHEERS	Assignee:	Chad Quan	SPG Status:	Approved
Fix Version/s:	[23.11]	Designer Contact:	Sireesha Kommajosyula	Change Type (SCR):	New Policy
Minor Version:	23.11.21	Expedite Changes:	No	Estimate:	458
Reporter:	Renee Gustafson	Regulation Reference:	ACWDL 23-08	Created:	10/19/2022 09:57 AM
Status:	Committee Review	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Nina Butler	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Medi-Cal/CMSP]	Funding Source ID:	Adult Full Scope Expansion
Consortium Review Approval:		Approved by Committee:	06/30/2023	Other Agency Cross Reference:	CH-210202
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval:

Current Design:

In CalHEERS Release 23.9 and in CalSAWS Release 23.09, CalHEERS and CalSAWS were updated to grant full scope Medi-Cal for individuals 26 thru 49 years old, inclusive, regardless of satisfactory citizenship or immigration status if they meet all other eligibility criteria for the benefit month starting January 2024 with CA-251562 and CalHEERS Change Request CH-210202. This population is referred to as "Adult Expansion".

CalSAWS has individuals who are 26 thru 49 years old, inclusive, still receiving restricted scope Medi-Cal who should be transitioned to full scope Medi-Cal.

CalSAWS Batch EDBC functionality allows Batch EDBC to automatically add a standard Journal entry to cases processed by Batch EDBC with:

Journal Category: Eligibility

Journal Type: Batch EDBC

Short Description: Batch EDBC ran for [MONTH/YEAR].

Long Description: Batch EDBC ran for [MONTH/YEAR]. Batch EDBC processed for the Medi-Cal program for the following reasons: <Batch EDBC Sweep Code Short Description>

There is no Batch EDBC Sweep Code for Adult Expansion one-time transition batch processing, so CalSAWS will automatically create the journal entry with a missing reason in the Long Description.

Request:

1. Automate the transition of individuals who are 26 thru 49 years old, inclusive, currently receiving restricted scope Medi-Cal to full scope Medi-Cal based on the transition Aid Code Crosswalk provided by DHCS.
2. Add a Batch EDBC Sweep Code so the auto-journal Long Description will display the reason: "Adult Expansion".
3. Provide one-time County lists for County Eligibility Workers to follow-up on any individuals who remain in restricted scope Medi-Cal or are discontinued from Medi-Cal after the one-time transition batch processing is complete.
4. Generate one-time list to provide county with the statistics.

Recommendation:

1. Initiate a one-time process to send Eligibility Determination Requests (EDRs) to CalHEERS and run Batch EDBC for identified individuals who are 26 thru 49 years of age, inclusive and receiving restricted scope Medi-Cal to transition to full scope Medi-Cal.
2. Add a Batch EDBC Sweep Code to display the Journal Long Description reason: "Adult Expansion one-time transition batch".
3. Generate one-time County lists to aid the counties to complete the transition of Adult Expansion to full scope Medi-Cal after Batch EDBC completes.
4. Generate one-time list to provide county with the statistics.

Outreach

Description:

List will be posted at following locations:

CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-251565

Alternative Procedure

This is a one-time process.

Description:

Operational Impact:

Estimate: 458

Automated Test :	0	Batch/Interfaces :	23	Batch Operations :	57
BenefitsCal :	0	Bots :	0	CalHEERS :	165
CalHEERS Test :	83	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	55
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	16
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-251842] Update Expungement Detail page to display back-out transactions

Team Responsible:	Fiscal	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[23.11]	Designer Contact:	Anusha Gangishetty	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Production Deployment	Estimate:	542
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	10/25/2022 02:21 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Collections]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	06/27/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen Rapponotti on 10/25/2022

Current Design: SCR # CA-205649, allowed the staff to post the Expungement Transaction directly to a Recovery Account. If the staff person backs out a Recovery Account Transaction of type Expungement (posted via Expungement Detail page or by the Grant Expungement Reader), the 'Remaining Balance' field on the Expungement Detail Page does not reflect the back out amount.

Request: Update the Expungement Detail page in CalSAWS to display back-out transactions by the user and display the Recovery Account Number in the Recovery Account Transaction Details section.

Recommendation:

1. Update the Expungement Detail page in CalSAWS to display back-out transactions by the user and add the balance back to the 'Remaining Balance' field.
2. Update the Expungement Detail page to display the Recovery Account Number in the Recovery Account Transaction Details section.
3. Update the logic to link the back out expungement transaction on click of Back out button on Transaction Detail Page.

Outreach

Description: Post Transactions manually via Transaction Detail Page.

Alternative Procedure

Description:

Operational Impact:

Estimate: **542**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	317	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	127	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-255969] Voice Bots Statewide Rollout: Welcome Bot, Authentication Bot and Push Notifications

Team Responsible:	Bots	Assignee:	Nikhil Mathur	SPG Status:	Approved
Fix Version/s:	[23.11]	Designer Contact:	Dheeraj Muralidara	Change Type (SCR):	Enhancement
Minor Version:	23.11.30	Expedite Changes:	Start Build	Estimate:	320
Reporter:	Hazim Qudah	Regulation Reference:		Created:	02/01/2023 08:54 AM
Status:	Development Complete	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Change Notice 25 - Voice Bots Project
Consortium Review Approval:		Approved by Committee:	04/17/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Karen Rapponotti, 1/27/23

Current Design: Only San Bernardino County has access to the voice bots feature in their Inbound IVR: Welcome Bot, Authentication Bot and Push Notification.

Request: Re-use the existing voice bots solution previously deployed in San Bernardino County and deploy it to all counties in phased approach.

- Recommendation:**
- 1) Deploy the Authentication and Welcome bots.
 - a. For more information see the attached call flow (CA-255969 – Voice Bots enhancement)
 2. Update Push Notification
 - a. Query the Live Tables instead of AGGR Tables
 3. Update the Case Number utterance.
 - a. Update the Case Number utterance to allow alpha-numeric case numbers.
 4. Enable automated daily bot reports

Note: Deployment of the Welcome and Authentication Bots and Push Notifications will be a phased approach. Each contact center county will have a separate SCR to deploy the bots into their custom call flow.

Outreach

Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 320

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	320	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0

Training :	0	Translation :	0	Virtual Assistant :	0
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[CA-260472] Update Disaster Services Page to allow adding Disaster info by Consortium

Team Responsible:	Fiscal	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[23.11]	Designer Contact:	Jimmy Tu	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	242
Reporter:	Sidhant Garg	Regulation Reference:		Created:	04/21/2023 02:04 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	07/13/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design: Disaster Services is a Read Only page in CalSAWS where information for a declared Disaster can be viewed.

Request: Update Disaster Services page to allow adding Disaster related information for Consortium when a Disaster is declared by the President.

Recommendation:

1. Update the Disaster Services List Page to include an 'Add' button that will allow users to add Disasters.
2. Create a new Disaster Services Detail Page in Create Mode that has editable fields to enter the required Disaster Services Dates.

Outreach Description: N/A

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **242**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	158	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	64	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

 **[CA-263275] 2023/2024 Family Members Base Allocation Amount**

Team Responsible:	CalHEERS	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[23.11]	Designer Contact:	Tisha Mutreja	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	71
Reporter:	Nina Butler	Regulation Reference:	ACWDL 23-12	Created:	06/14/2023 02:49 PM
Status:	Design in Progress	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design	Nina Butler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Medi-Cal/CMSP]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Streamline approval added by Nina Butler

Expedite Approval: Approved by Karen Rapponotti via email on 6/29/2023

Current Design: The Family Member Base Allocation (FMBA) amount is used to determine how much the Long-Term Care (LTC) or Home and Community-Based Services (HCBS) spouse may allocate to family members. Currently, CalSAWS maintains the limit for FMBA amount at 2022/2023 value of \$2,289.

Request: The purpose of All County Welfare Directors Letter 22-16 is to provide counties with the updated FMBA amount per Section 1924(d) of the Social Security Act. The FMBA amount is used to determine how much of their income the institutionalized spouse and HCBS spouse may allocate to family members. Effective July 1, 2023, through June 30, 2024, the FMBA amount for a family member living with the community spouse of an institutionalized spouse or the HCBS spouse is \$2465.

Recommendation:

1. Update MC LTC Family Member Base Allocation limit (CT335_82) to \$2,465 effective July 1, 2023.
2. Generate a list of cases that meet the following conditions at least one day on or after July 1, 2023:
 - At least one LTC Member active on a LTC Aid code with a Share of Cost greater than zero
 - The Medi-Cal program status is Active, Ineligible or Pending
 - The LTC individual has at least one family member in the home
 - Either a Spouse (Spouse or RDP) and a related family member (Not Spouse, RDP, nor Unrelated)
 - The FMBA amount used in the LTC budget is the previous year's FMBA amount (\$2,289.00)

Note:
1) LTC Aid Codes include: 13, 23, 53, 55, 63, D2, D3, D4, D5, D6, and D7.

List Name: Active LTC with previous FMBA value

List to include the following columns:

- Case Name
- Case Number
- County
- Unit
- Unit Name
- Office Name
- Worker ID

Additional Column:

Benefit Month - The Benefit Month is derived from the EDBC that meets the defined conditions.

County Action: County will review the case list and take appropriate action, if needed.

The list will be posted to the following location:

CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-263275

Outreach Description: The list will be posted to the following location:

CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-263275

Alternative Procedure Description: Override the EDBC results.

Operational Impact:**Estimate: 71**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	41
CalHEERS Test :	25	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	0	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Training :	0	Translation :	0	Tech Support :	0
				Virtual Assistant :	0



[CA-264360] Update IVR Appointment Reminder POXXM300 to trigger on Appointment Category(type) of “General Appointment”

Team Responsible:	Batch/Interfaces	Assignee:	Sivagami Nachiyappan	SPG Status:	Approved
Fix Version/s:	[23.11]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	134
Reporter:	Howard Suksanti	Regulation Reference:		Created:	07/06/2023 08:49 AM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Logan Pratt	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	07/11/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Logan Pratt on 07/11/2023				
Expedite Approval:					
Current Design:	IVR Appointment Reminder POXXM300 triggers when a recipient has an upcoming appointment, in 3 business days. The job does not trigger when the Appointment Category(type) is “General Appointment” and the Appointment type (sub_type) is “Telephone Interview Recertification”.				
Request:	Update IVR Appointment Reminder POXXM300 to trigger on Appointment Category(type) of “General Appointment” and the Appointment type (sub_type) is “Telephone Interview Recertification”.				
Recommendation:	Update IVR Appointment Reminder POXXM300 to trigger on Appointment Category(type) of “General Appointment” and the Appointment type (sub_type) is “Telephone Interview Recertification”.				
Outreach Description:					
Alternative Procedure Description:	N/A.				
Operational Impact:					
Estimate:	134				
Automated Test :	0	Batch/Interfaces :	79	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	32	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0



[CA-264873] Enable Form Number Lookups in Workflow - Imaging Changes

Team Responsible:	Imaging	Assignee:	Christopher Vasquez	SPG Status:	Approved
Fix Version/s:	[23.11]	Designer Contact:	Robyn Anderson	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	60
Reporter:	Christopher Vasquez	Regulation Reference:		Created:	07/14/2023 03:48 PM
Status:	Pending Approval	Impact Analysis:	[Imaging]	Outreach Required:	No
Policy/Design Consortium Contact:	Rhiannon Chin	Training Impacted:		Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[Imaging]	Funding Source ID:	AM 31 - Imaging
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Rhiannon Chin 7/18/2023

Expedite Approval:

Current Design: Currently, users can only search for a form name in the Imaging Solution. The form number populates after an image is submitted out of a queue.

Request: Allow users to search by/select form numbers in the Imaging Solution.

Recommendation: Update the Imaging Solution to call the Get Form NumberWeb Service. Add a magnifying glass next to the form number field to allow users to search for a form number.

Form information will continue to be edited in the following queues:

- QA & Indexing
- Batch Capture
- Reindex
- Reindex Confidential
- Reindex All
- Reindex All Confidential
- Person Selection
- Exception
- Exception Confidential

Outreach

Description: Users can select the corresponding form name.

Alternative Procedure

Description:

Operational Impact:

Estimate: 60

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	60	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0

Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

End SCRs

 **[CA-254387] Insert CSC IV and CSC V in DOC_DATA**

Team Responsible:	Client Correspondence	Assignee:	Mohammad Dabbagh	SPG Status:	N/A
Fix Version/s:	[TBD]	Designer Contact:	Phong Xiong	Change Type (SCR):	Enhancement
Minor Version:	23.08.03	Expedite Changes:	Start Build	Estimate:	43
Reporter:	Maria Jensen	Regulation Reference:		Created:	12/27/2022 12:32 PM
Status:	In Development	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Adelaide Mendoza	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: non-committee approval by AMendoza

Expedite Approval: Expedited Build Start approval granted by Karen J. Rapponotti on 07/13.

Current Design: SCR CA-227571 updated DOC_DATA structure and values for GROW Entries.

Request: Insert new rows and associated values for 'CSC IV' and 'CSC V' into DOC_DATA.

Recommendation: DCR to insert new rows and associated values for 'CSC IV' and 'CSC V' into DOC_DATA.
DCR to update DOC_DATA table, column ADDL_PH_NUM for LA County DISTR_NAME 'Wilshire Special' to the following: (213) 336-2147

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 43

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	30	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	13	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

Content Revision Status-1: Accepted

Content Revision Description-1: 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:

After:

3. Release Change:

Before: 23.03

After: TBD

4. Funding Source Change:

Before:

After:

Pending CCB

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change:

Before:

DCR to insert new rows and associated values for 'CSC IV' and 'CSC V' into DOC_DATA.

DCR to update DOC_DATA table, column ADDL_PH_NUM for LA County DISTR_NAME 'Wilshire Special' to the following: (213) 336-2147

After:

DCR to DOC_DATA with highlighted values in spreadsheet titled "CSC_entries_DOC_DATA - Content Revision 2.xlsx".

Assumption 1 - LA County has created two offices in the OFFICE table to for the CSC IV and CSC V district names. DOC_DATA can only be updated to add new records if the counties have the offices created in the OFFICE table.

Assumption 2 - The ADDL_PH_NUM is the Mental Health Assessment Hot Line phone number updated as requested as part of LA County CDI.

2. Estimate Change:

N/A

3. Release Change:

Before: TBD

After: 23.07

4. Funding Source Change:

N/A

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

[CA-218887] DDID 119 - Phase 6 Deployment for 58 Counties

- Resolved: 06/22/2023 02:53 PM

Team Responsible:	Imaging	Assignee:	Christopher Vasquez	SPG Status:	N/A
Fix Version/s:	[23.05]	Designer Contact:	Christopher Vasquez	Change Type (SCR):	Operational Enhancement
Minor Version:	23.07.02	Expedite Changes:	No	Estimate:	68
Reporter:	Cory Wozniak [X]	Regulation Reference:		Created:	08/19/2020 04:41 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Rhiannon Chin	Training Impacted:	[N/A]	Funding Source:	CalSAWS DD&I
Project Phase (SCR):	Migration	Committee:	[Imaging]	Funding Source ID:	Imaging
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Rhiannon Chin 1/3/23

Expedite Approval:

Current Design: San Diego, San Mateo, Santa Cruz, & Solano are on separate Imaging systems from the rest of the CalSAWS counties.

Request: Deploy San Diego, San Mateo, Santa Cruz, & Solano on the CalSAWS Imaging solution.

Recommendation: Perform necessary system configuration changes to enable San Diego, San Mateo, Santa Cruz, & Solano counties to be able to access and work in the CalSAWS Imaging solution.

Outreach Description:

Alternative Procedure Description:

Operational Impact:

Estimate: **68**

None

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	33	IVR/CC :	0	Network :	0
Online :	15	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	14	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

Content Revision Status-1: Pending CCB

Content Revision Description-1: Prior: 23.05
New:23.06

Note - Minor Version is correct and will be unchanged.

Content Revision Status-2:

Content Revision
Description-2:
Content Revision
Status-3:
Content Revision
Description-3:
Content Revision
Status-4:
Content Revision
Description-4:



[CA-251943] San Diego County CalSAWS UAT/PROD EDR Access Request

- Resolved: 06/27/2023 01:54 PM

Team Responsible:	DBA	Assignee:	Sauvik Basu	SPG Status:	N/A
Fix Version/s:	[23.05]	Designer Contact:	Sauvik Basu	Change Type (SCR):	Operational Enhancement
Minor Version:	23.07.03	Expedite Changes:	Start Build	Estimate:	120
Reporter:	Sean Ny	Regulation Reference:		Created:	10/27/2022 11:32 AM
Status:	In Production	Impact Analysis:	[Data Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Sean Ny	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Migration	Committee:	[Ad Hoc]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by David Bruhn on 11/10/2022 on behalf of Laura

Expedite Approval: Approved by David Bruhn on 11/10/2022 on behalf of Laura

Current Design: In response to CFRI 22_040, San Diego County works with the consortium teams to configure the network for Interface Partner Testing & User Acceptance Testing.

San Diego County needs access to EDR (Enhanced Data Reporting), which allows San Diego to download raw data for ad-hoc and other operational report needs. This SCR will be updated after the network assessment meetings.

Request: San Diego County needs one EDR downstream instance.

Recommendation: Assess bandwidth needs and evaluate procurement of additional circuits. Network and DB changes to permit EDR access.

Outreach

Description:

Alternative Procedure Description: use APEX

Operational Impact:

Estimate: 120

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	40	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	80
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

Content Revision Status-1: Pending CCB

Content Revision Description-1: 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before: 23.05
After: 23.06

4. Funding Source Change:
Before:
After:

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:

Before:
After:



[CA-256140] CalSAWS 58 county Batch performance test execution & support

- Resolved: 07/03/2023 02:05 PM

Team Responsible:	Batch Operations	Assignee:	Dheeraj Malempati	SPG Status:	N/A
Fix Version/s:	[23.05]	Designer Contact:	Naveen Bhumandla	Change Type (SCR):	Operational Enhancement
Minor Version:	23.06.30	Expedite Changes:	Production Deployment	Estimate:	2200
Reporter:	Naveen Bhumandla	Regulation Reference:		Created:	02/02/2023 06:15 PM
Status:	In Production	Impact Analysis:	[Batch Performance]	Outreach Required:	No
Policy/Design Consortium Contact:	Michele Peterson	Training Impacted:	[N/A]	Funding Source:	CalSAWS DD&I
Project Phase (SCR):	Migration	Committee:	[Other]	Funding Source ID:	1790
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Laura approved on 03/04/2022

Current Design:

The CONTRACTOR shall execute performance tests on all batch jobs to evaluate run times and determine whether they still comply with the CalSAWS SLA.

- This SCR# testing covers below batch cycles

Last day of month

First business day of the month

Main Payroll

10 day cutoff

High Volume forms

Interface outbound file

- Any performance improvement needed for above batch cycles should address through this SCR# effort.

- Any major changes needed for performance improvement should go through a separate SCR# process.

Request:

This SCR is to track the CalWIN Migration Phase-2 Batch Performance Test Execution & Support activities for the Application Development Teams.

Recommendation:

The CONTRACTOR shall execute performance tests on all batch jobs to evaluate run times and determine whether they still comply with the CalSAWS SLA.

- This SCR# testing covers below batch cycles

Last day of month

First business day of the month

Main Payroll

10 day cutoff

High Volume forms

Interface outbound file

- Any performance improvement needed for above batch cycles should address through this SCR# effort.

- Any major changes needed for performance improvement should go through a separate SCR# process.

Outreach

Description:

Alternative

NA

Procedure

Description:

Operational Impact:

Estimate:

2200

Automated Test :	150	Batch/Interfaces :	300	Batch Operations :	500
BenefitsCal :	50	Bots :	0	CalHEERS :	50
CalHEERS Test :	0	Client Correspondence :	200	Contact Center :	0

Conversion :	0	DBA :	0	Design :	0
Eligibility :	100	Fiscal :	300	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	350	Release Communication Support :	0
Reports :	0	Reports Test :	200	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

Content Revision Status-1: Pending CCB

Content Revision Description-1: 1. Recommendation Change: N/A

2. Estimate Change: N/A

3. Release Change:

Before: 23.05

After: 23.06

4. Funding Source Change: N/A

Content Revision Status-2:

Content Revision Description-2: 1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

Content Revision Status-3:

Content Revision Description-3: 1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

Content Revision Status-4:

Content Revision Description-4: 1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:



[CA-259732] Update Case Linking to Use Full Social Security Number

- Resolved: 06/01/2023 12:29 PM

Team Responsible:	BenefitsCal	Assignee:	Hisashi Horino	SPG Status:	N/A
Fix Version/s:	[23.05]	Designer Contact:	Gillian Bendicio	Change Type (SCR):	Operational Enhancement
Minor Version:	23.06.22	Expedite Changes:	Production Deployment	Estimate:	109
Reporter:	Melissa Mendoza	Regulation Reference:		Created:	04/10/2023 10:56 AM
Status:	In Production	Impact Analysis:	[BenefitsCal]	Outreach Required:	No
Policy/Design Consortium Contact:	Dymas Pena	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Self Service Portal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CSPM-65464
Consortium Review Approval Date:					

Non-Committee Review: Approved by Dymas Pena on 5/16/2023

Expedite Approval: Karen Rapponotti 05/17/2023

Current Design: Currently, the BenefitsCal user is prompted to input the last 4 digits of their Social Security Number (SSN) along with their date of birth and zip code as an option to help locate and link their BenefitsCal account to a CalSAWS person record. If the person is a primary applicant on at least one of the programs on a case and matches the information input by the Customer, an auto-link occurs when there is exactly 1 person found in CalSAWS.

Request: Update the search criteria to use the BenefitsCal user's full SSN when linking the BenefitsCal account to a CalSAWS person.

Recommendation:

1. Update the Case Link API to accept a full SSN in the request.
2. Update the Case Link API to search for the CalSAWS person record using the full SSN from the request.

Outreach Description: Customer to use other linking methods on the BenefitsCal portal.

Alternative Procedure Description:
Operational Impact:
Estimate:

109

Automated Test :	36	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	65	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

Content Revision Status-1: Pending CCB

Content Revision Description-1: 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before: 23.05
After: 23.06

4. Funding Source Change:
Before:
After:

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:

Before:
After:



[CA-55378] Impose CW MAP Reduction within the allotted timeframe when Immunization Page is not updated for children in AU under age 6

- Resolved: 07/11/2023 02:35 PM

Team Responsible:	Eligibility	Assignee:	Sharathchandra R V	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Thomas Lazio	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	No	Estimate:	1257
Reporter:	Ted Anderson [X]	Regulation Reference:	EAS 40-105.4, ACL 97-70, 11-57, 13-51, 14-98	Created:	01/19/2018 11:43 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sarah Rich	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	07/29/2020	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

A pending CalWORKs application can be approved pending verification of immunization records. CalSAWS displays a soft validation message when running EDBC informing users that "There is no ongoing immunization record for the following child(ren): (Name of Child)" when there exists a child under 6 years old in the case that does not have a immunization record for the benefit month.

If the immunization verification is still pending once 10 days have passed from the Request Date on the Verification Detail page, a MAP grant reduction is imposed at the beginning of the benefit month.

If a child under the age 6 has an Immunization verification that is "Refused", EDBC currently sets the status to 'Denied'/'Discontinued' (Intake/Ongoing) for the CW program persons.

Request:

Per CalWORKs policy (EAS 40-105.4), verification of immunization is required for all children in the AU under the age of 6 by the CW participant within the established timeframe of 30 to 45 days. Therefore, CalSAWS must include functionality to automatically provide the required time for parent/caretaker applicants/participants to submit verifications after the case has been approved or reauthorized before 'FTP-Immunization' MAP reduction penalty is imposed.

Per CRPC 2198, CalSAWS should impose the 'FTP-Immunization' MAP reduction penalty in the amount of the parent(s) or caretaker relative within the established timeframe of 30 to 45 days for immunizations that are 'refused' and should not 'Deny' (Intake) or 'Discontinue' (Ongoing) the CW program persons.

Recommendation:

1. Impose 'FTP-Immunization' MAP reduction penalty in the amount of the biological/adoptive parent(s) or caretaker relative exerting parental control that are receiving aid.
2. Update CW EDBC to not Deny (Intake) or Discontinue (Ongoing) CW persons when the immunization record has a status of 'Refused'.
3. Impose 'FTP-Immunization' MAP reduction penalty within the established timeframe of 30 to 45 days while Immunization records remain pending or refused.
4. Update trigger of the existing CalWORKs no school/ immunization verification NOA.
5. Add CW 2209- IMMUNIZATION GOOD CAUSE REQUEST FORM to the Template Repository for LRS/ CalSAWS.

Outreach

Description:

Alternative Procedure Description:
Operational Impact:
Estimate:

Override EDBC

1257

Automated Test :	120	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	229	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	520	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	278	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

Content Revision Status-1:

Accepted

Content Revision Description-1:

Content Revision-9

1. Recommendation Change:

Before: Recommendation to append the CW 2209 to the CalWORKs No School/Immunization NOA.

After: Removed recommendation to append the CW 2209 to the CalWORKs No School/Immunization NOA.

Clarified existing languages for the CalWORKs No School/Immunization NOA.

2. Estimate Change: N/A

3. Release Change: N/A

4. Funding Source Change: N/A

Content Revision Status-2:

Accepted

Content Revision Description-2:

Content Revision-10:

1. Recommendation Change: N/A

2. Estimate Change:

Old:

Eligibility ETC 1: 200

Eligibility ETC 2: 200

Eligibility ETC 3: 20

Eligibility ETC 4: 65

Eligibility ETC Total: 485

New:

Eligibility ETC 1: 235

Eligibility ETC 2: 200

Eligibility ETC 3: 20

Eligibility ETC 4: 65

Eligibility ETC Total: 520

3. Release Change: N/A

4. Funding Source Change: N/A

Content Revision Status-3:

Pending CCB

Content Revision Description-3:

Content Revision-11:

1. Recommendation Change: N/A

2. Estimate Change:

Before:

Eligibility ETC 1:235
Eligibility ETC 2:200
Eligibility ETC 3:20
Eligibility ETC 4:65
Eligibility ETC Total: 520

After:

Eligibility ETC 1:264
Eligibility ETC 2:200
Eligibility ETC 3:20
Eligibility ETC 4:65
Eligibility ETC Total: 549

3. Release Change: N/A

4. Funding Source Change: N/A

Accepted

**Content Revision
Status-4:**

**Content Revision
Description-4:**

Content Revision-8:

1. Recommendation Change:

Add recommendation 6, "Append the CW 2209 to the CalWORKs No School/Immunization Verification NOA when it is generated."

Updates in design document to Assumptions and section 2.3.2.

Updated section 2.3 to include the threshold languages to be updated.

2. Estimate Change:

Before: Client Correspondence ETC 3 - 49 hours

System Test ETC 1 - 269 hours

Unallocated Hours - 105 hours

After: Client Correspondence ETC 3 - 87 hours

System Test ETC 1 - 278 hours

Unallocated Hours - 110 hours

[CA-235770] CW Household Members Eligible to TCF

- Resolved: 07/17/2023 12:50 PM

Team Responsible:	Eligibility	Assignee:	Ganesh Kumar Piniseti	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Yale Yee	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	Production Deployment	Estimate:	651
Reporter:	Caroline Bui	Regulation Reference:	MPP 63-504.13, ACL 20-129, ACL 13-88	Created:	10/27/2021 01:29 PM
Status:	In Production	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	02/14/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved on 4/5/2023 by Karen J. Rapponotti

Current Design: When running CalFresh (CF) and CW EDBC (regular EDBC, negative action or batch EDBC) together, the system determines eligibility for TCF when the CW program is discontinued in the benefit month, based on the closure reason for the CW program and CW persons.

1. The following households are not eligible to receive TCF when:

a. The CW program is discontinued for any of the following reasons:

- Inter-County Transfer
- Gets Tribal TANF
- QC Refused to Cooperate
- QC Failed to Respond in 30 Days
- QC Failed to Keep Appointment
- QC Failed to Keep 2 Appointments
- QC Failed to Sign Release
- QC Failed to Return Signed Release
- SAR 7 Incomplete
- SAR 7 Not Received
- CW RE Incomplete
- CW RE Not Received
- Failed to Complete Determination
- Late Periodic Report SAR 72

b. The CW program is discontinued and all persons fail for any of the following or combination of the following person closure reasons:

- Deceased
- Not a California Resident
- CW IPV/Fraud
- CW Quality Control
- WTW Not Accepting a Job
- WTW Quit Job
- WTW Not Participating in an activity
- WTW Reduced Earnings
- WTW Not signing the WTW Plan
- Gets Tribal TANF

2. A household is not eligible to TCF if they are not a California resident.

Request:

1. Per CRCP 2321, the following updates will be implemented:

a. Add the following program closure reason that will prevent a discontinued CW program from establishing TCF:
• Failed to Provide Verification

b. Remove the following program closure reasons that will prevent a discontinued CW program from establishing TCF:

- QC Refused to Cooperate
- QC Failed to Respond in 30 days
- QC Failed to Keep Appointment
- QC Failed to Keep 2 Appointments
- QC Failed to Sign Release
- QC Failed to Return Signed Release

c. Add the following person closure reason to the existing list that prevents discontinued CW program from establishing TCF:

- WTW Chronic Truant
- Gets Duplicate Aid
- Fleeing Felon
- Probation/Parole Violator
- Excluded for Failing to Comply with ABAWD Requirements (3 Countable ABAWD Months Used)
- WTW Not Providing Proof of satisfactory Progress
- Sanctioned from CW for Child Support

d. Remove the following person closure reasons from the existing list that prevents a discontinued CW program from establishing TCF:

- Not a California Resident
- CW Quality Control

2. When the CW program is discontinued and individuals fails for a person closure reason, the individuals will be eligible for TCF.

Individuals that fail for a person closure reason will not be eligible for TCF.

3. A household that is not a California resident is eligible to TCF unless they are confirmed to have been receiving benefits from their new state.

Recommendation:

1. Update the person/program closure reasons for CW when determining the eligibility for TCF.

2. CW households are eligible to TCF when other household members have a closure reason in CW that is not eligible for TCF.

Note: Please refer to the attached document for additional details.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

Override EDBC results

651

Automated Test :	80	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	353	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0

Special Project :	0	System Test Support :	158	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

Content Revision Status-1: Accepted

Content Revision Description-1: 1. Recommendation Change:
Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before: 23.09

After: 23.07

4. Funding Source Change:

Before:

After:

Content Revision Status-2: Pending CCB

Content Revision Description-2: 1. Recommendation Change:
Before:

2.2.1 Overview

CW household members are not eligible to TCF for any of the added person closure reasons in the following list:

- WTW Chronic Truant
- Gets Duplicate Aid
- Fleeing Felon
- Probation/Parole Violator
- Excluded for Failing to Comply with ABAWD Requirements (3 Countable ABAWD Months Used)
- WTW Not Providing Proof of satisfactory Progress
- Sanctioned from CW for Child Support

After:

2.2.1 Overview

CW household members are not eligible to TCF for any of the added person closure reasons in the following list:

- WTW Chronic Truant
- Fleeing Felon
- Probation/Parole Violator
- Excluded for Failing to Comply with ABAWD Requirements (3 Countable ABAWD Months Used)
- WTW Not Providing Proof of satisfactory Progress
- Sanctioned from CW for Child Support

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

Content Revision Status-3:

Content Revision Description-3: 1. Recommendation Change:
Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

Content Revision

Status-4:

Content Revision

Description-4:

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:



[CA-243475] Facility Types to include in ARC Logic

- Resolved: 07/04/2023 06:39 AM

Team Responsible:	Eligibility	Assignee:	Ganesh Kumar Pinisetti	SPG Status:	Select a value
Fix Version/s:	[23.07]	Designer Contact:	Paul Galloway	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	Start Build	Estimate:	398
Reporter:	Ignacio Lazaro	Regulation Reference:	ACL 16-92	Created:	04/05/2022 05:41 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Ignacio Lazaro	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Foster Care/Kin GAP/AAP]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	03/17/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Michele Peterson 2/24/2023

Current Design:

Foster Care EDBC will only set an ARC Aid Code if the Placement meets one of the following conditions:

1. The Placement Type is "Relative Home"; or,
2. The Placement Type is "Resource Family Home" and the "Care Provider Relationship to Child" field is one of the following two values: "Relative Guardian" or "Relative Non-Guardian"

Request: Add 'Court Specified Home', and 'Tribal Specific Home' with 'Care Provider Relationship to Child' with value of 'Relative Guardian' or 'Relative Non-Guardian' to the types of placements eligible to ARC.

Recommendation:

Update Foster Care EDBC so it will only set an ARC Aid Code if the Placement meets one of the following conditions:

1. The Placement Type is "Relative Home"; or,
2. The Placement Type is "Resource Family Home" or "Court Specified Home", or "Tribal Specific Home" and the "Care Provider Relationship to Child" field is one of the following two values: "Relative Guardian" or "Relative Non-Guardian"

(See attached design document)

Outreach

Description:

Alternative

- 1) use manual EDBC
- 2) use a placement type that will assign ARC aid codes

Procedure

Description:

Operational Impact:

Estimate:

398

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	287	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	71	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0

Training :	0	Translation :	0	Virtual Assistant :	0
Content Revision Status-1:	Accepted				
Content Revision Description-1:	<p>1. Estimate Change:</p> <p>Before:</p> <p>Eligibility ETC 1: 135 Eligibility ETC 2: 23 Eligibility ETC 3: 20 System Test Support ETC 1: 71 Unallocated Hours: 25</p> <p>After:</p> <p>Eligibility ETC 1: 215 Eligibility ETC 2: 23 Eligibility ETC 3: 49 System Test Support ETC 1: 115 Unallocated Hours: 40</p> <p>(technical updates are contained in updated CR1 design document)</p>				
Content Revision Status-2:	Pending CCB				
Content Revision Description-2:	(increase of 38 hours to Eligibility)				
	<p>1. Estimate Change:</p> <p>Before: Eligibility ETC 4 - 0 hours After: Eligibility ETC 4 - 38 hours</p>				
Content Revision Status-3:					
Content Revision Description-3:	<p>1. Recommendation Change:</p> <p>Before:</p> <p>After:</p> <p>2. Estimate Change:</p> <p>Before:</p> <p>After:</p> <p>3. Release Change:</p> <p>Before:</p> <p>After:</p> <p>4. Funding Source Change:</p> <p>Before:</p> <p>After:</p>				
Content Revision Status-4:					
Content Revision Description-4:	<p>1. Recommendation Change:</p> <p>Before:</p> <p>After:</p> <p>2. Estimate Change:</p> <p>Before:</p> <p>After:</p> <p>3. Release Change:</p> <p>Before:</p> <p>After:</p> <p>4. Funding Source Change:</p> <p>Before:</p> <p>After:</p>				



[CA-245559] CalWIN Wave 5 Counties to/from CalSAWS ICT Records in Progress-Follow Up Case Lists

Team Responsible:	Online	Assignee:	Rashmi Holla	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Gerald Limbrick	Change Type (SCR):	Enhancement
Minor Version:	23.09.xx	Expedite Changes:	No	Estimate:	52
Reporter:	Gerald Limbrick	Regulation Reference:		Created:	05/16/2022 02:54 PM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design Consortium Contact:	John Pratt	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&O
Project Phase (SCR):	Migration	Committee:	[ICT]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: 3/1/2023 Carlos Zepeda

Expedite Approval: Current Design:

CA-242540 was created to generate a list of all in process ICTs between CalWIN Wave 5 counties and CalSAWS counties organized by county and eICT date based on defined parameters. This list was intended to allow counties to review and process existing eICTs ahead of CalWIN/CalSAWS cutover.

Request: Generate subsequent lists based on these same previously established parameters on the following dates: 07/31/2023, 08/07/2023, 08/21/2023 & 08/28/2023 to provide counties with up to date in-process eICT status.

Recommendation:

1. Provide a case list of in flight eICTs between CalWIN wave 5 counties and CalSAWS counties, organized by county and eICT date.
 List Name: CalWIN Wave 5 Counties To or From CalSAWS ICT Records in Progress-Follow Up Case Lists {List_Run_Date}
 List Criteria:
 Current/updated List with the same Criteria as the list published for CA-242540
 Standard Columns:
 Current/updated List with the same Standard columns as the list published for CA-242540

The list will be posted to the following locations:
 CalSAWS: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-242540
 Note: The SCR number in the list location is not this SCR#

Outreach Description: Follow up CIT for case lists.

Alternative Procedure Description: N/A

Operational Impact: Estimate: 52

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	29	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	18	Tech Arch :	0

Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

Content Revision Status-1: Pending CCB

Content Revision Description-1: 1. Recommendation Change:
N/A

2. Estimate Change:
N/A

3. Release Change:
N/A

4. Funding Source Change:
Before: CalSAWS M&O
After: CalSAWS M&E

Content Revision Status-2:

Content Revision Description-2: 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:

Content Revision Description-3: 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-4:

Content Revision Description-4: 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:



[CA-248273] BenefitsCal - Update Report a Change Task API to support Future Workers

- Resolved: 07/13/2023 02:07 PM

Team Responsible:	BenefitsCal	Assignee:	Hisashi Horino	SPG Status:	N/A
Fix Version/s:	[23.07]	Designer Contact:	Melissa Mendoza	Change Type (SCR):	Operational Enhancement
Minor Version:	23.07.27	Expedite Changes:	Start Build	Estimate:	578
Reporter:	Connie Buzbee	Regulation Reference:		Created:	07/27/2022 12:05 PM
Status:	Test Complete	Impact Analysis:	[Customer Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Connie Buzbee	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[CalWORKs/ CalFresh, Medi-Cal/ CMSP, Self Service Portal]	Funding Source ID:	ARPA
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CSPM 62372
Consortium Review Approval Date:					

Non-Committee Review: Approved by: Connie Buzbee - 03/30/2023

Expedite Approval: Approved by Karen Rapponotti on 4/4/2023

Current Design: When a Customer generates a Report a Change (RAC) from the BenefitsCal Portal and submits, the RAC PDF is generated and sent to the Imaging Solution. A task is generated for the Worker. The task is failing because the case does not have a worker assigned in the current month. Correcting these failures is a manual process and it occurs often.

See Design Document for more details on RAC Task API.

Request: Update the RAC Task API to find a worker when there is no assigned worker for the program in the current month.

Recommendation: 1. Update the RAC Task API logic to find a worker when there is no worker assigned to the program in the current month

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

578

Requires worker manual process to update the task assignment

Automated Test :	248	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	120	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	145
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	20	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

**Content Revision
Status-1:
Content Revision
Description-1:**

Accepted

1. Recommendation Change:

Before:

1. No description for task assignment for a Task Bank
2. No Auto Regression Test for Task Bank look up

After:

1. Added a description to assign a task to a Task Bank when a worker cannot be found
2. Added description in Automated Regression Test section for looking up a Task Bank for program assignment

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

**Content Revision
Status-2:
Content Revision
Description-2:**

Pending CCB

1. Recommendation Change:

Before:

1. Current program hierarchy for Report a Change did not include General Assistance (Managed) and General Assistance (Non-Managed)

After:

1. Added a description to include General Assistance (Managed) and General Assistance (Non-Managed) in the Report a Change program hierarchy.

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

**Content Revision
Status-3:
Content Revision
Description-3:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

Content Revision

Status-4:

Content Revision

Description-4:

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:



[CA-248569] Identify the Special Care Increment type in Foster Care and Kin-GAP

- Resolved: 06/29/2023 08:37 AM

Team Responsible:	Eligibility	Assignee:	Neethu Joy	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Yale Yee	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Production Deployment	Estimate:	636
Reporter:	Jasmine Chen [X]	Regulation Reference:		Created:	08/03/2022 12:51 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Michelle Ramos	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Correspondence, Foster Care/Kin GAP/AAP]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	02/23/2023	Other Agency Cross Reference:	
Consortium Review Approval:		Committee:			
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen J. Rapponotti on 06/22/2023

Current Design:

Foster Care and Kin-GAP budget section shows a line item for 'Special Care Increment' but does not distinguish whether the amount is of type 'Dual Agency' or 'Social Worker Authorized' on Special Care Increment Proration Detail page.

Request:

Update the Foster Care and Kin-GAP budget to display the Special Care Increment type as 'Dual Agency', 'Social Worker Authorized' on Special Care Increment Proration Detail page.

Recommendation:

Update the Foster Care and Kin-GAP budget to display the Special Care increment type as 'Dual Agency' or 'Social Worker Authorized' on Special Care Increment Proration Detail page.

Add a new FC Change Reason for 'SCI Changed' (verbiage from CIV) and update the associated FC budget to display budget lines for SCI types: Dual Agency, Social Worker Authorized.

Please refer to the design document for further details.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

636

Automated Test :	48	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	156	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	222	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	165	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

**Content Revision
Status-1:**

Accepted

**Content Revision
Description-1:**

Recommendation Change:

Before: New Recommendation

After:

2.1 Eligibility: Add Special Care Increment Proration Detail for Kin-GAP

2.1.1 Overview

The budget Section of Kin-GAP EDBC does not show a line item for SCI.

2.1.2 Description of Changes

Update the Kin-GAP budget to display the Special Care increment information on Special Care Increment Proration Detail page.

2.1.3 Special Care Increment Proration Detail Mockup

Figure 2.1.3.1 – Special Care Increment Proration Detail for Kin-GAP

2.1.4 Security Updates

N/A

2.1.5 Page Mapping

N/A

2.1.6 Programs Impacted

Kin-GAP

2.1.7 Performance Impacts

N/A

Before: Rec 2.3 states that the budget will be updated English, Spanish and threshold languages.

After: Rec 2.3 states that the budget will be updated in English and Spanish.

Before: Updates to 2.5.3

New Variable Population:

Variable Population

<Supplemental Rate> Populate 'Special Care Increment' if the EDBC changes are the result of a change* to a Social Worker Authorized amount.

Populate 'Dual Agency Supplement' if the changes is the result of a change* to a Dual Agency amount.

Populate 'Special Care Increment and Dual Agency Supplement' if the changes result in a change* to both Special Care Increment and Dual Agency.

After:

New Variable Population:

Variable Population

<Supplemental Rate> Populate 'Special Care Increment' if the EDBC changes are the result of a change* to a Social Worker Authorized amount.

Populate 'Dual Agency Supplement' if the changes is the result of a change* to a Dual Agency amount.

Populate 'Special Care Increment and Dual Agency Supplement' if the changes result in a change* to both Special Care Increment and Dual Agency.

Default 'Supplemental Rate' if neither Special Care Increment or Dual Agency do not apply (for example, if there is an additional rate).

*Technical Note: A change is determined by comparison of the prior EDBC (either the most recent approved EDBC of the current month or if there is not a prior EDBC of the current month, the most recent approved EDBC of the prior month).

Estimate Change:

Before:

Client Correspondence ETC 2: 0

Eligibility total ETC: 162

After:

Client Correspondence ETC 2: 126

Eligibility total ETC: 222

**Content Revision
Status-2:**

Accepted

**Content Revision
Description-2:**

1. Recommendation Change:
Design document has been updated to include FC and KG Non-CCR reason fragments in rec 2.5

2. Estimate Change
Before:
System Test ETC 2: 0
Client Correspondence ETC 3: 0
After:
System Test ETC 2: 50
Client Correspondence ETC 3: 30

**Content Revision
Status-3:**

Pending CCB

**Content Revision
Description-3:**

1. Recommendation Change:
Before:
After:

2. Estimate Change: Eligibility
Before: 222
After: 276

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:



[CA-249497] Update OCAT so user provisioning through ForgeRock

- Resolved: 07/06/2023 12:19 PM

Team Responsible:	Tech Forge Rock	Assignee:	Battsooj Uvsh	SPG Status:	N/A
Fix Version/s:	[23.07]	Designer Contact:	Kibby Stahl	Change Type (SCR):	Enhancement
Minor Version:	23.07.06	Expedite Changes:	No	Estimate:	10
Reporter:	Gingko Luna	Regulation Reference:		Created:	08/23/2022 02:23 PM
Status:	In Production	Impact Analysis:	[OCAT]	Outreach Required:	No
Policy/Design	Gingko Luna	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&O
Consortium Contact:		Committee:	[Tech]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	OP-2795
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Gingko Luna on 6/27/2023

Expedite Approval: Current Design: OCAT user IDs may be duplicates of existing CalSAWS IDs because email addresses in the Username Field and Email Address Field do not match.

Request: Update OCAT so user provisioning through ForgeRock
ForgeRock should be updated to require email addresses be inserted in both the Username Field and Email Address Field for OCAT users.

Recommendation: The Tech ForgeRock team will be doing clean ups for the OCAT issues.

Outreach Description:
Alternative Procedure Description:
Operational Impact:
Estimate: 10

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	0	Security :	0
Tech ForgeRock :	10	Tech Ops :	0	Tech Arch :	0
Training :	0	Translation :	0	Tech Support :	0
				Virtual Assistant :	0

Content Revision Status-1: Pending CCB

Content Revision Description-1:
1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before: 23.07
After: 23.06

4. Funding Source Change:
Before:
After:

**Content Revision
Status-2:
Content Revision
Description-2:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-3:
Content Revision
Description-3:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:
Content Revision
Description-4:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:



[CA-251447] Modify the Use of the GA Annual Agreement for LA County

- Resolved: 07/16/2023 09:26 PM

Team Responsible:	Client Correspondence	Assignee:	Kamal ShakerJ	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Phong Xiong	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	5171
Reporter:	Michele Peterson	Regulation Reference:		Created:	10/17/2022 09:05 AM
Status:	In Production	Impact Analysis:	[Central Print, Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Adelaide Mendoza	Training Impacted:	[N/A]	Funding Source:	County Purchase
Project Phase (SCR):	Production	Committee:	[GA/GR]	Funding Source ID:	Enhancements to GR Annual Agreement (LA-03-2022)
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	non-committee approval by LA County only. Approved by Adelaide Mendoza				
Expedite Approval:	Expedited Start Build approved by Karen J. Rapponotti on 04/18/2023				
Current Design:	LA county Only-The verbiage on the SSP 14 discontinuance NOA is incorrect, and causing customers to think they need to make payments to the Social Security Administration to continue to receive GR benefits. Under the "Reason for Proposed Decision" the NOA currently states, "You did not turn in a completed State Supplementary Payment on time. This is incorrect as customer did not need to submit a payment, but an SSP 14 form. 2. Currently, the ABP 898-16 and SSP-14 are mailed out together.				
Request:	<p>The GR 22, General Relief Annual Renewal form is to replace the ABP 898-16, Annual Agreement for General Relief. The Renewal Submit Month for all GR cases will be established based on current CalSAWS functionality. The new GR RE packet will be the Renewal for all GR cases</p> <p>LA County Only- 1. Change statement above in issue #1 to, You did not turn in a completed SSP 14 form on time. 2. To have the SSP-14 mailed out on the 3rd of the month before the GR RE due month but separate from the GR RE Packet. 3. To have the GR RE Packet generated and mailed out 10-days before the end of the Report Month (batch 10-day cutoff). The Report Month is the month prior to when the packet is due. The SSP 14 will continue to be generated on the 3rd of the Report Month. The due date for both the SSP 14 and GR 22 will be the same – 10th of the Due/Submit Month.</p> <p>Update reports to include the new GR Annual Renewal information.</p>				
Recommendation:	<ol style="list-style-type: none"> 1. Update both the Customer Reporting List and Customer Reporting Detail page to capture the 'General Relief Annual Renewal Packet' reporting type. 2. Update the RE Date Report to include a new sheet for the General Relief REs. 3. Add a new sheet to the General Relief dashboard for Renewals. 4. End-date the GR Annual Agreement Packet (ABP 898-16 form) and replace with GR 22 GR Annual Renewal form in threshold languages. 5. Create a new GR Annual Renewal Packet. 6. Add the GR 22 form to Template Repository. 7. Separate the SSP 14 from the packet. 8. Update the verbiage of the discontinuance NOAs when the SSP 14 and/or the GR Annual Renewal form is not returned. 9. Update the GR Discontinuance batch sweep to check for the new GR RE Packet 				
Outreach Description:					

Alternative Procedure Continue to use the existing GR AA Packet.

Description:

Operational Impact:

Estimate: 5171

Automated Test :	0	Batch/Interfaces :	190	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	1435	Contact Center :	0
Conversion :	0	DBA :	0	Design :	665
Eligibility :	244	Fiscal :	0	Forms Test :	0
Imaging :	20	IVR/CC :	0	Network :	0
Online :	70	Performance :	0	Release Communication Support :	221
Reports :	986	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	732	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	7.0	Virtual Assistant :	0

Content Revision Status-1: Accepted

Content Revision Description-1:

The Design Document is updated to include cosmetic changes for the Client Correspondence section on the design document. For the Report section, the design document was updated to fixed three of the mockups and several column definitions for the RE Date report. Lastly, the eligibility section was update to clarify the new eligibility status reason effective dating. Please refer to CA-251447 Modify the Use of the GA Annual Agreement for LA County - Content Revision.docx for more details.

1. Request Change:
Before:

The GR RE, General Relief Annual Renewal is to replace the ABP 898-16, Annual Agreement for General Relief. The Renewal Submit Month for all GR cases will be established based on current CalSAWS functionality. The new GR RE packet will be the Renewal for all GR cases

LA County Only- 1. Change statement above in issue #1 to, You did not turn in a completed SSP 14 form on time.
2. To have the SSP-14 mailed out on the 3rd of the month before the Annual Agreement due month, but separate from the ABP 898-16.

Update reports to include the new GA Annual Agreement information.

After:

The GR 22, General Relief Annual Renewal form is to replace the ABP 898-16, Annual Agreement for General Relief. The Renewal Submit Month for all GR cases will be established based on current CalSAWS functionality. The new GR RE packet will be the Renewal for all GR cases

LA County Only- 1. Change statement above in issue #1 to, You did not turn in a completed SSP 14 form on time.
2. To have the SSP-14 mailed out on the 3rd of the month before the GR RE due month but separate from the GR RE Packet. 3. To have the GR RE Packet generated and mailed out 10-days before the end of the Report Month (batch 10-day cutoff). The Report Month is the month prior to when the packet is due. The SSP 14 will continue to be generated on the 3rd of the Report Month. The due date for both the SSP 14 and GR 22 will be the same – 10th of the Due/Submit Month.

Update reports to include the new GR Annual Renewal information.

2. Recommendation Change:

Before: LA County Only Change- Update the verbiage on the ABP4023T SSP14 discontinuance NOA to read "You did not turn in a complete SSP14 form on time. And mail the SSP14 separately from the ABP 898-16 Annual Agreement.

After:

1. Update both the Customer Reporting List and Customer Reporting Detail page to capture the 'General Relief Annual Renewal Packet' reporting type.
2. Update the RE Date Report to include a new sheet for the General Relief REs.
3. Add a new sheet to the General Relief dashboard for Renewals.
4. End-date the GR Annual Agreement Packet (ABP 898-16 form) and replace with GR 22 GR Annual Renewal form in threshold languages.
5. Create a new GR Annual Renewal Packet.
6. Add the GR 22 form to Template Repository.
7. Separate the SSP 14 from the packet.
8. Update the verbiage of the discontinuance NOAs when the SSP 14 and/or the GR Annual Renewal form is not returned.
9. Update the GR Discontinuance batch sweep to check for the new GR RE Packet

3. Estimate Change: All hours moved here are for ETC 1 resources.

Before:

Client Correspondence Total - 1475 hours

Online ETC 1 Total - 50 hours

Imaging - 0 hours

After:

Client Correspondence Total - 1445 hours

Online ETC 1 Total - 70 hours

Imaging - 10 hours

4. Release Change:

N/A

5. Funding Source Change:

N/A

**Content Revision
Status-2:**

Accepted

**Content Revision
Description-2:**

1. Recommendation Change:

Before: Design Document sections 1.4 and 2.6 references that GEN 1365 is generated out of CalSAWS.

Section 2.10 has a note that tracking barcode will only display on the SSP 14 and not the coversheet.

Section 2.9 and 2.13 stated "Include NA Back 9" as "Yes" and included threshold languages in "Existing Languages."

After: Design document sections 1.4 and 2.6 will now reference that the GEN 1365 is not generated out of CalSAWS and LAC will continue to use their Central Print process with pre-assembled packets that already includes the GEN 1365.

Section 2.10 with the note is corrected that the barcode will be placed on every page as per current system functionality.

Section 2.9 and 2.13 stated "Include NA Back 9" as "No" and "Existing Languages" as only English and Spanish.

Added assumption #16.

2. Estimate Change:

Before: Client Correspondence Total - 1445 hours

Imaging Total - 10 hours

After: Client Correspondence Total - 1435 hours

Imaging Total - 20 hours

3. Release Change:

N/A

4. Funding Source Change:

N/A

**Content Revision
Status-3:**

Pending CCB

**Content Revision
Description-3:**

1. Recommendation Change:

Added Eligibility section 2.6 to include that the customer reporting status of the new GR RE Packet will be updated to 'Completed - EDBC Accepted' upon running EDBC.

Added Client Correspondence section 2.7.2.6 to include the bundle names for the central print facility.

2. Estimate Change:

Before: Client Correspondence Total - 1435 hours
Eligibility Total - 244 hours
System Test Support Total - 732 hours
Unallocated Hours - 390 hours

After: Client Correspondence Total - 1613 hours (Add hours to ETC 1)
Eligibility Total - 314 hours (Add 45 hours to ETC 2, Add 25 hours to ETC 3)
System Test Support Total - 757 hours (Add hours to ETC 2)
Unallocated Hours - 117 hours

3. Release Change:
N/A

4. Funding Source Change:
N/A

**Content Revision
Status-4:
Content Revision
Description-4:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:



[CA-252015] Upgrade CalSAWS auxiliary Aurora MySQL databases to version 8

Team Responsible:	DBA	Assignee:	Stanley Chukwuocha	SPG Status:	N/A
Fix Version/s:	[23.07]	Designer Contact:	DineshKumar Devarapalli	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	2040
Reporter:	Sauvik Basu	Regulation Reference:		Created:	10/29/2022 07:42 AM
Status:	Approved	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Laura Chavez	Training Impacted:	[N/A]	Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[Tech]	Funding Source ID:	CN25 - Technical Architecture
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Laura Chavez on 2/1/2023.

Expedite Approval:

Current Design: The Aurora MySQL database version used for CalSAWS auxiliary databases is version 5.7.

Request: Amazon Aurora MySQL-Compatible Edition now supports MySQL major version 8.0. MySQL 8.0 includes improved performance functionality from enhancements such as instant DDL to speed up the overall process of creating and loading a table and its associated indexes and SKIP LOCKED and NOWAIT options to avoid waiting for other transactions to release row locks. MySQL 8.0 adds developer productivity features such as window functions to more easily solve query problems and common table expressions to enable use of named temporary result sets. It also includes JSON functionality additions, new security capabilities, and more. MySQL 8.0 on Aurora MySQL-Compatible Edition supports popular Aurora features including Global Database, RDS Proxy, Performance Insights, and Parallel Query.

Recommendation: ***No impact to end user***

1. Upgrade CalSAWS auxiliary Aurora MySQL databases to version 8.
2. Test products and application functionality is not impacted across all functional areas as a result of the upgrade.
3. Execute online and batch performance tests with the version 8 release to confirm that performance complies with current SLA standards.
4. Remediate any functional or performance issues falling out of the version 8 upgrade.

Outreach Description: Alternative Procedure None.

Description: Operational Impact: Estimate: 2040

Automated Test :	0	Batch/Interfaces :	40	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	480	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	100	Release Communication Support :	0
Reports :	1050	Reports Test :	0	Security :	0

Special Project :	0	System Test Support :	350	Tech Arch :	20
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

Content Revision Status-1: Pending CCB

Content Revision Description-1: 1. Recommendation Change:
Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before: 23.07

After: 23.11

4. Funding Source Change:

Before:

After:

Content Revision Status-2:

Content Revision Description-2: 1. Recommendation Change:
Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

Content Revision Status-3:

Content Revision Description-3: 1. Recommendation Change:
Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

Content Revision Status-4:

Content Revision Description-4: 1. Recommendation Change:
Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:



[CA-253233] Sacramento (wave 6) County - Conduct Rush Warrant Testing

Team Responsible:	Client Correspondence	Assignee:	Sahithi Pabba	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Phong Xiong	Change Type (SCR):	Enhancement
Minor Version:	23.09.xx	Expedite Changes:	Production Deployment	Estimate:	79
Reporter:	Lawrence Samy	Regulation Reference:		Created:	11/30/2022 02:36 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Migration	Committee:	[Correspondence]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Karen Rapponotti - Approved - 12/14/2022

Current Design: Warrant alignment testing for all CalWIN Counties were conducted with CA-212167.

Request: Sacramento County is requesting to conduct warrant testing to test their County Software 'PrintChef'

Recommendation: Sacramento County only - Update Sacramento County's Rush Warrant Template to print and populate all elements, with the exception of the large check number and MICR line. Conduct Rush Warrant Alignment Testing with the county.

Note: Turn off Foster Care warrant Template for Sacramento County, as the County will use the Default template for this program.

Outreach

Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 79

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	65	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	10	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	2
Training :	0	Translation :	0	Virtual Assistant :	0

Content Revision Status-1: Pending CCB

Content Revision Description-1: Content Revision - 5

1. Recommendation Change:

N/A

2. Estimate Change:
Before:
Online Total: 10 hours
Client Correspondence Total: 65 hours
Technical Infrastructure Support: 2 hours
After:
Online Total: 0 hours
Client Correspondence Total: 111 hours
Technical Infrastructure Support: 13 hours

3. Release Change:
N/A

4. Funding Source Change:
N/A

Accepted

**Content Revision
Status-2:
Content Revision
Description-2:**

1. Recommendation Change:
Before:
Sacramento County only - Update Sacramento County's Rush Warrant Template to print and populate all elements, with the exception of the large check number and MICR line. Conduct Rush Warrant Alignment Testing with the county.

After:
Sacramento County only - Update Sacramento County's Rush Warrant Template to print and populate all elements, with the exception of the large check number and MICR line. Conduct Rush Warrant Alignment Testing with the county.

Note: Turn off Foster Care warrant Template for Sacramento County, as the County will use the Default template for this program.

Accepted

**Content Revision
Status-3:
Content Revision
Description-3:**

1. Release Change:
Before: 23.03
After: 23.05

Accepted

**Content Revision
Status-4:
Content Revision
Description-4:**

1. Recommendation Change:
N/A

2. Estimate Change:
N/A

3. Release Change:
Before: 23.05
After: 23.07

4. Funding Source Change:
N/A



[CA-204132] Update CalSAWS to issue WINS Benefit only after CalFresh is Issued

Team Responsible:	Fiscal	Assignee:	Sumita Sinha	SPG Status:	Approved
Fix Version/s:	[23.09]	Designer Contact:	Anusha Gangishetty	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	125
Reporter:	Sidhant Garg	Regulation Reference:		Created:	08/17/2018 10:50 AM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Caroline Bui	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	02/08/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

When a regular benefit issuance is skipped for CF EDBC, supplemental benefit amounts for WINS and SUAS can still be issued for the benefit month from the skipped CF EDBC. If the reason for the skip issuance is resolved and EDBC is re-ran for the benefit month, the previously skipped EDBC will still be a Regular EDBC with Accepted and Saved run status due to having generated a WINS/SUAS issuance. As a result, CalSAWS will pick up and issue duplicate regular CF benefits, for both the previously skipped EDBC and the current EDBC.

Request:

Update the issuance sweep jobs so that WINS and SUAS issuances are not created if a regular CF issuance hasn't been generated from the EDBC for the effective month.

Recommendation:

1) Update the following authorization sweeps to pick up EDBC records only if there is already a regular CF issuance for the EDBC and effective month.

- Nightly WINS Sweep (PB00F311)
- Monthly WINS Sweep (PB00F313)
- Nightly SUAS Sweep (PB00F312)

Example for the issue: Benefit for the first month(07/2022 - EDBC1) of Regular EDBC is skipped however the supplemental WINS/SUAS benefit from the same EDBC authorization record is issued .

The second month(08/2022 - EDBC1) from EDBC1 is issued. EDBC is Re-run for the first month(07/2022 - EDBC2) again after the skip reason is resolved.

CalSAWS issues payments for both the EDBC1 and EDBC2 creating a duplicate issuance for 07/2022 month.

2) Update the Monthly WINS Sweep (PB00F313) job to pick up EDBC records without any specific range of run date.

Outreach

Description:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate:

125

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	24	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0

Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	76	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

Content Revision Status-1: Accepted

Content Revision Description-1: 1. Release Change:
Before: 23.07
After: 23.09

Content Revision Status-2: Pending CCB

Content Revision Description-2: 1. Release Change:
Before: 23.09
After: 23.11

Content Revision Status-3:

Content Revision Description-3: 1. Recommendation Change:
Before:
After:

2. ETC Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-4:

Content Revision Description-4: 1. Recommendation Change:
Before:
After:

2. ETC Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:



[CA-226701] Create Flexible CW/CF RE Appointment Batch Job for Migration Counties

Team Responsible:	Batch/Interfaces	Assignee:	Gurunandan Vijendra Agnihotri	SPG Status:	Approved
Fix Version/s:	[23.09]	Designer Contact:	Shining Liu	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	809
Reporter:	Caroline Bui	Regulation Reference:	ACL 21-24	Created:	03/23/2021 03:14 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	05/23/2023	Other Agency Cross Reference:	CSPM- 61588
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval:

Michele Peterson - 6/15/23

Current Design:

Currently when the customer reporting status is updated to Incomplete status, there are incomplete reason that the user will need to select. Two of those options that the user can select are 'Dated Before Last Day of SAR Report Month' and 'Dated Before Last Day of Report Month'.

Currently, there is an RE Appointment scheduling batch job (PBXXC907) for regular telephone interviews only.

Currently, there is an Outbound IVR campaign for Appointment Reminder and Missing Document for non-LA counties only. The Missing Document campaign checks for missing SAR7s only – there is no equivalent campaign for RE packets. The results of these IVR calls are processed by an Inbound IVR Call Results Reader (PI00M300), where a call log and journal entry are generated.

Request:

1. Remove the 'Dated Before Last Day of Report Month' and 'Dated Before Last Date of SAR Report Month' option from the PR - Incomplete Reasons block on the Customer Reporting Detail page and Customer Reporting Detail - Override page.
2. Create a new batch job to schedule flexible CW/CF RE appointments for Migration Counties.
3. Regression test the existing packet generation jobs in order to confirm that appointment times are populated as expected.
4. Update the verbiage for journals and call logs generated for IVR phone messages sent to customers about missing SAR7s.

Note: GEN 102 requirement moved to CA-246603.

Recommendation:

1. Update the Customer Reporting Detail and Customer Reporting Detail – Override page to no longer display the 'Dated Before Last Day of SAR Report Month' and 'Dated Before Last Day of Report Month' from the PR- Incomplete Reasons block when the report status is set to Incomplete.
2. Create a new batch job to schedule flexible CW/CF RE appointments for Migration Counties.
3. Regression test the existing packet generation jobs in order to confirm that appointment times are populated as expected.
4. Update the verbiage for journals and call logs generated for IVR phone messages sent to customers about missing SAR7s.

Outreach Description:

Alternative Procedure Description:

N/A

Operational Impact:

Estimate:

809

Automated Test :	0	Batch/Interfaces :	222	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	94	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	158	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	191	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

Content Revision Status-1:
Content Revision Description-1:

Pending CCB

1. Recommendation Change:

Before:

1. Update the Customer Reporting Detail and Customer Reporting Detail – Override page to no longer display the 'Dated Before Last Day of SAR Report Month' and 'Dated Before Last Day of Report Month' from the PR-Incomplete Reasons block when the report status is set to Incomplete.
2. Create a new batch job to schedule flexible CW/CF RE appointments for Migration Counties.
3. Regression test the existing packet generation jobs in order to confirm that appointment times are populated as expected.
4. Update the verbiage for journals and call logs generated for IVR phone messages sent to customers about missing SAR7s.

After:

1. Update the Customer Reporting Detail and Customer Reporting Detail – Override page to no longer display the 'Dated Before Last Day of SAR Report Month' and 'Dated Before Last Day of Report Month' from the PR-Incomplete Reasons block when the report status is set to Incomplete.
2. Create a new batch job to schedule flexible CW/CF RE appointments for Migration Counties.
3. Regression test the existing packet generation jobs in order to confirm that appointment times are populated as expected.
4. Update the verbiage for journals and call logs generated for IVR phone messages sent to customers about missing SAR7s.
5. Align the criteria of the existing regular CW/CF RE Appointment batch job to the criteria of the new flexible CW/CF RE Appointment batch job.

2. Estimate Change:

Before:

Batch/Interfaces ETC 1 - 222
System Test Support ETC 1 - 191
Technical Infrastructure Support - 79
Unallocated Hours - 65

After:

Batch/Interfaces ETC 1 - 250
System Test Support ETC 1 - 202
Technical Infrastructure Support - 84
Unallocated Hours - 70

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

Content Revision

Status-2:

Content Revision

Description-2:

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

Content Revision

Status-3:

Content Revision

Description-3:

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

Content Revision

Status-4:

Content Revision

Description-4:

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:



[CA-233168] ACL 21-137/ACL 21-137E Guaranteed Income Pilot Program

Team Responsible:	Eligibility	Assignee:	Saksham Agarwal	SPG Status:	Approved
Fix Version/s:	[23.09]	Designer Contact:	Thomas Lazio	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	No	Estimate:	1408
Reporter:	Sarah Rich	Regulation Reference:	ACL 21-137, ACL 21-137E, ACIN I-35-22, MEDIL I 22-23	Created:	09/08/2021 10:45 AM
Status:	In Assembly Test	Impact Analysis:	[BenefitsCal, Forms/NOA Translations, OCAT]	Outreach Required:	No
Policy/Design Consortium Contact:	Sarah Rich	Training Impacted:	[Job Aid]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	11/23/2022	Other Agency Cross Reference:	CSPM-60853
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

Currently in CalSAWS, there are no income types available for 'Guaranteed Income'.

Request:

Per ACL 21-137 and ACL 21-137E, 'Guaranteed Income' will require new income types to be added into CalSAWS. The treatment of each income type will vary as some will be exempt from CalSAWS programs while others will count as unearned income.

Recommendation:

1. Verify new 'Guaranteed Income' income type options on the Income Detail page.
2. Add optional 'MAGI Medi-Cal: Exempt Income' drop-down list on the Income Detail page for Unearned, Cash/ CalFresh Exempt and Cash Exempt Guaranteed Income types.
3. Update 'Other' in the OCAT Referral Detail page to map the new Income Types.
4. Add new 'Guaranteed Income' income type options to County Parameter Detail page and set default values for GA/GR Automated Solution (GR) .
5. Add new 'Guaranteed Income' income types and configure treatment of the income types across different programs.
6. Add logic to GA/GR Automated Solution (GR) EDBC rules for new 'Guaranteed Income' income types.
7. Add threshold language translations for new 'Guaranteed Income' income types.
8. Regression testing specific forms and NOAs containing new 'Guaranteed Income' income types.
9. Update Form Status batch job to send new income types as part of the MC RE pre-population data.
10. Update the CA 253 CalWORKs report to map the Income Types of 'Guaranteed Income - Unearned' and 'Guaranteed Income - MC Exempt' to 'Line 5b. Benefits or pensions increased'.
11. Update eHIT logic to not send income in an EDR for Guaranteed Income when the 'MAGI Medi-Cal Exempt Income' is answered "Yes."

Outreach

Description:

Alternative Procedure Use other income type option for Guaranteed Income

Description:
Operational Impact:

Estimate: 1408

Automated Test :	0	Batch/Interfaces :	57	Batch Operations :	0
BenefitsCal :	83	Bots :	0	CalHEERS :	40
CalHEERS Test :	0	Client Correspondence :	76	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	272	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	257	Performance :	0	Release Communication Support :	0
Reports :	94	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	399	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

Content Revision Status-1: Accepted

Content Revision Description-1: 1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before: 23.11

After: 23.09

4. Funding Source Change:

Before:

After:

Content Revision Status-2: Pending CCB

Content Revision Description-2: 1. Recommendation Change:

Before: Threshold translations for the income type 'Guaranteed Income' will be added in Hmong.

After: Threshold translations for the income type 'Guaranteed Income' will be added in Hmong and the associated Form and NOAs will be turned off in Hmong.

2. Estimate Change:

Before: Translation ETC: 0

After: Translation ETC: 9

Refer to "CA-233168 ACL 21-137_ACL 21-137E Guaranteed Income Pilot Program_Content Revision 2" for the CR 2 updates.

Content Revision Status-3:

Content Revision Description-3: 1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:



[CA-245561] CalWIN Wave 6 Counties to/from CalSAWS ICT Records in Progress-Follow Up Case Lists

Team Responsible:	Online	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[23.09]	Designer Contact:	Gerald Limbrick	Change Type (SCR):	Enhancement
Minor Version:	23.10.xx	Expedite Changes:	No	Estimate:	58
Reporter:	Gerald Limbrick	Regulation Reference:		Created:	05/16/2022 03:09 PM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Carlos Zepeda	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&O
Project Phase (SCR):	Migration	Committee:	[ICT]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: 3/1/2023 Carlos Zepeda

Expedite Approval: Current Design:

CA-242544 was created to generate a list of all in process ICTs between CalWIN Wave 6 counties and CalSAWS counties organized by county and eICT date based on defined parameters. This list was intended to allow counties to review and process existing eICTs ahead of CalWIN/CalSAWS cutover.

Request: Generate subsequent lists based on these same previously established parameters on the following dates: 09/18/2023, 10/09/2023, 10/16/2023, 10/23/2023 to provide counties with up to date in-process eICT status.

Recommendation:

1. Provide a case list of in flight eICTs between CalWIN wave 6 counties and CalSAWS counties, organized by county and eICT date.
 List Name: CalWIN Wave 6 Counties To or From CalSAWS ICT Records in Progress-Follow Up Case Lists {List_Run_Date}
 List Criteria:
 Current/updated List with the same Criteria as the list published for CA-242544
 Standard Columns:
 Current/updated List with the same Standard columns as the list published for CA-242544

The list will be posted to the following locations:
 CalSAWS: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-242544
 Note: The SCR number in the list location is not this SCR#

Outreach Description: Follow up CIT for case lists.

Alternative Procedure Description: N/A

Operational Impact: Estimate: 58

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	29	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	24	Tech Arch :	0

Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0

Content Revision Status-1: Pending CCB

Content Revision Description-1: 1. Recommendation Change:
N/A

2. Estimate Change:
N/A

3. Release Change:
N/A

4. Funding Source Change:
Before: CalSAWS M&O
After: CalSAWS M&E

Content Revision Status-2:

Content Revision Description-2: 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:

Content Revision Description-3: 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-4:

Content Revision Description-4: 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

End Content Revisions