CalSAWS

California Statewide Automated Welfare System

Design Document

CA-208537

ACIN I-25-19 Treatment on In-Kind Support and Maintenance in the Cash Assistance Program for Immigrants (CAPI)

CalSAWS	DOCUMENT APPROVAL HISTORY	
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DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
09/13/2022	1.0	Initial Draft	Tom Lazio, Connor O'Donnell, Connor Gorry
02/06/2023	2.0	Revised SCR based on committee feedback: - Removed assumptions 2 and 3 - Added assumptions 8 and 9 - Updated 2.1.2 mockup - Updated Section 2.1.3 - Updated Section 2.5.1 Overview - Updated Sections 2.5.2.1 and 2.5.2.2	Tom Lazio Connor O'Donnell
03/01/2023	3.0	Added the following assumption for clarification based on R6 concern: The ISM income on couple cases will behave the same as income assigned to a person who is on multiple cases. Example: In the scenario where current CAPI applicant/recipient and Financially Responsible – Excluded (FRE) spouse have separate CAPI cases, the ISM income would only need to be entered on the CAPI applicant/recipient case with the CF program which will apply the 'split' income to both CAPI cases.	Tom Lazio
03/03/2023	4.0	Updated Sections 2.5.2.1.a and 2.5.2.1.c based on feedback from the State	Tom Lazio
06/26/2023	5.0	Added Section 5.1 Generate listing for Active CAPI Cases with 'Other	Tom Lazio, Connor

		Unearned All' Income Updated Section 2.1 to account for the moving of the ISM Calculation from the Income Detail page to the Income Amount Detail page and with the logic to allow for the display of null Income Amounts. Added Section 2.2 to show where the ISM Calculation section will be held. Updated Section 2.3 to show what page has new fields being added to the Transaction History.	O'Donnell
7/18/2023	6.0	Added Section 2.10 Automated regression Test	William Baretsky
07/27/2023	7.0	Indicated that page mapping was added for Section 2.2	Connor O'Donnell

Table of Contents

1 OVERVIEW

ACIN I-25-19 provides guidance on how to calculate and apply in-kind support and maintenance (ISM) for Cash Assistance Program for Immigrants (CAPI) applicant(s)/recipient(s). This SCR will provide details for automating the ISM calculation and applying it as unearned income for the CAPI applicant/recipient.

1.1 Current Design

Currently County staff manually calculate the countable income to determine whether in-kind support and maintenance (ISM) is applicable using the SOC 453 form and enter the countable ISM as unearned income for the CAPI applicant/recipient into CalSAWS.

1.2 Requests

The request is to add a new income type for ISM and automate the ISM calculation to apply the countable amount as unearned income for the CAPI applicant/recipient in CalSAWS.

1.3 Overview of Recommendations

1. Online: Update the Income Detail page with a new Income Type to support the entry of questions related to In-Kind Support and Maintenance (ISM).
2. Online: Update the Income Amount Detail page with a new 'ISM Calculation' section that dynamically appears when the In-Kind Support and Maintenance(ISM) income type is selected on the Income Detail page.
3. Online: Update the Transaction History Detail page with new fields to match the updates to the Income Amount Detail page.
4. Online: Update the County Parameters Detail page to account for the new ISM income type.
5. Eligibility: Add new In-Kind Support and Maintenance (ISM) income type and configure treatment across different programs.
6. Eligibility: Add new CAPI EDBC logic for ISM amount calculation.
7. Eligibility: Add new Presumed Maximum Value (PMV) code table.
8. Client Correspondence: Regression Testing for CAPI NOAs with Unearned Income.
9. Client Correspondence: Add threshold language translations for new 'In-Kind Support and Maintenance' income type.

1.4 Assumptions

1. Fields not mentioned to be modified within the description of changes will retain their current functionality and logic.
2. There is no impact to IEVS interface with this SCR.
3. CA-206907 will update the SOC 453 form to the most recent 8/22 revision in English and Spanish. Future SCR CA-232403 will add threshold languages for this version of the SOC 453.

4. This SCR change will only apply to the CAPI EDBC benefit months that are ran after the implementation of this SCR.
5. When the 'In-Kind Support and Maintenance (ISM)' Income Type is used, the Frequency will be 'Monthly'.
6. In the scenario where current CAPI applicant/recipient and Financially Responsible – Excluded (FRE) spouse have separate CAPI cases and the ISM amount is split between the two cases, the user will be responsible for running EDBC on both CAPI cases.
7. In a couple's CAPI case, the user will be responsible for entering the total couples' contribution amount under **'What is the CAPI applicant/recipient's contribution to the household's monthly expenses?'** in the income detail page.
8. The ISM income on couple cases will behave the same as income assigned to a person who is on multiple cases. Example: In the scenario where current CAPI applicant/recipient and Financially Responsible – Excluded (FRE) spouse have separate CAPI cases, the ISM income would only need to be entered on the CAPI applicant/recipient case with the CF program which will apply the 'split' income to both CAPI cases.

2 RECOMMENDATIONS

2.1 Income Detail

2.1.1 Overview

The Income Detail page will allow the user to select the new income type option of In-Kind Support and Maintenance (ISM).

2.1.2 Income Detail Mockup

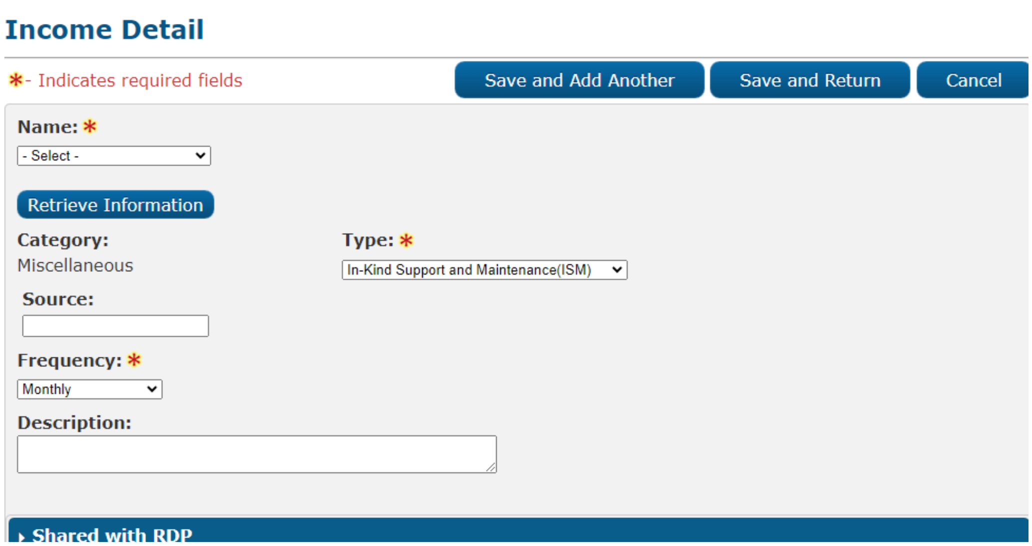

Figure 2.1.1 – Income Detail Mockup

2.1.3 Description of Changes

1. Add a new value of 'In-Kind Support and Maintenance (ISM)' to the Type field on the Income Detail page for when the Category is 'Miscellaneous'. When this income type is selected, set the 'Frequency' field to Monthly.
2. Update the logic of the Income Detail page to ensure that for any Income Detail record where the Type is 'In-Kind Support and Maintenance (ISM)', any null 'Amount' value in the 'Income Amounts' section will be shown as 'ISM', rather than being displayed as '0.00'.
3. ~~Add a new required section titled 'ISM Calculation' that will dynamically appear directly below the Description field when the Category is 'Miscellaneous' and the Type field is set to 'In-Kind Support and Maintenance (ISM)'. This field will appear extended by default but can be minimized by clicking the arrow next to the title. This section will contain the following questions, all of which are required:~~
    a. ~~'Does the CAPI applicant/recipient live in a public assistance household?' This question can be answered with a select field containing the following values:~~
        i. ~~Null space (default value)~~
        ii. ~~Yes~~
        iii. ~~No~~
    b. ~~'Does CAPI applicant/recipient live alone?' This question can be answered with a select field containing the following values:~~
        i. ~~Null space (default value)~~
        ii. ~~Yes~~
        iii. ~~No~~
    c. ~~'Does CAPI applicant/recipient live with spouse?' This question will dynamically appear when the question shown in 2.1.3.2.b is set to 'No'. This question can be answered with a select field containing the following values:~~
        i. ~~Null space (default value)~~
        ii. ~~Yes~~
        iii. ~~No~~
    d. ~~'Does CAPI applicant/recipient live with spouse and/or minor children only?' This question will dynamically appear when the 'Does CAPI applicant live alone?' is set to 'No'. This question can be answered with a select field containing the following values:~~
        i. ~~Null space (default value)~~
        ii. ~~Yes~~
        iii. ~~No~~
    e. ~~'Is this a CAPI couples' case?' This question can be answered with a select field containing the following values:~~
        i. ~~Null space (default value)~~

ii. ~~Yes~~
iii. ~~No~~

f. ~~'How many people live in the household (including CAPI applicant/recipient)?' This question can be answered with a text input field that accepts number values.~~

g. ~~'Does the CAPI applicant/recipient receive food and shelter assistance from one or more members of the household?' This question can be answered with a select field containing the following values:~~
   i. ~~Null space (default value)~~
   ii. ~~Yes~~
   iii. ~~No~~

h. ~~'Does the CAPI applicant/recipient receive non-medical care from one or more members of the household?' This question can be answered with a select field containing the following values:~~
   i. ~~Null space (default value)~~
   ii. ~~Yes~~
   iii. ~~No~~

i. ~~'Is outside ISM applicable?' This question can be answered with a select field containing the following values:~~
   i. ~~Null space (default value)~~
   ii. ~~Yes~~
   iii. ~~No~~

j. ~~'What are the household's total monthly expenses?' This question can be answered with a text input field that accepts number values.~~

k. ~~'What is the Pro Rata Share?' This question can be answered with a text input field that accepts number values. When there is a value populated for 'How many people live in the household (including CAPI applicant)?' and 'What are the household's total monthly expenses?', dynamically populate this field using the following logic:~~
   i. ~~If 'Is this a CAPI couples' case' is set to 'No', divide the second value by the first value (i.e if the monthly expenses are 4000.00, and there are four people living in the household, the Pro Rata Share should be set to 1000.00).~~
   ii. ~~If 'Is this a CAPI couples' case' is set to 'Yes', divide the second value by the first value, and then multiply the result by two (i.e if the monthly expenses are 4000.00, and there are four people living in the household, the Pro Rata Share should be set to 2000.00).~~

l. ~~'What is the CAPI applicant/recipient's contribution to the household's monthly expenses?' This question can be answered with a text input field that accepts number values.~~

    m. ~~'What is the date that the CAPI applicant started living in the household?' This question can be answered with a text input field that accepts date values in MM/DD/YYYY format.~~

4. ~~Add the following validation for the questions in the new 'ISM Calculation' section:~~
    a. ~~If 'Does CAPI applicant/recipient live alone?' is set to 'Yes' then 'How many people live in the household (including CAPI applicant)?' should only accept the value of '1'.~~
    b. ~~If 'Does CAPI applicant/recipient live alone?' is set to 'Yes' then 'Is this a CAPI couples' case' must be set to 'No'.~~
    c. ~~If 'Does CAPI applicant/recipient live alone?' is set to 'No' then 'How many people live in the household (including CAPI applicant)?' should only accept a value of greater than '1'.~~
    d. ~~If 'Is this a CAPI couples' case?' is set to 'Yes' then 'Does CAPI applicant/recipient live with spouse?' must also be set to 'Yes'.~~

2.1.4 Page Location

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

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

N/A

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 Income Amount Detail

2.2.1 Overview

The Income Amount Detail page allows the user to enter specific details pertaining to the new In-Kind Support and Maintenance income type which will be stored and used by EDBC for the ISM income amount calculation (See Section Eligibility: New EDBC Logic for ISM Amount Calculation).

2.2.2 Income Amount Detail Mockup

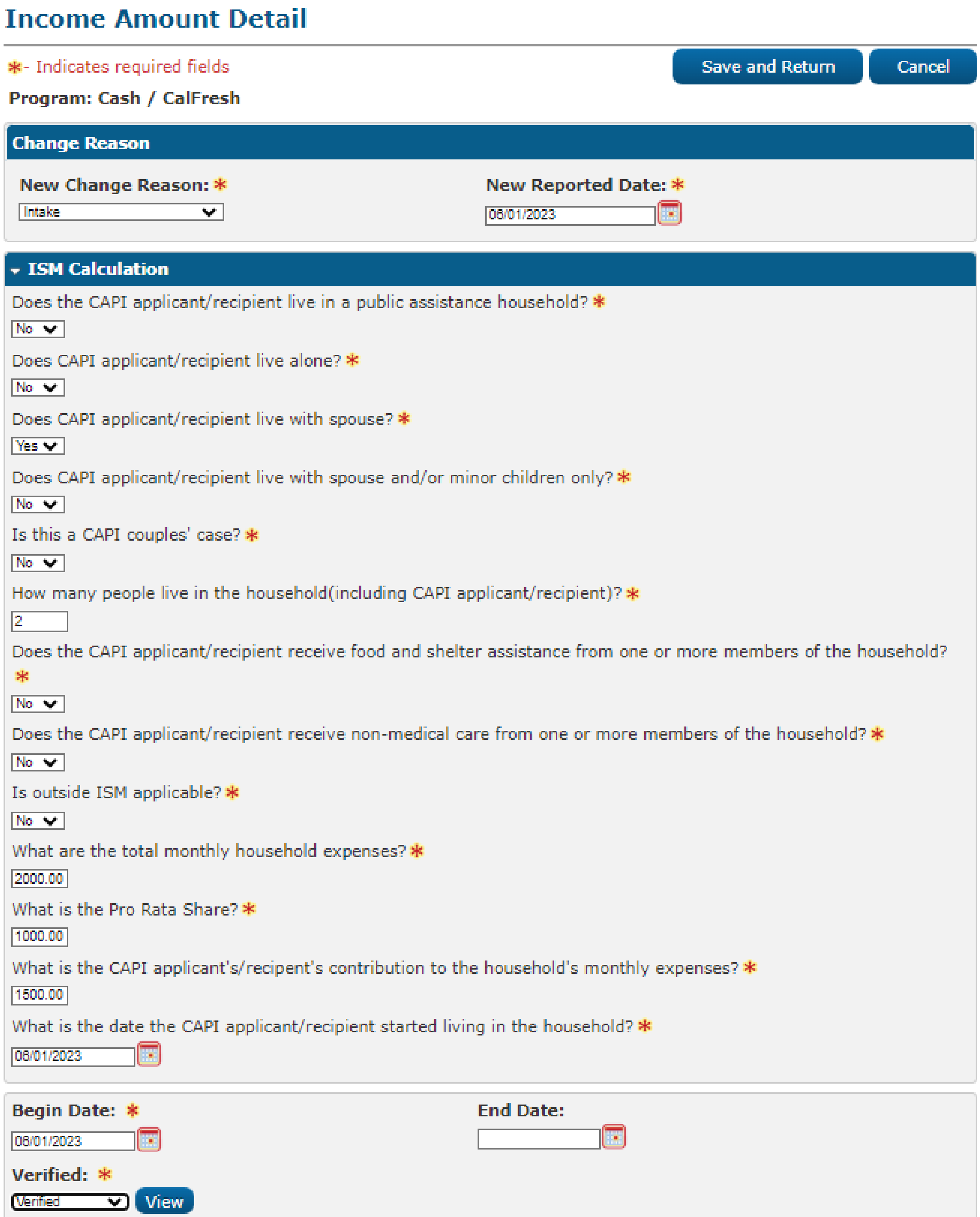

Figure 2.2.1 – Income Amount Detail Mockup

2.2.3 Description of Changes

1. When accessing the Income Amount Detail page from an Income Detail record with a Category of 'Miscellaneous' and Type of 'In-Kind Support and Maintenance(ISM)', the 'Average Calculator' section will be hidden.
2. Add a new required section titled 'ISM Calculation' that will dynamically appear on the Income Amount detail page when the page is accessed from an Income Detail record where the Category is 'Miscellaneous' and the Type field is set to 'In-Kind Support and Maintenance (ISM)'. This section will appear directly above the section with no header that contains the required 'Begin Date' field. This field will appear extended by default but can be minimized by clicking the arrow next to the title. This section will contain the following questions, all of which are required:
    a. 'Does the CAPI applicant/recipient live in a public assistance household?' This question can be answered with a select field containing the following values:
        i. Yes
        ii. No
    b. 'Does CAPI applicant/recipient live alone?' This question can be answered with a select field containing the following values:
        i. Yes
        ii. No
    c. 'Does CAPI applicant/recipient live with spouse?' This question will dynamically appear when the question shown in 2.1.3.2.b is set to 'No'. This question can be answered with a select field containing the following values:
        i. Yes
        ii. No
    d. 'Does CAPI applicant/recipient live with spouse and/or minor children only?' This question will dynamically appear when the 'Does CAPI applicant live alone?' is set to 'No'. This question can be answered with a select field containing the following values:
        i. Yes
        ii. No
    e. 'Is this a CAPI couples' case?' This question can be answered with a select field containing the following values:
        i. Yes
        ii. No
    f. 'How many people live in the household (including CAPI applicant/recipient)?' This question can be answered with a text input field that accepts number values.
    g. 'Does the CAPI applicant/recipient receive food and shelter assistance from one or more members of the household?' This question can be answered with a select field containing the following values:

        i. Yes
        ii. No
    h. 'Does the CAPI applicant/recipient receive non-medical care from one or more members of the household?' This question can be answered with a select field containing the following values:
        i. Yes
        ii. No
    i. 'Is outside ISM applicable?' This question can be answered with a select field containing the following values:
        i. Yes
        ii. No
    j. 'What are the household's total monthly expenses?' This question can be answered with a text input field that accepts number values.
    k. 'What is the Pro Rata Share?' This question can be answered with a text input field that accepts number values. When there is a value populated for 'How many people live in the household (including CAPI applicant)?' and 'What are the household's total monthly expenses?', dynamically populate this field using the following logic:
        i. If 'Is this a CAPI couples' case' is set to 'No', divide the second value by the first value (i.e if the monthly expenses are 4000.00, and there are four people living in the household, the Pro Rata Share should be set to 1000.00).
        ii. If 'Is this a CAPI couples' case' is set to 'Yes', divide the second value by the first value, and then multiply the result by two (i.e if the monthly expenses are 4000.00, and there are four people living in the household, the Pro Rata Share should be set to 2000.00).
    l. 'What is the CAPI applicant/recipient's contribution to the household's monthly expenses?' This question can be answered with a text input field that accepts number values.
    m. 'What is the date that the CAPI applicant started living in the household?' This question can be answered with a text input field that accepts date values in MM/DD/YYYY format.
3. When accessing the Income Amount Detail page with from an Income Detail record with a Category of 'Miscellaneous' and Type of 'In-Kind Support and Maintenance(ISM)', the 'Reported Amount' field will be hidden and not required.
4. When accessing the Income Amount Detail page with from an Income Detail record with a Category of 'Miscellaneous' and Type of 'In-Kind Support and Maintenance(ISM)', the 'Unreported Amount' field will be hidden.
5. Add the following validation for the questions in the new 'ISM Calculation' section:

a. If ‘Does CAPI applicant/recipient live alone?’ is set to ‘Yes’ then ‘How many people live in the household (including CAPI applicant)?’ should only accept the value of ‘1’.
b. If ‘Does CAPI applicant/recipient live alone?’ is set to ‘Yes’ then ‘Is this a CAPI couples’ case’ must be set to ‘No’.
c. If ‘Does CAPI applicant/recipient live alone?’ is set to ‘No’ then ‘How many people live in the household (including CAPI applicant)?’ should only accept a value of greater than ‘1’.
d. If ‘Is this a CAPI couples’ case?’ is set to ‘Yes’ then ‘Does CAPI applicant/recipient live with spouse?’ must also be set to ‘Yes’.

2.2.4 Page Location

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

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

Add page mapping for all new fields.

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 Transaction History Detail

2.3.1 Overview

The Transaction History Detail page shows a list of updates made to a particular Income entry on the income Amount Detail page. When data is entered or modified on that page, the timeline of those changes will be shown on this page.

2.3.2 Transaction History Detail Mockup

N/A

2.3.3 Description of Changes

1. Add new values that match the 'ISM Calculation' entries in Section ~~2.1.3.2~~ 2.2.3.2. These values match the data that is entered into the questions shown in the 'ISM Calculation' dynamic section that appears on the Income Amount Detail page when the 'In-Kind Support and Maintenance (ISM)' income type is selected.

2.3.4 Page Location

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

2.3.5 Security Updates

N/A

2.3.6 Page Mapping

N/A

2.3.7 Page Usage/Data Volume Impacts

N/A

2.4 County Parameter Detail Page

2.4.1 Overview

Add 'In-Kind Support and Maintenance (ISM)' to the County Parameter Detail page so that GA/GR Automated Solution Counties can view and edit the parameters associated with this income type for the GR program.

NOTE: Updates to the County Parameter Detail page only impact the GA/GR Automated Solution program.

2.4.2 County Parameter Detail Page Mockup

County Parameter Detail

Edit Close

Miscellaneous

County: Orange

View Month: 01/2023 View

Item	Value	Begin Month	End Month
ABLE/CalABLE Non-Qualified Withdrawal	Exempt	12/2020	
Blood/Plasma	Exempt	12/2020	
Community Services	Exempt	12/2020	
DHS/DSS Advisory Group	Exempt	12/2020	
Disaster/Emergency Assistance	Exempt	12/2020	
GR Other	Exempt	12/2020	
Independent Living Programs (ILP)	Exempt	12/2020	
In-Kind Support and Maintenance (ISM)	Exempt	12/2020	
Jury Duty - Mileage	Exempt	12/2020	
Jury Duty - Per Diem	Earned	12/2020	
LTC Indemnity/Per Diem	Exempt	12/2020	
Modified Grant Diversion	Unearned	12/2020	
Other Unearned All	Exempt	12/2020	
Prison Release Funds - Earnings	Unearned	12/2020	
Prison Release Funds - Transition	Exempt	12/2020	
Relocation Assistance - Govt.	Unearned	12/2020	
Relocation Assistance - Private	Exempt	12/2020	

Figure 2.3.2.1 - County Parameter Detail Mockup

2.4.3 Description of Changes

1. Add the following item to the County Parameter Detail page so that users with access rights can view and edit the 'Value', 'Begin Month' and 'End Month' fields:

County Parameter Category	County Parameter Type	Item
Income	Miscellaneous	**In-Kind Support and Maintenance (ISM)**

2. The Value dropdown field with have three possible options:
   a. 'Blank'
   b. 'Earned'
   c. 'Exempt'
   d. 'Unearned'
3. The following values will be set as default for the 'In-Kind Support and Maintenance' item for each GA/GR Automated Solution County:

NOTE: GA/GR Automated Solution counties can update these values as needed.

County	In-Kind Support and Maintenance (ISM)
Alameda	Exempt
Contra Costa	Exempt
Fresno	Exempt
Orange	Exempt
Placer	Exempt
Sacramento	Exempt
Santa Barbara	Exempt
Santa Clara	Exempt
Santa Cruz	Exempt
San Diego	Exempt
San Francisco	Exempt
San Luis Obispo	Exempt

County	In-Kind Support and Maintenance (ISM)
San Mateo	Exempt
Solano	Exempt
Sonoma	Exempt
Tulare	Exempt
Ventura	Exempt
Yolo	Exempt

2.4.4 Page Location

- **Global: Admin Tools**
- **Local: Admin**
- **Task: GA/GR County Admin > Grants/Income**

2.4.5 Security Updates

N/A

2.4.6 Page Mapping

N/A

2.4.7 Page Usage/Data Volume Impacts

N/A

2.5 Eligibility: New In-Kind Support and Maintenance (ISM) Income Type

2.5.1 Overview

Add the new In-Kind Support and Maintenance (ISM) type and configure the treatment of these types across different programs. For GA/GR Automated Solution (GR) please see Section 2.3.

2.5.2 Description of Changes

1. Add new income type of 'In-Kind Support and Maintenance' under 'Miscellaneous' income category and configure treatment of income across the different programs based on the following:

Program	Treatment
CW	Exempt
CF	Exempt
RCA	Exempt
Foster Care	Exempt
Kin-GAP	Exempt
CAPI	Unearned
Medi-Cal	Exempt
GA (LA Only)	Exempt
Immediate Need	Exempt
Diversion	Exempt
CalHEERS Inbound/Outbound Codes	
CalHEERS Inbound	*null*
CalHEERS Outbound	*null*
eICT Inbound/Outbound Codes	
eICT Inbound	*null*
eICT Outbound	LOT

2.5.3 Programs Impacted

CW, CF, RCA, CAPI, FC, KG, MC, GA (LA Only), IN, DV

2.6 Eligibility: New EDBC Logic for ISM Amount Calculation

2.6.1 Overview

Add new CAPI EDBC logic for calculating ISM income amount applied as unearned income. In 2 person households (HH) where CAPI applicant/recipient and spouse live with other individuals, the ISM amount will vary based on whether the CAPI case is treated as an individual or couples' case. The following 2 HH scenarios describe how ISM would be added and treated on the CAPI case:

Scenario 1: 2 person HH where the applicant/recipient is eligible for CAPI but the spouse is not eligible due to receiving Other Program Assistance (OPA) of SSI/SSP. The user would fill out the 'ISM Calculation' section of the ISM income amount detail page including **'Is this a CAPI couples' case?'** = '**No**' and enter only the applicant/recipient's individual contribution amount in the **'What is the CAPI applicant/recipient's contribution to the household's monthly expenses?'** value field. The EDBC logic would subtract the entered contribution amount from the individual's pro-rata share shown in the **'What is the Pro Rata Share?'** field and the resulting amount would be compared to the PMV Individual Value where the EDBC logic will apply the lesser of the two amounts as unearned income.

Scenario 2: 2 person HH where both applicant/recipient and spouse are eligible for CAPI and there is a 'split' case with an active Financially Responsible – Excluded (FRE) spouse. The user would fill out the 'ISM Calculation' section of the ISM income amount detail page including **'Is this a CAPI couples' case?'** = '**Yes**' and enter both the applicant/recipient and spouse's combined contribution amount in the **'What is the CAPI applicant/recipient's contribution to the household's monthly expenses?'** value field. The EDBC logic would subtract the entered couples' contribution amount from the couple's pro-rata share shown in the **'What is the Pro Rata Share?'** field and the resulting amount would be compared to the PMV Couple Value where the EDBC logic will take the lesser of the two amounts, divide by two and apply the resulting amount as unearned income.

2.6.2 Description of Changes

1) The ISM income amount will be **$0** when any of the following values from the 'ISM Calculation' section of the 'ISM' income amount detail page (See Section Income Amount Detail) is true:

    a. All the following are true for PACF HH with no outside ISM:
        i) 'Does the CAPI applicant/recipient live in a public assistance household?' = '**Yes**'

        -AND-

        ii) 'Is outside ISM Applicable? = '**No**'

    -OR-

    b. All the following are true for lives alone with no outside ISM:
        i) 'Does CAPI applicant/recipient live alone?' ='**Yes**'

        -AND-

        ii) 'Is outside ISM Applicable? = '**No**'

    -OR-

    c. All the following are true for a CAPI applicant/recipient who only lives with their spouse and/or minor children with no outside ISM:

i) 'Does CAPI applicant/recipient live with spouse and/or minor children only?' = '**Yes**'

-AND-

ii) 'Is outside ISM Applicable? = '**No**'

-OR-

d. 'What is the CAPI applicant/recipient's contribution to the household's monthly expenses?' amount value is **greater than or equal** to the 'What is the Pro Rata Share?' amount value

-OR-

e. All the following are true for reduced needs payment standard:

i) 'What is the date the CAPI applicant/recipient started living in the household?' **date** is on or prior to the benefit month begin date

-AND-

ii) 'Does the CAPI applicant/recipient receive food and shelter assistance from one or more members of the household?' ='**Yes'**

-AND-

iii) 'Does the CAPI applicant/recipient receive non-medical care from one or more members of the household?' = **'No'**

2) If ISM amount is not determined to be **$0** in the previous step above, use the following calculation for the ISM amount using the values **in bold** from the 'ISM Calculation' section of the 'ISM' income amount detail page (See Section Income Amount Detail):

a. Subtract **'What is the CAPI applicant/recipient's contribution to the household's monthly expenses?' amount value** from the **'What is the Pro Rata Share?' amount value**

-AND-

b. Compare difference from step a. above to the following:

i. If **'Is this a CAPI couples' case?' = 'No'** then compare difference to the effective *PMV Individual Value**

-OR-

ii. If **'Is this a CAPI couples' case?' = 'Yes'** then compare difference to the effective *PMV Couple Value**

-AND-

c. Take the lesser amount of the comparison from step b. above and do one of the following:
    i. If the CAPI case contains an active Financially Responsible – Excluded (FRE) spouse, divide the amount by 2 and apply the resulting amount as unearned income to the CAPI program.

    -ELSE-

    ii. If the CAPI case does not contain an active Financially Responsible – Excluded (FRE) spouse, apply the entire amount as unearned income to the CAPI program.

* Note - See Section Eligibility: New Presumed Maximum Value (PMV) Code Table for *PMV Individual Value* and *PMV Couple Value*.

2.6.3 Programs Impacted

CAPI

2.7 Eligibility: New Presumed Maximum Value (PMV) Code Table

2.7.1 Overview

A new code table will store the Presumed Maximum Value (PMV) which is the maximum value that can attributed to the CAPI In-kind support and maintenance (ISM) for the purposes of determining countable unearned income. Values will be effective dated so they can be updated when CDSS provides new PMV amounts with the annual CAPI COLA payment standard rate increases. The initial set of values will have a Begin Date of 01/01/2023.

2.7.2 Description of Changes

1. Add a new code table to CalSAWS to store the PMV with the following columns:
    a. PMV Individual Value
    b. PMV Couple Value
2. Load these initial values from ACIN I-71-22 with an effective date of 01/01/2023 into the new table:

PMV INDIVIDUAL VALUE	PMV COUPLE VALUE
$324.66	**$477.00**

2.7.3 Programs Impacted

CAPI

2.8 Client Correspondence: Regression Testing for CAPI NOAs with Unearned Income

2.8.1 Overview

Conduct regression testing for CAPI NOAs with triggers and variable population related to unearned income.

ID	Fragment Name	Languages
7409	CI_DN_INCOME_EXCEEDS_LIMIT_C301	EN, SP, AE, CA, CH, FA, KO, RU, TG, RU, VI
7410	CI_TN_INCOME_EXCEEDS_LIMIT_C301	EN, SP
7416	CI_CH_INCOME_OTHER_SRC_CHANGE_C405	EN, SP

Conduct regression testing for the CW 2200 variable population for the new income type.

Form ID	Form Number – Form Name	Languages
5016	CW 2200 – Request for Verification	EN, SP, AR, AE, CA, CH, FA, HM, LA, KO, RU, TG, RU, VI

2.9 Correspondence - Add threshold language translations for new ‘In-Kind Support and Maintenance’ income type

2.9.1 Overview

This effort will add threshold language translations for the new ‘In-Kind – Support and Maintenance’ income type.

2.9.2 Description of Change

1. The following new income type options will be translated into the CalSAWS supported threshold languages for inclusion in CT186:
   a. In-Kind – Support and Maintenance

Language Name
Spanish
Armenian
Cambodian
Chinese
Farsi
Tagalog
Korean
Russian
Vietnamese

See supporting document #1 for the threshold language translations.

2.10 Automated Regression Test

2.10.1 Overview

Create new automated regression test scripts to verify the options on the Income Amount Detail page for income type 'In-Kind Support and Maintenance (ISM)', the details displayed on the Transaction History Detail page when an Income record of this type is created, and the 'In-Kind Support and Maintenance (ISM)' option on the County Parameter Detail page.

Create new automated regression test scripts to verify the CAPI EDBC calculations associated to the 'In-Kind Support and Maintenance (ISM)' income type.

2.10.2 Description of Changes

1. Create a new regression script to verify the options displayed on the Income Amount Detail page for an income record with a Category of 'Miscellaneous' and Type of 'In-Kind Support and Maintenance (ISM)'.
2. Create a new regression script to verify the details displayed on the Transaction History Detail page after saving the Income Detail and Income Amount Detail pages in create mode with an income

Category of ‘Miscellaneous’ Type of ‘In-Kind Support and Maintenance (ISM)’.

3. Create a new automated script to verify that the ‘In-Kind Support and Maintenance (ISM)’ option displays on the County Parameter Detail page
4. Create new automated scripts to verify CAPI EDBC calculates the ISM income amount to be $0 for each scenario outlined in section 2.6.2.1. **Technical Note:** A distinct script should be created for each of these five scenarios (a through e).
5. Create new automated scripts to verify the CAPI EDBC calculation of a non-zero ISM income amount when none of the conditions outlined in section 2.6.2.1 are met, for each of the following case types:
    a. CAPI couple
    b. CAPI individual

Technical Note: The scripts targeting the CAPI EDBC calculation (2.10.2.4, 2.10.2.5) do not need to be strictly separated from the verifications of the Income Detail, Income Amount Detail, and Transaction History Detail pages (2.10.2.1, 2.10.2.2). The final script count may vary within the 7 to 9 range for this reason.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Client Correspondence	Translations for the new ‘In-Kind – Support and Maintenance’ income type for CT186.	CA-208537 In-Kind Translations.xlsx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.1.1	The LRS shall fully automate and perform all aspects of the eligibility determination process and benefit level calculations for	This SCR updates automated EDBC to comply with income calculation and application

	all categories of public assistance in a single pass without manual intervention.	requirements for In-Kind Support and Maintenance (ISM)' detailed under ACIN I-25-19.

5 OUTREACH

5.1 Lists

This list captures CAPI cases that use income type 'Other Unearned All' for manual ISM amount entry.

List Name: Active CAPI Cases with 'Other Unearned All' Income
List Criteria: Active CAPI cases that have a high dated income record with type of 'Other Unearned All'.
Standard Columns:

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

Additional Column(s):

- Income Person Name (Last Name, First Name)
- Income Category
- Income Type
- Income Source
- Income Description
- Income Frequency
- Income Begin Date
- Income Reported Amount

Frequency: One-time

The list will be posted to the following location: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-208537.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-229573: DDID 2284 | Scheduled Callback

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

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

Table of Contents

1 OVERVIEW

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

1.1 Current Design

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

1.2 Requests

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

1.3 Overview of Recommendations

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

1.4 Assumptions

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

2 RECOMMENDATIONS

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

2.1 Scheduled Callbacks

2.1.1 Overview

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

2.1.2 Description of Changes

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

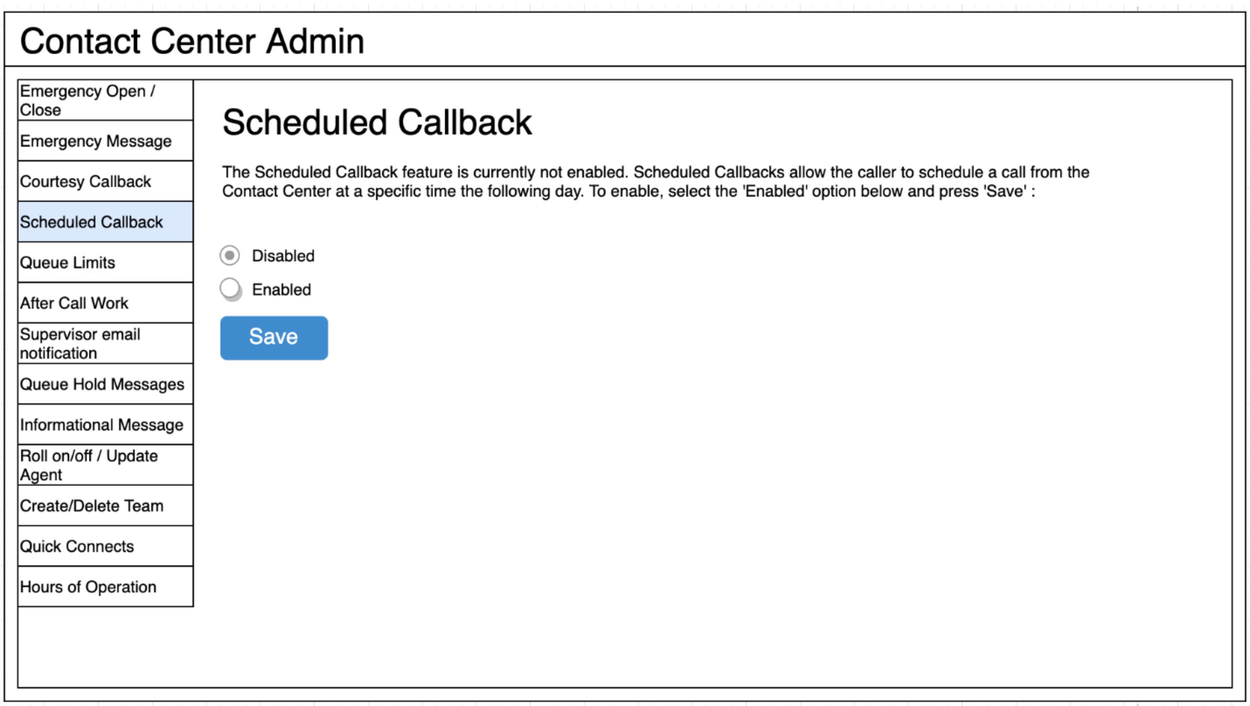

Figure 1 Scheduled Callback - feature disabled

2.1.2.1 Scheduling the Callback

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

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

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

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

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

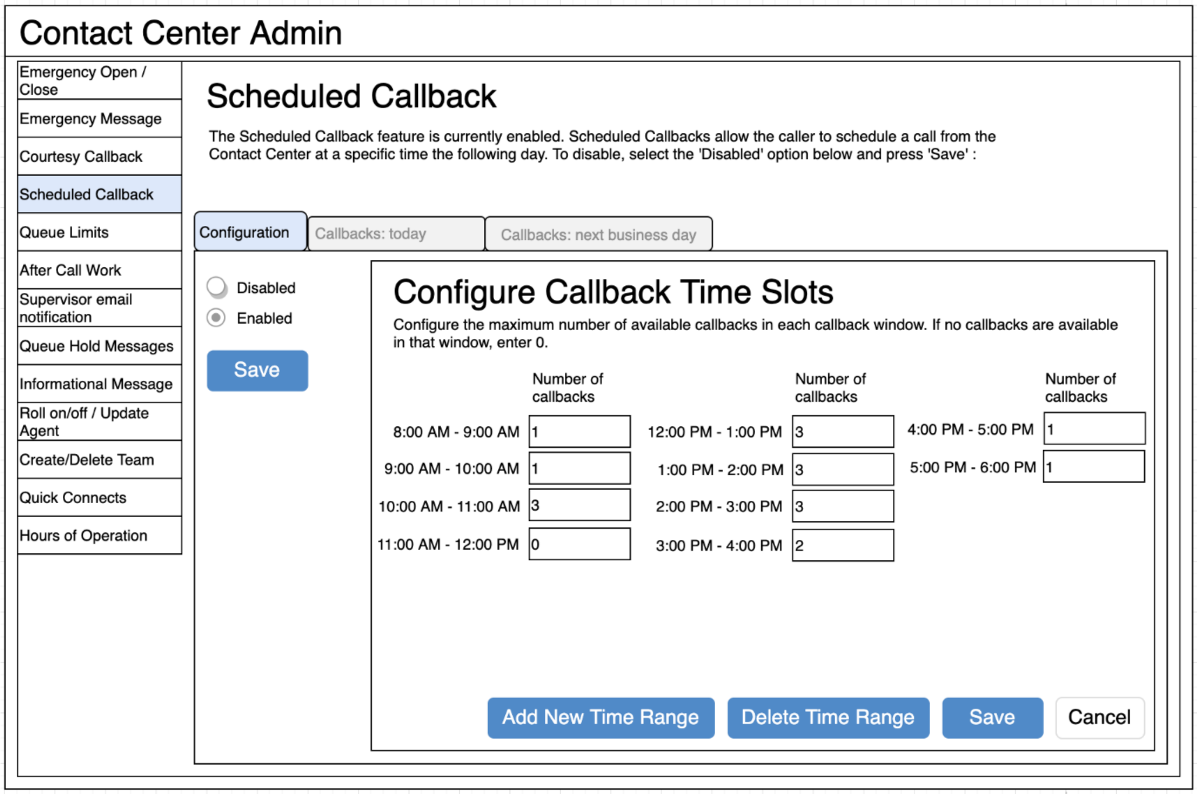

Figure 2 Scheduled Callback – configured time slots

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

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

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

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

2.1.2.2 Calling the Customer Back

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

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

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

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

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

2.1.3 Reporting

2.1.3.1 Overview

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

2.1.3.2 Description of Change

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

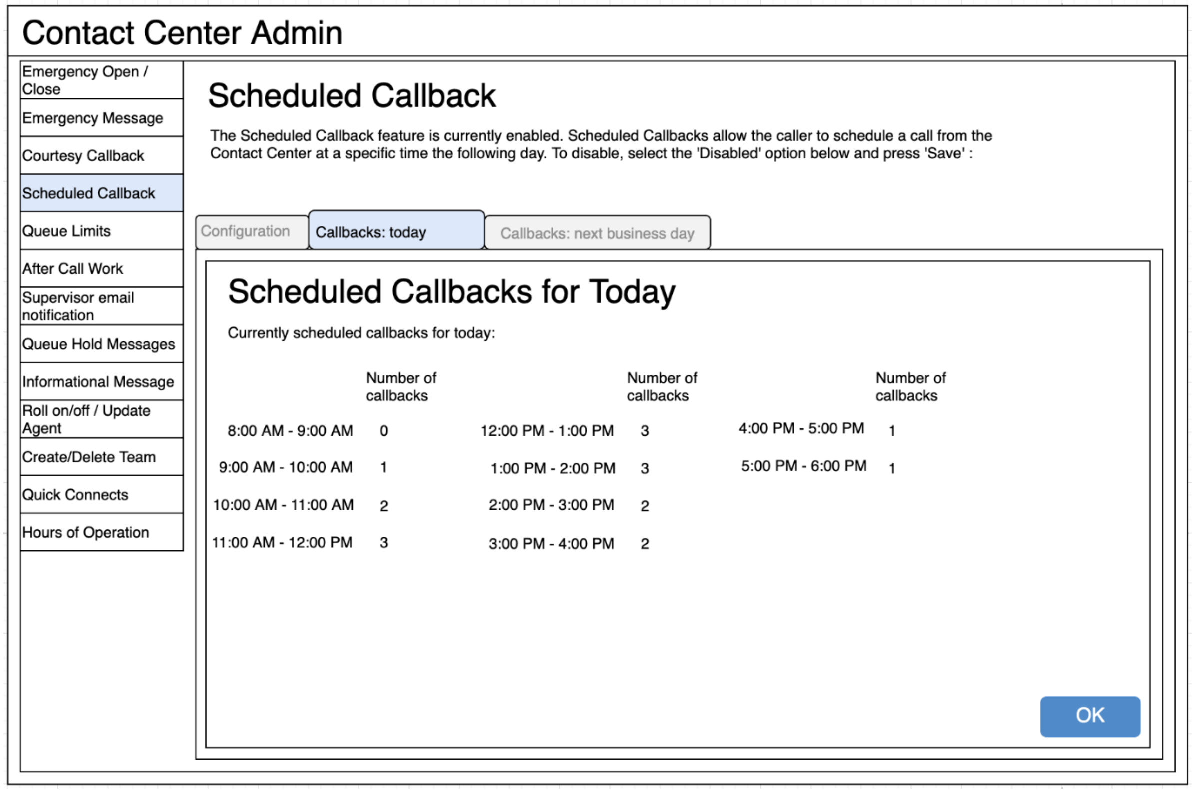

Figure 3 Scheduled Callback – reporting for today

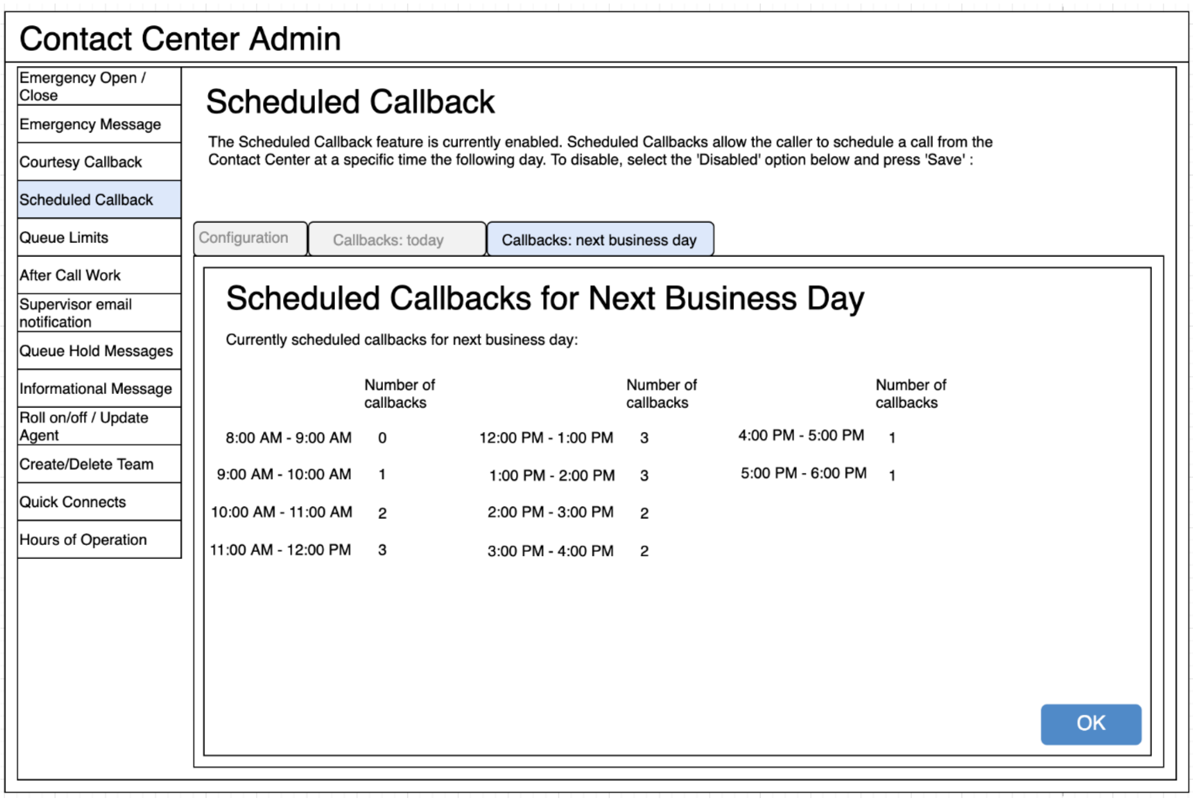

Figure 4 Scheduled Callback – reporting for next business day

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

3 REQUIREMENTS

3.1 Project Requirements

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

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-237256

Allow Employment Services Programs to be Deregistered with Active Payment

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Farhat Ulain
	Reviewed By	Matthew Lower, Lien Phan, Gingko Luna

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/12/2023	1.0	Content Revision	Farhat Ulain

Table of Contents

1 OVERVIEW

There are Employment and Training programs offered by State of California or county to those individuals who are already enrolled in primary welfare programs. The programs are WTW, CL, REP, CFET, GA/GR ES and GROW. These programs require individuals to be enrolled in certain trainings/activities to receive work related trainings. Furthermore, these programs offer additional payments to these individuals who enrolled in trainings/activities, so they can take care of their trainings/activities related expenses.

1.1 Current Design

In CalSAWS, worker cannot deregister WTW, CL, REP, CFET, GA/GR ES and GROW programs when there is a pending payment request (payment request that is not in "Disapproved" or "Issuance Created" status). A validation message displays and prevents the worker from updating the program status to Deregistered.

1.2 Requests

Allow WTW, CL, REP, CFET, GA/GR ES and GROW programs status to be Deregistered, even when there is a Payment Request not in "Disapproved" or "Issuance Created" status.

1.3 Overview of Recommendations

1. Update WTW Status Detail page, Cal-Learn Status Detail page, REP Status Detail Page, CFET Status Detail Page, GA/GR Employment Services Status Detail Page and GROW Status Detail page to allow the worker to deregister these programs when there is a Payment Request not in "Disapproved" or "Issuance Created" status.

1.4 Assumptions

1. Fields not modified within the description of changes will retain their current functionality.
2. Currently, in CalSAWS, payment request(s) get issued only if the program is active on the 1st of the benefit month. There will be no change in the payment request process.
2. Payment request(s)that is not in "Disapproved" or "Issuance Created" status will remain in the same status, after deregistering/discontinuing the program.

2 RECOMMENDATIONS

2.1 WTW Status Detail

2.1.1 Overview

The Welfare-to-Work (WTW) Program is a comprehensive Employment and Training Program designed to promote self-sufficiency. CalWORKs recipients are assessed to determine the best course of action, whether it is immediate placement into a job, placement into an education or training program, or both. CalWORKs recipients who are not exempt must participate in the Welfare-to-Work Program. WTW plan designed to assist individuals with obtaining employment. This change will update the validation on the WTW Status Detail page.

2.1.2 WTW Status Detail Page Mockup

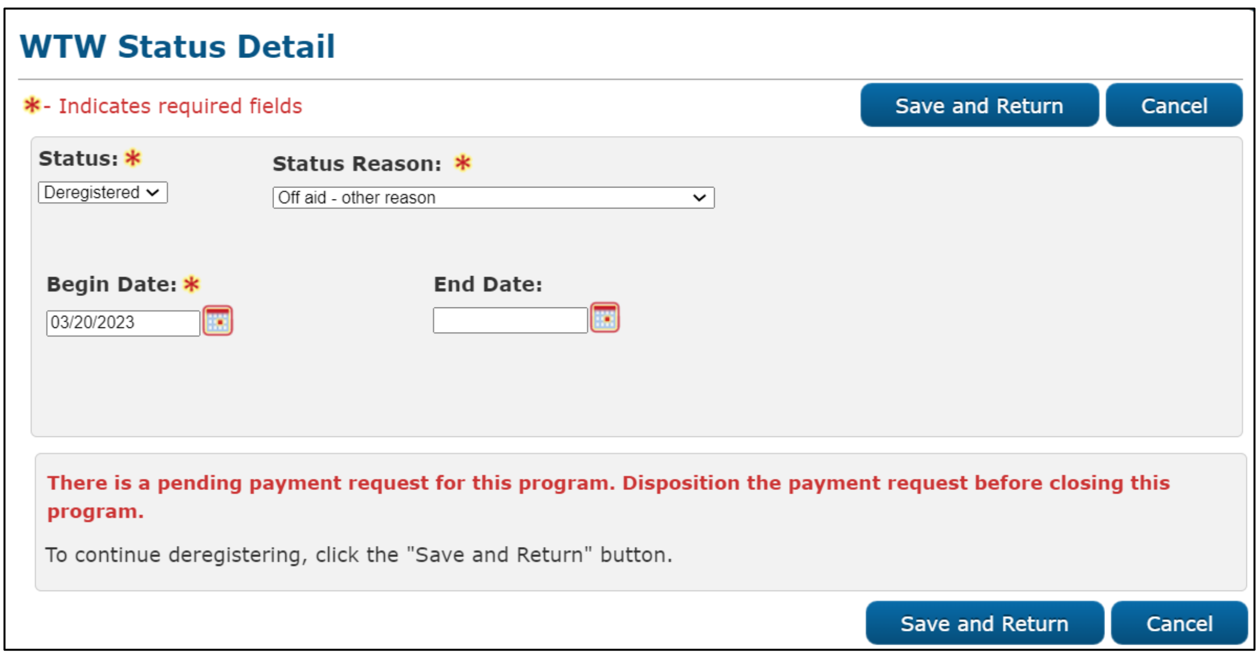

Figure 2.1.2.1 – WTW Status Detail Page

2.1.3 Description of Changes

1. Remove below validation that display when there is an open payment request for the program.
   <Status – There is an open payment related to this program. Remove the Service Arrangement related to this program to close it.>

2. Add a soft validation to the page that will allow the user to continue deregistering the program.
   <There is a pending payment request for this program. Disposition the payment request before closing this program.>

   a. The validation will be displayed below the status information section as displayed in the figure 2.1.2-1.
   b. Add the verbiage below the validation as displayed in the figure 2.1.2-1.
      <To continue deregistering, click the "Save and Return" button.>

Note: Above mentioned validation will be displayed upon deregistering the program when there is an active payment for the program that is not in "Disapproved" and "Issuance Created" status, however, it will allow the user to continue deregistering the program.

Once the program is deregistered, payment request(s) for the future moth(s) will not be issued, regardless of the payment request(s) status.

2.1.4 Page Location

- **Global:** Empl. Services
- **Local:** Case Summary
- **Task:** WTW

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

N/A

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 REP Status Detail

2.2.1 Overview

The Refugee Employment Program (REP) provides with employment and training services for an eligible refugee, such as an asylee or Amerasian, Human Trafficking Victim, Domestic Violence and Other Serious Crime Victim, Cuban/Haitian Entrant, and Afghan/Iraqi Special Immigrant Visa Holder residing in the United States (U.S.). This change will update the validation on the REP Status Detail page.

2.2.2 REP Status Detail Page Mockup

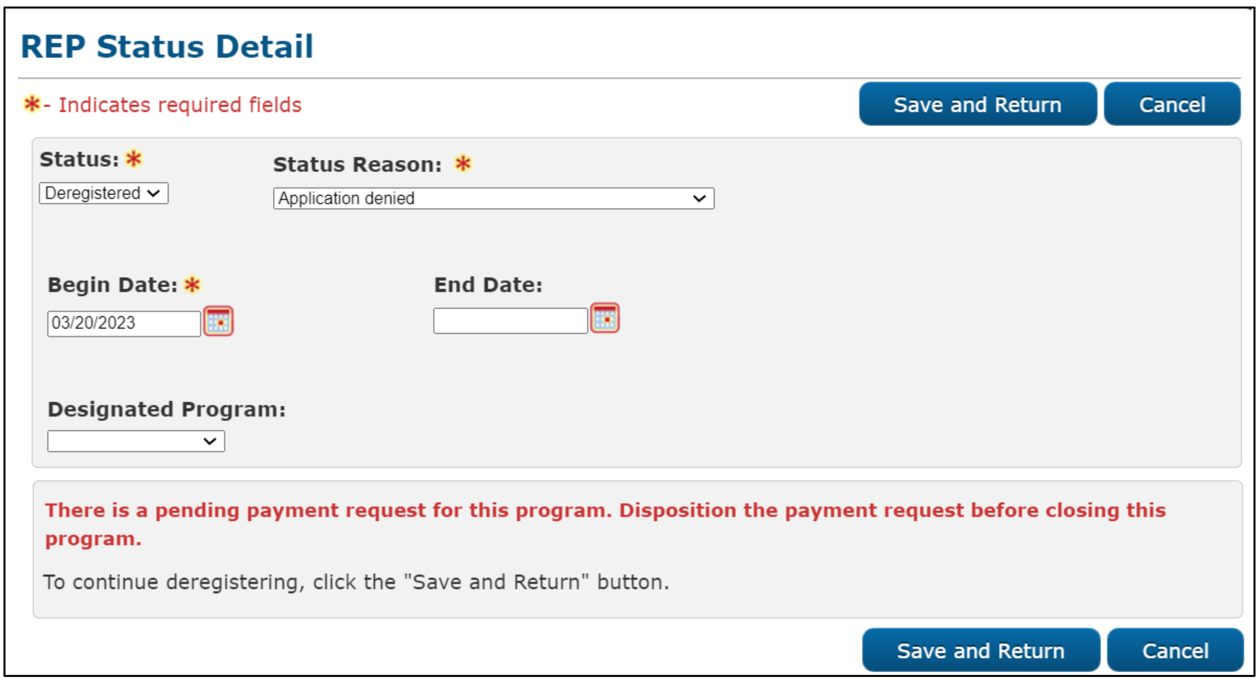

Figure 2.2.2.1 – REP Status Detail Page

2.2.3 Description of Change

1. Remove below validation that display when there is an open payment request for the program.
   <Status – There is an open payment related to this program. Remove the Service Arrangement related to this program to close it.>
2. Add a soft validation to the page that will allow the user to continue deregistering the program.
   <There is a pending payment request for this program. Disposition the payment request before closing this program.>

a. The validation will be displayed below the status information section as displayed in the figure 2.2.2-1.
b. Add the verbiage below the validation as displayed in the figure 2.2.2-1.
<To continue deregistering, click the "Save and Return" button.>

Note: Above mentioned validation will be displayed upon deregistering the program when there is an active payment for the program that is not in "Disapproved" and "Issuance Created" status, however, it will allow the user to continue deregistering the program.

Once the program is deregistered, payment request(s) for the future moth(s) will not be issued, regardless of the payment request(s) status.

2.2.4 Page Location

- **Global:** Empl. Services
- **Local:** Case Summary
- **Task:** REP

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

N/A

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 CFET Status Detail

2.3.1 Overview

The CalFresh Employment & Training program (CFET) is a voluntary program that helps people on CalFresh gain skills, tools, basic education, training, and work experience. This program helps in gaining marketable job skills to get the better jobs and higher wages. This change will update the validation on the CFET Status Detail page.

2.3.2 CFET Status Detail Page Mockup

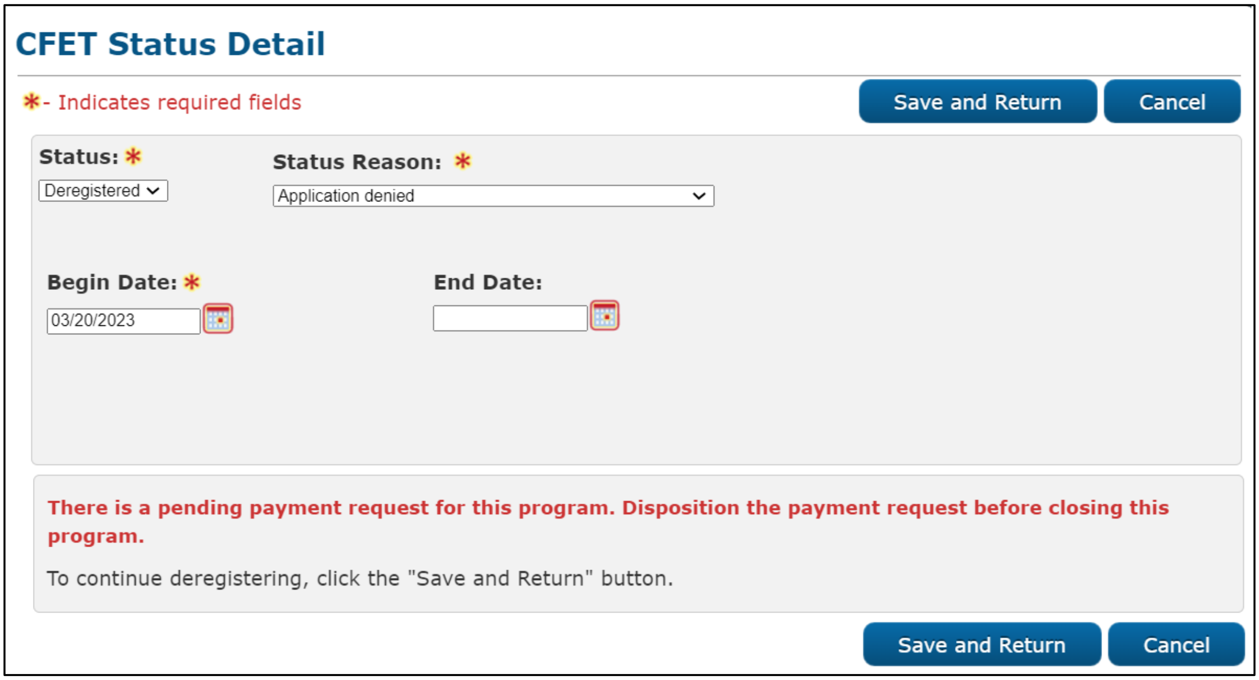

Figure 2.3.2.1 – CFET Status Detail Page

2.3.3 Description of Change

1. Remove below validation that display when there is an open payment request for the program.
   <Status – There is an open payment related to this program. Remove the Service Arrangement related to this program to close it.>
2. Add a soft validation to the page that will allow the user to continue deregistering the program.
   <There is a pending payment request for this program. Disposition the payment request before closing this program.>
   a. The validation will be displayed below the status information section as displayed in the figure 2.3.2-1.
   b. Add the verbiage below the validation as displayed in the figure 2.3.2-1.
      <To continue deregistering, click the “Save and Return” button.>

Note: Above mentioned validation will be displayed upon deregistering the program when there is an active payment for the program that is not in “Disapproved” and “Issuance Created” status, however, it will allow the user to continue deregistering the program.

Once the program is deregistered, payment request(s) for the future moth(s) will not be issued, regardless of the payment request(s) status.

2.3.4 Page Location

- **Global:** Empl. Services
- **Local:** Case Summary
- **Task:** CFET

2.3.5 Security Updates

N/A

2.3.6 Page Mapping

N/A

2.3.7 Page Usage/Data Volume Impacts

N/A

2.4 GROW Status Detail

2.4.1 Overview

The General Relief Opportunities for Work Program (GROW) provides employment and training services to help employable General Relief (GR) customers obtain jobs and eliminate the need for GR benefits. Participation in GROW is mandatory as a condition of aid. This change will update the validation on the GROW Status Detail page.

2.4.2 GROW Status Detail Page Mockup

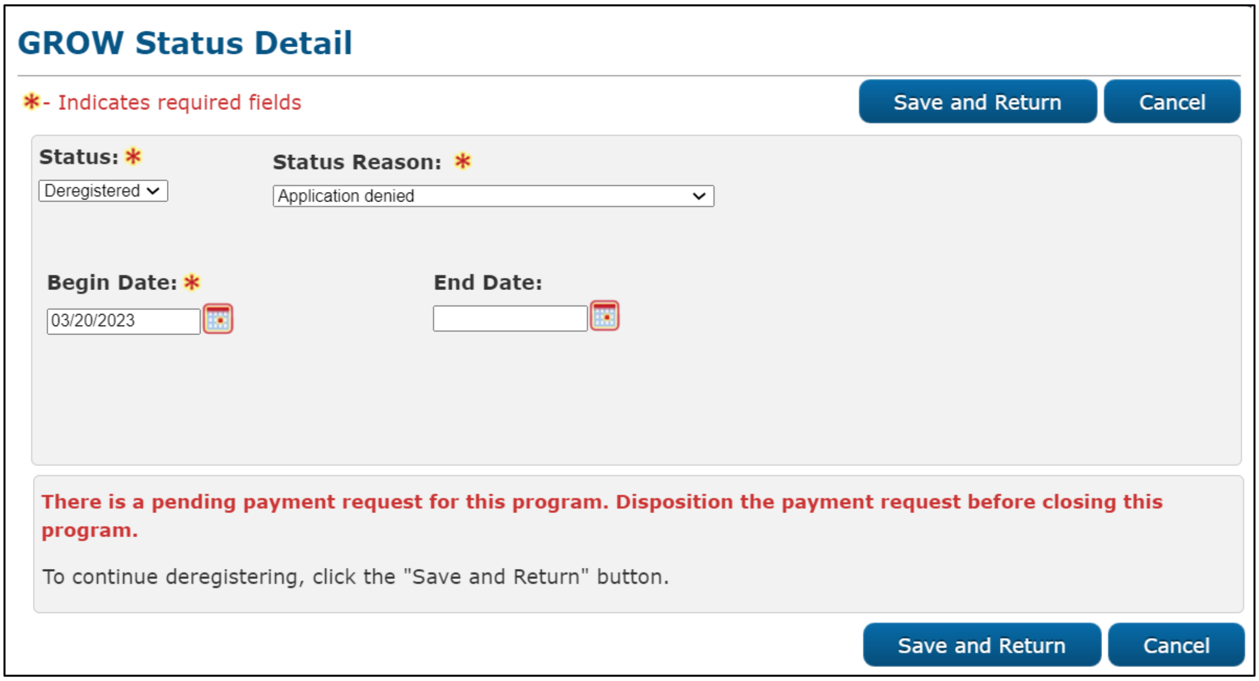

Figure 2.4.2.1 – GROW Status Detail Page

2.4.3 Description of Change

1. Remove below validation that display when there is an open payment request for the program.
   <Status – There is an open payment related to this program. Remove the Service Arrangement related to this program to close it.>
2. Add a soft validation to the page that will allow the user to continue deregistering the program.
   <There is a pending payment request for this program. Disposition the payment request before closing this program.>

   a. The validation will be displayed below the status information section as displayed in the figure 2.4.2-1.
   b. Add the verbiage below the validation as displayed in the figure 2.4.2-1.
      <To continue deregistering, click the "Save and Return" button.>

Note: Above mentioned validation will be displayed upon deregistering the program when there is an active payment for the program that is not in "Disapproved" and "Issuance Created" status, however, it will allow the user to continue deregistering the program.

Once the program is deregistered, payment request(s) for the future moth(s) will not be issued, regardless of the payment request(s) status.

2.4.4 Page Location

- **Global:** Empl. Services
- **Local:** Case Summary
- **Task:** GROW

2.4.5 Security Updates

N/A

2.4.6 Page Mapping

N/A

2.4.7 Page Usage/Data Volume Impacts

N/A

2.5 GA/GR Employment Services Status Detail

2.5.1 Overview

GA/GR Employment Services is an automated program provides employment and training services to help employable General Assistance/ General Relief (GA/GR) customers obtain jobs and eliminate the need for GA/GR benefits. Participation in Employment Services is mandatory as a condition of aid. This change will update the validation on the GA/GR Employment Services Status Detail page.

2.5.2 GA/GR Employment Services Status Detail Mockup

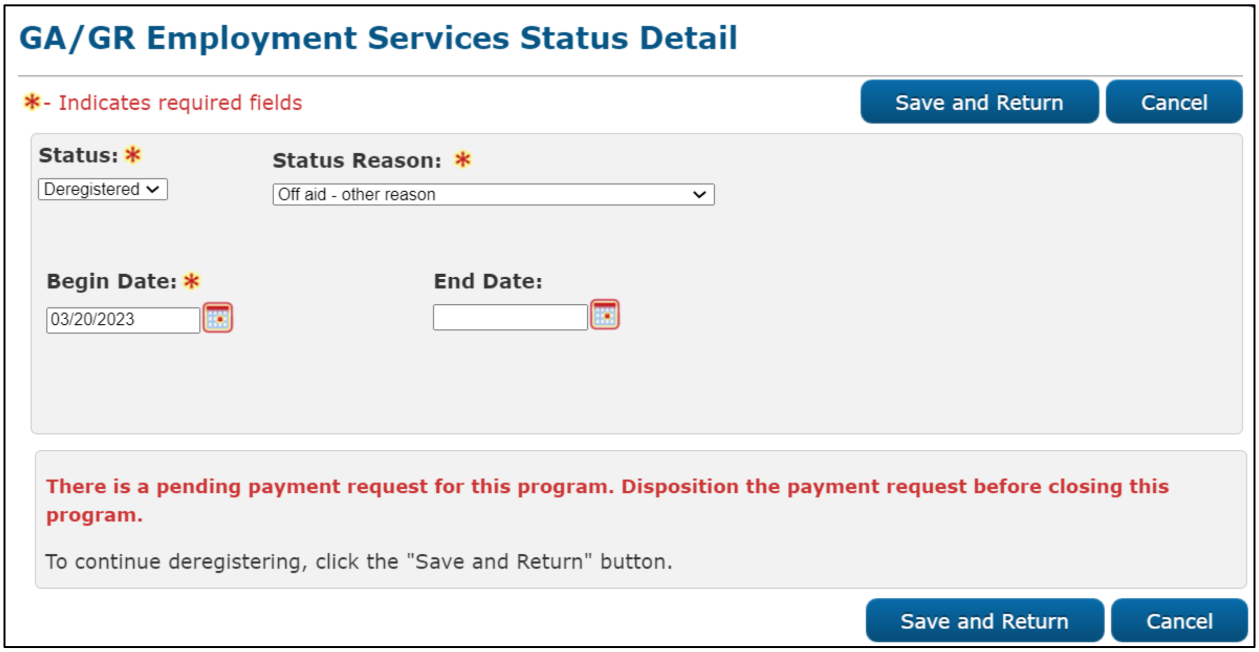

Figure 2.5.2.1 – GA/GR Employment Services Status Detail Page

2.5.3 Description of Change

1. Remove below validation that display when there is an open payment request for the program.
   <Status – There is an open payment related to this program. Remove the Service Arrangement related to this program to close it.>
2. Add a soft validation to the page that will allow the user to continue deregistering the program.
   <There is a pending payment request for this program. Disposition the payment request before closing this program.>
   a. The validation will be displayed below the status information section as displayed in the figure 2.5.2-1.
   b. Add the verbiage below the validation as displayed in the figure 2.5.2-1.
      <To continue deregistering, click the “Save and Return” button.>

Note: Above mentioned validation will be displayed upon deregistering the program when there is an active payment for the program that is not in “Disapproved” and “Issuance Created” status, however, it will allow the user to continue deregistering the program.

Once the program is deregistered, payment request(s) for the future moth(s) will not be issued, regardless of the payment request(s) status.

2.5.4 Page Location

- **Global:** Empl. Services
- **Local:** Case Summary
- **Task:** GA/GR Employment Services

2.5.5 Security Updates

N/A

2.5.6 Page Mapping

N/A

2.5.7 Page Usage/Data Volume Impacts

N/A

2.6 Cal-Learn Status Detail

2.6.1 Overview

Cal-Learn is a statewide program for pregnant and parenting teens in the CalWORKs program. It is designed to encourage pregnant and parenting teens to graduate from high school or its equivalent, become independent, and form healthy families. This change will update the validation on the Cal-Learn Status Detail page.

2.6.2 Cal-Learn Status Detail Mockup

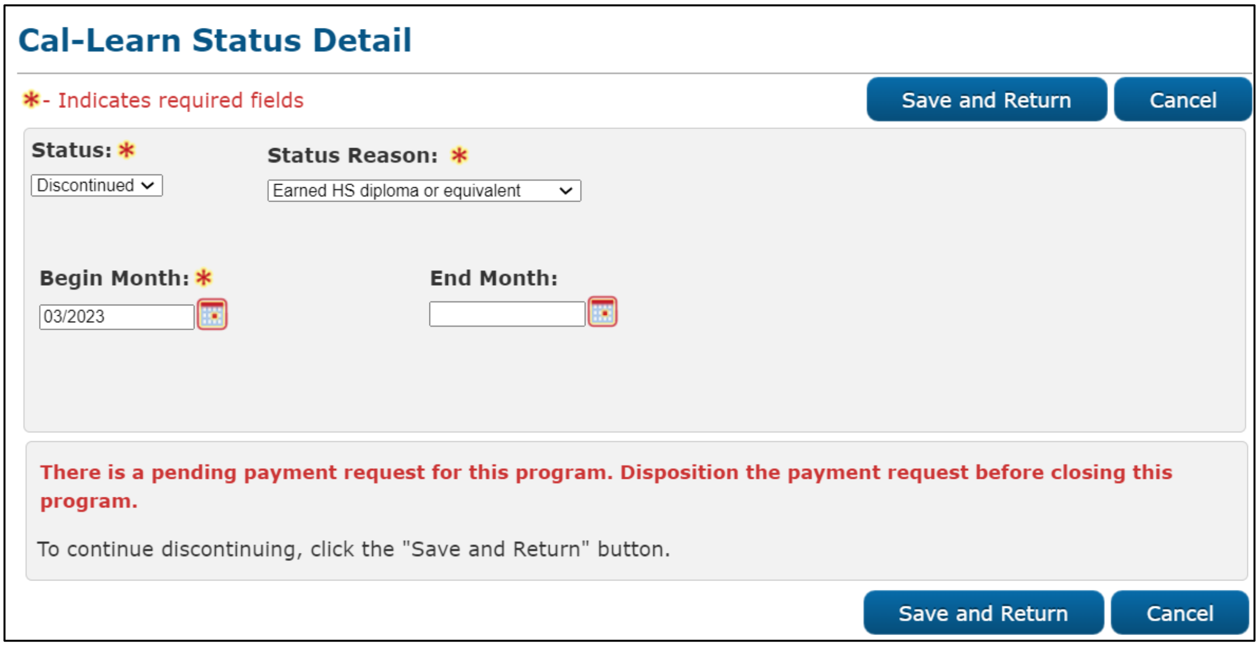

Figure 2.6.2.1 – Cal-Learn Status Detail Page

2.6.3 Description of Change

1. Remove below validation that display when there is an open payment request for the program.
   <Status – There is an open payment related to this program. Remove the Service Arrangement related to this program to close it.>
2. Add a soft validation to the page that will allow the user to continue deregistering the program.
   <There is a pending payment request for this program. Disposition the payment request before closing this program.>

   a. The validation will be displayed below the status information section as displayed in the figure 2.6.2-1.
   b. Add the verbiage below the validation as displayed in the figure 2.6.2-1.
      <To continue discontinuing, click the “Save and Return” button.>

Note: Above mentioned validation will be displayed upon discontinuing the program when there is an active payment for the program that is not in “Disapproved” and “Issuance Created” status, however, it will allow the user to continue discontinue the program.

Once the program is discontinued, payment request(s) for the future moth(s) will not be issued, regardless of the payment request(s) status.

2.6.4 Page Location

- **Global:** Empl. Services
- **Local:** Case Summary
- **Task:** Cal-Learn

2.6.5 Security Updates

N/A

2.6.6 Page Mapping

N/A

2.6.7 Page Usage/Data Volume Impacts

N/A

3 SUPPORTING DOCUMENTS

N/A

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.1.1.5	The CalSAWS shall provide field-level and cross-field validation upon completion of data entry by user and immediately display appropriate corrective instructions for the related field.	A soft validation will be added to allow user to deregister the program.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-243007

ACL 23-65 FC, KG CNI Rate Increase for Year 2023-2024 - Batch EDBC

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Tom Lazio
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
03/09/2023	1.0	Initial Draft	Tom Lazio
07/25/2023	1.0	Added Content Revision for skipping yellow banner cases in Sections 2.1.2.1 and 2.1.2.2 and added assumption # 6	Tom Lazio

Table of Contents

1 OVERVIEW

Per ACL 23-65, the new FC/KG California Necessities Index (CNI) rate increase for the FY 2023-24 will be implemented effective July 1, 2023. This SCR will provide details for the 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.

1.1 Current Design

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

1.2 Requests

As per the ACL 23-65, 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.

1.3 Overview of Recommendations

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.

1.4 Assumptions

1. Batch EDBC will have a run reason for every month of CNI Increase run from 07/2023 through the come-up month.
2. During the Batch EDBC 'CNI Increase' run, the CCR Rate Change NOA will not be generated for EDBCs that already had a rate change completed and was run for a CNI month.
3. A regular change NOA will be generated for impacted cases if a NOA exists for the benefit change-reason.
4. For the FC/KG 'CNI Increase' NOAs put on hold (for LA County) per this effort, SCR CA-265026 will release these NOAs.
5. A list of FC and KG cases where the child has an effective income record will be provided prior to the CNI Batch Run with SCR CA-259940.
6. Counties can check 'yellow banner' programs on a daily basis with the latest Qlik report.

2 RECOMMENDATIONS

Batch EDBC will run for FC/KG to apply the new CNI rate increase and CF for the same FC or KG participants to apply benefit updates.

2.1 Run Batch EDBC for FC/KG

2.1.1 Overview

FC/KG/CF Batch EDBC will run for the benefit month of 07/2023 through come-up month.

2.1.2 Description of Changes

1. Run batch EDBC for active Foster Care (FC) and Kin-GAP (KG) programs starting with the month of 07/2023 through come-up month including past RE due date cases.
    a. Batch EDBC will run with the run reason "CWS Annual COLA".
    b. Batch EDBC records will have a run type code of 'Single Program'.
    c. Batch EDBC will not be triggered on programs with a Non-standard rate in effect in the benefit month.
    d. Batch EDBC will not run if there is an overridden aid code where a sub type code exists.
    e. Batch EDBC will not run if a regular EDBC has already been processed for the benefit month(s) since SCR CA-243006 went into production.
    f. Batch EDBC will not run EDBC for 'Yellow Banner' programs.
    g. Batch EDBC will insert the below Journal entry for FC programs:

       Short Description: Batch EDBC ran for [month, year]
       Long Description: Batch EDBC Ran for <Effective Month>. Batch EDBC processed for the <Program Name> program for following reasons: Foster Care COLA

    h. Batch EDBC will insert the below Journal entry for KG programs:

       Short Description: Batch EDBC ran for [month, year]
       Long Description: Batch EDBC Ran for <Effective Month>. Batch EDBC processed for the <Program Name> program for following reasons: Kin-GAP COLA.

2. Run batch EDBC for active CF and NB programs having an active CalFresh participant in common with FC or KG programs for the month of 09/2023.

a. Batch EDBC will run with the run reason "CWS Annual COLA" for CF program only.
b. Batch EDBC records will have a run type code of 'Partial Program' for both CF and NB.
c. Batch EDBC will not run on the active CF program cases if SAR7 report status is 'Generated', 'Sent' or 'Incomplete'.
d. Batch EDBC will not run CF Program if the benefit month is past the latest RE due date.
e. Batch EDBC will not run EDBC for 'Yellow Banner' programs.
f. Batch EDBC will insert the below Journal entry for CF and NB programs where there is a common FC program participant:

    Short Description: Batch EDBC ran for [month, year]
    Long Description: Batch EDBC Ran for <Effective Month>. Batch EDBC processed for the <Program Name> program for following reasons: Foster Care COLA

g. Batch EDBC will insert the below Journal entry for CF and NB programs where there is a common KG program participant:

    Short Description: Batch EDBC ran for [month, year]
    Long Description: Batch EDBC Ran for <Effective Month>. Batch EDBC processed for the <Program Name> program for following reasons: Kin-GAP COLA

2.1.3 Programs Impacted

FC

KG

CF

NB

2.2 Correspondence – DCRs suppressing KG Age Changed, FC/KG CNI Increase NOAs

2.2.1 Overview

This effort is to suppress, the KG 'Age Changed' NOAs for all Counties. And separately, the FC/KG 'CNI Increase' NOAs will be put on hold for LA County only until released by CA-265026.

2.2.2 Description of Change

1. All Counties - Create a DCR to suppress KG 'Age Changed' NOAs by updating the NOA status (GENERATE_DOC.STAT_CODE) to 'Rejected' (CT220_RJ):

   Reason Fragment

   KG_CH_AGE_CHANGED_K007 (Fragment ID: 6270)

   Note: This NOA exists in English only.

2. LA County Only - Create and run DCR operationally to hold the FC/KG 'CNI Increase' NOAs by updating the NOA status (GENERATE_DOC.STAT_CODE) to 'On Hold (Batch)' (CT220_BH) until they are released by CA_265026.

   Reason Fragments

   a. FC_CH_COLA_RSN (Fragment ID: 7619 for CCR, 7475 for Non-CCR)
   b. KG_CH_COLA_RSN (Fragment ID: 7620 for CCR, 7476 for Non-CCR)

   Note: These NOAs continue to exist in English and Spanish.

3 OUTREACH

3.1 Lists

Generate lists to aid the counties after batch EDBC completes. The listings below will be generated by the following Regions:

Region	Counties
1	Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma
2	Alpine, Amador, Calaveras, El Dorado, Mono, Nevada, Placer, Sacramento, Sierra, Sutter, Tuolumne, Yolo, Yuba
3	Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Plumas, Shasta, Siskiyou, Tehama, Trinity
4	Fresno, Inyo, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, San Luis Obispo, Stanislaus, Tulare
5	Imperial, Orange, Riverside, San Bernardino, San Diego, Santa Barbara, Ventura
6	Los Angeles

All lists will have the standard list columns to display on the listings.

Standard Columns:

- Case Name
- Case Number

- County
- Unit
- Unit Name
- Office Name
- Worker ID

Exception List: Below are the case listing details for case exceptions (skipped, unprocessed, discontinued, etc.) with the standard columns after the batch.

1. **List Name**: List of cases with Non-Standard Rate - FosterCare or KinGAP.

   Note: Each region listed above will have its own list. The list name will include the region, for example, 'Region 1' will be '**List of cases with Non-Standard Rate - FosterCare or KinGAP -R1'.**

   List Criteria: List of FC/KG programs with a Non-Standard Rate.
   Additional Column(s): Rate column

2. **List Name**: List of FC/KG programs with Overridden Aid Code

   Note: Each region listed above will have its own list. The list name will include the region, for example, 'Region 1' will be '**List of FC/KG programs with Overridden Aid Code -R1'.**

   List Criteria: List of FC/KG programs with overridden aid code where a sub type code exists.
   Additional Column(s): Sub Type Code

3. **List Name**: List of FC/KG/CF/NB cases Discontinued by the Batch EDBC

   Note: Each region listed above will have its own list. The list name will include the region, for example, 'Region 1' will be '**List of FC/KG/CF/NB cases Discontinued by the Batch EDBC -R1'**

   List Criteria: List of FC/KG/CF/NB programs discontinued by the batch EDBC.
   Additional Column(s): Program, EDBC Month, Discontinued Reason

4. **List Name**: List of FC/KG/CF/NB programs with Read-Only EDBC
   Note: Each region listed above will have its own list. The list name will include the region, for example, 'Region 1' will be **'List of FC/KG/CF/NB programs with Read-Only EDBC -R1'**
   List Criteria: List of FC/KG/CF/NB programs which resulted in Read-Only EDBC.
   Additional Column(s): Program, Reason, EDBC Month

5. **List Name**: List of unprocessed FC/KG/CF/NB programs skipped in the COLA batch run with skip reasons.
   Note: Each region listed above will have its own list. The list name will include the region, for example, 'Region 1' will be '**List of unprocessed FC/KG/CF/NB programs skipped in the COLA batch run with skip reasons -R1'**

List Criteria: List of FC/KG/CF/NB unprocessed programs skipped in the COLA batch run with the skip reasons like Override, Manual EDBC, Read Only EDBC, No Worker Assigned etc.
Additional Column(s): Program, EDBC Month, Not Processed Reason

Informational List: Below are the case listing details for informational purpose only and can be reviewed if required but batch EDBC will run on these cases as part of the CNI batch.

1. **List Name:** List of FC or KG cases with RE Date in the past.
   Note: Each region listed above will have its own list. The list name will include the region, for example, 'Region 1' will be '**List of FC or KG cases with RE Date in the past -R1'**

   List Criteria: List of FC/KG programs where the incomplete RE has a due date in the past.
   Additional Column(s): Program, RE Due Date

2. **List Name**: List of FC programs with THPP or THP+FC Facilities
   Note: Each region listed above will have its own list. The list name will include the region, for example, 'Region 1' will be '**List of FC programs with THPP or THP+FC Facilities -R1'**

   List Criteria: List of FC programs with THPP or THP+FC Facilities with an additional column to show CalFresh (CF) cases having a CalFresh participant in common with FC program.

   Additional Column(s): CF Case #

3. **List Name:** List of FC/KG Cases where NOA did not generate due to overridden EDBC from prior benefit month
   Note: Each region listed above will have its own list. The list name will include the region, for example, 'Region 1' will be '**List of FC/KG Cases where NOA did not generate due to overridden EDBC from prior benefit month -R1'**
   List Criteria:
   i. There is at least one overridden EDBC effective in the benefit month prior to CNI months
   ii. Batch EDBC is run for the CNI month(s), 07/2023 to 09/2023
   iii. Program is Foster Care or Kin-GAP

   Additional Columns: Program
   Note: The case information will display only once on the list even if more than one month may be impacted.

4. **List Name**: List of cases where the FC/KG EDBC resulted in a benefit reduction
   Note: Each region listed above will have its own list. The list name will include the region, for example, 'Region 1' will be '**List of cases where the FC/KG EDBC resulted in a benefit reduction -R1'**

List Criteria: List of FC/KG programs in which the Batch EDBC resulted in a benefit reduction.
Additional Column(s): Include additional columns to indicate each of the benefit reduction type reasons in separate columns (Income Change, Proration Change, Over Payment Adjustment Change).

5. **List Name**: List of cases where the FC/KG EDBC resulted in an Overpayment.
   Note: Each region listed above will have its own list. The list name will include the region, for example, 'Region 1' will be '**List of cases where the FC/KG EDBC resulted in an Overpayment-R1'**

   List Criteria: List of FC/KG programs in which the Batch EDBC resulted in an overpayment.

   Additional Column(s): Program, EDBC Benefit Month, EDBC Overpayment Amount

The list will be posted to the following location:
CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-243007

4 APPENDIX

4.1 Batch Operations:

a) Run FC, KG and AAP CNI Rate Increase driving queries per SCRs CA-243007 (FC, KG, CF, NB) and CA-243010 (AAP, CF, NB) to insert into SYS_TRANSACT_COLA in 'Single Program' mode (FC, KG, AAP) for all the months starting from 07/2023 to 09/2023 and in 'Partial Program' mode for benefit month 09/2023 for the associated CF/NB programs.

b) Run Batch EDBC for cases with FC, KG and AAP per SCRs CA-243007 and CA-243010 identified in (a) above.

c) After EDBC for item (b) above is completed, run Batch EDBC for cases with CF and NB per SCRs CA-243007 and CA-243010 identified in (a) above.

d) Run DCRs to suppress KG 'Age Changed' NOAs, AAP CNI COLA NOAs (with SCI).

e) Run the DCRs operationally to hold the FC/KG/AAP 'CNI Increase' NOAs until they are released by CA-265026.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-243010

ACL 23-69 AAP CNI Rate Increase for Year 2023-2024 - Batch EDBC

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Tom Lazio
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
03/10/2023	1.0	Initial Draft	T. Lazio
07/25/2023	1.0	Added Content Revision for skipping yellow banner cases in Sections 2.1.2.1 and 2.1.2.2 and added assumption # 5	Tom Lazio

Table of Contents

1 OVERVIEW

Per ACL 23-69, the new AAP California Necessities Index (CNI) rate increase for the FY 2023-24 will be implemented effective July 1, 2023. This SCR will provide details for the 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.

1.1 Current Design

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

1.2 Requests

As per the ACL 23-69, 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.

1.3 Overview of Recommendations

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.

1.4 Assumptions

1. Existing batch logic skips programs with an overridden EDBC, Manual EDBC, a pending program, or a pending person for AAP.
2. A regular change NOA will be generated for the impacted cases if a NOA exists for the benefit change reason.
3. CA-248369 updated the AAP 2 generation logic to not generate the form during 'CNI Increase' Batch EDBC runs with run reason: 'CWS Annual COLA'.
4. For the AAP 'Rate Increase' NOAs put on hold (for LA County) per this effort, SCR CA-265026 will release these NOAs.
5. Counties can check 'yellow banner' programs on a daily basis with the latest Qlik report.

2 RECOMMENDATIONS

Batch EDBC will run for AAP to apply the new CNI rate increase and CF for the same AAP participants to apply benefit updates.

2.1 Run Batch EDBC for AAP/CF

2.1.1 Overview

AAP/CF Batch EDBC will run for the benefit month of 07/2023 through come-up month.

2.1.2 Description of Changes

1. Run batch EDBC for active AAP programs starting with the month of 07/2023 through come-up month including past RE due date cases.
    a. Batch EDBC will run with the run reason "CWS Annual COLA"
    b. Batch EDBC records will have a run type code of 'Single Program'
    c. Batch EDBC will not be triggered on programs with a Non-standard rate in effect in the benefit month
    d. Batch EDBC will not run if a regular EDBC has already been processed for the benefit month(s) since SCR CA-243008 went into production.
    e. Batch EDBC will not run EDBC for 'Yellow Banner' programs.
    f. Batch EDBC will insert the below Journal entry for AAP programs:
    Short Description: Batch EDBC ran for [month, year]
    Long Description: Batch EDBC Ran for <Effective Month>. Batch EDBC processed for the <Program Name> program for following reasons: AAP COLA.

2. Run batch EDBC for active CF and NB programs having an active CalFresh participant in common with AAP program for the month of 09/2023.
    a. Batch EDBC will run with the run reason "CWS Annual COLA" for CF program only.
    b. Batch EDBC records will have a run type code of 'Partial Program' for both CF and NB.
    c. Batch EDBC will not run on the active CF program cases if SAR7 report status is 'Generated', 'Sent' or 'Incomplete'.
    d. Batch EDBC will not run CF Program if the benefit month is past the latest RE due date.
    e. Batch EDBC will not run EDBC for 'Yellow Banner' programs.
    f. Batch EDBC will insert the below Journal entry for associated CF and NB programs:
    Short Description: Batch EDBC ran for [month, year]

Long Description: Batch EDBC Ran for <Effective Month>. Batch EDBC processed for the <Program Name> program for following reasons: AAP COLA.

2.1.3 Programs Impacted

AAP

CF

NB

2.2 Correspondence – Hold/Suppress/Regression Test AAP Rate Increase NOAs, AAP 2 form

2.2.1 Overview

The AAP ‘Rate Increase’ NOAs will be put on hold for LA County until released by the CA-265026.

The AAP ‘Rate Increase’ NOAs will be suppressed for the counties mentioned in the below recommendation.

2.2.2 Description of Change

1. LA County Only - Create and run DCR operationally to hold the AAP ‘Rate Increase’ NOAs by updating the NOA status (GENERATE_DOC.STAT_CODE) to ‘On Hold (Batch)’ (CT220_BH) until they are released by CA-265026:
   <u>NOA Reason Fragment</u>

   AA_CH_RATE_INCREASE_P009 (SNIPPET.ID = 6032)

   Note: This NOA exists in English and Spanish.

2. Create and run DCR operationally to suppress the AAP ‘Rate Increase’ NOAs **for the cases with SCI** by updating the NOA Status (GENERATE_DOC.STAT_CODE) to ‘Rejected’ (CT220_RJ)
   <u>NOA Reason Fragment</u>

   AA_CH_RATE_INCREASE_P009 (SNIPPET.ID = 6032)

   Note: This NOA exists in English and Spanish.

   The AAP CNI NOAs will be suppressed for the following counties.

3-Amador	20-Madera	39-San Joaquin
4-Butte	21-Marin	41-San Mateo
5-Calaveras	22-Mariposa	42-Santa Barbara
6-Colusa	23-Mendocino	43-Santa Clara

7-Contra Costa	24-Merced	44-Santa Cruz
9-El Dorado	26-Mono	45-Shasta
10-Fresno	27-Monterey	48-Solano
11-Glenn	28-Napa	50-Stanislaus
12-Humboldt	30-Orange	51-Sutter
13-Imperial	31-Placer	52-Tehama
15-Kern	33-Riverside	53-Trinity
16-Kings	36-San Bernardino	54-Tulare
17-Lake	37-San Diego	55-Tuolumne
18-Lassen		

3. For all Counties – Regression test AAP 2 forms not generating during the CNI Batch EDBC run.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

4 OUTREACH

4.1 Lists

Generate lists to aid the counties after batch EDBC completes. The listings below will be generated by the following Regions:

Region	Counties
1	Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma
2	Alpine, Amador, Calaveras, El Dorado, Mono, Nevada, Placer, Sacramento, Sierra, Sutter, Tuolumne, Yolo, Yuba
3	Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Plumas, Shasta, Siskiyou, Tehama, Trinity
4	Fresno, Inyo, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, San Luis Obispo, Stanislaus, Tulare

5	Imperial, Orange, Riverside, San Bernardino, San Diego, Santa Barbara, Ventura
6	Los Angeles

All lists will have the standard list columns to display on the listings.

Standard Columns:

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

<u>Exception List</u>: Below are the case listing details for case exceptions (skipped, unprocessed, discontinued, etc.) with the standard columns after the batch.

1. **List Name**: List of AAP cases with Non-Standard Rate

   <u>Note:</u> Each region listed above will have its own list. The list name will include the region, for example, 'Region 1' will be '**List of AAP cases with Non-Standard Rate -R1'**

   List Criteria: List of AAP programs with a Non-Standard Rate.
   Additional Column(s): Rate column

2. **List Name**: List of AAP/CF/NB cases Discontinued by the Batch EDBC
   <u>Note:</u> Each region listed above will have its own list. The list name will include the region, for example, 'Region 1' will be '**List of AAP/CF/NB cases Discontinued by the Batch EDBC -R1'**
   List Criteria: List of AAP/CF/NB programs discontinued by the batch EDBC.
   Additional Column(s): Program, EDBC Month, Discontinued Reason

3. **List Name**: List of AAP/CF/NB with Read-Only EDBCs
   <u>Note:</u> Each region listed above will have its own list. The list name will include the region, for example, 'Region 1' will be '**List of AAP/CF/NB with Read-Only EDBCs -R1'**
   List Criteria: List of AAP/CF/NB programs which resulted in Read-Only EDBC.
   Additional Column(s): Reason, EDBC Month

4. **List Name**: List of unprocessed AAP/CF/NB programs skipped in the COLA batch run with skip reasons
   <u>Note:</u> Each region listed above will have its own list. The list name will include the region, for example, 'Region 1' will be '**List of unprocessed AAP/CF/NB programs skipped in the COLA batch run with skip reasons -R1'**

List Criteria: List of AAP/CF/NB unprocessed programs skipped in the COLA batch run with the skip reasons like Override, Manual EDBC, Read Only EDBC, No Worker Assigned etc.
Additional Column(s): Program, EDBC Month, Not Processed Reason

Informational List: Below are the case listing details for informational purpose only and can be reviewed if required but batch EDBC will run on these cases as part of the COLA batch.

1. **List Name**: List of AAP cases with RE Date in the past
   Note: Each region listed above will have its own list. The list name will include the region, for example, 'Region 1' will be '**List of AAP cases with RE Date in the past -R1'**
   List Criteria: List of AAP programs where the incomplete RE has a due date in the past.
   Additional Column(s): RE Due Date

2. **List Name:** List of AAP Cases where NOA did not generate due to overridden EDBC from prior benefit month
   Note: Each region listed above will have its own list. The list name will include the region, for example, 'Region 1' will be '**List of AAP Cases where NOA did not generate due to overridden EDBC from prior benefit month -R1'**
   List Criteria:
   - There is at least one overridden EDBC effective in the benefit month prior to CNI months
   - Batch EDBC is run for the CNI month(s), 07/2023 to 09/2023
   - Program is AAP

   Note: The case information will display only once on the list even if more than one month may be impacted.

3. **List Name**: List of cases where the AAP Rate Increase NOA is suppressed.
   Note: The lists generated for the Counties in recommendation 2.2.2 will by region (see Regions in Section 4.1). The list name will include the region, for example, 'Region 1' will be '**List of cases where the AAP Rate Increase NOA is suppressed -R1'**

   List Criteria: List of AAP programs with SCI for which the AAP 'Rate Increase' NOA is suppressed.

4. **List Name**: List of cases where the AAP EDBC resulted in a benefit reduction.
   Note: Each region listed above will have its own list. The list name will include the region, for example, 'Region 1' will be '**List of cases where the AAP EDBC resulted in a benefit reduction -R1'**
   List Criteria: List of AAP programs in which the Batch EDBC resulted in a benefit reduction.

Additional Column(s): Include additional columns to indicate each of the benefit reduction type reasons in separate columns (Income Change, Proration Change, Over Payment Adjustment Change).

5. **List Name**: List of cases where the AAP EDBC resulted in an Overpayment. _Note:_ Each region listed above will have its own list. The list name will include the region, for example, 'Region 1' will be '**List of cases where the AAP EDBC resulted in an Overpayment -R1'**

   List Criteria: List of AAP programs in which the Batch EDBC resulted in an overpayment.

   Additional Column(s): Program, EDBC Benefit Month, EDBC Overpayment Amount

The list will be posted to the following location: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-243010

5 APPENDIX

5.1 Batch Operations:

a) Run FC, KG and AAP CNI Rate Increase driving queries per SCRs CA-243007 (FC, KG, CF, NB) and CA-243010 (AAP, CF, NB) to insert into SYS_TRANSACT_COLA in 'Single Program' mode (FC, KG, AAP) for all the months starting from 07/2023 to 09/2023 and in 'Partial Program' mode for benefit month 09/2023 for the associated CF/NB programs.

b) Run Batch EDBC for cases with FC, KG and AAP per SCRs CA-243007 and CA-243010 identified in (a) above.

c) After EDBC for item (b) above is completed, run Batch EDBC for cases with CF and NB per SCRs CA-243007 and CA-243010 identified in (a) above.

d) Run DCRs to suppress KG 'Age Changed' NOAs, AAP CNI COLA NOAs (with SCI).

e) Run the DCRs operationally to hold the FC/KG/AAP 'CNI Increase' NOAs until they are released by CA-265026.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-246136

Expand the Referral Detail page in CalSAWS to allow for e-referral.

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Erika Kusnadi-Cerezo
	Reviewed By	[individual(s) from Build and Test teams that reviewed document]

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
11/01/2022	1.0	Initial	Kusnadi.E
06/28/2023	1.1	Update after committee review: • Updated Section 2.2 o Figure 2.2.2 from Section 2.2.2 is updated to reflect the updated validation message. o Updated Section 2.2.3 #3A with the update validation message to make it clearer so the user knows what they need to do and why the validation is thrown. • Updated Section 2.4 o Updated all the Figures on Section 2.4.2 to display the "Approved for County Use field on the Search section. o Updated Section 2.4.3 ▪ Added to 1.a #x to include the description of the new field being added to the search section the "Approved for County Use". ▪ Updated #1.e.vi to add more details on what Address will be displayed on the Address column on the Search	Kusnadi.E

		Result Summary Section. • Added the project requirement details on Section 3	

7/27/2023	2.0	Content Revision:
		• Update to Section 2.2 to be consistent on how validation message work (validation message should reference a specific field on the page not a value):
		  o Section 2.2.3 #3b. The validation message is updated to point to the specific field that will need to be updated which is under the Internet Information field. The message is also update as well to ensure that it still make sense. Note: The Trigger on when the validation should display is not change.
		  o Update Figure 2.2.3 from Section 2.2.2 to match the update on the validation message from Section 2.2.3 #3b.
		• Automated Regression Test section (2.5) is updated.	

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1 OVERVIEW

Currently in CalSAWS, information that are entered on the referral pages in CalSAWS are not being used or sent to external agency. This SCR will make updates to the CalSAWS application in preparation to expand the existing Child Care Administrator portal to provide referral information to external provider/agencies.

1.1 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.

1.2 Requests

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

1.3 Overview of Recommendations

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.

1.4 Assumptions

1. All existing functionalities will remain unchanged unless called out in the design.
2. The functionality to validate Resource e-mail addresses will be added as part of SCR CA-253124. A subsequent SCR will be created to update the e-Referral functionality to only send to a validated e-mail address.
3. CA-263212 is the SCR that will add the e-referral email functionality in CalSAWS and expanding the Child Care Administrator portal (to be rebranded as the CalSAWS Administrator portal) to display referral information.
4. CA-263213 is the SCR that will update the CalSAWS Administrator Portal to allow external provider/agencies to update the referral status.
5. CA-263214 is the SCR that will update the existing URL for the Child Care Portal (to be rebranded as the CalSAWS Administrator portal) to match with the rebrand.

2 RECOMMENDATIONS

Update the CalSAWS application in preparation to expand the existing Child Care Administrator portal to provide referral information to external provider/agencies.

2.1 Referral Detail page

2.1.1 Overview

The Referral Detail page allows users to add, edit or view the details of a referral for a participant/beneficiary. This SCR will add a new Referral Information block that has additional field to determine the external agency or provider that the referral is for, along with an option for the users to indicate the program to be associated to the referral, worker contact information.

2.1.2 Referral Detail Mockup

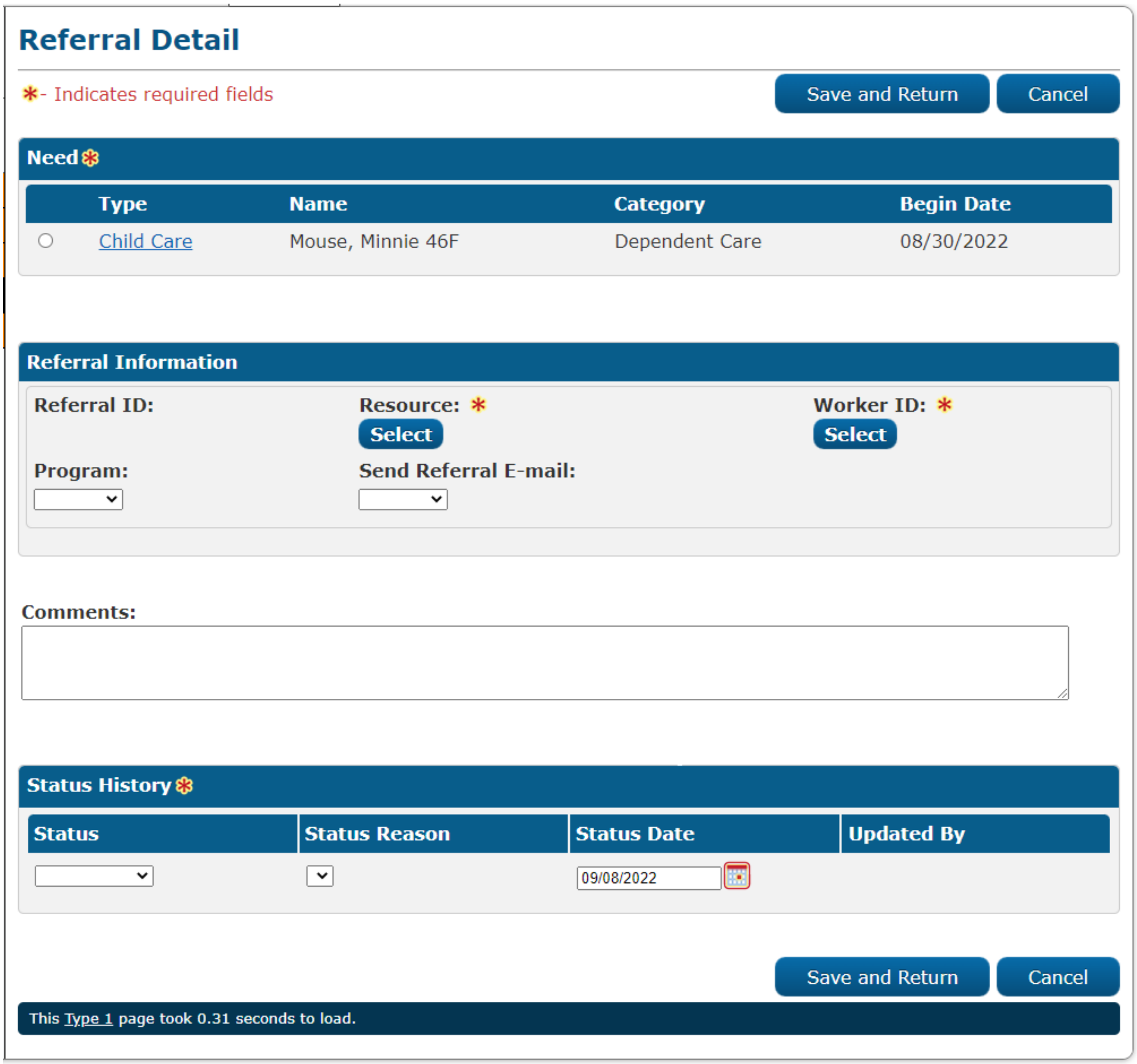
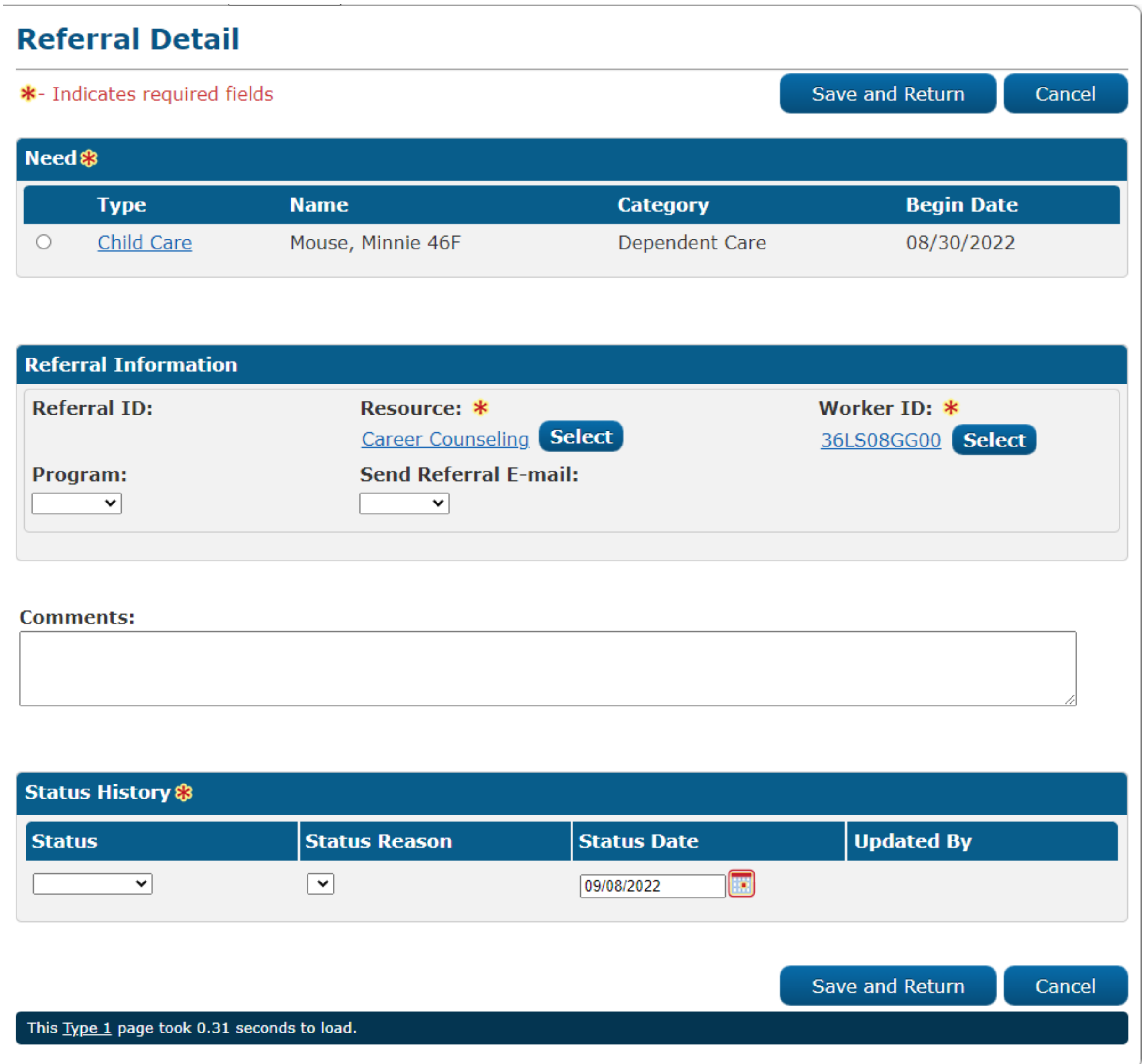


Figure 2.1.1 – Referral Detail (Create mode landing page)


Referral Detail

*- Indicates required fields

Save and Return | Cancel

Need *

	Type	Name	Category	Begin Date
○	Child Care	Mouse, Minnie 46F	Dependent Care	08/30/2022

Referral Information

Referral ID:

Resource: * Career Counseling Select

Worker ID: * 36LS08GG00 Select

Program:

Send Referral E-mail:

Comments:

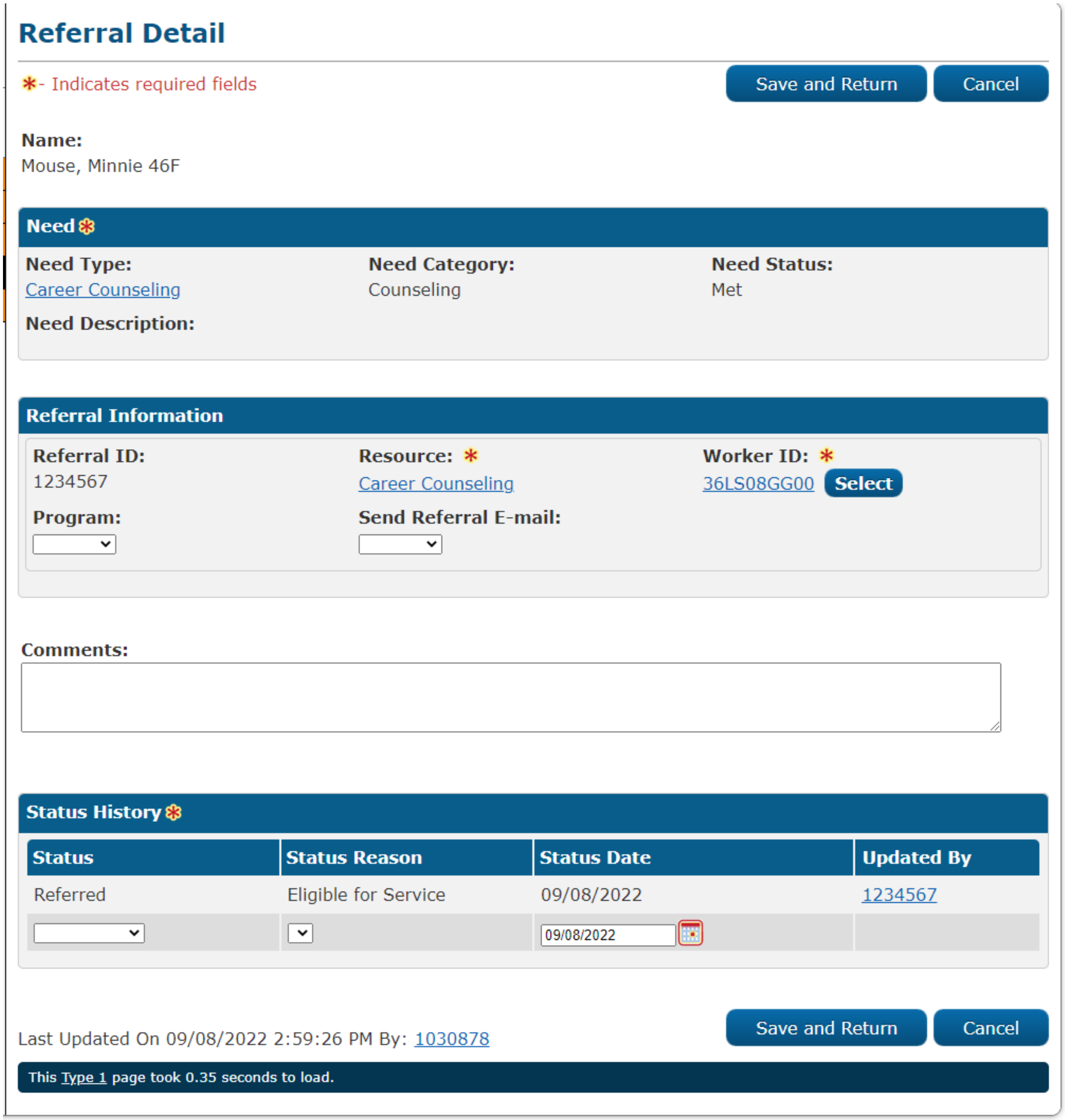
Status History *

Status	Status Reason	Status Date	Updated By
		09/08/2022	

Save and Return | Cancel

This Type 1 page took 0.31 seconds to load.

Figure 2.1.2 – Referral Detail (Create mode)



Referral Detail

*- Indicates required fields

Save and Return | Cancel

Name:
Mouse, Minnie 46F

Need *

Need Type: Career Counseling
Need Category: Counseling
Need Status: Met
Need Description:

Referral Information

Referral ID: 1234567
Resource: * Career Counseling
Worker ID: * 36LS08GG00 Select
Program:
Send Referral E-mail:

Comments:

Status History *

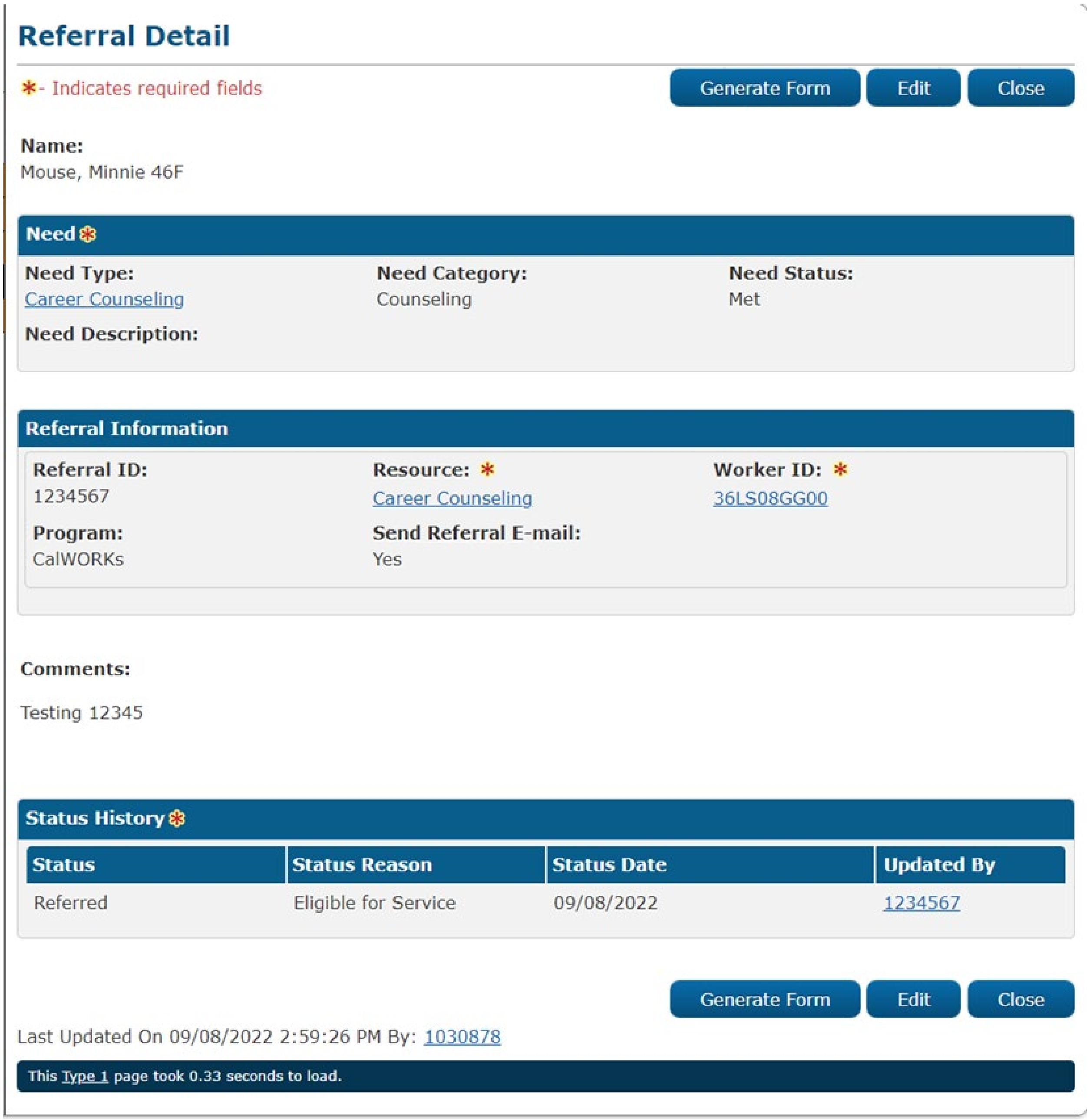
Status	Status Reason	Status Date	Updated By
Referred	Eligible for Service	09/08/2022	1234567
		09/08/2022	

Last Updated On 09/08/2022 2:59:26 PM By: 1030878

Save and Return | Cancel

This Type 1 page took 0.35 seconds to load.

Figure 2.1.3 – Referral Detail (Edit mode)



Referral Detail

*- Indicates required fields

Generate Form | Edit | Close

Name:
Mouse, Minnie 46F

Need*

Need Type:	Need Category:	Need Status:
Career Counseling	Counseling	Met

Need Description:

Referral Information

Referral ID:	Resource: *	Worker ID: *
1234567	Career Counseling	36LS08GG00
Program:	**Send Referral E-mail:**	
CalWORKs	Yes	

Comments:

Testing 12345

Status History*

Status	Status Reason	Status Date	Updated By
Referred	Eligible for Service	09/08/2022	1234567

Generate Form | Edit | Close

Last Updated On 09/08/2022 2:59:26 PM By: 1030878

This Type 1 page took 0.33 seconds to load.

Figure 2.1.4 – Referral Detail (View mode)

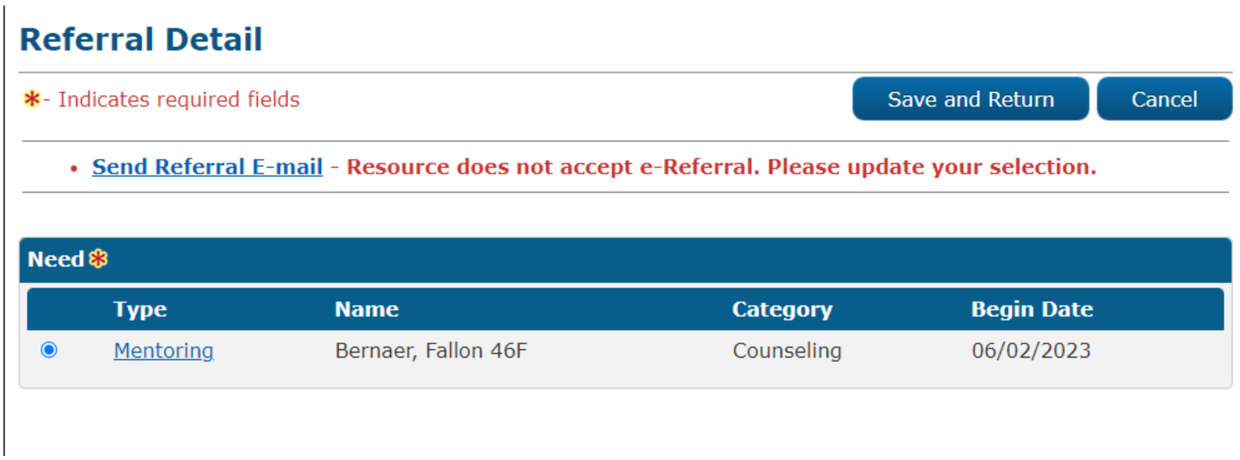


Figure 2.1.5 – Referral Detail - validation

2.1.3 Description of Changes

1. Add a new block titled 'Referral Information' to the Referral Detail page and will have the following fields:
    a. Referral ID
        i. This field will display the referral id that the system generates when the referral is created and saved.
            1. The referral id will not display when the Referral Detail page is in create mode. Referral id will display when the Referral Detail page is in edit or view mode.
    b. Resource
        i. Rename the required "Provider" field to "Resource" and the "Select" button will display when the Referral Detail page is in create mode (landing page) as referenced on Figure 2.1.1.
            1. Update the "Select" button to take the user to the new Select Provider/Agency page (see section 2.4 for more details).
        ii. For existing referral record, the selected provider will continue to display.

            Note: Clicking the Select button will no longer take the user to the Select Service and Provider page.
        iii. The field will display the name of the provider or agency (name entered on the Name field on the Resource Detail page) that was selected as a hyperlink once the resource is selected from the Select Provider/Agency page.
            1. Display the "Select" button next to the Resource name when it is in create mode as referenced on Figure 2.1.2. when the resource is selected.

            a. "Select" button will not display when the Referral Detail page is in edit or view mode.
        2. Clicking the hyperlink will take the user to the Resource Detail page in View mode.
            a. Clicking the Close button from the Resource Detail page will take the user back to the Referral Detail page in the same mode that the user was in and will retain the same information that was already entered on the Referral Detail page.

c. Worker ID
    i. This will be a required field and will have a "Select" button when the Referral Detail page is in create mode (landing page) as referenced on Figure 2.1.2.
        1. "Select" button will take the user to the existing Select Worker page.
            a. Clicking the "Select" button on the Select Worker page will take the user back to the Referral Detail page in the same mode that the user was in and will retain the same information that was already entered on the Referral Detail page.
    ii. The field will display the Worker ID information that was selected as a hyperlink once the worker is selected from the Select Worker page.
        1. Display the "Select" button next to the Worker ID when it is in create or edit mode as referenced on Figure 2.1.2 and Figure 2.1.3.
            a. "Select" button will not display when the Referral Detail page is in view mode.
        2. Clicking the hyperlink will take the user to the Worker Detail page.
            a. Clicking the Close button from the Worker Detail page will take the user back to the Referral Detail page in the same mode the user was in and will retain the same information that was already entered on the Referral Detail page.
    iii. For existing referral record, the field will remain blank. User will be required to select a worker when they update the record by clicking the Save and Return button while in Edit mode.

d. Program
    i. This will be an editable drop-down field and will display "Blank" and the list of programs that are available for the county that the user is associated to.
        1. This field will default to "Blank".

            2. For existing referral records, the field will default to "Blank".
    e. Send Referral E-Mail
        i. This will be an editable drop-down field and will display the following options:
            1. Blank (default value)
            2. Yes
            3. No
        ii. For existing referral records, the field will default to "Blank".
2. Add a new column titled "Updated By" to the Status History block.
    a. Display the staff id of the user that last updated the status of the Referral Detail page.
        i. Staff id will be display as a hyperlink and will only display when the Referral Detail page is in edit or view mode.
        ii. Clicking the hyperlink will take the user to the Worker Detail page.
            1. Clicking the "Close" button will take the user back to the Referral Detail page in the same mode it was in and will retain the same information that was already entered on the Referral Detail page.
3. Update the Comments box field to be editable when it is in "Edit" mode.
4. Update the existing validation message "Select – Please select a Service Provider" to "Select – Please select a Resource".
    a. Validation message will display when the user clicks on the "Save and Return" button and no Resource is selected on the required "Resource" field.
5. Create a new validation message on the Referral Detail page (Create and Edit mode).
    a. Validation message will be "Send Referral E-Mail – Resource does not accept e-Referral. Please update your selection."
        i. Validation message will display when the user clicks on the "Save and Return" button and the "Send Referral E-mail" field is set to "Yes" and the Resource have the "Does This Resource accepts e-Referrals" field on the Resource Detail page to "Blank" or "No".

    Note: When this validation message display, user will need to update the value to either "Blank" or "No" or the user will need to update the "Does This Resource accepts e-Referrals" field to "Yes" on the Resource Detail page.

2.1.4 Page Location

- **Global: Empl. Services**
- **Local: Supportive Services**
- **Task: Referrals**

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

Update Page Mapping for the new fields that are added to the Referral Detail page.

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 Resource Detail page

2.2.1 Overview

The Resource Detail page allow users to add, edit or view a Resource. This SCR will add additional fields to the Resource Detail page to allow users to indicate whether a Resource is able to accept e-Referrals or not.

2.2.2 Resource Detail Mockup

Resource Detail

*- Indicates required fields

Save | Cancel

Basic Information

ID: | Status: * Active | IVR PIN: Create PIN

Name: * | Payee Name: *

eCAPS Vendor Number:

Resource Access

Name	Login	Email
No data found		

Add

Category *

- [x] Agency
- [ ] Employer
- [x] Provider
- [ ] School

Agency Type *

- [ ] Child Care Agency
- [ ] CBO

Tax Information

Type: * -Select- | ID: | ID Type: -Select-

Additional Information

Recruitment Method:

Contact Information: | Hours of Operation:

Comments:

Language:

Does This Resource accept e-Referrals:

Does This Resource accept Vouchers:

Addresses *

	Type	Address

Add Address

Phone Information

	Type	Number	Extension	
				Add

Remove

Internet Information

	Type	Address	
	E-mail		Add

Remove

Maintainer Information

Update Frequency: Every 2 Years | Next Review Date: 5/24/2025 | Worker ID: * 90ES005V00 Select

Save | Cancel

This Type 1 page took 2.02 seconds to load.

Figure 2.2.1 – Resource Detail (Provider/Agency selected)

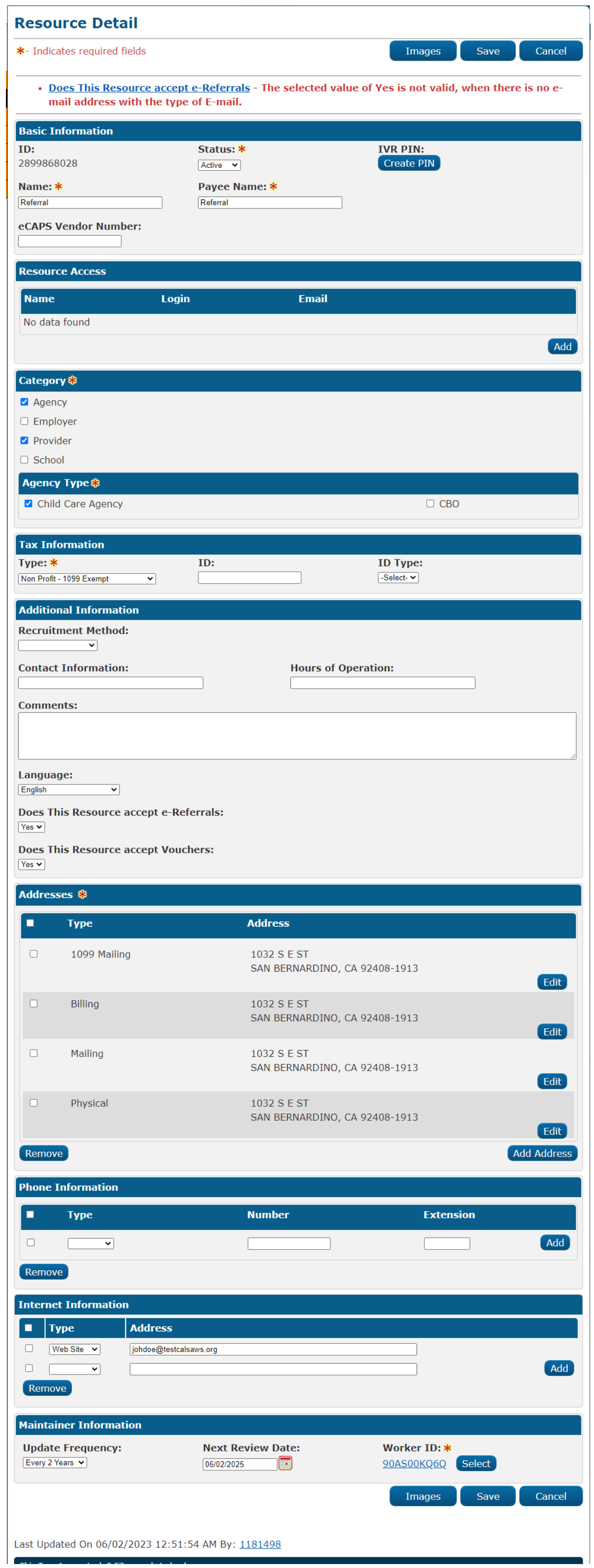


Figure 2.2.2 – Resource Detail (validation 1)

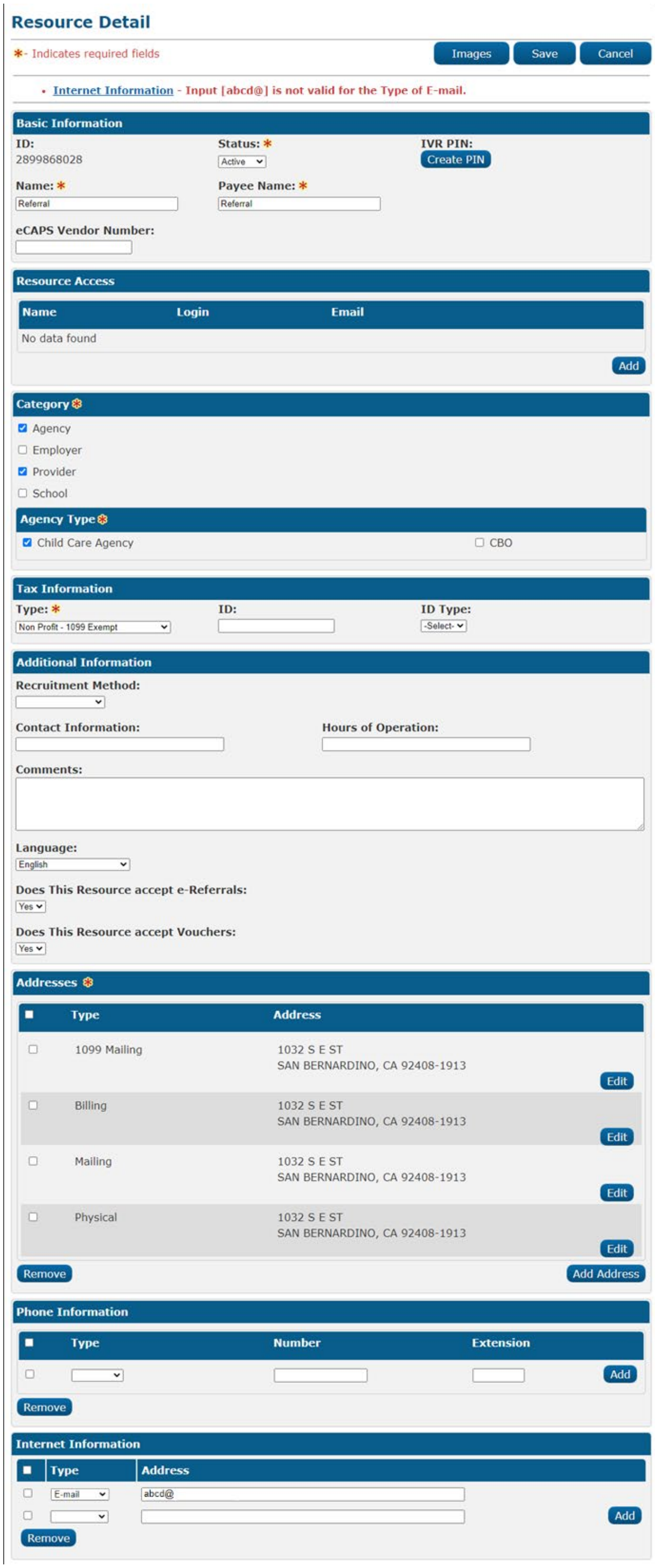

Resource Detail
*- Indicates required fields
Images
Save
Cancel
• Internet Information - Input [abcd@] is not valid for the Type of E-mail.
Basic Information
ID:
2899868028
Status: *
Active
IVR PIN:
Create PIN
Name: *
Referral
Payee Name: *
Referral
eCAPS Vendor Number:
Resource Access
Name
Login
Email
No data found
Add
Category
Agency
Employer
Provider
School
Agency Type
Child Care Agency
CBO
Tax Information
Type: *
Non Profit - 1099 Exempt
ID:
ID Type:
-Select-
Additional Information
Recruitment Method:
Contact Information:
Hours of Operation:
Comments:
Language:
English
Does This Resource accept e-Referrals:
Yes
Does This Resource accept Vouchers:
Yes
Addresses
Type
Address
1099 Mailing
1032 S E ST
SAN BERNARDINO, CA 92408-1913
Edit
Billing
1032 S E ST
SAN BERNARDINO, CA 92408-1913
Edit
Mailing
1032 S E ST
SAN BERNARDINO, CA 92408-1913
Edit
Physical
1032 S E ST
SAN BERNARDINO, CA 92408-1913
Edit
Remove
Add Address
Phone Information
Type
Number
Extension
Add
Remove
Internet Information
Type
Address
E-mail
abcd@
Add
Remove

Figure 2.2.3 – Resource Detail (validation 2)

2.2.3 Description of Changes

1. Create a new drop-down field titled "Does This Resource accept e-Referrals" on the Additional Information block on the Resource Detail page.
    a. This field will be an editable field and will have the following drop-down options:
        i. Blank (default)
        ii. No
        iii. Yes
    b. This field will only display when the Category selected is "Provider" and/or "Agency".
        i. Field will display when one or both of the above category is selected when multiple categories are selected.
    c. For existing resources, the "Does This Resource accept e-Referrals" will default to "Blank".
2. Create a new Internet Information Type.
    a. New Type will be 'E-mail'.
    b. User can add more than one 'E-mail' type for the resource.
3. Create the following new validations.
    a. "Does This Resource accept e-Referrals – The selected value of Yes is not valid, when there is no e-mail address with the type of E-mail."
        i. Validation message will be triggered, when the user clicks on Save button and the "Does This Resource accept e-Referrals" field is equal to Yes but there is no e-mail address entered on the Internet Information section with the Type of "E-mail" that is being added to the resource or when there is no e-mail address with the Type of E-mail already existing for the Resource.
    b. "Internet Information – Input [XXX] is not valid for the Type of E-mail."
        i. This validation will be triggered when the user clicks on the 'Save' button and the Type is equal to 'E-mail' and the value entered on the Address field is not following the standard e-mail constraint.
        ii. XXX will be the value entered on the Address field where the Type is equal to "E-mail".

2.2.4 Page Location

- **Global: Resource Databank**
- **Local: Resources**
- **Task: Resource Search**

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

Update Page Mapping for the new fields being added.

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 Approved for County Use List page

2.3.1 Overview

The Approved for County Use List allows users to add, edit or view a resource's approval status. This SCR will add a new option for counties to determine if that resource is approved for e-Referrals or not.

2.3.2 Approved for County Use List Mockup

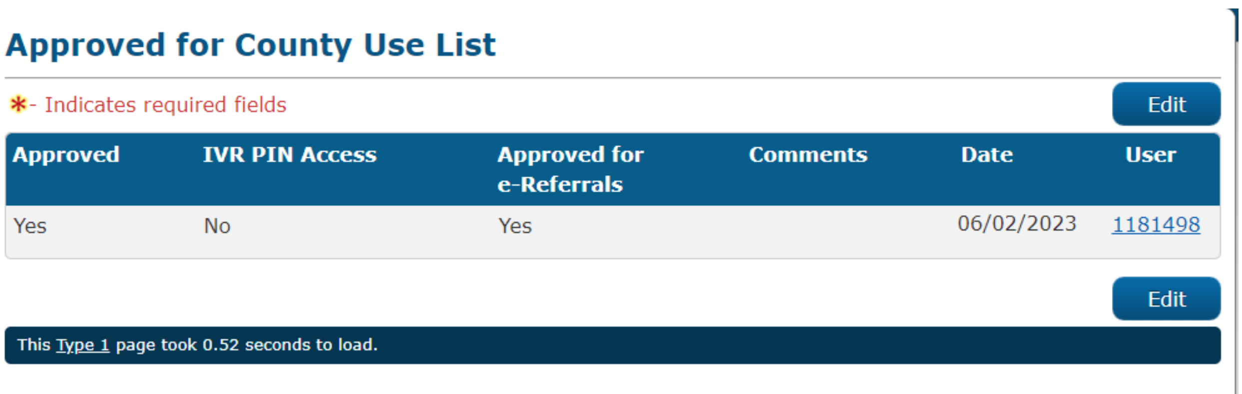


Figure 2.3.1 – Approved for County Use List (View)

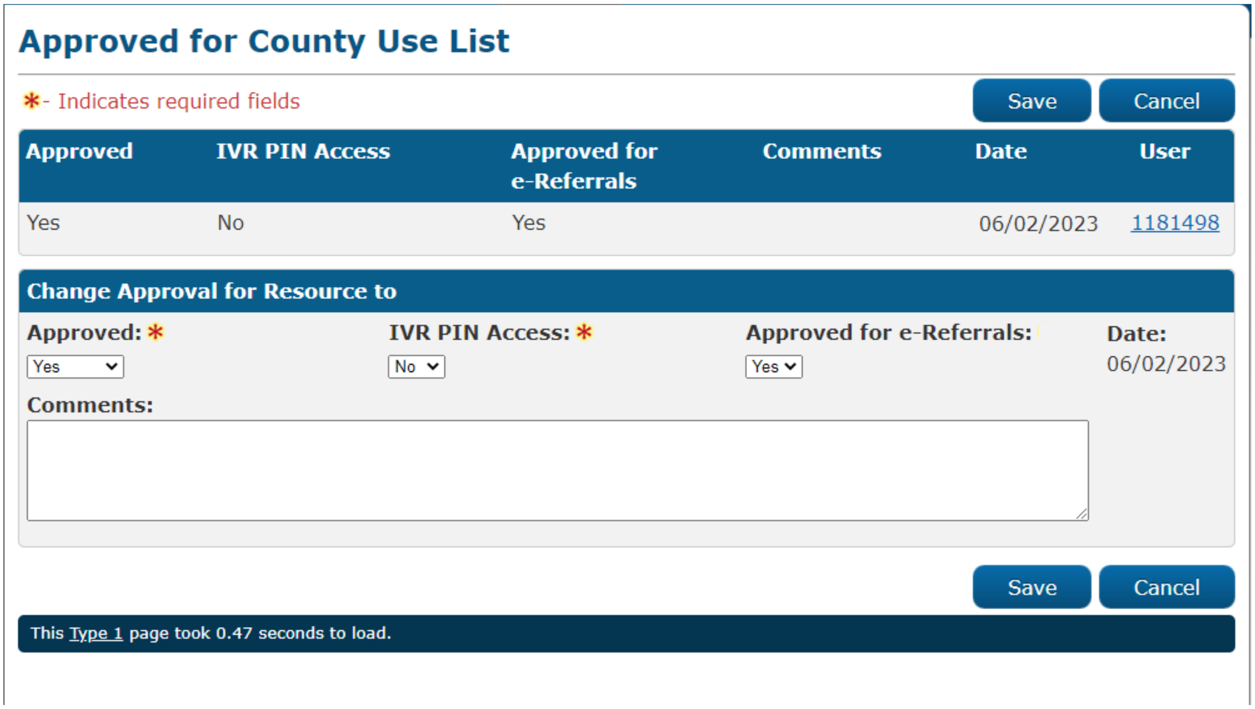


Figure 2.3.2 – Approved for County Use List (Edit)

2.3.3 Description of Changes

1. Add a new column to the Approved for County Use List titled "Approved for e-Referrals" as referenced on Figured 2.3.1 and Figure 2.3.2.
    a. This column will display the selected value from the Approved for e-Referrals drop-down field under the Change Approval for Resource to section.
        i. Value displayed will be "Blank", "Yes" or "No"
            1. Value displayed will be based for the County that the logged in user belongs to.
    b. This column will not display if the Resource is Foster Care or Money Management.

    Note: This will work the same way as the existing Approved column.
2. Add a new drop-down field to the Approved County Use List page when the page is in Edit mode under the "Change Approval for Resource to" section.
    a. This will be a drop-down field and will have the following options:
        i. Blank (Default value)
        ii. No
        iii. Yes

b. The value saved will be specific for the specific county that the logged in user belongs to.
c. For existing records, the "Approved for e-Referrals" field will default to "Blank".
d. This drop-down field will not display if the Resource is Foster Care or Money Management.

Note: This will work the same way as the existing Approved drop-down field.

2.3.4 Page Location

- **Global: Resource Databank**
- **Local: Resources**
- **Task: Resource Search**

2.3.5 Security Updates

N/A

2.3.6 Page Mapping

Update Page Mapping for the new fields being added.

2.3.7 Page Usage/Data Volume Impacts

N/A

2.4 Select Provider/Agency

2.4.1 Overview

Create a new page in CalSAWS to allow users to search and select for a provider or agency.

2.4.2 Select Provider/Agency Mockup

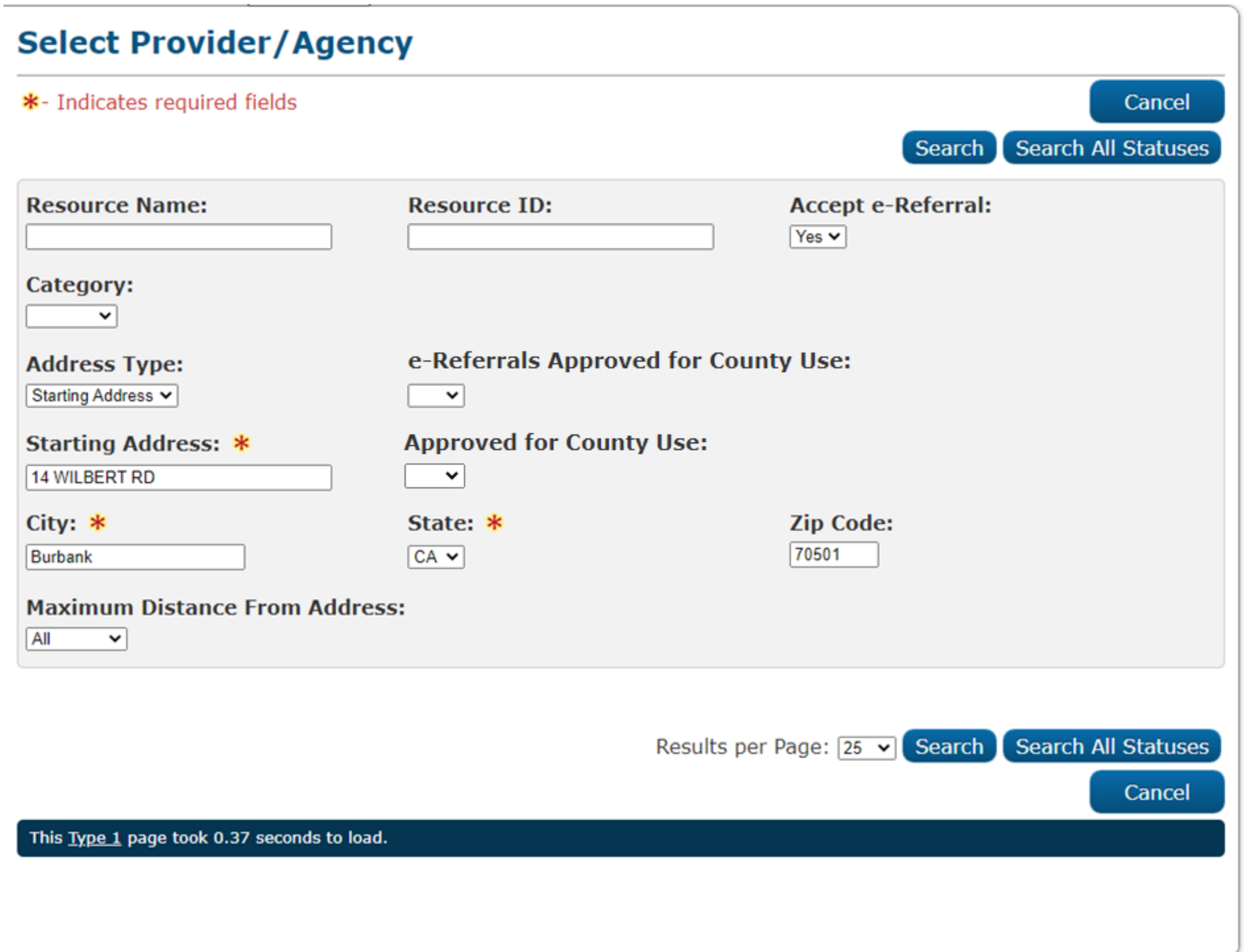


Figure 2.4.1 – Select Provider/Agency (Landing page)

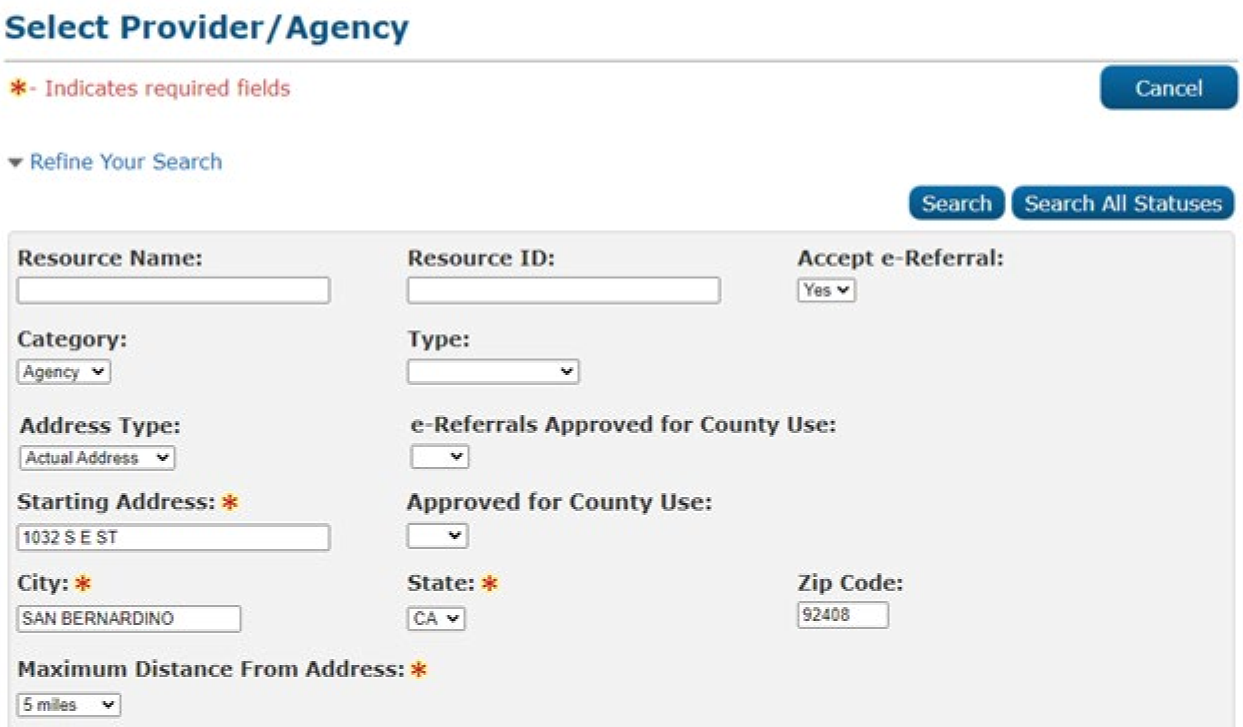


Figure 2.4.2 – Select Provider/Agency (Agency Category)

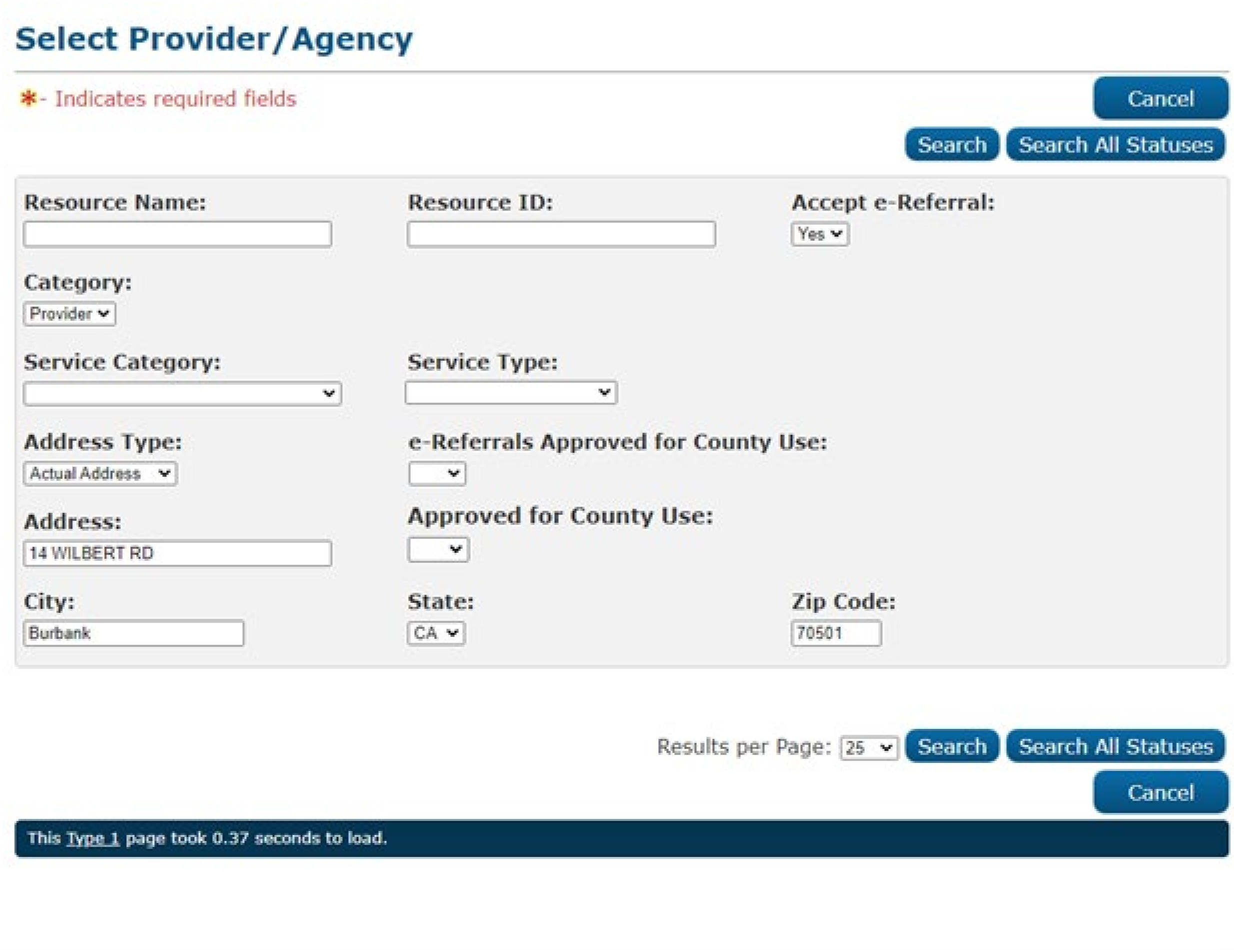
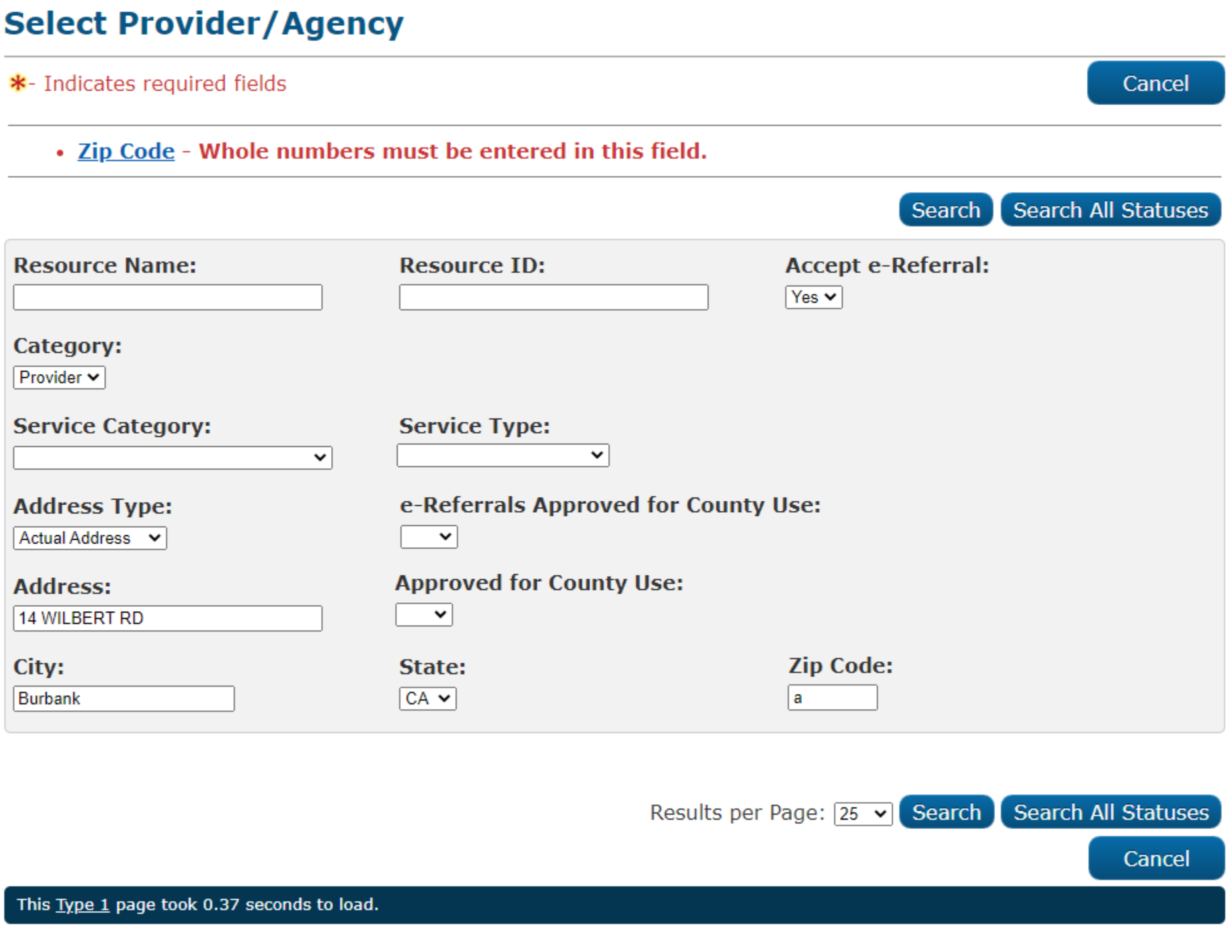


Figure 2.4.3 – Select Provider/Agency (Provider Category)



Select Provider/Agency

*- Indicates required fields

Cancel

- Zip Code - Whole numbers must be entered in this field.

Search | Search All Statuses

Resource Name:

Resource ID:

Accept e-Referral: Yes

Category: Provider

Service Category:

Service Type:

Address Type: Actual Address

e-Referrals Approved for County Use:

Address: 14 WILBERT RD

Approved for County Use:

City: Burbank

State: CA

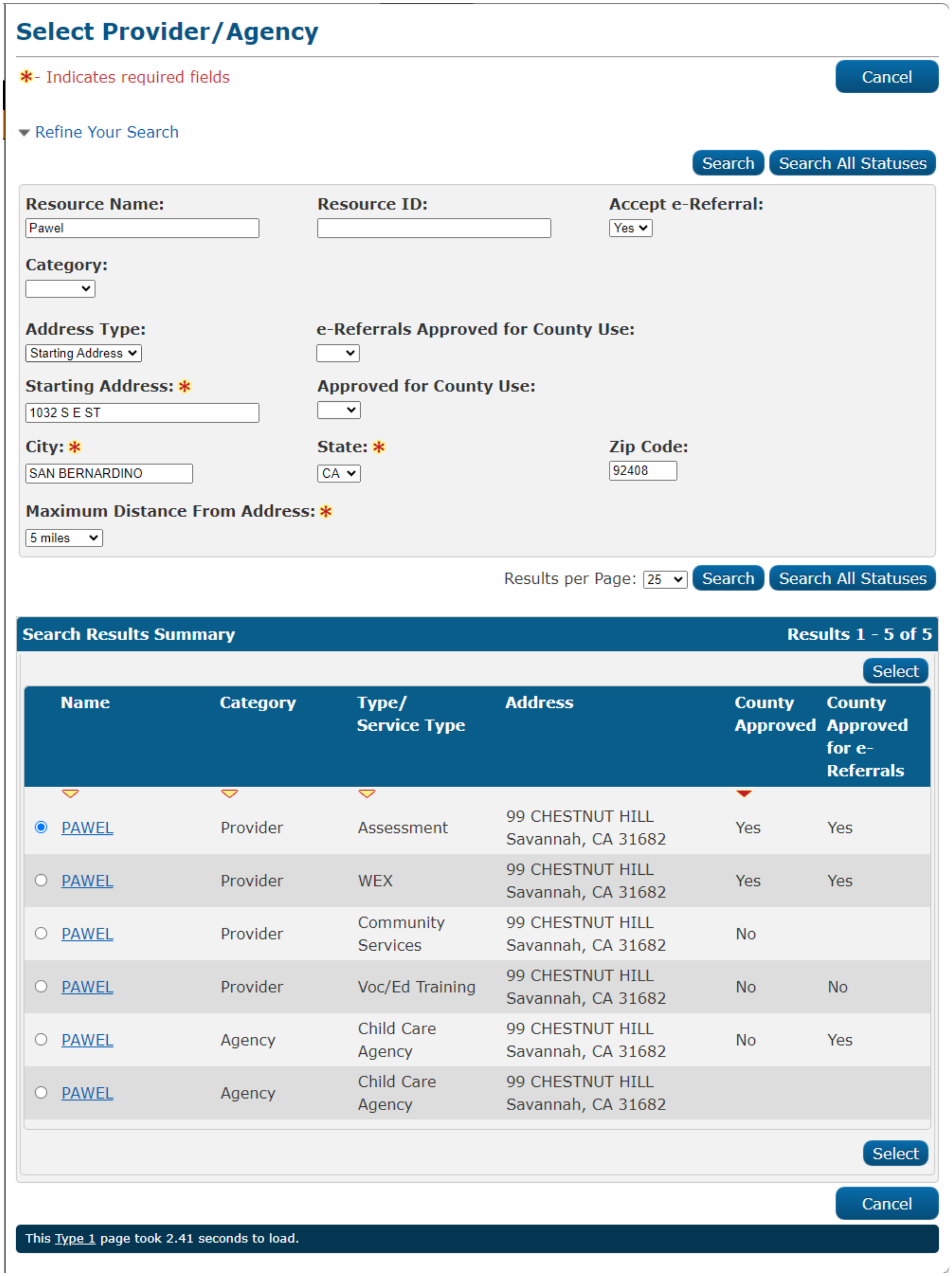
Zip Code: a

Results per Page: 25 | Search | Search All Statuses

Cancel

This Type 1 page took 0.37 seconds to load.

Figure 2.4.4 – Select Provider/Agency (validation)



Select Provider/Agency

*- Indicates required fields

Cancel

▼ Refine Your Search

Search | Search All Statuses

Resource Name: Pawel

Resource ID:

Accept e-Referral: Yes

Category:

Address Type: Starting Address

e-Referrals Approved for County Use:

Starting Address: * 1032 S E ST

Approved for County Use:

City: * SAN BERNARDINO

State: * CA

Zip Code: 92408

Maximum Distance From Address: * 5 miles

Results per Page: 25 | Search | Search All Statuses

Search Results Summary **Results 1 - 5 of 5**

Select

	Name	Category	Type/ Service Type	Address	County Approved	County Approved for e-Referrals
◉	PAWEL	Provider	Assessment	99 CHESTNUT HILL Savannah, CA 31682	Yes	Yes
○	PAWEL	Provider	WEX	99 CHESTNUT HILL Savannah, CA 31682	Yes	Yes
○	PAWEL	Provider	Community Services	99 CHESTNUT HILL Savannah, CA 31682	No	
○	PAWEL	Provider	Voc/Ed Training	99 CHESTNUT HILL Savannah, CA 31682	No	No
○	PAWEL	Agency	Child Care Agency	99 CHESTNUT HILL Savannah, CA 31682	No	Yes
○	PAWEL	Agency	Child Care Agency	99 CHESTNUT HILL Savannah, CA 31682		

Select

Cancel

This Type 1 page took 2.41 seconds to load.

Figure 2.4.5 – Select Provider/Agency (Result)

2.4.3 Description of Changes

1. Create a brand-new page titled "Select Provider/Agency" that will be accessible through the "Select" button on the Resource field from the Referral Detail page.
    a. Refine Your Search section
        i. Resource Name
            1. This will be a text field.
            2. This will search for a resource that have the same Resource Name as what is entered.
        ii. Resource ID
            1. This will be a text field.
            2. This will search for a resource that have the same Resource ID as what is entered.
        iii. Accept e-Referral
            1. This will be a drop-down field and will have the following values
                a. Blank (default)
                    i. This will search for resources that have "Blank", "Yes" or "No" selected on the "Does This Resource accept e-Referrals" field on the Resource Detail page.
                b. Yes
                    i. This will search for resources that have "Yes" selected on the "Does This Resource accept e-Referrals" field on the Resource Detail page.
                c. No
                    i. This will search for resources that have "No" selected on the "Does This Resource accept e-Referrals" field on the Resource Detail page.
        iv. Category
            1. This will be a drop-down field and will have the following values
                a. Blank (default)
                    i. This will search for resources that are categorized as Agency and/or Provider.
                b. Agency
                    i. This will search for resources that is categorized as Agency.
                c. Provider
                    i. This will search for resources that is categorized as Provider.
        v. Type

1. This will be a dynamic drop-down field and will display when "Agency" option is selected from the Category field.
2. This field will have the following options:
    a. Blank (default value)
        i. When the "Blank" option is selected, this will search for all Agency Type.
    b. All the option that is available for an Agency Type.

vi. Service Category
1. This will be a dynamic drop-down field and will display when "Provider" option is selected from the Category field.
2. The value available on the drop-down field will be "Blank" and all the available Services for a Provider category type.
    a. When the "Blank" option is selected, this will search for all Service Category for a Provider category type.
    b. When one of the other values (other than Blank) is selected, it will search for the specific Service Category that was selected.

vii. Service Type
1. This will be a dynamic drop-down field and will display when the "Provider" option is selected from the Category field.
2. The value available on the drop-down field will be "Blank" and all the available services type associated to the service category that is selected.
    a. When the Service Category field is set to "Blank" the Service Type will only have a "Blank" option. value display on this field will be dependent on the value selected on the Service Category field.
    b. There When the "Blank" option is selected, this will search for all Service Type for the Service Category that was selected.
    c. When one of the other values (other than Blank) is selected, it will search for the specific Service Type that was selected.

viii. Address Type
1. This will be a drop-down field and will have the following values.
    a. Actual Address
        i. The default value for the below fields when the page first load will be the

address that the users is associated to.

b. Search for the resource that have address elements which match the below inputted address fields.
    i. When this option is selected display the following fields
        1. Address
            a. This will be a text field
        2. City
            a. This will be a text field
        3. State
            a. This will be a drop-down field
            b. This will list all the States that CalSAWS currently displays throughout the applications.
        4. Zip Code
            a. This will be a text field
c. Starting Address (default)
    i. The default value for the below fields when the page first load will be the address that the users is associated to.
    ii. Search for a resource based on the Starting Address (information inputted in the below fields) in the proximity that was selected (Maximum Distance From Address).
    iii. When this option is selected display the following fields
        1. Starting Address
            a. This will be a required text field.
        2. City
            a. This will be a required text field.
        3. State
            a. This will be a required drop-down field
            b. This will list all the States that CalSAWS currently displays throughout the applications.
        4. Zip Code
            a. This will be a text field.

5. Maximum Distance From Address
    a. This will be a required drop-down field and will have the following options
        i. 5 miles (default value)
        ii. 10 miles
        iii. 20 miles
        iv. 30 miles
        v. 40 miles
        vi. 50 miles
        vii. 100 miles
        viii. 200 miles
        ix. All

ix. e-Referrals Approved for County Use
    1. This will be a drop-down field and will have the following values
        a. Blank (default)
            i. This will search for resources that are both county approved and not county approved for e-referrals. Note: This will pull information based on the value selected from the Approved for County Use List page from the Approved for e-Referrals field.
        b. Yes
            i. This will search for resources that are county approved for e-referrals. Note: This will pull information based on the value selected from the Approved for County Use List page from the Approved for e-Referrals field.
            ii.
        c. No
            i. This will search for resources that are not county approved for e-referrals. Note: This will pull information based on the value selected from the Approved for County Use List page from the Approved for e-Referrals field.

x. Approved for County Use
    1. This will be a drop-down field and will have the following values

a. Blank (default)
    i. This will search for resources that are both county approved and not county approved.
       Note: This will pull information based on the value selected from the Approved for County Use List page from the Approved field.
b. Yes
    i. This will search for resources that are county approved.
       Note: This will pull information based on the value selected from the Approved for County Use List page from the Approved field.
c. No
    i. This will search for resources that are not county approved.
       Note: This will pull information based on the value selected from the Approved for County Use List page from the Approved field.

b. Results per Page:
    i. This dropdown limits how many records pulled per results page.
    ii. The options are:
        1. 25 (default)
        2. 50
        3. 75
        4. 100
c. Search button
    i. Clicking this button loads the search results based on the search parameters enter and for resources that are Active status.
d. Search All Statuses
    i. Clicking this button loads the search results based on the search parameters and will display resources for all statuses.
e. Search Result Summary section
    i. Select button
        1. Clicking this button will select the resource that was selected (radio button selected) and will take the user back to the Referral Detail in the same mode that it was in prior to accessing this page.
    ii. Radio button

1. Default the radio button to select the first value on the search result summary section.

iii. Name
  1. Display the name of the resource that is being returned based on the search parameter.
  2. This will be a hyperlink, and clicking the hyperlink will take the user to the Resource Detail page in view mode for that specific resource.

iv. Category
  1. Display the category of the resource that is being returned based on the search parameters.
     a. It will be either Provider or Agency.

v. Type/Service Type
  1. Display the Type or the Service Type of the resource that is being returned based on the search parameters.
     a. For a resource with an "Agency" category, display the Type for the resource being returned.
     b. For a resource with a "Provider" category, display the Service Type for the resource being returned.

vi. Address
  1. Display the Address of the resource that is being returned based on the search parameters.
     a. When the Resource being returned have a Category of Provider and the Type/Service Type returned/displayed is not Null (this will display as "-") then the Address column will display the Service Address.
     b. When the Resource being returned have a Category of Provider and the Type/Service Type returned/displayed is Null (this will display as "-") then the Address column will display the address for the Resource.
     c. When the Resource being returned have a Category of Agency then the Address column will display the address for the Resource.

vii. County Approved
  1. Display the county approved for the resource that is being returned based on the search parameter.
     a. This will return information specific for the county that the logged in user belongs to.
     b. This is based on the latest value selected from the Approved field from the Approved for County Use List.

viii. County Approved for e-Referral

1. Display the county approved for e-Referral for the resource that is being returned based on the search parameter.
    a. This will return information specific for the county that the logged in user belongs to.
    b. This is based on the latest value selected from the Approved for e-Referrals field from the Approved for County Use List.

    Note: This will work similar to the Approved for County User search parameter that exist on other pages such as the Select Service and Provider page.

ix. Results per Page is set to 25 as a default, but update based on the option selected under the Results per page field.

f. Cancel button
    i. Clicking this button will take the user back to the Referral Detail page.
g. Select button
    a. Clicking the "Select" button from the Select Provider/Agency page will take the user back to the Referral Detail page in create mode and retain the same information that was already entered on the Referral Detail page.
h. Create a new validation "Zip Code – Whole numbers must be entered in this field."
    i. This validation will be triggered when the user clicks on the Search or Search All Statuses button and the value entered on the Zip Code field is not in the correct 5 numerical digit or it contains alpha characters.

Note: This page will work like the existing 'Select Service and Provider page'.

2.4.4 Page Location

- **Global: Empl. Services**
- **Local: Supportive Services**
- **Task: Referrals**

2.4.5 Security Updates

N/A

2.4.6 Page Mapping

Create a new page mapping for the new page being created.

2.4.7 Page Usage/Data Volume Impacts

N/A

2.5 Automated Regression Test

2.5.1 Overview

Create automated regression test scripts to verify the new fields and associated validation messages on the following pages: Referral Detail, Resource Detail, Approved for County Use List, Select Provider/Agency.

2.5.2 Description of Changes

1. Create regression scripts to verify the display of the Referral Information section on the Referral Detail page, that the Comments field is editable in edit mode, and the "Send Referral E-Mail" validation message in both create and edit modes.
2. Create regression scripts to verify the available values and select a value from the "Does This Resource accept e-Referrals" field on the Resource Detail page, and the associated validation message when "Yes" is selected with no e-mail address populated.
3. Create regression scripts to verify that an "Approved for e-Referrals" value can be selected and saved on the Approved for County Use List page.
4. Create regression scripts to verify that resources with category "Agency" can be searched for and selected on the Select Provider/Agency page when creating a new referral.

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.15.1.1	The LRS shall generate the appropriate referrals at the time of case approval, based on information entered and programs requested.	CalSAWS will be updated to allow e-referrals to be generated. This SCR will add additional fields to the referrals pages in preparation for the upcoming SCR that will add

		the functionality for e-referrals to be sent out.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-246603

Add Flexible Appointment Scheduling Option and Update GEN 102 To Current Version (1/22)

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Connor Gorry, Trevor Torres, Avinda Bandaranayake
	Reviewed By	Caroline Bui, Maria Arceo, Tiffany Huckaby, Matthew Lower, Priya Sridharan, Howard Suksanti, Michael Wu

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
09/15/2022	1.0	Initial Creation	Connor Gorry
10/12/2022	1.1	Preview with CW/CF Committee	Connor Gorry, Trevor Torres
11/03/2022	1.2	Internal Design Review	Connor Gorry, Trevor Torres, Avinda Bandaranayake
11/16/2022	1.3	Committee Review	Connor Gorry, Trevor Torres, Avinda Bandaranayake
11/22/2022	1.4	Updates per Committee Feedback	Connor Gorry, Trevor Torres, Avinda Bandaranayake
12/01/2022	1.5	Voting Postponed; Updates to split 'Duration' from 'Begin' and 'End' times.	Connor Gorry, Trevor Torres, Avinda Bandaranayake
02/08/2023	1.6	Updated presentation for CF/CW Committee. Updates to time and duration fields, Select Intake Appointment Detail Page, and Packet Population Logic	Connor Gorry, Trevor Torres, Avinda Bandaranayake
05/23/2023	1.7	Updates as per committee comments	Phong Xiong
06/16/2023	1.8	Content Revision: Add Form Sender Writer Batch Job and Form Status Batch Job updates for the new packets	Gillian Noelle Bendicio
06/22/2023	1.9	Content Revision: Minor clarifications for sections 2.9, 2.10, and 2.11. Added new section 2.12. Updated supporting documents section. Clarified section 1.1 and added new	Phong Xiong

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
		assumption in section 1.4.	
07/20/2023	2.0	Design Clarification – Removing Assumption #10 since Content Revision has added BenefitsCal section.	Phong Xiong

Table of Contents

1 OVERVIEW

CalSAWS currently utilizes the 9/20 version of the GEN 102 Appointment Letter. This change will update the Appointment Letter to utilize the latest state version wherever generated - from the Template Repository, from the Appointment Detail Page, or as a part of an existing packet. This change also requires the creation of a new Appointment Type – a Flexible Telephone Interview – in which the worker will call the customer (or vice versa, as indicated) during an appointment window, rather than a set time.

1.1 Current Design

The system currently uses the 09/20 version of the GEN 102 Appointment Letter.

At present, Migration Counties utilize the GEN 102 Appointment Letter for their RE Packets for CalWORKs and CalWORKs/CalFresh combo packets (CalFresh only packets use the CF 29 Appointment Letter). Los Angeles County uses the CF 29 for its packets, with different variations of the letter depending upon available customer information.

The current GEN 102 contains two sections – one for a fixed schedule phone interview, and the other for a fixed schedule face-to-face appointment. Los Angeles County currently auto-schedules its appointments with Batch Jobs PB19C902 and PB19C909 in 15-minute increments with a fixed phone interview.

At present, RE Packets are triggered for the following appointment category and sub-type combinations:

Appointment Category	Sub-Type (if applicable)
Re-Evaluation CW/CF Interview	-
RE Interview (displayed as “Re-Evaluation Interview”)	-
Telephone CW/CF RE Interview*	-
General Appointment	Telephone Interview Recertification

***Note:** Los Angeles County and Migration Counties RE Appointment Scheduling batch jobs auto-schedules RE appointments with the ‘General Appointment – Telephone Interview Recertification’ appointment category.

The CF 386 Notice of Missed Interview (NOMI or NOMI Letter), which is triggered if a customer misses an Appointment with a ‘Scheduled’ status, and that appointment had any of the following category and sub-type combinations:

Appointment Category	Sub-Type (if applicable)

Intake	Intake Interview*	-
	General Appointment	Telephone Interview Intake
Recertification	Re-Evaluation CW/CF Interview*	-
	Telephone CW/CF Interview	-
	General Appointment	Telephone Interview Recertification
	General Appointment	Re-Affirmation Non-group

*Indicates a Face-to-Face appointment.

1.2 Requests

Update GEN 102 Appointment Letter to the latest State Version (1/22). Update Online pages to accommodate Flexible Block Appointments.

The current GEN 102 contains two sections – one for a fixed schedule phone interview, and the other for a fixed schedule face-to-face appointment. The new GEN 102 (1/22) adds a third section: A phone interview with a flexible window, which also indicates whether the county calls the customer or vice-versa. The Customer Appointment Detail Page currently does not have an option for a Flexible Appointment type or indicators for who calls whom – these will also be added with this SCR.

Los Angeles County currently auto-schedules its appointments with Batch Jobs PB19C902 and PB19C909 in 15-minute increments with a fixed phone interview. Update LA County's auto-scheduling jobs will instead schedule flexible phone appointments, in which the county will call the customer, in two-hour windows at the same 15-minute staggered schedule.

1.3 Overview of Recommendations

1. Online:
    a. Add a 'Flexible Block Appointment 'checkbox that dynamically reveals a 'Phone Number:' field, a 'Extension:' field, a 'Initiate Call:' dropdown field, and a 'Flexible End Time:' dropdown field to the Customer Appointment Detail and Select Intake Appointment pages.
        i. Update the Office Schedule logic to use the "Flexible End Time" instead of "Duration" when checked as "Flexible Block Appointment".
    b. Add a 'Flexible:' dropdown field to the Customer Schedule Search and the Customer Appointment Search pages in the search function.
    c. Add a column to display "Block Appt." time frames for the Customer Schedule Search, Customer Appointment Search, Appointment List, and Daily Schedule.
2. Client Correspondence: Update GEN 102 to the Latest State Version in English, Spanish, and Threshold Languages

3. Client Correspondence: Replace Appointment Letter with Updated GEN 102 in CalFresh and CW/CF Packets
4. Client Correspondence: Update LA County CW/CF/MC Packet to use the new GEN 102
5. Client Correspondence: Update LA County CW/MC Packet to use the new GEN 102
6. Batch: Update LA County Appointment Batch to Schedule Flexible Phone Appointments
7. Client Correspondence: Update NOMI Letter Generation Conditions for Packet Appointment Types
8. Self-Service Portal: Update BC Form Sender Writer batch job to insert records for CW/CF, CW/CF/MC, and CW/MC Packets
9. Self-Service Portal: Update the Form Status Batch to use the new CW/CF/MC and CW/MC packets when sending the RE information to the Self-Service portal.

1.4 Assumptions

1. The ‘Duration’ field in the Date section when the ‘Flexible Block Appointment’ indicator is checked will be used to signify the duration of the block window. The ‘Suggest Times’ button will search for an appointment time based on the worker’s calendar to return a time that will fit that full block window.
2. Existing variable population for the in-person and Telephone Appointments sections of the GEN 102 will remain unchanged. Fields will continue to be editable when the GEN 102 is generated via the Template Repository or Appointment Detail Page.
3. GEN 102 Generation for remaining Appointment Types not identified with this design will remain unchanged. See Supporting Documents #3 for additional information on current Appointment Category and Sub-Type information.
4. Telephone Appointment types that can be Fixed or Flexible will continue to trigger the existing CF 386 Notice of Missed Interview.
5. All existing functionalities will remain unchanged unless called out as part of this SCR.
6. For Migration Counties: When a GEN 102 is generated as a part of a packet for Telephone Interview or Re-Evaluation Interview Types, it will not be populated with Appointment Details, per existing functionality for packets without Appointment Details (established with CA-220610). Instead, the comments section will state the following: “You will get a separate letter with an interview appointment date and time. Call your worker right away if you do not get the appointment letter within 10 days of this notice. Your appointment letter will tell you if you have a phone interview or if you have to come into the office for your interview.”
7. CA-250962 will add the SAWS 2 PLUS to the CW/CF RE Packet for Migration Counties.
8. The maximum duration selectable from the ‘Duration’ drop-down on the Appointment Details page is 5 hours. Increments will continue to be selectable in 15-minute increments.
9. If there are multiple workers selected on the Appointment Details page, the page’s fields and GEN 102 Form will default to populate with the name and

contact information of the worker assigned to the cash aid programs. If there are multiple cash aid program workers selected, the information of the first selected cash aid program worker will be populated.

10. ~~No changes will be made to BenefitsCal with this SCR. The updated GEN 102 will be posted to the Self-Service Portal.~~
11. Multiple Flexible Block appointments can be booked by the worker for the same time via the online application.
12. Outlook invite functionality was added by SCR CA-207303 and only applies to appointments created from the 'Pending Assignment List' and 'Customer Appointment Detail' pages.
13. LA County batch job for auto scheduling will not use the position detail "overlapping appointment" settings for the RE appointments.
14. LA County Auto-Scheduled Appointments will only be made when the entire 2-hour duration is marked as available on the workers schedule (see supporting doc 1).
15. LA County batch will schedule appointments only during office hours as setup in the system.
16. A worker's daily threshold for appointments can be configured on the Position Detail page. This value will allow the RE Appointment batch job to schedule the number of RE appointments per day. If there is no daily threshold amount for the worker, the batch job will not have a daily scheduling limit. To configure the daily threshold amount, the following conditions must be set on the Position Detail page in the Appointment Threshold section:
    a. Category: General Appointment
    b. Type: Telephone Interview Recertification
17. Workers can indicate when they are available for appointments on the Maintain Worker Schedule tab in the Office Schedule page. This page allows workers to set their availability and blocked times such as lunch, vacation, desk time, etc.
18. The CalFresh TNB Packet does not include an Appointment Letter. Transitional CalFresh uses the CalFresh Packet.
19. Flexible Block Appointment population for the GEN 102 when generated from the Select Intake Appointment page will be done under CA-226701.
20. Changes to the Interview Type population logic for the GEN 102/CF 29 in RE Packets was made with CA-233206, release in 23.03.
21. Population logic for the 'Comments' section on the GEN 102 will be updated to additionally populate with the selected attendees with SCR CA-226701.
22. Functionality for Denial Notices after a missed interview will remain unchanged, as they check for the existence of a CF 386 NOMI letter, rather than a particular appointment type (See Recommendation 2.13).
23. PB19C902 and PB19C909 Batch job will continue to trigger existing forms and packets.
24. The CalWORKs termination and discontinuance NOA functionalities will remain unchanged.
25. Migration Counties include all counties except for Los Angeles County.
26. If any of the packets updated in this SCR are generated from the Template Repository in October for an October RE due month, then the new updated packets will generate for the user. The previous versions of the packet cannot be generated from the Template Repository.

2 RECOMMENDATIONS

2.1 Customer Appointment Detail

2.1.1 Overview

The Customer Appointment Detail page allows you to add, edit, view, reschedule, cancel, or delete a participant/beneficiary/applicant appointment. You may also generate the GEN 102 Appointment Letter form from this page. This SCR will add additional options for every "Telephone" interview – in which either the customer or the worker will call during an appointment window, rather than a set time.

2.1.2 Customer Appointment Detail Mockup

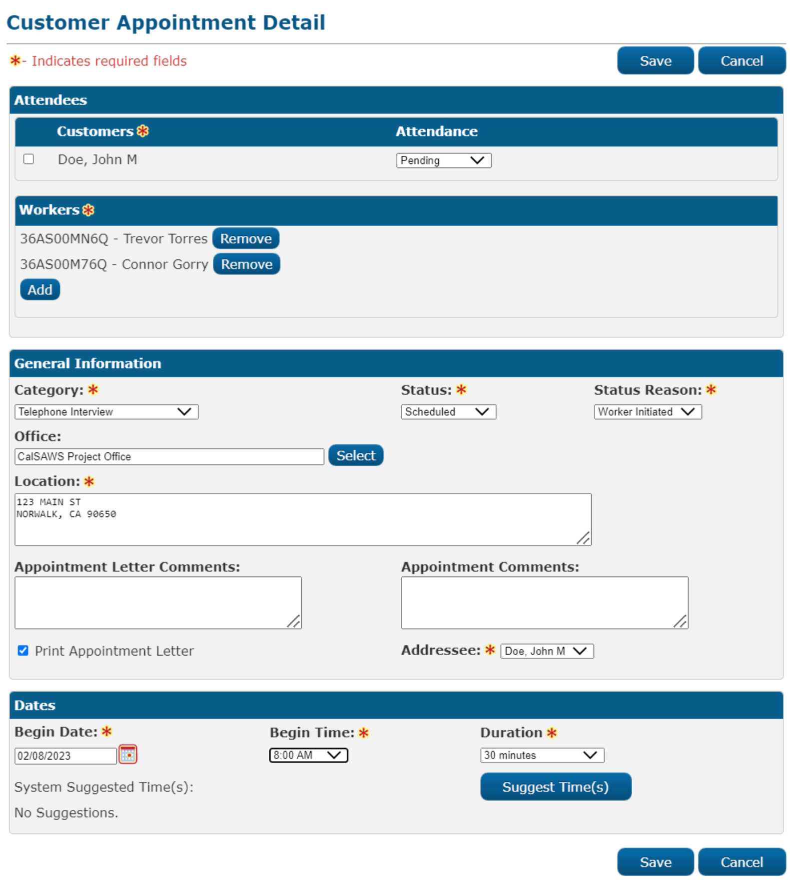


Figure 2.1.1 – Customer Appointment Detail Page Current Functionality

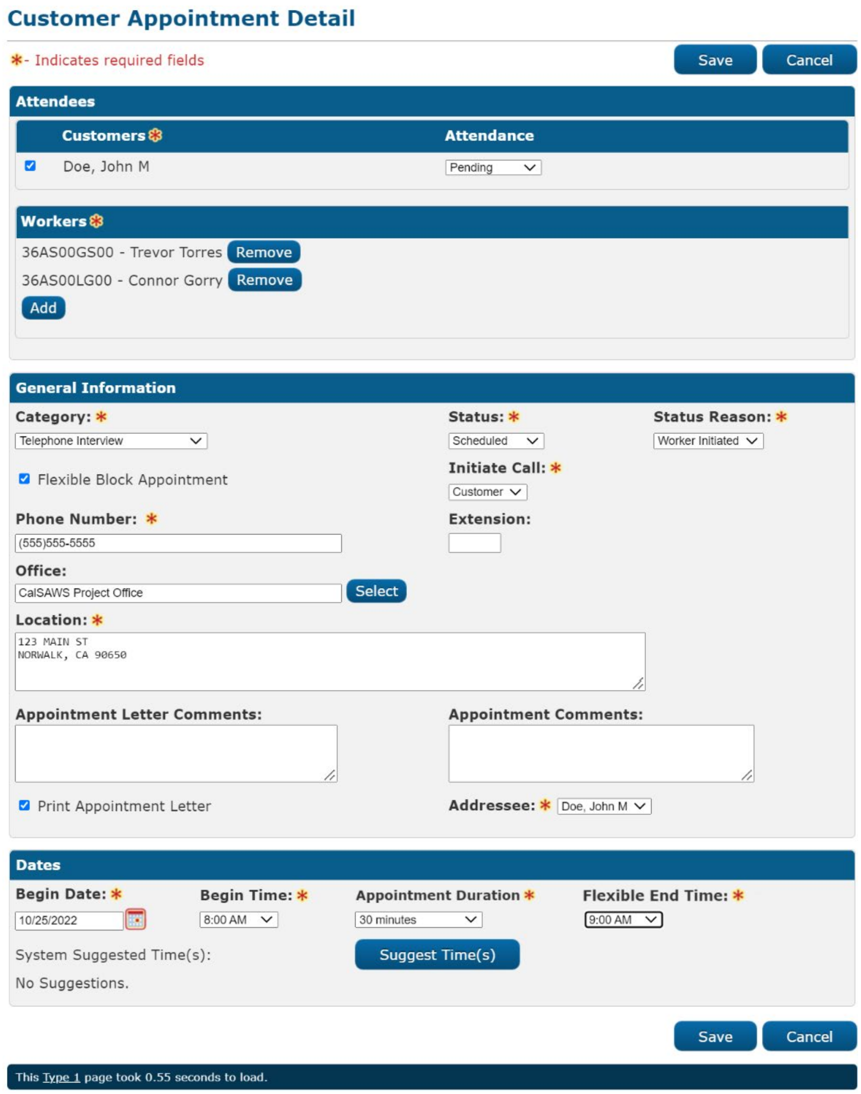


Figure 2.1.2 – Customer Appointment Detail Create Mode Mockup

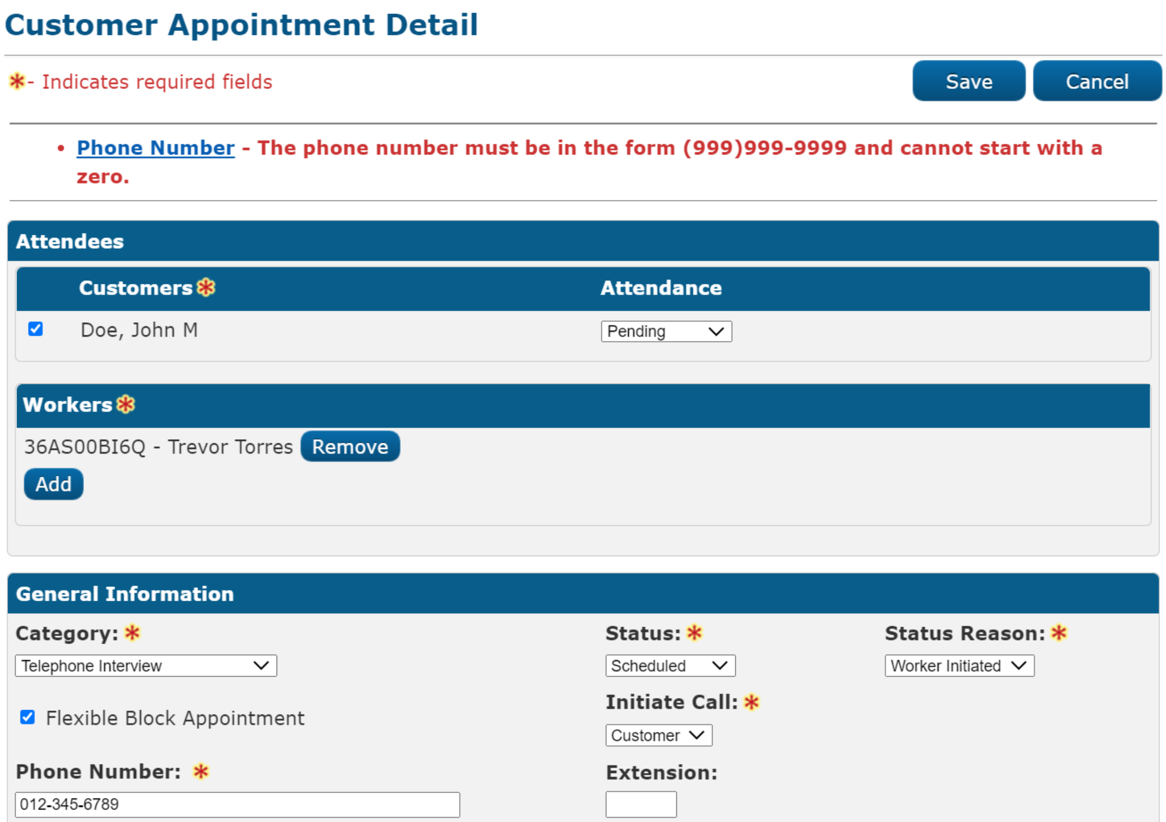


Figure 2.1.3 – Phone Number Validation Message

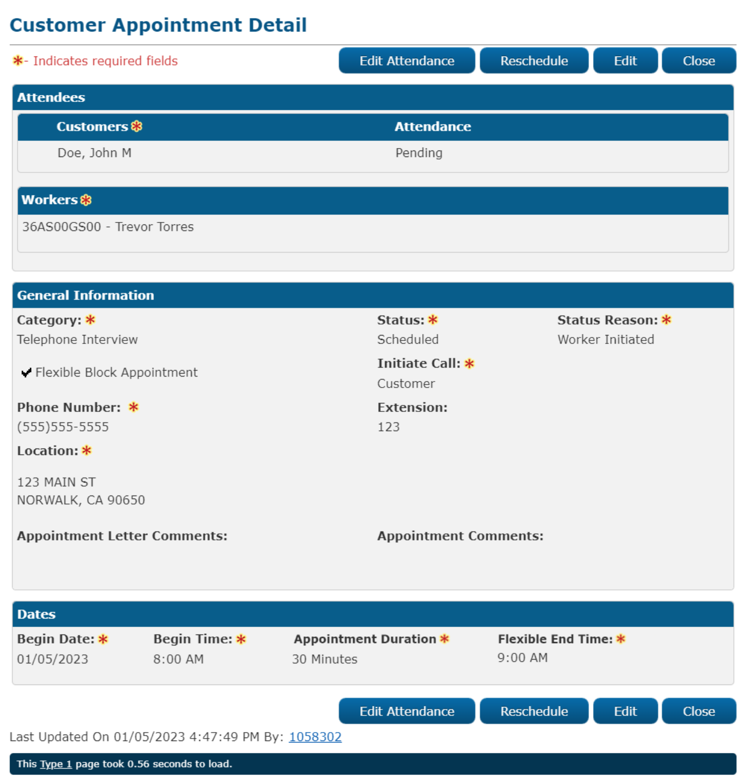


Figure 2.1.4 – Customer Appointment Detail page View Mode Mockup

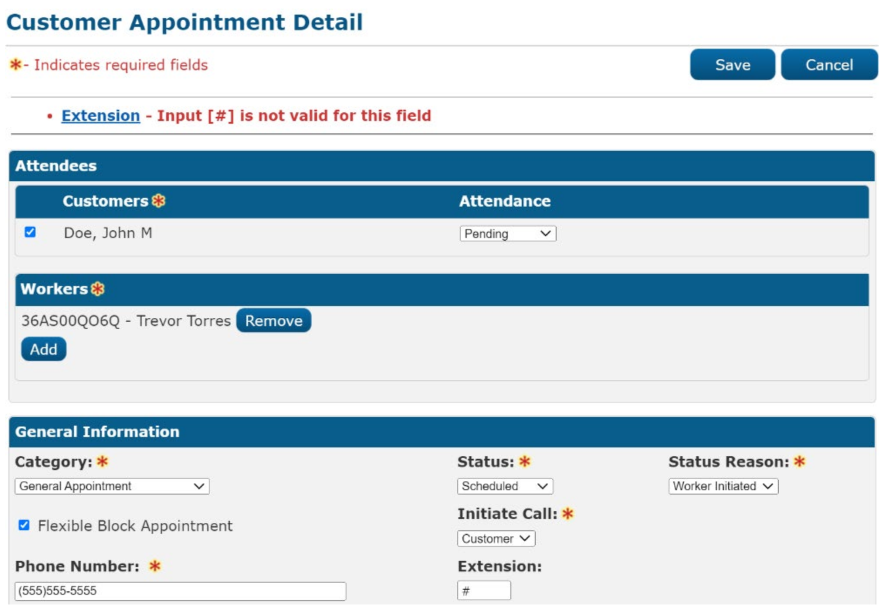


Figure 2.1.5 – Extension Validation Message (Non-Numerical)

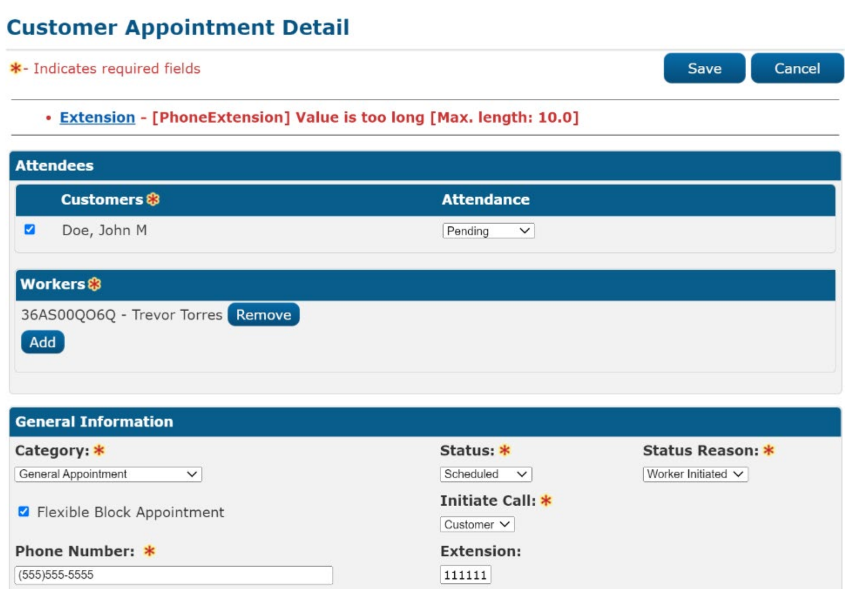


Figure 2.1.6 – Extension Validation Message (Max Limit)

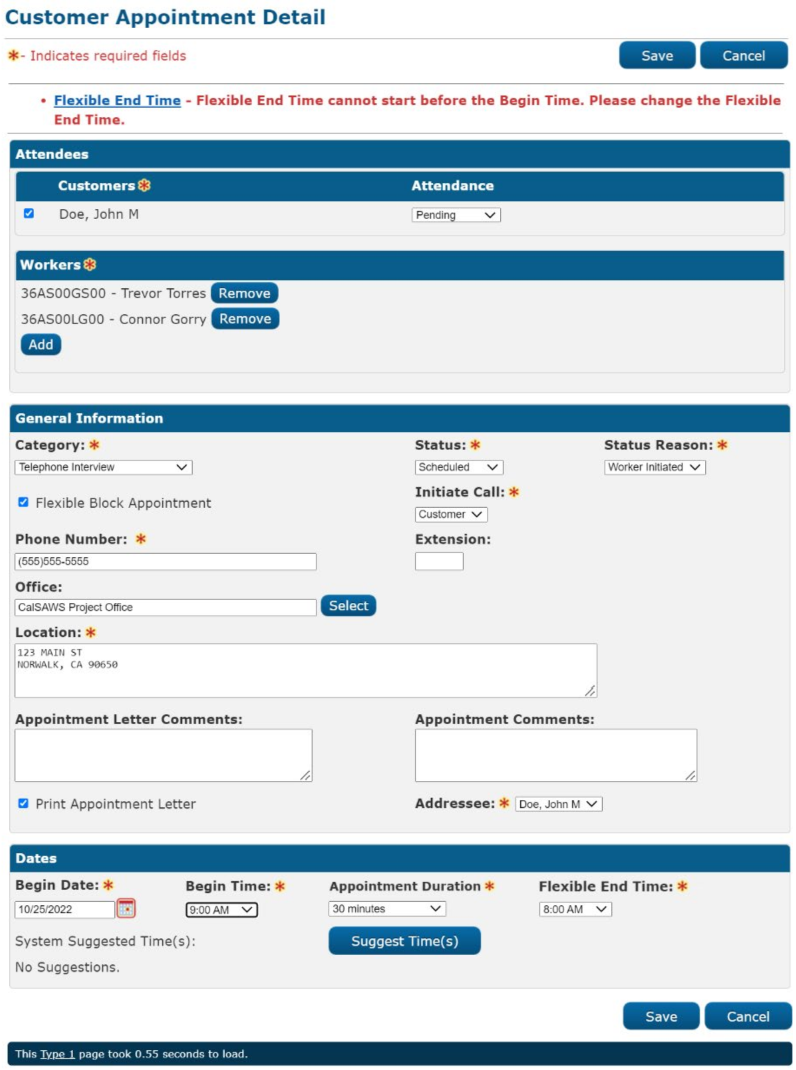


Figure 2.1.7 – Flexible End Time Validation Message

2.1.3 Description of Changes

1. Add a checkbox labeled 'Flexible Block Appointment' on the Customer Appointment Detail page in the "General Information" section, as shown in Figure 2.1.2.
   a. The checkbox can be adjusted in "Create", "Edit", and "Reschedule" mode.
      i. If the checkbox is checked, "View" mode will display a checkmark next to the checkbox but will not be editable, as shown in Figure 2.1.4.
   b. The checkbox will appear only when the "Category" field is 'Telephone Interview' or 'Telephone CW/CF RE Interview' or when the Category field is 'General Appointment' and the Appointment-Type field is '2nd Telephone Interview

Recertification', 'Telephone Interview Intake', or 'Telephone Interview Recertification'.

2. When the checkbox is selected, an 'Initiate Call:' drop-down field, a 'Phone Number:' field, and 'Extension:' field in the "General Information" section, as well as a 'Flexible End Time:' drop-down field in the 'Dates' section, will dynamically appear, as shown in Figure 2.1.2.
    a. The 'Initiate Call:' drop-down field, 'Phone Number:' field, 'Extension:' field, and 'Flexible End Time:' drop-down field can be adjusted in "Create", "Edit", and "Reschedule" mode.
        i. These values will only display in "View" mode if the "Flexible Block Appointment" is checked, as shown in Figure 2.1.4.
    b. The 'Initiate Call:' drop-down field will have 3 values: '-Select-', 'Customer', and 'Worker' in this order. "-Select-" is the default value when the page first loads.
        i. The 'Initiate Call:' drop-down field will be a required field if the 'Flexible Block Appointment' is checked.
    c. The 'Phone Number:' field will auto populate with the first Worker's phone number selected from the "Worker" section of the Customer Appointment Detail page.
        i. The 'Phone Number:' field will be a required field if the 'Flexible Block Appointment' is checked.
        ii. The 'Phone Number:' field will auto populate with the selected Worker's Main type Phone Number from the Position Detail page.
            1. If the first selected Worker has been removed and another Worker is already in the "Workers" section, the field will auto populate the next Worker's Main type Phone Number.
            2. When a Worker is removed and no other Workers is to be selected, remove the auto populated phone number from the 'Phone Number:' field.
        iii. The 'Phone Number:' field must be in the form of '(###)###-####' and cannot starts with a zero.
            1. This field will use the Phone Number validation constraint as shown in Figure 2.1.2.
                a. The validation message will display when the user clicks on the "Save" button when the field is not in the form of '(###)###-####' or starts with a zero.
                b. The validation will display the following message: "Phone Number – The phone number must be in the form of (999)999-9999 and cannot start with a zero.".
    d. The 'Extension:' field will auto populate, if applicable, with the first Worker's extension selected from the "Worker" section of the Customer Appointment Detail page.
        i. The 'Extension:' field will not be a required field.

ii. The ‘Extension:’ field will auto populate, if applicable, with the selected Worker’s Main type Extension from the Position Detail page.
    1. If the first selected Worker has been removed and another Worker is already in the “Workers” section, the field will auto populate the next Worker’s Main type Extension, if applicable.
    2. When a Worker is removed and no other Workers are selected, remove the auto populated extension number from the ‘Extension:’ field.

iii. The ‘Extension:’ field must be a numerical value and cannot exceed 10 numbers.
    1. This field will use the Extension validation constraints as shown in Figure 2.1.5 and Figure 2.1.6.
        a. The validation message will display when the user clicks on the “Save” button when the field exceeds 10 numbers.
            i. The validation will display the following message: “Extension – [PhoneExtension] Value is too long [Max. length: 10.0]”.
        b. The validation message will display when the user clicks on the “Save” button when the field has non-numerical values.
            i. The validation will display the following message: “Extension – Input [] is not valid for this field.”.

e. In the “Dates” section, add another column with a dropdown field titled ‘Flexible End Time:’ on the Customer Appointment Detail page, as shown in Figure 2.1.2. This dropdown will determine the ending time of the block time for flexible appointments.
    i. The ‘Flexible End Time:’ field will be a required field if the ‘Flexible Block Appointment’ is checked.
    ii. The ‘Flexible End Time:’ drop-down field will have the same options as the “Begin Time:” drop-down field.
    iii. Create a new validation with the following message: “Flexible End Time – Flexible End Time cannot start before the Begin Time. Please change the Flexible End Time.”, as shown in Figure 2.1.7 above.
        1. The validation message will display when the user clicks on the “Save” button when the “Flexible End Time:” has a value that is earlier than the “Begin Time:”.

    Note: “Suggest Times” button currently uses “Begin Time:” and “Duration” to suggest a worker’s availability. The addition of “Flexible End Time:” will not affect the functionality of the “Suggest Times” button.

3. Update the “Duration” field name to “Appointment Duration” in the “Dates” section on the Customer Appointment Detail page, as shown in Figure 2.1.2.

2.1.4 Page Location

- **Global: Case Info**
- **Local: Customer Schedule**
- **Task: Add Appointment**

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

Update Page Mapping to accommodate the new fields/updated being done to the page.

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 Select Intake Appointment

2.2.1 Overview

The Select Intake Appointment page allows you to choose an appointment time from a list of available appointments. You may also generate the Appointment Letter form from this page. This SCR will add additional options for every “Telephone” interview – in which either the customer or the worker will call during an appointment window, rather than a set time.

2.2.2 Select Intake Appointment Mockup

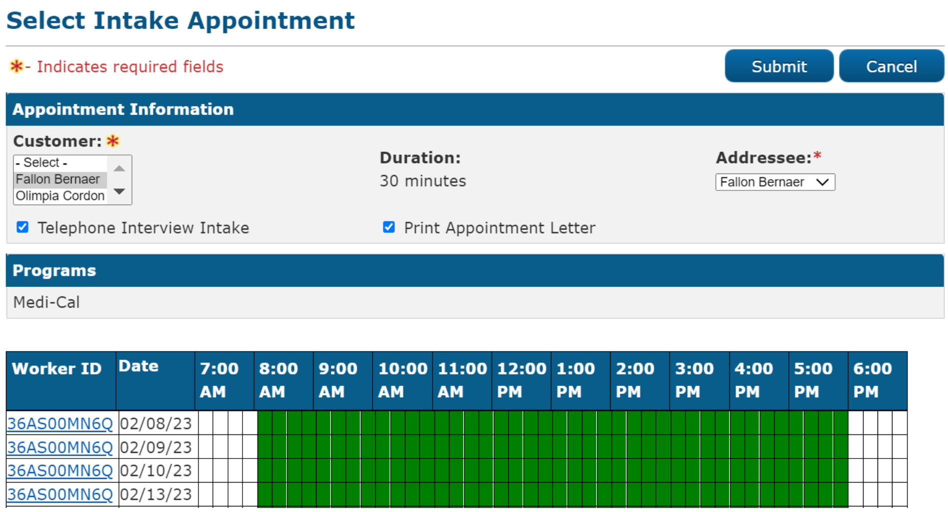


Figure 2.2.1 – Select Intake Appointment Page Current Functionality

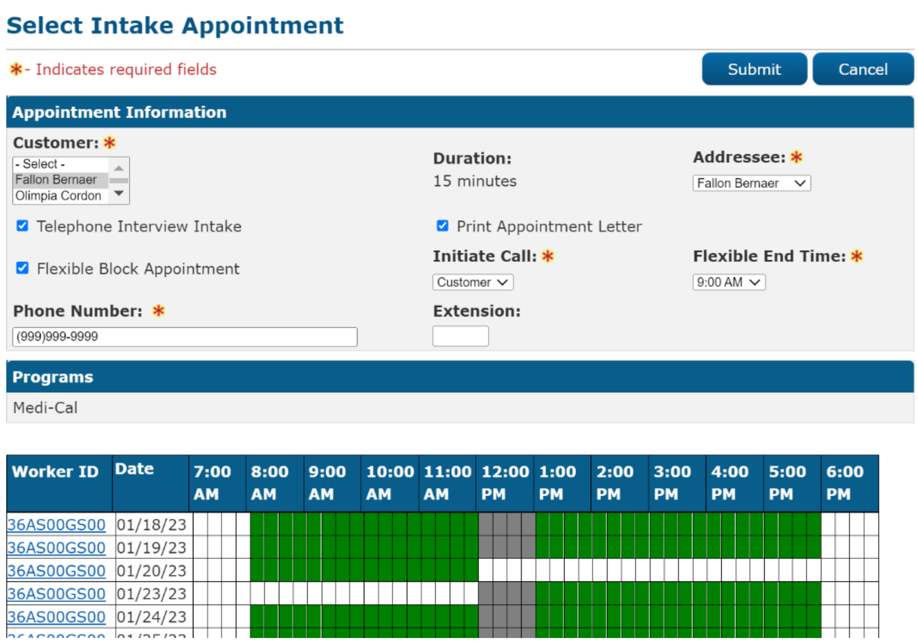


Figure 2.2.2 – Select Intake Appointment Page Mockup

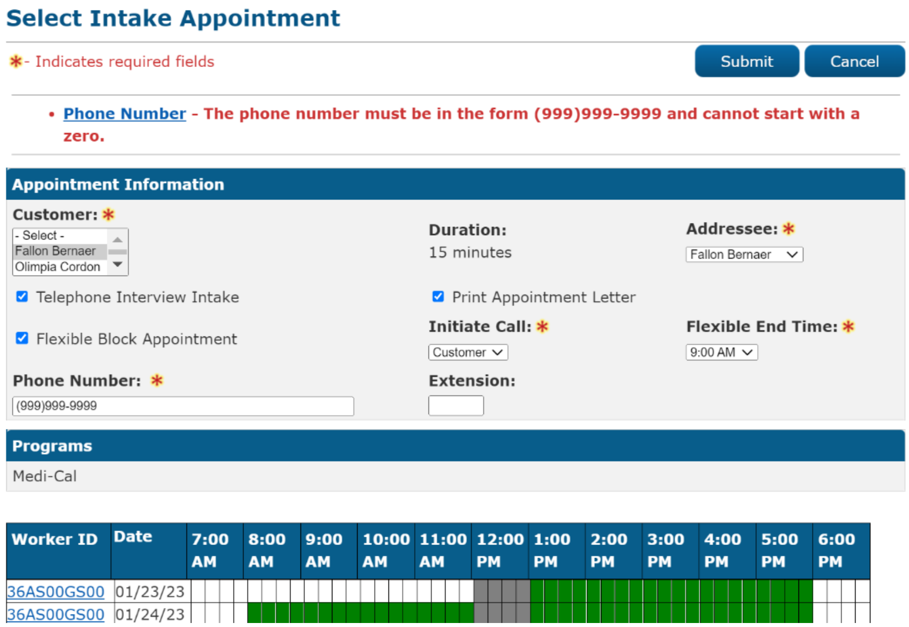


Figure 2.2.3 – Phone Number Validation Message

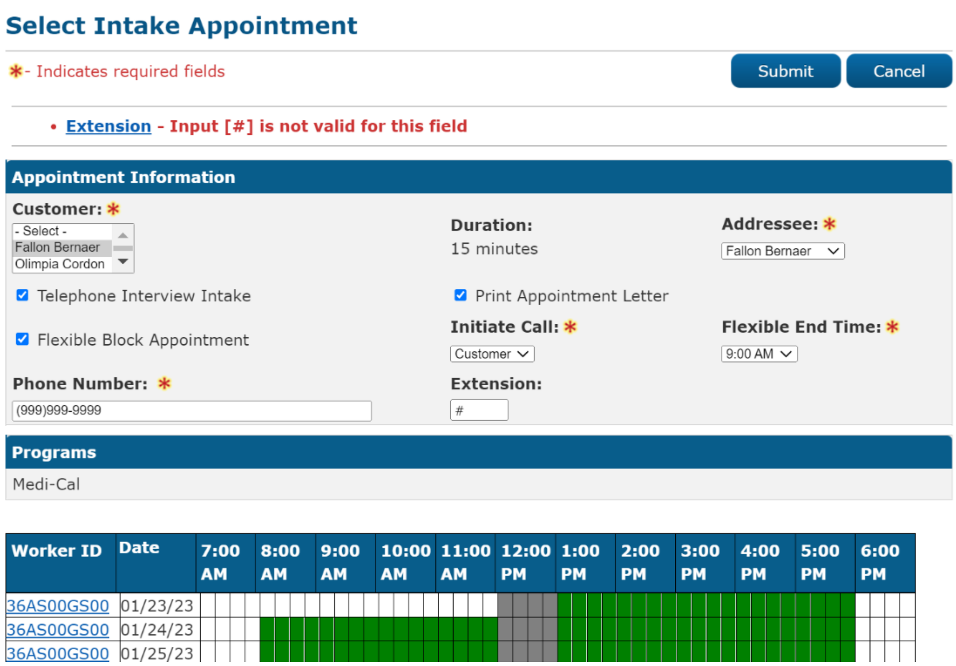


Figure 2.2.4 – Extension Validation Message (Non-Numerical)

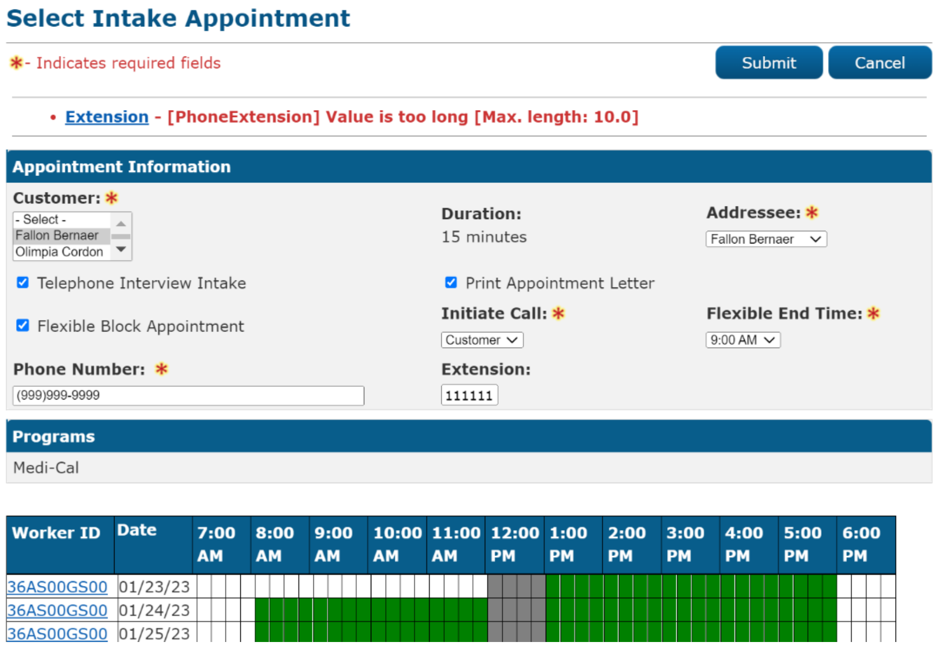


Figure 2.2.5 – Extension Validation Message (Max Limit)

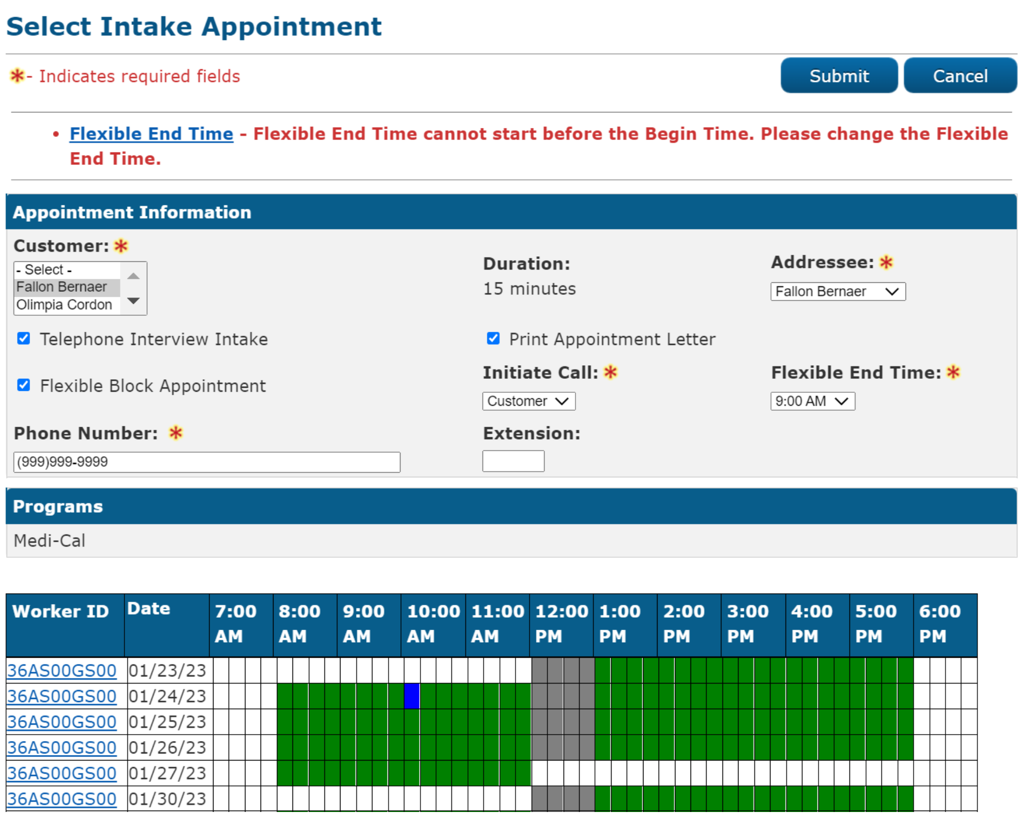


Figure 2.2.6 – Flexible End Time Validation Message

2.2.3 Description of Changes

1. Add a checkbox labeled 'Flexible Block Appointment' on the Select Intake Appointment page in the "Appointment Information" section, as shown in Figure 2.2.2.
    a. The checkbox will appear only when the "Telephone Interview Intake" checkbox is checked.
2. When the checkbox is selected, an 'Initiate Call:' drop-down field, a 'Flexible End Time:' drop-down field, a 'Phone Number:' field, and 'Extension:' field will dynamically appear, as shown in Figure 2.2.2.
    a. While the checkbox of the 'Flexible Block Appointment' is checked, the 'Flexible End Time' field will be used to determine the end time for displaying the dots on the schedule instead of the 'Duration'.
    b. The 'Initiate Call:' drop-down field will have 3 values: '-Select-', 'Customer', and 'Worker' in this order. "-Select-" is the default value when the page first loads.
        i. The 'Initiate Call:' drop-down field will be a required field if the 'Flexible Block Appointment' is checked.
    c. The 'Phone Number:' field will auto populate with the first Worker's phone number selected from the "Worker" section of the Select Intake Appointment page.
        i. The 'Phone Number:' field will be a required field if the 'Flexible Block Appointment' is checked.
        ii. The 'Phone Number:' field will auto populate with the selected Worker's Main type Phone Number from the Position Detail page.
        iii. The 'Phone Number:' field must be in the form of '(###)###-####' and cannot starts with a zero.
            1. This field will use the Phone Number validation constraint as shown in Figure 2.2.3.
                a. The validation message will display when the user clicks on the "Save" button when the field is not in the form of '(###)###-####' or starts with a zero.
                b. The validation will display the following message: "Phone Number – The phone number must be in the form of (999)999-9999 and cannot start with a zero.".
    d. The 'Extension:' field will auto populate, if applicable, with the first Worker's extension selected from the "Worker" section of the Select Intake Appointment page.
        i. The 'Extension:' field will not be a required field.
        ii. The 'Extension:' field will auto populate, if applicable, with the selected Worker's Main type Extension from the Position Detail page.
        iii. The 'Extension:' field must be a numerical value and cannot exceed 10 numbers.

1. This field will use the Extension validation constraints as shown in Figure 2.2.4 and Figure 2.2.5.
    a. The validation message will display when the user clicks on the "Save" button when the field exceeds 10 numbers.
        i. The validation will display the following message: "Extension – [PhoneExtension] Value is too long [Max. length: 10.0]".
    b. The validation message will display when the user clicks on the "Save" button when the field has non-numerical values.
        i. The validation will display the following message: "Extension – Input [] is not valid for this field.".

e. The 'Flexible End Time:' drop-down field will determine the ending time of the block time for flexible appointments.
    i. The 'Flexible End Time:' field will be a required field if the 'Flexible Block Appointment' is checked.
    ii. The 'Flexible End Time:' drop-down field options will have values in 15-minute increments, starting from "6:00 AM" and ending to "11:15 PM".
    iii. Create a new validation with the following message: "Flexible End Time – Flexible End Time cannot start before the Begin Time. Please change the Flexible End Time.", as shown in Figure 2.2.6 above.
        1. The validation message will display when the user clicks on the "Submit" button when the "Flexible End Time:" has a value that is earlier than the earliest selected radio on the Intake Appointment.

3. If there are existing appointments scheduled on the Intake Appointment, the functionality of the selectable radios on the Intake Appointment will dynamically change depending on both the type of existing appointments and the type of newly added appointments.
    a. If the existing appointments are Flexible Block appointments and the new appointments are Flexible Block appointments, then the radios under the existing appointments will be selectable for the new Flexible Block appointments.
    b. If the existing appointments are Flexible Block appointments and the new appointments are Non-Flexible Block appointments, then the radios under the existing appointments will be selectable for the new Non-Flexible Block appointments but will be considered "Overlapped" after clicking the "Submit" button.
    c. If the existing appointments are Non-Flexible Block appointments and the new appointments are either Flexible or Non-Flexible Block appointments, the radios under the existing appointments will not be selectable for the new Flexible Block appointments.

2.2.4 Page Location

- **Global: Case Info**
- **Local: Worker Assignment**
- **Task: Assign**

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

Update Page Mapping to accommodate the new fields/updated being done to the page.

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 Worker Schedule Search

2.3.1 Overview

The Worker Schedule Search page allows you to access a worker's existing appointments for a specified time period. This SCR will adjust the name of a variable and add an additional column to include flexible appointment times.

2.3.2 Worker Schedule Search Mockup

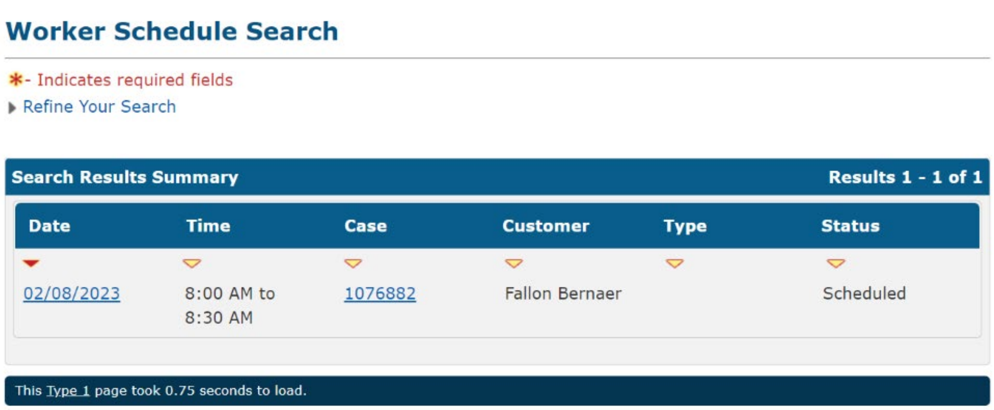


Figure 2.3.1 – Worker Schedule Search Page Current Functionality

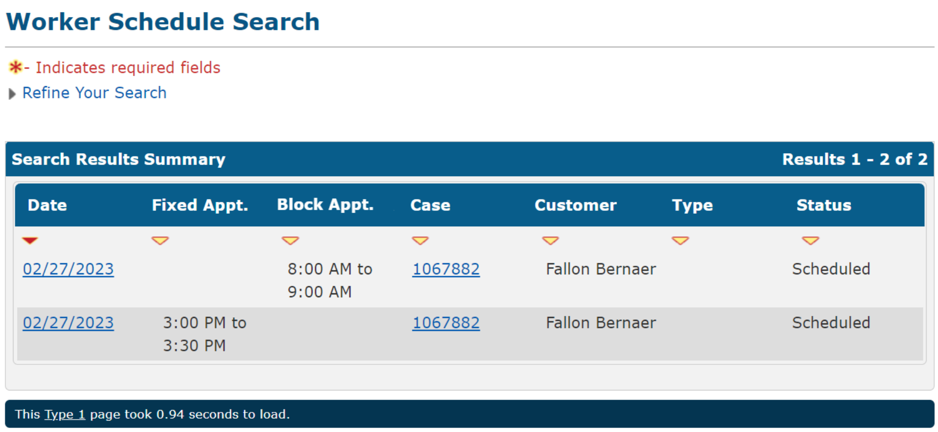


Figure 2.3.2 – Worker Schedule Search Page Mockup

2.3.3 Description of Changes

1. Update the name of "Time" to "Fixed Appt.", as shown in Figure 2.3.2.
    a. If the appointment is not a "Flexible Block Appointment" when created from the Customer Appointment Detail and Select Intake Appointment pages, then the "Fixed Appt." field on this page will populate with the time frame of the duration of the appointment.
        i. Otherwise, if the appointment is a Flexible Block Appointment, then no time frame will populate under "Fixed Appt.".
2. Add an additional column between "Fixed Appt." and "Case" labeled "Block Appt." to include the flexible appointment times, as shown in Figure 2.3.2.
    a. If the appointment is a "Flexible Block Appointment" when created from the Customer Appointment Detail and Select Intake Appointment pages, then the "Block Appt." field on this page will populate with the time frame of the block duration of the flexible appointment.
        i. Otherwise, if the appointment is not a Flexible Block Appointment, then no time frame will populate under "Block Appt.".

2.3.4 Page Location

- **Global: Admin Tools**
- **Local: Worker Schedule**
- **Task: Search**

2.3.5 Security Updates

N/A

2.3.6 Page Mapping

Update Page Mapping to accommodate the new fields/updated being done to the page.

2.3.7 Page Usage/Data Volume Impacts

N/A

2.4 Customer Schedule Search

2.4.1 Overview

The Customer Schedule Search page allows you to search and view a participant/beneficiary's appointments. This SCR will add an additional dropdown in the "Refining Your Search" section, update to the name of a field, and an additional column to include flexible appointment times.

2.4.2 Customer Schedule Search Mockup

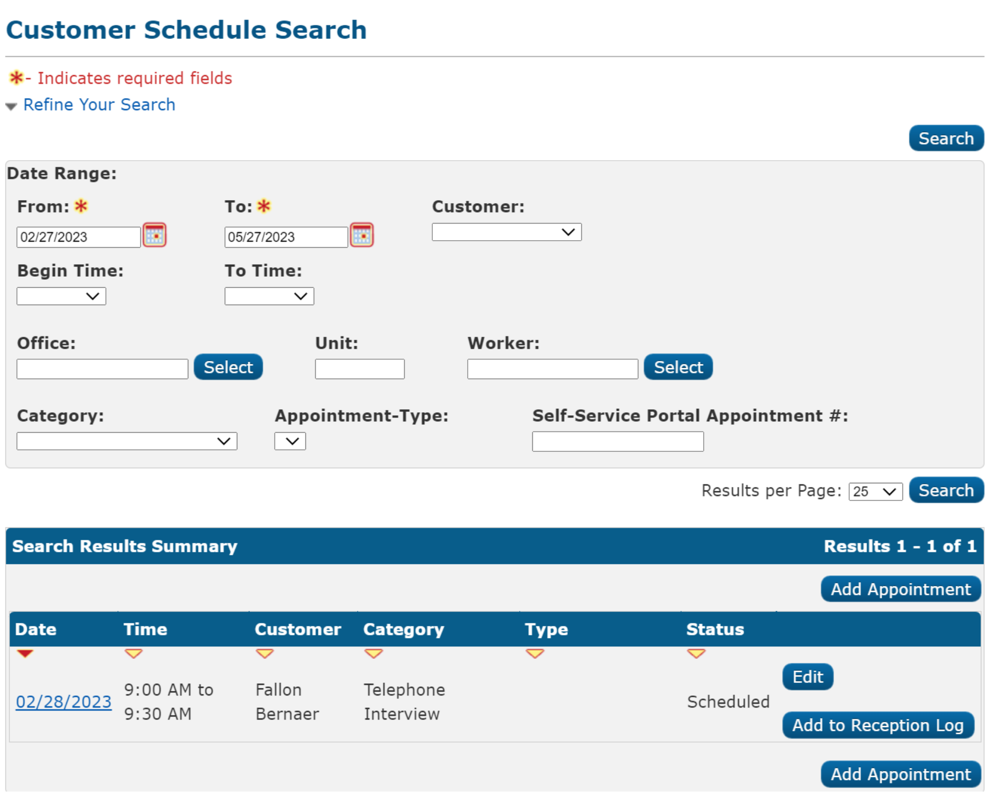


Figure 2.4.1 – Customer Schedule Search Page Current Functionality

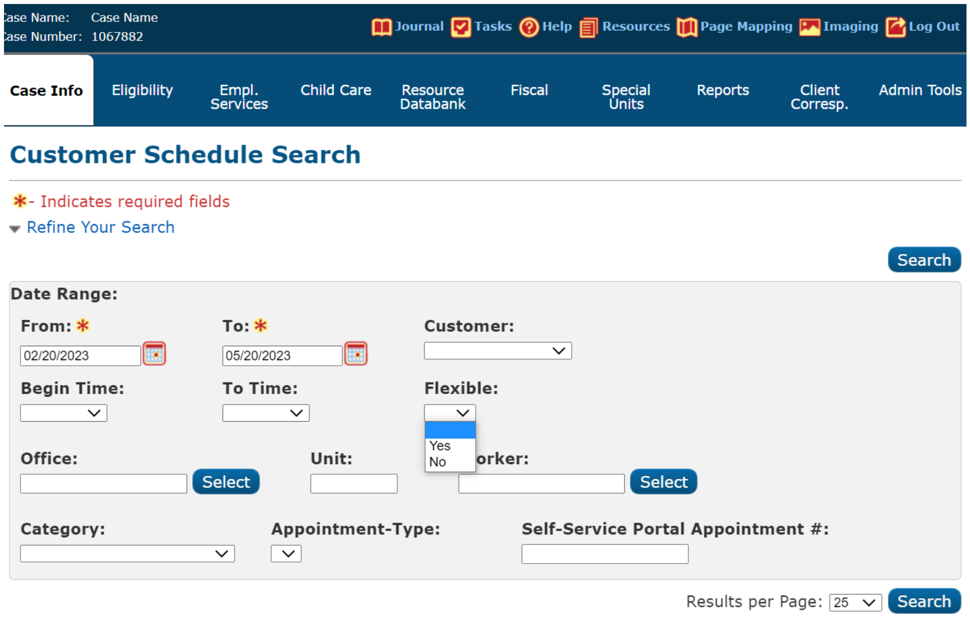


Figure 2.4.2 – Customer Schedule Search Page Mockup Search Options

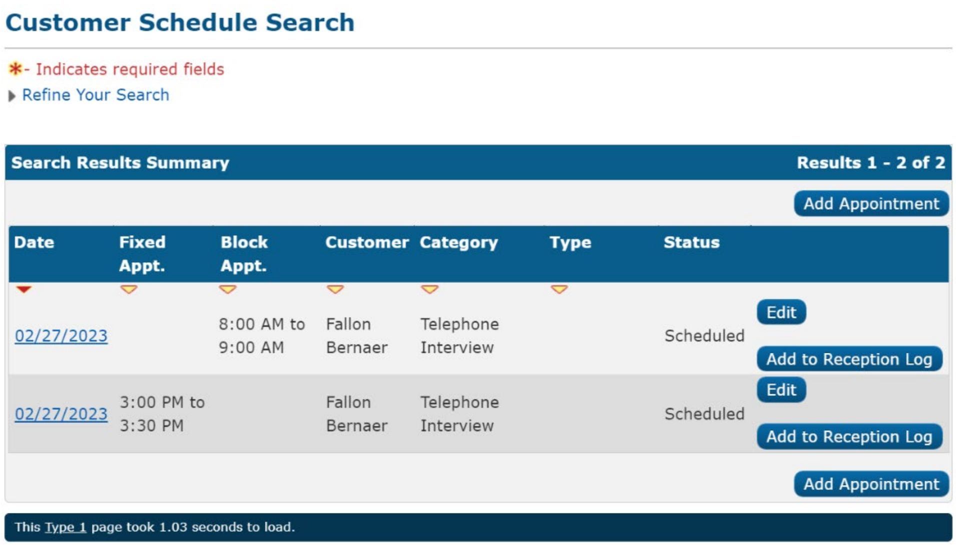


Figure 2.4.3 – Customer Schedule Search Page Mockup

2.4.3 Description of Changes

1. Add a dropdown option labeled "Flexible:" in the "Refine Your Search" section that searches for appointments that are Flexible or Non-Flexible depending on which value is selected, as shown in Figure 2.4.2.
   a. The "Flexible:" field will not be required.
   b. The field will have 3 values: " ", "Yes", and "No" in this order. " " is the default value when the page first loads.
   c. If the " " value is selected, display both Flexible and Non-Flexible Appointments.
2. Update the name of "Time" to "Fixed Appt.", as shown in Figure 2.4.3.

    a. If the appointment is not a "Flexible Block Appointment" when created from the Customer Appointment Detail and Select Intake Appointment pages, then the "Fixed Appt." field on this page will populate with the time frame of the duration of the appointment.
        i. Otherwise, if the appointment is a Flexible Block Appointment, then no time frame will populate under "Fixed Appt.".
3. Add an additional column between "Fixed Appt." and "Case" labeled "Block Appt." to include the flexible appointment times, as shown in Figure 2.4.3.
    a. If the appointment is a "Flexible Block Appointment" when created from the Customer Appointment Detail and Select Intake Appointment pages, then the "Block Appt." field on this page will populate with the time frame of the block duration of the flexible appointment.
        i. Otherwise, if the appointment is not a Flexible Block Appointment, then no time frame will populate under "Block Appt.".

2.4.4 Page Location

- **Global: Case Info**
- **Local: Customer Schedule**
- **Task: Search**

2.4.5 Security Updates

N/A

2.4.6 Page Mapping

Update Page Mapping to accommodate the new fields/updated being done to the page.

2.4.7 Page Usage/Data Volume Impacts

N/A

2.5 Customer Appointment Search

2.5.1 Overview

The Customer Appointment Search page allows you to search and view a participant/beneficiary's appointments. This SCR will add an additional dropdown that will search for appointments that are Flexible and Non-Flexible.

2.5.2 Customer Appointment Search Mockup

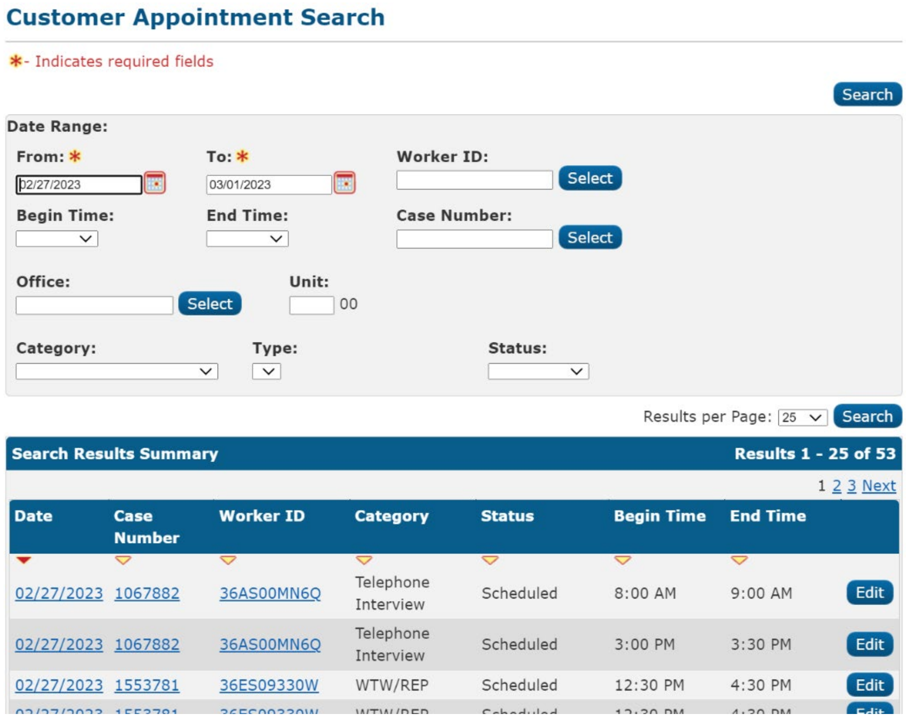


Figure 2.5.1 – Customer Appointment Search Page Current Functionality

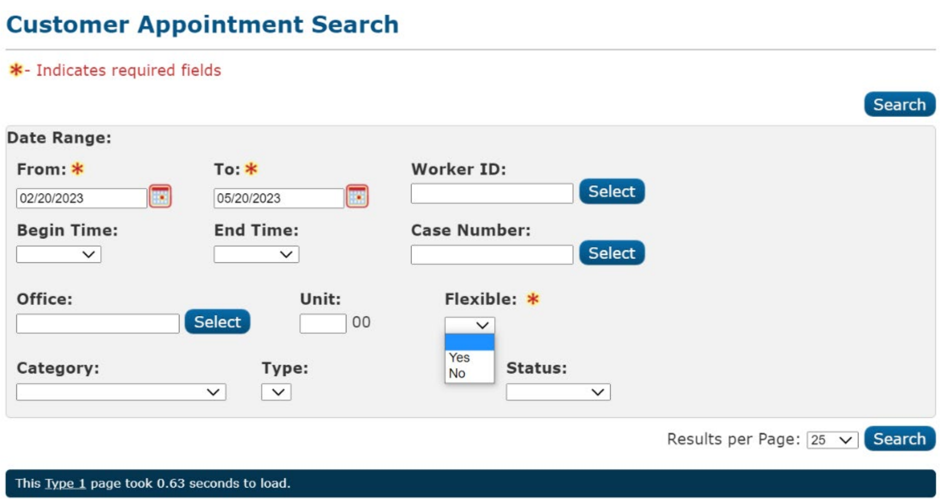


Figure 2.5.2 – Customer Appointment Search Page Mockup Search Options

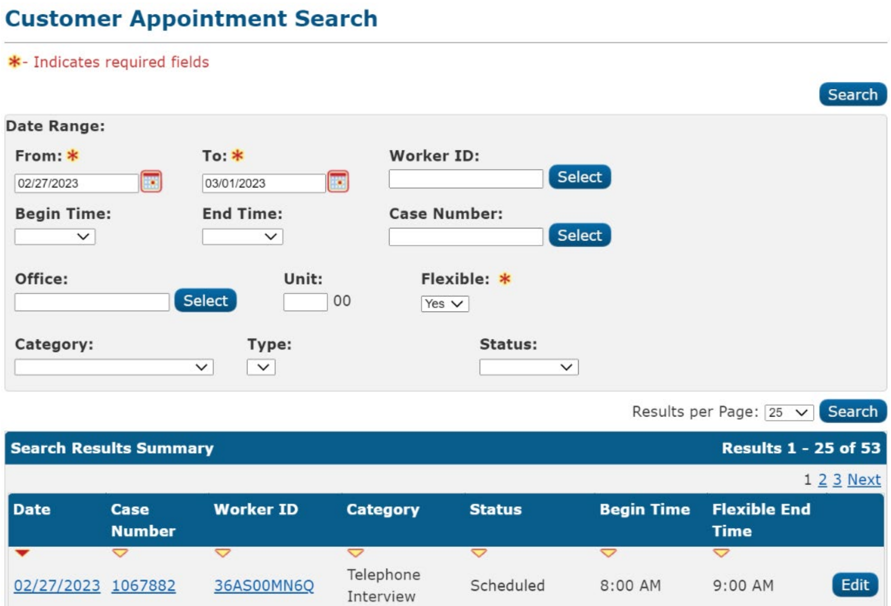


Figure 2.5.3 – Customer Appointment Search Page Flexible Example

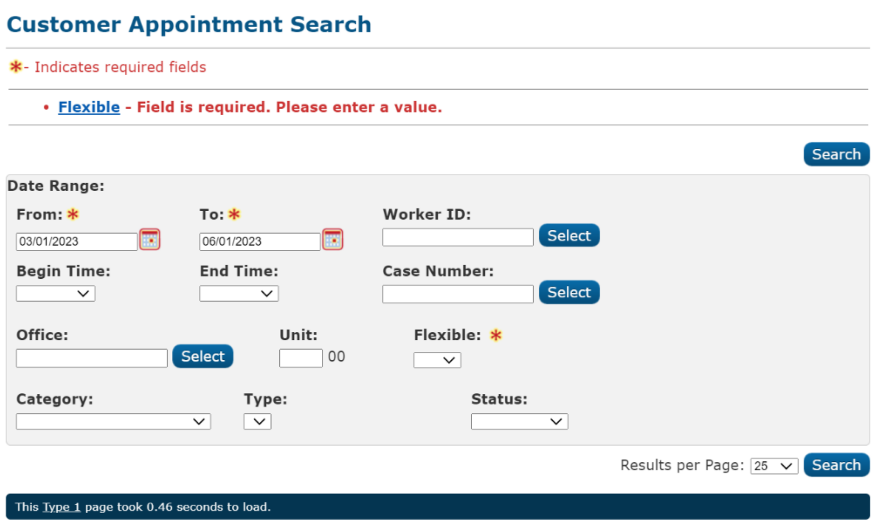


Figure 2.5.4 – Customer Appointment Search Page Validation

2.5.3 Description of Changes

1. Add a dropdown labeled "Flexible:" that searches for appointments that are Flexible or Non-Flexible depending on which value is selected, as shown in Figure 2.5.2.
   a. The "Flexible:" field will be required.
   b. The 'Flexible:' drop-down field will have 3 values: " ", 'Yes', and 'No' in this order. " " is the default value when the page first loads.
   c. This field will use the Flexible validation constraint as shown in Figure 2.5.4.

a. The validation message will display when the user clicks on the "Search" button when the field does not have "Yes" or "No" selected.
b. The validation will display the following message: "Flexible - Field is required. Please enter a value".

2. If the value in "Flexible:" is "Yes", dynamically change the name of the "End Time" field to "Flexible End Time", as shown in Figure 2.5.3.
    a. This field will populate with the Flexible End Time value from the Customer Appointment Detail and Select Intake Appointment pages.
    b. If the value in "Flexible:" is "No", do not change the name of "End Time" field.

2.5.4 Page Location

- **Global: Admin Tools**
- **Local: Worker Schedule**
- **Task: Customer Appointment Search**

2.5.5 Security Updates

N/A

2.5.6 Page Mapping

Update Page Mapping to accommodate the new fields/updated being done to the page.

2.5.7 Page Usage/Data Volume Impacts

N/A

2.6 Appointment List

2.6.1 Overview

The Appointment List page allows you to view appointments of a worker. This SCR will update to the name of a field and add an additional column to include flexible appointment times.

2.6.2 Appointment List Mockup

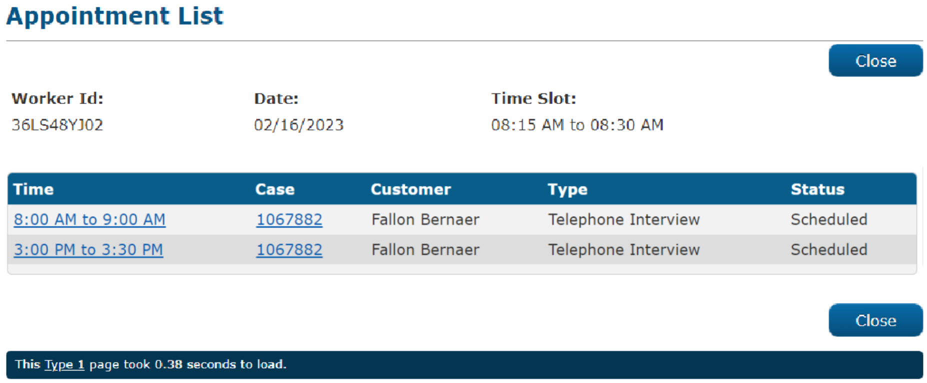


Figure 2.6.1 – Appointment List Page Current Functionality

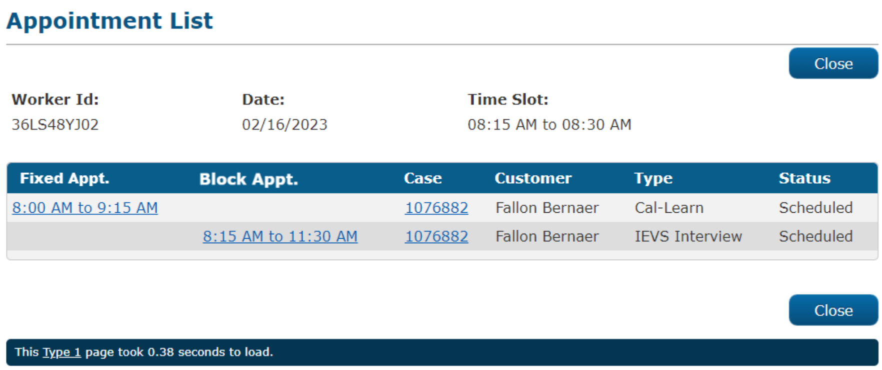


Figure 2.6.2 – Appointment List Page Mockup

2.6.3 Description of Changes

1. Update the name of "Time" to "Fixed Appt.", as shown in Figure 2.6.2.
    a. If the appointment is not a "Flexible Block Appointment" when created from the Customer Appointment Detail and Select Intake Appointment pages, then the "Fixed Appt." field on this page will populate with the time frame of the duration of the appointment.
        i. Otherwise, if the appointment is a Flexible Block Appointment, then no time frame will populate under "Fixed Appt.".
2. Add an additional column between "Fixed Appt." and "Case" labeled "Block Appt." to include the flexible appointment times, as shown in Figure 2.6.2.
    a. If the appointment is a "Flexible Block Appointment" when created from the Customer Appointment Detail and Select Intake Appointment pages, then the "Block Appt." field on this page will populate with the time frame of the block duration of the flexible appointment.

i. Otherwise, if the appointment is not a Flexible Block Appointment, then no time frame will populate under "Block Appt.".

2.6.4 Page Location

- **Global: Admin Tools**
- **Local: Office Schedule**
- **Task: Overlapping Appointments**

2.6.5 Security Updates

N/A

2.6.6 Page Mapping

Update Page Mapping to accommodate the new fields/updated being done to the page.

2.6.7 Page Usage/Data Volume Impacts

N/A

2.7 Daily Schedule

2.7.1 Overview

The Daily Schedule page allows you to access a Worker's schedule for the day. This SCR will update to the name of a field and add an additional column to include flexible appointment times.

2.7.2 Daily Schedule Mockup

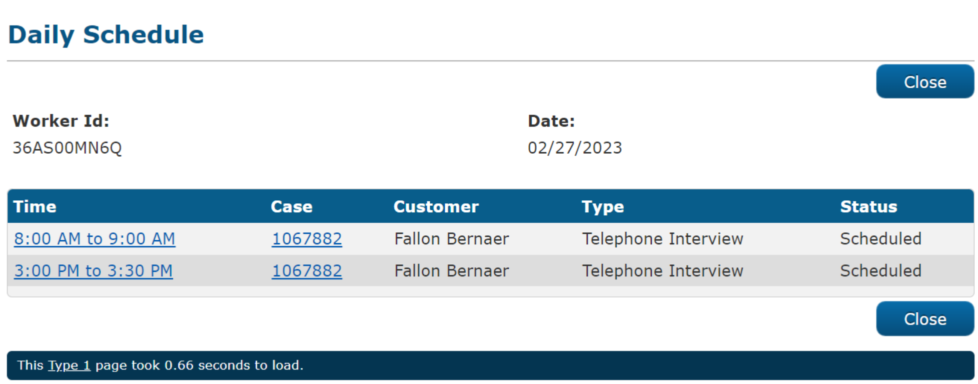


Figure 2.7.1 – Daily Schedule Page Current Functionality

Figure 2.7.2 – Daily Schedule Page Mockup

2.7.3 Description of Changes

1. Update the name of "Time" to "Fixed Appt.", as shown in Figure 2.7.2.
    a. If the appointment is not a "Flexible Block Appointment" when created from the Customer Appointment Detail and Select Intake Appointment pages, then the "Fixed Appt." field on this page will populate with the time frame of the duration of the appointment.
        i. Otherwise, if the appointment is a Flexible Block Appointment, then no time frame will populate under "Fixed Appt.".
2. Add an additional column between "Fixed Appt." and "Case" labeled "Block Appt." to include the flexible appointment times, as shown in Figure 2.7.2.
    a. If the appointment is a "Flexible Block Appointment" when created from the Customer Appointment Detail and Select Intake Appointment pages, then the "Block Appt." field on this page will populate with the time frame of the block duration of the flexible appointment.
        i. Otherwise, if the appointment is not a Flexible Block Appointment, then no time frame will populate under "Block Appt.".

2.7.4 Page Location

- **Global: Admin Tools**
- **Local: Office Schedule**
- **Task: Worker ID**

2.7.5 Security Updates

N/A

2.7.6 Page Mapping

Update Page Mapping to accommodate the new fields/updated being done to the page.

2.7.7 Page Usage/Data Volume Impacts

N/A

2.8 Update GEN 102 to the latest state version

2.8.1 Overview

Update the GEN 102 Appointment Letter to the latest state version. The new 1/22 version of the Appointment Letter includes an additional section for a Flexible Phone Interview. Recommendation 2.1 updates the Appointment Detail Page to accommodate this new scheduling option, and this recommendation will populate the GEN 102 with this new data.

State Forms: GEN 102

Programs: Multiple

Attached Forms: N/A

Forms Category: Forms

Editable: Yes

Visibility: All Counties

Current Languages (13)**:** English, Armenian, Arabic, Cambodian, Chinese, Farsi, Tagalog, Hmong, Korean, Lao, Russian, Spanish, Vietnamese

2.8.2 Update GEN 102 Form Verbiage

Update GEN 102 Form XDP

Update XDP for the GEN 102 (1/22) Form. The updated GEN 102 contains a new table – in addition to its existing tables for In-Person and Telephone Appointments – which represents Flexible Telephone Appointments, that take place in a window rather than a set time.

Form Header: CalSAWS Standard Header 1

Form Title: Appointment Letter

Form Number: GEN 102

Include NA Back 9: No

Imaging Form Name: Appointment Letter

Imaging Document Type: Appointment Letter

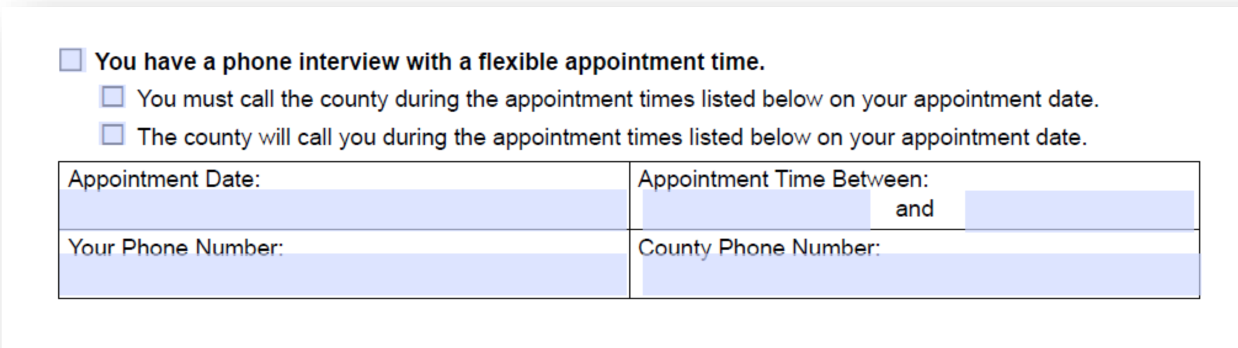
Form Mockups/Examples: See Supporting Documents #1 - #X

Updated Languages (13):

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

2.8.3 Update GEN 102 Variable Population

Add variable population to the body of the GEN 102 for the new flexible Telephone Appointment section. This section will be populated when an appointment is created with a Flexible Phone Appointment type (detailed in Recommendation 2.1).



☐ **You have a phone interview with a flexible appointment time.**

☐ You must call the county during the appointment times listed below on your appointment date.

☐ The county will call you during the appointment times listed below on your appointment date.

Appointment Date:	Appointment Time Between: and
Your Phone Number:	County Phone Number:

The variables in this section will only populate if there is an appointment with a telephonic appointment category/sub-type and the 'Flexible' option has been selected from the drop-down on the Appointment Detail Page.

Existing category/sub-type combinations that will populate the 'phone interview' section are:

- Telephone Interview
- Telephone CW/CF RE Interview
- General Appointment – Telephone Interview Intake
- General Appointment – Telephone Interview Recertification
- General Appointment – 2nd Telephone Interview Recertification

Form Header Variables:

Standard population for CalSAWS Header_1

Form Body Variables:

Variable Name	Population	Formatting	Editable*/ Field Type	Template Repository Population	Populates with Form Generation	Populates in Packet
Flexible Phone Interview Checkbox	Checked if GEN 102 is generated for an applicable Appointment Type (see above) **and** the 'Flexible' option is checked. The drop-down on the Appointment Detail Page.	--	Y Standard Checkbox	N	Y	Y
'You Must Call' Checkbox	Checked if the 'You must call…' drop-down the Appointment Detail Page is selected **OR** the customer's phone number is '(999) 9999-999'.	--	Y Standard Checkbox	N	Y	Y
'County will call you' Checkbox	Checked if the 'County will call you…' radio button on the Appointment Detail Page is selected.	--	Y Standard Checkbox	N	Y	Y
Appointment Date	Date from Appointment Detail Page.	Arial, Size 10 mm/dd/yyyy	Y Date Field	N	Y	Y
Flexible Appointment Start Time	The Begin Time, selected from the drop-down menu in the 'Dates' section of the Appointment Detail Page.	Arial, Size 10 XX:XX	Y Time Field	N	Y	Y

Flexible Appointment End Time	The Flexible appointment window's end time.	Arial, Size 10 XX:XX	Y Time Field	N	Y	Y
Customer Phone Number	Customer's primary phone number from Appointment Detail Page. If the phone number is '(999) 999-9999', this field will be left blank. **Note:** This will be the same as the 'Your Phone Number' population in the above fixed phone interview section.	Arial, Size 10 (XXX) XXX-XXXX (can include extension)	Y Phone Number	N	Y	Y
County Phone Number	Populate with the Phone Number from the Appointment Detail Page (See Figure 2.1.1). This will be displayed as a new field on the Appointment Detail page (See Figure 2.1.1). If there is an extension (see Recommendation 2.1), append it to the phone number on the Form.	Arial, Size 10 (XXX) XXX-XXXX **Or** (XXX) XXX-XXXX-XXXX if there is an extension.	Y Phone Number	N	Y	Y
Comment* - No Appointment Scheduled (Migration	Static generic message: "YOU WILL GET A SEPARATE LETTER WITH AN	Arial, ALL CAPS	Y	N	Y	Y

Counties only)	INTERVIEW APPOINTMENT DATE AND TIME. CALL YOUR WORKER RIGHT AWAY IF YOU DO NOT GET THE APPOINTMENT LETTER WITHIN 10 DAYS OF THIS NOTICE. YOUR APPOINTMENT LETTER WILL TELL YOU IF YOU HAVE A PHONE INTERVIEW OR IF YOU HAVE TO COME INTO THE OFFICE FOR YOUR INTERVIEW."					
Comment – For LA County only	Populate this text whenever the form is generated for LA County via RE Auto-Scheduling Batch. "Although you have a scheduled interview appointment date and time, you can call us any time BEFORE your appointment at our Customer Service Center at (866) 613-3777 (CSC number) Monday through Friday 7:30 a.m. to 6:30 p.m. An Eligibility Worker will be available to complete your interview at your convenience."	Arial Font Size 10	Y	N	Y	Y

Variables Requiring Translation: None

***Note:** Current logic that populates the 'Comment' section with its 'No Appointment Scheduled' static message will remain unchanged. The formatting of this message will be updated to populate in ALL CAPITALS to draw reader attention.

Population for each of the three sections of the GEN 102 – fixed Phone Interview, Flexible Phone Interview, and In-Person Interview – will remain unchanged from their existing scenarios when generated alone or in a packet.

For example, an interview scheduled with a category and sub-type of 'General Appointment – Fingerprinting' will populate the In-Person section of the GEN 102. An interview with a category and sub-type of 'General Appointment – 2nd Telephone Interview Recertification' will populate either the fixed or flexible Phone Interview section, depending upon whether a flexible appointment has been indicated. For a full list of Appointment category and sub-type combinations and their population, see Supporting Documents #X.

2.9 Replace Appointment Letter with Updated GEN 102 in CalFresh and CW/CF Packets

2.9.1 Overview

Update CalFresh and CalFresh/CalWORKs combo packets to use the most recent version of the GEN 102 (1/22).

2.9.2 Replace Appointment Letter with Updated GEN 102 in CalFresh and CW/CF Packets

The updated GEN 102 will replace the outdated GEN 102 (09/2020) or existing CF 29 Series in the following packets:

Form/Packet Number	County	Currently Uses…	Current Languages	Replace with…
CW RE Packet	MIG	GEN 102 (09/2020)	All Threshold (13)	GEN 102 (1/22)
CF RE Packet	MIG	CF 29 (10/13)	All Threshold (13)	GEN 102 (1/22)
CW/CF RE Packet	MIG	GEN 102 (09/2020)	All Threshold (13)	GEN 102 (1/22)
CF Packet – LA	LAC	CF 29 (10/13) Series	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI (10)	GEN 102 (1/22)

2.10 Update LA County CW/CF/MC Packet to use the new GEN 102

2.10.1 Overview

Los Angeles County's current CalFresh/CalWORKs/Medi-Cal RE Packets use the CF 29 (CalFresh Recertification Appointment Letter). Three different versions of the Packet – FS29LA 3A, FS29LA 3B, and FS29LA 3C – are generated depending upon the type of appointment scheduled.

Current Packet	Used For…
CalWORKs/CalFresh/Medi-Cal Packet - FS29LA 3A	Telephone Interview Appointment (county calls person)
CalWORKs/CalFresh/Medi-Cal Packet - FS29LA 3B	Telephone Interview Appointment (no number on file – person must provide phone number)

CalWORKs/CalFresh/Medi-Cal Packet - FS29LA 3C	Interview Appointment (in-person)

These Packets will be consolidated to a single packet and utilize the updated GEN 102 Appointment Letter. Because the GEN 102's updated population can accommodate all these scenarios, only one packet variation is needed. Existing CalWORKs/Medi-Cal Packet - FS29LA 3A/3B/3C Packets will be end-dated.

State Form: N/A

Programs: Multiple (CalWORKs, CalFresh, Medi-Cal)

Attached Forms: N/A

Forms Category: Application

Template Repository Visibility: Los Angeles County

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

*As with other CF RE Packets, the CW/CF/MC Packet for Farsi will use an English cover sheet.

2.10.2 Description of Change

1. Create a single CW/CF/MC Packet XDP for LA County.

Form
RE Appointment Letter Coversheet
GEN 102

Note: The GEN 102 CW/CF/MC Packet will follow the current process of 'pre-stuffed' RE Packets, with only the Cover Letter and GEN 102 being generated out of CalSAWS. The remainder of the forms will be pre-stuffed at the print center. Forms stuffed with this packet will remain unchanged from the existing CW/CF/MC Packet - 3A/3B/3C.

Form Header: N/A – has a coversheet (Please see section 2.12)
Form Title: CW/CF/MC Packet
Form Number: CW/CF/MC Packet
Include NA Back 9: Y
Imaging Form Name: CW/CF/MC Packet
Imaging Document Type: Customer Reporting
Form Mockups/Examples: See Supporting Documents #X

2. Update batch jobs PB19C902 and PB19C909 to point to this new packet.
3. Add the packet to Template Repository. The packet has the following required form inputs:
    - Case Number
    - Customer Name
    - Program
    - RE Month
    - Language

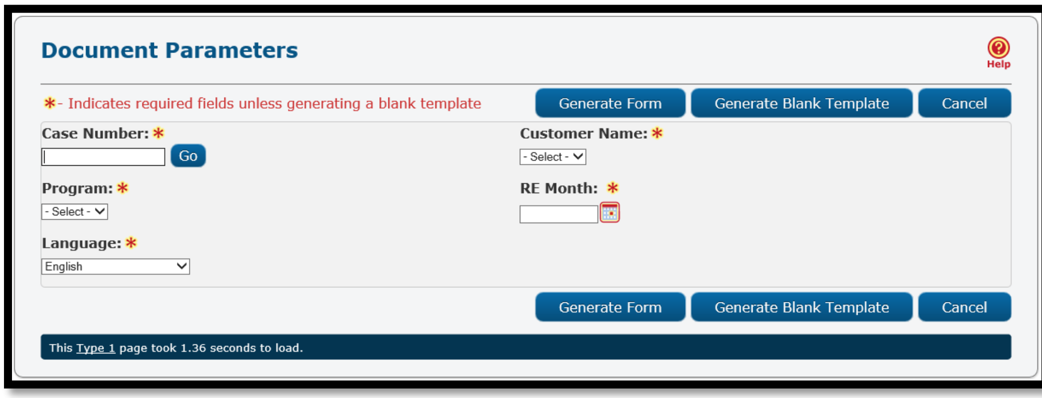


Figure 2.3.2.1 – Document Parameter Page

- Add validation on the Document Parameters page to prevent the generation of the packet from Template Repository when a CF/CF/MC Packet in any status except 'Not Applicable' for the same RE Month exists. The validation message will state: 'RE Month - RE packet has been sent for this RE Due Month. Reprint if another one is needed.'

4. Add population logic for the packet. The packet will use the existing population logic for the GEN 102 and populate the Appointment Letter based upon the type of scheduled Appointment.

   Note: *If a phone number does not exist for the participant, then "You must call the county during the appointment times listed below on your appointment date."*

5. Add the packet name for the CW/CF/MC Packet for Los Angeles County to the Redetermination Bundle Names Codes Table (CT 10448).
   Note: *The values from this codes table are used when constructing the bundle names for the packets. The packets are in mailing priority 04 for LA County.*

   Bundle Name:
   mmddyyyy_hhmmss_19_pr_4_FM_PP_CWCF_LA_lll_nnn_.pdf

6. Add the following form control for the packet:

Tracking Barcode	BRM Barcode	Imaging Barcode
Y	Y	Y

7. Add the following print options for the packet:

Mailing Options	Option for RE Packet
Mail-To (Recipient)	When generated through the batch process, the CalFresh Primary Applicant. When generated through Template Repository, the individual selected on the 'Customer Name' dropdown on the Document Parameters page.
Mailed From (Return)	Existing Worker's Office/District Office Address used by CW/CF/MC Packet – 3A/3B/3C
Mail-back-to Address	BRM Address
Outgoing Envelope Type	Full Size Flat Mail
Return Envelope Type	BRM
Special Paper Stock	N/A
Enclosures	Yes – Continue to use the same enclosures as the packets listed in section 2.10.1.
Electronic Signature	Yes
Check to Sign	No
Post to SSP	Yes

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

8. Add the following mailing options for the packet:

9. Create a Customer Reporting entry with the following information when the packet is generated and saved:

Field to Populate	Population for RE Packet

Type	Existing type used by CW/CF/MC Packet – 3A/3B/3C
Submit Month - when generated from Template Repository	RE Month from Document Parameters page
Submit Month - when generated through Batch	Current CalFresh Program RE Due Date
Program	Existing program used by CW/CF/MC Packet – 3A/3B/3C
Status	Customer Reporting Tracking Status
Status Date	Date of the latest Status Date

10. End-date the existing CW/CF/MC Packets:
    - CW/CF/MC Packet – 3A
    - CW/CF/MC Packet – 3B
    - CW/CF/MC Packet – 3C

2.11 Update LA County CW/MC Packet to use the new GEN 102

2.11.1 Overview

Los Angeles County's current CalWORKs/Medi-Cal RE Packets use the CF 29 (CalFresh Recertification Appointment Letter). Three different versions of the Packet – FS29LA 3A, FS29LA 3B, and FS29LA 3C – are generated depending upon the type of appointment scheduled.

Current Packet	Used For…
CalWORKs/Medi-Cal Packet - FS29LA 3A	Telephone Interview Appointment (county calls person)
CalWORKs/Medi-Cal Packet - FS29LA 3B	Telephone Interview Appointment (no number on file – person must provide phone number)
CalWORKs/Medi-Cal Packet - FS29LA 3C	Interview Appointment (in-person)

These Packets will be consolidated to a single packet and utilize the updated GEN 102 Appointment Letter. Because the GEN 102's updated population logic can accommodate all these scenarios, only one packet variation is needed. Existing CalWORKs/Medi-Cal Packet - FS29LA 3A/3B/3C Packets will be end-dated.

State Form: N/A

Programs: Multiple (CalWORKs, Medi-Cal)

Attached Forms: N/A

Forms Category: Application

Template Repository Visibility: Los Angeles County

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

*As with other CF RE Packets, the CW/MC Packet for Farsi will use an English cover sheet.

2.11.2 Description of Change

1. Create a single CW/MC Packet XDP for LA County. This packet will have three impressions – two for the GEN 102, and a third for the Redetermination Mail Back Cover Letter.

Form
RE Appointment Letter Coversheet
GEN 102

Note: The GEN 102 CW/MC Packet will follow the current process of 'pre-stuffed' RE Packets, with only the Cover Letter and GEN 102 being generated out of CalSAWS. The remainder of the forms will be pre-stuffed at the print center. Forms stuffed with this packet will remain unchanged from the existing CW/MC Packet - 3A/3B/3C.

Form Header: N/A – has a coversheet (Please see section 2.12)
Form Title: CW/MC Packet
Form Number: CW/MC Packet
Include NA Back 9: Y
Imaging Form Name: CW/MC Packet
Imaging Document Type: Customer Reporting
Form Mockups/Examples: See Supporting Documents #X

2. Update batch jobs PB19C902 and PB19C909 to point to this new packet.
3. Add the packet to Template Repository. The packet has the following required form inputs:
   - Case Number
   - Customer Name
   - Program
   - RE Month
   - Language

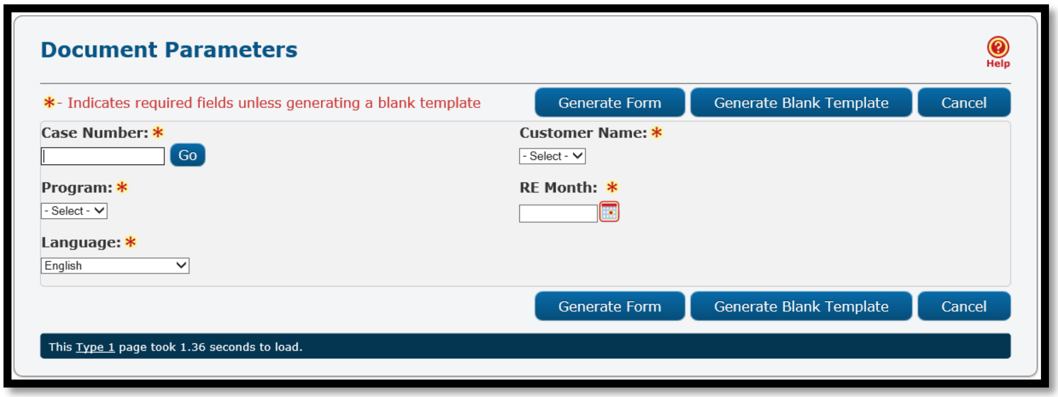


Figure 2.3.2.1 – Document Parameter Page

   - Add validation on the Document Parameters page to prevent the generation of the packet from Template Repository when a CF/CF/MC Packet in any status except 'Not Applicable' for the same RE Month exists. The validation message will state: 'RE Month - RE packet has been sent for this RE Due Month. Reprint if another one is needed.'

4. Add population logic for the packet. The packet will use the existing population logic for the GEN 102 and populate the Appointment Letter based upon the type of scheduled Appointment.

   Note: *If a phone number does not exist for the participant, then "You must call the county during the appointment times listed below on your appointment date."*

5. Add the packet name for the CW/MC Packet for Los Angeles County to the Redetermination Bundle Names Codes Table (CT 10448).

   Note: *The values from this codes table are used when constructing the bundle names for the packets. The packets are in mailing priority 04 for LA County.*

   Bundle Name:
   mmddyyyy_hhmmss_19_pr_4_FM_PP_CW_LA_lll_nnn_.pdf

6. Add the following form control for the packet:

Tracking Barcode	BRM Barcode	Imaging Barcode
Y	Y	Y

7. Add the following print options for the packet:

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

8. Add the following mailing options for the packet:

Mailing Options	Option for RE Packet
Mail-To (Recipient)	When generated through the batch process, the CalFresh Primary Applicant. When generated through Template Repository, the individual selected on the 'Customer Name' dropdown on the Document Parameters page.
Mailed From (Return)	Existing Worker's Office/District Office Address used by CW/MC Packet – 3A/3B/3C
Mail-back-to Address	BRM Address
Outgoing Envelope Type	Full Size Flat Mail
Return Envelope Type	BRM
Special Paper Stock	N/A
Enclosures	Yes – Continue to use the same enclosures as the packets listed in section 2.11.1.
Electronic Signature	Yes
Check to Sign	No
Post to SSP	Yes
Mailing Options	Option for RE Packet
Mail-To (Recipient)	When generated through the batch process, the CalFresh Primary Applicant. When generated through Template Repository, the individual selected on the 'Customer Name' dropdown on the Document Parameters page.
Mailed From (Return)	Existing Worker's Office/District Office Address used by CW/MC Packet – 3A/3B/3C
Mail-back-to Address	BRM Address
Outgoing Envelope Type	Full Size Flat Mail
Return Envelope Type	BRM
Special Paper Stock	N/A
Enclosures	Yes – Continue to use the same enclosures as the packets listed in section 2.11.1.

Electronic Signature	Yes
Check to Sign	No
Post to SSP	Yes

9. Create a Customer Reporting entry with the following information when the packet is generated and saved:

Field to Populate	Population for RE Packet
Type	Existing Type used by CW/MC Packet – 3A/3B/3C
Submit Month - when generated from Template Repository	RE Month from Document Parameters page
Submit Month - when generated through Batch	Current CalFresh Program RE Due Date
Program	Existing Program used by CW/MC Packet – 3A/3B/3C
Status	Customer Reporting Tracking Status
Status Date	Date of the latest Status Date

11. End-date the existing CW/CF/MC Packets:
    - CW/MC Packet – 3A
    - CW/MC Packet – 3B
    - CW/MC Packet – 3C

2.12 Add new LA County RE Appointment Letter Coversheet

2.12.1 Overview

Currently the packets end-dated in sections 2.10 and 2.11 use 3 different coversheets. The CW/CF/MC Packet - FS29LA 3A and CW/MC Packet - FS29LA 3A uses the same coversheet. The CW/CF/MC Packet - FS29LA 3B and CW/MC Packet - FS29LA 3B uses the same coversheet. The CW/CF/MC Packet - FS29LA 3C and CW/MC Packet - FS29LA 3C uses the same coversheet. This new coversheet is adapted from the 3A series coversheet to be used by the two new packets in sections 2.10 and 2.11.

State Form: N/A – LA County Specific form

Programs: CalWORKs, CalFresh, and Medi-Cal

Attached Forms: CW_CF_COVERSHEET_FRAG_EN (Coversheet with Business Reply Mail)

Forms Category: Forms

Template Repository Visibility: LA County

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

2.12.2 Form Verbiage

Create Form XDP

The existing XDPs for CW/CF/MC Packet - FS29LA 3A and CW/MC Packet - FS29LA 3A will be leveraged for this new coversheet.

Form Header: Same as existing coversheet (See FS29LA3-A_EN_FRAG.xdp)

Form Title (Document List Page Displayed Name): This new coversheet is not displayed in the Document List Page as a stand-alone.

Form Number: RE Appointment Letter Coversheet

Include NA Back 9: No

Imaging Form Name: N/A

Imaging Document Type: N/A

Imaging Case/Person: N/A

Form Mockups/Examples: Please see supporting document #4

2.12.3 Form Variable Population

The variable population logic for this new coversheet will be as follows:

Variable Name	Population	Formatting	Editable* / Field Type	Template Repository Population	Populates with Form Generation
CERT_END_DATE	Populates the end date of the certification period. Follows the same population logic as the current coversheet for the	Arial Font Size 10	Y / Date field	Yes	Yes

	FS29LA packets.				

2.12.4 Form Generation Conditions

There are no form generation conditions for this coversheet. This coversheet is attached to the front of the new CW/CF/MC Packet (see section 2.10) and CW/MC Packet (see section 2.11).

2.13 Update LA County Appointment Batch

2.13.1 Overview

The Recertification Appointment Batch (PB19C902 and PB19C909) is a two-day batch that schedules RE appointments for CW/CF cases with an RE Due Date in the upcoming month. This section outlines the necessary modifications to the batch job when scheduling appointments for the upcoming RE Due Month.

The RE Appointment Batch logic will distribute appointments throughout the RE appointment period for workers who do not have a daily threshold. Batch will first schedule appointments on the first available time slot(s) for each day from the beginning of the RE appointment period until the end of the appointment period and will increment throughout the days until all cases assigned to the worker have been scheduled.

2.13.2 Description of Change

1. If a phone number is available for the participant
    a. Modify the auto scheduling logic for (PB19C902 and PB19C909) to create an over lapping telephone appointment with
        i. Category: "General Appointment"
        ii. Sub type: "Telephone Interview Recertification"
        iii. Initiate Call (new field): "Worker"
        iv. Update the "Flexible Block Appointment" to be checked.
        v. Update the appointment stop time to be 15 minutes from the start time.
        vi. Update the "Flexible End time" to be 2 hours from the start time.

    all other existing logic will remain the same. (See Assumption 14)
2. Appointments should last 2 hours and should be booked in overlapping 15 min increments.
3. Book appointments only if the entire two-hour block is available.
4. Only "Flexible Block Appointments" can overlap other "Flexible Block Appointments".

5. See supporting document #3 for additional criteria on overlapping logic.
6. If a phone number is not available for the participant or the participant phone number is "(999) 999-9999" create an overlapping appointment with
   i. Category: "General Appointment"
   ii. Sub type: "Telephone Interview Recertification"
   iii. Initiate Call (new field): "Customer"
   iv. Update the "Flexible Block Appointment" to be checked.
   v. Update the appointment stop time to be 15 minutes from the start time.
   vi. Update the "Flexible End time" to be 2 hours from the start time.
   vii. If a phone number does not exist for the participant, then "You must call the county during the appointment times listed below on your appointment date."

2.13.3 Execution Frequency

No Change. This batch job runs monthly on the 4th and 5th business day.

2.13.4 Key Scheduling Dependencies

No Change.

2.13.5 Counties Impacted

Los Angeles County

2.13.6 Data Volume/Performance

Currently approximately 20,000 – 50,000 appointments for CalWORKs/CalFresh cases are created monthly.

2.13.7 Failure Procedure/Operational Instructions

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

Note: For additional information on GEN 102 population when generated from an LA County Auto-scheduling job, see Appendix.

2.14 Update Worker/Intake Schedule Population Batch Job

2.14.1 Overview

The PB00M203 batch job creates future months in the intake schedule tables so that workers can schedule appointments. This job links Intake schedule appointments and marks them as Single or Multiple.

2.14.2 Description of Change

Update the PB00M203 job so that all appointments with the "Flexible Block Appointment" indicator are considered as "Single" appointments.

2.14.3 Execution Frequency

No Change.

2.14.4 Key Scheduling Dependencies

No Change.

2.14.5 Counties Impacted

Los Angeles County

2.14.6 Data Volume/Performance

N/A

2.14.7 Failure Procedure/Operational Instructions

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

2.15 Update NOMI Letter Generation Conditions for Packet Appointment Types

2.15.1 Overview

The CF 386, CalFresh Notice of Missed Interview (NOMI) is currently generated via daily Batch (Batch #: PB00R541) for the following Appointment Category/Sub-type combinations:

	Appointment Category	Sub-Type (if applicable)
Intake	Intake Interview	-
	General Appointment	Telephone Interview Intake
Recertification	Re-Evaluation CW/CF Interview	-
	Telephone CW/CF Interview	-
	General Appointment	Telephone Interview Recertification
	~~General Appointment~~	~~Re-Affirmation Non-group~~

Note: For a full description of the NOMI's existing generation conditions, see Appendix.

This change will update the NOMI Letter's generation conditions to remove the 'General Appointment – Re-Affirmation Non-group' appointment type, and add 'RE Interview' appointment types to its generation conditions.

State Form: CF 386 (2/14) – CalFresh Notice Of Missed Interview
Current Programs: CalFresh
Current Attached Forms: NA Back 9
Current Forms Category: Form
Current Template Repository Visibility: All Counties
Existing Languages (13): English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Lao, Korean, Russian, Tagalog, Vietnamese

2.15.2 Update CF 386 NOMI Letter Generation Conditions

Update the CF 386 NOMI Letter to generate for the following interview Category and Sub-Type combinations:

	Appointment Category	Sub-Type (if applicable)
Intake	Intake Interview	-
	General Appointment	Telephone Interview Intake
Recertification	Re-Evaluation CW/CF Interview	-
	Telephone CW/CF Interview	-
	General Appointment	Telephone Interview Recertification
	RE Interview	-

2.16 Automated Regression Test

2.16.1 Overview

Create new automated regression test scripts to verify the new functionality of the Customer Appointment Detail, Worker Schedule Search, Customer Appointment Search, Appointment List, and Daily Schedule pages.

2.16.2 Description of Change

1. Create new regression scripts to verify each of the following scenarios in “Create”, “Edit”, or “Reschedule” mode of the Customer Appointment Detail page:
    a. The ‘Flexible Block Appointment’ checkbox displays when each of the following Category and Appointment-Type combinations is selected:
        i. Category: Telephone Interview
        ii. Category: Telephone CW/CF RE Interview
        iii. Category: General Appointment, and:
            1. Appointment-Type: 2nd Telephone Interview Recertification
            2. Appointment-Type: Telephone Interview Intake
            3. Appointment-Type: Telephone Interview Recertification
    b. When the ‘Flexible Block Appointment’ checkbox is selected the following fields display and are editable: ‘Initiate Call’, ‘Phone Number’, ‘Extension’.
        i. If at least one Worker is associated to the appointment, the fields are pre-populated with the details of the first Worker (if available).
        ii. If no Worker is associated to the appointment, the fields are pre-populated with blank values.
    c. When the ‘Flexible Block Appointment’ checkbox is selected the “Suggest Time” button is not displayed.
    d. A validation message displays when attempting to save the page with a Phone Number value that:
        i. Does not match the required form
        ii. Starts with a zero
    e. A validation message displays when attempting to save the page with an Extension value that does not match the required form.
    f. A validation message displays when attempting to save the page with the ‘Flexible Block Appointment’ checkbox is selected and no value is populated for each of the following fields:
        i. Initiate Call

        ii. Phone Number

    Technical Note: Each scenario will be verified in at least one of the listed page modes, but will not be repeated for every such page mode.

2. Create new regression scripts to verify each of the following in “View” mode of the Customer Appointment Detail page when the ‘Flexible Block Appointment’ checkbox is selected:
    a. The following fields display: ‘Initiate Call’, ‘Phone Number’, ‘Extension’.
    b. The ‘End Time’ column and value display in the “Dates” section.
3. Create new regression scripts to verify the following on the Customer Schedule Search page:
    a. ‘Flexible’ field is available in the ‘Refine Your Search’ section
    b. Search results match the value selected from the ‘Flexible’ field

    Technical Note: This includes both positive and negative verifications (positive: match displays; negative: non-match does not display).
4. Create new regression scripts to verify the following on the Customer Appointment Search page:
    a. ‘Flexible’ field is available in the search criteria section
    b. ‘Flexible’ field is required
    c. Search results match the value selected from the ‘Flexible’ field

    Technical Note: This includes both positive and negative verifications.
5. Create new regression scripts to verify the search result column display on the following pages:
    a. Worker Schedule Search
    b. Customer Schedule Search
    c. Customer Appointment Search
    d. Appointment List
    e. Daily Schedule

2.17 Appointments API

2.17.1 Overview

The Appointments API provides ancillary applications a way to access appointment data from CalSAWS. This API also allows applications to create new appointments or update existing ones.

2.17.2 Description of Changes

1. Create and apply the changes to a new version of the appointments API.
2. GET endpoints
    a. For all GET endpoints update the response object to include data for
        i. Flexible block appointment check box value
        ii. Initiate call
        iii. Phone number
        iv. Appointment Duration
        v. Flexible end time
3. POST endpoint
    a. Add the following data elements to the request body
        i. Flexible block appointment check box value
        ii. Initiate call
        iii. Phone number
        iv. Appointment Duration
        v. Flexible end time
    b. Flexible block appointment can be used only when
        i. the "Category" field is 'Telephone Interview' or 'Telephone CW/CF RE Interview' OR
        ii. the Category field is 'General Appointment' and the Appointment-Type field is '2nd Telephone Interview Recertification', 'Telephone Interview Intake', or 'Telephone Interview Recertification'.
    c. If a value is being sent for Flexible block appointment and
        i. the value is 'Y' or "True"
            1. Make the other fields listed above required.
        ii. If the value is 'N' or "False"
            1. The other fields listed above are not required
    d. Update the endpoint response to include the values above if available.
    e. See supporting document for additional details.
4. PUT endpoint
    a. Update the response object to include the values if available.
        i. Flexible block appointment check box value
        ii. Initiate call date
        iii. Phone number

        iv. Appointment Duration data
        v. Flexible end time data
    b. See supporting document for additional details.
5. Appointment Duration is calculated by taking the stop time of the appointment and subtracting the start time.

2.18 Update BC Form Sender Writer batch job to insert records for CW/CF/MC and CW/MC Packets

2.18.1 Overview

The BC Form Sender Writer batch (PO00C491) inserts records in database to identify the cases that the Form Status batch job will need to process.

2.18.2 Description of Change

1. Modify the batch job to replace the logic in inserting the RE request records for the following packets to use CW/CF/MC Packet:
    - CalWORKs/CalFresh/Medi-Cal Packet - FS29LA 3A
    - CalWORKs/CalFresh/Medi-Cal Packet - FS29LA 3B
    - CalWORKs/CalFresh/Medi-Cal Packet - FS29LA 3C
2. Modify the batch job to replace the logic in RE request records for the following packets to use CW/MC Packet:
    - CalWORKs/Medi-Cal Packet - FS29LA 3A
    - CalWORKs/Medi-Cal Packet - FS29LA 3B
    - CalWORKs/Medi-Cal Packet - FS29LA 3C

2.18.3 Execution Frequency

No Change. Daily (Mon-Fri).

2.18.4 Key Scheduling Dependencies

No Change.

2.18.5 Counties Impacted

CalSAWS Counties.

2.18.6 Data Volume/Performance

N/A

2.18.7 Interface Partner

BenefitsCal Portal

2.18.8 Failure Procedure/Operational Instructions

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

2.19 Update Form Status batch job to send new CW/CF, CW/CF/MC, and CW/MC Packets

2.19.1 Overview

The Form Status batch (PB00C3XX) sends the RE information to the Self-Service Portal so that the portal can display the customer's RE information on the RE submission pages.

2.19.2 Description of Change

1. Modify the batch job to replace the logic in sending the RE information for the following packets to use CW/CF/MC Packet:
   - CalWORKs/CalFresh/Medi-Cal Packet - FS29LA 3A
   - CalWORKs/CalFresh/Medi-Cal Packet - FS29LA 3B
   - CalWORKs/CalFresh/Medi-Cal Packet - FS29LA 3C
2. Modify the batch job to replace the logic in sending the RE information for the following packets to use CW/MC Packet:
   - CalWORKs/Medi-Cal Packet - FS29LA 3A
   - CalWORKs/Medi-Cal Packet - FS29LA 3B
   - CalWORKs/Medi-Cal Packet - FS29LA 3C

2.19.3 Execution Frequency

No Change. Daily (Mon-Fri).

2.19.4 Key Scheduling Dependencies

No Change.

2.19.5 Counties Impacted

CalSAWS Counties.

2.19.6 Data Volume/Performance

N/A

2.19.7 Interface Partner

BenefitsCal Portal

2.19.8 Failure Procedure/Operational Instructions

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

3 SUPPORTING DOCUMENTS

Ref #	Document	Functional Area	Description	Attachment
1	GEN 102 Mockup (EN)	Client Correspondence	Mockup of the GEN 102 (1/21) in English with the following scenarios: • Flexible Phone Appointment • In-Person Appointment	GEN 102 11/22 Mockup - Flexible Phc GEN 102 11/22 Mockup - In-Person
~~2~~	~~GEN 102 Mockup – Threshold Languages~~	~~Client Correspondence~~	~~Mockup of the GEN 102 (1/21) in the following languages:~~ • ~~Armenian~~ • ~~Arabic~~ • ~~Cambodian~~ • ~~Chinese~~ • ~~Farsi~~ • ~~Tagalog~~ • ~~Hmong~~ • ~~Korean~~ • ~~Lao~~ • ~~Russian~~ • ~~Spanish~~ • ~~Vietnamese~~	~~<Pending Approval>~~
3	LAC Appointment Schedule	Batch	Spreadsheet detailing scheduling pattern for LA	LAC Appointment Schedule Graphical Ai

	Graphical Aid		County's auto-scheduling Batch Job (see Recommendation 2.6)	
4	Coversheet	Client Correspondence	RE Appointment Letter Coversheet	RE_APPT_Coversheet.pdf

4 APPENDIX

4.1 GEN 102 Population when Auto-scheduled

Per LA County's CDI, the county's auto-scheduling batch job will send and populate GEN 102 Packets with the following population:

a. Always <check> "You have a flexible interview appointment" and "The county will call you during the business hours listed below."
b. Appointment Date = the appointment date scheduled
c. Appointment Time Between = The actual appointment time + 2 hours

   EX: Appointment time is 8:15am. then the field will be populated with 8:15am and 10:15am. If the Appointment Time is 8:30am, then the field will be populated 8:30am and 10:30am

d. Your Phone Number = current functionality (logic to pull the phone number on CF 29-LA 3 form)
e. County Phone Number = current functionality
f. If a phone number does not exist for the participant, then "You must call the county during the appointment times listed below on your appointment date."
   i. Appointment Date = current functionality per FS 29 LA 3B
   ii. Appointment Time = current functionality per FS 29 LA 3B
   iii. County Office Name = current functionality per FS 29 LA 3B
   iv. County Office Address: current functionality
   v. City = current functionality
   vi. State = current functionality
   vii. Zip Code = current functionality

5 REQUIREMENTS

Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
CAR-1239	The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. **Appointment notices;** b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters;	This SCR updates the GEN 102 Appointment Letter to generate the state's most recently published version of the Form.

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

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-253708

Consolidate the Worklist Pages into the Task Pop-Up Pages

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
03/04/2023	1.0	Initial Revision	Vallari Bathala, Justin Dobbs
07/26/2023	1.1	Updated section 2.2.3 Description of Changes to include Status column as one of the columns which will not appear in Approvals mode: 3. Approvals – This mode will not display the Category, Worker ID, Bank ID, Status and Date Appended columns and will display the following columns Updated section 2.2.2 Task Search Mockups, Figure 2.2.2-1 – Task Search – Standard, Figure 2.2.2-2 – Task Search – PR/RE and Figure 2.2.2-3 – Task Search – Approvals to include the General dropdown as part of the mockup. This drop down is existing functionality.	Vallari Bathala

Table of Contents

1 OVERVIEW

This design describes the details for consolidating features available within the Worklist pages into the Task Pop-Up pages.

1.1 Current Design

The CalSAWS System includes a series of Worklist pages that allow for management of Tasks. The CalSAWS System also includes a series of Task Pop-Up pages that allow for management of Tasks. The Worklist pages include several features that are not currently available on the Task Pop-Up pages.

1.2 Requests

1. Consolidate Worklist page specific functionalities into the Task Pop-Up pages.

1.3 Overview of Recommendations

1. Update the Task Pop-Up: Task Search page to include additional search fields, display result columns based on different view modes of the page and allow for multi-complete functionality.
2. Update the Task Pop-Up: My Tasks page to include additional search fields, display result columns based on different view modes of the page and allow for multi-complete functionality.
3. Modify Get Next processing to evaluate the additional selectable attributes to apply to Get Next.

1.4 Assumptions

Worklist pages will remain unchanged until the implementation of CA-257327 - Turn off Worklist Pages.

2 RECOMMENDATIONS

2.1 Task Pop-Up: My Tasks Page

2.1.1 Overview

This section outlines the modifications to the Task Pop-Up: My Tasks page to include additional attributes, allow for multi-complete and include additional Get Next parameters.

2.1.2 My Tasks Mockup

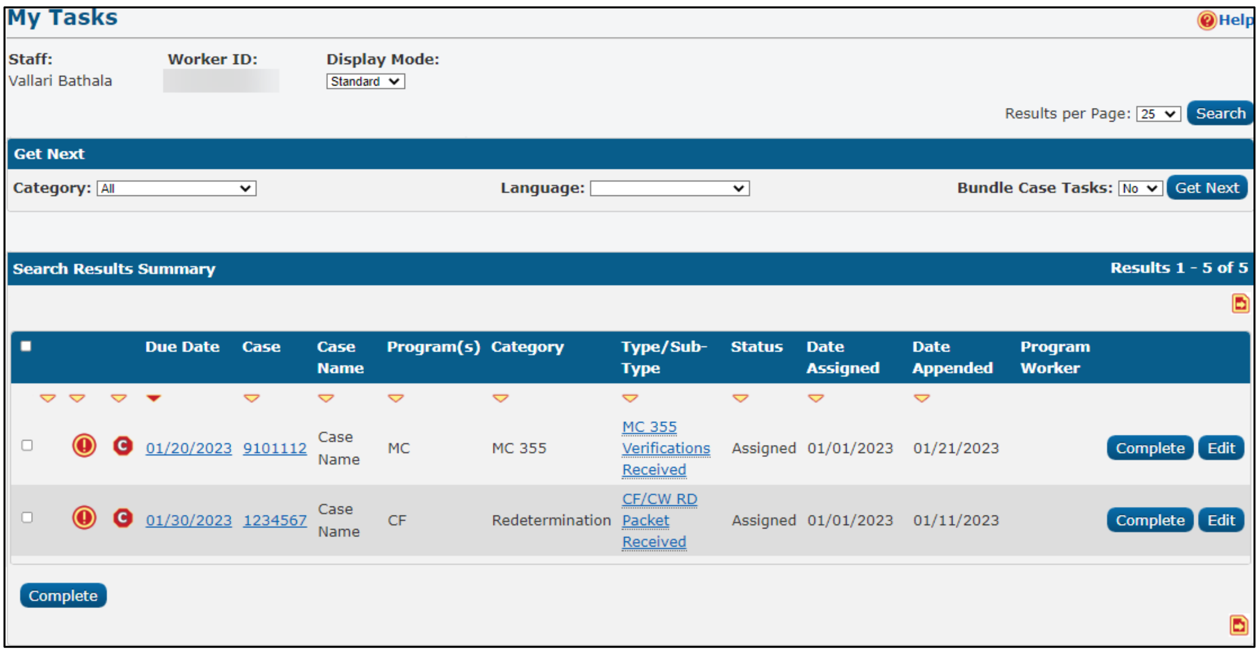


Figure 2.1.2-1 – My Tasks – Standard Display Mode

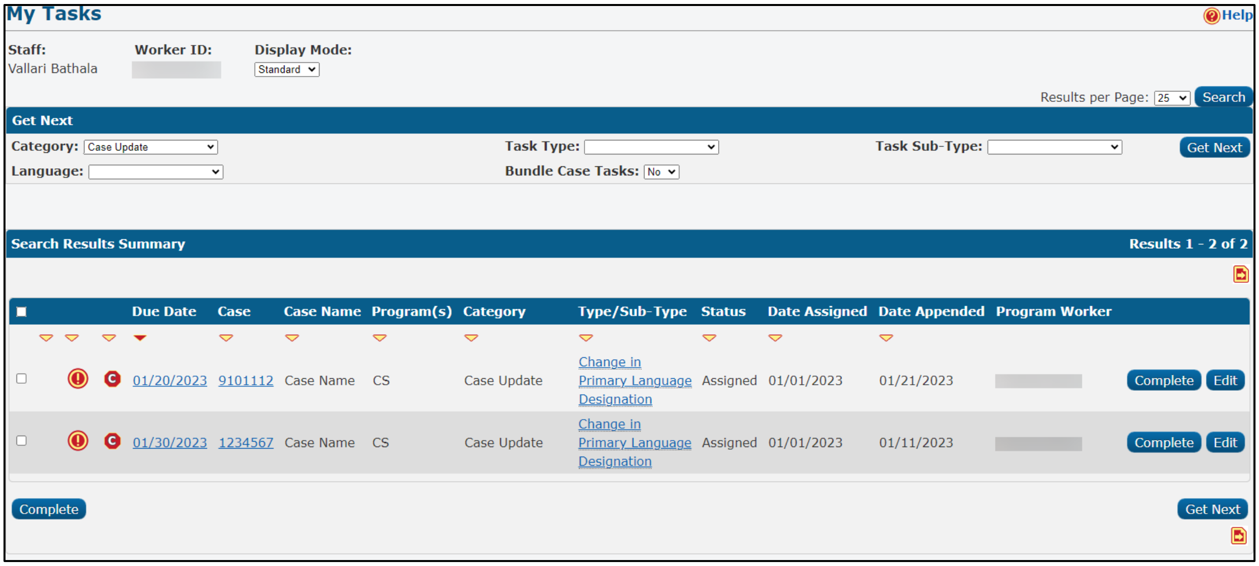


Figure 2.1.2-2 – My Tasks – Standard Display Mode with Type / Sub-Type

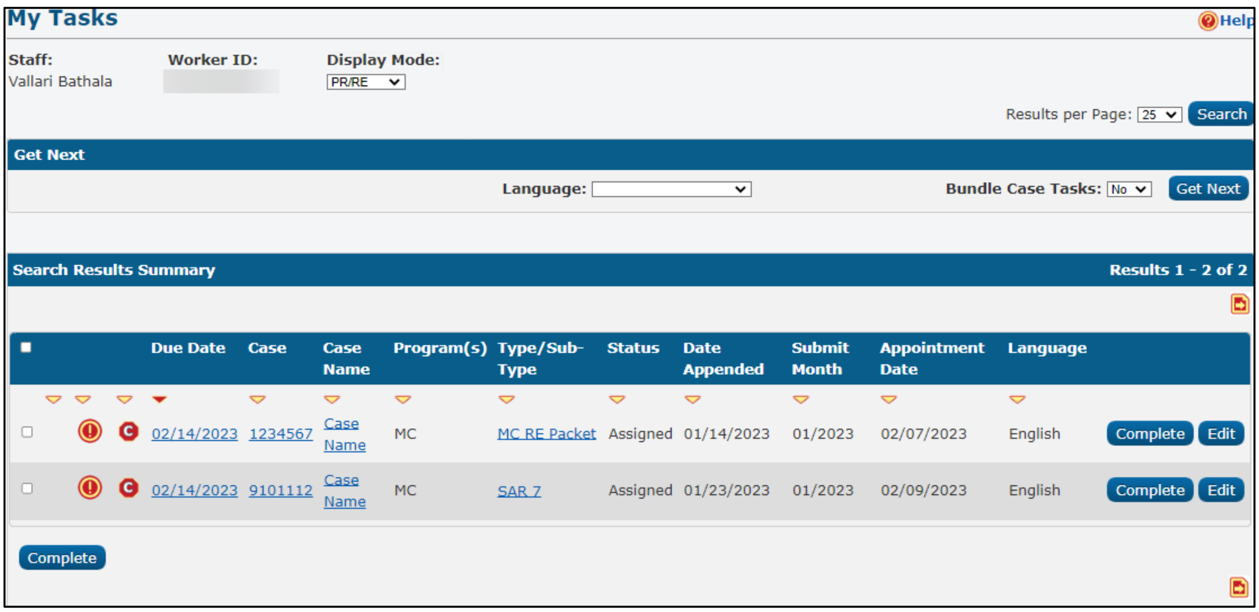


Figure 2.1.2-3 – My Tasks – PR/RE Display Mode

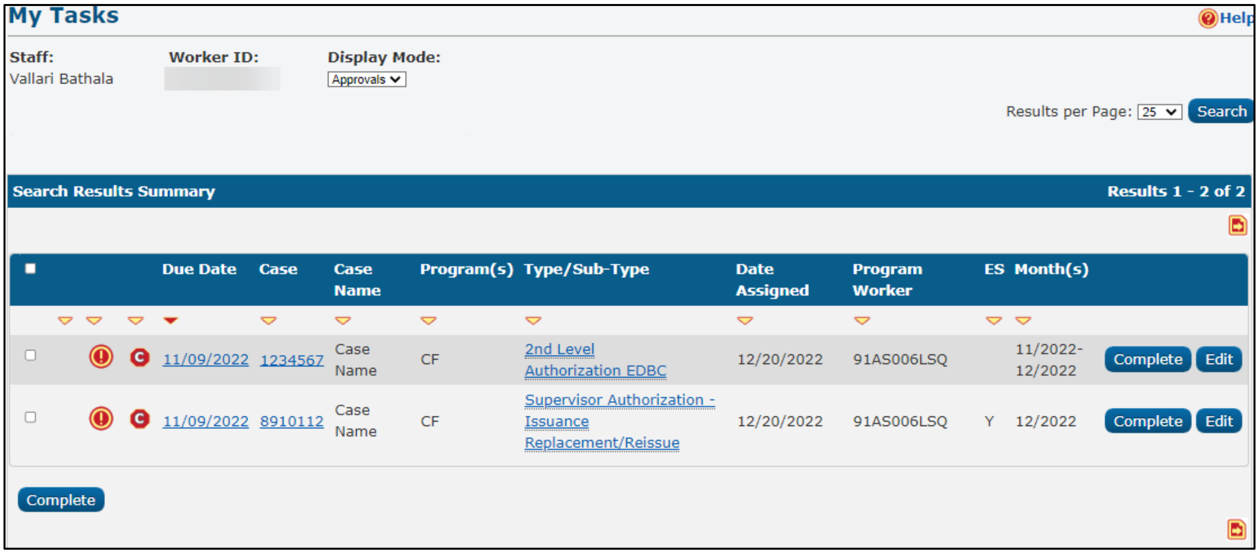


Figure 2.1.2-4 – My Tasks – Approvals Display Mode

2.1.3 Description of Changes

1. Update the Task Pop-Up: My Tasks page to add the following:
   a. Display Mode – A dropdown menu at the top of the page that will be invoked on click of the Search button and include the following options in the listed order::
      i. Standard **(default)**

         Displays all In Process/Assigned Tasks that are assigned to the logged in Worker.

      ii. PR/RE

         Displays all In Process/Assigned PR/RE Tasks that are assigned to the logged in Worker. A "PR/RE" Task is a Task that is associated directly to a Customer Report. These Tasks originate via Document Routing Rules where the document barcode can be linked to a specific Customer Report.

      iii. Approvals

         Displays all In Process/Assigned authorization Tasks that are assigned to the logged in Worker. An authorization Task is a Task with one of the following Task Category values:

         - Auxiliary Issuance
         - Computation Request
         - EDBC
         - External Recovery Account
         - Interest Allocation
         - Invoice

- Issuance Method
- Issuance Replacement/Reissue
- Payment Request
- Transaction Refund
- Valuable

Note: Authorization Tasks are "System Tasks" which are routed to the actioning worker's Supervisor. Worker's who are not supervisors that do not receive authorization Tasks can select this value, but the Search Results Summary will be blank.

Selections within this field will be applied via the "Search" button and modify the columns that are displayed in the Search Results Summary panel as described in Section 2.1.3.1.c.

b. <u>Get Next</u>
Add a new panel above the 'Search Results Summary' panel. This new panel will only display when the Display Mode value is "Standard" or "PR/RE".
The following search attributes will display in this panel:
   i. Category – This field will display as a dropdown box that includes the Task Categories associated to the Worker's position as seen in the "Tasks" panel of the 'Position Detail page'. An "All" value will be included and will be the default value for this field. The options in this dropdown will display in alphabetical order. (Per alphabetical order, the "All" option will display at the top of the listing.) This field will only display when the Display Mode value is "Standard".
   ii. Task Type – This field will display as a dropdown menu containing a list of Task Types. This field will display if the selected Category value includes Task Types, and the field will populate with the Task Types that are associated to the selected category in the "Category" dropdown.
   iii. Task Sub-Type – This field will display as a dropdown menu containing a list of Task Sub-Types. This field will display if the selected Task Type value includes Task Sub-Types, and the field will populate with the Task Sub-Types that are associated to the selected Task Type.
   iv. Language – A dropdown field that will display the listing of languages associated to the logged in worker as seen on the worker's Staff Detail page. This dropdown will default to BLANK on page load.
   v. Bundle Case Tasks – This dropdown will display within the new panel when the 'Bundle Case Tasks Task Setting is enabled for the county.

vi. **BUTTON**: Get Next – This button will now display within the new panel.

c. <u>Search Results Summary</u>

Modify the Search Results Summary panel as follows:

i. Selectable checkbox – for each result displayed, a selectable checkbox will display at the beginning of the row.
(See the "Complete" button section below for how the checkbox can be used.)

ii. The Search Results Summary columns will display additional columns dynamically based on the Display Mode attribute value:

1. Standard – This mode will display all the columns currently available in the My Tasks page. No modifications to the existing columns.
2. PR/RE – This mode will not display the Program Worker, Category and Date Assigned columns, and will display the following columns:
    a. Submit Month – The Submit Month for the Customer Report that is associated to the Task as seen on the Customer Reporting Detail page. This value will be formatted as MM/YYYY.
    b. Appointment Date – An appointment date will display formatted as MM/DD/YYYY when the following criteria are met:
        i. The Customer Report that is associated to the Task has a Type of:
            1. CF RE Packet
            2. CW RE Packet
            3. CW/CF RE Packet

        The person associated to the generated document has an appointment during or after the Customer Report Submit Month with an appointment type of:

            1. Telephone CW/CF RE Interview
            2. Re-Evaluation CW/CF Interview
    c. Language – The language associated to the Task.
3. Approvals – This mode will not display the Date Appended, Status and Category columns and will display the following columns:

    a. ES – This column will display ‘Y’ if the below criteria are met, otherwise the column will display ‘N’:
        i. The Task Type Category is “EDBC”
        ii. The Authorization Task is associated to an EDBC that indicates Expedited Service OR the CalFresh program indicates Entitled to Expedited Service on the CalFresh Program Detail page where the File Date is within the authorization period.
    b. Month(s) – This column will display the month(s) of EDBC that are pending authorization where:
        i. The Authorization Task Category is “EDBC”
        ii. The EDBC Run Status is “Pending Authorization”

       If a single EDBC month is pending authorization, the month will be formatted as MM/YYYY. If multiple months are pending authorization, this field will be formatted as “<Begin Month> - <End Month>” where each month is formatted as MM/YYYY to indicate the range of EDBC months. For example “04/2023 – 05/2023”

d. **BUTTON**: Complete – When clicked, Tasks that have been selected via the Selectable checkbox will be Completed.
e. Remove the Get Next **BUTTON** located at the bottom right side of the page below the Search Results Summary panel.

2.1.4 Page Validations

Add the following page validation if the User clicks the Complete button without checking the selectable checkbox for at least one Task in the Search Results Summary:

“Complete – Please select a Task to complete.”

2.1.5 Page Location

- **Global:** N/A
- **Local:** N/A
- **Task:** N/A

  Page is accessible through Utility bar’s Tasks Option.

2.1.6 Security Updates

Add the "WorkloadSummaryView" security right to the "My Tasks View" security group.

2.1.7 Page Mapping

Update page mapping with the new field and new columns in the My Tasks page.

2.1.8 Page Usage/Data Volume Impacts

N/A

2.2 Task Pop-Up: Task Search Page

2.2.1 Overview

This section outlines the modifications to the Task Pop-Up: Task Search page to include additional attributes and allow for multi-complete of Tasks.

2.2.2 Task Search Mockup

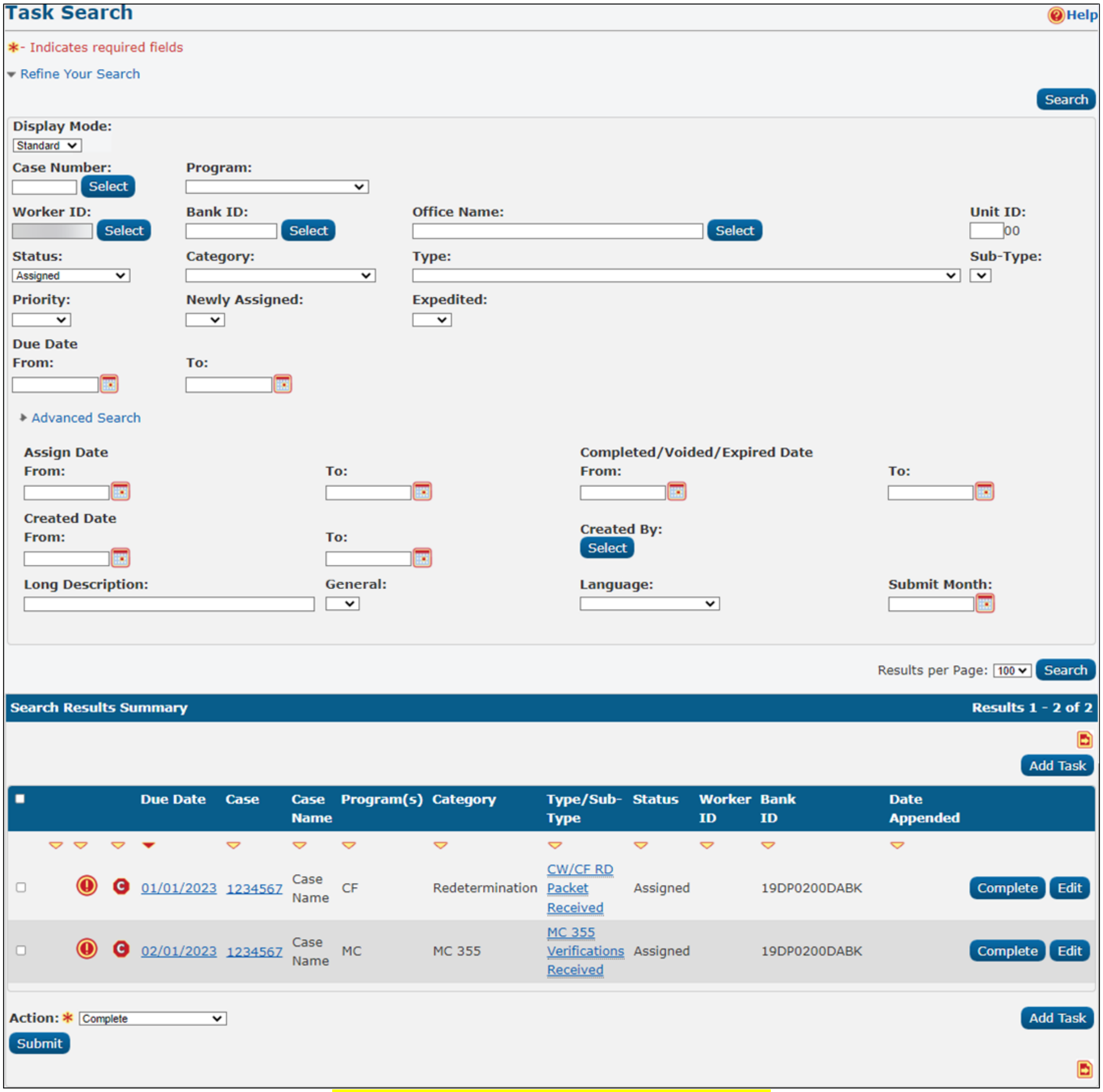


Figure 2.2.2-1 – Task Search – Standard

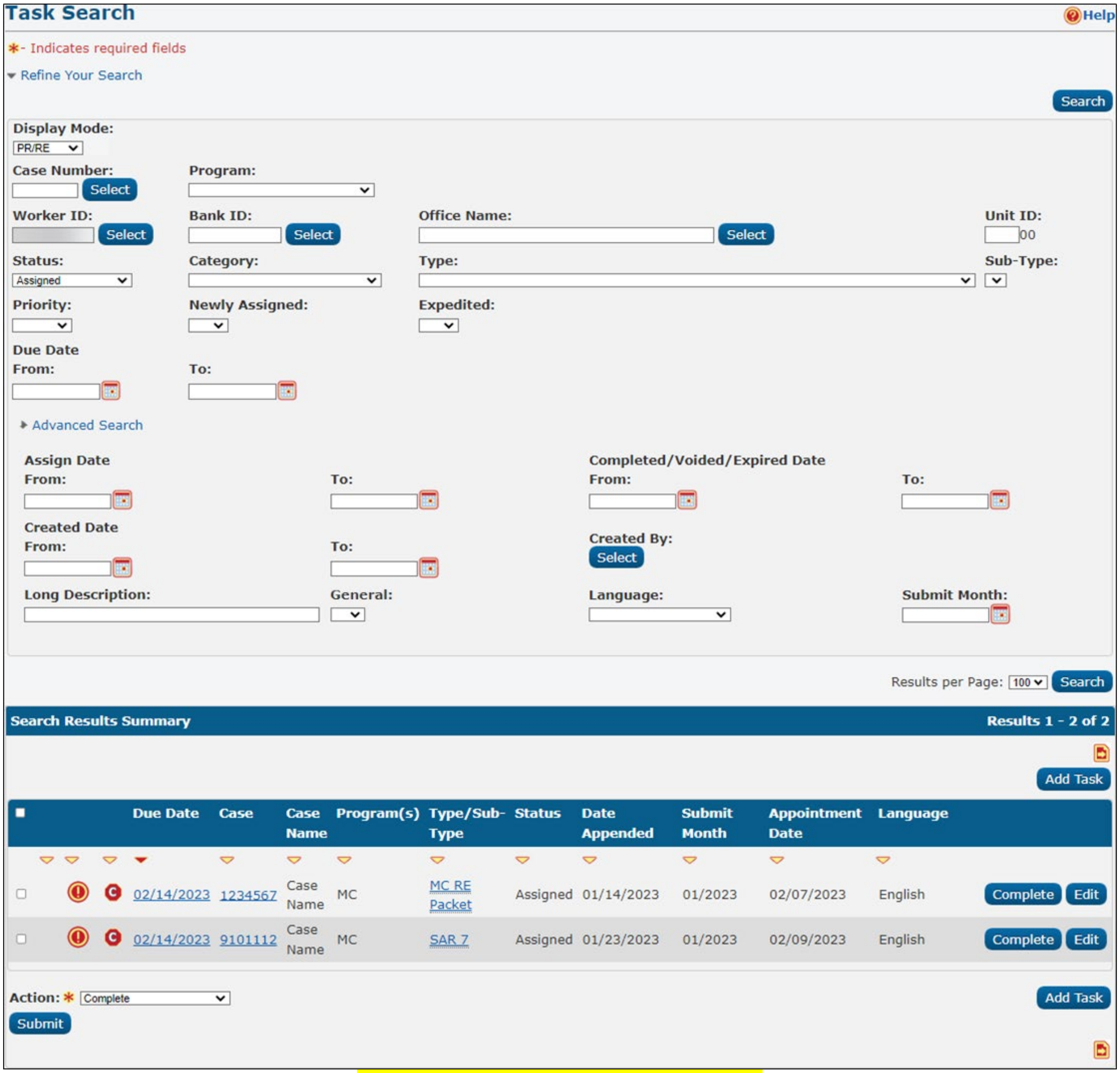


Figure 2.2.2-2 – Task Search – PR/RE

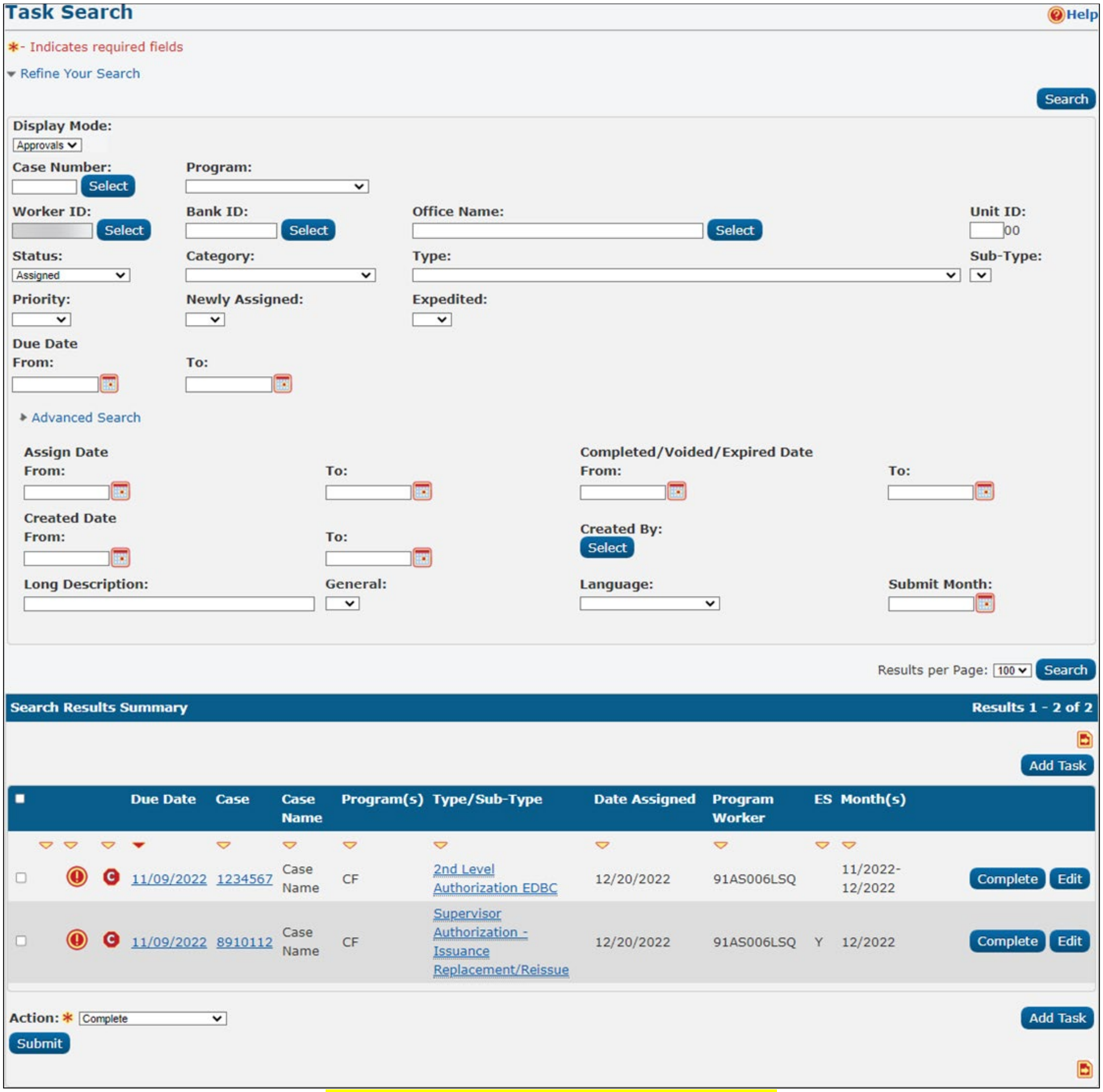


Figure 2.2.2-3 – Task Search – Approvals

2.2.3 Description of Changes

1. Update the Task Pop-Up: Task Search page to add the following:
   a. Display Mode – A dropdown menu at the top of the page that will be invoked on click of the Search button and include the following options in the listed order:
      i. Standard **(default)**

         Displays all In Process/Assigned Tasks based on the search criteria.

      ii. PR/RE

Displays all In Process/Assigned PR/RE Tasks based on the search criteria. A “PR/RE” Task is a Task that is associated directly to a Customer Report. These Tasks originate via Document Routing Rules where the document barcode can be linked to a specific Customer Report.

iii. Approvals

Displays all In Process/Assigned authorization Tasks based on the search criteria. An authorization Task is a Task with one of the following Task Category values:

- Auxiliary Issuance
- Computation Request
- EDBC
- External Recovery Account
- Interest Allocation
- Invoice
- Issuance Method
- Issuance Replacement/Reissue
- Payment Request
- Transaction Refund
- Valuable

Selections within this field will be applied via the “Search” button and modify the columns that are displayed in the Search Results Summary panel as described in Section 2.2.3.1.d.

b. Language – A dropdown field that will display the listing of languages known to the CalSAWS System.
c. Submit Month – This calendar field will allow Users to search for PR/RE Tasks based on the Submit Month of the Customer Report that is associated to the Task.

d. Search Results Summary
   iv. The Search Results Summary columns will display additional columns dynamically based on the Display Mode attribute value:
      1. Standard – This mode will display all the columns currently available in the Task Search page. No modifications to the existing columns.
      2. PR/RE – This mode will not display the Category, Worker ID, and Bank ID columns, and will display the following columns:
         a. Submit Month – The Submit Month for the Customer Report that is associated to the

Task as seen on the Customer Reporting Detail page. This value will be formatted as MM/DD/YYYY.

   b. Appointment Date – An appointment date will display formatted as MM/DD/YYYY when the following criteria are met:
      i. The Customer Report that is associated to the Task has a Type of:
         1. CF RE Packet
         2. CW RE Packet
         3. CW/CF RE Packet

         The person associated to the generated document has an appointment during or after the Customer Report Submit Month with an appointment type of:

         1. Telephone CW/CF RE Interview
         2. Re-Evaluation CW/CF Interview
   c. Language – The language associated to the Task.
3. Approvals – This mode will not display the Category, Worker ID, Bank ID, Status and Date Appended columns and will display the following columns:
   a. ES – This column will display ‘Y’ if the below criteria are met, otherwise the column will display ‘N’:
      i. The Task Type Category is “EDBC”
      ii. The Authorization Task is associated to an EDBC that indicates Expedited Service OR the CalFresh program indicates Entitled to Expedited Service on the CalFresh Program Detail page where the File Date is within the authorization period.
   b. Month(s) – This column will display the month(s) of EDBC that are pending authorization where:
      i. The Authorization Task Category is “EDBC”
      ii. The EDBC Run Status is “Pending Authorization”

      If a single EDBC month is pending authorization, the month will be formatted as MM/YYYY. If multiple months are pending authorization, this field will be formatted as “<Begin Month> - <End Month>” where each month is formatted as MM/YYYY to indicate the range of EDBC months. For example "04/2023 – 05/2023"

e. Action: Update this dropdown field to include a 'Complete' option

   i. Complete – On click of the Submit button with an Action value of "Complete", all Tasks selected via the Selectable checkbox will be completed.

2.2.4 Page Validations

N/A

2.2.5 Page Location

- **Global:** N/A
- **Local:** N/A
- **Task:** N/A
  Page is accessible through Utility bar's Tasks Option.

2.2.6 Security Updates

N/A

2.2.7 Page Mapping

Add page mapping for the new field and new columns in the Task Search page.

2.2.8 Page Usage/Data Volume Impacts

N/A

2.3 Export: Templates

2.3.1 Overview

This section outlines the modifications to the Export Template in My Tasks and Task Search pages to include new columns previously found in Worklist pages.

2.3.2 Export Template Mockup

Case Numb	Case Name	Prograr	Language	Start Dat	Due D	oide	Date Completed	Submit Month	Appointment Date	ES	Month(s)	Long Description
1234567	Case Name	CF	English		12/0			12/2022	12/21/2022	Y	12/2022	
9101112	Case Name	CF	English		12/			12/2022	12/21/2022	Y	12/2022	

Figure 2.3.2.1 – Export Template

2.3.3 Description of Changes

1. Language – This column will display the language associated to the Task.
2. Submit Month – The Submit Month for the Customer Report that is associated to the Task as seen on the Customer Reporting Detail page. This value will be formatted as MM/YYYY.
3. Appointment Date – An appointment date will display formatted as MM/DD/YYYY when the following criteria are met:
    a. The Customer Report that is associated to the Task has a Type of:
        i. CF RE Packet
        ii. CW RE Packet
        iii. CW/CF RE Packet

        The person associated to the generated document has an appointment during or after the Customer Report Submit Month with an appointment type of:

        i. Telephone CW/CF RE Interview
        ii. Re-Evaluation CW/CF Interview
4. ES – This column will display 'Y' if the below criteria are met, otherwise the column will display 'N':
    a. The Task Type Category is "EDBC"
    b. The Authorization Task is associated to an EDBC that indicates Expedited Service OR the CalFresh program indicates Entitled to Expedited Service on the CalFresh Program Detail page where the File Date is within the authorization period.
5. Month(s) – This column will display the month(s) of EDBC that are pending authorization where:
    a. The Authorization Task Category is "EDBC"
    b. The EDBC Run Status is "Pending Authorization"

    If a single EDBC month is pending authorization, the month will be formatted as MM/YYYY. If multiple months are pending authorization, this field will be formatted as "<Begin Month> - <End Month>" where each month is formatted as MM/YYYY to indicate the range of EDBC months. For example "04/2023 – 05/2023"

    Note: The Export Template will not dynamically update the columns based on the Display Mode selected. All columns will be available in the template regardless of the Display Mode on the My Tasks or Task Search page.

2.4 Get Next Processing

2.4.1 Overview

This section describes updates to Get Next processing based on the additional Get Next parameters introduced in Section 2.1.

2.4.2 Description of Changes

Update Get Next processing as follows:

1. If a specific "Category" is selected in the Get Next panel of the Task Pop-Up: My Tasks page, Get Next processing will restrict Tasks evaluated/ordered by the selected Category only.

2. If a specific "Language" is selected in the Get Next panel of the Task Pop-Up: My Tasks page, Get Next processing will restrict Tasks evaluated/ordered by the selected Language. If no Tasks are available for the selected Language, processing will consider English Tasks by default.

Note: Get Next processing will give priority to processing Get Next Priority rules (if configured) as described in SCR CA-253349. If Get Next Priority rules do not return a Task, or if there do not exist Get Next Priority rules to be processed, a selected Category/Language will be applied to the Get Next processing.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Online	Security Matrix	CA-253708 Consolidate the Wo

4 REQUIREMENTS

N/A

5 APPENDIX

N/A

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-259801

Create DE 542 File

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Howard Suksanti
	Reviewed By	Angela Zhao, Edgars Reinholds

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
4/12/2023	1.0	Initial draft	Howard Suksanti
7/26/2023	1.1	Updated the file format detail in section 2.1.2. and 2.2.6	Howard Suksanti

Table of Contents

1 OVERVIEW

This SCR will create a batch process to send DE 542 File to counties. DE 542 report contains a list of providers with earning over $600.

1.1 Current Design

In CalSAWS, the DE 542 Employment Development Department (EDD) report only displays the last 4 digits of the SSN.

We are unable to display the full SSN as it is against security policy.

1.2 Requests

Create a file with the applicable data elements and the full SSN information. The project will send this file to the Counties.

1.3 Overview of Recommendations

1. Create a new batch job that generates the DE 542 report.
2. Create a new Secure File Transfer Process (SFTP) to transfer the file to all counties.
3. The outbound file for the following county will be encrypt.
    a. San Diego

1.4 Assumptions

N/A.

2 RECOMMENDATIONS

2.1 Create a new Interface writer job to generate the DE 542 report.

2.1.1 Overview

Create a new Interface job that will generate the DE 542 report which pulls all providers with earning over $600.

2.1.2 Description of Change

1. Create a Batch Property Change Request (BPCR) and Batch Scheduling Change Request (BSCR) for the new job for all Counties.

2. The job will have the same logic as the existing DE 542 Report logic with the following additional changes.
    a. The Tax ID column will display the full 9 digits SSN number.
    b. Organization Name, broken into 3 columns: First, Middle Initial and Last.
    c. Organization Address broken into 5 separate columns: Street Line1 Address, Street Line2 Address, City, State, and Zip code.
3. The job will run on the first calendar day and the 15^{th} calendar day.
    a. When the job run 1^{st} calendar day of the month the report will capture vendor that received payment from the last success date till the Batch Run Date.
    b. When the job runs on the 15th calendar day of the month the report will capture vendor that received payment from Last success run date of the current month till the Batch Run Date. Note: when the issuance was created on the night of the 15^{th} after this batch job ran, the vendor will be picked on the next run.
4. The outbound file will be in CSV file format with comma separator. if a comma is as part of Data Element, then the comma should be surrounded by " ".
5. File name will be in the following -> CalSAWS_DE_542_File_<2 digits county code>_ MMDDYYYY.csv
6. The following table is the file layout.
7. The file will be dropped into the normal location that CalSAWS sends file to county.

Table 1 - Record Layout

FIELD NAME	FIELD DESCRIPTION	Type	Max Length (char)	REQUIRED
Tax ID	SSN number	String	9	Yes
Organization First Name	Organization First name/Organization name	String	60	Yes
Organization Middle Name	Organization Middle name	String	60	No
Organization Last Name	Organization Last name	String	60	No

Organization Street Line1 Address	Organization Street Line1 Address	String	50	No
Organization Street Line2 Address	Organization Street Line2 Address	String	60	No
Organization City	Organization City	String	50	No
Organization State	Organization State	String	3	No
Organization Zip code	Organization Zip code	String	32	No
Start Date of Contract	Start Date of Contract (MM/DD/YYYY)	String	10	Yes
Amount of Contract	Amount of Contract (Ex, $400.00)	String ($ + amount with 2 digits decimal)	$ + (10,2)	Yes

2.1.3 File Encryption

The outbound file for the following county will be encrypt.

a. San Diego

2.1.4 Partner Integration Testing

Yes.

2.1.5 Execution Frequency

Twice a month on the first calendar day and the 15th calendar day of the month.

2.1.6 Key Scheduling Dependencies

Before the File transfer job.

2.1.7 Counties Impacted

All Counties except CalWIN wave 4-6 counties.

2.1.8 Category

Core.

2.1.9 Data Volume/Performance

N/A.

2.1.10 Interface Partner

All Counties except CalWIN wave 6 counties.

2.1.11 Failure Procedure/Operational Instructions

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

2.2 Create a new SFTP job to transfer the DE 542 file.

2.2.1 Overview

Create a new SFTP job that will transfer the DE 542 file to county.

2.2.2 Description of Change

1. Create a Batch Property Change Request (BPCR) and Batch Scheduling Change Request (BSCR) for the new job for all Counties.

2.2.3 Partner Integration Testing

Yes.

2.2.4 Execution Frequency

Twice a month on the first calendar day and the 15th calendar day of the month.

2.2.5 Key Scheduling Dependencies

After the File Writer job.

2.2.6 Counties Impacted

All Counties except CalWIN wave 6 counties.

2.2.7 Category

Core.

2.2.8 Data Volume/Performance

N/A.

2.2.9 Interface Partner

All Counties except CalWIN wave 4-6 counties.

2.2.10 Failure Procedure/Operational Instructions

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

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.20.1.3	The LRS shall include the ability to exchange LRS Data residing on external systems and communicate the results of any automated LRS Data matches.	CalSAWS will have ability to transfer DE 542 file.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-263212

Expand the Child Care Admin portal to display referral information for external provider/agencies

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Erika Kusnadi-Cerezo
	Reviewed By	Michael Wu, Naga Chinduluru, Aaron Fowler, William Baretsky, Himanshu Jain, Chitra Barsagade, Raji Reddy, Sumeet Patel

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
11/01/2022	1.0	Initial	Kusnadi.E
07/02/2023	1.1	Updates based on further input from Build team. 1. Added to Section 1.4 Assumption #8 that the external provider/agency can accept HTML formatted email messages. 2. Updates to Section 2.1 a. Updates was made to Section 2.1.3 that the Send E-mail button matches with the mockup. 3. Updates to Section 2.3 a. #1c to remove the reference asking the user to select a button. Update the title of the buttons instead in order to make sure it makes sense in the scenario where only 1 button is being displayed on the page. Updated the note in reference of not seeing any buttons at all. Since user that	Kusnadi.E

		are not assign to any security role, will not see the welcome page once they log in. b. Added to #2b that clicking the CalSAWS logo will bring the user back to the Welcome Page. #2d.ii is updated to include a clarification on what an "error" is. #2d.iii.1.f is updated from Referral Type to Need Type so that it aligns with the Summary Type and CalSAWS since there is no Referral Type. c. Added a note to #3b about clicking the CalSAWS logo. Added to #3c what the Dashboard page will look like when user click on the left arrow icon from the summary page. Added a Note to #3ei2e on where the Primary language of the person will be based on in CalSAWS application. 4. The following updates were made throughout Section 2.3.3:	

		a. Added the format of what telephone number information will display as. b. Added the format of what address information will display as. c. Updated e-Mail Address to E-mail address. d. Added to the Case Manager Section for the Phone number to also include Extension information if available. e. Added #4 to update the Window title from Child Care Administrator Portal to CalSAWS Administrator Portal 5. Updated Section 2.5.10 to N/A 6. Added to Project Requirement to Section 4.1 7. Added to Section 2.1.3 to the e-mail body to include "Code Code: 33" to make it clear that 33 is the county code that the external agency/provider will need to input on the Portal search parameter. Also, added additional verbiage that the e-mail address used	

		to send the e-mail is not monitored, so they should not be replying to the e-mail.	
7/28/2023	2.0	Content Revision: Updates made to Section 2.3 • Added a new mockup to Section 2.3.2 (Figure 2.3.13) to display what the page will look like when there's multiple phone numbers, extension and if the phone number is not 10 digits. • Updated Section 2.3.3 to add how the page will display when there's multiple phone numbers, extension and when the phone number is not 10 digits for all Phone Number related fields on the Summary Section. • Automated Testing Section is added	Kusnadi.E

Table of Contents

1 OVERVIEW

The Child Care Administrator Portal was created to provide a read only summary that provide information needed to determine eligibility for childcare services as mandated by ACL-19-99 and ACL 19-110. This SCR will expand the Child Care Administrator portal to provide a summary page that provide referral information for services that the counties refer out to external agencies or providers.

1.1 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.

1.2 Requests

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.

1.3 Overview of Recommendations

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.

1.4 Assumptions

1. All existing functionalities will remain unchanged unless called out in the design.
2. This SCR will not impact any data/information/monthly report that are currently being used to determine eligibility for childcare services that are mandated by ACL 19-99 and ACL 19-110.
3. This SCR will not impact existing security for users that are currently provisioned to access the Child Care Administrator portal to determine eligibility for childcare services.
4. The functionality to validate Resource e-mail addresses will be added as part of SCR CA-253124. A subsequent SCR will be created to update the e-Referral functionality to only send to a validated e-mail address.

5. Users that will need to be added to ForgeRock application and be assigned to the security role that will provide them access to the CalSAWS Administrator portal will continue to be done by the delegated admin. It will continue to follow the existing process.
6. CA-263213 is the SCR that will update the CalSAWS Administrator Portal to allow external provider/agencies to update the referral status.
7. CA-263214 is the SCR that will update the existing URL for the Child Care Portal (to be rebranded as the CalSAWS Administrator portal) to match with the rebrand.
8. E-mail that's being sent to external provider/agency through CalSAWS application will be a HTML formatted email. The external provider/agency is assumed to be able to accept HTML formatted email messages.

2 RECOMMENDATIONS

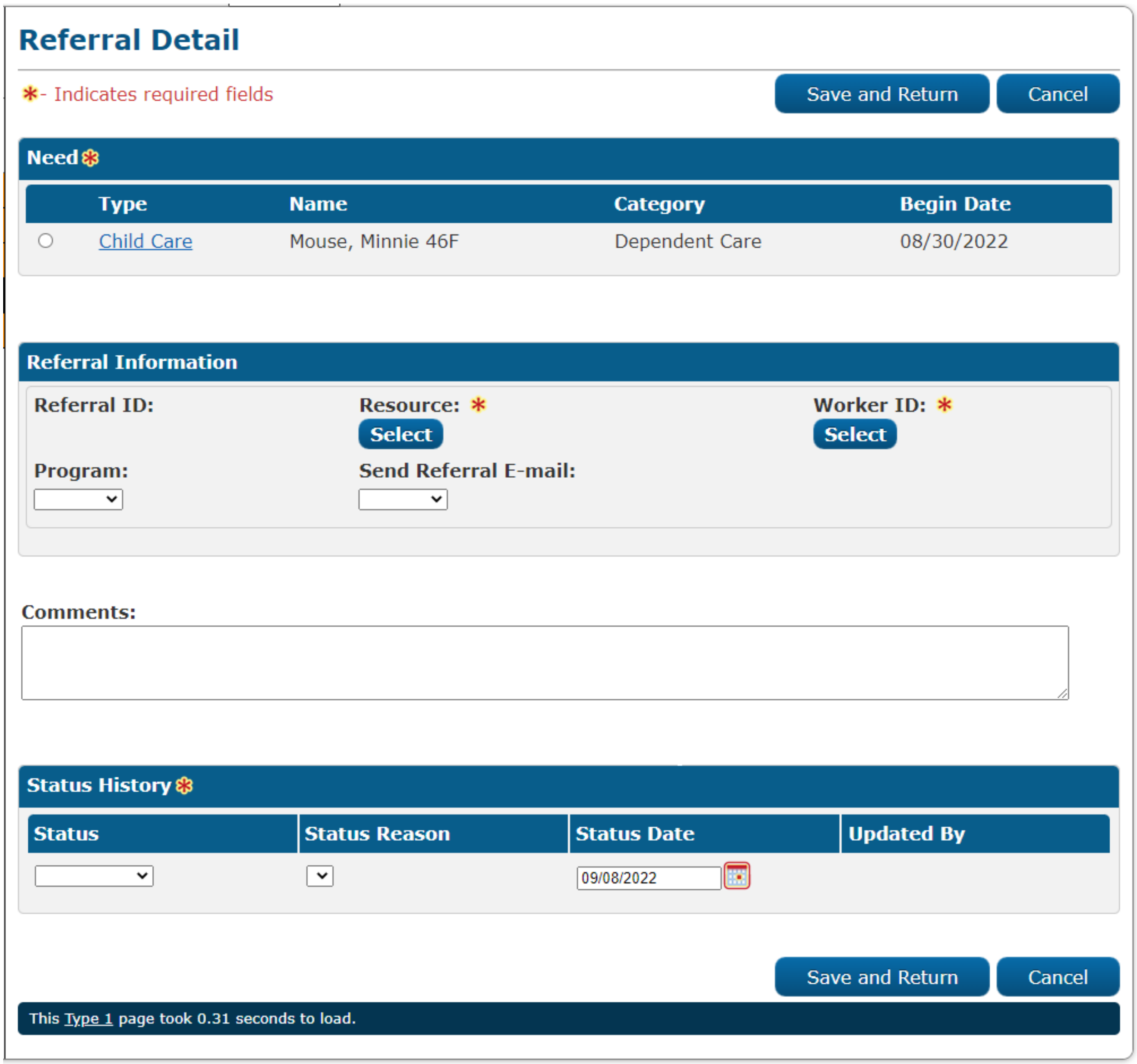
Expand the Child Care Administrator portal to provide a read only summary page that provide referral information for services that the counties refer out to external agencies or providers. This will include rebranding the Child Care Administrator portal and adding a new referral flow along with new pages and security to allow external agencies, and providers to have a read only access to referral information that's created in CalSAWS. CalSAWS will be updated to support this new functionality so that e-mails can be sent out to external agencies and providers to inform them when new referrals are entered in CalSAWS. The calsaws.org resource page will also be updated to display a link to the portal that the external agencies and providers can access to view the information for the referrals.

2.1 Referral Detail page

2.1.1 Overview

The Referral Detail page allows users to add, edit or view the details of a referral for a participant/beneficiary. This SCR will add the functionality to send an e-mail out to the provider/agency for referral that are created in CalSAWS.

2.1.2 Referral Detail Mockup



Referral Detail

✱- Indicates required fields

Save and Return | Cancel

Need ✱

	Type	Name	Category	Begin Date
○	Child Care	Mouse, Minnie 46F	Dependent Care	08/30/2022

Referral Information

Referral ID:

Resource: ✱ Select

Worker ID: ✱ Select

Program:

Send Referral E-mail:

Comments:

Status History ✱

Status	Status Reason	Status Date	Updated By
		09/08/2022	

Save and Return | Cancel

This Type 1 page took 0.31 seconds to load.

Figure 2.1.1 – Referral Detail (Create mode landing page – Reference only)

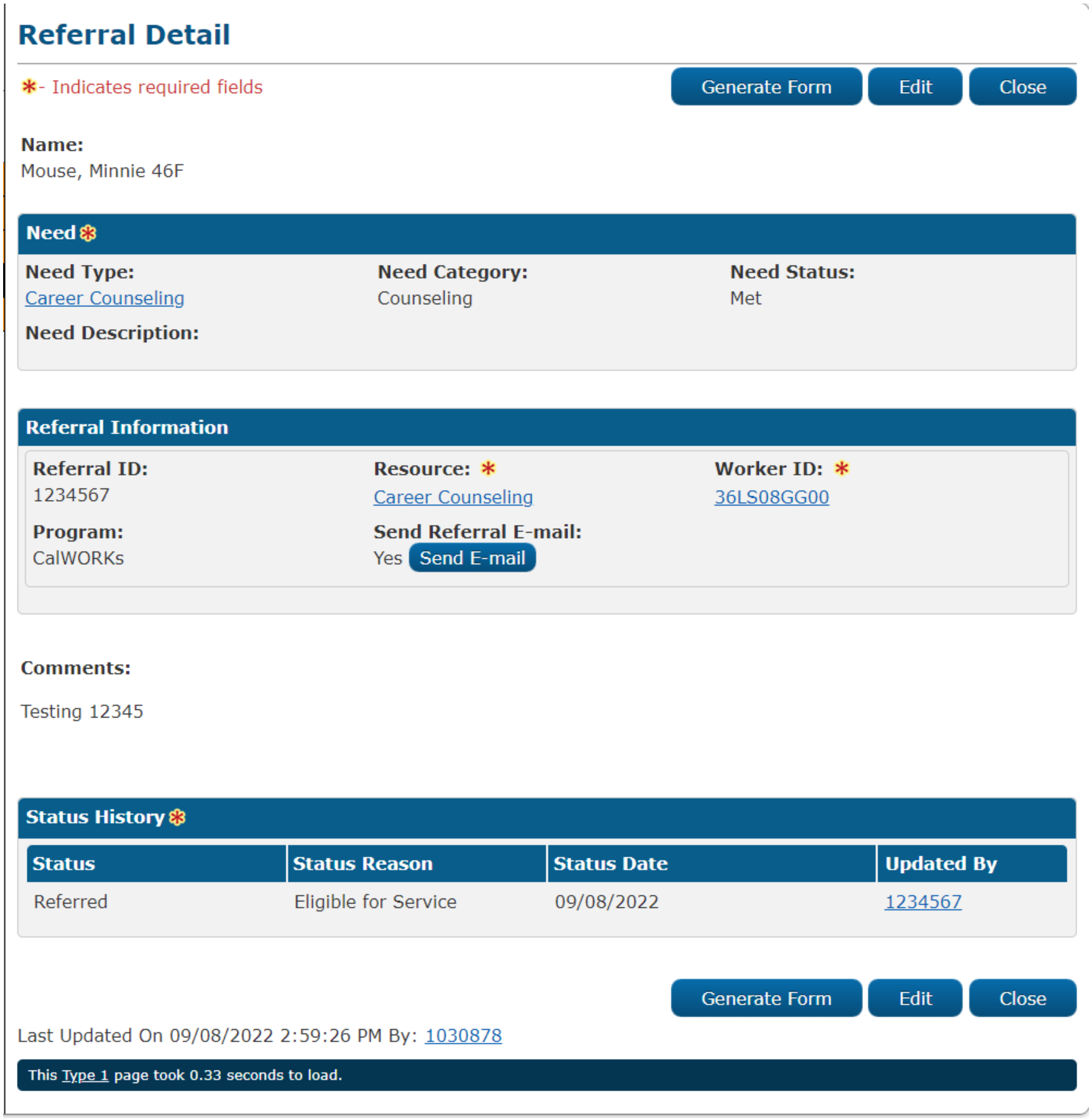


Figure 2.1.2 – Referral Detail (View mode)

2.1.3 Description of Changes

1. Display a button titled "Send E-mail" on the Send Referral E-mail field when the Referral Detail page is in view mode.
    a. "Send E-mail" button will only display when the value selected is "Yes" and the Resource selected have the "Does This Resource accept e-Referrals" field set to "Yes" on the Resource Detail page.
        i. Clicking the "Send E-mail" button will trigger CalSAWS to send an e-mail to the Resource that was selected on the

"Resource field" (please refer to requirement #4 on the e-mail that is to be sent to the Resource).

1. The e-mail will be sent to the e-mail address that is entered on the Resource Detail page under the Internet Information where the Type is equal to "E-mail".
    a. Multiple e-mail will be sent when there are multiple e-mail addresses with the Type of "E-mail".

2. Send out an e-mail to the Resource that is selected on the "Resource" field when the user clicks on the "Save and Return" button or the "Send E-mail" button.
    a. Send out the e-mail to the resource upon clicking the "Save and Return" button when the Referral Detail page is in create mode and the "Send Referral E-mail" field is equal to "Yes".
        i. The e-mail will be sent to the e-mail address that is entered on the Resource Detail page under the Internet Information where the Type is equal to "E-mail".
            1. Multiple e-mail can be sent when there's multiple e-mail addresses with the Type of "E-mail".
    b. Send out the e-mail to the resource upon clicking the "Save and Return" button when the Referral Detail page is in edit mode and the "Send Referral E-mail" field was changed from "No" to "Yes" or "blank" to "Yes".
        i. E-mail will not be sent to the resource when the value on the "Send Referral E-mail" field was changed from "Yes" to "No" or "Yes" to "blank".
        ii. E-mail will not be sent to the resource when there is no change in the value on the "Send Referral E-mail" field.
        iii. The e-mail will be sent to the e-mail address that is entered on the Resource Detail page under the Internet Information where the Type is equal to "E-mail".
            1. Multiple e-mail can be sent when there's multiple e-mail addresses with the Type of "E-mail".
3. Create a new e-mail to be sent to the Resource that was selected.
    a. Subject: A new service referral has been created from XX County
        i. XX will be the name of the County that the Referral belongs to.
        ii. Example:
            Email Subject: "A new service referral has been created from Riverside County"
    b. Body:
        A new service referral (Referral ID: XXXXX) has been created for you from XX County (##). Please log in to the CalSAWS Administrator Portal to view the referral information for more details.

            i. The CalSAWS Administrator Portal will be a hyperlink to the CalSAWS Administrator Portal log in page (previously the Child Care Administrator Portal).
                1. Hyperlink will be: https://childcare.calsaws.net/
            ii. XXXX for the Referral ID will be the Referral ID assigned to the Referral.
            iii. XX for the County will be the name of the County that the referral belongs to and ## will be the County code.
            iv. Example:
            Email Body: "A new service referral (Referral ID: 123456) has been created for you from Riverside County (County Code: 33). Please log in to the CalSAWS Administrator Portal to view the referral information for more details. Please do not reply to this e-mail as this e-mail address is unmonitored. If you need to get a hold of a county worker, please log in to the CalSAWS Administrator Portal for further information.
    c. To: <e-mail address of the Resource>
        i. This is the e-mail address that is inputted on the Internet Section from the Resource Detail page where the Type is "E-mail"
    d. From: referral.noreply@app.calsaws.org
        i. Note: For Test environments, the e-mail address used is referral.noreply.dev@app.calsaws.org
4. Create a new e-mail address to be used by CalSAWS to send referral emails.
    a. For production environment, the e-mail address to be used by CalSAWS when sending the referral email will be: "referral.noreply@app.calsaws.org"
    b. For test environment, the e-mail address to be used by CalSAWS when sending the referral email will be: "referral.noreply.dev@app.calsaws.org"

2.1.4 Page Location

- **Global: Empl. Services**
- **Local: Supportive Services**
- **Task: Referrals**

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

Update Page Mapping for the new fields that are added to the Referral Detail page.

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 Resources section of the CalSAWS.org website

2.2.1 Overview

The Resource section on the CalSAWS.org provide pertinent resources information that participants can use. This section also provides the link that Child Care Providers can use to access the Child Care Administrator Portal. This SCR will update the Resource section of the CalSAWS.org website to relabel the existing link for the Child Care Administrator Portal.

2.2.2 Resource section of the CalSAWS.org Mockup

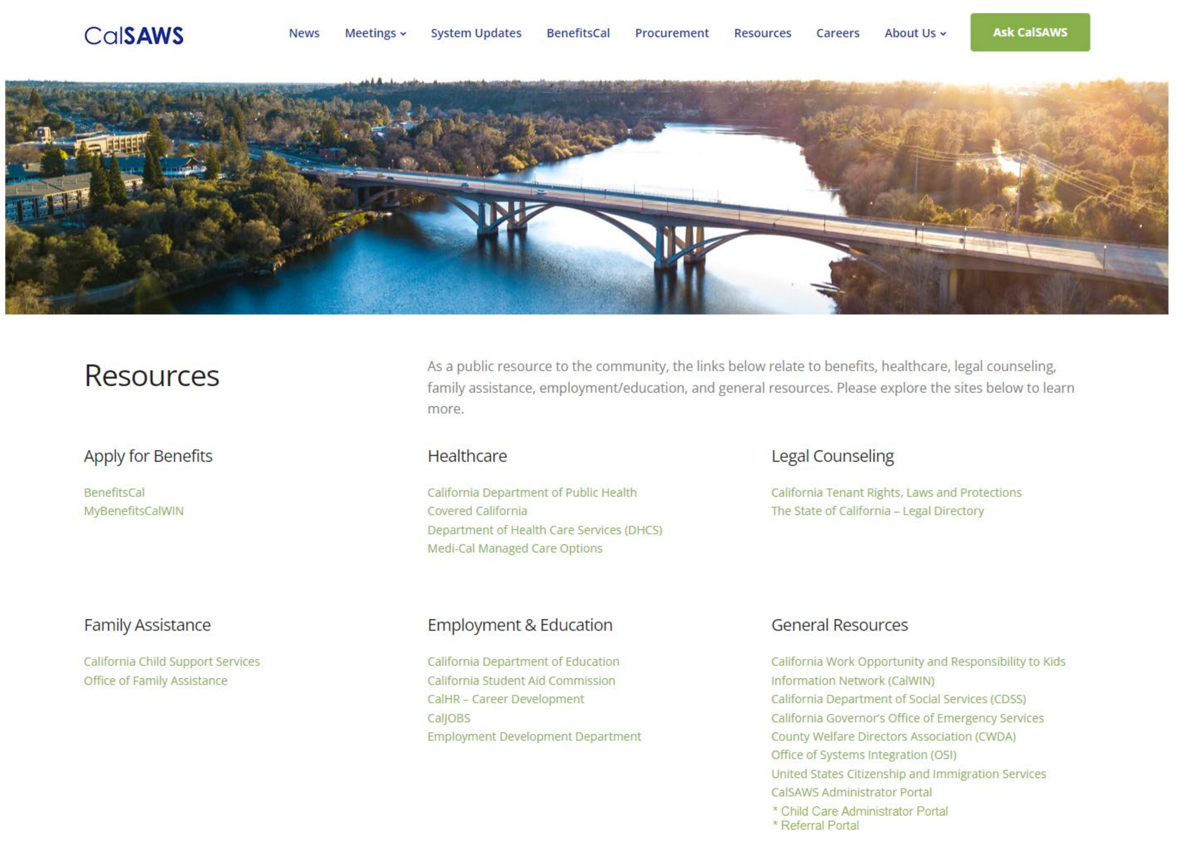


Figure 2.2.1 Resources section of the CalSAWS.org

2.2.3 Description of Changes

1. Update the label for the Child Care Administrator Portal link from “Child Care Administrator Portal” to “CalSAWS Administrator Portal

* Child Care Administrator Portal
* Referral Portal"

a. Clicking this link will take the user to the production CalSAWS Administrator Portal website (as part of this SCR the Child Care Administrator Portal is rebranded as CalSAWS Administrator Portal).
    i. Website: https://childcare.calsaws.net/

2.2.4 Page Location

https://www.calsaws.org/resources/

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

N/A

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 CalSAWS Administrator Portal

2.3.1 Overview

The existing Child Care portal will be updated with a brand-new functionality to allow external Provider/Agency to view a summary for Referrals that are created in CalSAWS. This SCR will rebrand the Child Care Portal as the CalSAWS Administrator Portal and will add brand new pages that will display Referral information.

2.3.2 CalSAWS Administrator Portal Mockup

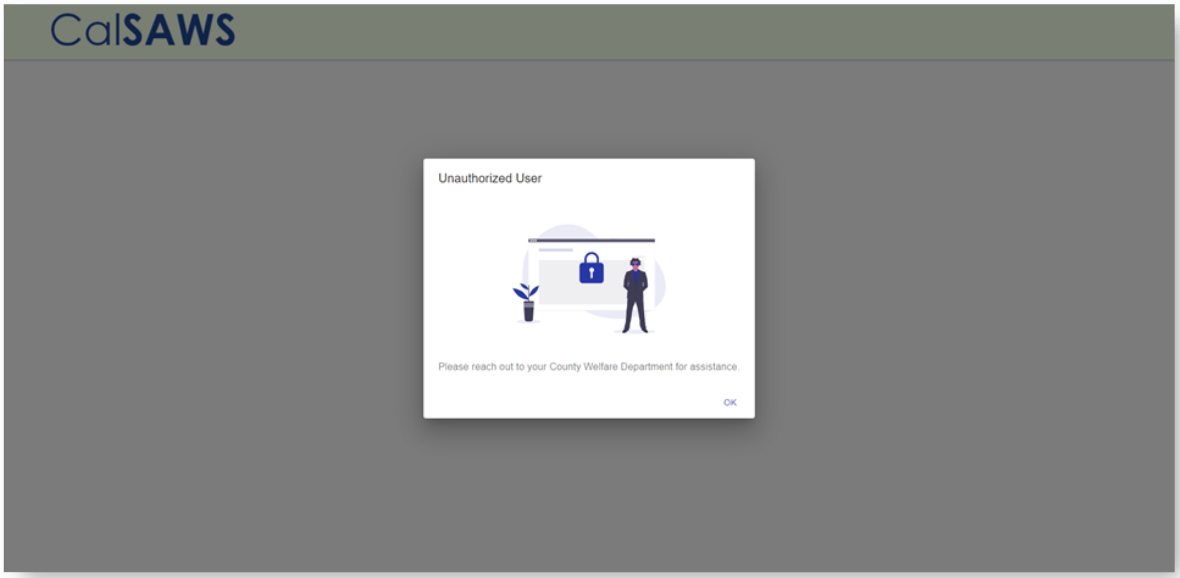


Figure 2.3.1 – Unauthorized User

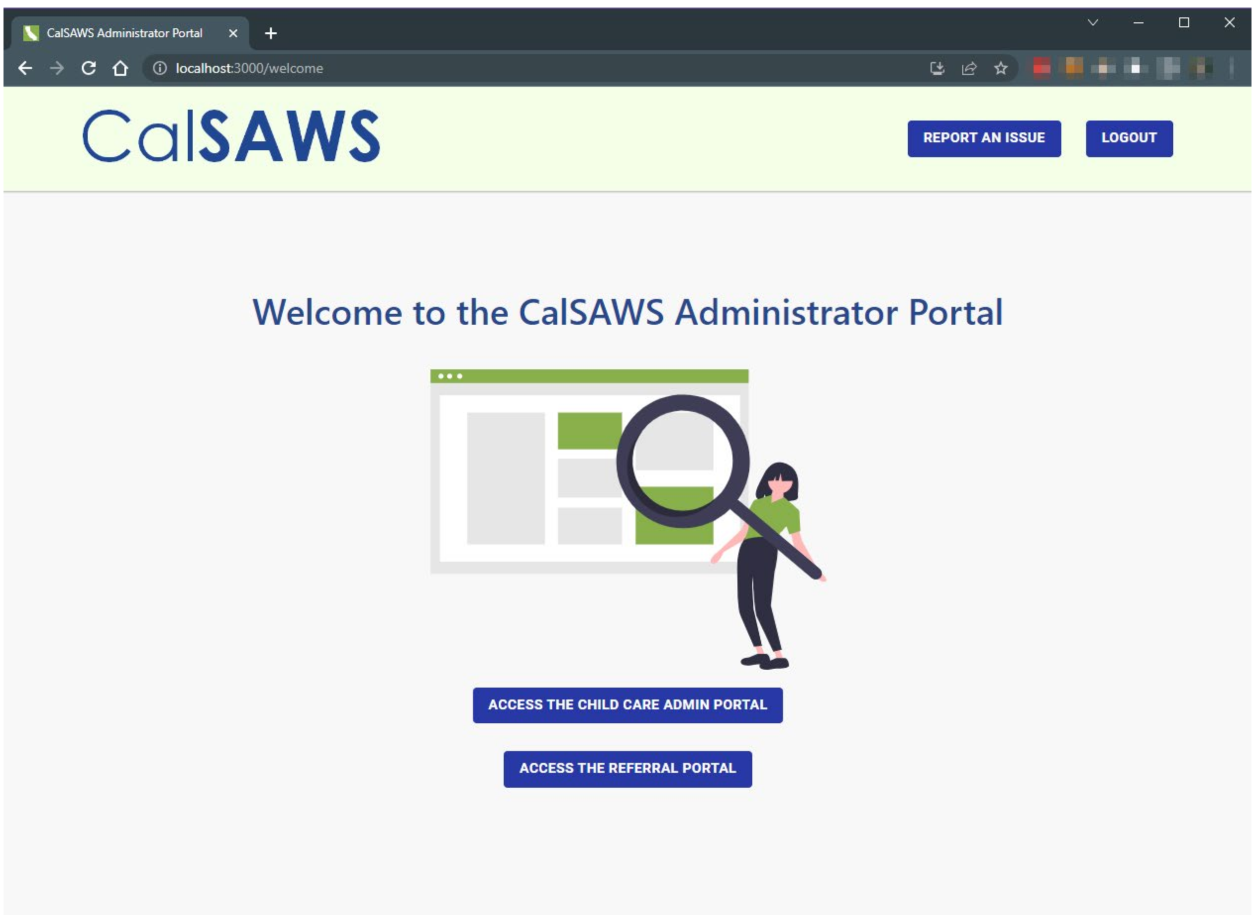


Figure 2.3.2 – Welcome Homepage

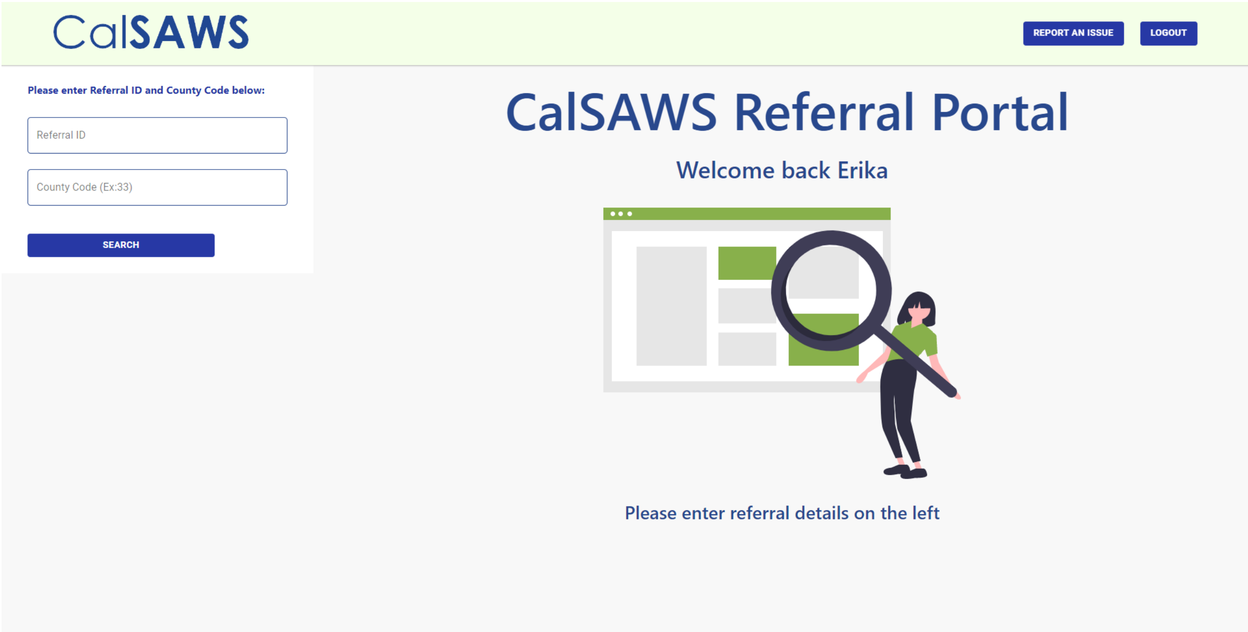


Figure 2.3.3 – Referral Portal Dashboard

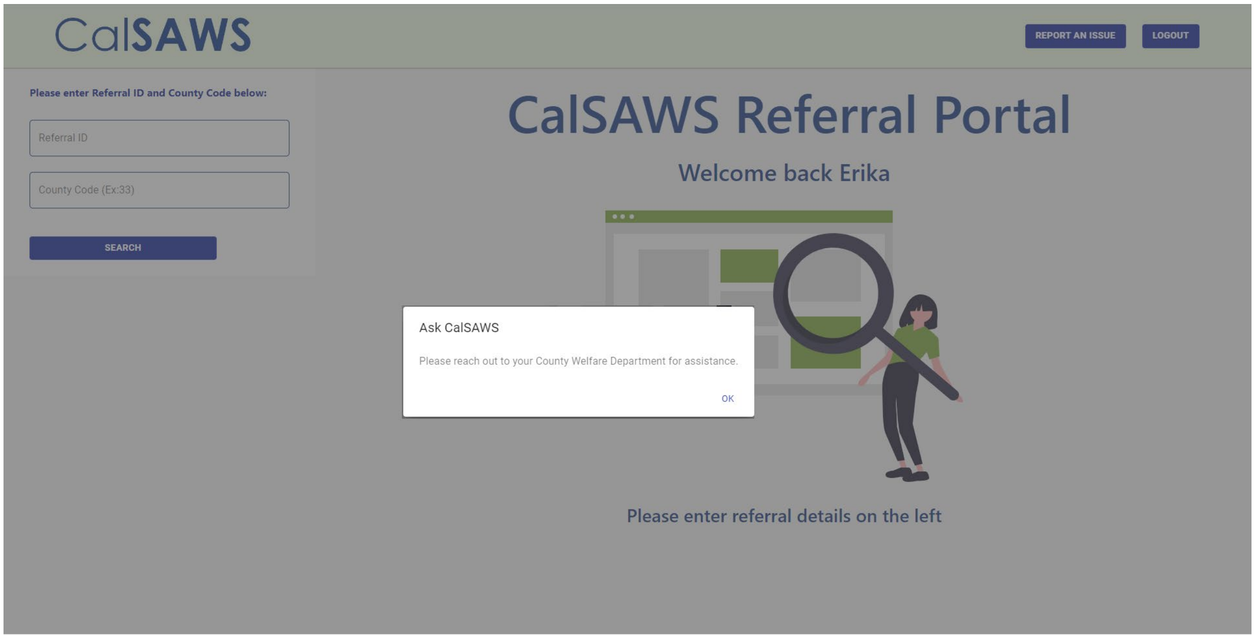


Figure 2.3.4 – Referral Portal Dashboard Report an issue modal

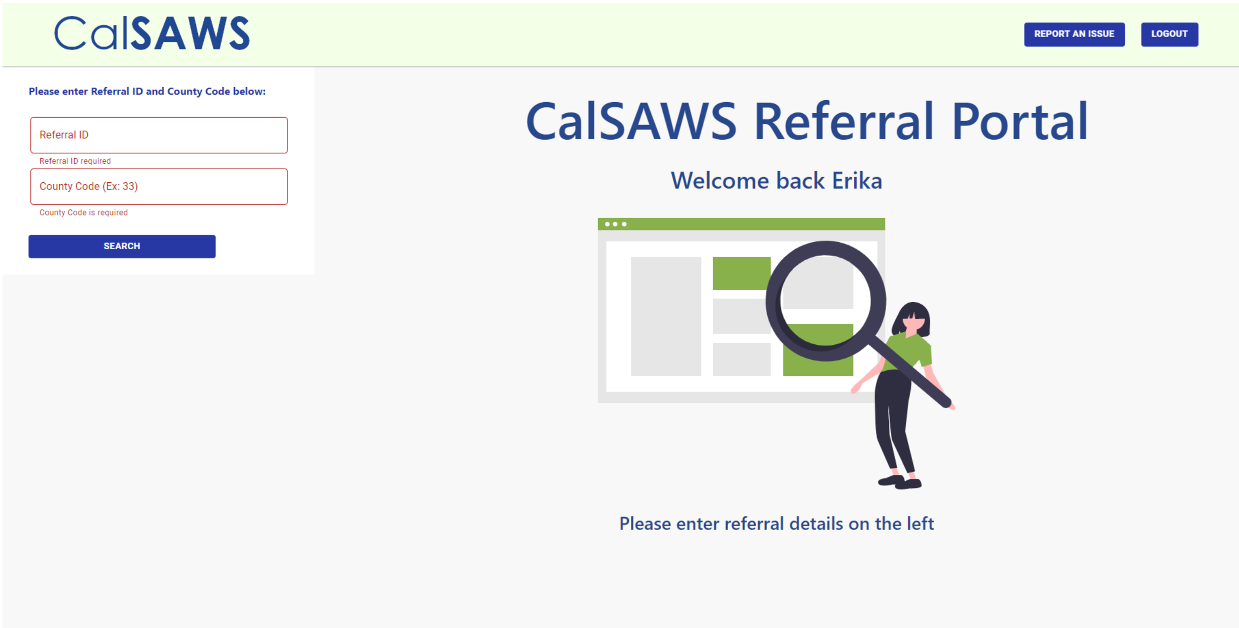


Figure 2.3.5 – Referral Portal Dashboard with required validation

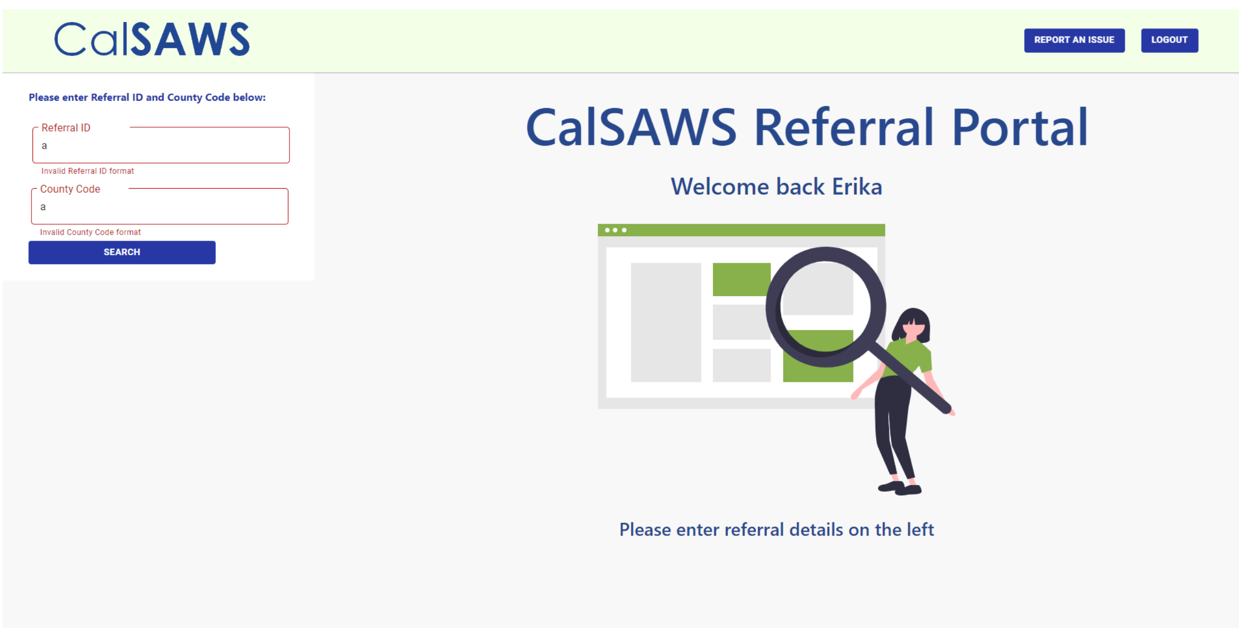


Figure 2.3.6 – Referral Portal Dashboard with not correct format validation

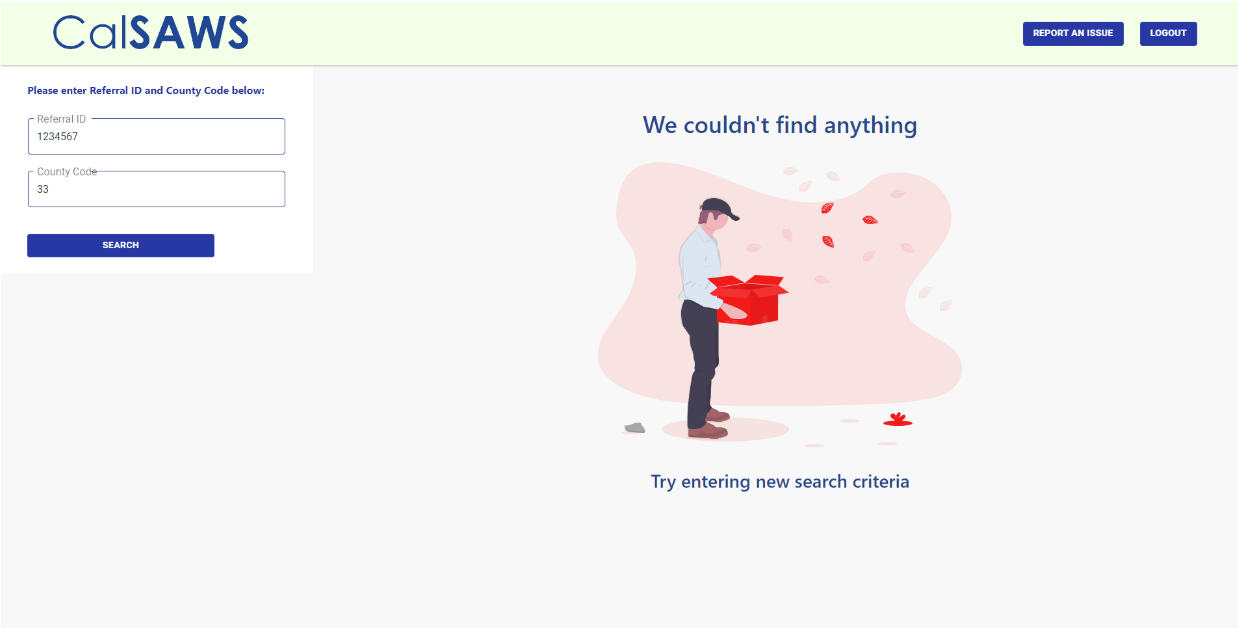


Figure 2.3.7 – Referral Portal Dashboard No Result found

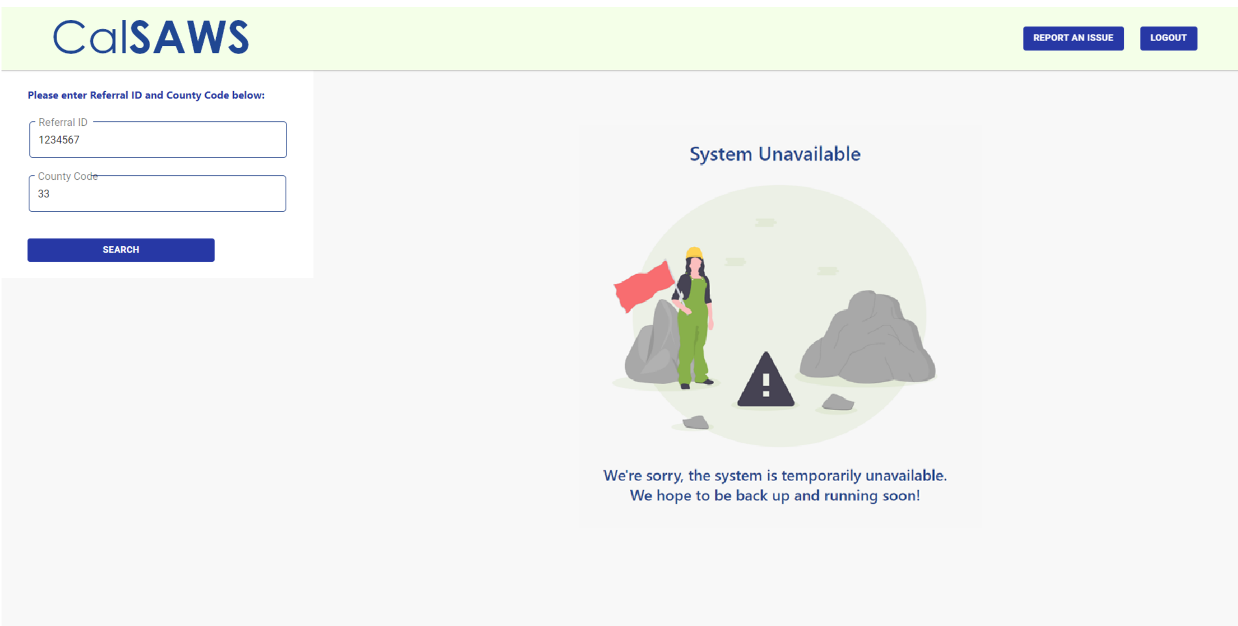


Figure 2.3.8 – Referral Portal Dashboard System Unavailable

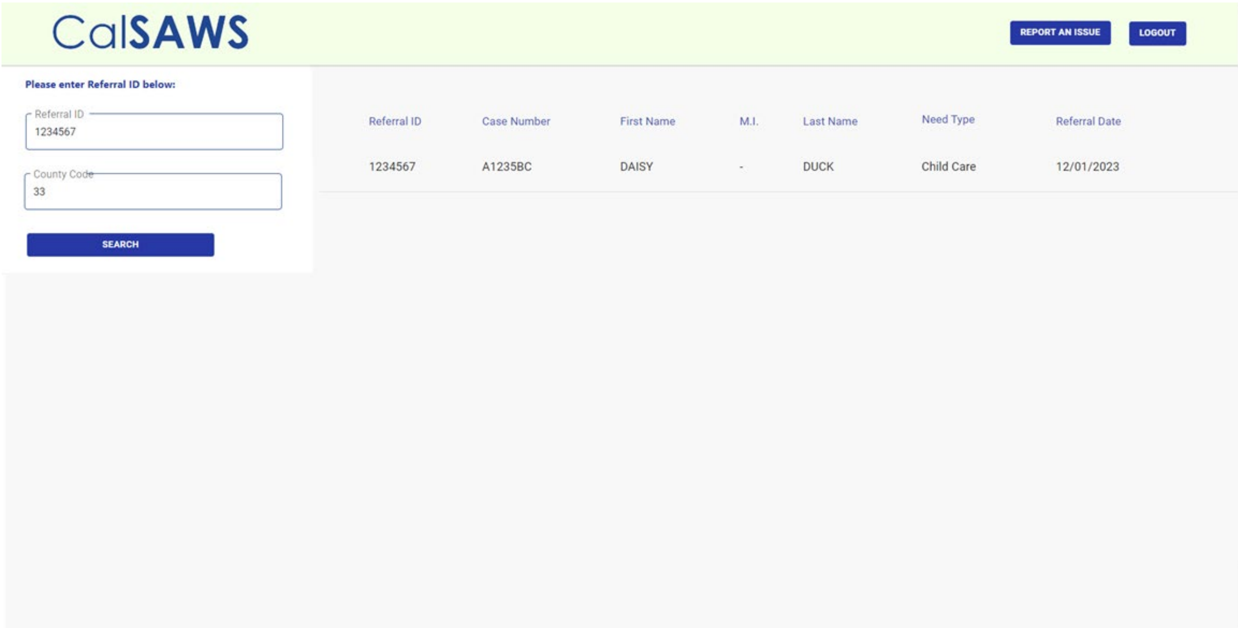


Figure 2.3.9 – Referral Portal Dashboard Result View

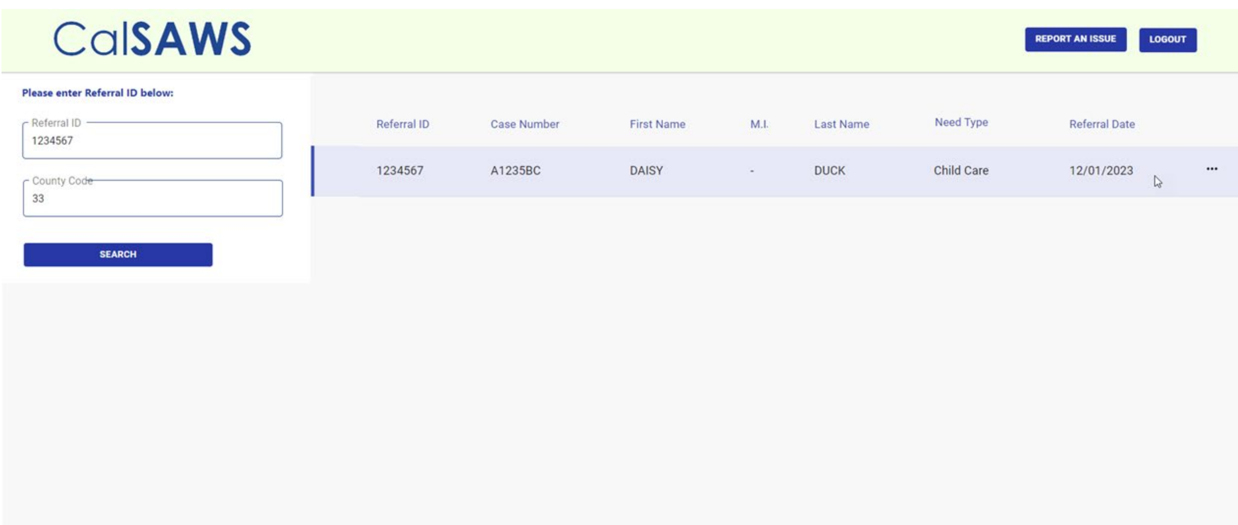


Figure 2.3.10 – Referral Portal Dashboard Result View with hover

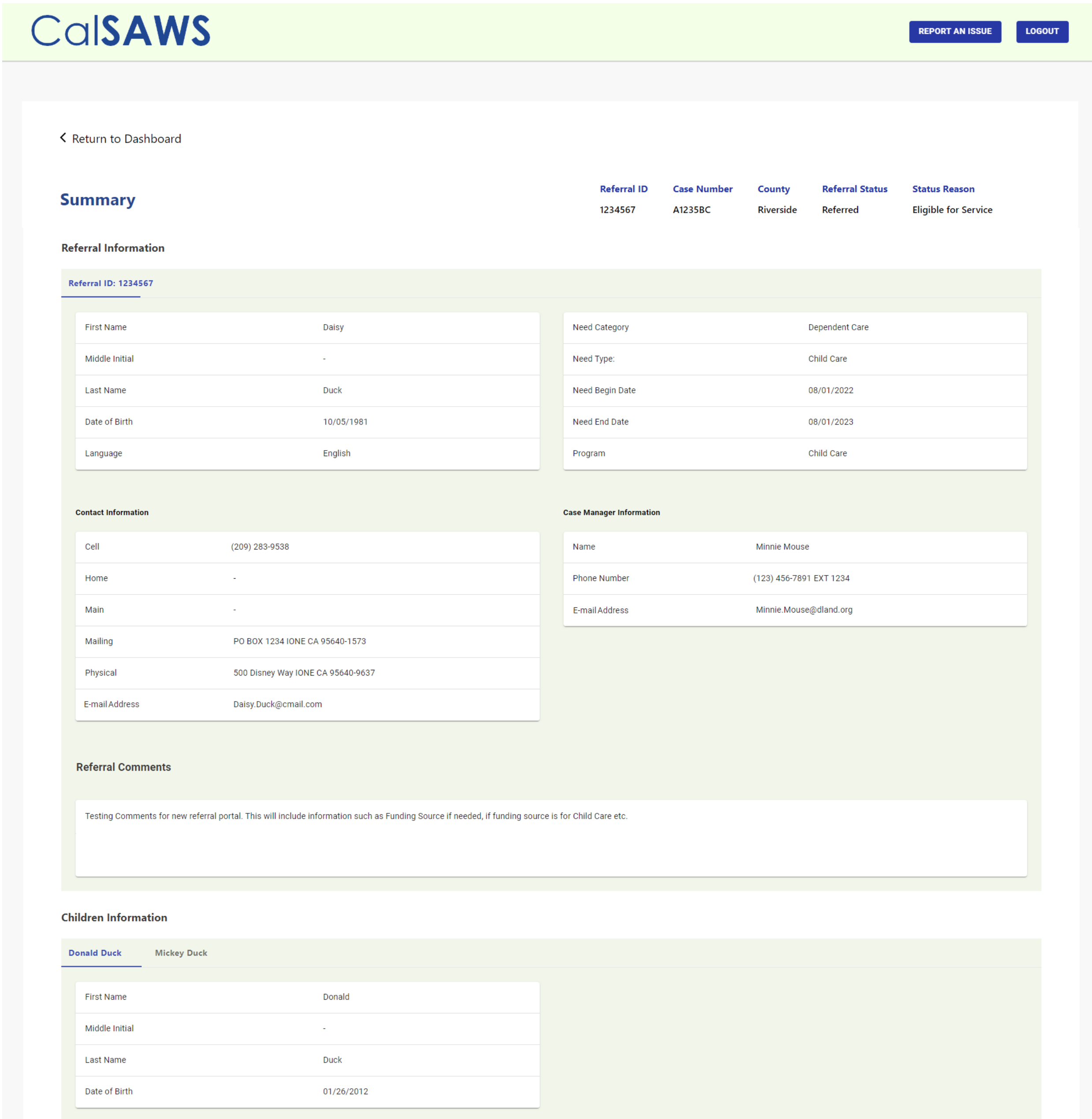


Figure 2.3.11 – Referral Portal Summary – Summary Section

Summary

Referral ID	Case Number	County	Referral Status	Status Reason
1234567	A1235BC	Riverside	Referred	Eligible for Service

Referral Information

Referral ID: 1234567

First Name	Daisy
Middle Initial	-
Last Name	Duck
Date of Birth	10/05/1981
Language	English

Need Category	Dependent Care
Need Type:	Child Care
Need Begin Date	08/01/2022
Need End Date	08/01/2023
Program	Child Care

Contact Information

Cell	(209) 283-9538
Home	-
Main	-
Mailing	PO BOX 1234 IONE CA 95640-1573
Physical	500 Disney Way IONE CA 95640-9637
E-mail Address	Daisy.Duck@cmail.com

Case Manager Information

Name	Minnie Mouse
Phone Number	(123) 456-7891 EXT 1234
E-mail Address	Minnie.Mouse@dland.org

Referral Comments

Testing Comments for new referral portal. This will include information such as Funding Source if needed, if funding source is for Child Care etc.

Figure 2.3.12– Referral Portal Summary – Referral Information Section

Contact Information

Cell	(123) 456-7888
Home	(123) 456-7890 EXT 321 (123) 456-1234
Main	123456
Mailing	PO BOX 1234 IONE CA 95640-1573
Physical	500 Disney Way IONE CA 95640-9637
e-Mail Address	-

Figure 2.3.13 – Referral Portal Summary – Example when there's more than 1 phone number and phone number is not 10 digits.

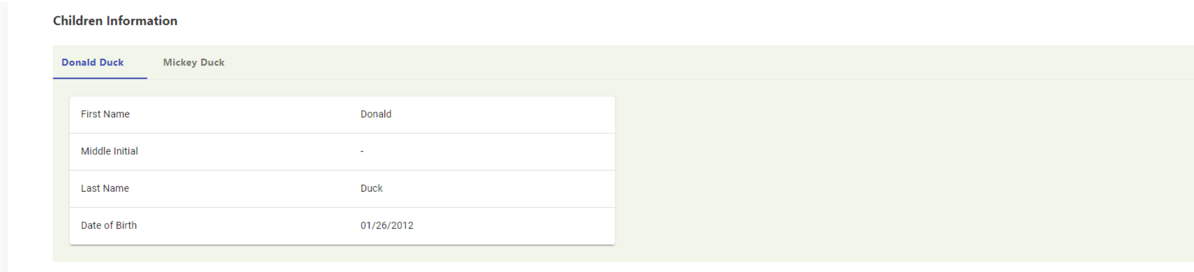


Figure 2.3.14 – Referral Portal Summary – Children Information

2.3.3 Description of Changes

1. Create a new Welcome Homepage that will allow users to access either the Child Care Administrator Portal or the Referral Portal.
    a. Create a Welcome Homepage that will display after the user logs in to the CalSAWS Administrator Portal.
        i. For users that have an 'Active' status in ForgeRock but are not assigned to at least one of the following security roles in ForgeRock: 'Child Care Portal User' or 'Referral Portal User' role, the page will display the unauthorized user message as shown on Figure 2.3.1.
            1. Clicking 'OK' on the dialog box will take the user back to the login page.
            2. The Header on the page when the unauthorized user message is being displayed will only have the CalSAWS logo on the left hand side.

        Note: This is the same unauthorized message that is currently being displayed on the portal, when the user has an Active status in ForgeRock but is not assigned to the 'Child Care Portal User' security role.
    b. Add a Header panel at the top of the page and will have the following:
        i. CalSAWS logo on the left-hand side of the Header panel
        ii. "REPORT AN ISSUE" button on the right-hand side of the Header Panel.
            1. Clicking this button will display the Report an Issue Modal Dialog that will display the following:
                a. Add the title: "Ask CalSAWS"
                b. Add text: "Please reach out to your County Welfare Department for assistance."
                c. Show an "OK" button.
                    i. Clicking on the button will dismiss the modal dialog.
                d. Clicking outside of the dialog, will close/dismiss it.

        Note: The Report an Issue Modal Dialog will work the same way as in the Child Care Administrator Portal.

iii. "LOGOUT" button on the right-hand side of the Header Panel, next to the "REPORT AN ISSUE" button.
   1. Clicking the "LOGOUT" button will end/invalidate the user's login session.
   2. User will be re-directed to the ForgeRock login page.

c. Display the following on the Welcome Homepage
   i. Title: "Welcome to the CalSAWS Administrator Portal"
   ii. Display the Search Image underneath the title.
      1. This is the same Search Image that is currently existing for the Child Care Administrator Portal.
   iii. Display the following buttons that will provide access to the Child Care Administrator Portal or the Referral Portal.
      1. Display a button titled "ACCESS THE CHILD CARE ADMIN PORTAL" for users that are assigned to the "Child Care Portal User" security role (this is a role that is assigned directly through the ForgeRock application).
         a. The "Child Care Portal User" security role is an existing security role within ForgeRock that is needed to access the Child Care Administrator Portal Dashboard page.
         b. Clicking the button will take the user to the existing Child Care Admin Portal Dashboard page.
         c. Users that are not assigned to the "Child Care Portal User" security role will not see the "ACCESS THE CHILD CARE ADMIN PORTAL" button.
      2. Display a button titled "ACCESS THE REFERRAL PORTAL" for users that are assigned to the "Referral Portal User" security role.
         a. This will be a new security role that will be created within ForgeRock that will allow users access to the Referral Portal Dashboard pages on the CalSAWS Admin Portal.
         b. Clicking the button will take the user to the Referral Portal pages (see below requirements for more details).
         c. Users that are not assigned to the "Referral Portal User" security role will not see the "ACCESS THE REFERRAL PORTAL" button.

      Note: Buttons that are displayed on the Welcome Homepage is dependent on the security role that the users are assigned to in ForgeRock. Dependent on their security role they might see one or both buttons being displayed on the page.

2. Create a new Dashboard page to search by Referral ID and County Code.
    a. This page will be protected by the "Referral Portal User" security role.
        i. This page is accessible by clicking on the "Referral Portal" button from the Welcome Homepage.
    b. Add a Header panel at the top of the page and will have the following:
        i. CalSAWS logo on the left-hand side of the Header panel
            1. Clicking the CalSAWS logo will take the user back to the Welcome screen.

            Note: This will also apply when users click the CalSAWS logo from the Child Care Portal pages.
        ii. "REPORT AN ISSUE" button on the right-hand side of the Header Panel.
            1. Clicking this button will display the Report an Issue Modal Dialog that will display the following:
                a. Add the title: "Ask CalSAWS"
                b. Add text: "Please reach out to your County Welfare Department for assistance."
                c. Show an "OK" button.
                    i. Clicking on the button will dismiss the modal dialog.
                d. Clicking outside of the dialog, will close/dismiss it.

            Note: The Report an Issue Modal Dialog will work the same way as in the Child Care Administrator Portal.
        iii. "LOGOUT" button on the right-hand side of the Header Panel, next to the "REPORT AN ISSUE" button.
            1. Clicking the "LOGOUT" button will end/invalidate the user's login session.
            2. User will be re-directed to the ForgeRock login page.
    c. Add a Search panel along the left edge of the page.
        i. Add instructive text "Please enter Referral ID and County Code below:"
        ii. Add a "Referral ID" text input box.
            1. The maximum number of characters allowed is 28.
                a. When the maximum number of characters is reached, no more characters can be entered.
        iii. Add a "County Code (Ex: 33) text input box.
            1. The maximum number of characters allowed is 2.

a. When the maximum number of characters is reached, no more characters can be entered.

iv. Add the following validations to require a Referral ID and County Code.
   1. Display the validation message "Referral ID is required" when the user clicks on the Search button and no values are entered on the "Referral ID" textbox.
   2. Display the validation message "County Code is required" when the user clicks on the Search button and no values are entered on the "County Code" textbox.

v. Add the following validations when the value entered on the Referral ID and County Code text box are not in numeric format.
   1. Display the validation message "Invalid Referral ID format" when the user enters a value that is not numeric on the Referral ID textbox.
   2. Display the validation message "Invalid County Code format" when the user enters a value that is not numeric on the County Code textbox.

vi. Add a "Search" button.
   1. Clicking this button will verify the user's logged in session is still valid; if not, re-direct the user to the login page.
   2. Execute the search using the Referral ID and the County Code entered to search the CalSAWS database.
      a. Display the search result based on the Referral ID and County Code entered on the search parameter (please see #d below for more details on the Result panel).
      b. Display the No Result View on the Result panel when there's no result being returned based on the Referral ID and County Code entered on the search parameter (Please see #d below for more details).

d. Add a Results panel, on the right side of the page.
   i. Create a No Result View on the Result panel when a search does not return a result based on the Referral ID and County Code search parameters.
      1. If a search does not return any results, display a No Results message in the Results panel:
      2. Display text: "We couldn't find anything"
      3. Display the No Results image
      4. Display text: "Try entering new search criteria"
   ii. Create a System Unavailable View.

1. The page will display when an error occurs, on searching or on loading the Summary page.
    a. An "error" is anything that is being returned by the webservice that does not fall into the scenario of requirement d.i. above (which will result in a No Result View) or requirement d.iii below (which will result in a Result View).
2. Display text: "System Unavailable"
3. Display the System Unavailable image.
4. Display text: "We're sorry, the system is temporarily unavailable. We hope to be back up and running soon!"

iii. Create a Result View on the Result panel when a search returns a result based on the Referral ID and County Code that was entered.

1. Result View will display a Results table in the Result panel. Add column headers for:
    a. Referral ID
        i. Display the Referral ID
    b. Case Number
        i. Display the Case Number that the referral was created for.
    c. First Name
        i. Display the first name of the person that the need associated to the referral is created for.
    d. M.I.
        i. Display the middle initial of the person that the need associated to the referral was created for.
    e. Last Name
        i. Display the last name of the person that the need associated to the referral was created for.
    f. Need Type
        i. Display the need type for the referral.
    g. Referral Date
        i. Display the date that the referral was created.
            1. This will display in the format of MM/DD/YYYY
    h. Blank Header
        i. On hovering over a record/row, this column will hold an ellipsis (…) link, for navigating to the Summary page

2. If data for a field is unavailable, show a dash "-" for the value
3. On hovering over a record/row, temporarily:
    a. Highlight the record/row
    b. Show an ellipsis (…) link, under the Blank header column; on clicking the ellipsis:
    c. Re-direct the user to the Summary page for the selected record.

e. Show a Welcome message in the Result panel, until/unless the user initiates a search
    i. Display a text "CalSAWS Referral Portal" at the top of the Result panel.
    ii. Display a text "Welcome back" + "{User_First_Name}"
        1. User First Name will be the First name of the logged in user.
    iii. Display the Search image
    iv. Display the text "Please enter referral details on the left".

3. Create a new Summary page, to show detailed information about a record.
    a. Protect this page with the "Referral Portal User" security role
    b. Carry over the Top Header as described in the Dashboard page.

        Note: As mentioned above on #2, clicking the CalSAWS logo will take the user back to the Welcome page.

    c. Add a left arrow icon and text: "Return to Dashboard"; on clicking, re-direct the user to the Dashboard page.
        i. The Dashboard page will display the result view information that was returned based on the search parameters, prior to the user accessing the Summary page.
        ii. The Referral ID and County Code text fields will be blank.

        Note: This will work like the Child Care Admin Portal, when the user clicks on the Return to Dashboard from the Summary page.

    d. Add a section titled 'Summary'.
        i. Add a 'Referral ID' label and the Referral ID of the selected record.
        ii. Add a 'Case Number' label and the Case Number of the selected record.
        iii. Add a 'County' label and the County information that the Case of the selected record belongs to.
        iv. Add a 'Referral Status' label and the Referral Status of the selected record.
            1. When the Summary page first loads, it will display a text of the latest Referral Status.
                a. When the page initially loads, the latest status will be based on the information that

is being pulled from the CalSAWS database.

v. Add a 'Status Reason' label and the Status Reason of the selected record.
    1. When the Summary page first loads it will display a text of the latest Status Reason.
        a. When the page initially loads, the latest Status Reason will be based on the information that is being pulled from the CalSAWS database.

e. Add a 'Referral Information' section.
    i. The 'Referral Information' section will have a sub section titled 'Referral ID: xxxxx
        1. xxxxx will be the Referral ID of the record selected.
        2. On the left-hand side display the following information:
            a. First Name
                i. This will display the First name of the person that the Need for the Referral is created for.
            b. Middle Initial
                i. This will display the Middle initial of the person that the Need for the Referral is created for.
                ii. If the person does not have a middle initial display a "-".
            c. Last Name
                i. This will display the Last name of the person that the Need for the Referral is created for.
            d. Date of Birth
                i. This will display the Date of Birth of the person that the Need for the Referral is created for.
                    1. This will be in the format of MM/DD/YYYY
            e. Language
                i. This will display the Primary language of the Person that the Need for the Referral is created for.
                Note: This is the value selected on the Spoken Language field from the Individual Demographics Detail page in CalSAWS.
        3. On the right-hand side display the following information:
            a. Need Category

i. This will display the Need Category that is associated to the Referral.

b. Need Type
   i. This will display the Need Type that is associated to the Referral.

c. Need Begin Date
   i. This will display the Begin Date for the Need that is associated to the Referral.
   ii. This will display in the format of MM/DD/YYYY

d. Need End Date
   i. This will display the End Date for the Need that is associated to the Referral.
   ii. This will display in the format of MM/DD/YYYY

e. Program
   i. This will display the Program that is associated to the Referral.
   ii. If the referral does not have a Program associated to it display a "-".

ii. The 'Referral Information' section will have a sub section titled 'Contact Information' on the left-hand side that will display the Contact information of the Person that the Need for the Referral is created for and will display the following information:

1. Cell
   a. This will display the Cell Phone Number of the Person that the Need for the Referral is created for.
      i. This will display in the format of (XXX) XXX-XXXX
         1. Example: (123) 567-8910
      ii. If the phone number does have an extension, the page will also display the extension information and will have the format of (XXX) XXX-XXXX EXT XXX
      Note: EXT will only display if an extension does exist.
   b. If the person does not have a Cell Phone Number display as "-".
   c. If the person have multiple phone number for the same Type, all phone numbers will be displayed.

d. For phone numbers inputted in CalSAWS that's not ten digits, the phone number will display, but will not be in the format of (XXX) XXX-XXXX.

2. Home
    a. This will display the Home Phone Number of the Person that the Need for the Referral is created for.
        i. This will display in the format of (XXX) XXX-XXXX
            1. Example: (123) 567-8910
        ii. If the phone number does have an extension, the page will also display the extension information and will have the format of (XXX) XXX-XXXX EXT XXX
            Note: EXT will only display if an extension does exist.
    b. If the person does not have a Home Phone Number display as "-".
    c. If the person have multiple phone number for the same Type, all phone numbers will be displayed.
    d. For phone numbers inputted in CalSAWS that's not ten digits, the phone number will display, but will not be in the format of (XXX) XXX-XXXX.
3. Main
    a. This will display the Main Phone Number of the Person that the Need for the Referral is created for.
        i. This will display in the format of (XXX) XXX-XXXX
            1. Example: (123) 567-8910
        ii. If the phone number does have an extension, the page will also display the extension information and will have the format of (XXX) XXX-XXXX EXT XXX
            Note: EXT will only display if an extension does exist.
    b. If the person does not have a Main Phone Number display as "-".
    c. If the person have multiple phone number for the same Type, all phone numbers will be displayed.
    d. For phone numbers inputted in CalSAWS that's not ten digits, the phone number will

display, but will not be in the format of (XXX) XXX-XXXX.

4. Mailing
    a. This will display the Mailing Address of the Person that the Need for the Referral is created for.
        i. This will display in the format of Address Line 1 Address Line 2 (when one is available) City State Postal Code-Postal Code Suffix (when one is available).
            1. Example of Address with no Address Line 2 information and Postal Code Suffix: 500 Disneyland Way Anaheim CA 90210
            2. Example of Address with Address Line 2 and Postal Code Suffix: 500 Disneyland Way APT#2 Anaheim CA 90210-1234
    b. If the person does not have a Mailing Address display as "-".
5. Physical
    a. This will display the Physical Address of the Person that the Need for the Referral is created for.
        i. This will display in the format of Address Line 1 Address Line 2 (when one is available) City State Postal Code-Postal Code Suffix (when one is available).
            1. Example of Address with no Address Line 2 information and Postal Code Suffix: 500 Disneyland Way Anaheim CA 90210
            2. Example of Address with Address Line 2 and Postal Code Suffix: 500 Disneyland Way APT#2 Anaheim CA 90210-123
    b. If the person does not have a Physical Address display as "-".
6. E-mail Address
    a. This will display the E-mail address of the Person that the Need for the Referral is created for.

b. If the person does not have an E-mail address display as "-".

iii. The 'Referral Information' section will have a sub section titled 'Case Manager Information' on the right-hand side that will display the worker information associated to the referral and will display the following information:

1. Name
    a. This will display the Name of the Worker associated to the Referral.
    b. It will display in the format of First Name Middle Initial Last Name
    c. If the Referral is not associated to a Worker or the Position is not associated to a Staff display as "-".

    Note: The Name of the Worker will be the name of the Staff that is associated to the Position (Worker ID).

2. Phone Number
    a. This will display the Main Phone number and the extension (if information is available) of the Worker associated to the Referral.
    b. It will display in the format of (xxx) xxx-xxxx EXT ####
        i. The EXT and #### will not display when there is no Extension.
            1. Example without extension: (123)456-7891
        ii. Example with extension: (123)456-7891 EXT 1234
    c. If the Referral is not associated to a Worker display as "-".
    d. If the worker have multiple phone number for the same Type, all phone numbers will be displayed.
    e. For phone numbers inputted in CalSAWS that's not ten digits, the phone number will display, but will not be in the format of (XXX) XXX-XXXX.

    Note: The Phone number is the Main Phone Number Type that is associated to the Position.

3. E-Mail Address
    a. This will display the E-mail address of the Worker associated to the Referral.
    b. If the Referral is not associated to a Worker or the Position is not associated to a Staff display as "-".

Note: The e-Mail address of the Worker will be the E-mail address of the Staff that is associated to the Position (Worker ID).

f. Add a section titled 'Referral Comments'.
    i. Display a text box that will have the Comment information that was entered for the Referral.
g. Add a section titled 'Children Information'
    i. This section will have a tab for each Child that is selected for the referral.
        1. This section will only display when there are children that are associated to the referral.
    ii. Label each tab as: {First_Name} + "{Middle Initial} " + {Last_Name}; append the name suffix if child has a suffix.
        1. Middle initial will display if one is available.
        2. Examples: Donald Duck, Donald M Duck, Donald, Donald M Duck Jr
    iii. Order the tabs by Date of Birth with the oldest person on the left; use First Name for a secondary sort, in ascending order, if needed.
    iv. Clicking the tab will display the information for that specific child and will display the following information:
        a. First Name
            i. This will display the First name of the child.
        b. Middle Initial
            i. This will display the Middle initial of the child.
            ii. If the person does not have a middle initial display a "-".
        c. Last Name
            i. This will display the Last name of the child.
        d. Date of Birth
            i. This will display the Date of Birth of the child.
                1. This will be in the format of MM/DD/YYYY

4. Update the Window title from the "Child Care Administrator Portal" to "CalSAWS Administrator Portal".

2.3.4 Page Location

- **CalSAWS Administrator Portal → Referral Portal.**

2.3.5 Security Updates – ForgeRock

1. Security Role

Security Role	Role Description
Referral Portal User	Allow users to access the Referral Portal section of the CalSAWS Administrator Portal.

2.3.6 Page Mapping

N/A

2.3.7 Page Usage/Data Volume Impacts

N/A

2.4 ForgeRock Application – New Security Role

2.4.1 Overview

The Delegated Administration feature within the ForgeRock application grants delegated administrators the abilities to create users, modify users (roles and details), disable users, assign users to groups, and grant other users' administrative privileges. A delegated administrator is a user who is granted admin-level privileges to carry out these functions. As part of this SCR, a brand-new Security Role will be created within ForgeRock application that will allow the delegated administrator to assign users to the new security role that will grant them access to the CalSAWS Administrator Portal and access to the Referral portal pages.

2.4.2 Description of Changes

1. Create a brand-new user role for the CalSAWS Administrator portal for the Referral Portal.
    a. New Role Name: "Referral Portal User"
    b. New Role Description: "Access to the CalSAWS Admin Portal – Referral"

2.4.3 Page Location

ForgeRock Application.

2.5 Referral API

2.5.1 Overview

The Referral API is a RESTful webservice that will pull referral information from the CalSAWS database to the CalSAWS Administrator portal.

2.5.2 Description of Change

1. Create a new RESTful Referral API webservice for the CalSAWS Administrator Portal in the GET method for a matched Referral ID and County Code and will send the following Referral form attributes.
    a. Referral Attributes – These are the attributes that the CalSAWS Administrator Portal will display on the new Referral Portal section.
        i. Refer to the Supporting Documents section (Section 3) for the Referral API data field mapping.

Attribute	Description
Referral ID	The Referral ID that information is being requested from. Note: This is the CalSAWS generated identifier for the referral.
Case Number	The Case Number that the Referral is created for.
County	The name of the County that the Case for the referral is created for.
Referral Status	The latest Referral Status for the Referral. The status will include the following: Referred, Accepted, Not Accepted.
Status Reason	The latest Status Reason for the Referral. The status reason will include the following: Eligible for Service, Funding Available, Resource Available, Funding Not Available, No Resource Available.
First Name	The First Name of the Person that the Referral is created for.
Middle Initial	The Middle Initial of the Person that the Referral is created for.
Last Name	The Last Name of the Person that the Referral is created for.
Date of Birth	The Date of Birth of the Person that the Referral is created for.
Language	The primary language of the Person that the Referral is created for.

	Note: Please refer to swagger document on the possible options.
Need Category	The Need Category associated to the Referral. Note: Please refer to swagger document on the possible options.
Need Type	The Need Type associated to the Referral. Note: Please refer to swagger document on the possible options.
Need Begin Date	The Need Begin Date that is associated to the Referral.
Need End Date	The Need End Date that is associated to the Referral.
Program	The Program information for the Referral.
Cell	The Cell Phone number of the Person that the Referral is for.
Home	The Home Phone number of the Person that the Referral is for.
Main	The Main Phone Number for the Person that the Referral is for.
Mailing	The Mailing Address for the Person that the Referral is for. Note: This will include the full address (Street Name, City, State, and Zip Code)
Physical	The Physical Address for the Person that the Referral is for. Note: This will include the full address (Street Name, City, State, and Zip Code)
e-Mail Address	The e-Mail address for the Person that the Referral is for.
Worker Name	The First and Last name of the Worker that is associated to the Referral.
Worker Phone Number	The Phone Number of the Worker that is associated to the Referral
Worker e-Mail Address	The e-Mail address of the Worker that is associated to the Referral
Referral Comment	Comment information for the Referral.
Child First Name	The First Name of the Child associated to the Referral.
Child Middle Initial	The Middle Initial of the Child associated to the Referral.
Child Last Name	The Last Name of the Child associated to the Referral.
Child Date of Birth	The Date of Birth of the Child associated to the Referral.

2.5.3 Partner Integration Testing

No

2.5.4 Execution Frequency

Real-Time web service

2.5.5 Key Scheduling Dependencies

N/A

2.5.6 Counties Impacted

CalSAWS

2.5.7 Category

N/A

2.5.8 Data Volume/Performance

N/A

2.5.9 Interface Partner

N/A

2.5.10 Failure Procedure/Operational Instructions

N/A

2.6 Automated Regression Test

2.6.1 Overview

Create new automated regression test scripts to verify the availability of the “Send E-mail” button on the Referral Detail page, and the primary functionality of the rebranded “CalSAWS Administrator Portal”. Update existing regression scripts that reference the “Child Care Administrator Portal” to use the new name.

Technical Note: The functionality of the “Send E-mail” button is out of scope for automation and will need to be manually tested.

2.6.2 Description of Change

1. Create new regression scripts to verify the availability of the "Send E-mail" button when the field value is "Yes" in view mode.
   Technical Note: Clicking the "Send E-mail" button and verifying receipt of the email message(s) is out of scope for automation and will need to be manually tested.
2. Create new regression scripts to verify the new functionality of the CalSAWS Administrator Portal related to Referrals.
   Technical Note: System testing of this functionality will be automated where feasible, with the remaining scenarios to be executed manually. The specific test scenarios, and breakout between those that are and are not candidates for automation, will be determined per the system test process during the development phase.
3. Update existing regression scripts that reference the "Child Care Administrator Portal" to use the new Portal name ("CalSAWS Administrator Portal").
4. Update the log-in functionality of the existing regression scripts that reference the "Child Care Administrator Portal", to click through the Welcome Homepage.
   Technical Note: This will be implemented in one of two ways depending on the specific security layout of the automated test account at the time of implementation: Either (1) within the log-in functionality of the CAT Framework, or (2) at the individual script level.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Interface	This attachment will contain the referral API data field mappings.	Data Dictionary for CA-263212.xlsx
2	Interface	Referral-API YAML	Referral-API.yaml
3	Interface	Referral-API YAML	Referral-API.html

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.15.11	The LRS shall generate the appropriate referrals at the time of case approval,	CalSAWS will be updated to allow e-referrals to be

	based on information entered and programs requested.	generated. This SCR will add the functionality to CalSAWS to send out email to the provider/agency that was selected on the referral. This SCR will also update the existing Child Care Admin Portal with a new functionality for external providers/agency to see referral information that's created in CalSAWS.