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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	Reviewed By	

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
08/07/2023	7.1	Content Revision to update the list of regression test forms	Nithya Chereddy

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 CW 2200 and CSD 1 with Unearned Income.
9. Client Correspondence: Add Spanish 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

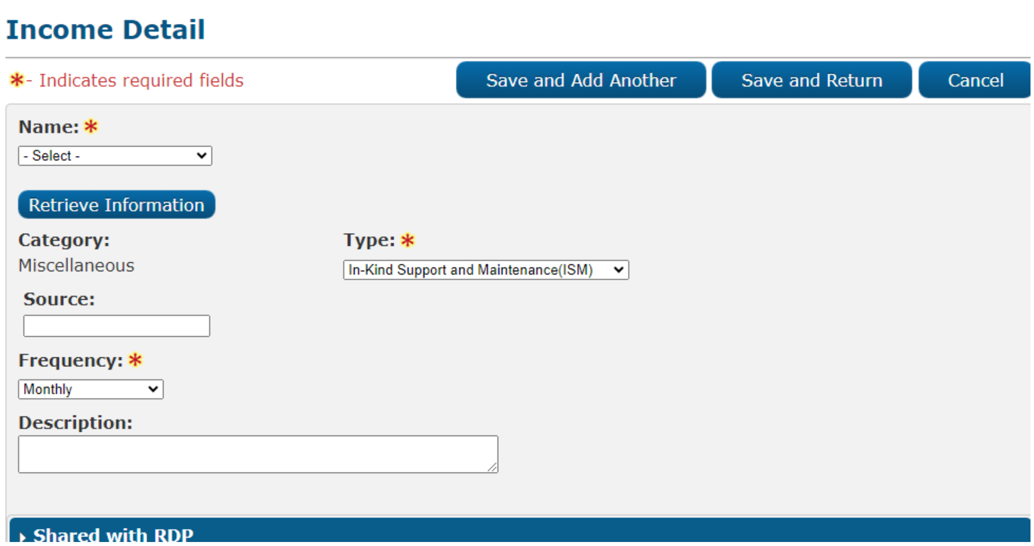


Figure 2.1.1 – Income Detail Mockup

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

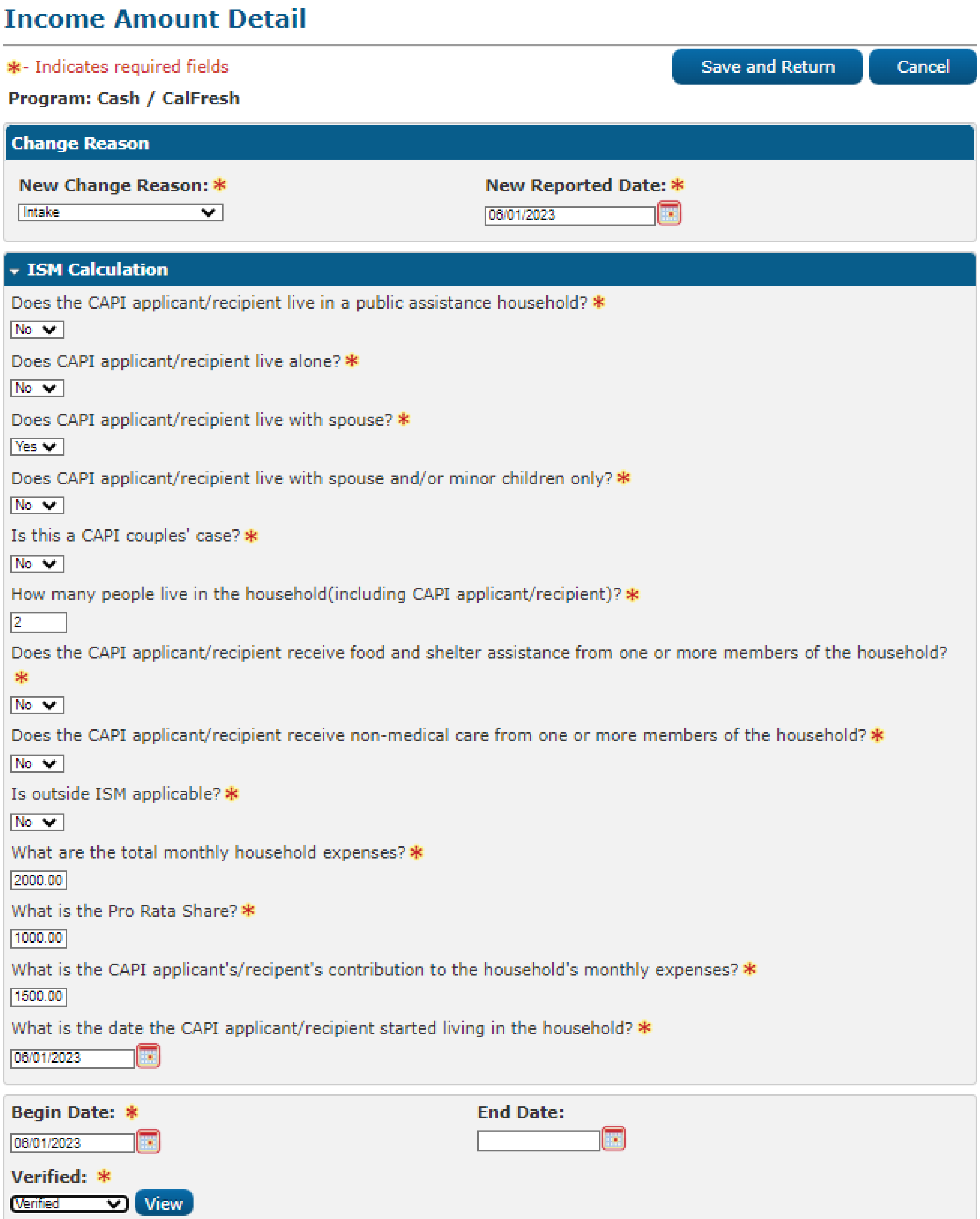
N/A

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



Income Amount Detail

*- Indicates required fields

Save and Return | Cancel

Program: Cash / CalFresh

Change Reason

New Change Reason: *
Intake

New Reported Date: *
06/01/2023

ISM Calculation

Does the CAPI applicant/recipient live in a public assistance household? *
No

Does CAPI applicant/recipient live alone? *
No

Does CAPI applicant/recipient live with spouse? *
Yes

Does CAPI applicant/recipient live with spouse and/or minor children only? *
No

Is this a CAPI couples' case? *
No

How many people live in the household(including CAPI applicant/recipient)? *
2

Does the CAPI applicant/recipient receive food and shelter assistance from one or more members of the household? *
No

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

Is outside ISM applicable? *
No

What are the total monthly household expenses? *
2000.00

What is the Pro Rata Share? *
1000.00

What is the CAPI applicant's/recepent's contribution to the household's monthly expenses? *
1500.00

What is the date the CAPI applicant/recipient started living in the household? *
06/01/2023

Begin Date: *
06/01/2023

End Date:

Verified: *
Verified
View

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 the CW 2200, CSD 1 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
5074	CSD 1	English

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

2.9.1 Overview

This effort will add Spanish translations for the new 'In-Kind – Support and Maintenance' income type.

2.9.2 Description of Change

1. The following new income type will be translated into Spanish for inclusion in CT186:
   a. In-Kind – Support and Maintenance

Language Name	Translation
Spanish	En especie: Soporte y mantenimiento

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

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 all categories of public assistance in a single pass without manual intervention.	This SCR updates automated EDBC to comply with income calculation and application 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-226701

Create Flexible CW/CF RE Appointment Batch Job for Migration Counties

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Erika Kusnadi-Cerezo, Shining Liu
	Reviewed By	Michael Wu, Naga Chinduluru, Edgars Reinholds, Priya Sridharan, Chitra Barsagade, Himanshu Jain

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
11/30/2022	1.0	Initial Draft	Kusnadi.E, LiuS
7/6/2023	1.1	Content Revision – additional recommendation, updated county responses	LiuS
7/27/2023	1.2	Content Revision 2 – clarification on single versus multiple appointments, manually versus batch scheduled appointments, check for existing appointments, and overlapping appointments functionality for existing regular and new flexible appointment batch jobs	LiuS

Table of Contents

1 OVERVIEW

ACL 21-24 requires counties to implement interview scheduling methods and provides a list of options. One of these options is flexible appointments.

This SCR outlines the necessary requirements to enable automated flexible Redetermination (RE) appointment scheduling through batch for CalWORKs (CW) and CalFresh (CF) programs for all Migration Counties.

1.1 Current Design

Currently when the customer reporting status is updated to Incomplete status, there are incomplete reason that the user will need to select. Two of those options that the user can select are 'Dated Before Last Day of SAR Report Month' and 'Dated Before Last Day of Report Month'.

Currently, there is an RE Appointment scheduling batch job (PBXXC907) for regular telephone interviews only.

Currently, there is an Outbound IVR campaign for Appointment Reminder and Missing Document for non-LA counties only. The Missing Document campaign checks for missing SAR7s only – there is no equivalent campaign for RE packets. The results of these IVR calls are processed by an Inbound IVR Call Results Reader (PI00M300), where a call log and journal entry are generated.

Currently, the regular CW/CF RE Appointment Scheduling batch job (PBXXC907) only considers null phone numbers as invalid.

1.2 Requests

1. Remove the 'Dated Before Last Day of Report Month' and 'Dated Before Last Date of SAR Report Month' option from the PR - Incomplete Reasons block on the Customer Reporting Detail page and Customer Reporting Detail - Override page.
2. Create a new batch job to schedule flexible CW/CF RE appointments for Migration Counties.
3. Regression test the existing packet generation jobs in order to confirm that appointment times are populated as expected.
4. Update the verbiage for journals and call logs generated for IVR phone messages sent to customers about missing SAR7s.
5. Align the criteria of the existing regular CW/CF RE Appointment batch job to the criteria of the new flexible CW/CF RE Appointment batch job.

1.3 Overview of Recommendations

1. Update the Customer Reporting Detail and Customer Reporting Detail – Override page to no longer display the 'Dated Before Last Day of SAR Report

Month' and 'Dated Before Last Day of Report Month' from the PR- Incomplete Reasons block when the report status is set to Incomplete.
2. Create a new batch job to schedule flexible CW/CF RE appointments for Migration Counties.
3. Regression test the existing packet generation jobs in order to confirm that appointment times are populated as expected.
4. Update the verbiage for journals and call logs generated for IVR phone messages sent to customers about missing SAR7s.
5. Align the criteria of the existing regular CW/CF RE Appointment batch job to the criteria of the new flexible CW/CF RE Appointment batch job.

1.4 Assumptions

1. All existing functionalities will remain unchanged unless called out as part of this SCR.
2. The existing regular appointment batch job and the new flexible appointment batch job referenced throughout this SCR pertains to all counties except LA. 'Migration counties' refers to all counties except LA.
3. Counties cannot be opted into both the existing regular appointment batch job and the new flexible appointment batch job.
4. The new flexible appointment batch job will only be scheduled to run for counties that have opted in. The logic will evaluate the Position Detail page for the worker assigned to the CW and/or CF program and evaluate that worker's availability. If the worker has availability set up on their Worker Schedule and a Daily Threshold set up for on the Position Detail page, the batch job will attempt to schedule the RE appointments.
5. Manage Personnel set up will include setting the Daily Threshold for each worker's position on the Position Detail page for "General Appointment" with "Telephone Interview Recertification" type. The new flexible appointment batch job will not schedule appointments for counties that do not set up the Daily Threshold on the Position Detail page for their workers.
6. If a County opts into the batch job but fails to set up the Daily Threshold and/or Worker Schedule availability, any appointments that have yet to be scheduled manually at the time the appointment batch runs will appear on the 'Redetermination - Final Exception Report' report. Skipped cases are available in the report for viewing starting the 6th business day of the month.
7. The new flexible appointment batch job will not trigger any forms. When the batch job creates the RE appointment, all appointment details will be included in the Appointment letter, which is included in the RE packet. CA-207399 migrated the CF RE Packet (PB00R543), CW RE Packet (PB00R544) and CW/CF RE Packet (PB00R547) into CalSAWS for the 57 Migration Counties. The RE Packets are generated on the 15th of each month.
8. The new flexible appointment batch job will only schedule appointments of Category 'General Appointment' and Type 'Telephone Interview Recertification.' All other appointment types, including face-to-face appointments, must be scheduled manually. Additionally, appointments will not be scheduled on weekends or holidays by the batch job and must be scheduled manually.

9. Changes to the GEN 102 Appointment Letter and the LA RE Appointment Scheduling batch jobs are handled by SCR CA-246603.
10. The flexible appointment is introduced by SCR CA-246603, which will also define various requirements and limitations. These will not be changed in this SCR. This includes and is not limited to the following: new fields and their valid values, expected values of new fields for flexible appointments and regular appointments, and how flexible appointments and regular appointments can overlap with each other. These will be called out in this design where applicable.
11. Text message details and history are available for viewing on the Contact Customer History page. There will be no changes or additions to this functionality.
12. LA does not currently use the outbound IVR process, so LA call results are not sent back or processed by CalSAWS. If journal entry or call log templates need to be updated for LA, that will take place in a future SCR.
13. The following counties did not respond to CRFI 23-080 and will not be opted in for the Regular or Flexible CW/CF RE Appointment Scheduling batch jobs: Alpine, Inyo, Mariposa, and Ventura.
14. As of the implementation of SCR CA-246603, logic in Office Schedule page displays dots based on Begin Time and Flexible End Time for flexible appointments. So, for counties that have a longer Duration, manually scheduled appointments will not be marked by dots for the entire appointment window. However, if an appointment is scheduled by batch, the entire appointment window will be marked by dots in the Office Schedule, since batch logic will block out the schedule based on Duration or Flexible End Time, whichever is longer. SCR CA-265734 will update the page functionality so that the entire appointment window will display dots without regard to whether the appointment is scheduled manually or by batch.
15. The Daily Threshold for 'General Appointment – Telephone Interview Recertification' needs to be set for either the regular or flexible CW/CF RE Appointment Scheduling batch job to run. This includes a corresponding value for Overlapping Appointments, which defines the maximum number of overlapping 'General Appointment – Telephone Interview Recertification' appointments that can be booked for the same time slot, regardless of whether appointments of other types are scheduled for the same time slot and whether the appointments are regular or flexible. The existing regular CW/CF RE Appointment batch job schedules overlapping 'General Appointment – Telephone Interview Recertification' appointments in this manner even if there is an existing, manually scheduled regular or flexible 'General Appointment – Telephone Interview Recertification', or if there is an existing, manually scheduled regular appointment not of the 'General Appointment – Telephone Interview Recertification' type for the time slot. This SCR will update the existing regular CW/CF RE Appointment batch job so that overlapping appointments will also be scheduled on top of flexible appointments not of the 'General Appointment – Telephone Interview Recertification' type. Please see Supporting Document 'CA-226701 Overlap Appts.xlsx' for visual examples of how the regular and flexible CW/CF RE Appointment Scheduling batch jobs are expected to schedule overlapping appointments.

2 RECOMMENDATIONS

2.1 Customer Reporting Detail

2.1.1 Overview

The Customer Reporting Detail page allows user to process participant/beneficiary reports such as the SAR 7. This SCR will update the Customer Reporting Detail page to no longer display the 'Dated Before Last Day of SAR Report Month' and 'Dated Before Last Day of Report Month' from the PR- Incomplete Reasons block when the report status is set to Incomplete. This change is required to comply with the changes amended under AB 79 (ACL 21-24) which eliminated the requirement for the SAR 7 to be signed no earlier than the first day of the submit month of the SAR period for the SAR 7 to be considered completed.

2.1.2 Customer Reporting Detail Mockup

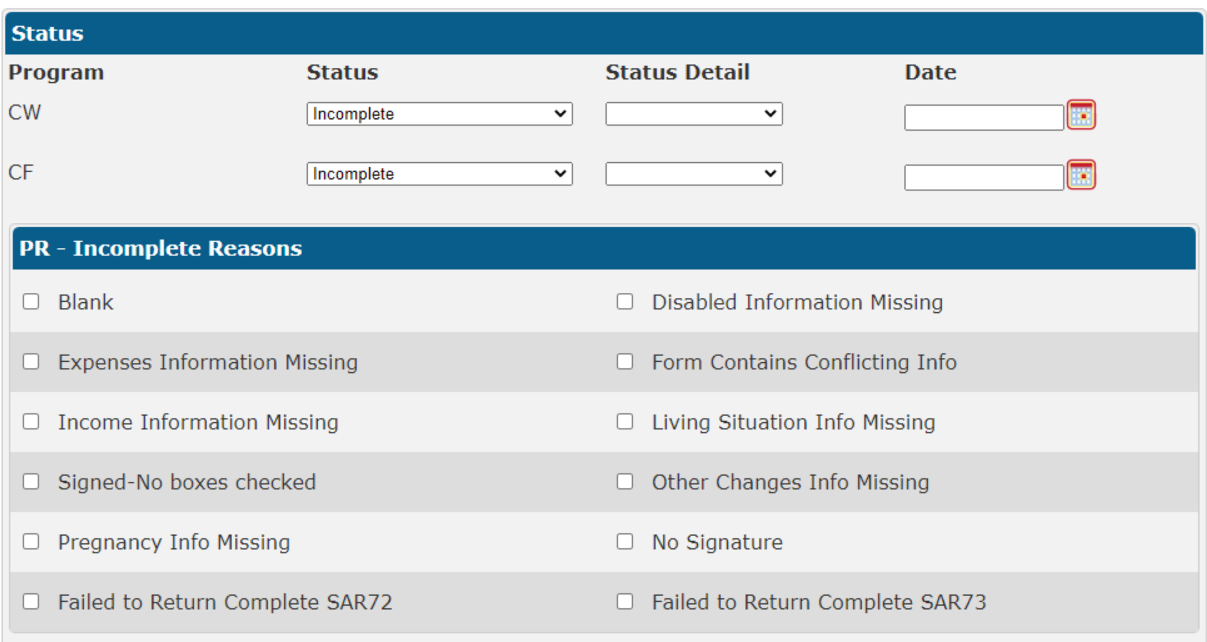


Figure 2.1.1 – Customer Reporting Detail

2.1.3 Description of Changes

1. Update the Customer Reporting Detail page to no longer display the following options on the PR – Incomplete Reasons block
    a. "Dated Before Last Day of Report Month"

        i. Option will no longer display when the Status drop down is set to Incomplete, and Program is equal to CW or CF.
        ii. For existing records that already have the option selected, it will continue to display in both view and edit mode.
            1. Users will be able to unselect the option when in Edit mode.
            2. Option will no longer display once the user unselect the option and save the record.
            3. Continue to display the validation message “Status – Unable to change the Status. There is selected Incomplete Reason.” when the Status is being change from Incomplete to different one but there is still an Incomplete Reason being selected. (This is an existing validation message).
    b. Dated Before Last Date of SAR Report Month
        i. Option will no longer display when the Status drop down is set to Incomplete, and Program is equal to CW or CF.
        ii. For existing records that already have the option selected, it will continue to display in both view and edit mode.
            1. Users will be able to unselect the option when in Edit mode.
            2. Option will no longer display once the user unselect the option and save the record.
            3. Continue to display the validation message “Status – Unable to change the Status. There is selected Incomplete Reason.” when the Status is being change from Incomplete to different one but there is still an Incomplete Reason being selected. (This is an existing validation message).

2.1.4 Page Location

- **Global: Eligibility**
- **Local: Reporting**
- **Task: Customer reporting.**

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 Customer Reporting Detail - Override

2.2.1 Overview

The Customer Reporting Detail – Override page allows user with the proper security right to override the status of a reporting to allow users to process participant/beneficiary reports accordingly. This SCR will update the Customer Reporting Detail – Override page to no longer display the 'Dated Before Last Day of SAR Report Month' and 'Dated Before Last Day of Report Month' from the PR- Incomplete Reasons block when the report status is set to Incomplete. This change is required to comply with the changes amended under AB 79 (ACL 21-24) which eliminated the requirement for the SAR 7 to be signed no earlier than the first day of the submit month of the SAR period for the SAR 7 to be considered completed.

2.2.2 Customer Reporting Detail - Override Mockup

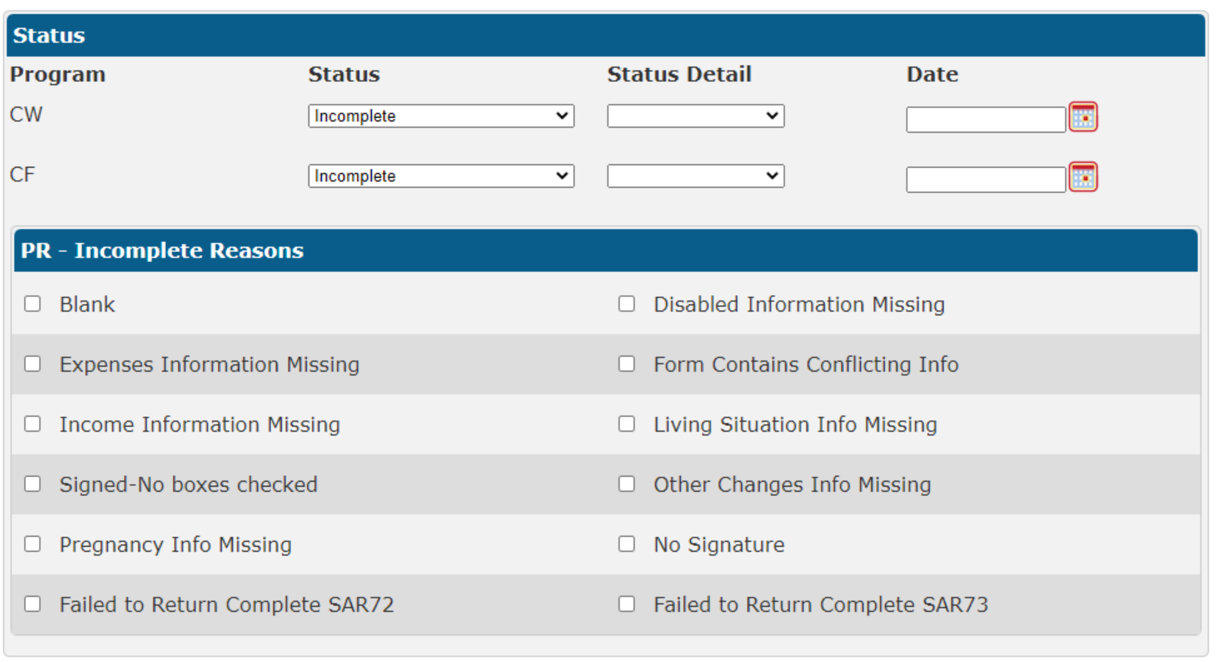


Figure 2.1.1 – Customer Reporting Detail

2.2.3 Description of Changes

1. Update the Customer Reporting Detail - Override page to no longer display the following options on the PR – Incomplete Reasons block
   a. "Dated Before Last Day of Report Month"

        i. Option will no longer display when the Status drop down is set to Incomplete, and Program is equal to CW or CF.
        ii. For existing records that already have the option selected, it will continue to display.
            1. Users will be able to unselect the option.
            2. Option will no longer display once the user unselect the option and save the record.
            3. Continue to display the validation message "Status – Unable to change the Status. There is selected Incomplete Reason." when the Status is being change from Incomplete to different one but there is still an Incomplete Reason being selected. (This is an existing validation message).
    b. Dated Before Last Date of SAR Report Month
        i. Option will no longer display when the Status drop down is set to Incomplete, and Program is equal to CW or CF.
        ii. For existing records that already have the option selected, it will continue to display.
            1. Users will be able to unselect the option.
            2. Option will no longer display once the user unselect the option and save the record.
            3. Continue to display the validation message "Status – Unable to change the Status. There is selected Incomplete Reason." when the Status is being change from Incomplete to different one but there is still an Incomplete Reason being selected. (This is an existing validation message).

2.2.4 Page Location

- **Global: Eligibility**
- **Local: Reporting**
- **Task: Customer reporting.**

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 New Batch Job for Flexible CW/CF RE Appointments for Migration Counties

2.3.1 Overview

This section outlines the necessary modifications to create a new batch job that schedules flexible CW/CF RE appointments for Migration Counties for the upcoming RE Due Month.

2.3.2 Description of Change

1. Create a batch job for Migration Counties to schedule an RE appointment for Active CalWORKs (CW) only, CalFresh (CF) only, and CalWORKs/CalFresh (CW/CF) combination cases (including Transitional CalFresh) with their assigned worker for which the RE due Date falls in the upcoming month. Exclude CF-only ESAP households from automatically scheduling an RE appointment. An ESAP household is identified as the following:
    a. Active CalFresh program
    b. Meets ESAP Criteria is 'Yes'
2. The batch job should not attempt to schedule an appointment if one already exists in the RE due month with a status of 'Scheduled' or 'Rescheduled' with one of the following appointment types for all Migration Counties. If an appointment exists, then skip the case.
    a. 'Re-Evaluation CW/CF Interview'
    b. 'RE Interview'
    c. 'Telephone CW/CF RE Interview'
    d. 'General Appointment - Telephone Interview Recertification'
3. If there is a phone number with Type of Main, Home, or Cell available for the CW/CF program Payee and the value is not blank, empty, null, or (999) 999-9999, then the customer is determined to have a valid phone number.
4. If there is not a valid phone number for the customer and the County has enabled the Automated Action for 'CalWORKs/CalFresh: RE Appointment Not Scheduled', then create a task for the worker and do not create an appointment.
5. If there is a valid phone number for the customer, then determine the worker's Daily Threshold amount for appointments. The batch job will only consider the Daily Threshold amount entered for "General Appointment" with sub-type "Telephone Interview Recertification". The number of RE appointments will be scheduled based on the Daily Threshold amount entered in the worker's Position Detail record. If the Daily Threshold entered is "0" or blank, then the batch job will not schedule any appointments for the worker and will not generate a task.
6. Determine available dates and time slots based on the worker's schedule indicated as 'Available for Appointments'. The worker's blocked times will be bypassed when scheduling RE appointments

(i.e., lunch time, break time, vacation, etc.). Additionally, the batch job will not schedule appointments on weekends or holidays.

7. If the batch job cannot find an available date/time slot for an appointment and the County has enabled the Automated Action for 'CalWORKs/CalFresh: RE Appointment Not Scheduled', then create a task for the worker.
8. The batch job should attempt to create an appointment with the following details:
    a. Category: "General Appointment"
    b. Sub-Type: Telephone Interview Recertification
    c. Begin Date: Appointment dates will be scheduled for the following period in the RE due month: the first business day of the RE due month until the day that is 2 business days prior to the 10-day cutoff date of the RE due month.
        i. Example: If RE Due Month is in December, appointment dates will be scheduled from Dec 1st through Dec 20th.
    d. Begin Time: Available appointment time based on worker's schedule.
    e. Initiate Call (new field): See Table 2 below for details per county.
        i. "Worker": Indicates that worker will call customer.
        ii. "Customer": Indicates that customer will call worker.
        iii. This field will be introduced as part of SCR CA-246603.
    f. Phone number (new field): The main phone number of the Assigned Worker. Please refer to SCR CA-246603.
    g. Flexible Block Appointment (new field): This field should be checked. Please refer to SCR CA-246603.
    h. Duration: See Table 1 and Table 2 below for details per county per program type. Please refer to SCR CA-246603.
    i. Flexible End Time: See Table 1 and Table 2 below for details per county per program type. Please refer to SCR CA-246603.
        i. The appointment will last from Begin Time until Begin Time plus the defined Flexible End Time. For example, if the appointment begins at 8am and the Flexible End Time is 2 hours, then the appointment will end at 10am.
9. Book appointments only if the entire Duration or Flexible End Time block is available, whichever is longer.
    a. In Figure 1 below, the Duration is set to 15 minutes and the Flexible End Time is set to 2 hours after Begin Time. "Appt 1" has a Begin Time of 8am and a Flexible End Time of 10am. In other words, "Appt 1" will start sometime between 8am and 10am, and it will take 15 minutes to complete.
        i. Since overlapping appointments has been set to 0, "Appt 2" is scheduled for the next 2-hour block, from 10am to 12pm. Overlapping appointments set to 1 results in the same.

Figure 1: Example of Booked Flexible Appointments with Longer Flexible End Time

Time				
08:00 AM to 08:15 AM	Appt 1			Available time
08:15 AM to 08:30 AM	Appt 1			Unavailable Time
08:30 AM to 08:45 AM	Appt 1			Duration: 15 minutes
08:45 AM to 09:00 AM	Appt 1			Flexible End Time: 2 hours
09:00 AM to 09:15 AM	Appt 1			Daily Threshold: 10
09:15 AM to 09:30 AM	Appt 1			Overlapping Appointments: 0
09:30 AM to 09:45 AM	Appt 1			
09:45 AM to 10:00 AM	Appt 1			
10:00 AM to 10:15 AM		Appt 2		
10:15 AM to 10:30 AM		Appt 2		
10:30 AM to 10:45 AM		Appt 2		
10:45 AM to 11:00 AM		Appt 2		
11:00 AM to 11:15 AM		Appt 2		
11:15 AM to 11:30 AM		Appt 2		
11:30 AM to 11:45 AM		Appt 2		
11:45 AM to 12:00 PM		Appt 2		
12:00 PM to 12:15 PM	LUNCH			
12:15 PM to 12:30 PM				
12:30 PM to 12:45 PM				
12:45 PM to 01:00 PM				

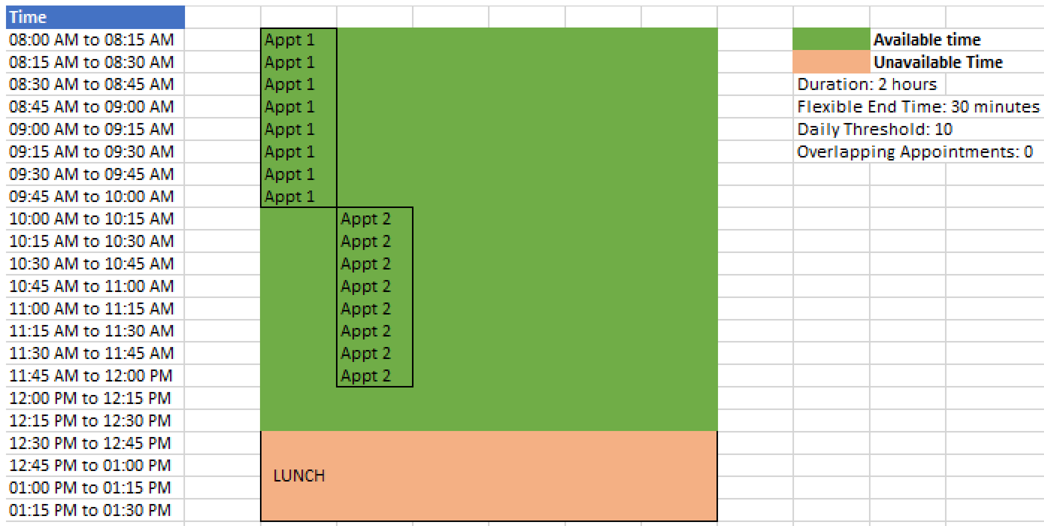
b. In Figure 2 below, the Duration is set to 2 hours and the Flexible End Time is set to 30 minutes after Begin Time. "Appt 1" has a Begin Time of 8am and a Flexible End Time of 8:30am, but the schedule is blocked until 10am. In other words, "Appt 1" will start sometime between 8am and 8:30am and will take 2 hours to complete.

   i. Since overlapping appointments has been set to 0, "Appt 2" is scheduled for the next available 2-hour block, from 10am to 12pm. Overlapping appointments set to 1 results in the same.

   ii. A hypothetical "Appt 3" cannot be scheduled before the unavailable lunch block starts at 12:30pm. "Appt 3" would be blocked from 12pm to 2pm, which overlaps with the unavailable lunch block.

   iii. Note that logic on the Office Schedule page displays dots based on Begin Time and Flexible End Time for manually flexible appointments. So, as of the implementation of SCR CA-246603, if "Appt 1" in Figure 2 is scheduled manually, the Office Schedule page will only be marked by dots from 8am to 8:30am. However, if "Appt 1" is scheduled by batch, the Worker Schedule will be marked by dots from 8am to 10am, since batch logic will block out the schedule based on Duration or Flexible End Time, whichever is longer. SCR CA-265734 will update the functionality so that "Appt 1" will display dots from 8am to 10am without regard to whether the appointment is scheduled manually or by batch.

Figure 2: Example of Booked Flexible Appointments with Longer Duration



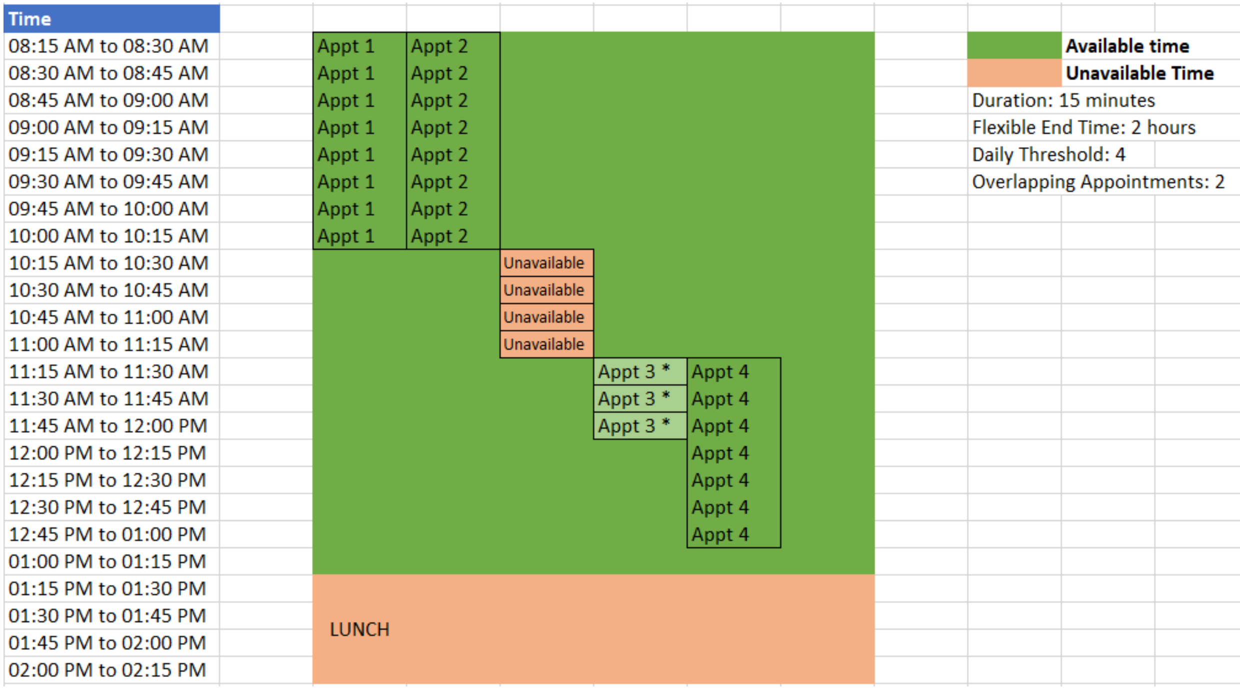
10. Appointments will be scheduled on the earliest available date and time slot indicated on the worker's schedule. Schedule the number of overlapping appointments for a worker based on the information entered on the Position Detail page. If there is no overlapping appointment information entered, then the batch job will not schedule overlapping appointments for the worker. When scheduling overlapping appointments, the batch job will schedule appointments in the earliest available time slot(s) until the maximum number of overlapping appointments is reached and will continue throughout the worker's available time slot(s) until the worker's Daily Threshold is reached. The number of overlapping appointments cannot exceed the Daily Threshold amount.
    a. See Figure 3 below. "Appt 1", "Appt 2", and "Appt 3" can be scheduled in overlapping blocks, but "Appt 4" cannot since the number of overlapping appointments cannot exceed 3. "Appt 5" can be scheduled for the same 2-hour block as "Appt 4", but a hypothetical "Appt 6" cannot be scheduled on the same day since the Daily Threshold is 5.
    b. In Figure 3, overlapping appointments is set to 3. "Appt 1", "Appt 2", and "Appt 3" are the three overlapping appointments that count toward the limit.

Figure 3: Effect of Daily Threshold and Overlapping Appointments

Time									
08:00 AM to 08:15 AM		Appt 1	Appt 2	Appt 3					
08:15 AM to 08:30 AM		Appt 1	Appt 2	Appt 3					
08:30 AM to 08:45 AM		Appt 1	Appt 2	Appt 3					Duration: 15 minutes
08:45 AM to 09:00 AM		Appt 1	Appt 2	Appt 3					Flexible End Time: 2 hours
09:00 AM to 09:15 AM		Appt 1	Appt 2	Appt 3					Daily Threshold: 5
09:15 AM to 09:30 AM		Appt 1	Appt 2	Appt 3					Overlapping Appointments: 3
09:30 AM to 09:45 AM		Appt 1	Appt 2	Appt 3					
09:45 AM to 10:00 AM		Appt 1	Appt 2	Appt 3					
10:00 AM to 10:15 AM					Appt 4	Appt 5			
10:15 AM to 10:30 AM					Appt 4	Appt 5			
10:30 AM to 10:45 AM					Appt 4	Appt 5			
10:45 AM to 11:00 AM					Appt 4	Appt 5			
11:00 AM to 11:15 AM					Appt 4	Appt 5			
11:15 AM to 11:30 AM					Appt 4	Appt 5			
11:30 AM to 11:45 AM					Appt 4	Appt 5			
11:45 AM to 12:00 PM					Appt 4	Appt 5			
12:00 PM to 12:15 PM									
12:15 PM to 12:30 PM									
12:30 PM to 12:45 PM		LUNCH							
12:45 PM to 01:00 PM									
01:00 PM to 01:15 PM									
01:15 PM to 01:30 PM									

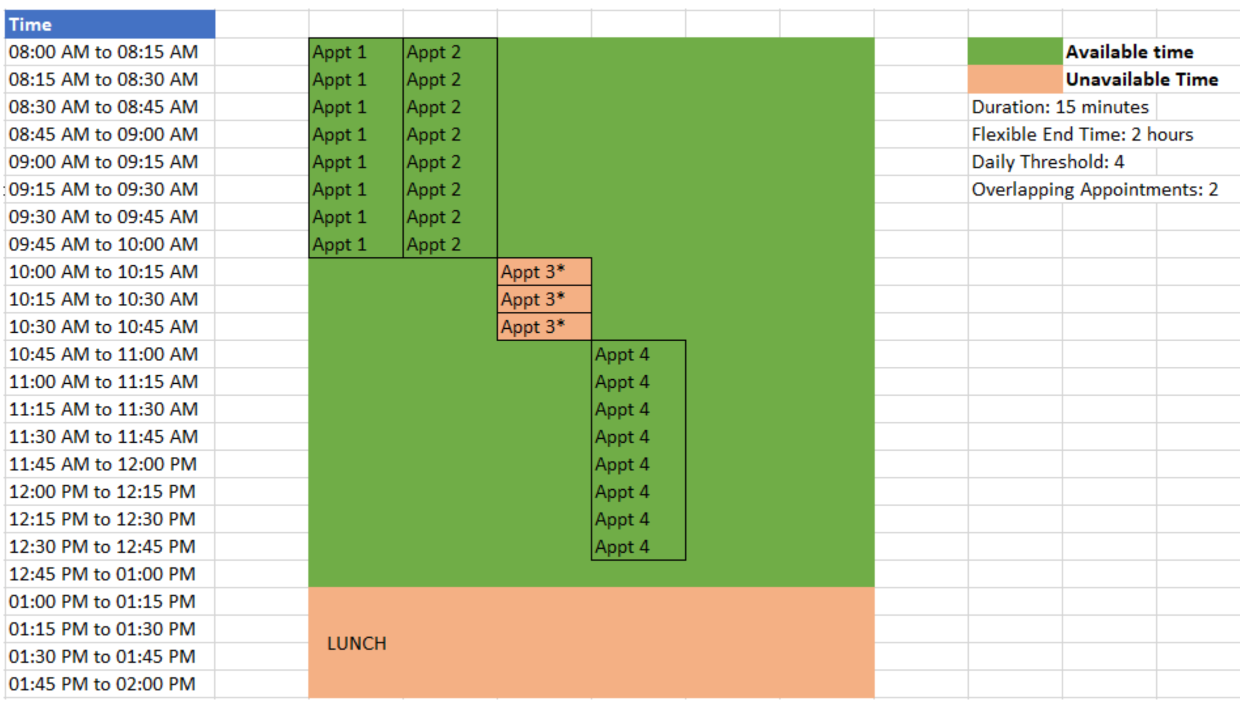
11. Flexible appointments can overlap other flexible appointments. Flexible appointments cannot overlap existing regular appointments. Regular appointments can overlap existing flexible appointments.
    a. In Figure 4 below, "Appt 3" is a manually scheduled **flexible** appointment. "Appt 4" is a flexible appointment scheduled by the batch job, which can overlap with "Appt 3".
    b. Note that if there is only one appointment scheduled for the time slot, the appointment will be marked as 'Single' and will show up as a black dot on the Office Schedule. If there is more than one appointment scheduled for the same time slot, overlapping appointment slots will be marked 'Multiple' and will show up as a red dot on the Office Schedule, regardless of whether the appointments are regular or flexible appointments scheduled manually or through batch. Non-overlapping appointment slots, even if it is for the same appointment, will be marked 'Single' and will show up as a black dot.

Figure 4: Flexible Appointments Can Overlap Existing Flexible Appointments



c. In Figure 5 below, "Appt 3" is a manually scheduled **regular** appointment. "Appt 4" is a flexible appointment scheduled by the batch job, which cannot overlap with "Appt 3".

Figure 5: Flexible Appointments Cannot Overlap Existing Regular Appointments



12. Create a Journal entry for the case with appointment details when the appointment is created. Use the existing template for 'RE Appointment Scheduled' in category 363.
    a. Appointment Type: Telephone RE Flexible

b. Appointment Date: MM/DD/YYYY
c. Program Type: CW, CF, CW/CF or TCF
d. RE Description: 'Recertification' for CF only or TCF and 'Redetermination' for all other program types

Journal Entry	Description
Journal Category	All
Journal Type	CT363_83 - RE Appointment Scheduled
Short Description	{Appointment Type} Appointment Scheduled.
Long Description	{Appointment Type} appointment was scheduled for {Appointment Date} for {Program Type} {RE Description}
Trigger Condition	When CW, CF, CW/CF, TCF RE Appointment is scheduled for case

13. The batch job should send an appointment email to workers for successfully created appointments. The batch job should only send an appointment email for counties that opted into the functionality as part of DDID 1526 (SCR CA-207303). Email details should match PBXXC907.
14. If the batch job attempts to but cannot schedule an appointment for any reason, the case should be included in the 'Redetermination - Final Exception Report'.
15. Create BPCR(s) to run the Flexible CW/CF RE Appointment Scheduling for Migration Counties. Flexible End Time is defaulted to 15 minutes after Begin Time and Duration is defaulted to 60 minutes. Initiate Call is defaulted to Customer Calls. Additional changes to the appointment duration must follow the CalSAWS Enhancement Request (CER) process.

Table 1: Appointment Details Per County (Category, Type, Initiate Call, CW only)

County	Appointment Category (all programs)	Appointment Type (all programs)	Initiate Call (all programs)	Flexible End Time (CW only, minutes after Begin Time)	Duration (CW only, minutes)
Alameda	General Appointment	Telephone Interview Recertification	Customer	15	60
Alpine	General Appointment	Telephone Interview Recertification	Customer	15	60

Amador	General Appointment	Telephone Interview Recertification	Customer	15	60
Butte	General Appointment	Telephone Interview Recertification	Customer	15	60
Calaveras	General Appointment	Telephone Interview Recertification	Customer	15	60
Colusa	General Appointment	Telephone Interview Recertification	Customer	15	60
Contra Costa	General Appointment	Telephone Interview Recertification	Worker	30	60
Del Norte	General Appointment	Telephone Interview Recertification	Customer	15	60
El Dorado	General Appointment	Telephone Interview Recertification	Customer	15	60
Fresno	General Appointment	Telephone Interview Recertification	Worker	120	90
Glenn	General Appointment	Telephone Interview Recertification	Customer	15	60
Humboldt	General Appointment	Telephone Interview Recertification	Customer	15	60
Imperial	General Appointment	Telephone Interview Recertification	Customer	15	60
Inyo	General Appointment	Telephone Interview Recertification	Customer	15	60
Kern	General Appointment	Telephone Interview Recertification	Worker	120	60
Kings	General Appointment	Telephone Interview Recertification	Customer	15	60
Lake	General Appointment	Telephone Interview Recertification	Customer	15	60

Lassen	General Appointment	Telephone Interview Recertification	Customer	15	60
Madera	General Appointment	Telephone Interview Recertification	Customer	15	60
Marin	General Appointment	Telephone Interview Recertification	Customer	15	60
Mariposa	General Appointment	Telephone Interview Recertification	Customer	15	60
Mendocino	General Appointment	Telephone Interview Recertification	Customer	15	60
Merced	General Appointment	Telephone Interview Recertification	Worker	15	90
Modoc	General Appointment	Telephone Interview Recertification	Customer	15	60
Mono	General Appointment	Telephone Interview Recertification	Customer	15	60
Monterey	General Appointment	Telephone Interview Recertification	Customer	15	60
Napa	General Appointment	Telephone Interview Recertification	Customer	15	60
Nevada	General Appointment	Telephone Interview Recertification	Worker	120	240
Orange	General Appointment	Telephone Interview Recertification	Customer	15	60
Placer	General Appointment	Telephone Interview Recertification	Customer	15	60
Plumas	General Appointment	Telephone Interview Recertification	Customer	15	60
Riverside	General Appointment	Telephone Interview Recertification	Worker	120	120

Sacramento	General Appointment	Telephone Interview Recertification	Customer	15	60
San Benito	General Appointment	Telephone Interview Recertification	Customer	15	60
San Bernardino	General Appointment	Telephone Interview Recertification	Customer	15	60
San Diego	General Appointment	Telephone Interview Recertification	Customer	15	60
San Francisco	General Appointment	Telephone Interview Recertification	Customer	15	60
San Joaquin	General Appointment	Telephone Interview Recertification	Customer	15	60
San Luis Obispo	General Appointment	Telephone Interview Recertification	Customer	15	60
San Mateo	General Appointment	Telephone Interview Recertification	Worker	15	60
Santa Barbara	General Appointment	Telephone Interview Recertification	Customer	15	60
Santa Clara	General Appointment	Telephone Interview Recertification	Customer	15	60
Santa Cruz	General Appointment	Telephone Interview Recertification	Customer	15	60
Shasta	General Appointment	Telephone Interview Recertification	Customer	15	60
Sierra	General Appointment	Telephone Interview Recertification	Customer	15	60
Siskiyou	General Appointment	Telephone Interview Recertification	Customer	15	60
Solano	General Appointment	Telephone Interview Recertification	Worker	120	120

Sonoma	General Appointment	Telephone Interview Recertification	Customer	180	45
Stanislaus	General Appointment	Telephone Interview Recertification	Worker	120	60
Sutter	General Appointment	Telephone Interview Recertification	Customer	15	60
Tehama	General Appointment	Telephone Interview Recertification	Worker	240	90
Trinity	General Appointment	Telephone Interview Recertification	Customer	15	60
Tulare	General Appointment	Telephone Interview Recertification	Customer	120	120
Tuolumne	General Appointment	Telephone Interview Recertification	Customer	15	60
Ventura	General Appointment	Telephone Interview Recertification	Customer	15	60
Yolo	General Appointment	Telephone Interview Recertification	Customer	15	60
Yuba	General Appointment	Telephone Interview Recertification	Customer	120	120

Table 2: Appointment Details Per County (CF only/TCF, CW/CF combo)

County	Flexible End Time (CF only, TCF, minutes after Begin Time)	Duration (CF only/TCF, minutes)	Flexible End Time (CW/CF combo, minutes after Begin Time)	Duration (CW/CF combo, minutes)
Alameda	15	60	15	60
Alpine	15	60	15	60
Amador	15	60	15	60

Butte	15	60	15	60
Calaveras	15	60	15	60
Colusa	15	60	15	60
Contra Costa	180	60	30	90
Del Norte	15	60	15	60
El Dorado	15	60	15	60
Fresno	120	90	120	90
Glenn	15	60	15	60
Humboldt	15	60	15	60
Imperial	15	60	15	60
Inyo	15	60	15	60
Kern	120	30	120	60
Kings	15	60	15	60
Lake	15	60	15	60
Lassen	15	60	15	60

Madera	15	60	15	60
Marin	15	60	15	60
Mariposa	15	60	15	60
Mendocino	15	60	15	60
Merced	15	60	15	90
Modoc	15	60	15	60
Mono	15	60	15	60
Monterey	15	60	15	60
Napa	15	60	15	60
Nevada	60	240	120	240
Orange	15	60	15	60
Placer	15	60	15	60
Plumas	15	60	15	60
Riverside	120	60	120	120
Sacramento	15	60	15	60

San Benito	15	60	15	60
San Bernardino	15	60	15	60
San Diego	15	60	15	60
San Francisco	15	60	15	60
San Joaquin	15	60	15	60
San Luis Obispo	15	60	15	60
San Mateo	240	60	15	90
Santa Barbara	15	60	15	60
Santa Clara	15	60	15	60
Santa Cruz	15	60	15	60
Shasta	15	60	15	60
Sierra	15	60	15	60
Siskiyou	15	60	15	60
Solano	120	120	120	120
Sonoma	180	45	180	45

Stanislaus	60	60	120	60
Sutter	15	60	15	60
Tehama	240	90	240	90
Trinity	15	60	15	60
Tulare	120	120	120	120
Tuolumne	15	60	15	60
Ventura	15	60	15	60
Yolo	15	60	15	60
Yuba	120	60	120	120

16. Create BSCRs to schedule Migration Counties for either the new Flexible CW/CF RE Appointment Scheduling batch job or the CW/CF RE Appointment Scheduling for Migration Counties batch job (PBXXC907). Counties cannot opt into both jobs but may choose to opt out of both jobs. Counties that do not respond will be automatically opted out of both the Regular and Flexible CW/CF RE Appointment Scheduling batch jobs. Additional changes must follow the CalSAWS Enhancement Request (CER) process.

Table 3: Opt-In/Opt-Out Decisions

County	Opt into New Batch Job	Opt into PBXXC907
Alameda	Opt-Out	Opt-In
Alpine	Opt-Out	Opt-Out
Amador	Opt-Out	Opt-Out
Butte	Opt-Out	Opt-Out
Calaveras	Opt-Out	Opt-Out
Colusa	Opt-Out	Opt-Out

Contra Costa	Opt-In	Opt-Out
Del Norte	Opt-Out	Opt-Out
El Dorado	Opt-Out	Opt-In
Fresno	Opt-In	Opt-Out
Glenn	Opt-Out	Opt-Out
Humboldt	Opt-Out	Opt-In
Imperial	Opt-Out	Opt-Out
Inyo	Opt-Out	Opt-Out
Kern	Opt-In	Opt-Out
Kings	Opt-Out	Opt-In
Lake	Opt-Out	Opt-Out
Lassen	Opt-Out	Opt-Out
Madera	Opt-Out	Opt-Out
Marin	Opt-Out	Opt-Out
Mariposa	Opt-Out	Opt-Out
Mendocino	Opt-Out	Opt-Out
Merced	Opt-In	Opt-Out
Modoc	Opt-Out	Opt-Out
Mono	Opt-Out	Opt-In
Monterey	Opt-Out	Opt-Out
Napa	Opt-Out	Opt-Out
Nevada	Opt-In	Opt-Out
Orange	Opt-Out	Opt-Out
Placer	Opt-Out	Opt-Out
Plumas	Opt-Out	Opt-Out
Riverside	Opt-In	Opt-Out
Sacramento	Opt-Out	Opt-Out
San Benito	Opt-Out	Opt-Out
San Bernardino	Opt-Out	Opt-In
San Diego	Opt-Out	Opt-In
San Francisco	Opt-Out	Opt-Out
San Joaquin	Opt-Out	Opt-Out
San Luis Obispo	Opt-Out	Opt-In
San Mateo	Opt-In	Opt-Out
Santa Barbara	Opt-Out	Opt-In
Santa Clara	Opt-Out	Opt-Out
Santa Cruz	Opt-Out	Opt-In
Shasta	Opt-Out	Opt-In
Sierra	Opt-Out	Opt-Out
Siskiyou	Opt-Out	Opt-Out
Solano	Opt-In	Opt-Out
Sonoma	Opt-In	Opt-Out
Stanislaus	Opt-In	Opt-Out
Sutter	Opt-Out	Opt-Out
Tehama	Opt-In	Opt-Out
Trinity	Opt-Out	Opt-Out

Tulare	Opt-In	Opt-Out
Tuolumne	Opt-Out	Opt-Out
Ventura	Opt-Out	Opt-Out
Yolo	Opt-Out	Opt-Out
Yuba	Opt-In	Opt-Out

17. For the following counties that chose to opt in or remain opted into PBXXC907, ensure that appointments with the following Duration details will be scheduled. There are no changes to these values for Kings or San Bernardino, based on responses to CRFI 23-080.

Table 4: Regular Appointment Details Per County

County	Duration for CW only (minutes)	Duration for CF-only/TCF (minutes)	Duration for CW/CF combo (minutes)
Alameda	60	60	60
El Dorado	60	60	90
Humboldt	90	90	90
Mono	60	60	120
San Diego	120	60	120
San Luis Obispo	90	30	90
Santa Barbara	90	60	90
Santa Cruz	60	60	90
Shasta	90	60	90

2.3.3 Execution Frequency

Monthly on the 5th business day of the month.

2.3.4 Key Scheduling Dependencies

The new batch job must complete before ‘Redetermination - Final Exception Report’.

2.3.5 Counties Impacted

Former C-IV Counties, CalWIN Counties

2.3.6 Category

Job should complete within the batch window.

2.3.7 Data Volume/Performance

N/A

2.3.8 Failure Procedure/Operational Instructions

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

2.4 Regression Test CW/CF RE Packet Generation Jobs

2.4.1 Overview

RE Packets for Migration Counties are generated on the 15th of each month. The Appointment letter is included in the RE packet and provides details of the recipient's RE appointment. This section outlines the regression test activities needed for the existing batch jobs that generates the CW/CF RE Packet and Appointment letter.

2.4.2 Description of Change

1. Test existing CW/CF RE Packet Batch jobs (PB00R543, PB00R544, and PB00R547) to confirm that the RE appointment details created by the new Batch RE Appointment job are properly displayed in the Appointment letter.
    a. GEN 102 is generated for all program types.
    b. Regardless of how the worker's schedule is blocked, the Appointment letter should contain the correct appointment time for the customer.
        i. For example, if the Begin Time is 8am and Flexible End Time is 30 minutes after Begin Time, the appointment letter should specify an appointment time between 8am and 8:30am.
        ii. For example, if the Begin Time is 8am and Flexible End Time is 2 hours, the appointment letter should specify an appointment time between 8am and 10am.

2.5 Update Journals for IVR

2.5.1 Overview

This section outlines the necessary updates to the journal and call log generated for IVR Inbound Call Results for the Missing Document campaign.

2.5.2 Description of Change

1. Update the Call Type (CT284) in the short description of the journal entries and call logs generated by PI00M300 for Missing Document call types to be 'Missing Periodic Report' instead of 'Missing Document'.

Short Description	Example
Current	Call Log - Outbound IVR Attempt – Missing Document – {Call Result CT2810}
New	Call Log - Outbound IVR Attempt – Missing Periodic Report – {Call Result CT2810}

2.5.3 Execution Frequency

Daily (no change)

2.5.4 Key Scheduling Dependencies

PI00M300 runs after PI00M360, which handles the file transfer process.

2.5.5 Counties Impacted

Former C-IV Counties, CalWIN Counties

2.5.6 Category

Job should complete within the batch window.

2.5.7 Data Volume/Performance

N/A

2.5.8 Failure Procedure/Operational Instructions

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

2.6 Align Criteria of Regular CW/CF RE Appointment Scheduling Batch Job

2.6.1 Overview

This section outlines the necessary updates to the Regular CW/CF RE Appointment Scheduling batch job (PBXXC907) so that the logic and criteria between the existing job and new Flexible CW/CF RE Appointment Scheduling batch job are the same.

2.6.2 Description of Change

1. Modify the criteria so that blank, empty, null, and (999) 999-9999 are considered invalid phone numbers. If there is no valid phone number for the customer and the County has enabled the Automated Action for 'CalWORKs/CalFresh: RE Appointment Not Scheduled', then create a task for the worker and do not create an appointment.
2. If there is an existing, manually scheduled, flexible appointment that is not of type 'General Appointment – Telephone Interview Recertification' for a time slot, the regular CW/CF RE Appointment Scheduling batch job should attempt to schedule overlapping regular 'General Appointment – Telephone Interview Recertification' appointments for the same time slot until the specified limit for Overlapping Appointments for 'General Appointment – Telephone Interview Recertification' is reached.
3. A journal entry generated for a TCF program should display 'Recertification' in the Long Description.
    a. Appointment Type: Telephone RE Flexible
    b. Appointment Date: MM/DD/YYYY
    c. Program Type: CW, CF, CW/CF or TCF
    d. RE Description: 'Recertification' for CF only or TCF and 'Redetermination' for all other program types

Journal Entry	Description
Journal Category	All
Journal Type	CT363_83 - RE Appointment Scheduled
Short Description	{Appointment Type} Appointment Scheduled.
Long Description	{Appointment Type} appointment was scheduled for {Appointment Date} for {Program Type} {RE Description}
Trigger Condition	When CW, CF, CW/CF, TCF RE Appointment is scheduled for case

2.6.3 Execution Frequency

No change

2.6.4 Key Scheduling Dependencies

No change

2.6.5 Counties Impacted

Former C-IV Counties, CalWIN Counties

2.6.6 Category

Job should complete within the batch window.

2.6.7 Data Volume/Performance

N/A

2.6.8 Failure Procedure/Operational Instructions

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

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Batch and Interfaces	Visual example of how Regular CW/CF RE Appointment Scheduling batch job and Flexible CW/CF RE Appointment Scheduling batch job are expected to schedule overlapping 'General Appointment – Telephone Interview Recertification' appointments	CA-226701 Overlap Appts.xlsx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.13.2.2	The LRS shall set appointments for cases requiring Redetermination and/or Recertification, based on program rules.	Modify batch RE appointment scheduling functionality for non-LA counties.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-226837 | DDID 2699, 2210, 2705, 2706, 2707, 2708, 2709, 2710, 2711, 2712, 2713, 2714, 2715, 2719, 2720, 2721

CalSAWS Inbound IVR

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Dheeraj Muralidara
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
03/18/2021	V0.1	Draft	

Table of Contents

1 OVERVIEW

The CalSAWS Interactive Voice Response (IVR) system will use the Amazon Connect platform for customers to call in to the County Contact Center. Currently, a customer can call into the IVR and obtain general information. Unauthenticated customers or non-primary applicants are routed to an agent. Meanwhile customers that are successfully authenticated and are primary applicants, can perform the following actions: obtain benefit program information, select a form to request, check on the status for a submitted documentation, and change their IVR PIN.

1.1 Current Design

The existing C-IV functionality migrated to CalSAWS with (SCR CA-207026). The CalSAWS Amazon Connect Contact Center Solution communicates with the CalSAWS application Database for self-service information.

1.2 Requests

Create Los Angeles and CalWIN counties individual call flows in the Amazon Connect environment.

1.3 Overview of Recommendations

1. Inbound IVR to include a customized call flow for each county that includes prompts, menus, queues, program selection, and call transfers supported for supported languages listed below:
    a. English
    b. Spanish
    c. Farsi
    d. Vietnamese
    e. Mandarin
    f. Tagalog
    g. Russian
    h. Korean
    i. Cambodian
    j. Hmong
    k. Arabic
    l. Lao
    m. Cantonese
    n. Armenian
    o. Portuguese
2. Inbound IVR to include customer authentication via phone number and SSN, phone number and DOB, and voice print authentication.
3. Inbound IVR to include a self-service program menu to give customers the ability to receive benefit amounts.
4. Inbound IVR self-service information for the CalWORKs and CalFresh programs.
5. Inbound IVR self-service information for the Medi-Cal program.
6. Inbound IVR self-service information for the Welfare-to-Work (WTW) programs.

7. Inbound IVR to allow the customer to select previously generated/sent forms to be re mailed.
8. Inbound IVR to give the customer a dynamic set of options based on which forms are relevant to their case.
9. Inbound IVR to give the customer the ability to request a new IVR PIN to be mailed to them.
10. Inbound IVR to allow the customer to enter their zip code and request office hours and address.
11. Route calls to workers based on language and program selected by the customer in the IVR

1.4 Assumptions

1. Any re-mailing of documents will go to the same address as the original documents were mailed to.
2. Individual county call flows will be determined during individual county sessions
3. LA County and CalWIN county Inbound IVRs will go live with their individual county SCRs at a later date.

2 RECOMMENDATIONS

2.1 Inbound IVR Call Flow

2.1.1 Overview

The inbound IVR call flow is customized for all contact center counties including Los Angeles and the CalWIN counties. All inbound IVR call flows contain self-service menu options and the ability to speak to a worker/agent. Self-service menus are limited to customers that complete the authentication process.

2.1.2 Description of Changes

The verbiage for different languages supported in the inbound IVR will be translated and recorded by professional voice talent. Supported Languages:

- English (default)
- Spanish
- Farsi
- Vietnamese
- Mandarin
- Tagalog
- Russian
- Korean
- Cambodian
- Hmong
- Arabic

- Lao
- Cantonese
- Armenian
- Portuguese

Create self-service options, menus and prompts for Los Angeles and the CalWIN counties.

Note: Individual call flows will be customized including queues and call transfer options during the individual county sessions.

For callers who are successfully authenticated in the IVR, the system plays the self-service options if the caller is a primary applicant. One of the self-service options included provides benefit information for CalWORKs, CalFresh, Medi-Cal and Welfare to Work (WTW) programs. This information is provided dynamically based on the customers active programs.

2.1.2.1 Self-Service Option for CalWORKs and CalFresh Programs

For the CalWORKs Program and CalFresh Program, the IVR will play back the following:

- Program Status
- Total Amount issued for this month and next month.
- The system will notify the customer if benefits are on hold.
- IVR plays back both the current and upcoming benefits for CalWORKs and CalFresh programs.
- The Held status is only set when a worker manually updates an issuance and selects the 'Held' status.
- It means the customer hasn't received the benefit because the county is holding on to the warrant/check.

Callers can also check the document status of their CalWORKs status report, CalFresh Status Report, CalWORKs, and CalFresh Redetermination Packet.

2.1.2.2 Self-Service Option for the Medi-Cal Program

For the Medi-Cal program, the IVR will play back the following:

- Program Type (Medi-Cal Service Benefit)
- Program Status
- Share of cost information for each eligible member aided

Callers can also check the document status of their Medi-Cal Redetermination Packet

2.1.2.3 Self-Service Option for Welfare-to-Work (WTW) Program

For the Welfare to Work program, the IVR will play back the following:

- Program Status
- WTW reimbursement amount for each person participating in the program
- Sanction Status/Reason

2.1.2.4 Self-Service Option for Forms

The system gives the caller a dynamic set of options based on which forms are relevant to their case. They may select a form to request, based on the options available in this dynamic menu: Semi-annual report (SAR7), Transitional Medi-Cal Status report, or Verification of Benefits. The forms can be re-sent to the originally mailed address.

2.1.2.5 Self-Service Option to Request New IVR PIN

The system gives the customer the ability to change their IVR PIN. IVR PINs, such as 111111 or 123456, or non-numeric IVR PINs are not acceptable. Customers must input the same IVR PIN twice and they must match. Changes to the IVR PIN immediately take effect.

In the existing C-IV functionality, customers have a 4-digit IVR PIN that will be migrated to CalSAWS. When a new IVR PIN number is requested or generated, the system will mail a letter to the customer with a new 6-digit IVR PIN number.

2.1.2.6 Self-Service Option to Request Office Information

Callers will be prompted to enter their zip code into the IVR and the IVR will play back their County office hours and address.

2.2 Inbound IVR Authentication

2.2.1 Overview

Customers use authentication methods in the inbound IVR to access self service features. SSN/DOB/Phone Number combinations are some of the more widely used authentication methods. Additional methods of authentication include the use of an IVR PIN and/or Voice Print Authentication.

1. Phone number and SSN or DOB and IVR PIN
2. Voice print authentication

2.2.2 Description of Changes

During voice print authentication, the system asks the caller to speak their passphrase, "my voice is my password, please verify me." The passphrase is streamed to a Voice Biometric Security server to compare the passphrase with previously enrolled voice prints. On a successful match, the caller will be routed to the self-service options. Voice Authenticate is included in SCR CA-226843.

New Cases generated in CalSAWS will contain letters as well as numbers. Customers will no longer be able to enter their case number if it contains letters, so the IVR will no longer prompt them to enter it.

The IVR will now prompt the customer to enter their phone number and their social security number. If the customer does not have or doesn't know their social security number they will be prompted for their date of birth, and/or their IVR PIN. A customer will only be prompted for their date of birth or IVR PIN if the IVR is unable to narrow down the customer to a single person in the CalSAWS database.

Note: Customers issued a 4-digit IVR PIN in C-IV will be able to authenticate using their existing PIN. All IVR PINs generated in CalSAWS will be 6 digits. When a customer resets their existing 4-digit PIN migrated from C-IV the new PIN will be 6 digits.

If a caller selects to login with their social security number (SSN) and Date of Birth (DOB), the system matches the SSN and DOB combination before routing to the self-service options. Unauthenticated callers will be routed to the program menu.

2.3 Route to An Agent

2.3.1 Overview

If the caller decides to speak to a worker, the call is routed to a worker based on the program and language selected in the IVR.

2.3.2 Description of Changes

Calls are routed based on routing profiles and queues available in the county. Customers may be offered Courtesy Callback or Scheduled Callback based on the county administration of these features. Administration page features are included in SCR CA-226672

2.3.2.1 Courtesy Callback

The Courtesy Callback feature reduces the time callers must wait in queue. The feature allows the system to offer callers the option to be called back by the system when it is the caller's turn to speak to an available agent.

This option can be limited to callers who meet certain criteria. For example, callers with the possibility of being in queue for more than X minutes.

If the caller decides to be called back by the system, they will input their phone number. When the system determines that an agent is available, then a call is placed back to the caller.

2.3.2.2 Scheduled Callback

The "Scheduled Callback" feature is one where a customer will call the CalSAWS Call Center for a specific county and be placed into a queue. The system will then check if the call center is either closed or if it has reached the maximum limit of customers waiting in queue. In these cases, the customer will be offered callbacks for the next day at specified times. The Scheduled Callback functionality will be implemented with SCR CA-229573

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	AWS Inbound IVR Detailed Call Flow	Visio diagram represents inbound call flow, AWS inbound IVR Detailed Call Flow.pdf	

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2699	The CONTRACTOR shall configure the Customer Service Center solution to route calls to workers based on language and program selected by the customer in the IVR.	Section 2.3
2210	The CONTRACTOR shall configure the Customer Service Center solution to utilize call routing to	Section 2.3

	queue calls to agents specifically by language and program.	
2705	The CONTRACTOR shall configure the CalSAWS inbound IVR to have a customized call flow for each county including the following: - prompts - menus - queues - program selection - call transfers All flows include all self-service features. The following languages will be supported in the CalSAWS inbound IVR: - English - Spanish - Farsi - Vietnamese - Mandarin - Armenian - Tagalog - Russian - Korean - Cambodian - Hmong - Cantonese - Arabic - Lao	Section 2.1.2
2706	The CONTRACTOR shall configure the CalSAWS Inbound IVR to allow the customer to authenticate themselves in the IVR using one of the following options: - Social Security Number and date of birth - case number and PIN - voice print authentication	Section 2.2
2707	The CONTRACTOR shall configure the CalSAWS Inbound IVR to include a self-service program menu to give customers the ability to receive benefit amounts for the following programs: - CalWORKs - CalFresh - Welfare to Work The CONTRACTOR shall configure the self-service program menu to give customers the	Section 2.1.2

	ability to receive active or inactive status for Medi-Cal.	
2708	The CONTRACTOR shall configure the CalSAWS Inbound IVR self-service information for the CalWORKs and CalFresh programs as stated below: - Program Status - Total Amount received for this month - If benefits are on hold, the system will notify the customer - If benefits are not on hold, the customer will be notified for what they are eligible to receive in the upcoming month.	Section 2.1.2.1
2709	The CONTRACTOR shall configure the CalSAWS Inbound IVR self-service information for the Medi-Cal program as stated below: - Medi-Cal Program Type - Status - Share of Cost - Medi-Cal Service Benefit	Section 2.1.2.2
2710	The CONTRACTOR shall configure the CalSAWS Inbound IVR self-service information for the Welfare-to-Work (WTW) programs as stated below: - Upcoming Activities - WTW Reimbursement Amount - Sanction Status/Reason	Section 2.1.2.3
2711	The CONTRACTOR shall configure the CalSAWS Inbound IVR to allow the customer to select previously generated/sent forms to be mailed. The form list will be dynamically provided to the customer based on forms relevant to their case. The following forms can be re-sent: -Semi-annual report -Transitional Medi-Cal Status report -Passport to services form	Section 2.1.2.4
2712	The CONTRACTOR shall configure the CalSAWS Inbound IVR to give the customer a dynamic set of options based on which forms are relevant to their case. They may select a form to get the status of the form based on the options available in this dynamic menu:	Section 2.1.2.1 and 2.1.2.2

	- CalWORKs status report - CalWORKs or CalFresh Redetermination packet - CalFresh status report - CalFresh Redetermination packet - Transitional Medi-Cal status report - Medi-Cal Redetermination packet	
2713	The CONTRACTOR shall configure the CalSAWS Inbound IVR to give the customer the ability to change their IVR PIN. Changing the IVR PIN is real-time.	Section 2.1.2.5
2714	The CONTRACTOR shall configure the CalSAWS Inbound IVR to give the customer the ability to request a new IVR PIN to be mailed to them.	Section 2.1.2.5
2715	The CONTRACTOR shall configure the CalSAWS Inbound IVR to allow the customer to enter their zip code and request office hours and address.	Section 2.1.2.6
2719	The CONTRACTOR shall configure the Covered California Inbound IVR for the Covered California Quick Sort Transfers to route calls to the appropriate county queues. The IVR will: - Capture the tracker ID, county code, and language code - Offer Courtesy Callback - Have a voicemail option for transfers outside of regular hours of operation and holidays	2.3
2720	The CONTRACTOR shall configure the Covered California Inbound IVR to automatically route calls between counties in the event the intended county is unavailable due to the following reasons: - Holiday - Logged Out - Close for Emergency - Technical Issues	2.3
2721	The CONTRACTOR shall configure the Customer Service Center solution to allow Counties to call into a unique and specific phone number provided to the County and accessed through a PIN assigned to the County by CalSAWS to: - Close their contact center remotely	2.3

	- Record an emergency and/or informational message to play in the IVR. The messages can be up to 120 seconds.	

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-228955

Allowable Expenses from Student Award/Scholarships and Student Grants, Loans Excluded by CalWORKs and CalFresh

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Tom Lazio, Connor O'Donnell
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
03/13/2023	1.0	Initial Draft	T.Lazio C. O'Donnell
05/10/2023	2.0	Updated the following based on committee feedback: • Add 'Other' and 'Only' to the new educational expense type descriptions. • Add list generation for CW and CF participants with 'Awards/Scholarships' income type.	T.Lazio C. O'Donnell
08/07/2023	2.1	Content Revision to add Spanish translations for the newly added expense types	Nithya Chereddy

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1 OVERVIEW

Per ACL 21-137, awards and scholarship income used for educational expenses should be excluded from both CalWORKs (CW) and CalFresh (CF) program eligibility and benefits determination. This SCR will update the current functionality that deducts educational income expenses such as tuition, books, and school fees from the combined educational income total for the person to include the income type of ‘Awards/Scholarships’. This SCR will also add additional expense types that will allow the user to deduct different educational income expense amounts for CF and CW programs.

1.1 Current Design

Currently educational income types ‘Awards/Scholarships’ (exempted for child dependents in CW program) and ‘Student Grants, Loans - Non Needs Based’ are treated as unearned income for both CW and CF program eligibility determination and benefit calculation (EDBC).

CalSAWS functionality allows the user to enter educational income expenses such as tuition, books and fees that are deducted from the combined non-exempt educational income total for the person, which does not include the ‘Awards/Scholarships’ income type. Furthermore, the current educational expense types only allow the user to specify one amount to be deducted from both CW and CF without any educational expense options to specify different amounts for CW and CF.

1.2 Requests

Allow for educational expenses to be deducted from the ‘Awards/Scholarships’ income type reported amount considered as unearned income by the CW and CF programs.

Add two new educational expense types that will allow users to specify different amounts deducted from non-exempt educational income for CF and CW programs.

Generate list of CW and CF participants with ‘Awards/Scholarships’ income type

1.3 Overview of Recommendations

1. Add two new educational expense types (one for CF and one for CW) to the Expense Detail page.
2. Update CW and CF educational expense rule to include income type ‘Awards/Scholarships’.
3. Add new logic to deduct the new educational expense types for the applicable program.
4. Generate listing of CW and CF participants with ‘Awards/Scholarships’ income type.

1.4 Assumptions

1. Dependent child exemption for the ‘Awards/Scholarships’ income type for CalWORKs program will not change.
2. Fields not mentioned to be modified within the description of changes will retain their current functionality and logic.
3. This SCR change will only apply to come up month CF and CW EDBCs after the implementation of this SCR.

2 RECOMMENDATIONS

2.1 Expense Detail Page

2.1.1 Overview

The Expense Detail page tracks and displays expense relevant to the case. This SCR will add two new Expense Types that account for school expenses.

2.1.2 Expense Detail Mockup

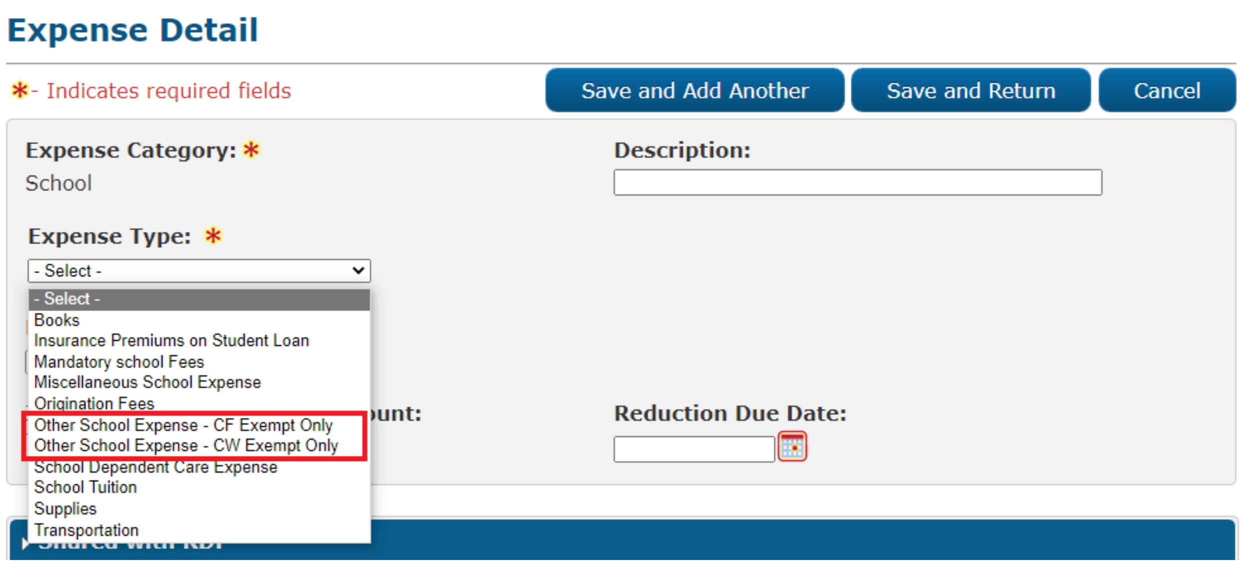

Figure 2.1.1 – Expense Detail Mockup

2.1.3 Description of Changes

1. Add the following two new values to the ‘Expense Type’ field on the Expense Detail page when the ‘Expense Category’ is ‘School’:
    a. ‘Other School Expense – CF Exempt Only’
    b. ‘Other School Expense – CW Exempt Only’

Technical Note: Ensure the following reference table values are set for both of these new values:

Reference Table Description	Value
EducationExpense	Y
UtilityExpense	N
FSMedicalExpense	N
HousingExpense	N

2.1.4 Page Location

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

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 Update Educational Expense Deduction Logic for CW and CF EDBC

2.2.1 Overview

CalSAWS functionality allows users to enter individual school expenses which are deducted from non-exempt education income types like ‘Student Grants, Loans - Non Needs Based’ under unearned income in the CF and CW EDBCs. However, it does not deduct for the income type ‘Awards/Scholarships’.

EDBC Person Line Item Detail - Unearned Income

Close

Name	Type	Description	Amount
Dad, CWCF 36M	Awards/Scholarships	(04/01/2023) $200.00	$ 200.00
Dad, CWCF 36M	Grants, Loans - Non Needs Based	(04/01/2023) $200.00 - $100.00(Education Expense)	$ 100.00

Figure 2.2.1.1 – Awards/Scholarships EDBC Unearned Income with no Education Expense Deduction – Before SCR

This SCR will update the educational expense functionality to apply the school expense deductions to the ‘Awards/Scholarships’ income type.

EDBC Person Line Item Detail - Unearned Income

Close

Name	Type	Description	Amount
Dad, CWCF 36M	Awards/Scholarships	(04/01/2023) $200.00 - $100.00(Education Expense)	$ 100.00
Dad, CWCF 36M	Grants, Loans - Non Needs Based	(04/01/2023) $200.00 - $100.00(Education Expense)	$ 100.00

Figure 2.2.1.2 – Awards/Scholarships EDBC Unearned Income with Education Expense Deduction –After SCR

This SCR will also add new logic to deduct the amount from the new educational expense type '**Other School Expense- CW Exempt Only**' from the non-exempt education income amounts under unearned income in the CW EDBC only.

Likewise, new logic will be added to deduct the amount from the new educational expense type '**Other School Expense- CF Exempt Only**' from the non-exempt education income amounts under unearned income in the CF EDBC only.

2.2.2 Description of Changes

1. Update CF and CW Educational Expense rule to include income type ‘Awards/Scholarships’ (CT186-B7) in the non-exempt educational incomes that deduct educational income expenses.

2. Add logic that deducts educational expense type '**Other School Expense- CW Exempt Only**' from non-exempt educational incomes for CW EDBC only.

3. Add logic that deducts educational expense type '**Other School Expense- CF Exempt Only**' from non-exempt educational incomes for CF EDBC only.

2.2.3 Programs Impacted

CW, CF, RCA, DV, IN, HP, HT

2.3 Add Spanish Translations for the new Expense Type and Regression Test

2.3.1 Overview

CW 2200 form populates the expense type in the 'Item' (verifications) box on the form. As per current functionality CW 2200 populates the translated verifications on the Spanish CW 2200, the rest of the threshold CW 2200 forms populate the verifications in English.

2.3.2 Add Spanish Translations

1. Add the Spanish translations for the newly added Expense Types.

English	Spanish Translation
Other School Expense – CF Exempt Only	Otro gasto escolar – Solo exento para CF
Other School Expense – CW Exempt Only	Otro gasto escolar – Solo exento para CW

2. Test the Spanish CW 2200 form to make sure the newly added verifications populate in Spanish.

2.3.3 Regression Test

1. Regression test the CW 2200 in threshold languages (Armenian, Arabic, Cambodian, Chinese, Farsi, Tagalog, Hmong, Korean, Lao, Russian, Vietnamese) to validate the newly added expense types populates in English.
2. Regression test the CSD 1 form in English.

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.2.11	The LRS shall treat income and resources based on program-specific rules.	This SCR will allow for educational expenses to be

		deducted from the 'Awards/Scholarship' income type.

4 OUTREACH

4.1 Lists

This list captures active program participants with 'Awards/Scholarships' income type record.

List Name: Program participants with Awards/Scholarships income
List Criteria: List of CW and/or CF cases where there is an active participant(s) who has a high-dated Income Detail record with income type 'Awards/Scholarships'.
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 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-228955

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-233168

ACL 21-137/ACL 21-137E Guaranteed Income Pilot Program

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Tom Lazio, Maria Jensen, Esequiel Herrera-Ortiz, Vallari Bathala, Renee Gustafson
	Reviewed By	Michael Wu, Eugenio Garcia Velasco, Praveen Badabhagni, Sunitha Sampathkumar, Naga Chinduluru, Chitra Barsagade, Geetha Ramalingam, Maksim Volf

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/01/2022	1.0	Initial Draft	Tom Lazio
10/03/2022	1.1	CC updates: added spreadsheet name for Supp Doc; added CC Regression Tests	Maria Jensen
10/11/2022	1.2	Added Reports Section 2.9	Esequiel Herrera-Ortiz Tom Lazio
10/20/2022	1.3	Added the income types Guaranteed Income - Cash/MC Exempt and Guaranteed Income - MC Exempt to all Sections Updated income type Guaranteed Income - Cash/Food Exempt to Guaranteed Income - Cash/CalFresh Exempt	Tom Lazio Vallari Bathala
10/21/2022	1.4	Added MAGI Medi-Cal: Exempt Income' drop down to Section 2.1 Added Mockups to Sections 2.5 and 2.6.	Vallari Bathala Maria Jensen
10/24/2022	1.5	Added eHIT section 2.10 for 'MAGI Medi-Cal: Exempt Income'	Renee Gustafson
10/28/2022	1.6	Updated GA/GR Automated Solution County Parameter Detail Page for Online Added Section 2.5 to GA/GR Automated Solution update EDBC rules to include new income types	Vallari Bathala Tom Lazio
11/15/2022	1.7	Updated Guaranteed Income Types 'Guaranteed Income - MC Exempt' and 'Guaranteed Income - Unearned' to be 'Exempt' for Kin-Gap program	Tom Lazio

		Added assumption #7	
07/20/2023	1.8	Added the rec 2.7 to turn off Hmong NOAs	Nithya Chereddy

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1 OVERVIEW

Counties with Guaranteed Income (GI) projects can request that participants have their GI payments exempted from consideration as income for the purposes of CalWORKs (CW) and/or CalFresh (CF) eligibility and benefit determination.

Per ACL 21-137 and ACL 21-137E, effective December 1, 2021, payments from GI projects with income exempt approval will be excluded from CW and, under this option, payments from CalWORKs-approved GI projects and pilots that are funded by any amount of non-governmental funds must also be excluded for purposes of CalFresh.

Per ACIN I-35-22, payments from GI projects without income exempt approval will be treated as unearned income for the purposes of CW and CF eligibility and benefit calculations.

Per MEDIL I 22-23, payments from GI projects that are taxable are countable for MAGI Medi-Cal. Payments from GI projects are typically countable for Non-MAGI Medi-Cal unless an exemption applies; Disaster and emergency assistance payments from government or disaster/emergency relief organizations are exempt.

This SCR will add new income types for 'Guaranteed Income' as well as define the treatment of each of these income types by program.

1.1 Current Design

Currently in CalSAWS, there are no income types available for 'Guaranteed Income'.

1.2 Requests

Per ACL 21-137, ACL 21-137E and MEDIL I22-23, 'Guaranteed Income' will require new income types to be added into CalSAWS. The treatment of each income type will vary as some will be exempt from CalSAWS programs while others will count as unearned income.

1.3 Overview of Recommendations

1. Verify new 'Guaranteed Income' income type options on the Income Detail page.

2. Add optional 'MAGI Medi-Cal: Exempt Income' drop-down list on the Income Detail page for Unearned, Cash/CalFresh Exempt and Cash Exempt Guaranteed Income types.

3. Update 'Other' in the OCAT Referral Detail page to map the new Income Types.

4. Add new ‘Guaranteed Income’ income type options to County Parameter Detail page and set default values for GA/GR Automated Solution (GR) .

5. Add new ‘Guaranteed Income’ income types and configure treatment of the income types across different programs.

6. Add logic to GA/GR Automated Solution (GR) EDBC rules for new ‘Guaranteed Income’ income types.

7. Add threshold language translations for new ‘Guaranteed Income’ income types.

8. Regression testing specific forms and NOAs containing new ‘Guaranteed Income’ income types.

9. Update Form Status batch job to send new income types as part of the MC RE pre-population data.

10. Update the CA 253 CalWORKs report to map the Income Types of ‘Guaranteed Income - Unearned’ and ‘Guaranteed Income - MC Exempt’ to ‘Line 5b. Benefits or pensions increased’.

11. Update eHIT logic to not send income in an EDR for Guaranteed Income when the ‘MAGI Medi-Cal Exempt Income’ is answered “Yes.”

1.4 Assumptions

1. Fields not mentioned to be modified within the description of changes will retain their current functionality and logic.
2. The Adoptions Assistance Program (AAP) does not consider income and no treatment value is needed for the income types added with this SCR.
3. Per ACL 22-16, income is not evaluated for the Foster Care program and will be treated as ‘exempt’ for the income types added with this SCR.
4. CalWIN Counties will not be sending Guaranteed Income types to CalSAWS through eICT and CalWIN Counties will receive Guaranteed Income types as ‘Other’ through eICT.
5. There is no impact to IEVS interface with this SCR.
6. OCAT and ICT interfaces will be tested with this SCR.
7. Foster Care/Kin-GAP Exemption options will not be used for income types added with this SCR.

2 RECOMMENDATIONS

2.1 Income Detail Page

2.1.1 Overview

Verify the new Income Types under 'Government Settlements, Payments, Programs' Category on the Income Detail page.

2.1.2 Income Detail Page Mockup

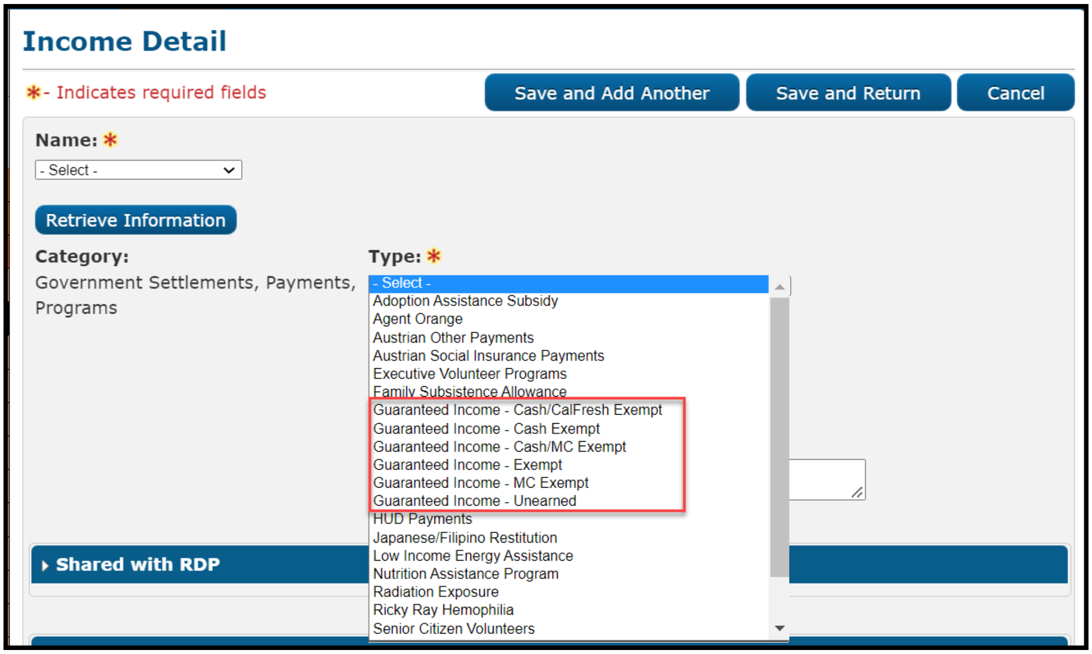


Figure 2.1.2-1 - Income Detail Page Mockup

<u>Note</u>: Actual sorting of the drop-down values may differ from what is shown here in 2.1.2-1.

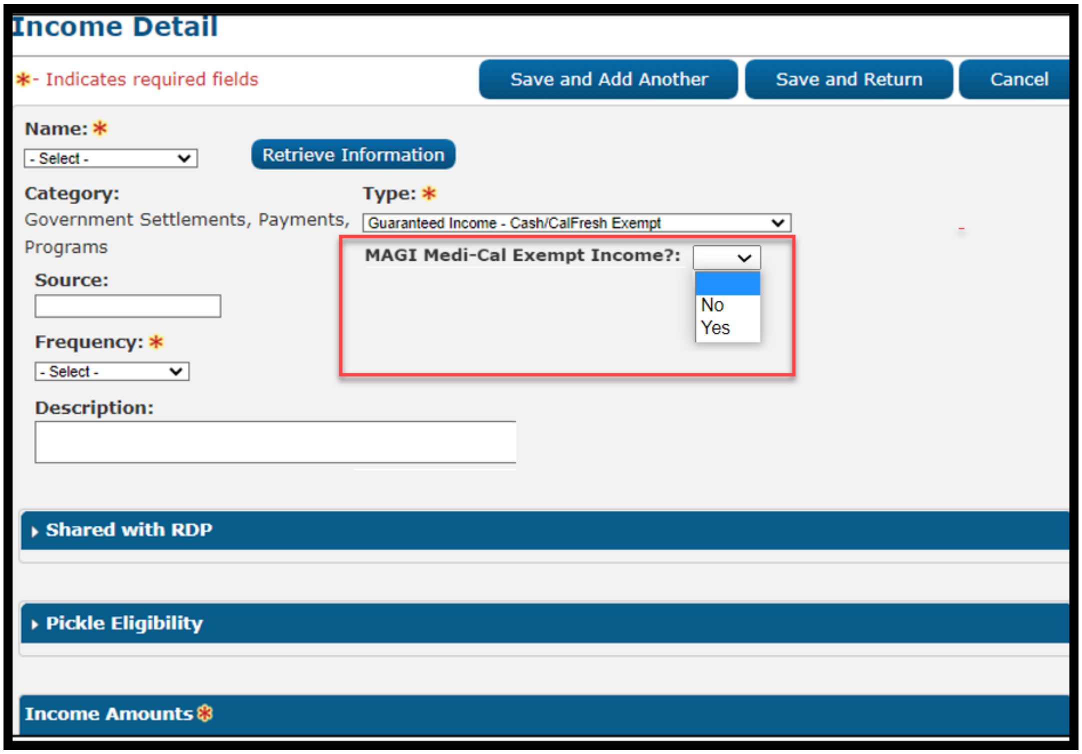


Figure 2.1.2-2 - Income Detail Page Mockup with *'MAGI Medi-Cal Exempt Income?'* **drop down**

2.1.3 Description of Changes

1. Verify the following income type options to the 'Type' field of "Government Settlements, Payments, Programs" income category on Income Detail page:
    a. Guaranteed Income - Cash/CalFresh Exempt
    b. Guaranteed Income - Cash Exempt
    c. Guaranteed Income - Cash/MC Exempt
    d. Guaranteed Income - Exempt
    e. Guaranteed Income - MC Exempt
    f. Guaranteed Income - Unearned
2. Add 'MAGI Medi-Cal Exempt Income?:' - Add new drop-down below the 'Type' drop-down list with the following values:
    a. 'Blank' (Default)
    b. No
    c. Yes
3. Only display the "MAGI Medi-Cal Exempt Income?" drop-down list when the following Income Types are selected:
    a. Guaranteed Income - Cash/CalFresh Exempt
    b. Guaranteed Income - Cash Exempt
    c. Guaranteed Income - Unearned
4. Update Income Types to be in alphabetical order within the income Type drop-down list selection.

2.1.4 Page Location

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

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

Add page mapping for the new 'MAGI Medi-Cal: Exempt Income?:' drop- down list.

2.1.7 Page Usage/Data Volume Impacts

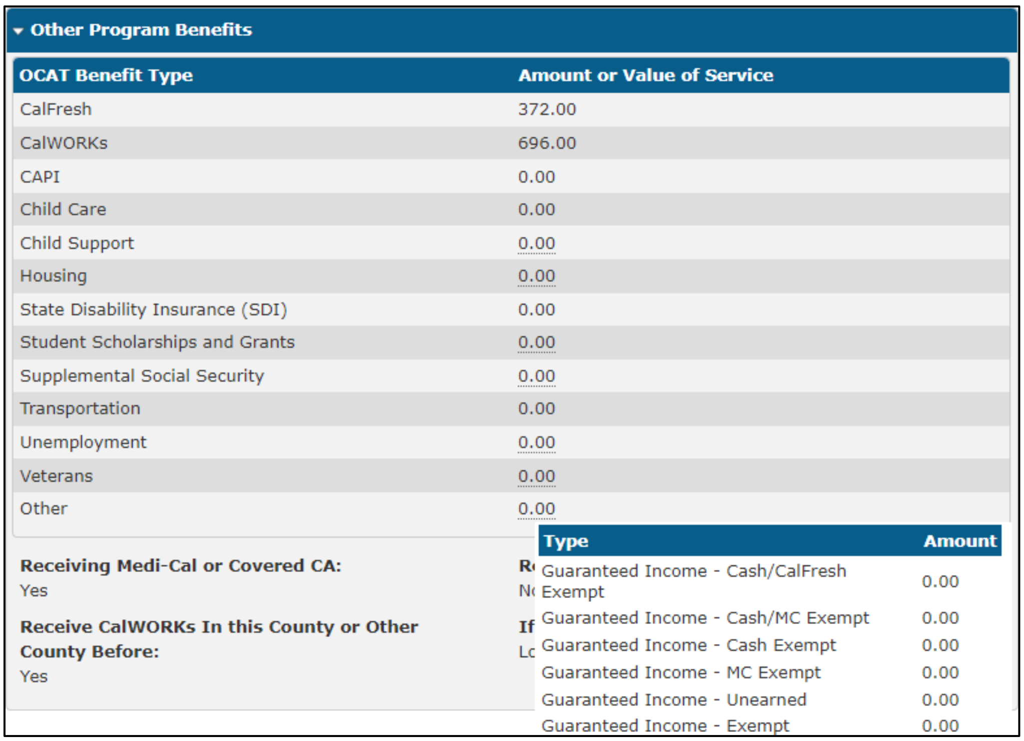
N/A

2.2 OCAT Referral Detail Page

2.2.1 Overview

Update 'Other' in the OCAT Referral Detail page to map the new Income Types.

2.2.2 OCAT Referral Detail Page Mockup



▾ Other Program Benefits

OCAT Benefit Type	Amount or Value of Service
CalFresh	372.00
CalWORKs	696.00
CAPI	0.00
Child Care	0.00
Child Support	0.00
Housing	0.00
State Disability Insurance (SDI)	0.00
Student Scholarships and Grants	0.00
Supplemental Social Security	0.00
Transportation	0.00
Unemployment	0.00
Veterans	0.00
Other	0.00

Receiving Medi-Cal or Covered CA:
Yes

Receive CalWORKs In this County or Other County Before:
Yes

Type	Amount
Guaranteed Income - Cash/CalFresh Exempt	0.00
Guaranteed Income - Cash/MC Exempt	0.00
Guaranteed Income - Cash Exempt	0.00
Guaranteed Income - MC Exempt	0.00
Guaranteed Income - Unearned	0.00
Guaranteed Income - Exempt	0.00

Figure 2.2.2 - OCAT Referral Detail Page Mockup

2.2.3 Description of Changes

1. Other - mapped to the following income types in the Systems. The income amount value as of the OCAT referral date will be used in determining the Amount or Value of Services.
    a. Guaranteed Income - Cash/CalFresh Exempt
    b. Guaranteed Income - Cash/MC Exempt
    c. Guaranteed Income - Cash Exempt
    d. Guaranteed Income - MC Exempt
    e. Guaranteed Income - Unearned
    f. Guaranteed Income - Exempt

2.2.4 Page Location

- **Global: Empl. Services**
- **Local: Appraisal, Case Summary**
- **Task: OCAT (appears after Employment option)**

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 County Parameter Detail Page

2.3.1 Overview

Add 'Guaranteed Income' types to the County Parameter Detail page so that GA/GR Automated Solution Counties can view and edit the parameters associated with the 'Guaranteed Income' types for the GR program.

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

2.3.2 County Parameter Detail Page Mockup

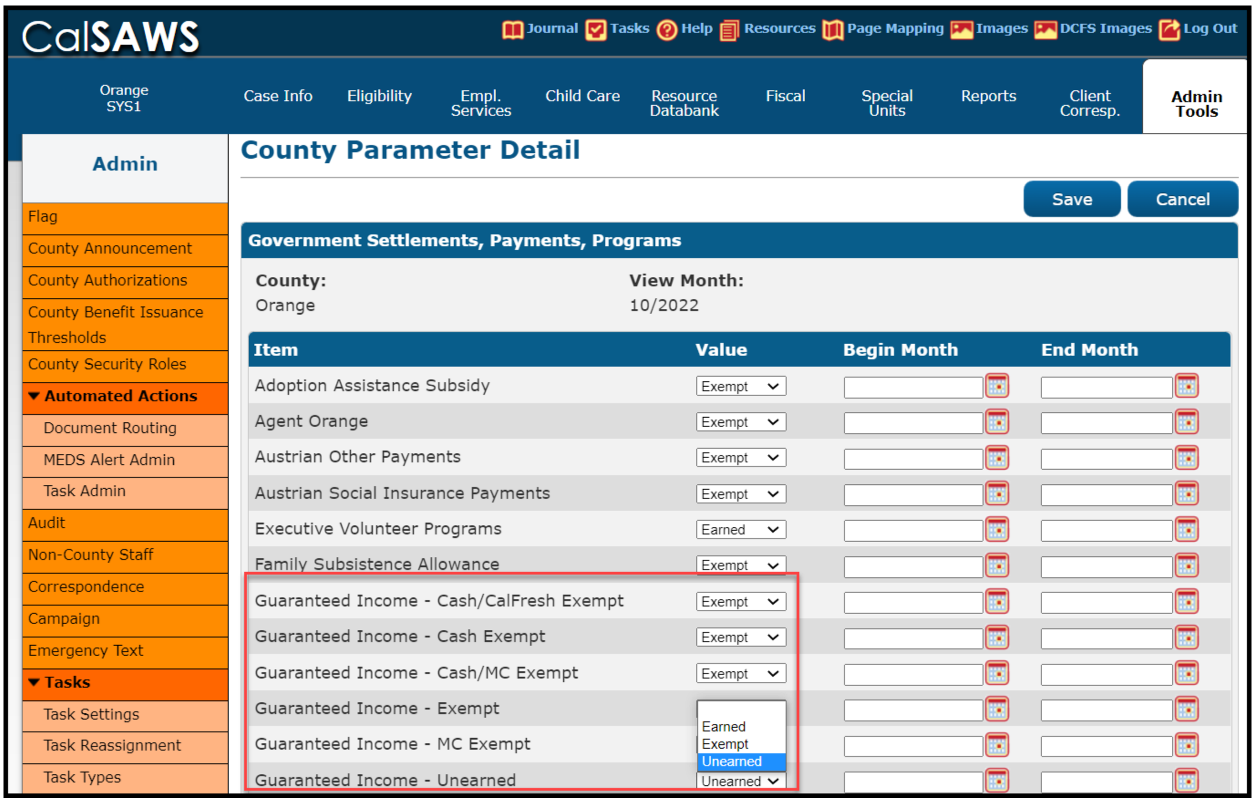


Figure 2.3.2.1 - County Parameter Detail (Guaranteed Income Types) -Edit Mode Mockup

2.3.3 Description of Changes

1. Add the following Items (Income Types **in bold**) 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	Government Settlements, Payments, Programs	**Guaranteed Income - Cash/CalFresh Exempt**
		Guaranteed Income - Cash Exempt
		Guaranteed Income - Cash/MC Exempt
		Guaranteed Income - Exempt
		Guaranteed Income - MC Exempt
		Guaranteed Income - Unearned

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 'Guaranteed Income' items for each GA/GR Automated Solution County:

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

County	Guaranteed Income-Cash/CalFresh Exempt	Guaranteed Income - Cash Exempt	Guaranteed Income - Cash/MC Exempt	Guaranteed Income - Exempt	Guaranteed Income –MC Exempt	Guaranteed Income - Unearned
Alameda	Exempt	Exempt	Exempt	Exempt	Unearned	Unearned
Contra Costa	Exempt	Exempt	Exempt	Exempt	Unearned	Unearned
Fresno	Exempt	Exempt	Exempt	Exempt	Unearned	Unearned
Orange	Exempt	Exempt	Exempt	Exempt	Unearned	Unearned
Placer	Exempt	Exempt	Exempt	Exempt	Unearned	Unearned
Sacramento	Exempt	Exempt	Exempt	Exempt	Unearned	Unearned
Santa Barbara	Exempt	Exempt	Exempt	Exempt	Unearned	Unearned
Santa Clara	Exempt	Exempt	Exempt	Exempt	Unearned	Unearned

County	Guaranteed Income-Cash/CalFresh Exempt	Guaranteed Income - Cash Exempt	Guaranteed Income - Cash/MC Exempt	Guaranteed Income - Exempt	Guaranteed Income –MC Exempt	Guaranteed Income - Unearned
Santa Cruz	Exempt	Exempt	Exempt	Exempt	Unearned	Unearned
San Diego	Exempt	Exempt	Exempt	Exempt	Unearned	Unearned
San Francisco	Exempt	Exempt	Exempt	Exempt	Unearned	Unearned
San Luis Obispo	Exempt	Exempt	Exempt	Exempt	Unearned	Unearned
San Mateo	Exempt	Exempt	Exempt	Exempt	Unearned	Unearned
Solano	Exempt	Exempt	Exempt	Exempt	Unearned	Unearned
Sonoma	Exempt	Exempt	Exempt	Exempt	Unearned	Unearned
Tulare	Exempt	Exempt	Exempt	Exempt	Unearned	Unearned
Ventura	Exempt	Exempt	Exempt	Exempt	Unearned	Unearned
Yolo	Exempt	Exempt	Exempt	Exempt	Unearned	Unearned

2.3.4 Page Location

- **Global: Admin Tools**
- **Local: Admin**
- **Task: GA/GR County Admin > Grants/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 EDBC Updates - New Guaranteed Income Types

2.4.1 Overview

Add the new ‘Guaranteed Income’ types and configure the treatment of these types across different programs. For GA/GR Automated Solution (GR) please see Section 2.4.

2.4.2 Description of Changes

1. Add new income type of 'Guaranteed Income - Cash/ CalFresh Exempt' under 'Government Settlements, Payments, Programs' 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	Exempt
Medi-Cal	Unearned Income
GA (LA Only)	Exempt
Immediate Need	Exempt
Diversion	Exempt
CalHEERS Inbound/Outbound Codes	
CalHEERS Inbound	*null*
CalHEERS Outbound	MS
eICT Inbound/Outbound Codes	
eICT Inbound	*null*
eICT Outbound	41H

2. Add new income type of 'Guaranteed Income - Cash Exempt' under 'Government Settlements, Payments, Programs' income category and configure treatment of income across the different programs based on the following:

Program	Treatment
CW	Exempt
CF	Unearned Income
RCA	Exempt
Foster Care	Exempt
Kin-GAP	Exempt
CAPI	Exempt
Medi-Cal	Unearned Income

GA (LA Only)	Exempt
Immediate Need	Exempt
Diversion	Exempt
CalHEERS Inbound/Outbound Codes	
CalHEERS Inbound	*null*
CalHEERS Outbound	MS
eICT Inbound/Outbound Codes	
eICT Inbound	*null*
eICT Outbound	41H

3. Add new income type of 'Guaranteed Income - Cash/MC Exempt' under ‘Government Settlements, Payments, Programs’ income category and configure treatment of income across the different programs based on the following:

Program	Treatment
CW	Exempt
CF	Unearned Income
RCA	Exempt
Foster Care	Exempt
Kin-GAP	Exempt
CAPI	Exempt
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	41H

4. Add new income type of 'Guaranteed Income - Exempt' under ‘Government Settlements, Payments, Programs’ 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	Exempt
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	41H

5. Add new income type of 'Guaranteed Income - MC Exempt' under 'Government Settlements, Payments, Programs' income category and configure treatment of income across the different programs based on the following:

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

CalHEERS Outbound	*null*
eICT Inbound/Outbound Codes	
eICT Inbound	*null*
eICT Outbound	41H

6. Add new income type of 'Guaranteed Income - Unearned' under 'Government Settlements, Payments, Programs' income category and configure treatment of income across the different programs based on the following:

Program	Treatment
CW	Unearned Income
CF	Unearned Income
RCA	Unearned Income
Foster Care	Exempt
Kin-GAP	Exempt
CAPI	Unearned Income
Medi-Cal	Unearned Income
GA (LA Only)	Exempt
Immediate Need	Unearned Income
Diversion	Unearned Income
CalHEERS Inbound/Outbound Codes	
CalHEERS Inbound	*null*
CalHEERS Outbound	MS
eICT Inbound/Outbound Codes	
eICT Inbound	*null*
eICT Outbound	41H

2.4.3 Programs Impacted

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

2.5 GA/GR Automated Solution (GR) – EDBC Updates

2.5.1 Overview

Update GA/GR Automated Solution EDBC rules to include the new 'Guaranteed Income' types.

2.5.2 Description of Changes

1. Update existing GA/GR Automated Solution Unearned Income EDBC rules to include the following income types:

Category	Income Type
Government Settlements, Payments, Programs	**Guaranteed Income - Cash/CalFresh Exempt**
	Guaranteed Income - Cash Exempt
	Guaranteed Income - Cash/MC Exempt
	Guaranteed Income - Exempt
	Guaranteed Income - MC Exempt
	Guaranteed Income - Unearned

Technical Note: GAGR Opt In Guide Excel for Counties will need to be updated with the new Guaranteed Income types (Grants & Income Matrix). See section 2.3.3.2.

2.5.3 Programs Impacted

GA/GR Automated Solution (GR)

2.6 Correspondence - Add threshold language translations for new 'Guaranteed Income' income types

2.6.1 Overview

This effort will add threshold language translations for the new 'Guaranteed Income' income types. These translations will be used in the NOAs that are listed in section 2.6.2.

2.6.2 Description of Change

1. The following new income type options will be translated into the CalSAWS supported threshold languages
   a. Guaranteed Income - Cash/CalFresh Exempt
   b. Guaranteed Income - Cash/MC Exempt
   c. Guaranteed Income - Cash Exempt
   d. Guaranteed Income - MC Exempt
   e. Guaranteed Income - Unearned
   f. Guaranteed Income - Exempt

Language Name
Spanish
Armenian
Arabic
Cambodian
Chinese
Farsi
Tagalog
Korean
Lao
Russian
Vietnamese

See supporting document #1 for the threshold language translations.

El condado terminará sus beneficios de CalFresh a partir de 10/31/2022.

La razón es la siguiente:

Usted no nos proporcionó pruebas de los ingresos no ganados que aparecen enseguida:

<Income Type variable in Spanish>

EBT: Guarde su tarjeta de plástico Golden State

Figure 2.5.2.1 Income Type variable placement in example of threshold language NOA

2.7 Correspondence - Regression Test Forms and NOAs

2.7.1 Overview

The new 'Guaranteed Income' income types to be added with this effort will need to have regression tests added for specific forms and NOAs containing them. These forms and NOAs automatically pull the Income Type for the 'Government Settlements, Payments, Programs' income category.

2.7.2 Description of Change

The following forms and NOAs will need to have regression tests:

1. Forms:
   - CW 2200
2. NOAs for Denial and Discontinuance that contain the following fragments, including their threshold language versions:
   - CF_DN_UNVERF_BUDMTH_UNERN_INC_F037, CF_TN_UNVERF_BUDMTH_UNERN_INC_F037
   - H_DN_FAIL_REDETER_VERIF_H410, H_TN_FAIL_DETER_VERIF_H410
3. Turn off the following NOAs in Hmong as the translations for the 'Guaranteed Income' income types are not available in this Threshold language.
   - CF_DN_UNVERF_BUDMTH_UNERN_INC_F037, CF_TN_UNVERF_BUDMTH_UNERN_INC_F037
   - H_DN_FAIL_REDETER_VERIF_H410, H_TN_FAIL_DETER_VERIF_H410

As of 10/31/2022, the County is stopping your CalFresh benefits.

Here's why:

You did not give us proof of the following unearned income:

<Income Type variable>

EBT: Keep your plastic Golden State Advantage card if

Figure 2.6.2.1 Income Type variable placement in example of English NOA

2.8 Update Form Status batch job to send new income types as part of the MC RE pre-population data

2.8.1 Overview

The Form Status batch job sends information to BenefitsCal related to a redetermination packet when the packet is generated in CalSAWS. The batch job will be modified to be able to send the new income types documented in this SCR when sending the pre-population data for MC RE forms (MC 210 RV, MC 216, and MC 217).

2.8.2 Description of Change

1. Modify the batch job when sending MC RE forms pre-population data to BenefitsCal to include the following income types when it exists for the case:
    - Guaranteed Income - Cash/CalFresh Exempt
    - Guaranteed Income - Cash/MC Exempt
    - Guaranteed Income - Cash Exempt
    - Guaranteed Income - MC Exempt
    - Guaranteed Income - Unearned
    - Guaranteed Income - Exempt

2.8.3 Execution Frequency

No Change. Daily (Mon-Sat).

2.8.4 Key Scheduling Dependencies

No Change.

2.8.5 Counties Impacted

CalSAWS Counties.

2.8.6 Data Volume/Performance

N/A

2.8.7 Interface Partner

BenefitsCal Portal

2.8.8 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.)

2.9 CA 253 CalWORKs

2.9.1 Overview

The California Work Opportunity and Responsibility to Kids (CalWORKs) report reports on the reasons for Discontinuance of Cash Grant. The report is being updated to account for CalWORKs program that are discontinued for exceeding CalWORKs standard due to the new income types of Guaranteed Income - Unearned and Guaranteed Income - MC Exempt.

2.9.2 CA 253 Screenshot

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
DATA SYSTEMS AND SURVEY DESIGN BUREAU

California Work Opportunity and Responsibility to Kids (CalWORKs) Report on Reasons for Discontinuances of Cash Grant
CA 253 CW

DOWNLOAD REPORT FORM FROM:
http://www.cdss.ca.gov/dssdb
E-MAIL COMPLETED REPORT FORM TO:
dssdb@dss.ca.gov

COUNTY NAME: **San Bernardino**
VERSION: ☐ INITIAL ☐ REVISED
REPORT MONTH AND YEAR: **09/2022**

PART A. REASONS FOR DISCONTINUANCES OF CASH GRANT	Two Parent Families (A)	Zero Parent Families (B)	All Other Families (C)	TANF Timed-Out (D)	LT Sanction/SN/F (E)
1. Total cases discontinued during the month (Sum of Items 2 through 11) (Same as Item 9, CA 237 CW)	1 198	2 392	3 779	4 387	5 252
2. Cases with no eligible child	6 13	7 75	8 69	9 24	10 25
3. Cases with children no longer deprived of support or care	11 0	12 0	13 0	14 0	15 0
4. Cases with resources that exceed limits	16 0	17 0	18 1	19 1	20 0
5. Cases with income that exceeds standards (Sum of Items 5a through 5f)	21 26	22 12	23 97	24 45	25 17
a. Earnings increased	26 23	27 12	28 91	29 43	30 16
b. Benefits or pensions increased	31 3	32 0	33 6	34 2	35 1
c. Support from person inside home increased	36 0	37 0	38 0	39 0	40 0
d. Support from person outside home increased	41 0	42 0	43 0	44 0	45 0
e. Requirements reduced	46 0	47 0	48 0	49 0	50 0

Note: The report mockup is not being updated as part of this SCR.

2.9.3 Description of Change

1. Map the new Income Types of 'Guaranteed Income - Unearned' and Guaranteed Income - MC Exempt to line '5b. Benefits or pensions increased' of the CA 253 CW report.
   Note: Without mapping the new Income Types, the cases will be incorrectly reported on line '5d. Support from person outside home' increased as it reports all unmapped income types.

2.9.4 Report Location

- **Global:** Reports
- **Local:** Scheduled
- **Task:** State

2.10 eHIT

2.10.1 Overview

Update eHIT logic to not send income in an EDR for Guaranteed Income when the ‘MAGI Medi-Cal Exempt Income’ is answered “Yes.”

2.10.2 Description of Change

1. Add an exception to eHIT outbound logic to not send income in the EDR for Income Types 'Guaranteed Income - Cash/CalFresh Exempt’, ‘Guaranteed Income - Cash Exempt’, ‘Guaranteed Income - Unearned’ when the ‘MAGI Medi-Cal Exempt Income’ is answered “Yes” for the Income Detail record.

   Note: The income record will be included in the EDR per the recommendation 2.4.2 when the answer to ‘MAGI Medi-Cal Exempt Income’ is blank or “No” for the income types above.

2.10.3 Interface Partner

CalHEERS

2.10.4 Schema Version

eHIT Schema Version 18

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	Threshold translations for new 'Guaranteed Income' income types	CT186_Guaranteed_Income_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 all categories of public assistance in a single pass without manual intervention.	This SCR updates automated EDBC to comply with GI pilot income requirements detailed under ACL 21-137 and ACL 21-137E.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-244150

Update CCSAS Outbound to send final update when discontinuance takes effect

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Edgars Reinholds
	Reviewed By	Howard Suksanti, Sunitha Sampathkumar, Jeyasundari Murugan

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
6/30/2022	1.0	Initial Version	Edgars Reinholds
7/7/2022	1.1	Update outreach list requirement to send the list only to CCSAS. Add additional columns to the list.	Edgars Reinholds
7/13/2022	1.2	Updates from comments made by Renee Gustafson.	Edgars Reinholds
7/14/2022	1.3	Correct wording in Current Design.	Edgars Reinholds
8/2/2022	1.4	Correct wording as per comments from R6	Edgars Reinholds
12/1/2022	1.5	Design Clarification to 2.2.4	Edgars Reinholds
6/22/2023	1.6	Content Revision to add ARC IVA identifier updates. Moved from CA-213759.	Edgars Reinholds

Table of Contents

1 OVERVIEW

Update CCSAS Outbound Interface to send final discontinuance when all programs are discontinued and IV-A member identifier and LG Identifier appropriately.

1.1 Current Design

The CalSAWS CCSAS outbound interface sends eligibility information when it takes effect and not when action took place, in other words the latest and greatest information on the batch date.

The daily sweep (PB00F1610 - Child Support Update Balancer/ Sweep) that identifies cases to be processed for changes considers these conditions:

1. Currently active programs
2. Had program status change to from active to not active for any month

However, the sweep job does not consider a third condition when discontinued status takes effect based on effective date (last run active, current run not active).

For example, a case with only CalWORKs program was discontinued on 3/15 effective 4/1, and no other program that is sent to CCSAS remains active. The update should have been sent on 4/1 because then they are discontinued and not on 3/31, while they were active. But no update was sent because the sweep job only picks cases with the two conditions above.

Also, the logic to retrieve previously sent Dependents for update processing (PB00F1611-PB00F1730), have a similar logic as #1 and the missing third above conditions. That means CalSAWS only sends updates if they are currently active or were active in the prior month. However, if the discontinuance takes effect before the prior month, then we would not send that update. So, then the query would need a similar third condition, as the #2 above, to detect change from active to not active status at program person level.

And, when the custodial parent in an ARC/FC program is a resource the IV-A Member identifier number and LG Identifier data element is populated with the absent parent id that corresponds to an absent parent in the program.

1.2 Requests

CCSAS outbound interface should send a final update when discontinuance takes effect so that the member transaction “Eligibility Status” of Ineligible can be sent as well as the date of discontinuance.

Update the CCAS Outbound interface logic to set the IV-A member identifier and LG Identifier value for the FC/ARC and Kin-GAP program .

Update the CCSAS inbound interface logic to process the IV-A member identifier data element value received in the CCSAS inbound file for FC/ARC and Kin-Gap program.

1.3 Overview of Recommendations

1. Update PB00F1610 Child Support Balancer to process a case when all programs relevant to CCSAS (CalWORKs, Foster Care, Kin-Gap, Medi-Cal) are not ~~longer~~ Active/In~~In~~eligible program status in the current batch run but were Active/Ineligible program status in the prior batch run.
2. Update PB00F1611-1730 Child Support Update Writer logic that retrieves dependents for update processing, to also check for program person status changes from Active/Ineligible to a status other than Active/Ineligible.
3. DCR to sweep in cases, for CCSAS processing, where at least one member did not have the final discontinuance update sent to CCSAS.
4. Outreach list of cases where the participant's last transferred "Eligibility Status" remains as Eligible for cases where all programs relevant to CCSAS (CalWORKs, Foster Care, Kin-Gap, Medi-Cal) are discontinued.
5. Update the CCSAS Outbound interface logic of populating the IV-A member identifier and LG identifier for FC(ARC) and Kin-Gap program when a resource is listed as the Custodial Parent.
6. Update CCSAS inbound interface logic to accept and process the value of organization id received in the 'IVA_MEMBER_IDENTIFIER' data for FC/ARC and Kin-GAP program.

1.4 Assumptions

1. DCR may trigger the case to be processed, but the CCSAS outbound interface logic would not process dependents who are discontinued 2 or more months in the past as per current design. ~~long discontinued dependents due to current design.~~
2. DCR may have impact to batch performance due to large volume of cases. The CCSAS Outbound interface logic, as per current design, may determine a demographic change and/or aid code or eligibility status change which would result in records being sent to CCSAS for these cases swept in by the DCR.

2 RECOMMENDATIONS

Update CCSAS Interface to send final update when program discontinues.

2.1 CCSAS Outbound Interface

2.1.1 Overview

Update CCSAS Interface to send final update when program discontinues including the discontinuance date and reason..

2.1.2 Description of Change

1. Update PB00F1610 Child Support Balancer to sweep in a case when it no longer has any of the eligible programs (CalWORKs, Foster Care, Kin-Gap, Medi-Cal) in an Active/In~~In~~eligible program status in the current batch run but at least one was Active/Ineligible program status in the prior batch run.
2. Update PB00F1611-1730 Child Support Update Writer logic that retrieves dependents for update processing, to also check for program person status changes from Active/Ineligible to a status other than Active/Ineligible.

2.1.3 Partner Integration Testing

Partner testing is required with CCSAS using unmasked data.

2.1.4 Execution Frequency

No change.

2.1.5 Key Scheduling Dependencies

No change.

2.1.6 Counties Impacted

All counties.

2.1.7 Category

Core Batch

2.1.8 Data Volume/Performance

Estimated 20,000 additional cases processed on the first batch run of the month.

2.1.9 Interface Partner

California Child Support Automation System (CCSAS).

2.1.10 Failure Procedure/Operational Instructions

No change.

2.2 Data Change

2.2.1 Overview

Create a DCR to sweep in cases for CCSAS processing.

2.2.2 Description of Change

1. Create a one-time DCR to sweep in cases for CCSAS processing (CS_TEMP_UPDATE table) where all program relevant to CCSAS (CalWORKs, Foster Care, Kin-Gap, Medi-Cal) are discontinued, but the members remain in Eligible (E) status in ABSENT_PARNT_TXFR table. The ABSENT_PARNT_TXFR table is used by the interface to store the last eligibility status that was transferred to CCSAS. The CCSAS interface uses this table to determine if an update should be sent to CCSAS, per current design. The DCR will exclude ABSENT_PARNT_TXFR records that were ~~created~~ updated by conversion.

2.2.3 Estimated Number of Records Impacted/Performance

270,000 cases across all counties.

2.2.4 Key Scheduling Dependencies

The DCR should run before ~~after~~ PB00F1611-1730 Child Support Update Writer threads.

2.3 CCSAS Inbound Interface Update

2.3.1 Overview

Update CCSAS inbound interface logic to accept and process the value of organization id received in the 'IVA_MEMBER_IDENTIFIER' data for FC/ARC and Kin-GAP program.

2.3.2 Description of Change

- Update the CCSAS inbound reader interface to identify and validate the organization id value received with a prefix of 'O' in the IVA_MEMBER_IDENTIFIER' data element for FC/ARC and Kin GAP program when trying to retrieve the resource/custodial parent to process the inbound transaction.

2.3.3 Execution Frequency

No Change.

2.3.4 Key Scheduling Dependencies

No Change.

2.3.5 Counties Impacted

All Counties.

2.3.6 Data Volume/Performance

No anticipated data volume or performance impacts.

2.3.7 Interface Partner

California Child Support Automation System (CCSAS)

2.3.8 Failure Procedure/Operational Instructions

No Change.

2.4 CCSAS Outbound Interface Update

2.4.1 Overview

Update the CCSAS Outbound Interface logic of populating the IV-A member identifier and LG identifier for FC(ARC) and Kin-Gap program .

2.4.2 Description of Change

1. Update the logic of populating the value for the IV-A member identifier data element 'IVA_MEMBER_IDENTIFIER' and 'LG_IDENTIFIER' with the organization id (ORG_ID) of the resource for Foster Care program with an ARC aid code and Kin-Gap program when a resource is listed as the custodial parent/payee as follows-

   a. Prefix the letter 'O' tin the beginning of the ORG_ID when populating the 'IVA_MEMBER_IDENTIFIER' and 'LG_IDENTIFIER' data element.

2.4.3 Execution Frequency

No Change.

2.4.4 Key Scheduling Dependencies

No Change.

2.4.5 Counties Impacted

All Counties.

2.4.6 Data Volume/Performance

No anticipated data volume or performance impacts.

2.4.7 Interface Partner

California Child Support Automation System (CCSAS)

2.4.8 Failure Procedure/Operational Instructions

No Change.

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.1.5	The LRS shall trigger automated requests for LRS Data exchange of information with other systems, based on information captured during the application registration, application evaluation, intake, case maintenance, and referral processes.	This SCR updates the CCSAS Outbound Interface to send a final discontinuance update when program discontinuance takes effect.

4 OUTREACH

Provide a list of cases to ~~CCSAS where the final discontinuance updates were not sent.~~ CCSAS where all four (CW, FC, KG, or MC) programs are all discontinued, but at least one record exists in ABSENT_PARNT_TXFR with ELIG_STAT_IND='E', which would indicate that an update with discontinuance information was not sent.

4.1 Lists

Create a list of cases for CCSAS where the final discontinuance updates were not sent.

List Name: CCSAS_Outbound_Disc_Update_Not_Sent
List Criteria: List of cases where CW, FC, KG, or MC programs are all discontinued, but at least one record exists in ABSENT_PARNT_TXFR with ELIG_STAT_IND='E'. Exclude ABSENT_PARNT_TXFR records that were ~~created~~ updated by conversion. The list will also include cases where any of the four programs are active, but the dependent has been discontinued for 2 or more months and their ABSENT_PARNT_TXFR record ELIG_STAT_IND = 'E'.
Standard Columns:

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

Additional Column(s):

- FBU (person number for LA county CPS case)
- IVA Identifier
- IVD Participant Identifier (if available)

Frequency: One-time.

The list will only be transferred to CCSAS via a secure method.

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.	

Table of Contents

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

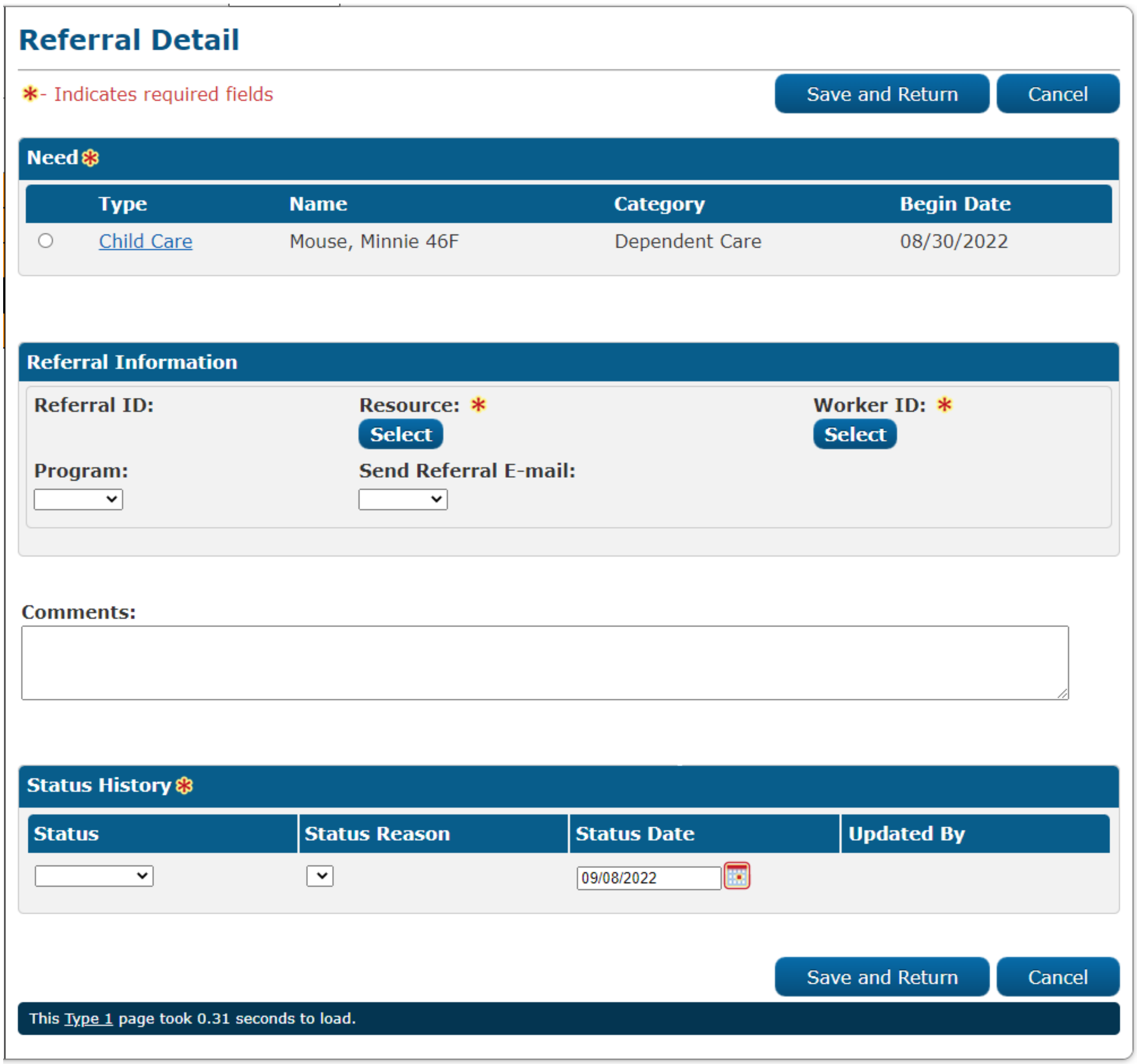


Figure 2.1.1 – Referral Detail (Create mode landing page)

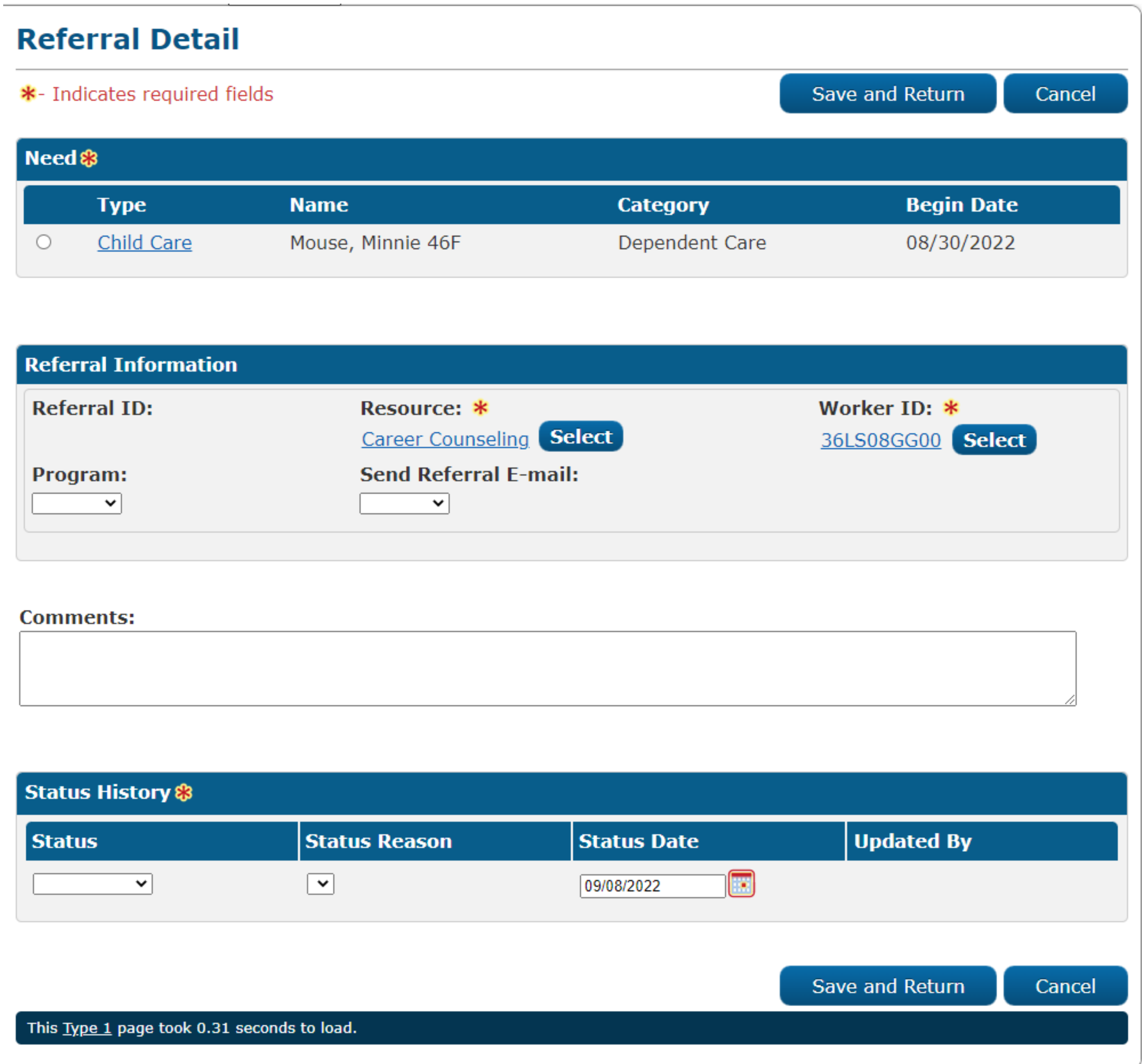


Figure 2.1.2 – Referral Detail (Create mode)

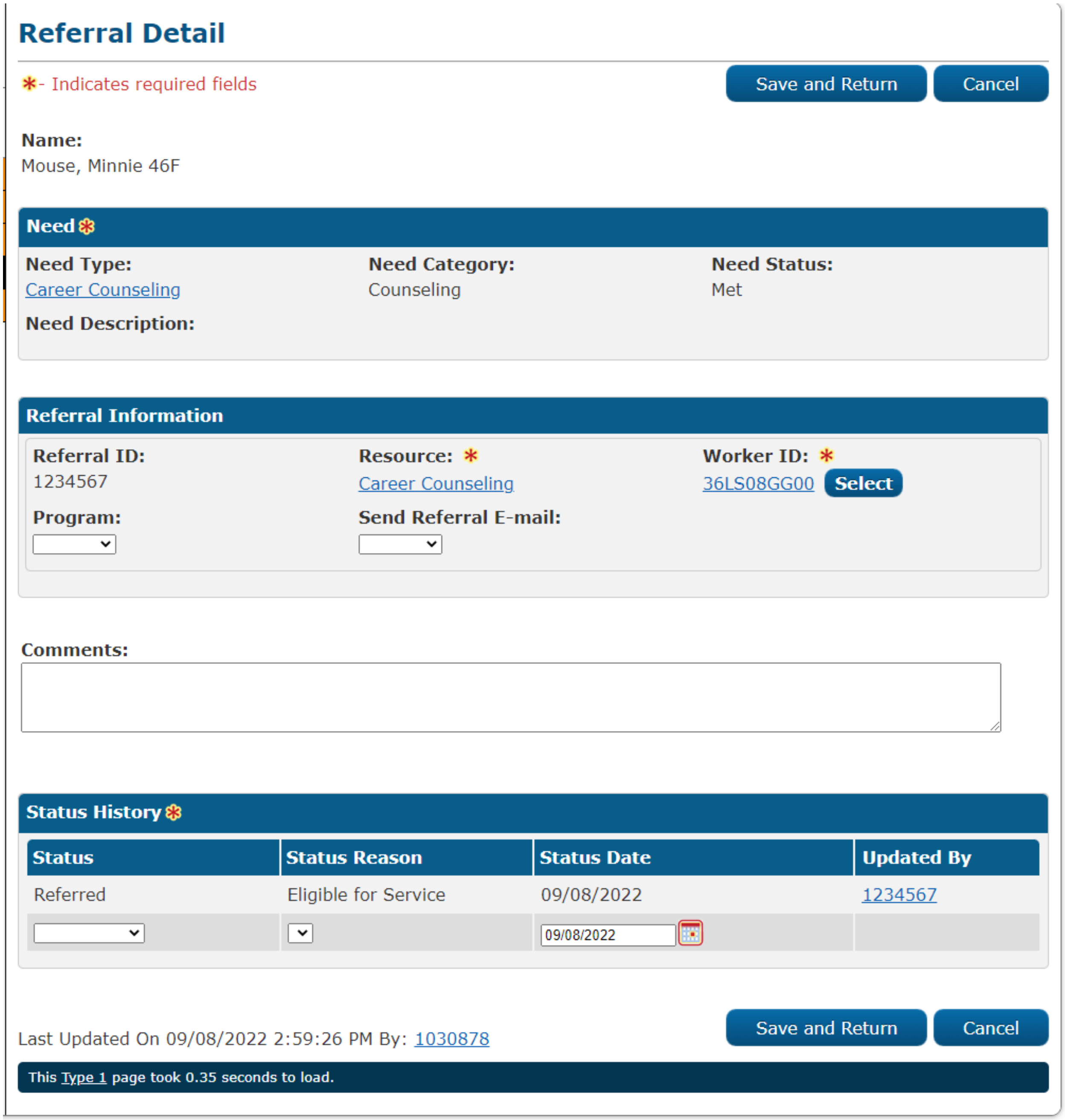


Figure 2.1.3 – Referral Detail (Edit mode)

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)

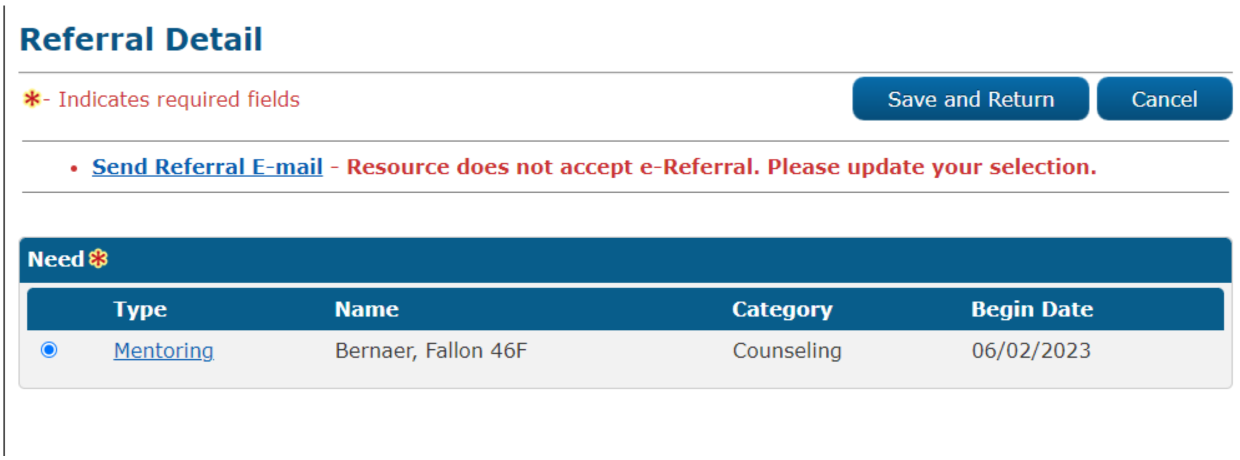


Figure 2.1.5 – Referral Detail - validation

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)

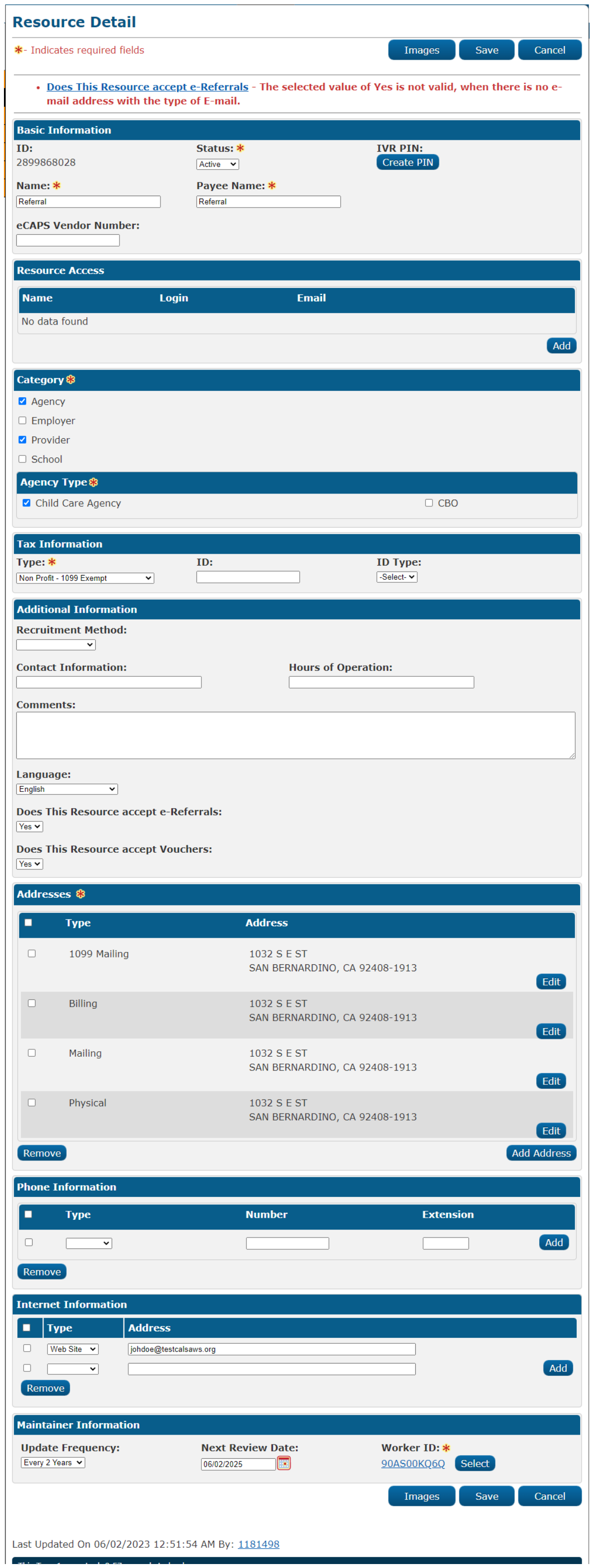
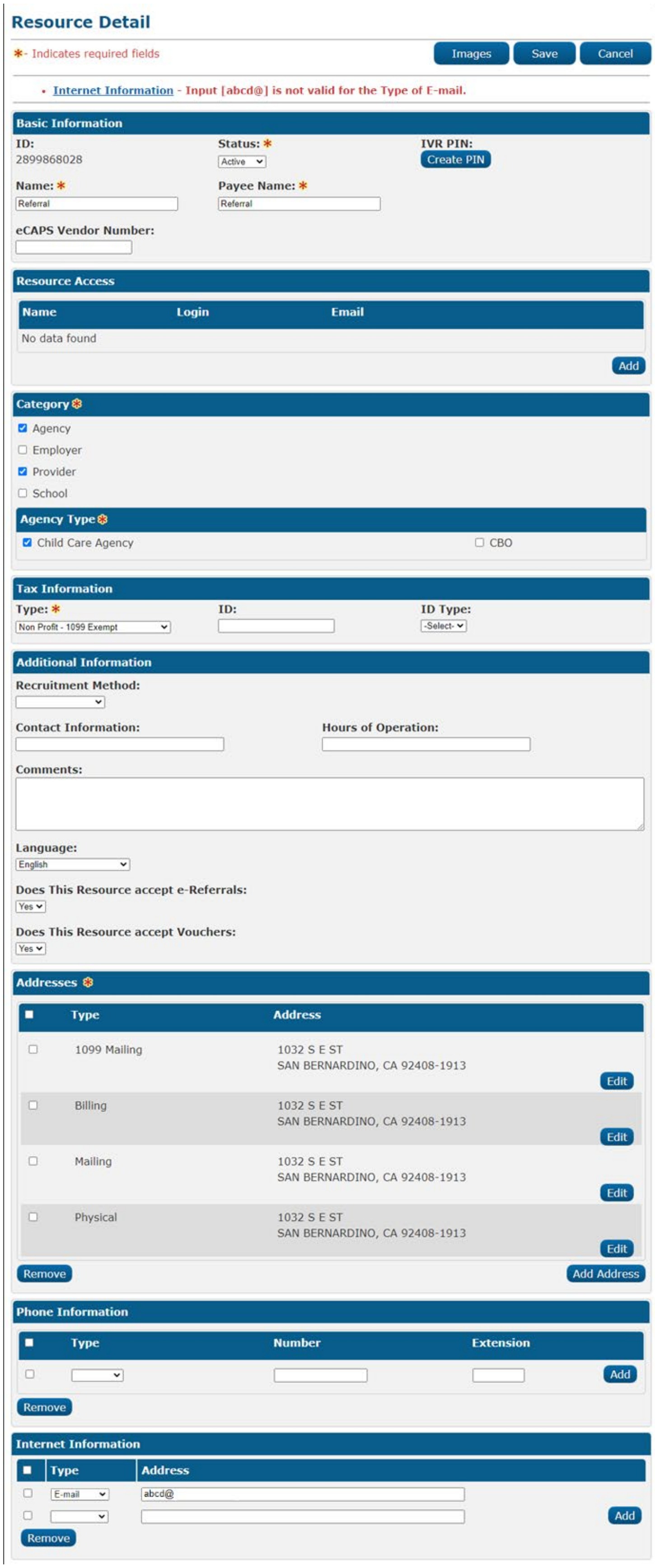


Figure 2.2.2 – Resource Detail (validation 1)



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 *

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

Agency Type *

- [x] 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

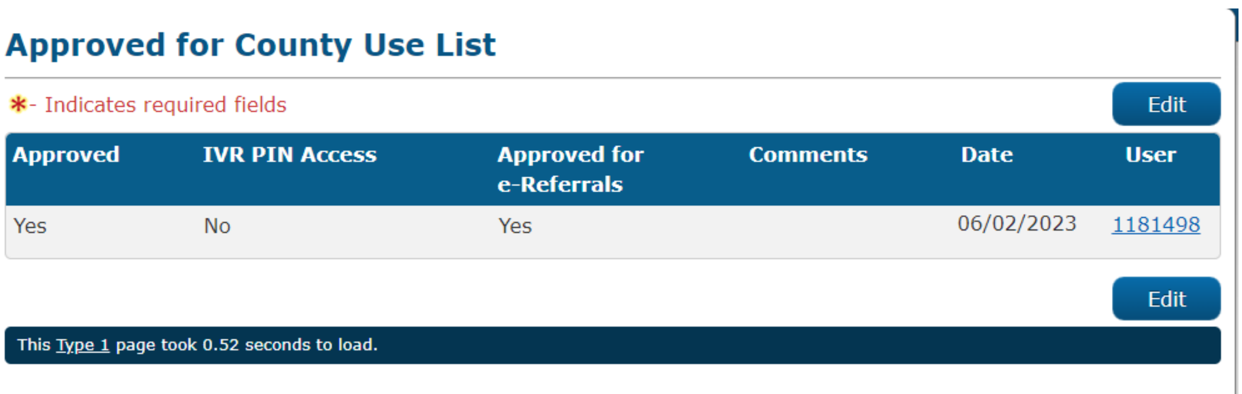


Figure 2.3.1 – Approved for County Use List (View)

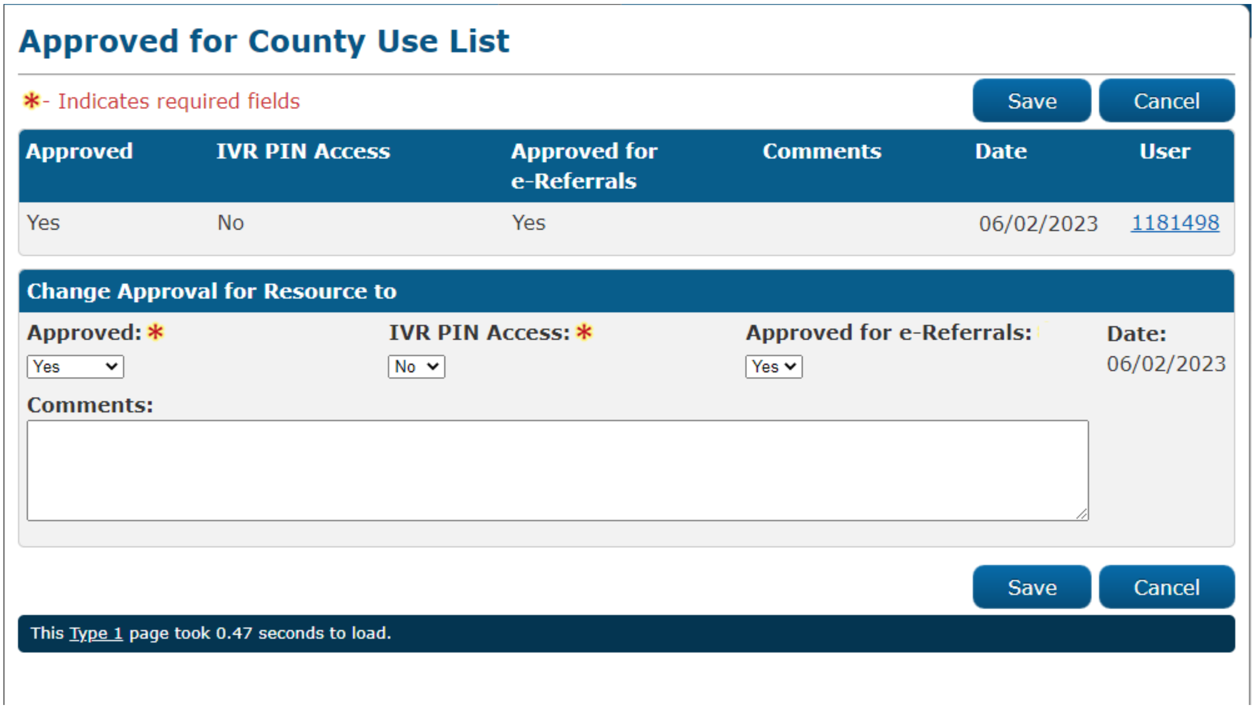


Figure 2.3.2 – Approved for County Use List (Edit)

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

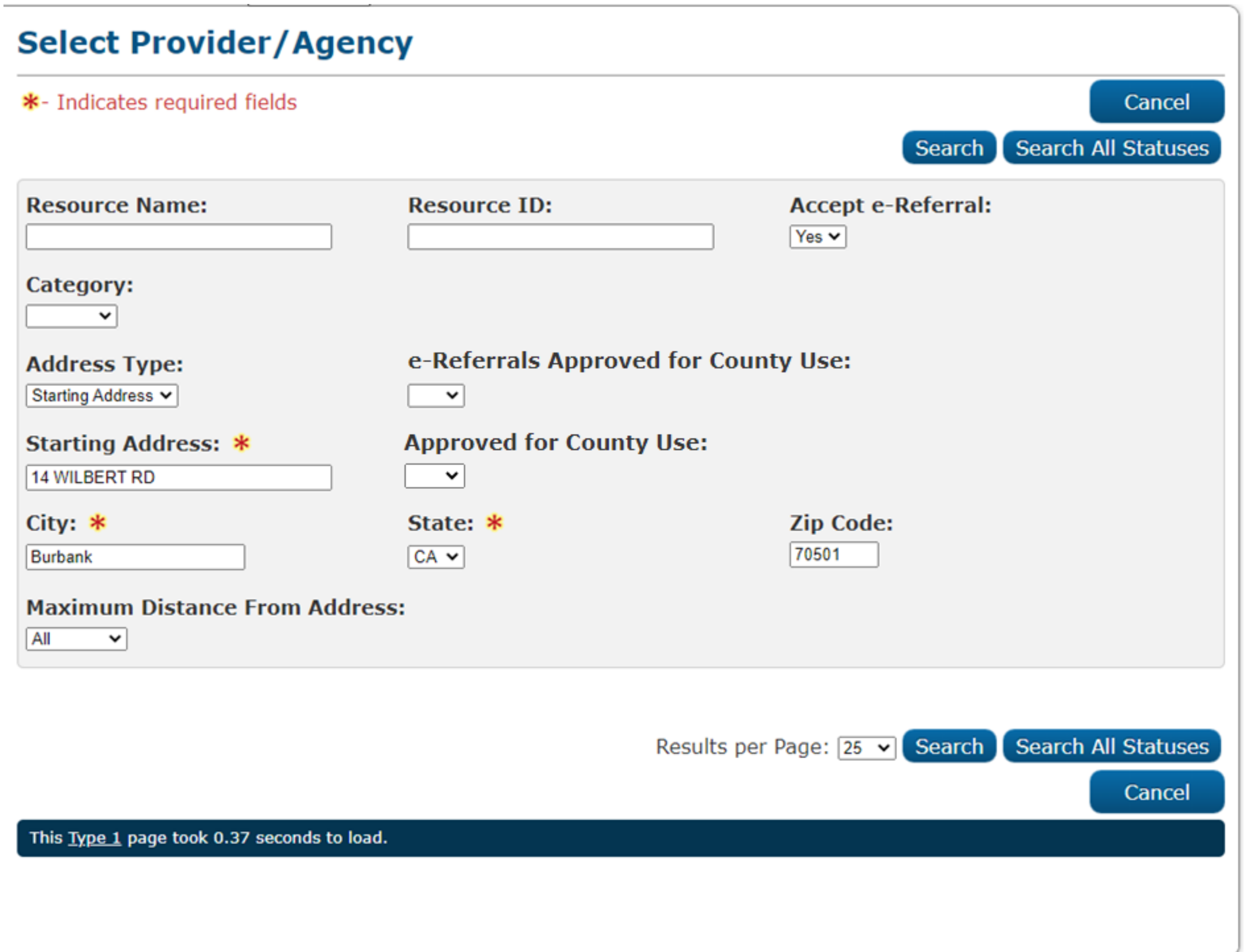


Figure 2.4.1 – Select Provider/Agency (Landing page)

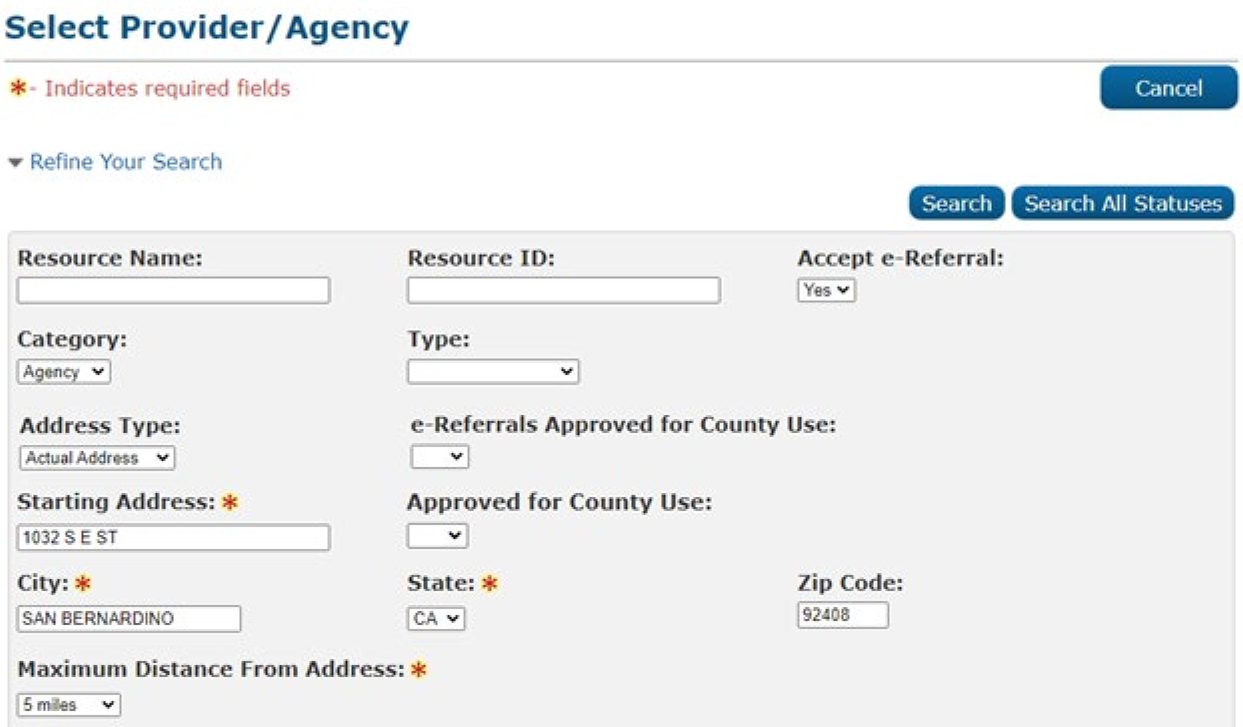


Figure 2.4.2 – Select Provider/Agency (Agency Category)

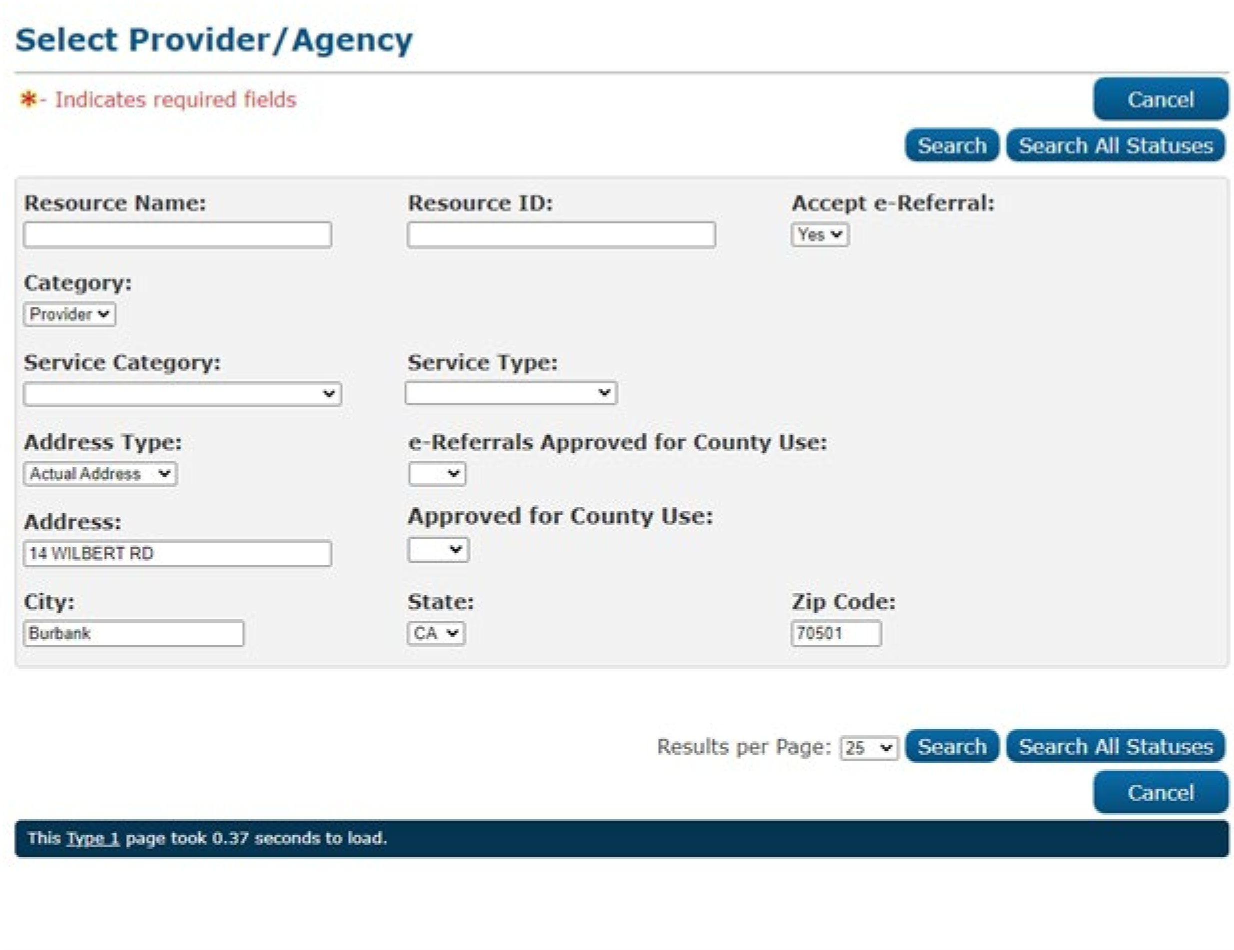


Figure 2.4.3 – Select Provider/Agency (Provider Category)

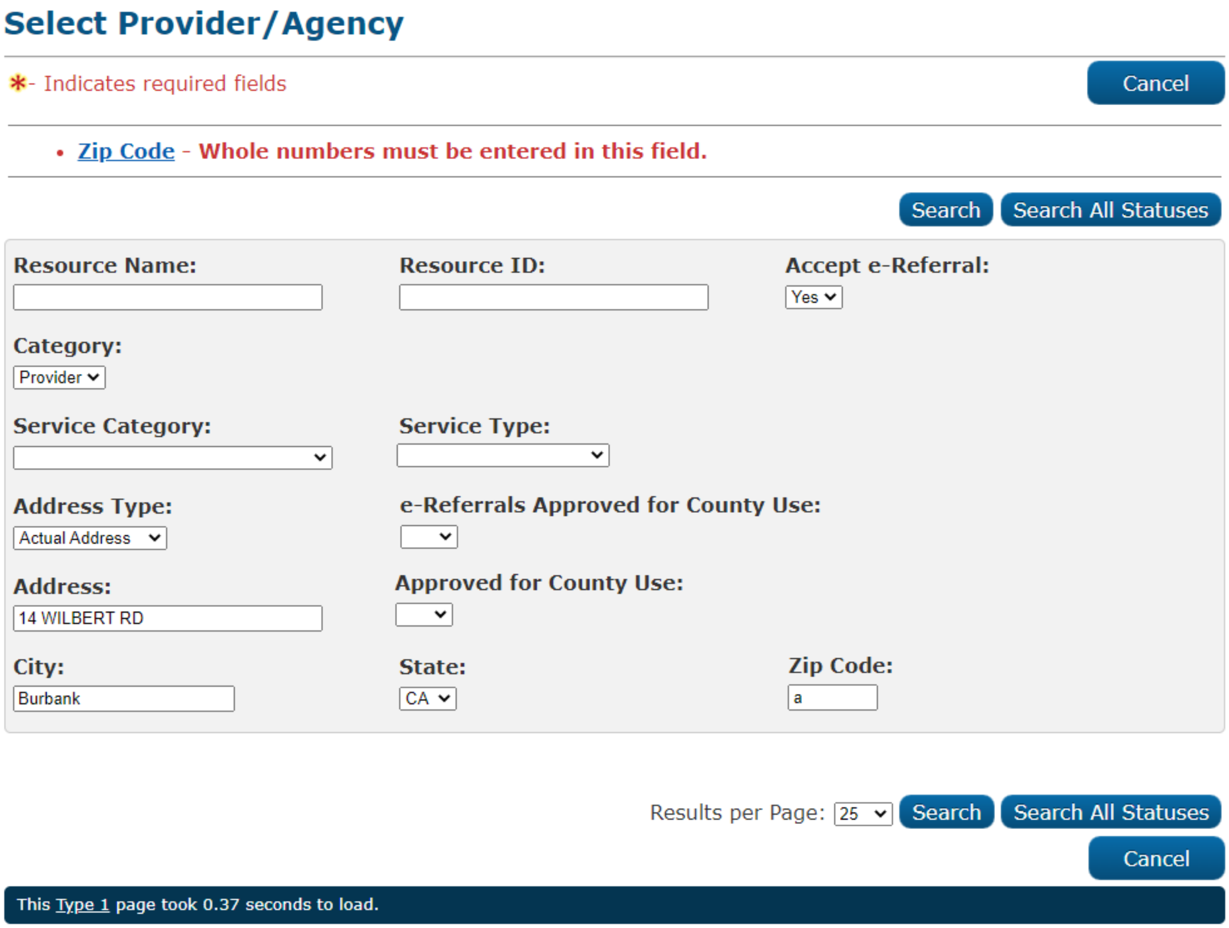


Figure 2.4.4 – Select Provider/Agency (validation)

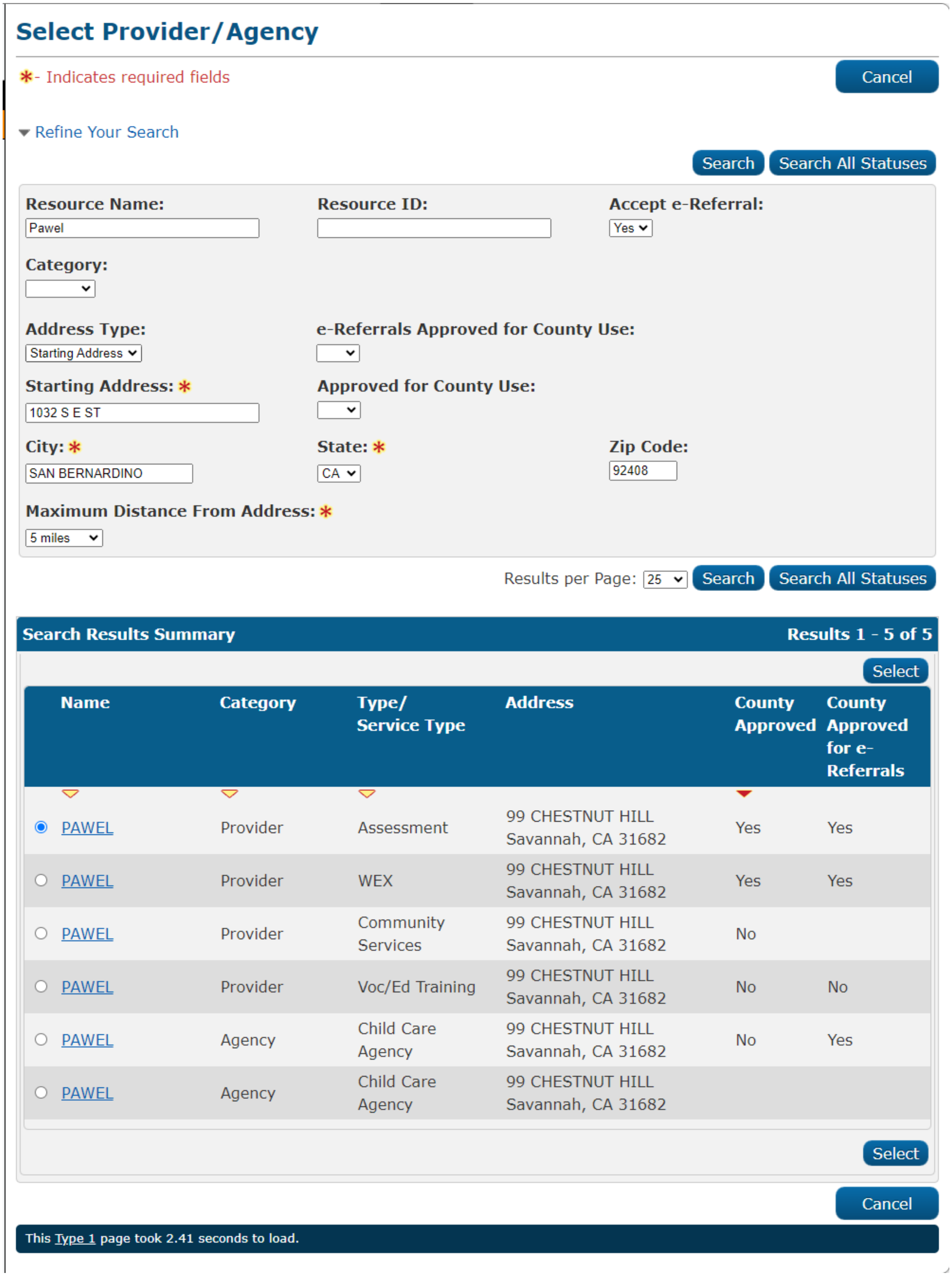


Figure 2.4.5 – Select Provider/Agency (Result)

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-248014

Update the CA 1037 Report for San Mateo and Sacramento County

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Esequiel Herrera-Ortiz
	Reviewed By	Ravneet Bhatia

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/06/2022	1.0	Initial Version	Esequiel Herrera-Ortiz
02/02/2023	1.1	Updated the design to account for cases that change residency within two counties that are administered by the same CAPI administering county.	Esequiel Herrera-Ortiz
02/14/2023	1.2	Updated Part A logic to account for cases that change residency in the report month.	Esequiel Herrera-Ortiz
03/17/2023	1.3	Updated Overview of Recommendation to make clear that the original CA 1037 will be disabled for Sacramento and San Mateo.	Esequiel Herrera-Ortiz
05/24/2023	2.1	Added assumption #3 and #4 Updated design to account for programs persons that do not have a county of residency.	Esequiel Herrera-Ortiz
08/11/2023	3.1	Updating the template to remove links from the 'SOC 808' sheet due to a Qlik defect which is causing the report to not generate. Updated requirement 4 to clarify that counties that transfer between San Mateo and San Mateo are considered ICTs and the existing logic already accounts for this scenario.	Esequiel Herrera-Ortiz

Table of Contents

1 OVERVIEW

Sacramento and San Mateo administer the CAPI program for several counties. A modified version of the CA 1037 will be created for Sacramento and San Mateo to allow them to distinguish the counts for each of their administered counties.

Currently Sacramento and San Mateo administer the CAPI cases for the following counites:

<table>
<tr><th colspan="2">Sacramento</th><th>San Mateo</th></tr>
<tr>
<td>Alpine
Amador
Butte
Calaveras
Colusa
Del Norte
El Dorado
Glenn
Humboldt
Lake
Lassen
Mendocino
Modoc
Nevada</td>
<td>Orange
Placer
Plumas
Sacramento
San Joaquin
Santa Barbara
Shasta
Sierra
Siskiyou
Sutter
Tehama
Trinity
Yolo Yuba</td>
<td>Alameda
Contra Costa
Marin
Merced
Monterey
San Mateo
Santa Cruz
Solano
Sonoma
Stanislaus</td>
</tr>
</table>

For example, if a person that resides in Alpine applies for CAPI Sacramento will create a case within their county where the case has the county set to Sacramento, but the person's residency will be equal to Alpine.

Technical Note:

CASE.COUNTY_CODE = 34 (Sacramento)

RECOV_ACCT.COUNTY_CODE = 34 (Sacramento)

RES.COUNTY_CODE = 02 (Alpine)

1.1 Current Design

The CA 1037 (CAPI Monthly Statistical Report) is designed to generate in CalSAWS for the county administering its CAPI program. The CA 1037 is not generated for the county that administers CAPI programs for other counties.

1.2 Requests

Create a modified version of the CA 1037 for Sacramento and San Mateo that distinguishes the data for each of their administered counties. This change will not impact the version of the CA 1037 used by all other counties.

1.3 Overview of Recommendations

1. Create a modified version of the CA 1037 for Sacramento and San Mateo. The report will account for cases which change residency between two counties that are both administered by the same administering county within the report month.
2. Update the 'State' (sheet) to display a separate copy of the state form, to identify the CAPI programs they administer for each county.
3. Update all the detail sheets to include a 'County of Residence' column which will allow the counties to filter the data by an administered county.
4. Disable the original version of the CA 1037 for San Mateo and Sacramento County.

1.4 Assumptions

1. With **CA-248019 CAPI – Update Residency Detail page 'County of Residence'**, San Mateo and Sacramento will have the ability to store the county of residency which will allow the CA 1037 to generate for the administered counties.
2. The changes outlined in this SCR will not impact the version of the CA 1037 used by all other counties. A new multicounty version of the CA 1037 will be created for Sacramento and San Mateo which filter the data by each county a case resides in. The existing logic for the base population logic and column logic will remain the same unless otherwise specified in this document.
3. If a CAPI case administered by Sacramento or San Mateo does not have a county of residence, then it will be reported as having a county of 'Other'. If San Mateo and Sacramento assign a county of residence to a person for a county they do not administer, then a state form will be generated for that county as well. There is nothing that prevents Sacramento or San Mateo from assigning a person any county of residency.
4. Sacramento and San Mateo will populate the Residency page for people who reside within their own county. This allows the report to generate a 'State' (sheet) for their own county.

2 RECOMMENDATIONS

2.1 CA 1037 Multicounty

2.1.1 Overview

The Cash Assistance Program for Immigrants (CAPI) Monthly Caseload Movement Statistical Report includes application information such as applications received, applications approved, applications denied, requests for restoration, cases approved, cases restored, cases discontinued, and the number of paid cases during the report month.

The multicounty version of the CA 1037 captures data for counties which administer CAPI for other counties and distinguishes the counts for each of the administered counties.

In ACL 00-11 page 1 under the Content section, counties are instructed to report the status of a case at the end of the report month. For this reason, the report will capture a case based on the residency as of the last day of the report month.

2.1.2 CA 1037 (Multicounty) Screenshot

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

DEPARTMENT OF SOCIAL SERVICES

Cash Assistance Program for Immigrants
Monthly Caseload Movement Statistical Report

Send one copy of this form to:
California Department of Social Services
Data Systems and Survey Design Bureau, M.S. 9-081
P. O. Box 944243
Sacramento, CA 944244-2430
FAX: (916) 657-2074

COUNTY NAME	CONSORTIUM	COUNTY CODE	REPORT MONTH/YEAR
Alameda		1	10/2022

PART A. APPLICATIONS

1. Application(s) brought forward from last report month (Item 5 from previous report month)	1	0
2. Application(s) received during the report month (Sum of Items 2a. and 2b. below)	2	0
a. Application(s) Received	3	0
b. Request(s) for Restoration	4	0
3. Total Applications during the report month (Sum of Items 1 and 2 above)	5	0
4. Application(s) Disposed of during the report month (Sum of Items 4a., 4b., 4c., and 4d. Below)	6	0
a. Application(s) Approved	7	0
b. Restorations	8	0
c. Application(s) Denied or Withdrawn	9	0
d. Other Approval(s)	10	0
5. Application(s) carried forward to the next report month(Item 3 minus Item 4 above)	11	0

PART B. CASELOAD	ALIEN STATUS Qualified (1A)	Non-qualified (6K)	Sponsored (6M)	Limited Term (6T)	TOTAL
6. Case(s) brought forward from last report month (Item 9 from previous report month)	12 0	13 0	14 0	15 0	16 0
7. Case(s) added during the report month (Sum of Items 7a-c below)	17 0	18 0	19 0	20 0	21 0
a. Case(s) Approved	22 0	23 0	24 0	25 0	26 0
b. Case(s) Restored	27 0	28 0	29 0	30 0	31 0
c. Other Case Approval(s)	32 0	33 0	34 0	35 0	36 0
8. Case(s) Discontinued during the report month (Sum of Items 8a. and 8b. below)	37 0	38 0	39 0	40 0	41 0
a. Discontinued due to receiving Federal SSI/SSP	42 0	43 0	44 0	45 0	46 0
b. Other Discontinuance(s)	47 0	48 0	49 0	50 0	51 0
9. Case(s) carried forward to the next report month (Items 6 + 7 minus Item 8 above)	52 0	53 0	54 0	55 0	56 0
PART C. PAID RECIPIENTS					
10. Total Recipient(s) paid during the report month	57 0	58 0	59 0	60 0	61 0

Comments:

Item 5 from previous month	0
Item 9 from previous report month (Qualified)	0
Item 9 from previous report month (Non-qualified)	0
Item 9 from previous report month (Sponsored)	0
Item 9 from previous report month (Limited Term)	0

REPORT PREPARED BY:	TELEPHONE	DATE
	( )	

CA 1037 (1/2000)

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

DEPARTMENT OF SOCIAL SERVICES

Cash Assistance Program for Immigrants
Monthly Caseload Movement Statistical Report

Send one copy of this form to:
California Department of Social Services
Data Systems and Survey Design Bureau, M.S. 9-081
P. O. Box 944243
Sacramento, CA 944244-2430
FAX: (916) 657-2074

COUNTY NAME	CONSORTIUM	COUNTY CODE	REPORT MONTH/YEAR
Contra Costa		7	10/2022

PART A. APPLICATIONS

1. Application(s) brought forward from last report month (Item 5 from previous report month)	1	0
2. Application(s) received during the report month (Sum of Items 2a. and 2b. below)	2	0
a. Application(s) Received	3	0
b. Request(s) for Restoration	4	0
3. Total Applications during the report month (Sum of Items 1 and 2 above)	5	0

See the complete mockup attached in the Supporting Document section.

Note: For Sacramento and San Mateo, the State sheet scrolls vertically to show a copy of the state form for each of their administered counties.

Description of Change

1. Create a multicounty version of the CA 1037. The report will inherit the same base population logic and column definitions as the original CA 1037 used by all other counties, unless otherwise mentioned below. The report is titled CA 1037 (Multicounty). The report will generate for only Sacramento and San Mateo.
2. Update the 'State' sheet to dynamically create separate form with case level counts for each of the administered counties. See the attached mockup in the Supporting Documents section below.
3. Update the COUNTY NAME and COUNTY CODE on each form within the 'State' sheet to display the resident county of the CAPI cases. Currently, only the administering county name and code are displayed, for either Sacramento or San Mateo.

Field	Description
COUNTY NAME	Display in COUNTY NAME, on the state form, the county of residency for the CAPI cases. The field will display 'Other' for cases which do not have a county of residence.
COUNTY CODE	Display in COUNTY CODE, on the state form, code of the county of residency for the CAPI cases (CT-15). The field will be blank for cases which do not have a county of residence.

4. Update the report logic to account for cases which change residency from one CAPI administered county to another CAPI administered county where both counties are both administered by the same administering county. An example of this is if a case changes residency from Alpine which is administered by Sacramento to Amador which is also administered by Sacramento. This does not apply for cases which transfer from a county administered by Sacramento to a county administered by San Mateo or vice versa. The existing logic already accounts for this.

   Part A

   a. If an application is reported on **Line 5. Application(s) carried forward to the next report month** in the prior report month for County A and the case then changes residency to County B as of the last day of the report month, then the application will be reported as follows:
      i. County A – The application will **not** be counted under **Line 1. Applications(s) brought forward from last report month.** This will cause a discrepancy between Line 5 of the previous report month and Line 1 of the current

report month. The application is captured in the '**Item 5 from previous month**' total in the comments section. The application will also appear in the 'Adjustment to Line 1' detail sheet.

   ii. County B – Reports the application under **Line 1. Applications(s) brought forward from last report month.** This will cause a discrepancy between Line 5 of the previous report month and Line 1 of the current report month. The application will not appear under the '**Item 5 from previous month**' total in the comments section. The application will appear in the 'Adjustment to Line 1' detail sheet.

b. If the application was received in the report month, and there was a change in residency to County B as of the last day of the report month, then the application will be reported as received for County B using the existing logic.

Part B

a. If a case is reported by county A on **Line 9. Cases(s) carried forward to the next report month** in the prior report month and the case then changes residency to county B during the report month the case will be reported as follows:
   i. County A – Report the case on **Line 8b. Other Discontinuance(s)** to remove the case from the caseload. This is regardless of if the case remains Active in County B.
   ii. County B – Report the case under line **7.c. Other Case Approval(s)** to add the case into the caseload.
   iii. All other caseload movement events will follow the existing logic and will be reported by the county in which the case resides in as of the last day of the report month.

5. Update all the totals on the 'State' sheet to capture data for only cases residing in the CAPI administered county as of the last day of the report month. The totals filter data based on the CAPI administering county administering the case, followed by the county in which the program person (with a role of Member) resides in as of the last day of the report month. Currently the totals capture all records based on the county administering the case.

Total	Description
1. Application(s) brought forward from last report month (Item 5 from previous report month)	Displays the number of applications carried forward by the administered county from Item 5 of the previous report month. Note: If a CAPI administered county (County A) reported an application on

	Line 5 in the prior report month, and the case changes residency in the report month to County B where both counties are administered by the same county, then the application will be counted on Line 1 for County B but not for County A.
2. Application(s) received during the report month (Sum of Items 2a. and 2b. below)	Equal to the sum of Line 2.a and 2. b.
2.a. Application(s) Received	Displays the number of applications received during the report month for the administered county.
2.b. Request(s) for Restoration	Displays the number of requests for restoration for the administered county.
3. Total Applications during the report month (Sum of Items 1 and 2 above)	Equal to the sum of Line 1 and 2.
4. Application(s) Disposed of during the report month (Sum of Items 4a., 4b., 4c., and 4d. Below)	Equal to the sum of Lines 4a thru 4d.
4.a. Application(s) Approved	Displays the number of applications approved during the report month by the administered county.
4.b. Restorations	Displays the number of restorations approved in the report month by the administered county.
4.c. Application(s) Denied or Withdrawn	Displays the number of applications and restorations denied in the report month by the administered county.
4. d. Other Approval(s)	Displays the number of other approvals processed in the report month by the administered county.
5. Application(s) carried forward to the next	Equal to the sum of Line 3 minus 4.

report month (Item 3 minus Item 4 above)	
6. Case(s) brought forward from last report month (Item 9 from previous report month)	Displays the number of cases brought forward from Item 9 of the previous report month by the administered county.
7. Case(s) added during the report month (Sum of Items 7a-c below)	Equal to the sum of Line 7a, 7b, and 7c.
7.a. Case(s) Approved	Displays the number of cases approved by the administered county that are assigned one of the following aid codes in the report month: 1A, 5K, 6M, 6T
7.b. Case(s) Restored	Displays the number of cases restored by the administered county and assigned one of the following aid codes in the report month: 1A, 5K, 6M, 6T
7.c. Other Case Approval(s)	Displays the number of other approved cases by the administered county and assigned one of the following aid codes in the report month: 1A, 5K, 6M, 6T This include cases reported on Line 9 in the prior report month by other counties that are administered by the same CAPI administering county, but the case changes residency as of the last day of the report month. The case is considered Other Case Approval by the receiving county.
8. Case(s) Discontinued during the report month (Sum of Items 8a. and 8b. below)	Displays the number of other approved cases by the administered county and assigned one of the following aid codes for the report month: 1A, 5K, 6M, 6T
8.a. Discontinued due to receiving Federal SSI/SSP	Displays the number of CAPI cases discontinued due to receiving Federal SSI/SSP.
8.b. Other Discontinuance(s)	Displays the number of other discontinuances in the report month. This include cases reported on Line 9 in the prior report month by other counties that are administered by the same CAPI

	administering county, but the case changes residency as of the last day of the report month. The case is considered Other Discontinuance(s) by the sending county.
9. Case(s) carried forward to the next report month (Items 6 + 7 minus Item 8 above)	Equal to the sum of Lines 6 plus 7 minus 8.
10. Total Recipient(s) paid during the report month	Displays the number of cases that are paid by the administered during the report month.
Comments:	
Item 5 from previous month	Displays the total adjustments from Line 5 of the previous report month by the administered county.
Item 9 from previous report month (Qualified)	Displays the total adjustments from Line 9 (Qualified) of the previous report month by the administered county.
Item 9 from previous report month (Non-qualified)	Displays the total adjustments from Line 9 (Non-qualified) of the previous report month by the administered county.
Item 9 from previous report month (Sponsored)	Displays the total adjustments from Line 9 (Sponsored) of the previous report month by the administered county by the administered county.
Item 9 from previous report month (Limited Term)	Displays the total adjustments from Line 9 (Limited Term) of the previous report month by the administered.

6. Update the following sheets to include a 'County of Residence' column:
    a. Line 1
    b. Adjustment to Line 1
    c. Line 2a
    d. Line 2b
    e. Line 4a
    f. Line 4b
    g. Line 4c
    h. Line 5

i. Adjustment 1A
j. Adjustment 6K
k. Adjustment 6M
l. Adjustment 6T
m. Adjustment 7c
n. Line 8
o. Line 9

Column Name	Description
County of Residence	Displays the county name of residency for the **Member** on the CAPI program as of the last day of the report month. The column will display 'Other' if the case does not have a county of residency. Technical Note: This is the decoded value of RES.COUNTY_CODE.

7. Disable the original version of the CA 1037 for San Mateo and Sacramento County. All historical version of the report will remain accessible if any exist.

2.1.3 Report Location

- **Global: Reports**
- **Local: Scheduled**
- **Task: State**

2.1.4 Counties Impacted

San Mateo and Sacramento County are directly impacted by the changes outlined in this section, with another 35 counties indirectly impacted.

2.1.5 Security Updates

The CA 1037 (Multicounty) report version will use the same rights as the original CA 1037. No new security rights, groups or roles will be created.

2.1.6 Report Usage/Performance

No notable impact to the system's performance is expected with the implementation of this section.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Reports	CA 1037 (Multicounty)	CA 1037 (Multicounty) Mockup

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.24.2.2	The LRS shall produce reports that provide the detail LRS Data that will be used to complete the reports required by federal, State, and local laws, rules, regulations, ordinances, guidelines, directives, policies, and procedures.	This SCR will provide Sacramento and San Mateo the summary and detail data for the CA 1037 which is a state mandated report.

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5 MIGRATION IMPACTS

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?
CA-248014		This is a joint 58 county design where there is regional approval aligning to the governance model.	No Impact		

6 OUTREACH

None

7 APPENDIX

None

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-254554

Ensure the Case County Matches When Creating a Special Investigation Detail

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Gerald Limbrick
	Reviewed By	Naga Chinduluru

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
3/22/2023	1.0	Initial	G. Limbrick
5/31/2023	1.1	Added DCR to correct old records	G. Limbrick
6/9/2023	1.2	Updated estimated records for DCR	G. Limbrick

Table of Contents

1 OVERVIEW

1.1 Current Design

A special investigation may be created in the CalSAWS system outside of the users logged in county i.e., the user can select/choose a case from another county when creating a Special Investigation Detail record thru the Special Investigation Detail & Select Case pages. A Special Investigation Detail created for a case in a different county causes the batch job PB19S910 to fail.

1.2 Requests

Prevent a case from another county, besides the user's home county (or currently selected county for RCC (Regional Contact Center)/county 90 & 92 type users), being saved when creating a Special Investigation Detail record.

1.3 Overview of Recommendations

1. Add a Validation to prevent a Special Investigation record being saved for a case outside of the user's county.

1.4 Assumptions

1. All other functionalities remain unchanged unless specifically called out by this document.

2 RECOMMENDATIONS

2.1 Special Investigation Detail

2.1.1 Overview

Add a validation message when saving a Special Investigation Detail record with a Case from a different county than the users home/logged in county:

2.1.2 Special Investigation Detail page Mockup

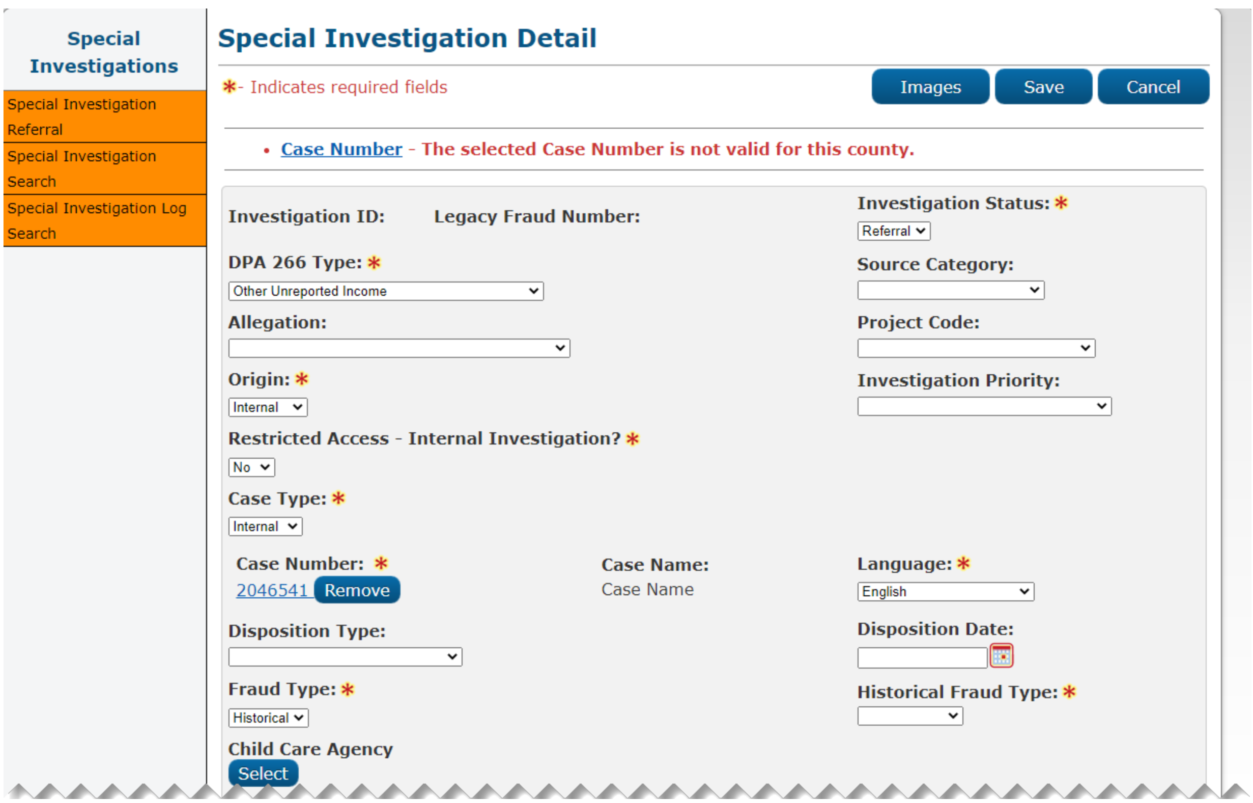


Figure 2.1.2.1 – Special Investigation Detail Validation Message

2.1.3 Description of Changes

1. Add a validation message when saving a Special Investigation Detail record with a case from a different county than the users home/logged in county:
    a. Validate on pressing the 'Save' button

    b. Prevent the system from saving; show a validation as: "Case Number – The selected Case Number is not valid for this county."

2.1.4 Page Location

- **Global: Special Units**
- **Local: Special Investigations**
- **Task: Special Investigation Search**

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 Data Change

2.2.1 Overview

Remove the Case Number from any Special Investigation Summary records where the Case's county is not the same as the Special Investigation Summary record's county.

2.2.2 Description of Change

1. Remove the Case Number from any Special Investigation Summary records where the Case's county is not the same as the Special Investigation Summary record's county.
    a. Remove/Null the Case (SPEC_INVESTIG_SUMM.Case_ID) from the Special Investigation Summary table record
    b. Remove/delete the linking table record associated with the Case Number (the SIU_CASE table record)

2.2.3 Estimated Number of Records Impacted/Performance

192 records

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.15.3.14	The LRS shall include a summary of fraud cases for the Welfare Fraud Investigator, including the status of investigations that may be accessed by COUNTY-specified Users.	This SCR facilitates the creation of a summary of a fraud Case.

3.2 Migration Requirements

N/A

4 MIGRATION IMPACTS

N/A

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-258922

CCPU dues deductions from childcare payments

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Erika Kusnadi-Cerezo
	Reviewed By	Michael Wu, Naga Chinduluru, Chitra Barsagade, Himanshu Jain, William Baretsky

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/28/2023	1.0	Initial	Kusnadi.E
05/12/2023	2.0	• Updated Section 2.1.2 with 2 additional screen shots to include validation messages. • Updated Section 2.1.3 information on how the 3 new rows being added should look for historical records (records that are already created prior to the implementation of the SCR)and added 2 more validations for the page for when users enter a negative number. • Reorganize on how the 3 new rows are listed on Section 2.1.3 to match how it is going to be listed on the page.	Kusnadi.E
8/15/2023	3.0	Content Revision: • Added Figure 2.1.5 to Section 2.1.2 to display Family Fee being applied. • Added to Section 2.1.3 for the Sub-Total 1099 to include Family Fee as part of the calculation if its applied.	Kusnadi.E

Table of Contents

1 OVERVIEW

As part of the Child Care Bulletin 23-01 (CCB 23-01) and Child Care Bulletin 23-07 (CCB 23-07) Union Dues or/and Political Contributions should be deducted from the childcare payment for providers. This SCR will update CalSAWS to allow workers to deduct Union Dues or/and Political Contributions so that it does not get issued along with keeping track on how much Union Dues or Political Contributions has been deducted for each benefit month from the providers.

1.1 Current Design

Currently in CalSAWS on the Child Care Payment Calculation Detail page workers are not able to deduct Union Dues or Political Contributions from the overall amount that is to be issued to the provider for a specific benefit month.

1.2 Requests

Update the Child Care Payment Calculation Detail page with additional fields to allow workers to deduct Union Dues and/or Political Contributions from the overall amount to be issued to the provider. Secondly, create a new Reason For Levy on the Levy Detail page to allow workers to track the amount of Union Dues/Political Contribution deductions that has been made for a specific provider.

1.3 Overview of Recommendations

1. Add additional fields to the Child Care Payment Calculation page to allow deduction of Union Dues and Political Contributions
2. Add an additional field to the Child Care Payment Calculation page to display the total amount prior to the deduction of Union Dues and Political Contributions.
3. Create a new Reason For Levy on the Levy Detail page

1.4 Assumptions

1. All existing functionalities will remain unchanged unless it's part of the design document.
2. Counties will need to retrieve the list of Providers from CalHR keep track manually on the total amount of Union Dues/Political Contributions that has been deducted overall.
3. A Levy recovery account will need to be created manually every month to keep track of issuance for providers where Union Dues and/or Political Contributions has been deducted from the amount to be issued.
4. Changes to the 1099 report will be updated as part of CA-260566.

2 RECOMMENDATIONS

As part of the Child Care Bulletin 23-01 (CCB 23-01) and Child Care Bulletin 23-07 (CCB 23-07) Union Dues or/and Political Contributions should be deducted from the childcare payment for providers. This SCR will update CalSAWS to allow workers to deduct Union Dues or/and Political Contributions so that it does not get issued along with keeping track on how much Union Dues or Political Contributions has been deducted for each benefit month from the providers.

2.1 Child Care Payment Calculation Detail

2.1.1 Overview

Child Care Payment Calculation Detail page allows workers to add, edit or view the detail of the Child Care payment calculations used for payment authorization for a specific month. This SCR will add additional fields that would allow workers to deduct Union Dues and/or Political Contribution for the total amount to be authorized along with tracking the overall total amount prior to any deductions.

2.1.2 Child Care Payment Calculation Detail Mockup

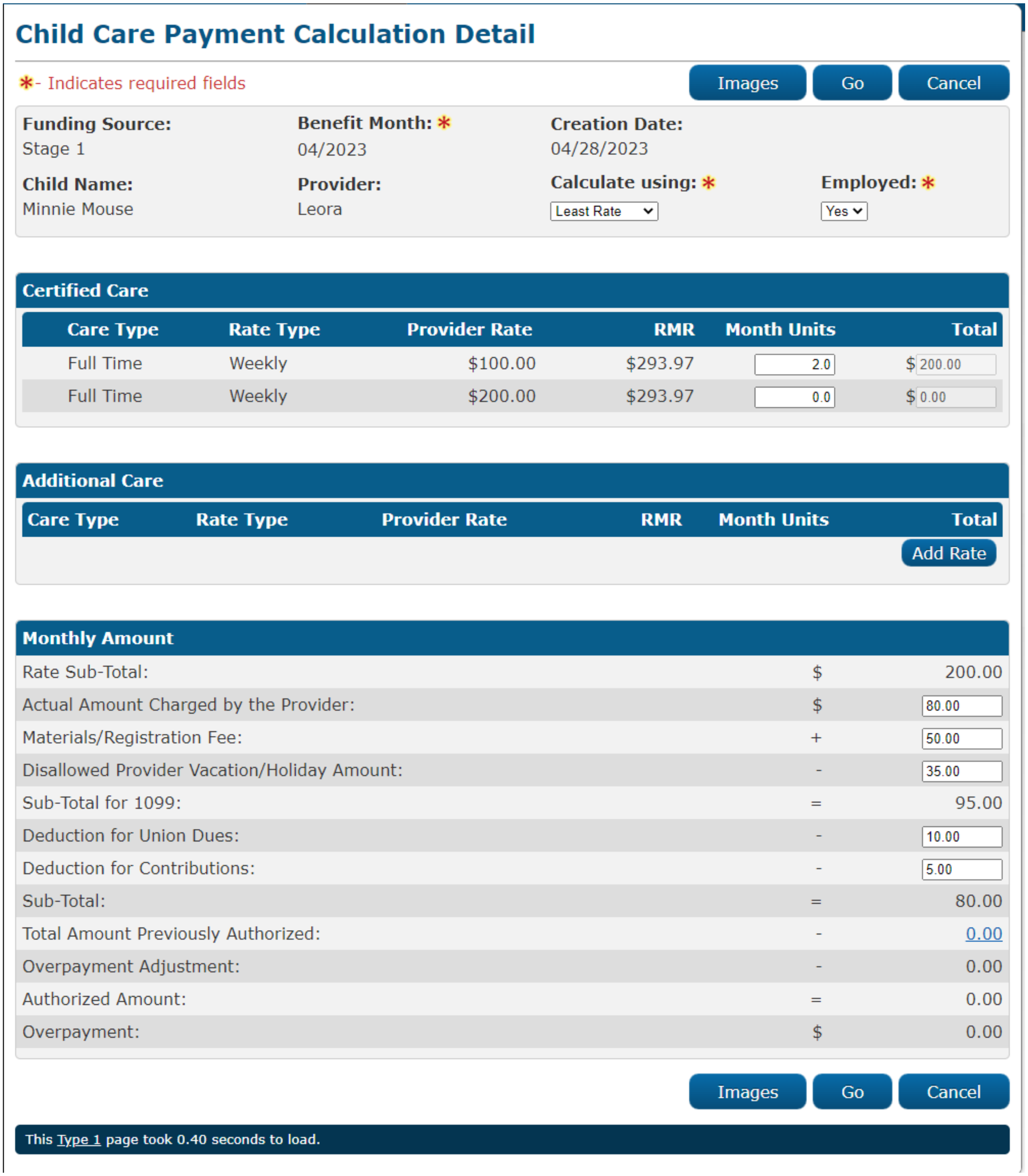


Figure 2.1.1 – Child Care Detail page in Create and Edit Mode

Child Care Payment Calculation Detail

*- Indicates required fields

Images | Accept | Edit | Close

Funding Source:	Benefit Month: *	Creation Date:	
Stage 1	04/2023	04/28/2023	
Child Name:	**Provider:**	**Calculate using:** *	**Employed:** *
Minnie Mouse	Leora	Least Rate	Yes

Certified Care

Care Type	Rate Type	Provider Rate	RMR	Month Units	Total
Full Time	Weekly	$100.00	$293.97	2.0	$200.00
Full Time	Weekly	$200.00	$293.97	0.0	$0.00

Monthly Amount

Rate Sub-Total:	$	200.00
Actual Amount Charged by the Provider:	$	80.00
Materials/Registration Fee:	+	50.00
Disallowed Provider Vacation/Holiday Amount:	-	35.00
Sub-Total for 1099:	=	95.00
Deduction for Union Dues:	-	10.00
Deduction for Contributions:	-	5.00
Sub-Total:	=	80.00
Total Amount Previously Authorized:	-	0.00
Overpayment Adjustment:	-	0.00
Authorized Amount:	=	80.00
Overpayment:	$	0.00

Images | Accept | Edit | Close

This Type 1 page took 0.58 seconds to load.

Figure 2.1.2 – Child Care Detail page in View Mode

Figure 2.1.3 – Child Care Detail page with validations for incorrect format

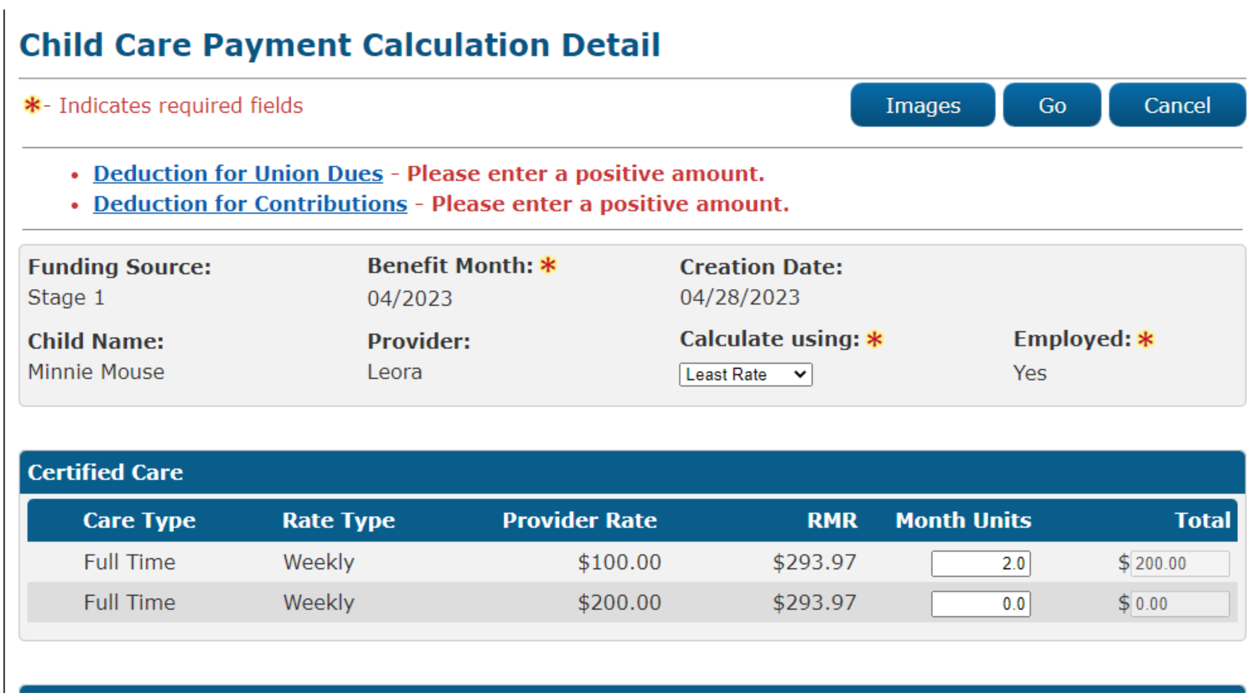
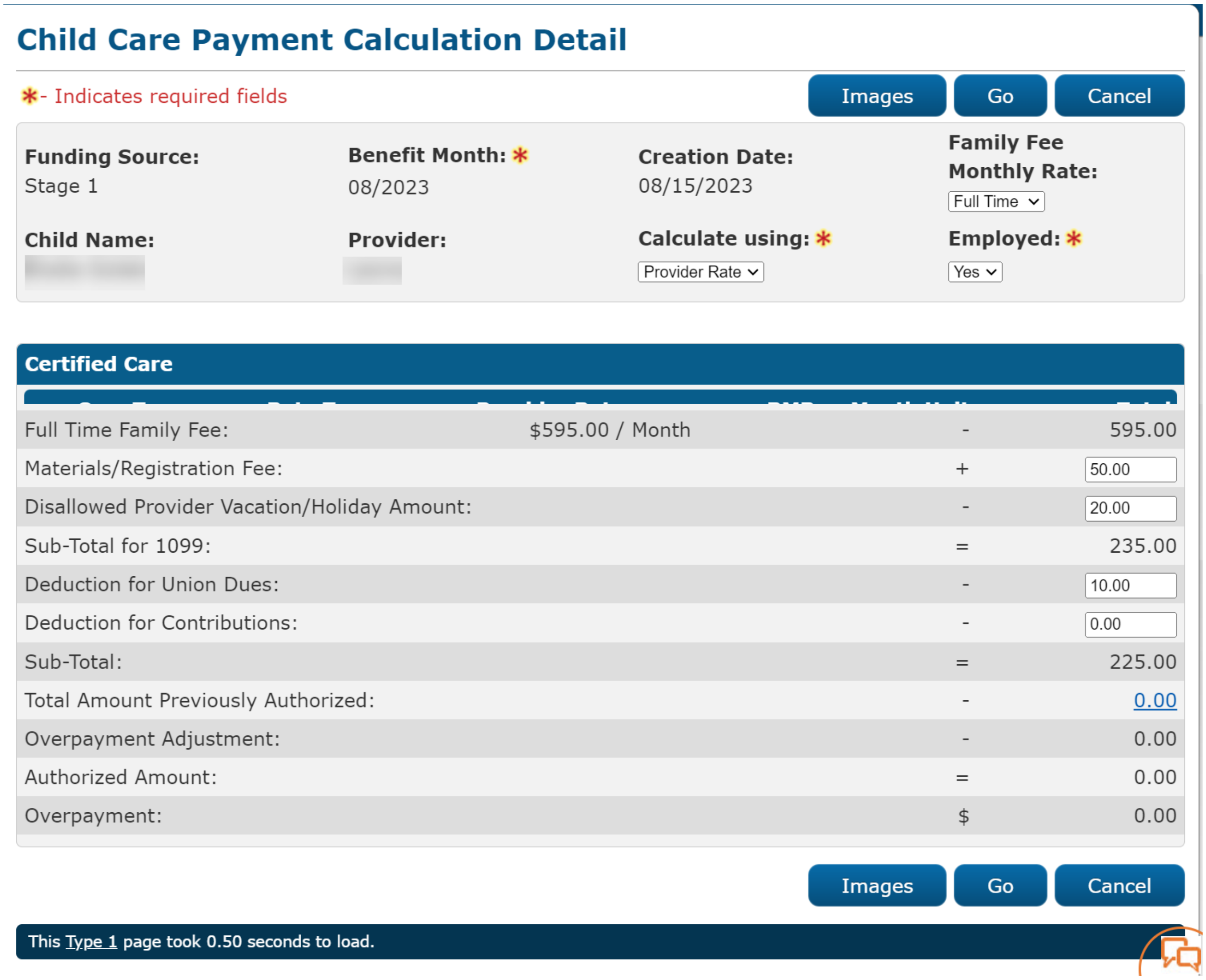


Figure 2.1.4 – Child Care Detail page with validation for negative number


Child Care Payment Calculation Detail

*- Indicates required fields

Images | Go | Cancel

Funding Source: Stage 1

Benefit Month: * 08/2023

Creation Date: 08/15/2023

Family Fee Monthly Rate: Full Time

Child Name:

Provider:

Calculate using: * Provider Rate

Employed: * Yes

Certified Care

Full Time Family Fee:	$595.00 / Month	-	595.00
Materials/Registration Fee:		+	50.00
Disallowed Provider Vacation/Holiday Amount:		-	20.00
Sub-Total for 1099:		=	235.00
Deduction for Union Dues:		-	10.00
Deduction for Contributions:		-	0.00
Sub-Total:		=	225.00
Total Amount Previously Authorized:		-	0.00
Overpayment Adjustment:		-	0.00
Authorized Amount:		=	0.00
Overpayment:		$	0.00

Images | Go | Cancel

This Type 1 page took 0.50 seconds to load.

Figure 2.1.5 – Child Care Detail page with validation for negative number

2.1.3 Description of Changes

1. Add 3 new row to the Monthly Amount section on the Child Care Payment Calculation Detail page.
    a. The 1st row will be for 'Sub-Total for 1099:'
        i. This row will also have an 'equal' sign and an un-editable text field.
            1. Text field will automatically populate with '0.00' when the page first load in Create mode.
            2. The page will automatically calculate the sub-total amount based on the following calculation: value entered on the 'Actual Amount Charged by the Provider' – value for the Family Fee (this will be either the 'Part Time Family Fee' or the 'Full Time Family Fee') + value entered on the 'Materials/Registration Fee' – value entered on the 'Disallowed Provider Vacation/Holiday Amount'.

a. Value being displayed will be in the format of 'xx.xx'.
b. Example: Actual Amount Charged by the Provider is '80.00', Family Fee is '20', Materials/Registration Fee is '50.00' and Disallowed Provider Vacation/Holiday Amount is '35.00'. The 'Sub-Total for 1099 will be '75.00' (80.00-20.00 +50.00-35.00 = 75.00).

ii. For historical records, the row will display but will default to blank and will display as '0.00'.
   1. Workers will need to Edit the record and tab out of the 'Actual Amount Charged by the Provider' or the 'Materials/Registration Fee' text field for the page to calculate and display the appropriate amount.

   Note: The Child Care Payment Calculation page will not be editable when payment is already issued. For these scenarios, the 'Sub-Total for 1099' will remain as '0.00' (blank).

   Note: Either Full Time or Part Time Family amount applied will be dependent on what is selected from the Family Fee Monthly Rate drop down field. The actual $ amount for Full Time or Part Time will be based on information inputted on the Eligibility section for the Child Care program.

b. The 2nd row will be for 'Deduction for Union Dues:'
   i. This row will also have a 'minus' sign along with an editable text field.
      1. Text field will be blank when the page first load in create mode.
      2. The amount entered on this field will have a format of xx.xx when the page is in view mode.

   Note: This will work the same way as the 'Disallowed Provider Vacation/Holiday Amount' row.

   ii. For historical records, the row will display but will default to blank and will display as '0.00'.
      1. Workers will need to Edit the record in order to add any Deduction for Union Dues.

   Note: The Child Care Payment Calculation page will not be editable when payment is already issued. For these scenarios, the 'Deduction for Union Dues will remain as '0.00' (blank).

c. The 3rd row will be for 'Deduction for Contributions:'
   i. This row will also have a 'minus' sign along with an editable text field.
      1. Text field will be blank when the page first load in create mode.

2. The amount entered on this field will have a format of xx.xx when the page is in view mode.

Note: This will work the same way as the 'Disallowed Provider Vacation/Holiday Amount' row.

ii. For historical records, the row will display but will default to blank and will display as '0.00'.

1. Workers will need to Edit the record in order to add any Deduction for Contributions.

Note: The Child Care Payment Calculation page will not be editable when payment is already issued. For these scenarios, the 'Deduction for Union Dues will remain as '0.00' (blank).

2. Update the logic use to determine the value to be displayed for the 'Sub-Total' row on the Monthly Amount section on the Child Care Payment Detail page.
   a. Update the 'Sub-Total' row to also deduct the amount entered on the newly 'Deduction for Union Dues' and 'Deduction for Contributions' row as part of its calculation to determine the amount for the 'Sub-Total'.
      i. Example 1: Amount entered on the 'Actual Amount Charged by the Provider' is '80.00', amount entered on the 'Materials/Registration Fee' is '50.00' and the amount entered on 'Deduction for Union Dues' is '10.00' the 'Sub-Total' will be '120.00' (80.00 + 50.00 – 10.00 = 120.00).
      ii. Example 2: Amount entered on the 'Actual Amount Charged by the Provider' is '80.00', amount entered on the 'Disallowed Provider Vacation/Holiday Amount' is '35.00' and the amount entered on 'Deduction for Contributions is '5.00' the 'Sub-Total will be '40.00' (80.00 – 35.00 – 5.00 = 40.00).
      iii. Example: Amount entered on the 'Actual Amount Charged by the Provider' is '80.00', amount entered on the 'Materials/Registration Fee' is '50.00', amount entered on the 'Disallowed Provider Vacation/Holiday Amount' is '35.00', Family Fee applied is '20', amount entered on 'Deduction for Union Dues' is '10.00' and the amount entered on the 'Deduction for Contribution' is '5.00' the 'Sub-Total will be '60.00' (80.00-20.00 + 50.00 – 35.00 – 10.00 – 5.00 = 60.00).

   Note: The Sub-Total will continue to account for the amount entered on both the 'Materials/Registration Fee' and 'Disallowed Provider Vacation/Holiday Amount' as it currently does now.
3. Create the following new validations:
   a. "Deduction for Union Dues – Please enter an amount in xx,xxx,xxx.xx format"

        i. This validation will be triggered when the user clicks on the 'Go' button and the value entered on the 'Deduction for Union Dues' row is an alpha character, or if the numeric character entered is not in the format of xxxxxxxx.xx

    Note: This validation should be the same as the validation that gets triggered when the value entered on the 'Disallowed Provider Vacation/Holiday amount' row is not in the proper format.

b. "Deduction for Contributions – Please enter an amount in xx,xxx,xxx.xx format"
    i. This validation will be triggered when the user clicks on the 'Go' button and the value entered on the 'Deduction for Contributions' row is an alpha character, or if the numeric character entered is not in the format of xxxxxxxx.xx

    Note: This validation should be the same as the validation that gets triggered when the value entered on the 'Disallowed Provider Vacation/Holiday amount' row is not in the proper format.

c. "Deduction for Union Dues – Please enter a positive amount."
    i. This validation will be triggered when the user clicks on the 'Go' button and the value entered on the 'Deduction for Union Dues' row is not a positive amount (Example: -50).

d. "Deduction for Contributions – Please enter a positive amount."
    i. This validation will be triggered when the user clicks on the 'Go' button and the value entered on the 'Deduction for Contributions' row is not a positive amount (Example: -50).

2.1.4 Page Location

- **Global: Child Care**
- **Local: Case Summary**
- **Task: Child Care Certificate**

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

Update Page Mapping to include the 3 new rows that are being added.

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 Levy Detail

2.2.1 Overview

The Levy Detail page allows workers to add, edit or view a Levy Recovery Account type. This SCR will add a new Reason for Levy option to allow tracking specific for Union Dues/Contributions.

2.2.2 Levy Detail Mockup

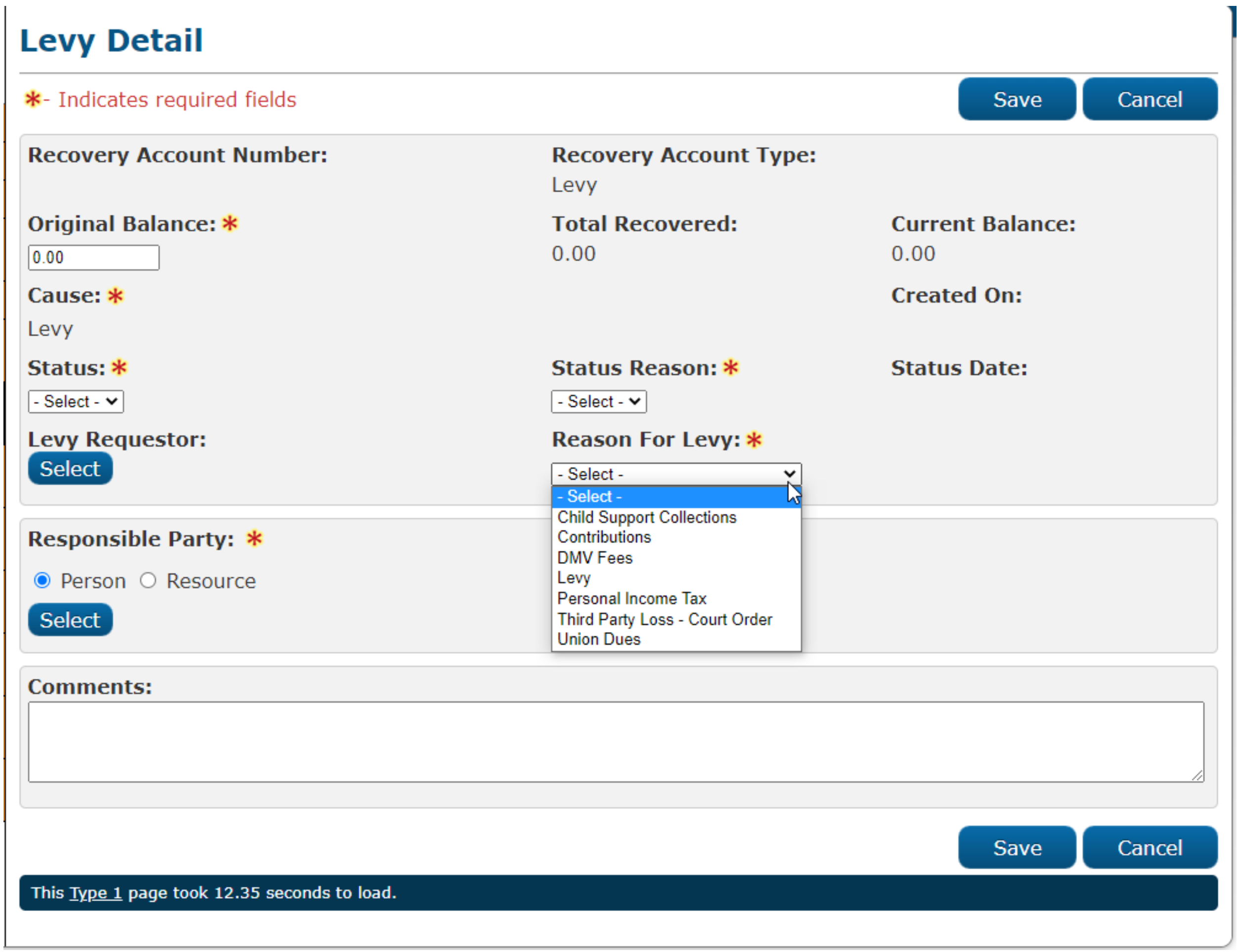


Figure 2.2.1 – Levy Detail page with new option for the Reason For Levy field

2.2.3 Description of Changes

1. Add two new options of 'Union Dues' and 'Contributions' to the 'Reason For Levy' drop down field on the Levy Detail page.

Note: The change to the Levy Detail page is just to add a new option to the Reason For Levy drop down field. There is no change to how the page should function.

2.2.4 Page Location

- **Global: Fiscal**
- **Local: Collections**
- **Task: Create Levy Account**

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 Code Table Change Request

2.3.1 Overview

This change will be to add a reason for Levy to Code Detail Table Category 119.

2.3.2 Description of Change

1. Update Code Detail Table Category 119 to include the following mapping:
    a. Short Decode Name: Union Dues
        i. Refer Table 1 Descr: Yes ('Y')
    b. Short Decode Name: Contributions
        i. Refer Table 1 Descr: Yes ('Y')

2.3.3 Estimated Number of Records Impacted/Performance

2 records impacted.

2.4 Automated Regression Test

2.4.1 Overview

Create new automated regression test scripts to verify the display and calculation of the new fields on the Child Care Payment Calculation Detail page, and the 'Reason for Levy' values on the Levy Detail page.

2.4.2 Description of Change

1. Create regression scripts to verify that the following fields display on the Child Care Payment Calculation Detail page in view mode, and can be edited and saved on this page in edit mode:
   a. Sub-Total for 1099
      Technical Note: Edit verification of this field is indirect, by changing the value of one or more dependent fields to trigger recalculation.
   b. Deduction for Union Dues
   c. Deduction for Contributions

   Technical Note: The scope of these scenarios is limited to newly created data. The default display for historical Detail records is out of scope.
2. Create regression scripts to verify that the 'Union Dues' and 'Contributions' values are available for selection in the 'Reason for Levy' dropdown on the Levy Detail page.

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.10.1.1	The LRS shall include the ability to issue benefits, including: a. Monthly benefits issued on a recurring basis, on either a calendar month or fiscal (cyclical) period; b. Emergency issuances (e.g., Immediate Need and Expedited Services); c. Diversion payments; d. Supplemental benefits; e. Recovery refunds; f. Special needs payments; g. Retroactive payments;	1. The Child Care Payment Calculation List page will be updated to include new fields in order to track/calculate any deductions that needs to be made for childcare reimbursement due to union dues/contributions. 2. The Levy page is also updated to include 2 new options that can be used by users to manually track these union dues/contributions that's

	h. Vendor and/or Service Provider payments; i. Tokens and bus passes; j. Non-traditional/alternative transportation (e.g., car pool, taxi vouchers, and parking fees); k. Vouchers for special payments, ancillary payments and other services; and l. Interim assistance payments.	been deduction for a provider per month.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-264004

Update Document Received Texting Functionality to include API Received Documents

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Shining Liu
	Reviewed By	Himanshu Jain, Chitra Barsagade, Balakumar Murthy, Kenneth Lerch

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/7/2023	1.0	Initial draft	Shining Liu
8/11/2023	1.1	Content revision – Clarification on Tech Arch effort	Shining Liu

Table of Contents

1 OVERVIEW

This SCR will add functionality to trigger real-time text messages to participants when documents are received via API.

1.1 Current Design

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

1.2 Requests

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

1.3 Overview of Recommendations

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

1.4 Assumptions

1. All existing functionalities will remain unchanged unless called out as part of this SCR.

2 RECOMMENDATIONS

2.1 Send text message when document is received via API

2.1.1 Overview

Trigger the existing Form Received text message when a document is marked Received via the MarkDocumentReceived API.

2.1.2 Description of Change

1. Trigger a real-time text message using the existing 'Form Received' text message campaign when a document is marked Received via the MarkDocumentReceived API. The text message should only be sent to the Primary Applicant of the program corresponding to the received document if they are opted-in and verified for text messaging and the 'Form Received' Automated Action is active for their county.
2. Create an entry on the Customer Contact History page when the text message is sent. The Reason column should display the existing reason 'Text Notification Customer Report Received' from CT2804. The Status column should be updated to 'Sent' or 'Undelivered' based on existing real-time text message listener processing.
3. Text message will be sent in Spanish if the person's written language preference is 'Spanish', otherwise the text message will be sent in 'English'.
4. Configure Texting client in the Imaging service.
5. Support asynchronous invocation of the Texting service.

2.1.3 Partner Integration Testing

No.

2.1.4 Execution Frequency

Real-time

2.1.5 Key Scheduling Dependencies

N/A

2.1.6 Counties Impacted

All Counties.

2.1.7 Category

N/A

2.1.8 Data Volume/Performance

~300,000 text messages per month

2.1.9 Failure Procedure/Operational Instructions

~~N/A~~

Tech Arch will coordinate connectivity between Imaging and Texting services.

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.20	The LRS shall support multiple means of communicating appointments, appointment reminders, and critical dates and/or information that may affect a participant's eligibility, using the following means: a. E-Mail; b. Text messaging; d. Automated phone reminder; e. USPS mail	CalSAWS will have ability to send a text notification when a document is received.
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 send a text notification.