



## [CA-265280] ACL 23-71 Resource Limit Increase

Team Responsible:	<b>Eligibility</b>	Assignee:	<b>Neethu Joy</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Thomas Lazio</b>	Change Type (SCR):	<b>New Policy</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>239</b>
Reporter:	<b>Sarah Rich</b>	Regulation Reference:	<b>ACL 23-71</b>	Created:	<b>07/25/2023 12:11 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Sarah Rich</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[CalWORKs/ CalFresh]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

**Non-Committee** Sarah Rich

**Review:**

**Expedite Approval:** Karen Rapponotti -8/23/2023

**Current Design:**

The resource limits for CW/RCA were last updated for FFY 2022 -2023 in SCR CA-247889 with the following values:

- For CW/RCA Assistance Units (AUs) that do not contain a member who is 60 years of age or older or disabled, the property limit increased to \$10,888.
- For CW/RCA AUs that do contain a member who is age 60 years of age or older or disabled, the property limit increased to \$16,333.

**Request:** Per ACL 23-71 effective January 1, 2024, the resource threshold will increase by 6.85 percent in accordance with the California Necessities Index for the most recent fiscal year (2024) to the following values:

a. When a CW/RCA AU does not include a member who is 60 years of age or older or disabled, the maximum asset limit will be increased from \$10,888 to \$11,634.

b. When a CW/RCA AU includes a member, who is 60 years of age or older or disabled, the maximum asset limit will be increased from \$16,333 to \$17,452.

**Recommendation:**

1. Update CW Property Limit and CW Elderly and Disabled Property Limit amounts to the new limit values.
2. Regression test impacted NOAs and Forms that populate the CalWORKs Property Limits Disregard

**Outreach**

**Description:**

**Alternative**

**Procedure**

**Description:**

**Operational Impact:**

**Estimate:** 239

Override EDBC

Automated Test :	14	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	70	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	34	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	84
Security :	0				

---

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



## [CA-265255] Automated Regression Test - Execution and Maintenance - 23.11 Release Cycle

Team Responsible:	<b>Automated Test</b>	Assignee:	<b>William Baretsky</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>William Baretsky</b>	Change Type (SCR):	<b>Documentation</b>
Minor Version:	<b>24.01.17</b>	Expedite Changes:	<b>Start Build</b>	Estimate:	<b>1080</b>
Reporter:	<b>William Baretsky</b>	Regulation Reference:		Created:	<b>07/25/2023 08:08 AM</b>
Status:	<b>Development Complete</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Michele Peterson</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Assembly Test</b>	Committee:	<b>[Other]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** Michele Peterson - 7/25/23

**Expedite Approval:** Michele Peterson - 7/25/23

**Current Design:** A repository of automated regression scripts has been created and organized into test suites, with the purpose of validating major and minor version releases before they are deployed to production.

**Request:** This includes coverage of the CalSAWS core online application, CalSAWS FDS and BenefitsCal APIs.

The automated regression scripts should be executed and maintained on a regular basis, to validate the quality of each system version before it is released to production.

When the Regression Test Suite is run against the core CalSAWS application in a test environment with API services, the related API scripts should also be executed.

**Recommendation:**

- Execute the major release automated regression suite against the 23.11 major version build on a regular basis.
  - Assumption: No more than 5 runs per week, averaged across the baseline / major release cycle.
  - Note: This includes all ST Regression, CH Regression, and Ad Hoc Regression runs during the baseline / major release cycle.
- Execute the major release automated regression suite against the final build for the 23.11 major version, prior to the build being deployed to production.
  - Assumption: 1 run per major release.
  - Note: This includes only the Major Release regression test runs in the staging environment.
- Execute the priority / minor release automated regression suite against the final build of each applicable 23.11 minor version, prior to the build being deployed to production.
  - Assumption: No more than 3 runs per week, averaged across the priority release cycle.
  - Note: This includes all Pre-Prod Regression test runs (ST and/or AT) for applicable priority / minor version and RWR releases.
- Update the test scripts within the major and minor release automated regression suites as needed to account for intentional design changes that would otherwise generate false negative results.
  - Assumption: No more than 40% of the regression test scripts need to be updated in this manner.
  - Note: This includes all scripts that target the CalSAWS core online application, and the CalSAWS FDS and BenefitsCal APIs.
- Develop new test scripts and/or expand the scope of existing test scripts to provide coverage of Tier 1-3 transactions ("top 80%" by production usage volume).
  - Assumption: No more than 14 new transactions per release cycle
  - Note: Script development will trail production assessment by 2 months (ex., January production data is gathered in February; coverage gaps to be closed by end of March)

6. Develop new automated scripts in response to high-priority production defects that are resolved and released through post-23.11 priority or RWR releases.

- Assumption: No more than 4 medium complexity defect / scenarios per release cycle

#### Outreach

#### Description:

#### Alternative

#### Procedure

#### Description:

#### Operational Impact:

#### Estimate:

Execute all regression testing manually for major and minor version releases.

**1080**

Automated Test :	1080	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-264981] Automated Action Cosmetic Updates

Team Responsible:	Online	Assignee:	Minh Phan	SPG Status:	Approved
Fix Version/s:	[23.11]	Designer Contact:	Vallari Bathala	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	18
Reporter:	Justin Dobbs	Regulation Reference:		Created:	07/18/2023 10:12 AM
Status:	In Assembly Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Sarah Rich	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Task Management]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

**Non-Committee** Sarah Rich

### Review:

### Expedite Approval:

### Current Design:

The CalSAWS System includes the following Automated Action:

Name: Medi-Cal Person: Active by Cash aid Denial or Discontinuance

Scenario: One or more persons has been made active during Medi-Cal EDBC processing because they were denied or discontinued from cash aid. Review Medi-Cal program.

Long Description: One or more persons have been automatically added to the active Medi-Cal program. This occurred because the persons were denied or discontinued from the cash aid.

**Request:** Update the Automated Action cosmetic attributes to remove mention of denied/denial since persons are only automatically activated on Medi-Cal via Discontinuance from cash aid and there is a separate Automated Action that is dedicated to the cash aid denial scenario.

### Recommendation:

Update the following attributes of the "Medi-Cal Person: Active by Cash aid Denial or Discontinuance" Automated Action:

1. Name: Medi-Cal Person: Active by Cash aid Discontinuance

2. Scenario: One or more persons has been made active during Medi-Cal EDBC processing because they were discontinued from cash aid. Review Medi-Cal program.

3. Long Description: One or more persons have been automatically added to the active Medi-Cal program. This occurred because the persons were discontinued from the cash aid.

### Outreach

### Description:

### Alternative

### Procedure

### Description:

### Operational Impact:

### Estimate:

None.

18

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	14	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	4
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0				

---

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



## [CA-264873] Enable Form Number Lookups in Workflow - Imaging Changes

Team Responsible:	Imaging	Assignee:	Christopher Vasquez	SPG Status:	Approved
Fix Version/s:	[23.11]	Designer Contact:	Robyn Anderson	Change Type (SCR):	Enhancement
Minor Version:	23.12.14	Expedite Changes:	No	Estimate:	50
Reporter:	Christopher Vasquez	Regulation Reference:		Created:	07/14/2023 03:48 PM
Status:	In Development	Impact Analysis:	[Imaging]	Outreach Required:	No
Policy/Design	Rhiannon Chin	Training Impacted:	[Job Aid]	Funding Source:	Change Notice
Consortium Contact:		Committee:	[Imaging]	Funding Source ID:	AM 31 - Imaging
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
Non-Committee Review:	Rhiannon Chin 7/18/2023				
Expedite Approval:					
Current Design:	Currently, users can only search for a form name in the Imaging Solution. The form number populates after an image is submitted out of a queue.				
Request:	Allow users to search by/select form numbers in the Imaging Solution.				
Recommendation:	Update the Imaging Solution to call the Get Form NumberWeb Service. Add a magnifying glass next to the form number field to allow users to search for a form number.				
	Form information will continue to be edited in the following queues:				
	<ul style="list-style-type: none"><li>• QA &amp; Indexing</li><li>• Batch Capture</li><li>• Reindex</li><li>• Reindex Confidential</li><li>• Reindex All</li><li>• Reindex All Confidential</li><li>• Person Selection</li><li>• Exception</li><li>• Exception Confidential</li></ul>				
Outreach Description:					
Alternative Procedure Description:	Users can select the corresponding form name.				
Operational Impact:					
Estimate:	50				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	50	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :					
Security :	0	Special Project :	0	System Test Support :	0

---

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





## [CA-264805] MEDS Quarterly Recon File to Contra Costa County

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Sri Muruganantham</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Howard Suksanti</b>	Change Type (SCR):	<b>County Operational Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>61</b>
Reporter:	<b>Ken Ford</b>	Regulation Reference:		Created:	<b>07/13/2023 11:36 AM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[Batch Performance]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Tina Tran</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Design</b>	Committee:	<b>[MEDS]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** Approved by Tina Tran on 07/24/2023.

**Expedite Approval:** Michele Peterson - 8/15/23

**Current Design:** CalSAWS does not send MEDS Quarterly Recon File to the County.

**Request:** Contra Costa is requesting a copy of the MEDS Quarterly Recon File to be FTP'd to secured server.

**Recommendation:** Create a copy of the Outbound MEDS Quarterly Recon File for Contra Costa County to receive via FTP to the county's location, use the same process as the daily MEDS File. The file name will be the following - HD.SAW1007.CALSAWS.CNTY07.RECON.DATA.

Send all the past MEDS Recon files that were generated in CalSAWS to Contra costa county (including June 27, August 7, September 26 2023 files).

Create a Batch Property Change Request (BPCR) for a new batch to copy MEDS Recon file and a new FTP job to send the copied filed to Contra Costa County.

Update the batch dependency on the existing Recon FTP job to wait for the new Copy job to complete.

### Outreach

#### Description:

#### Alternative

#### Procedure

#### Description:

#### Operational Impact:

**Estimate:** **61**

None

Automated Test :	0	Batch/Interfaces :	34	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	16
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0





## [CA-264360] Update IVR Appointment Reminder POXXM300 to trigger on Appointment Category(type) of “General Appointment”

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Sivagami Nachiyappan</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Howard Suksanti</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>134</b>
Reporter:	<b>Howard Suksanti</b>	Regulation Reference:		Created:	<b>07/06/2023 08:49 AM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Logan Pratt</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[IVR &amp; Contact Center]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>07/11/2023</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Approved by Logan Pratt on 07/11/2023				
<b>Expedite Approval:</b>					
<b>Current Design:</b>	IVR Appointment Reminder POXXM300 triggers when a recipient has an upcoming appointment, in 3 business days. The job does not trigger when the Appointment Category(type) is “General Appointment” and the Appointment type (sub_type) is “Telephone Interview Recertification”.				
<b>Request:</b>	Update IVR Appointment Reminder POXXM300 to trigger on Appointment Category(type) of “General Appointment” and the Appointment type (sub_type) is “Telephone Interview Recertification”.				
<b>Recommendation:</b>	Update IVR Appointment Reminder POXXM300 to trigger on Appointment Category(type) of “General Appointment” and the Appointment type (sub_type) is “Telephone Interview Recertification”.				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>					
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>134</b>				
Automated Test :	0	Batch/Interfaces :	79	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	32
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-264071] Direct Certification for a new Local Educational Agency (LEA) - Pacific Baptist School

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Thanmay Yanamala</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Howard Suksanti</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>79</b>
Reporter:	<b>John Pratt</b>	Regulation Reference:		Created:	<b>06/29/2023 12:19 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[Other]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:		Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[State/Fiscal Reports]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>08/08/2023</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Non -Committe Approval by John Pratt 8/8/23				
<b>Expedite Approval:</b>	Michele Peterson - 8/15/23				
<b>Current Design:</b>	<p>The Direct Certification Interface produces an individual monthly nutrition file with information of children in each school district in Los Angeles County based on the zip codes available in CalSAWS.</p> <p>Currently Pacific Baptist School has the following zip codes : 90240, 90242, 90252, 90280, 90502, 90604, 90605, 90630, 90650, 90712, 90713, 90723, 90745, 90755, 90802, 90804, 90805, 90806, 90807, 90810, 90813, 90815, 91755, 91801</p>				
<b>Request:</b>	<p>CalFresh Nutrition Program is requesting a list of zip codes to add Pacific Baptist School to the Direct Certification process. Create a folder for Pacific Baptist School and place it among the other Direct Certification school folders. The state-mandated Direct Certification (DC) Program requires the Department to provide schools/school districts with public assistance data for school-age children (K-12 grade). The school/school districts need data to evaluate their students for the free or reduced school meals program. DC is mandated by Assembly Bill (AB) 1385 (enacted September 28, 2005) and the Child Nutrition and WIC Reauthorization Act of 2004, Public Law 108-265 (June 30, 2004).</p>				
<b>Recommendation:</b>	<p>The LEA Pacific Baptist School does not have access to DC data. This is in preparation to add Pacific Baptist School to the transfer of the DC monthly file to be sent directly to LEAs (i.e. schools/school districts) via EFT. EFT will store data by zip codes for each school to access. The file must be delivered in excel format which will be FTP's to a secure network and all files will be placed in one folder, for a given month. Each school/school district will be individually named, and one designated User and one designated User Back-up will be assigned for each school to access only their files. The file will run on the 10th day of each month and will be available to view on the 11th. If the 10th calendar day falls on a weekend, holiday, or short batch, the file will be available to view on the next business day. Add the new LEA below: Pacific Baptist School 3332 Magnolia Ave. Long Beach, CA 90806 (562) 426-5214 Zip Codes: 90804, 90805, 90806, 90807, 90810, 90813, 90712, 90221, 90241, 90242.</p> <p>Pacific Baptist School is an existing file. The only recommendation for this SCR is to add the following 2 zip codes to the existing Pacific Baptist School file: 90221, 90241. Please refer to the current zip codes that the school is linked to in the Current Design section.</p>				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>					
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>79</b>				
Automated Test :	0	Batch/Interfaces :	48	Batch Operations :	0

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



## [CA-263957] Suppress MEDS Recon Alerts for Wave 6 Counties (Sacramento, San Francisco, San Luis Obispo)

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Yuga Teja</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Howard Suksanti</b>	Change Type (SCR):	<b>Data Change</b>
Minor Version:	<b>23.12.XX</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>30</b>
Reporter:	<b>Tina Tran</b>	Regulation Reference:		Created:	<b>06/27/2023 03:55 PM</b>
Status:	<b>Approved</b>	Impact Analysis:	<b>[Other]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Tina Tran</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[MEDS]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

**Non-Committee Review:** Approved by Tina Tran on 09/09/2023

**Expedite Approval:** Approved by Karen J. Rapponotti on 9/7/2023

**Current Design:** There is no process to suppress MEDS Recon Alerts for Sacramento, San Francisco, and San Luis Obispo Counties.

**Request:** Create a Data Change Request (DCR) to update the alert/task status as Complete for Sacramento, San Francisco, and San Luis Obispo Counties.

For County 34 (Sacramento):  
o MEDS Recon Alert 2005 will be suppressed.

For County 38 (San Francisco):  
o MEDS Recon Alert 2005 will be suppressed.

For County 40 (San Luis Obispo):  
o MEDS Recon Alert 2005 will be suppressed.

**Recommendation:** Create a DCR to update alert status as Complete for all the MEDS Recon alerts created and listed in the JIRA attachment.

**Outreach Description:**

**Alternative Procedure Description:** N/A.

**Operational Impact:**

**Estimate:** 30

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

---

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



## [CA-263955] Suppress MEDS Recon Alerts for Wave 5 Counties (Alameda, Fresno, Sonoma)

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Yuga Teja</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Howard Suksanti</b>	Change Type (SCR):	<b>Data Change</b>
Minor Version:	<b>23.12.XX</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>30</b>
Reporter:	<b>Tina Tran</b>	Regulation Reference:		Created:	<b>06/27/2023 03:45 PM</b>
Status:	<b>Approved</b>	Impact Analysis:	<b>[Other]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Tina Tran</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[MEDS]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

**Non-Committee Review:** Approved by Tina Tran on 09/09/2023

**Expedite Approval:** Approved by Karen J. Rapponotti on 9/7/2023

**Current Design:** There is no process to suppress MEDS Recon Alerts for Alameda, Fresno, and Sonoma Counties.

**Request:** Create a Data Change Request (DCR) to update the alert/task status as Complete for Alameda, Fresno, and Sonoma Counties.

For County 01 (Alameda):  
o MEDS Recon Alert 2005 will be suppressed.

For County 10 (Fresno):  
o MEDS Recon Alert 2005 will be suppressed.

For County 49 (Sonoma):  
o MEDS Recon Alert 2005 will be suppressed.

**Recommendation:** Create a DCR to update alert status as Complete for all the MEDS Recon alerts created and listed in the JIRA attachment.

### Outreach

#### Description:

#### Alternative

#### Procedure

#### Description:

#### Operational Impact:

**Estimate:** **30**

N/A.

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



---

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

## [CA-263946] ART: Priority Defect Backlog (2022) - Phase 4

Team Responsible:	<b>Automated Test</b>	Assignee:	<b>William Baretsky</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>William Baretsky</b>	Change Type (SCR):	<b>Documentation</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>140</b>
Reporter:	<b>William Baretsky</b>	Regulation Reference:		Created:	<b>06/27/2023 02:58 PM</b>
Status:	<b>Development Complete</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Michele Peterson</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Assembly Test</b>	Committee:	<b>[Other]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** Michele Peterson-8/25/23

**Expedite Approval:** Michele Peterson-8/25/23

**Current Design:** The test suite used to perform Automated Regression Testing (ART) is updated in response to new functionality implemented through the SCR process. Production defects are excluded from this process.

Until recently, there was no mechanism in place for Production defects that are resolved through baseline or priority releases to be reviewed for potential ART coverage. This is now included in the release-based "Execution & Maintenance" effort for the Automated Test Team from Release 23.01 forward. An analysis and review of Production defects that were resolved and released to production in the 6 months prior to this change (i.e., in the latter portion of 2022) was performed through SCR CA-248489.

**Request:** Develop new automated test scripts to cover the scenarios identified during the previous analysis, and integrate these scripts into the ART Suite.

Note: This SCR is the fourth (and final) of multiple phases, covering the 48th and later defects identified during the previous analysis.

**Recommendation:** Develop new automated test scripts to cover the scenarios identified during the previous analysis, and integrate these scripts into the ART Suite. See the attached 'Scenario\_List' for the detailed listing of scenarios to be automated.

Note: This SCR is the fourth and final phase of this effort, covering the last 13 defects identified during the previous analysis.

### Outreach

#### Description:

#### Alternative

#### Procedure

#### Description:

#### Operational Impact:

#### Estimate:

N/A - No production impact

**140**

Automated Test :	140	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0

---

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



## [CA-263275] 2023/2024 Family Members Base Allocation Amount

Team Responsible:	<b>CalHEERS</b>	Assignee:	<b>Prem Raghupathy</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Tisha Mutreja</b>	Change Type (SCR):	<b>New Policy</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>71</b>
Reporter:	<b>Nina Butler</b>	Regulation Reference:	<b>ACWDL 23-12</b>	Created:	<b>06/14/2023 02:49 PM</b>
Status:	<b>Development Complete</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>Yes</b>
Policy/Design Consortium Contact:	<b>Nina Butler</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Medi-Cal/CMSP]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** Streamline approval added by Nina Butler

**Expedite Approval:** Approved by Karen Rapponotti via email on 6/29/2023

**Current Design:** The Family Member Base Allocation (FMBA) amount is used to determine how much the Long-Term Care (LTC) or Home and Community-Based Services (HCBS) spouse may allocate to family members. Currently, CalSAWS maintains the limit for FMBA amount at 2022/2023 value of \$2,289.

**Request:** The purpose of All County Welfare Directors Letter 22-16 is to provide counties with the updated FMBA amount per Section 1924(d) of the Social Security Act. The FMBA amount is used to determine how much of their income the institutionalized spouse and HCBS spouse may allocate to family members. Effective July 1, 2023, through June 30, 2024, the FMBA amount for a family member living with the community spouse of an institutionalized spouse or the HCBS spouse is \$2465.

**Recommendation:**

1. Update MC LTC Family Member Base Allocation limit (CT335\_82) to \$2,465 effective July 1, 2023.
2. Generate a list of cases that meet the following conditions at least one day on or after July 1, 2023:
  - At least one LTC Member active on a LTC Aid code with a Share of Cost greater than zero
  - The Medi-Cal program status is Active, Ineligible or Pending
  - The LTC individual has at least one family member in the home
    - Either a Spouse (Spouse or RDP) and a related family member (Not Spouse, RDP, nor Unrelated)
  - The FMBA amount used in the LTC budget is the previous year's FMBA amount (\$2,289.00)

Note:

1) LTC Aid Codes include: 13, 23, 53, 55, 63, D2, D3, D4, D5, D6, and D7.

List Name: Active LTC with previous FMBA value

List to include the following columns:

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

Additional Column:

Benefit Month - The Benefit Month is derived from the EDBC that meets the defined conditions.

County Action: County will review the case list and take appropriate action, if needed.

The list will be posted to the following location:

CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-263275

**Outreach Description:**

The list will be posted to the following location:

CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-263275

**Alternative  
Procedure**

Override the EDBC results.

**Description:****Operational Impact:****Estimate:** 71

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	41
CalHEERS Test :	25	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

## [CA-262930] Create DE 542 for CalWIN Counties in Wave 6

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Thanmay Yanamala</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Howard Suksanti</b>	Change Type (SCR):	<b>System Operational Enhancement</b>
Minor Version:	<b>23.12.XX</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>91</b>
Reporter:	<b>Claudia Pinto</b>	Regulation Reference:		Created:	<b>06/07/2023 09:57 PM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[Other]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Claudia Pinto</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[State/Fiscal Reports]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval:					
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Approved by Claudia Pinto 6/20/2023				
<b>Expedite Approval:</b>					
<b>Current Design:</b>	CA-259801 created DE 542 files for 48 counties(40 plus 8 CalWIN waves 1-3). The same file needs to be created for the CalWIN counties in Wave 6				
<b>Request:</b>	Create DE 542 file for Sacramento, San Francisco and San Luis Obispo.				
<b>Recommendation:</b>	Create a Batch Property Change Request (BPCR) , Batch Scheduling Change Request (BSCR) to turn on the DE 542 writer jobs and DE 542 SFTP jobs for CalWIN wave 6 counties.				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	N/A.				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>91</b>				
Automated Test :	0	Batch/Interfaces :	48	Batch Operations :	8
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	24
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-262197] Wave 6 Sync EW40 FBU Values with MEDS After Recon

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Yuga Teja</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Angela Zhao</b>	Change Type (SCR):	<b>Data Change</b>
Minor Version:	<b>23.12.26</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>8</b>
Reporter:	<b>Angela Zhao</b>	Regulation Reference:		Created:	<b>05/23/2023 02:03 PM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[Batch Performance]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Tina Tran</b>	Training Impacted:		Funding Source:	<b>CalSAWS DD&amp;I</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[MEDS]</b>	Funding Source ID:	<b>Application Development and Test</b>
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Approved by Tina Tran on 06/12/2023				
<b>Expedite Approval:</b>	Approved by Karen Rapponotti on 09/05/2023				
<b>Current Design:</b>	For wave 6 migrated cases with active Medical, participants with an FBU value of 0 were initially reported to MEDS with an FBU of 0. After migration, the first recon will update the FBU value to 1 in MEDS, but any EW40s triggered after will still report an FBU of 0.				
<b>Request:</b>	After recon, update EW40s to trigger with an FBU of 1 to match MEDS.				
<b>Recommendation:</b>	After recon, update EW40s to trigger with an FBU of 1 to match MEDS.				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	n/a				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>8</b>				
Automated Test :	0	Batch/Interfaces :	8	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-261531] Task Mgmt: Enhance Clearance Tasks to Indicate Additional Information

Team Responsible:	Online	Assignee:	William Truong	SPG Status:	Approved
Fix Version/s:	[23.11]	Designer Contact:	Vallari Bathala	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	590
Reporter:	Vallari Bathala	Regulation Reference:		Created:	05/11/2023 05:52 PM
Status:	In Assembly Test	Impact Analysis:	[BenefitsCal]	Outreach Required:	No
Policy/Design	Sarah Rich	Training Impacted:	[CFP/WBT, Job Aid, Online Help]	Funding Source:	Premise
Consortium Contact:		Committee:	[Task Management]	Funding Source ID:	County Data API Enhancements
Project Phase (SCR):	Production	Approved by	07/10/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

### Non-Committee

#### Review:

**Expedite Approval:** Approved on 07/20/2023 by Karen Rapponotti

#### Current Design:

##### 1.1 Current Design

The Clearance Automated Action is invoked when an Application Registration Summary page is completed and indicated as signed. The resulting Task is associated to a "Clearance" Task Type with a Long Description of "Clearance" and a Reference Number attribute to assist with searching for the appropriate Application Registration page entry. The Language attribute for these Tasks is blank and the Task does not indicate additional information such as which programs are being applied for or if there is potential Expedited Service or Immediate Need.

The Clearance BenefitsCal Task is created when an e-Application is submitted from BenefitsCal and the county has configured an appropriate Task Bank that is associated to the same Office as the e-Application and the Task Bank can receive such Tasks. These Tasks do not indicate additional information such as which programs are being applied for or if there is potential Expedited Service and/or Immediate Need.

Currently the guided navigation routing for the Clearance, Clearance, Clearance CMIPSII and Clearance ICT Clearance Tasks to route to the Search pages.

#### Request:

1. Update the Clearance and Clearance BenefitsCal Tasks to consistently be associated to a language and to provide additional information such as which programs are being applied for and potential Expedited Service and/or Immediate Need.
2. Update the guided navigation routing for the Clearance, Clearance, Clearance CMIPSII and Clearance ICT Clearance Tasks to route to the Detail pages.

#### Recommendation:

1. Enhance the Expedited field in the Task Pop-Up: Task Detail page to have more specific values than simply Yes and No.
2. Modify logic for Clearance and Clearance BenefitsCal Tasks to indicate which programs are being applied for and to set an Expedited type when appropriate.
3. Update the Expedited search field on the Task Pop-Up: Task Search page to include the new Expedited types.
4. Update the Expedited icon on the Task Pop-Up: Task Search/My Tasks pages to display the Expedited value on mouseover.
5. Update the Task Pop-Up export template Expedited column to display the new Expedited types when appropriate.
6. Update Guided Navigation processing for clearance Tasks to route directly to the appropriate detail page.
7. Create a Task Setting allowing counties to enable Get Next processing to give prioritization to ES/IN Expedited Tasks.

#### Outreach

#### Description:

#### Alternative

#### Procedure

#### Description:

N/A



**Operational Impact:****Estimate: 590**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	61	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	360	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	169
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



## [CA-261444] Update Document Status Text Message for MC RE Packets

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Sri Muruganantham</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Howard Suksanti</b>	Change Type (SCR):	<b>Data Change</b>
Minor Version:		Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>87</b>
Reporter:	<b>Lawrence Samy</b>	Regulation Reference:		Created:	<b>05/10/2023 03:51 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[Other]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Logan Pratt</b>	Training Impacted:	<b>[CFP/WBT]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[Other]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by Committee:	<b>07/21/2023</b>	Other Agency Cross Reference:	
Consortium Review Approval:					
Consortium Review Approval Date:					

**Non-Committee Review:** Logan Pratt

**Expedite Approval:** Approved by Karen J. Rapponotti on 7/18/2023.

**Current Design:** Form Received, Form Incomplete, and Form Processed text messages are generic for CW/CF/MC along with sharing the same automated action.

Form Received:  
CalSAWS: Your <FormType> has been received. We will tell you if we need anything else. Questions? <Phone Number>

Form Incomplete:  
CalSAWS: Your <FormType> is incomplete. To continue to receive benefits, please call <Phone Number>

Form Processed:  
CalSAWS: We processed your <FormType>. Questions? <Phone Number>

**Request:** Update the text verbiage on the following Text campaigns.

Form Incomplete:  
CalSAWS: We need more info from you for your <FormType>. To continue to receive benefits, please call <Phone Number> or visit BenefitsCal.com.

Spanish:  
CalSAWS: Necesitamos más información para su <tipo de formulario>. Para continuar recibiendo sus beneficios, llame al 1 XXX-XXX-XXXX o visite BenefitsCal.com.

Form Processed:  
CalSAWS: We processed your <FormType>. Check your mail for a decision. Questions? Call XXX-XXX-XXXX.  
Spanish:  
CalSAWS: Procesamos su <tipo de formulario>. Revise su correo para ver la decisión. ¿Preguntas? Llame al XXX-XXX-XXXX.

**Recommendation:** Update the text verbiage on the following Text campaigns.

Form Incomplete (real time):  
CalSAWS: We need more info from you for your <FormType>. To continue to receive benefits, please call <Phone Number> or visit BenefitsCal.com.  
Spanish:  
CalSAWS: Necesitamos más información para su <tipo de formulario>. Para continuar recibiendo sus beneficios, llame al 1 XXX-XXX-XXXX o visite BenefitsCal.com.

Form Processed (PO00V121):  
CalSAWS: We processed your <FormType>. Check your mail for a decision. Questions? Call XXX-XXX-XXXX.  
Spanish:

CalSAWS: Procesamos su <tipo de formulario>. Revise su correo para ver la decisión. ¿Preguntas? Llame al XXX-XXX-XXXX.

**Assumptions:**

1. The new text verbiage will apply to CW/CF/MC programs.
2. Form Processed with Details campaign will not be updated as part of this SCR.

**Outreach**

**Description:**

**Alternative**

N/A.

**Procedure**

**Description:**

**Operational Impact:**

**Estimate:**

**87**

Automated Test :	0	Batch/Interfaces :	34	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	28	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	8	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-261442] Update Text Message for MC RE Packet Not Received

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Sri Muruganantham</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Howard Suksanti</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>42</b>
Reporter:	<b>Lawrence Samy</b>	Regulation Reference:		Created:	<b>05/10/2023 03:43 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[Other]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Logan Pratt</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[Other]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by	<b>07/21/2023</b>	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

<b>Non-Committee Review:</b>	Approved by Logan Pratt on 07/21/2023
<b>Expedite Approval:</b>	Approved by Karen J. Rapponotti on 7/18/2023.
<b>Current Design:</b>	Current Message: CalSAWS: We did not get your Medi-Cal Redetermination Packet. Please call <Phone Number> so your benefits don't stop.
<b>Request:</b>	Update the message to: CalSAWS: We did not get your Medi-Cal Redetermination Packet. Please call <Phone Number> or visit BenefitsCal.com so your benefits don't stop.
	Spanish CalSAWS: No hemos recibido su paquete de redeterminación de Medi-Cal. Llame al 1 XXX-XXX-XXXX o visite BenefitsCal.com para que sus beneficios no se detengan.
<b>Recommendation:</b>	Update the Text Message for MC RE Packet Not Received (PO00V145) batch job to: CalSAWS: We did not get your Medi-Cal Redetermination Packet. Please call <Phone Number> or visit BenefitsCal.com so your benefits don't stop.
	Spanish CalSAWS: No hemos recibido su paquete de redeterminación de Medi-Cal. Llame al 1 XXX-XXX-XXXX o visite BenefitsCal.com para que sus beneficios no se detengan.

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

N/A.

42

Automated Test :	0	Batch/Interfaces :	17	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	14	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :					
Security :	0	Special Project :	0	System Test Support :	0

---

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



## [CA-261168] SAVE 37.1 File Format Update

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Sivagami Nachiyappan</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Howard Suksanti</b>	Change Type (SCR):	<b>New Policy</b>
Minor Version:	<b>23.12.XX</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>90</b>
Reporter:	<b>Deanna Rotert</b>	Regulation Reference:	<b>MEDIL 19-21</b>	Created:	<b>05/04/2023 11:44 AM</b>
Status:	<b>Approved</b>	Impact Analysis:	<b>[Other]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Tina Tran</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[MEDS]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Design</b>	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
<b>Non-Committee Review:</b>					
Approved by Tina Tran on 08/28/2023.					
<b>Expedite Approval:</b>					
<b>Current Design:</b>					
CalSAWS Systematic Alien Verification for Entitlement (SAVE) Interface inbound job reads the CASE_STATUS from the file and populate the value on the page.					
The SAVE system has updated to version 37.1. Part of the updates includes two new error codes: identifying duplicates and invalid alien numbers.					
<b>Request:</b>					
Perform testing on the SAVE inbound reader job to process two new CASE_STATUS.					
• IV DUPLICATE					
• IV INVALID ALIEN NBR					
<b>Recommendation:</b>					
Perform testing on the SAVE inbound reader job to process two new CASE_STATUS.					
• IV DUPLICATE					
• IV INVALID ALIEN NBR					
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>					
<b>Operational Impact:</b>					
<b>Estimate:</b>					
<b>90</b>					
Automated Test :	0	Batch/Interfaces :	36	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	24	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	20
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



## [CA-260884] Update CalFresh Zero Dollar Allotment to generate on CF 377.4 SAR

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Sumanth Vydana</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Sumanth Vydana</b>	Change Type (SCR):	<b>Policy Re-Design</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>13</b>
Reporter:	<b>Tiffany Huckaby</b>	Regulation Reference:	<b>ACL 13-57</b>	Created:	<b>04/28/2023 01:45 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[Forms/NOA Translations]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Caroline Bui</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Correspondence]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Review and approved by Caroline Bui 8/30/2023				
<b>Expedite Approval:</b>	Approved by Karen J. Rapponotti on 09/21/2023				
<b>Current Design:</b>	Currently the CF Zero Dollar Allotment NOA Discontinuance reason generates on a DFA 377.1A.				
<b>Request:</b>	Per the State the DFA 377.1A is obsolete. Instead the CF Zero Dollar Allotment NOA reason should generate on a CF 377.4 SAR.				
<b>Recommendation:</b>	1.) Update the NOA reference associated with the CF Zero Dollar Allotment Discontinuance NOA reason to be the CF 377.4 SAR.				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	N/A				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>13</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	8	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	4
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-260441] Shared Load Balancer for Springboot Services - POC

Team Responsible:	<b>Tech Ops</b>	Assignee:	<b>Joel Jos</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Joel Jos</b>	Change Type (SCR):	<b>System Operational Enhancement</b>
Minor Version:	<b>23.12.15</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>250</b>
Reporter:	<b>Joel Jos</b>	Regulation Reference:		Created:	<b>04/21/2023 09:22 AM</b>
Status:	<b>Approved</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Laura Chavez</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;O</b>
Consortium Contact:		Committee:	<b>[Tech]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Design</b>	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
<b>Non-Committee Review:</b>	Approved by Laura Chavez on 04/21/2023				
<b>Expedite Approval:</b>					
<b>Current Design:</b>	We currently have separate Laod Balancers for each SpringBoot services. We are trying to provision multiple SpringBoot services on single Load Balancer to save cost.				
<b>Request:</b>	NA				
<b>Recommendation:</b>	We currently have separate Laod Balancers for each SpringBoot services. We are trying to provision multiple SpringBoot services on single Load Balancer to save cost.				
<b>Outreach Description:</b>					
<b>Alternative Procedure</b>	NA				
<b>Description:</b>					
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>250</b>				
Automated Test :	50	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	0
Security :	0	Tech ForgeRock :	0	Tech Ops :	100
Tech Arch :	100	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				





## [CA-260415] Create a batch job to remove old records from the Workload Inventory related to scanned document identification

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Vishal Surve</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Howard Suksanti</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>170</b>
Reporter:	<b>Matthew Lower</b>	Regulation Reference:		Created:	<b>04/20/2023 04:53 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[Batch Performance]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Rhiannon Chin</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Imaging, Usability]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Rhiannon Chin 6/14/2023				
<b>Expedite Approval:</b>					
<b>Current Design:</b>	CA-231495 added the ability for workers to see which cases on the Workload Inventory page has had new documents received.				
<b>Request:</b>	With the ability to scan over 25,000 records into the system, the information pertaining to new documents for a case will grow quickly. Despite the data only being needed for a few days.				
<b>Recommendation:</b>	<p>Create a monthly batch job to remove records over one month old.</p> <p>Create a Batch Property Change Request(BPCR), Batch Scheduling Change Request (BSCR) to schedule the job. The job will run on the first Saturday of the month.</p>				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	None				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>170</b>				
Automated Test :	0	Batch/Interfaces :	100	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	38
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-259801] Create DE 542 File

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Sri Muruganantham</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Howard Suksanti</b>	Change Type (SCR):	<b>Policy Re-Design</b>
Minor Version:		Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>743</b>
Reporter:	<b>Claudia Pinto</b>	Regulation Reference:	<b>senate bill xxx</b>	Created:	<b>04/11/2023 08:50 AM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[Other]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Claudia Pinto</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[State/Fiscal Reports]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by Committee:		Other Agency Cross Reference:	<b>CA-253832 , CA-254735</b>
Consortium Review Approval:					
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Approved by Claudia Pinto 5/25/2023				
<b>Expedite Approval:</b>	Production Deployment approved by Karen Rapponotti 5/2/2023				
<b>Current Design:</b>	In CalSAWS, the DE 542 Employment Development Department (EDD) report only displays the last 4 digits of the SSN. We are unable to display the full SSN as it is against security policy.				
<b>Request:</b>	Create a file with the applicable data elements and the full SSN information. The project will send this file to the Counties.				
<b>Recommendation:</b>	<p>Create a new batch job that generates the DE 542 report.</p> <p>Create a new Secure File Transfer Process (SFTP) to transfer the file to all counties.</p> <p>The outbound file for the following county will be encrypted. - San Diego</p> <p>Please find more details in the Design document.</p>				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	N/A.				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>743</b>				
Automated Test :	0	Batch/Interfaces :	388	Batch Operations :	125
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	127
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0





## [CA-259627] Increase ART coverage to include additional navigations paths for highly utilized pages

Team Responsible:	<b>Automated Test</b>	Assignee:	<b>William Baretsky</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Lena Lam</b>	Change Type (SCR):	<b>Documentation</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>595</b>
Reporter:	<b>Lynnel Silva</b>	Regulation Reference:		Created:	<b>04/06/2023 11:47 AM</b>
Status:	<b>Development Complete</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Michele Peterson</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Other]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** Sharon Teramura on behalf of Michele Peterson 7/25/2023

**Expedite Approval:** Sharon Teramura on behalf of Michele Peterson 7/25/2023

**Current Design:** The Automated Regression Test (ART) suite provides significant coverage of system functionality from a functional design perspective. For many pages the navigation flow to reach the page is either singular, or is consistent between scripts that touch that area. For example, the Select Worker page is frequently reached through the Pending Assignment List page at the end of the new application flow, but may not be tested from other contexts.

For pages with dependent fields, where the availability of one field is dependent upon a specific selection or value entry into another field, not all combinations are verified.

**Request:** For the most highly utilized pages in the CalSAWS online application:  
1. Cover additional navigation paths to and from each page  
2. Cover additional dependent field data entry / selection scenarios

**Recommendation:**

1. Increase coverage within the ART suite to include additional navigation paths to and from the highest used pages in the CalSAWS. Refer to the "Top Utilization Pages" attachment for the list of most highly utilized pages. Note: The specific navigation paths to be covered will be documented in a "Rec. 1 - Navigation Paths" attachment during SCR implementation.
2. Increase coverage within the ART suite of dependent field logic, where such logic exists, on the highest used pages in the CalSAWS. Note: The specific fields to be covered will be documented in a "Rec. 2 - Dependent Fields" attachment during SCR implementation.

### Outreach

#### Description:

#### Alternative

#### Procedure

#### Description:

#### Operational Impact:

#### Estimate:

N/A - No production impact

**595**

Automated Test :	595	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0

---

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



## [CA-258667] DDID 2700 FDS CSC: Migrate San Bernardino County to new AWS account, and deploy eCCP

Team Responsible:	<b>Contact Center</b>	Assignee:	<b>Aaron VanSledright</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Jared Kuester</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>23.12.14</b>	Expedite Changes:	<b>Start Build</b>	Estimate:	<b>208</b>
Reporter:	<b>Nicole Kenny</b>	Regulation Reference:		Created:	<b>03/21/2023 02:32 PM</b>
Status:	<b>New</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>Yes</b>
Policy/Design	<b>Darcy Alexander</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS DD&amp;I</b>
Consortium Contact:		Committee:	<b>[IVR &amp; Contact Center]</b>	Funding Source ID:	<b>Contact Center</b>
Project Phase (SCR):	<b>Production</b>	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
<b>Non-Committee</b>					
<b>Review:</b>					
<b>Expedite Approval:</b>	Karen J. Rapponotti, 4/14/2023				
<b>Current Design:</b>	San Bernardino County Currently uses the Custom CCP and is on a Shared AWS Account				
<b>Request:</b>	Deploy C36 Amazon Connect instance to a dedicated AWS Account, and Deploy the eCCP				
<b>Recommendation:</b>	<p>** San Bernardino County Only, No Design Document required as there are no functional changes, just moving environemnts. (See SCR CA-226844 for details of the eCCP). **</p> <p>1) Copy the Amazon Connect Instance from contactcenter-production account to contactcenter-production-san-bernardino</p> <p>2) Deploy the eCCP to contactcenter-production-san-bernardino</p>				
<b>Outreach</b>	Planning meetings with San Bernardino county for migration				
<b>Description:</b>					
<b>Alternative</b>	N/A				
<b>Procedure</b>					
<b>Description:</b>					
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>208</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	200	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	0
Security :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



## [CA-258666] DDID 2700 FDS CSC: Migrate Monterey County to new AWS account, and deploy eCCP

Team Responsible:	<b>Contact Center</b>	Assignee:	<b>Aaron VanSledright</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Jared Kuester</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>23.12.14</b>	Expedite Changes:	<b>Start Build</b>	Estimate:	<b>208</b>
Reporter:	<b>Nicole Kenny</b>	Regulation Reference:		Created:	<b>03/21/2023 02:30 PM</b>
Status:	<b>New</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>Yes</b>
Policy/Design	<b>Darcy Alexander</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS DD&amp;I</b>
Consortium Contact:		Committee:	<b>[IVR &amp; Contact Center]</b>	Funding Source ID:	<b>Contact Center</b>
Project Phase (SCR):	<b>Production</b>				
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>					
<b>Expedite Approval:</b> Karen J. Rapponotti, 4/14/2023					
<b>Current Design:</b> Monterey County Currently uses the Custom CCP and is on a Shared AWS Account					
<b>Request:</b> Deploy C27 Amazon Connect instance to a dedicated AWS Account, and Deploy the eCCP					
<b>Recommendation:</b> ** Monterey County Only, No Design Document required as there are no functional changes, just moving environemnts. (See SCR CA-226844 for details of the eCCP). **					
1) Copy the Amazon Connect Instance from contactcenter-production account to contactcenter-production-monterey					
2) Deploy the eCCP to contactcenter-production-monterey					
<b>Outreach Description:</b> Planning meetings with Monterey county for migration					
<b>Alternative Procedure Description:</b> N/A					
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>208</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	200	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	0
Security :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



## [CA-258664] DDID 2700 FDS CSC: Migrate Yuba County to new AWS account, and deploy eCCP

Team Responsible:	<b>Contact Center</b>	Assignee:	<b>Aaron VanSledright</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Jared Kuester</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>23.12.14</b>	Expedite Changes:	<b>Start Build</b>	Estimate:	<b>208</b>
Reporter:	<b>Nicole Kenny</b>	Regulation Reference:		Created:	<b>03/21/2023 02:28 PM</b>
Status:	<b>New</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>Yes</b>
Policy/Design	<b>Darcy Alexander</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS DD&amp;I</b>
Consortium Contact:		Committee:	<b>[IVR &amp; Contact Center]</b>	Funding Source ID:	<b>Contact Center</b>
Project Phase (SCR):	<b>Production</b>				
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>					
<b>Expedite Approval:</b>	Karen J. Rapponotti, 4/14/2023				
<b>Current Design:</b>	Yuba County Currently uses the Custom CCP and is on a Shared AWS Account				
<b>Request:</b>	Deploy C58 Amazon Connect instance to a dedicated AWS Account, and Deploy the eCCP				
<b>Recommendation:</b>	<p>** Yuba County Only, No Design Document required as there are no functional changes, just moving environemnts. (See SCR CA-226844 for details of the eCCP). **</p> <p>1) Copy the Amazon Connect Instance from contactcenter-production account to contactcenter-production-yuba</p> <p>2) Deploy the eCCP to contactcenter-production-yuba</p>				
<b>Outreach Description:</b>	Planning meetings with Yuba county for migration				
<b>Alternative Procedure Description:</b>	N/A				
<b>Operational Impact Estimate:</b>	<b>208</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	200	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				





## [CA-258263] Design - Upgrade CalSAWS application from JDK 11 to latest JDK version

Team Responsible:	<b>Tech Arch</b>	Assignee:	<b>Prashant Goel</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Sumeet Patil</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>23.11.xx</b>	Expedite Changes:	<b>Start Build</b>	Estimate:	<b>960</b>
Reporter:	<b>Sumeet Patil</b>	Regulation Reference:		Created:	<b>03/14/2023 08:22 AM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[Technology Impact]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Brian Rodgers [X]</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>Change Notice</b>
Project Phase (SCR):	<b>Design</b>	Committee:	<b>[Tech]</b>	Funding Source ID:	<b>CN25 - Technical Architecture</b>
Consortium Review Approval:		Approved by Committee:	<b>04/11/2023</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Approved by Grady H. on behalf of Laura C. on 04/11				
<b>Expedite Approval:</b>	Approved by Grady H. on behalf of Laura C. on 04/11				
<b>Current Design:</b>	CalSAWS application run time environment uses JAVA 11				
<b>Request:</b>	JAVA 21 LTS version will be available starting Sept 2023. Upgrade the CalSAWS applications to the latest JAVA version.				
<b>Recommendation:</b>	1. Finalize the supporting compatibility matrix for CalSAWS and Spring Boot applications, 2. Compile and deploy application with JAVA 17 version on OnE environment, 3. Build - Upgrade the OnE environment to JAVA 17 and supporting deployment pipeline				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	NA				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>960</b>				
Automated Test :	10	Batch/Interfaces :	50	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	120	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	460	Tech ForgeRock :	0	Tech Ops :	320
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-257402] Allow User to Drag the Virtual Assistant Icon on the Page

Team Responsible:	<b>Online</b>	Assignee:	<b>Praveenraj Mylvakanam</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Gerald Limbrick</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>541</b>
Reporter:	<b>Connie Buzbee</b>	Regulation Reference:		Created:	<b>02/28/2023 04:02 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[Other]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Dymas Pena</b>	Training Impacted:	<b>[CFP/WBT]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[Usability]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

### Non-Committee

#### Review:

Approved by Dymas Pena on 6/26/2023

#### Expedite Approval:

Approved by Karen Rapponotti on 07/18/2023. Email communication is attached.

#### Current Design:

The Virtual Assistant (VA) BOT was added to CalSAWS pages with CA-250886. The VA BOT Icon that displays on each page cannot be moved. When the user scrolls to the bottom of the page, the icon covers some buttons, depending on the specific CalSAWS page. This is interfering with the use of the Add, Save, Close, etc... buttons. The Icon is also appearing on screen prints. Counties would like this to not occur.

#### Request:

Provide the user with the ability to drag the icon to any location on the page to prevent the current interference of page function .  
Add logic to prevent the VA BOT Icon from showing on screen prints.

#### Recommendation:

- (See attached Design Doc. for Complete Recommendations)
1. Update the VA BOT Icon to the new image (see Description of Changes below)
  2. Make the icon draggable.
  3. When the icon is in focus, allow the icon to be moved with the arrow keys.
  4. Update The System so that the VA BOT Icon does not appear on CalSAWS screen prints.
- Note: This is related to the browser's print functionality (and not screen shots).

#### Outreach

#### Description:

N/A

#### Alternative

#### Procedure

#### Description:

Use the tab key to move the focus to the desired button.

#### Operational Impact:

#### Estimate:

**541**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	359	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :					
Security :	0	Special Project :	0	System Test Support :	132
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-256903] FC, KG, AAP Manual EDBC Copy Budget and Aid Code Information

Team Responsible:	<b>Eligibility</b>	Assignee:	<b>Pavithra Thimmadi</b>	SPG Status:	<b>Select a value</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Yale Yee</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>369</b>
Reporter:	<b>Paul Galloway</b>	Regulation Reference:		Created:	<b>02/17/2023 02:36 PM</b>
Status:	<b>Development Complete</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Ignacio Lazaro</b>	Training Impacted:	<b>[Job Aid]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Foster Care/Kin GAP/AAP]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>05/31/2023</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					

### Non-Committee

#### Review:

#### Expedite Approval:

#### Current Design:

When a worker creates a Manual EDBC, and enters all the required data and clicks Accept, the EDBC List page displays the message "Do you want to copy the EDBC(s)" (unless the Manual EDBC was created for the come-up month, or the Manual EDBC Reason is COVID-19).

Copying provides an option to replicate that one-month Manual EDBC forward for up to five additional months (but not beyond the come-up month). This saves some effort when creating multiple months of Manual EDBC's on a single case. The worker must still view, re-calculate, and accept each Manual EDBC copy before saving them all.

Some Manual EDBC information does not get copied to the EDBC copies created by this process and the worker must enter it before accepting and saving them all.

This includes:

on FC: Aid Code Info, Placement Type, Pay Code, Aid Payment.

on KG: Aid Code Info, Aid Payment, Authorized Amt. Per Rate Structure.

on AAP: Aid Code Info, Placement Type, Aid Payment, Authorized Amt. Per Rate Structure.

#### Request:

Update the Manual EDBC copy process to include additional information, if possible, on Manual EDBC's for FC, KG, and AAP.

#### Recommendation:

Update the Manual EDBC copy process to copy forward additional information if possible on Manual EDBC's for FC, KG, and AAP.

This should be possible with the Placement Type, and the Aid Payment section. It is probably not possible with the Aid Code Information section (since Aid Code dates must be entered) and the Pay Code for FC (since it cannot be entered until the Aid Code is set).

### Outreach

#### Description:

#### Alternative

#### Procedure

#### Description:

#### Operational Impact:

#### Estimate:

**369**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	238	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0

Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	96
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



## [CA-255969] Voice Bots Statewide Rollout: Welcome Bot, Authentication Bot and Push Notifications

Team Responsible:	<b>Bots</b>	Assignee:	<b>Nikhil Mathur</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Dheeraj Muralidara</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>23.11.30</b>	Expedite Changes:	<b>Start Build</b>	Estimate:	<b>320</b>
Reporter:	<b>Hazim Qudah</b>	Regulation Reference:		Created:	<b>02/01/2023 08:54 AM</b>
Status:	<b>Development Complete</b>	Impact Analysis:	<b>[Technology Impact]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Darcy Alexander</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>Change Notice</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[IVR &amp; Contact Center]</b>	Funding Source ID:	<b>Change Notice 25 - Voice Bots Project</b>
Consortium Review Approval:		Approved by Committee:	<b>04/17/2023</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					

### Non-Committee

#### Review:

**Expedite Approval:** Karen Rapponotti, 1/27/23

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

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

**Recommendation:**

- 1) Deploy the Authentication and Welcome bots.
  - a. For more information see the attached call flow (CA-255969 – Voice Bots enhancement)
2. Update Push Notification
  - a. Query the Live Tables instead of AGGR Tables
3. Update the Case Number utterance.
  - a. Update the Case Number utterance to allow alpha-numeric case numbers.
4. Enable automated daily bot reports

Note: Deployment of the Welcome and Authentication Bots and Push Notifications will be a phased approach. Each contact center county will have a separate SCR to deploy the bots into their custom call flow.

### Outreach

#### Description:

**Alternative Procedure** N/A

#### Description:

#### Operational Impact:

**Estimate:** **320**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	320
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0

---

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



## [CA-255762] Task Mgmt: Enhancements to Task Time Processing

Team Responsible:	<b>Online</b>	Assignee:	<b>Getnet Beyene</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Vallari Bathala</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>336</b>
Reporter:	<b>Vallari Bathala</b>	Regulation Reference:		Created:	<b>01/26/2023 05:00 PM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Sarah Rich</b>	Training Impacted:	<b>[Job Aid]</b>	Funding Source:	<b>Premise</b>
Consortium Contact:		Committee:	<b>[Task Management]</b>	Funding Source ID:	<b>County Data API Enhancements</b>
Project Phase (SCR):	<b>Production</b>	Approved by	<b>07/18/2023</b>	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

### Non-Committee

#### Review:

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

#### Current Design:

Task Management functionality within the CalSAWS System provides configuration and functionality that allows recording of actual time spent working a particular Task which was implemented via CA-253348. This enhancement implemented the groundwork and architecture for this functionality. The CalSAWS System includes a Task Settings page that allows individual counties to enable specific Task Management features.

#### Request:

1. Introduce additional configurable settings to allow automatic setting of Task Status and/or Task Time Recording based on certain actions.
2. Provide an aggregation of time spend by worker in the Task Time Record panel.
3. Update the Task Export template to include an attribute indicating time spent for a Task.

#### Recommendation:

1. Update the Task Settings page to include new Sub-Settings for the Task Time Record setting allowing counties to enable/disable the automatic setting of In-Process Task Status and/or a Task Time Record.
2. Update the Task Pop-Up: Task Detail page to provide time metrics aggregated at the Worker level.
3. Update the Task Export template to include an additional attribute to indicate time spent.

### Outreach

#### Description:

#### Alternative

None

#### Procedure

#### Description:

#### Operational Impact:

**Estimate:** **336**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	100
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	169	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :					
Security :	0	Special Project :	0	System Test Support :	67
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-255565] Post CalWIN Wave 5 Cutover Support for State Reports

Team Responsible:	<b>Reports</b>	Assignee:	<b>Thao Ta</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Thao Ta</b>	Change Type (SCR):	<b>System Operational Enhancement</b>
Minor Version:		Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>375</b>
Reporter:	<b>Claudia Pinto</b>	Regulation Reference:		Created:	<b>01/23/2023 04:00 PM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Claudia Pinto</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS DD&amp;I</b>
Project Phase (SCR):	<b>Migration</b>	Committee:	<b>[State/Fiscal Reports]</b>	Funding Source ID:	<b>DDID 1971</b>
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

### Non-Committee

<b>Review:</b>	
<b>Expedite Approval:</b>	Expedited Start Build and Production Deployment Approval is provided by Karen J. Rapponotti on 1/24/2023
<b>Current Design:</b>	This SCR is to provide post-migration support to CalWIN Wave 5 counties for state reports. Wave 5 counties will be live in CalSAWS on 09/04/2023.
<b>Request:</b>	Support Wave 5 counties with post-migration state reporting needs.
<b>Recommendation:</b>	Support Wave 5 counties with post-migration state reporting needs.

### Outreach

#### Description:

#### Alternative

#### Procedure

#### Description:

#### Operational Impact:

**Estimate:** **375**

N/A - This SCR is to provide additional support for Wave 5 on reports.

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	375	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				





## [CA-254215] Hyland Session Management

Team Responsible:	<b>Imaging</b>	Assignee:	<b>Christopher Vasquez</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Robyn Anderson</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>23.12.14</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>90</b>
Reporter:	<b>Christopher Vasquez</b>	Regulation Reference:		Created:	<b>12/21/2022 09:05 AM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[Imaging]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Rhiannon Chin</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[Imaging]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
<b>Non-Committee Review:</b>	Rhiannon Chin 1-9-22				
<b>Expedite Approval:</b>					
<b>Current Design:</b>	Update Session Timeouts, as it stands, user sessions are not able to be kept synchronized due to CalSAWS use of legacy OIDC standards. This results in separate sessions that will time out independently. Because of this, users need to log into the CalSAWS and Hyland applications multiple times throughout the day.				
<b>Request:</b>	This change will put in legacy support for the version of OIDC that the CalSAWS project leverages in the Hyland application to allow the exchange of session refresh tokens.				
<b>Recommendation:</b>	Hyland to put in legacy support for the version of OIDC that the CalSAWS project leverages.				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	None				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>90</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	90	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :					
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

## [CA-253637] DDID 2261 - Imaging CalWIN Retention Phase 2

Team Responsible:	<b>Imaging</b>	Assignee:	<b>Priyanka Kumari</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Howard Suksanti</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>139</b>
Reporter:	<b>Christopher Vasquez</b>	Regulation Reference:		Created:	<b>12/08/2022 03:05 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Rhiannon Chin</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS DD&amp;I</b>
Consortium Contact:		Committee:	<b>[Imaging]</b>	Funding Source ID:	<b>DDID 2261</b>
Project Phase (SCR):	<b>Migration</b>	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

**Non-Committee Review:** Rhiannon Chin 1/3/23

**Expedite Approval:**  
**Current Design:** CalWIN county shell case images migrated into CalSAWS may not align with full retention policy expectations. Shell cases may contain more than just Time Limit Documents.

**Request:** Apply CalSAWS Imaging Retention policy to migrated shell cases from waves 4, 5, and 6 CalWIN counties.

**Recommendation:** Run a modified Retention Policy Batch job targeted at converted shell cases from the CalWIN waves 4, 5, and 6.

Create a BPCR to update Image Retention Policy Batch job county property value to CalWIN waves 4, 5, and 6 counties.

Create a BSCR to schedule Image Retention Policy Batch job to run one time on the day that the SCR is implemented.

Note: Image Retention Policy Batch job is created as part of CA-253636.

### Outreach

#### Description:

#### Alternative Procedure

#### Description:

#### Operational Impact:

#### Estimate:

**139**

Automated Test :	0	Batch/Interfaces :	70	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	12	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	5	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	40
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



## [CA-253227] Turn on E2Lite interface for opt in CalWIN counties for CalWIN wave 2-4

- Resolved: 03/22/2023 08:48 AM

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Aman Anand [X]</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Howard Suksanti</b>	Change Type (SCR):	<b>County Operational Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>173</b>
Reporter:	<b>Howard Suksanti</b>	Regulation Reference:		Created:	<b>11/30/2022 01:15 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[Other]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Gingko Luna</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[Other]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Design</b>	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
<b>Non-Committee Review:</b>	Gingko Luna 4/20/2023				
<b>Expedite Approval:</b>					
<b>Current Design:</b>	CA-243960 creates the E2Lite Interface jobs for CalWIN Counties. This SCR will turn on the E2Lite batch jobs for opted in CalWIN counties.				
<b>Request:</b>	Perform partner integration testing and create a Batch Scheduling Change Request (BSCR) to turn on E2Lite batch jobs for following opted in CalWIN Counties: Contra Costa, Solano, Tulare, Ventura				
<b>Recommendation:</b>	Perform partner integration testing and Create a Batch Scheduling Change Request (BSCR) to turn on E2Lite batch jobs for following opted in CalWIN Counties: Contra Costa, Solano, Tulare, Ventura Note: Placer opted in as part of SCR#CA-248037				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	N/A.				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>173</b>				
Automated Test :	0	Batch/Interfaces :	127	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	28
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



## [CA-252846] CalSAWS - Upgrade application dependent libraries

Team Responsible:	<b>Tech Arch</b>	Assignee:	<b>Sirisha Katkuri</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Sumeet Patil</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>95</b>
Reporter:	<b>Sumeet Patil</b>	Regulation Reference:		Created:	<b>11/17/2022 11:27 AM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Brian Rodgers [X]</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[Tech]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by	<b>09/08/2023</b>	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

**Non-Committee Review:** Approved by Grady H. on behalf of Laura C. on 9/8

**Expedite Approval:** Approved by Grady H. on behalf of Laura C. on 9/8

**Current Design:** CalSAWS bundles the following libraries -  
 1. commons-digester  
 2. javaee-api (javaee 6 to javaee-7)  
 3. jcert  
 4. xtools

**Request:** Upgrade libraries to their latest versions

**Recommendation:**

1. Upgrade the libraries to the latest versions  
 The libraries update impact the Core CalSAWS application and Batch.
2. Conduct the following Assembly Tests activities:
  - Manual regression testing of the application on high frequency web-pages.
  - Validate few core batch jobs.
3. Conduct the following System Tests activities:
  - 3.a - Weekly Automated Test Regression Suite runs against the 23.11 System Test code builds. Note: hours to support this task are covered under regular 23.11 baseline release activities.
  - 3.b - Manual regression testing of the application. This will inherently be conducted as part of SCR and defect testing in the 23.11 release cycle. Therefore, no additional hours have been added to support this test.
4. Conduct Batch Regression Test on all batch jobs and perform Partner Integration testing.

### Outreach

#### Description:

#### Alternative Procedure

NA

#### Description:

#### Operational Impact:

**Estimate:** 95

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	30
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :					
Security :	0	Special Project :	0	System Test Support :	5

---

Tech Arch :	60	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-252048] Add E-Sign Functionality to LA County Additional CalSAWS Forms

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Meghana Chander</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Lalitha Valamathi</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>326</b>
Reporter:	<b>Maria Arceo</b>	Regulation Reference:		Created:	<b>10/31/2022 12:53 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[Forms/NOA Translations]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Maria Arceo</b>	Training Impacted:	<b>[Online Help]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Other]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	7/27/2023 Region 6 Approved.				
<b>Expedite Approval:</b>	Approved by Karen J. Rapponotti on 08/08/2023				
<b>Current Design:</b>	Not all needed LA county Forms have E-Signature Functionality				
<b>Request:</b>	<ol style="list-style-type: none"> <li>1. Add E-Sign. Functionality to the requested LA Forms.</li> <li>2. Make the non-state form CSF 100 visible for L.A. County.</li> </ol>				
<b>Recommendation:</b>	<ol style="list-style-type: none"> <li>1. Add E-Sign. Functionality to the following GR Forms: <ol style="list-style-type: none"> <li>a. ABP 1676-2</li> <li>b. ABP 1676-4</li> <li>c. CW 86 - LA</li> <li>d. GN 6006A</li> <li>e. GN 6006B</li> <li>f. GN 6006C</li> <li>g. GN 6006D</li> <li>h. GN 6135</li> <li>i. GN 6137</li> <li>j. GN 6137A</li> <li>k. GN 6137B</li> <li>l. GN 6372</li> <li>m. GR 21</li> <li>n. GR 6</li> <li>o. PA 146</li> <li>p. PA 167</li> <li>q. PA 1815</li> <li>r. PA 1913</li> <li>s. PA 2124 (07/16)</li> <li>t. PA 6011 (05/18)</li> <li>u. PA 6012 (05/22)</li> <li>v. PA 6056 (04/18)</li> <li>w. PA 908</li> <li>x. REP 3</li> </ol> </li> <li>2. Make CSF 100 visible for LA county</li> </ol>				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	N/A				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>326</b>				

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	186	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	109
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-252015] Upgrade CalSAWS auxiliary Aurora MySQL databases to version 8

Team Responsible:	DBA	Assignee:	Stanley Chukwuocha	SPG Status:	N/A
Fix Version/s:	[23.11]	Designer Contact:	DineshKumar Devarapalli	Change Type (SCR):	System Operational Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	2040
Reporter:	Sauvik Basu	Regulation Reference:		Created:	10/29/2022 07:42 AM
Status:	Approved	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Laura Chavez	Training Impacted:	[N/A]	Funding Source:	Change Notice
Project Phase (SCR):	Production	Committee:	[Tech]	Funding Source ID:	CN25 - Technical Architecture
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Approved by Laura Chavez on 2/1/2023.				
<b>Expedite Approval:</b>					
<b>Current Design:</b>	The Aurora MySQL database version used for CalSAWS auxiliary databases is version 5.7.				
<b>Request:</b>	Amazon Aurora MySQL-Compatible Edition now supports MySQL major version 8.0. MySQL 8.0 includes improved performance functionality from enhancements such as instant DDL to speed up the overall process of creating and loading a table and its associated indexes and SKIP LOCKED and NOWAIT options to avoid waiting for other transactions to release row locks. MySQL 8.0 adds developer productivity features such as window functions to more easily solve query problems and common table expressions to enable use of named temporary result sets. It also includes JSON functionality additions, new security capabilities, and more. MySQL 8.0 on Aurora MySQL-Compatible Edition supports popular Aurora features including Global Database, RDS Proxy, Performance Insights, and Parallel Query.				
<b>Recommendation:</b>	<p>***No impact to end user***</p> <ol style="list-style-type: none"> <li>1. Upgrade CalSAWS auxiliary Aurora MySQL databases to version 8.</li> <li>2. Test products and application functionality is not impacted across all functional areas as a result of the upgrade.</li> <li>3. Execute online and batch performance tests with the version 8 release to confirm that performance complies with current SLA standards.</li> <li>4. Remediate any functional or performance issues falling out of the version 8 upgrade.</li> </ol>				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	None.				
<b>Operational Impact:</b>					
<b>Estimate:</b>	2040				
Automated Test :	0	Batch/Interfaces :	40	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	480	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	100	Pod :	0
Release Communication Support :	0	Reports :	1050	Reports Test :	0



---

Security :	0	Special Project :	0	System Test Support :	350
Tech Arch :	20	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-251565] One-time Batches to Transition Adults (ages 26-49) from Restricted to Full Scope Medi-Cal

Team Responsible:	<b>CalHEERS</b>	Assignee:	<b>Dylan Patel</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Sireesha Kommajosyula</b>	Change Type (SCR):	<b>New Policy</b>
Minor Version:	<b>23.11.21</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>458</b>
Reporter:	<b>Renee Gustafson</b>	Regulation Reference:	<b>ACWDL 23-08</b>	Created:	<b>10/19/2022 09:57 AM</b>
Status:	<b>Approved</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>Yes</b>
Policy/Design	<b>Nina Butler</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>Premise</b>
Consortium Contact:		Committee:	<b>[Medi-Cal/CMSP]</b>	Funding Source ID:	<b>Adult Full Scope Expansion</b>
Project Phase (SCR):	<b>Production</b>	Approved by Committee:	<b>07/03/2023</b>	Other Agency Cross Reference:	<b>CH-210202</b>
Consortium Review Approval:					
Consortium Review Approval Date:					

### Non-Committee

#### Review:

#### Expedite Approval:

#### Current Design:

In CalHEERS Release 23.9 and in CalSAWS Release 23.09, CalHEERS and CalSAWS were updated to grant full scope Medi-Cal for individuals 26 thru 49 years old, inclusive, regardless of satisfactory citizenship or immigration status if they meet all other eligibility criteria for the benefit month starting January 2024 with CA-251562 and CalHEERS Change Request CH-210202. This population is referred to as "Adult Expansion".

CalSAWS has individuals who are 26 thru 49 years old, inclusive, still receiving restricted scope Medi-Cal who should be transitioned to full scope Medi-Cal.

CalSAWS Batch EDBC functionality allows Batch EDBC to automatically add a standard Journal entry to cases processed by Batch EDBC with:

Journal Category: Eligibility

Journal Type: Batch EDBC

Short Description: Batch EDBC ran for [MONTH/YEAR].

Long Description: Batch EDBC ran for [MONTH/YEAR]. Batch EDBC processed for the Medi-Cal program for the following reasons: <Batch EDBC Sweep Code Short Description>

There is no Batch EDBC Sweep Code for Adult Expansion one-time transition batch processing, so CalSAWS will automatically create the journal entry with a missing reason in the Long Description.

#### Request:

1. Automate the transition of individuals who are 26 thru 49 years old, inclusive, currently receiving restricted scope Medi-Cal to full scope Medi-Cal based on the transition Aid Code Crosswalk provided by DHCS.
2. Add a Batch EDBC Sweep Code so the auto-journal Long Description will display the reason: "Adult Expansion".
3. Provide one-time County lists for County Eligibility Workers to follow-up on any individuals who remain in restricted scope Medi-Cal or are discontinued from Medi-Cal after the one-time transition batch processing is complete.
4. Generate one-time list to provide county with the statistics.

#### Recommendation:

1. Initiate a one-time process to send Eligibility Determination Requests (EDRs) to CalHEERS and run Batch EDBC for identified individuals who are 26 thru 49 years of age, inclusive and receiving restricted scope Medi-Cal to transition to full scope Medi-Cal.
2. Add a Batch EDBC Sweep Code to display the Journal Long Description reason: "Adult Expansion one-time transition batch".
3. Generate one-time County lists to aid the counties to complete the transition of Adult Expansion to full scope Medi-Cal after Batch EDBC completes.
4. Generate one-time list to provide county with the statistics.

#### Outreach

#### Description:

List will be posted at following locations:

CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-251565

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

This is a one-time process.

**458**

Automated Test :	0	Batch/Interfaces :	23	Batch Operations :	57
BenefitsCal :	0	Bots :	0	CalHEERS :	165
CalHEERS Test :	83	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	55
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	16	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

## [CA-251400] Expungements of Future Month benefits

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Anusha Gangishetty</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Bhumika Sharma</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>112</b>
Reporter:	<b>Claudia Pinto</b>	Regulation Reference:		Created:	<b>10/14/2022 07:23 AM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Claudia Pinto</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[Fiscal]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by	<b>05/08/2023</b>	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

### Non-Committee

#### Review:

#### Expedite Approval:

#### Current Design:

SCR CA- CA-244864 added functionalities to Expunge CalFresh Benefits when all household members on a CalFresh case are deceased. This could result in Expungements of benefits that are not yet available on the EBT account. For example, CalFresh monthly benefit for 10/22 was issued on 9/23/2022 with available date as 10/10/2022. The case was discontinued on 9/24/2022 due to the customer was deceased. Then the monthly benefit was expunged and claimed on 9/28/2022 which is incorrect since these benefits were not yet available in the customer's account. Rather than expunge, this benefit should be cancelled.

#### Request:

Update the Expungement Claiming Batch Module to to update the Transaction Date using the below logic when the EBT account is expunged due to household deceased and the benefits are not yet available on the EBT account.

1. If the expungement is for a monthly benefit issuance and the expungement stat date is before the benefit month, then the transaction date is set to the benefit month.
2. If the expungement stat date is before the available date, then update transaction date as the available date of the issuance.

#### Recommendation:

Update the Expungement Claiming Batch Module to update the Transaction Date using the below logic:

1. If the expungement is for a monthly benefit issuance and the expungement stat date is before the benefit month, then the transaction date is set to the benefit month.
2. If the expungement stat date is before the available date, then update transaction date as the available date of the issuance.

Note: In order to reactivate EBT accounts on cases that are erroneously marked Deceased, users must reactivate on EbtEDGE. Once reactivated, EDBC can be rerun to issue Cash expungements. In order to issue the expunged CalFresh benefits, users must run Manual EDBC. SCR CA-261316 will add automated functionality to reactivate.

### Outreach

#### Description:

#### Alternative

#### Procedure

#### Description:

#### Operational Impact:

#### Estimate:

N/A

**112**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	73	Forms Test :	0

Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	29
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-250589] Remove PII from Emails triggered thru Online pages

Team Responsible:	<b>Online</b>	Assignee:	<b>Jalagari Paul</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Farhat Ulain</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>111</b>
Reporter:	<b>Gerald Limbrick</b>	Regulation Reference:		Created:	<b>09/26/2022 05:54 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>Yes</b>
Policy/Design	<b>Dymas Pena</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[Usability]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

### Non-Committee

#### Review:

Approved by Dymas Pena 05/09/2023

#### Expedite Approval:

Approved by Karen Rapponotti on 07/18/2023. Email communication is attached.

#### Current Design:

Some emails sent to customers or workers, triggered thru Online pages of CalSAWS, contain PII (Personally Identifiable Information)

#### Request:

Update emails sent to the customers or workers, triggered thru Online pages of CalSAWS, removing any PII (Personally Identifiable Information)

#### Recommendation:

1. Remove PII from the email body that is triggered through Customer Appointment Detail page and sent to the worker.

Current Email Body:

Organizer: Irsapplication@dpss.lacounty.gov

Subject: <Appointment Category></Appointment Type (if any)>

Time: <Date and Time of the Appointment>

Location: <Location field as entered in the Customer Appointment Detail page>

Body:

When: <Month Day, Year> <Start Time AM/PM – End Time AM/PM>

(UTC-08:00) Pacific Time (US & Canada)

Where: <Location field as entered in the Customer Appointment Detail page>

\*~\*~\*~\*~\*~\*~\*~\*~\*

A customer appointment has been created for you within CalSAWS.

Case Number: <Case Number>

Customer(s):

<Customer Name>: <Phone Numbers (if applicable)>

Comments:

<Comments as entered in the 'Appointment Letter Comments' box on the Customer Appointment Detail page.>

Updated Email Body:

Organizer: Irsapplication@dpss.lacounty.gov

Subject: <Appointment Category></Appointment Type (if any)>

Time: <Date and Time of the Appointment>

Location: <Location field as entered in the Customer Appointment Detail page>

Body:

When: <Month Day, Year> <Start Time AM/PM – End Time AM/PM>

(UTC-08:00) Pacific Time (US & Canada)

Where: <Location field as entered in the Customer Appointment Detail page>

\*~\*~\*~\*~\*~\*~\*~\*~\*

A customer appointment has been created for you within CalSAWS.

Case Number: <Case Number>

Comments:  
<Comments as entered in the 'Appointment Letter Comments' box on the Customer Appointment Detail page.>

Note: PII will be removed from the Rescheduling and Cancellation emails as well.

2. Remove PII from the email body that is triggered through Reception Log List and Reception Log Detail page and sent to the worker.

Current Email Body:

Time: <Time of the Appointment.>

Body: <Purpose of the Appointment as selected in the 'Purpose' dropdown in the Reception Log Detail page>, for <Number Assigned>, <Case Number>, <Person's Name> is waiting.

Updated Email Body:

Time: <Time of the Appointment.>

Body: <Purpose of the Appointment as selected in the 'Purpose' dropdown in the Reception Log Detail page>, for <Number Assigned>, <Case Number>, is waiting.

Note: There will be no changes in the online pages and the functionality.

## Outreach

### Description:

### Alternative

### Procedure

### Description:

### Operational Impact:

### Estimate:

N/A

111

training materials & release notes

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	76	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	25
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-250378] Employment: Added or Updated by EW Automated Action Updates

Team Responsible:	Online	Assignee:	Brian Fohl	SPG Status:	Approved
Fix Version/s:	[23.11]	Designer Contact:	Vallari Bathala	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	77
Reporter:	Sarah Rich	Regulation Reference:		Created:	09/19/2022 05:02 PM
Status:	In Assembly Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Sarah Rich	Training Impacted:		Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Task Management]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

**Non-Committee** Sarah Rich

**Review:**

**Expedite Approval:** Approved on 08/17/2023 by Karen Rapponotti

**Current Design:** The "Employment: Added or Updated by EW" Automated Action is invoked when a Worker who is NOT associated to a "WTW Office", "GROW Office" or "REP Office" Type Office updates Employment information. When the Automated Action is invoked, processing first looks for a WTW or REP program worker on the case. If there is one, it will assign the Task to that worker. If there isn't one, it will check the case for a GROW program worker. If there is one, it will assign to that worker. The Task is associated to the highest priority program. The result is that these Tasks can be associated to a CalWORKs program while assigned to an Employment Services worker.

**Request:** Update the "Employment: Added or Updated by EW" Automated Action to associate the Task to the employment services program as determined by the worker determination hierarchy.

**Recommendation:**

1. Update the Programs attribute on the Automated Action List page and Automated Action Detail page, for the 'Employment: Added or Updated by EW' Automated Action to be "WT, RE, GW, GE"
2. Update the Automated Action logic to also evaluate for the "GA/GR Employment Services" program and associate the Task to the program identified by the task assignment logic.

**Outreach**

**Description:**

**Alternative**

**Procedure**

**Description:**

**Operational Impact:**

**Estimate:** 77

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	50	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :					
Security :	0	Special Project :	0	System Test Support :	19
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				





## [CA-249570] Automated Action for Medi-Cal Individuals Active in Child Welfare Services Programs

Team Responsible:	<b>Online</b>	Assignee:	<b>Leah Weston</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Vallari Bathala</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>241</b>
Reporter:	<b>Renee Gustafson</b>	Regulation Reference:		Created:	<b>08/24/2022 01:45 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Elisa Miller</b>	Training Impacted:	<b>[Job Aid]</b>	Funding Source:	<b>Premise</b>
Consortium Contact:		Committee:	<b>[Foster Care/Kin GAP/AAP, Medi-Cal/ CMSP]</b>	Funding Source ID:	<b>CalHEERS</b>
Project Phase (SCR):	<b>Production</b>	Approved by	<b>07/18/2023</b>	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

### Non-Committee

#### Review:

#### Expedite Approval:

#### Current Design:

There is no Automated Action to create a Task informing workers to review/close Medi-Cal for an individual who has moved into a CWS program: Foster Care(FC), Kin-GAP(KG), or Adoption Assistance(AAP). CWS programs include cash-based Medi-Cal.

When an individual is active on a Medi-Cal program in one case, then moved to a CWS program on another case, CalSAWS does not automatically create a Task to discontinue the individual's Medi-Cal eligibility, so the individual receives duplicate Medi-Cal.

#### Request:

1. Create a "Create Task" Automated Action that is triggered for worker review of Medi-Cal for individuals who are also Active members on a CWS program in another case for 30 days or more.

#### Recommendation:

1. Implement an Automated Action to be invoked when an active Medi-Cal individual is Active on a CWS program on another case for 30 days or more.
2. Implement a new Batch process to run daily and invoke the "Medi-Cal Person: Active on Child Welfare Services Program" Automated Action.

### Outreach

#### Description:

#### Alternative

#### Procedure

#### Description:

#### Operational Impact:

#### Estimate:

N/A

**241**

Automated Test :	0	Batch/Interfaces :	138	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	68	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	35	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	0
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				

---

Virtual Assistant :	0
---------------------	---



## [CA-249562] MEDS: Correct FBU on MEDS transactions for CalFresh program

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Sri Muruganantham</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Yuga Teja</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>369</b>
Reporter:	<b>Tina Tran</b>	Regulation Reference:		Created:	<b>08/24/2022 11:56 AM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[Customer Impact]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Tina Tran</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[MEDS]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

**Non-Committee Review:** approved By Tina on 07/24/2023

**Expedite Approval:** Michele Peterson - 8/15/23

**Current Design:** Currently, when CalFresh is approved on the case with multiple blocks of the same CalFresh program (e.g., CalFresh and Legacy Transitional CalFresh) for the same participant, MEDS transactions FX20 and FX60 will send incorrect FBU value to MEDS.

**Request:** Update the MEDS Outbound interface writer to send correct FBU value to MEDS

**Recommendation:** Send correct FBU on MEDS transactions to MEDS

**Outreach Description:**

**Alternative Procedure Description:** address the meds alert recived

**Operational Impact:**

**Estimate:** **369**

Automated Test :	0	Batch/Interfaces :	264	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	80
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



## [CA-249268] DDID 2700 FDS CSC: Migrate Humboldt County to new AWS account, and deploy eCCP

Team Responsible:	<b>Contact Center</b>	Assignee:	<b>Aaron VanSledright</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Jared Kuester</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>23.12.14</b>	Expedite Changes:	<b>Start Build</b>	Estimate:	<b>208</b>
Reporter:	<b>Jared Kuester</b>	Regulation Reference:		Created:	<b>08/18/2022 01:07 PM</b>
Status:	<b>New</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>Yes</b>
Policy/Design Consortium Contact:	<b>Darcy Alexander</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS DD&amp;I</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[IVR &amp; Contact Center]</b>	Funding Source ID:	<b>Contact Center</b>
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

### Non-Committee

#### Review:

**Expedite Approval:** Karen J. Rapponotti, 4/14/2023

**Current Design:** Humboldt County Currently uses the Custom CCP and is on a Shared AWS Account

**Request:** Deploy C12 Amazon Connect instance to a dedicated AWS Account, and Deploy the eCCP

**Recommendation:** \*\* Humboldt County Only, No Design Document required as there are no functional changes, just moving environemnts. (See SCR CA-226844 for details of the eCCP). \*\*

1) Copy the Amazon Connect Instance from contactcenter-production account to contactcenter-production-humboldt

2) Deploy the eCCP to contactcenter-production-humboldt

### Outreach

#### Description:

Planning meetings with Humboldt county for migration

#### Alternative

N/A

#### Procedure

#### Description:

#### Operational Impact:

**Estimate:** **208**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	200	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-248219] Populate Contact Information on the GAGR NA Back 9

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Karuna Ganeri</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Sumanth Vydana</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>142</b>
Reporter:	<b>Caroline Bui</b>	Regulation Reference:		Created:	<b>07/26/2022 11:16 AM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[Forms/NOA Translations]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Adelaide Mendoza</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[GA/GR]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>08/08/2023</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					

### Non-Committee

<b>Review:</b>	
<b>Expedite Approval:</b>	
<b>Current Design:</b>	The GAGR NA BACK 9 does not populate the county's contact information in the 'To Ask for a Hearing' section.
<b>Request:</b>	Modify the system to populate the county's contact information in the 'To Ask for a Hearing' section ('Send or take this page to' and 'To Get Help')
<b>Recommendation:</b>	Modify the system to populate the county's contact information in the 'To Ask for a Hearing' section ('Send or take this page to' and 'To Get Help')

### Outreach

<b>Description:</b>	
<b>Alternative Procedure Description:</b>	Modify the system to populate the county's contact information in the 'To Ask for a Hearing' section ('Send or take this page to' and 'To Get Help')

### Operational Impact:

<b>Estimate:</b>	<b>142</b>		
Automated Test :	0	Batch/Interfaces :	0
BenefitsCal :	0	Bots :	0
CalHEERS Test :	0	Client Correspondence :	84
Conversion :	0	DBA :	0
Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0
Release Communication Support :	0	Reports :	0
Security :	0	Special Project :	0
Tech Arch :	0	Tech ForgeRock :	0
Tech Support :	0	Training :	0
Virtual Assistant :	0		
		Batch Operations :	0
		CalHEERS :	0
		Contact Center :	0
		Design :	0
		Forms Test :	0
		Network :	0
		Pod :	0
		Reports Test :	0
		System Test Support :	34
		Tech Ops :	0
		Translation :	0

## [CA-246630] Issue CW 2103 Reminder for Teens Turning 18

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Kamal ShakerJ</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Nithin Bairlingal Halesh</b>	Change Type (SCR):	<b>Policy Re-Design</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>85</b>
Reporter:	<b>Sarah Rich</b>	Regulation Reference:	<b>ALL COUNTY INFORMATION NOTICE NO. I-71-02</b>	Created:	<b>06/13/2022 05:00 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[Other]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Sarah Rich</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[CalWORKs/ CalFresh]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:**

**Expedite Approval:** Approved by Karen J. Rapponotti on 8/30/2023

**Current Design:** The CW 2103 must be sent to the household of aided teens 60 days before the teen turns 18. The CW 2103 is automatically sent via batch for LA County (PB19R403). The CW 2103 is not being sent for other CalSAWS counties.

**Request:** 1. Enable Batch Generation of the CW 2103 for all counties.

**Recommendation:** 1. Update the CW 2103 Batch Job to enable batch generation of the CW 2103 for all counties.  
2. Remove the 'LA' County reference in the CW 2103 (English) Form Number; located in the form footer section

**Outreach Description:**

**Alternative Procedure Description:** NA

**Operational Impact:**

**Estimate:** **85**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	55	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	22
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-245578] Secrets Manager Implementation

Team Responsible:	<b>Tech Forge Rock</b>	Assignee:	<b>Brian Taylor</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Brian Taylor</b>	Change Type (SCR):	<b>System Operational Enhancement</b>
Minor Version:	<b>23.12.01</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>200</b>
Reporter:	<b>Nicole Cunningham</b>	Regulation Reference:		Created:	<b>05/16/2022 05:36 PM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[Security]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Haikaz (Mike)</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;O</b>
Consortium Contact:	<b>Tombakian</b>	Committee:	<b>[Tech]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Design</b>	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

**Non-Committee Review:** Approved by Haikaz Tombakian on 5/16/2022

**Expedite Approval:**

**Current Design:** Static passwords being used for the FR super admin accounts

**Request:** Implement secrets manager to rotate the passwords using the API calls in the forgerock code to retrieve the passwords from aws secret manager

**Recommendation:** use secret manager to mask the static passwords in the code

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** 200

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	0
Security :	0	Tech ForgeRock :	200	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



## [CA-242611] Update CalWIN County Foster Care Clothing Allowance rates

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Asha Bhavanam</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Jimmy Tu</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>218</b>
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:		Created:	<b>03/16/2022 12:14 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Sheryl E. Eppler</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[Fiscal]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
<b>Non-Committee Review:</b>	Sheryl Eppler - Approved - 07/06/2023				
<b>Expedite Approval:</b>	Karen Rapponotti - Approved - 07/06/2023				
<b>Current Design:</b>	Currently, CalWIN Counties that have opted into the Annual Foster Care Clothing Allowance Batch (PBXXF103) do not have issuance amounts saved in the system.				
<b>Request:</b>	1. Update the Foster Care Clothing Allowance Batch (PBXXF103) to include clothing allowance rates for CalWIN Counties.				
<b>Recommendation:</b>	1. Update the Foster Care Clothing Allowance Batch (PBXXF103) to include clothing allowance rates for CalWIN Counties. 2. Update Code Detail Table Category 943 to include the Foster Care Clothing Allowance rates.				
<b>Outreach Description:</b>	N/A				
<b>Alternative Procedure Description:</b>	N/A				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>218</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	133	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	65
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				





## [CA-242532] Update CW EDBC to Add WTW Work Registration Record After REP

Team Responsible:	<b>Eligibility</b>	Assignee:	<b>Neethu Joy</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Thomas Lazio</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>491</b>
Reporter:	<b>Jason M. Francis</b>	Regulation Reference:		Created:	<b>03/15/2022 12:08 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Gingko Luna</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[Welfare to Work/ WPR]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by	<b>02/09/2023</b>	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

### Non-Committee

#### Review:

#### Expedite Approval:

#### Current Design:

When a REP program is deregistered and the work eligible CW participant no longer qualifies for REP since they immigrated more than 5 years ago, the EDBC auto tests into the WTW program since REP is closed and ineligible. The CW participant still has a high dated mandatory REP work registration record which CalSAWS treats the same for both WTW and REP in that an existing record already exists so do not create a new one. The mandatory REP work registration record remains open (high dated) and the WTW program is automatically generated for that CW participant without a mandatory WTW Work Registration record being created.

Also, when the EDBC auto tests into the WTW on an RCA program in a non-LA county, it generates a mandatory REP work registration record instead of a mandatory WTW work registration.

#### Request:

1. When EDBC auto generates a 'WTW' program for a work eligible CW participant with a high-dated 'REP' work registration record on a 'Deregistered' REP program, a new 'WTW' work registration record should be created, and the previous 'REP' work registration should be 'end dated'. This would be for LA County only.
2. When EDBC auto generates a 'WTW' program for a work eligible RCA participant in a non-LA county, a new 'WTW' work registration record should be created.

#### Recommendation:

1. Update the CW EDBC auto generate work registration logic to 'end date' the previous work registration record for the 'Deregistered' REP program and create a new 'Mandatory' work registration for the WTW program that is auto created.
2. Update RCA EDBC auto generate work registration logic to discontinue creating a new mandatory 'REP' work registration record and create a new mandatory 'WTW' work registration record for the WTW program that is auto created for an RCA program in a non-LA county.

### Outreach

#### Description:

#### Alternative

#### Procedure

#### Description:

#### Operational Impact:

#### Estimate:

**491**

Manually create a Work Registration record for the appropriate program type.

Automated Test :	36	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	264	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0

Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	151
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



## [CA-242372] Update Imaging Report Date fields

Team Responsible:	<b>Reports</b>	Assignee:	<b>Aruna Guduru</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Susanna Martinez</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>23.12.14</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>269</b>
Reporter:	<b>Christopher Vasquez</b>	Regulation Reference:		Created:	<b>03/11/2022 04:59 PM</b>
Status:	<b>System Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Dennis Kong</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[Management Reports]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by	<b>08/01/2023</b>	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

### Non-Committee

#### Review:

#### Expedite Approval:

#### Current Design:

The Imaging - Document Capture report displays the number of staff documents captured by type and external documents captured by location for the date range specified. The Run Date field displays.

The reporting data is based on the latest data transfer CSV file provided by Hyland. This transfer is currently set to be run nightly, thus the current day's reporting data for Imaging reports is as of the previous day.

#### Request:

Since the the file is based on the previous days data and isn't processed by the report until the following day the 'Run Date' and 'Data as Of' fields are causing confusion for workers and make it appear that the report is missing one day's worth of data.

Update the 'Data as of' and 'Run Date' fields to better reflect the file processing date versus report generation date versus the date for the data population selected/displayed.

#### Recommendation:

1. Update the 'Data as of' and 'Run Date' fields in the report to better reflect the file processing date versus the report generation date versus the date for the data population selected/displayed.
2. Update the 'Office Number' column in the 'Staff Documents Captured' and 'External Documents Captured' sheets to be left aligned.
3. Rename the 'Begin Month' parameter to 'Document Capture Month'
4. Rename the 'Begin Date' parameter to 'Document Capture Date'
5. Rename the 'Begin Date' field on the 'External Documents Captured' sheet to 'Document Capture Date'
6. Update the 'Document Capture Date' field on the 'External Documents Captured' sheet to display the earliest 'Document Capture Date' chosen on the 'Report Filters' sheet.

### Outreach

#### Description:

#### Alternative

#### Procedure

#### Description:

#### Operational Impact:

#### Estimate:

N/A

**269**

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

Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	170	Reports Test :	0
Support :		Special Project :	0	System Test Support :	64
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



## [CA-242305] Update Receipt Search page to no longer restrict to Office ID

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Jyoti Jain</b>	SPG Status:	<b>Select a value</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Jyoti Jain</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>776</b>
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:		Created:	<b>03/10/2022 12:37 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Sheryl E. Eppler</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[Collections]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

### Non-Committee

#### Review:

#### Expedite Approval:

#### Current Design:

The search query joins the receipt's office id to the office of the logged in user. The search results will not return any results for the user if they are not logged into the office.

#### Request:

Update the Receipt Search page to no longer restrict results based on Office ID.

#### Recommendation:

Update the Receipt Search page to no longer restrict results based on Office ID.

#### Outreach

N/A

#### Description:

#### Alternative

N/A

#### Procedure

#### Description:

#### Operational Impact:

#### Estimate:

**776**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	455	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	180
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



## [CA-241864] ACWDL 04-14 Update the MC 359R

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Indira Ramasamy</b>	SPG Status:	<b>Pending</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Nithya Chereddy</b>	Change Type (SCR):	<b>Policy Re-Design</b>
Minor Version:		Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>279</b>
Reporter:	<b>Tiffany Huckaby</b>	Regulation Reference:	<b>ACWDL 04-14</b>	Created:	<b>03/01/2022 06:03 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Virginia C. Bernal</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Medi-Cal Correspondence]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>08/22/2023</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>					
<b>Expedite Approval:</b> Approved by Karen J. Rapponotti on 08/30/2023					
<b>Current Design:</b> CalSAWS generates a MC 359R via EDBC. The current State version has additional verbiage that is missing from the CalSAWS version.					
<b>Request:</b> When an ICT is approved by the receiving county, an approval NOA is generating. The MC 359R should generate instead.					
Update the MC 359R to match the State version.					
<b>Recommendation:</b> Generate a NOA based on the MC 359R for all Medi-Cal programs (MAGI and Non-MAGI) when an ICT is approved by the receiving county.					
Suppress the existing approval NOAs from generating when the approval is from ICT.					
See attached CER CA-242292 for additional information.					
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>					
<b>Operational Impact:</b>					
<b>Estimate:</b> <b>279</b>					
Automated Test :	24	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	60	Client Correspondence :	146	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0

---

Virtual Assistant :	0
---------------------	---



## [CA-237881] Update Meets ESAP Criteria Indicator

Team Responsible:	<b>Eligibility</b>	Assignee:	<b>Kalidindi Sree</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Yale Yee</b>	Change Type (SCR):	<b>Policy Re-Design</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>347</b>
Reporter:	<b>Caroline Bui</b>	Regulation Reference:	<b>ACL 20-145, 20-146</b>	Created:	<b>12/08/2021 10:07 AM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Caroline Bui</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[CalWORKs/ CalFresh]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by	<b>05/11/2023</b>	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

### Non-Committee

#### Review:

#### Expedite Approval:

#### Current Design:

The CalFresh (CF) EDBC determines the ESAP indicator for every EDBC run, effective October 2017 or later. The user has the ability to override the system's ESAP determination. The ESAP determination is visible in the EDBC results and on the Case Summary page for the CalFresh program.

Per CRPC 2242, CDSS stated that the ESAP status can only be conferred at new application or recertification. If the CalFresh household is removed from ESAP, the county will have to wait until the household's recertification (or a re-application for benefits) to confer ESAP once again. The waiver from FNS specifically states that "If the State becomes aware that a regular SNAP household is eligible for the ESAP at recertification, including households that were former ESAP participants removed from the demonstration project due to changes in circumstances, the State must add these households to the demonstration project and inform the households of their new status, reporting procedures, and responsibilities." This provision means that the county may not automatically re-confer ESAP eligibility.

#### Request:

If the ESAP indicator has been set to 'No', the ESAP indicator will not be set to 'Yes' mid-period.

#### Recommendation:

1. Update CF EDBC to no longer allow the ESAP indicator to change from 'No' to 'Yes' mid-period.

Please refer to the design document for further details.

### Outreach

#### Description:

#### Alternative

#### Procedure

#### Description:

#### Operational Impact:

#### Estimate:

**347**

Automated Test :	31	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	178	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	103
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0				



---

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



## [CA-235210] Homeless Temp AU Size Based on CalWORKs AU Size

Team Responsible:	<b>Eligibility</b>	Assignee:	<b>Abhishek Kumar</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Yale Yee</b>	Change Type (SCR):	<b>Policy Re-Design</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>439</b>
Reporter:	<b>Paul Galloway</b>	Regulation Reference:	<b>MPP 44-211.521(a), MPP 44-211.521(b), MPP 40-129.214(a)</b>	Created:	<b>10/15/2021 02:11 PM</b>
Status:	<b>Development Complete</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>Yes</b>
Policy/Design Consortium Contact:	<b>Sarah Rich</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[CalWORKs/ CalFresh]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>05/23/2023</b>	Other Agency Cross Reference:	<b>CA-235171</b>
Consortium Review Approval Date:					

### Non-Committee

**Review:**  
**Expedite Approval:**  
**Current Design:** Currently CalSAWS determines the AU size of HT independently and does not calculate the AU size based on CW.

**Request:** The HT AU size calculation need to be determined based on the CW AU Size and not by participants who are applying HT program.

- (a) In determining an apparently eligible AU, do not include a person who is:
- (1) A non-citizen applicant who does not provide verification of their eligible non-citizen status; or
  - (2) A person with no eligible children who does not provide medical verification of pregnancy; or
  - (3) A person who is sanctioned.

**Recommendation:** The HT AU size calculation needs to be determined based on the CW AU Size and not by participants who are applying HT program.

**Outreach Description:** Provide a list of HT cases where one of the following person status reasons applies:  
A list of HT cases where one of the following person status reasons applies:  
(1) A non-citizen applicant who does not provide verification of their eligible non-citizen status; or  
(2) A person with no eligible children who does not provide medical verification of pregnancy; or  
(3) A person who is sanctioned.

The list will be posted to the following location:  
CalSAWS CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-235210

### Alternative Procedure

**Description:**  
**Operational Impact:**  
**Estimate:**

Override the EDBC results.

**439**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	226	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0

Release Communication	0	Reports :	0	Reports Test :	0
Support :					
Security :	0	Special Project :	0	System Test Support :	140
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

## [CA-234219] Close CW Program When a Person Refused UIB

Team Responsible:	<b>Eligibility</b>	Assignee:	<b>Ashish Jumale</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Yale Yee</b>	Change Type (SCR):	<b>Policy Re-Design</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>382</b>
Reporter:	<b>Jason M. Francis</b>	Regulation Reference:	<b>MPP 82-612</b>	Created:	<b>09/30/2021 01:49 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Sarah Rich</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[CalWORKs/ CalFresh]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by	<b>07/25/2023</b>	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

### Non-Committee

#### Review:

**Expedite Approval:** Expedited start build approved by Karen J. Rapponotti on 7/25/23. PFA email for reference.

#### Current Design:

When a mandatory household member fails to apply for UIB and a non-compliance record for failure to apply for Unconditionally Available Income - Apply/Accept UIB is entered, CW EDBC applies the 'Refused UIB' Status Reason to the applicable household member and the remaining household members are given a different status reason i.e. 'No Appl - Req Person'. Because 'Refused UIB' is currently a person level status reason only, the Program Status Reason populates with another closure reason i.e. No Eligible Mem. The CW UIB Non-Cooperation notices are triggered at the individual level when a CW member has the 'Refused UIB' status reason. Both the CW UIB Non-Cooperation Discontinuance and Denial notices do not have updated state provided verbiage. Additionally, because Refused UIB fails the CW program, the CW UIB Non-Cooperation Change notice will not be triggered by EDBC.

#### Request:

Update CW EDBC to assign the person level failure reason of 'Refused UIB' to all household members when a mandatory household member fails due to non-compliance for failure to apply for Unconditionally Available Income - Apply/Accept UIB.

Update CW EDBC to add the Program Status Reason of 'Refused UIB' when it is the highest priority failure reason for the CW program.

Update CW EDBC to apply 'Refused UIB' failure reason at Intake, SAR 7 and RE. Do not apply 'Refused UIB' mid-period.

The CW UIB Non-Cooperation notices will be triggered at the program level when the CW program fails with the Program Status Reason of 'Refused UIB'. Update the CW UIB Non-Cooperation Discontinuance and Denial notices with state provided verbiage and remove the CW UIB Non-Cooperation Change NOA.

#### Recommendation:

1. Updated EDBC to add 'Refused UIB' as a CW program-level closure reason. The status reason of 'Refused UIB' will not be applied mid-period.
2. Update the CW UIB Non-Cooperation Discontinuance NOA to generate at program level and update the fragment to the latest verbiage.
3. Update the CW UIB Non-Cooperation Denial NOA to generate at program level and update the fragment to the latest verbiage.
4. Turn off the CW UIB Non-Cooperation Change NOA.

Note: Please refer to the design document for further details.

### Outreach

#### Description:

#### Alternative

#### Procedure

#### Description:

#### Operational Impact:

#### Estimate:

Override EDBC results

**382**

Automated Test :

15

Batch/Interfaces :

0

Batch Operations :

0

BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	119	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	106	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	112
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-233034] Plumas County request to use the automated E2Lite functionality

Team Responsible:	<b>Batch Operations</b>	Assignee:	<b>Dheeraj Malempati</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Naveen Bhumandla</b>	Change Type (SCR):	<b>County Operational Enhancement</b>
Minor Version:	<b>24.01.xx</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>40</b>
Reporter:	<b>Joel M. Acevedo</b>	Regulation Reference:		Created:	<b>09/03/2021 09:08 AM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[Other]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Gingko Luna</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[Other]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

**Non-Committee Review:** Gingko Luna 1/10/23

**Expedite Approval:**  
**Current Design:** Plumas County currently processes their WPR State Sample manually from files they receive via the State's web-based Enterprise II Lite (E2Lite) system.

**Request:** Plumas requests to use the CalSAWS E2Lite functionality, including uploading inbound files and downloading outbound files.

**Recommendation:** Plumas requests to use the CalSAWS E2Lite functionality, including uploading inbound files and downloading outbound files.

**Outreach Description:**  
**Alternative Procedure Description:** County can manually complete the survey questions outside CalSAWS

**Operational Impact:**  
**Estimate:**

**40**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	30
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	0
Security :	0	Tech ForgeRock :	0	Tech Ops :	10
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



## [CA-228955] Allowable Expenses from Student Award/Scholarships and Student Grants, Loans Excluded by CalWORKs and CalFresh

Team Responsible:	<b>Eligibility</b>	Assignee:	<b>Neethu Joy</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Thomas Lazio</b>	Change Type (SCR):	<b>New Policy</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>541</b>
Reporter:	<b>Caroline Bui</b>	Regulation Reference:	<b>ACL 21-137, ACL 21-137E, ACIN I-35-22, ACL 7-31, MPP 63-502.2(9), MPP 44-111, MPP 44-111.43</b>	Created:	<b>05/20/2021 07:46 AM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>Yes</b>
Policy/Design	<b>Caroline Bui</b>	Training Impacted:	<b>[CFP/WBT]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[CalWORKs/ CalFresh]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by	<b>05/10/2023</b>	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
<b>Non-Committee Review:</b> <b>Expedite Approval:</b> <b>Current Design:</b>					
<p>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).</p> <p>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.</p>					
<b>Request:</b>					
<p>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.</p> <p>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.</p> <p>Generate list of CW and CF participants with 'Awards/Scholarships' income type.</p>					
<b>Recommendation:</b>					
<ol style="list-style-type: none"> <li>1. Add two new educational expense types (one for CF and one for CW) to the Expense Detail page.</li> <li>2. Update CW and CF educational expense rule to include income type 'Awards/Scholarships'.</li> <li>3. Add new logic to deduct the new educational expense types for the applicable program.</li> <li>4. Generate listing of CW and CF participants with 'Awards/Scholarships' income type.</li> </ol>					
<b>Outreach Description:</b>					
<p>List captures active program CW/CF participants with 'Awards/Scholarships' income type records. The list will be posted to the following location:</p> <p>CalSAWS Web Portal&gt; System Changes&gt; SCR and SIR Lists&gt; 2023&gt; CA-228955</p> <p>Please see attached design for more details</p> <p>Manually subtract expenses and add reported amount for Award/Scholarship income types.</p>					
<b>Alternative Procedure Description:</b>					
<b>Operational Impact:</b>					
<b>Estimate:</b>					
<b>541</b>					
Automated Test :	26	Batch/Interfaces :	0	Batch Operations :	0

BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	40	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	235	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	28	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	167
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				





## [CA-227568] LA County GR Cases Terming for Whereabout Unknown

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Jimmy Tu</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Jimmy Tu</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>52</b>
Reporter:	<b>Adelaide Mendoza</b>	Regulation Reference:		Created:	<b>04/15/2021 11:35 AM</b>
Status:	<b>Approved</b>	Impact Analysis:	<b>[Batch Performance]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Adelaide Mendoza</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[GA/GR]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Documentation</b>	Approved by	<b>03/30/2023</b>	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

### Non-Committee

#### Review:

#### Expedite Approval:

#### Current Design:

Currently the CalSAWS is designed to terminate LA County GR for "Whereabouts Unknown" when there is at least 135 days of inactivity of EBT transactions that impact balances (debit/credit), even if the inactivity is on an attached CalFresh case. This has caused cases to be terminated in error. GR and CSS reviewed the design and agree this should be a defect based on the following requirement: If the record type is Inactive and the participant is in the GR program, EDBC will terminate the GR program with the reason code "whereabouts Unknown". Form ABP-4023T is sent out once the program is terminated. In the interim, the EBT Inactivity batch is turned off so no GR cases are currently terminating for whereabouts unknown.

#### Request:

GR to terminate only when the inactivity record is for EBT - Cash and the Program is GR.  
If the record type is Inactive for Cash and the participant is in a GR only or GR/CF case, EDBC will terminate the GR program with the reason code "whereabouts Unknown". Form ABP-4023T is sent out once the program is terminated.

#### Recommendation:

Update the Account Aging Reader to check if the record type is Inactive for 'EBT - Cash' and the participant is in a GR only or GR/CF case, then terminate the GR program with the reason code "whereabouts Unknown". Form ABP-4023T is sent out once the program is terminated..

#### Outreach

#### Description:

N/A

#### Alternative

N/A

#### Procedure

#### Description:

#### Operational Impact:

#### Estimate:

**52**

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





## [CA-222117] Lobby Device - Add flow to support manually entering a name for non-case validated option

Team Responsible:	Tech Arch	Assignee:	Aman P. Mishra	SPG Status:	Approved
Fix Version/s:	[23.11]	Designer Contact:	Erika Kusnadi	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	1325
Reporter:	Erick Arreola	Regulation Reference:		Created:	11/25/2020 03:08 PM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Erick Arreola	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Lobby Management]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by Committee:		Other Agency Cross Reference:	C4-106423
Consortium Review Approval:					
Consortium Review Approval Date:					
Non-Committee					
Review:					
Expedite Approval:	Approved by Karen J Rapponotti on 08/16/2023				
Current Design:	Currently for participants that does not have a case number and checking in for their visit using the Lobby Kiosk, Lobby Tablet or Lobby Tablet 2 the reception log records that gets created does not contain the participant's name or their date of birth information.				
Request:	Update the Lobby Kiosk, Lobby Tablet and Lobby Tablet 2 that's configured with a Custom action type and does not require Case validation to display 2 additional screens that prompt the participant to enter their name and date of birth information.				
Recommendation:	1. Update the Custom action type where case validation is not required flow to display two additional screens on the Lobby Kiosk, Lobby Tablet and Lobby Tablet 2. 2. Update the Reception Log endpoints for Lobby Kiosk and Lobby Tablet (1.0 and 2.0) to pass a person's name and date of birth information for non-case validated check-ins.				
Outreach					
Description:					
Alternative Procedure	None				
Description:					
Operational Impact:					
Estimate:	1325				
Automated Test :	0	Batch/Interfaces :	149	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	36	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	311
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	590	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



## [CA-213615] Updates to the Reception Log and Lobby Devices

Team Responsible:	<b>Online</b>	Assignee:	<b>Aman P. Mishra</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Erika Kusnadi</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>665</b>
Reporter:	<b>Erick Arreola</b>	Regulation Reference:		Created:	<b>02/13/2020 06:10 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[Accessibility, Security]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Jill I. Smith</b>	Training Impacted:	<b>[Job Aid, Online Help]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Lobby Management]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>08/27/2023</b>	Other Agency Cross Reference:	<b>C4-106423/ C4-101888</b>
Consortium Review Approval Date:					

### Non-Committee

#### Review:

**Expedite Approval:** Approved by Karen J Rapponotti on 08/16/2023

**Current Design:** With multiple changes being done to CalSAWS related to Lobby Management functionalities, information that is displayed are not consistent throughout. As such, some validation messages, security group name and description are still referencing Kiosk and FACT and an old functionality that is only being used in limited county offices are still being displayed on the page. Lastly, since reception log records can only be edited/updated on the same day that it got created; any reception log visit records that are still open (latest visit status is not Complete or No Response) at the end of the day will continue to remain open.

**Request:** Update CalSAWS so that any references to Kiosk or FACT are updated to Lobby Kiosk or Lobby Tablet respectively, hide the WBR section from the Device Assignment Detail page, update any security group and security description to no longer reference Kiosk or FACT, and create a new nightly batch job that will close (latest visit status is Complete or No Response) Reception Log Visit records that are still open (latest visit status is not Complete or No Response) at the end of the day

**Recommendation:**

1. Hide the WBR section from being displayed on the Device Assignment Detail page.
2. Create a new nightly batch job that will close (latest visit status is Complete or No Response) Reception Log Visit records that are still open (latest visit status is not Complete or No Response) at the end of the day.
3. Replace the word 'FACT' to 'Lobby Tablet' to an existing validation message.
4. Update multiple security group name and security group descriptions to no longer use Kiosk or FACT.

### Outreach

#### Description:

#### Alternative

#### Procedure

#### Description:

#### Operational Impact:

#### Estimate:

**665**

Manually create entries directly in the Reception Log using the appropriate information.

Automated Test :	0	Batch/Interfaces :	233	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	132	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :					

Security :	0	Special Project :	0	System Test Support :	156
Tech Arch :	24	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-209136] Update Eligibility for LPR SSI/SSP Recipient and Deny Eligibility for Parolee type Less than One Year

Team Responsible:	<b>Eligibility</b>	Assignee:	<b>Ganesh Kumar Piniseti</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Sridhar Mullapudi</b>	Change Type (SCR):	<b>Policy Re-Design</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>483</b>
Reporter:	<b>Tyler Vaisau</b>	Regulation Reference:	<b>63-405.11.117 &amp; ACIN I-102-10</b>	Created:	<b>06/25/2019 02:31 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[Accessibility]</b>	Outreach Required:	<b>Yes</b>
Policy/Design Consortium Contact:	<b>Caroline Bui</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[CalWORKs/ CalFresh]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>08/10/2023</b>	Other Agency Cross Reference:	<b>CIV 104427</b>
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>					
<b>Expedite Approval:</b> Expedited Start build approval by Karen J. Rapponotti on 08/11/23. PFA email for reference.					
<b>Current Design:</b> All Non-Citizens with parolee type dropdown is displayed based on the document type and section code. Current non-citizenship eligibility determination functionality does not differentiate between the parolee types (except Ukrainian codes added through SCR CA-232960). Non-Citizens with document type 'SSI/SSP Recipient' is not eligible for CalFresh benefits.					
<b>Request:</b> <ol style="list-style-type: none"> <li>1. Relabel the 'Parolee - 1 year or less' to 'Parolee-Less than 1 year'.</li> <li>2. Deny eligibility for non-citizens with a parolee type lasting less than 1 year.</li> <li>3. Update CalFresh eligibility for a non-citizen with 'SSI/SSP Recipient' to be eligible for federal CalFresh.</li> <li>4. Generate a list of individuals with Parolee 1 year of less.</li> </ol>					
<b>Recommendation:</b> <ol style="list-style-type: none"> <li>1. Update the dropdown value in the Parolee Type field.</li> <li>2. Update CalFresh eligibility determination for non-citizens with a parolee type of 'Parolee-Less than 1 year'.</li> <li>3. Update CalFresh eligibility for a non-citizen with 'SSI/SSP Recipient' to be eligible for federal CalFresh.</li> <li>4. Update GA/GR eligibility determination for non-citizens with a parolee type.</li> <li>5. Generate a list of all active individuals with Parolee type 'Parolee-Less than 1 year'.</li> </ol>					
<b>Outreach Description:</b> A list of affected cases will be made available for the counties. This list will be posted to the CalACES Web Portal on the day of the release in the following folder: CalSAWS Web Portal > System Changes > SCR and SIR Lists > 2023 > SCRs CA-209136					
<b>Alternative Procedure Description:</b> Override EDBC results					
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>483</b>				
Automated Test :	48	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	217	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	44	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	95

---

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



## [CA-207655] Home and Community-Based Services and Spousal Impoverishment Provisions

Team Responsible:	<b>CalHEERS</b>	Assignee:	<b>Chad Quan</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Tisha Mutreja</b>	Change Type (SCR):	<b>New Policy</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>1777</b>
Reporter:	<b>Carlos Camarena</b>	Regulation Reference:	<b>ACWDL 17-25, ACWDL 18-19, MEDIL I 21-07, ACWDL 21-18; ACWDL 19-15; MEDIL I 22-08</b>	Created:	<b>03/29/2019 06:25 PM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[Business Process]</b>	Outreach Required:	<b>Yes</b>
Policy/Design	<b>Nina Butler</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[Medi-Cal/CMSP]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by	<b>08/16/2023</b>	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

### Non-Committee

#### Review:

**Expedite Approval:** Approved by Karen Rapponotti via email on 6/29/2023

#### Current Design:

The System's 'Requested Medi-Cal Type' has a selection of 'Long-Term Care (LTC)' for individuals that are Institutionalized or receiving Nursing Level of Care. When Requested Medi-Cal Type 'LTC' is selected, the system determines LTC Medi-Cal eligibility using special budgeting rules. When the LTC Individual has a Community Spouse or RDP, the system will separate the Medi-Cal Family Budget Unit (MFBU) for the LTC Spouse from the Community Spouse and their child(ren). The System will use 'Spousal Impoverishment Provision' budgeting to determine Medi-Cal Eligibility for the LTC Spouse. The System calculates the LTC Spouse's income and determines the maximum allocation amount that can be transferred to the Community Spouse. If there is any income allocation remaining from the LTC Spouse, then the remaining income will be allocated equally to the child(ren) that live with the Community Spouse. When the System makes an eligibility determination for the LTC Spouse, the income that is allocated to the Community Spouse/RDP and child(ren), if any is not used in the LTC Spouse's budget.

In addition to the income allocation, 'Spousal Impoverishment Provisions' consider a higher resource limit for an LTC Spouse with Community Spouse/RDP. The property limit for a couple allows for the Community Spouse Resource Amount (CSRA, for the community Spouse), plus the Medi-Cal property limit for one person (LTC Spouse).

#### Example:

Effective Date 07/01/2022  
Property Limits under SI CSRA + \$130,000  
Actual Amounts \$137,400 + \$130,000  
TOTAL \$267,400

By allocating the maximum income allocation to the Community Spouse/RDP and/or dependent family member(s), coupled with the higher resource limit, this allows the LTC Spouse to retain Medi-Cal services without the Community Spouse incurring financial hardship.

These Spousal Impoverishment Provisions are referred to in the system as, 'LTC Allocation'.

The System does not consider 'Spousal Impoverishment Provisions' for individuals that request Home and Community-Based Services (HCBS) and Waiver Programs when there is a Community Spouse or RDP Spouse.

The System has two Waiver-related Requested Medi-Cal Types: 'DDS HCBS Waiver' and 'Medi-Cal In Home Operations Waiver' (IHO). When a County Eligibility Worker determines an individual has either DDS-HCBS or



IHO waiver and qualifies for Institutional Deeming, the User specifies the Waiver-related Requested Medi-Cal Type for the individual. The System's Medi-Cal EDBC rules create a 'Waiver' income budget and determines either aid code 6V (no Share of Cost (SOC)) or 6W (SOC) for DDS-HCBS, or aid code 6X (no SOC) or 6Y (SOC) for IHO.

The Systems' Medi-Cal Hierarchy for Requested Medi-Cal Type 'Medi-Cal' tests eligibility in the following order:

- a. Mega Mandatory
  - I. Disabled Adult Child (DAC)
  - II. Pickle
  - III. Disabled Widow/Widower
  - IV. Medicare Saving Programs (MSP)
- b. MAGI Medi-Cal
- c. Optional Categories
  - I. Aged and Disabled (A&D FPL)
  - II. Blind FLP
  - III. Working Disabled
- d. Medically Needy (MN) and Medically Indigent (MI) Medi-Cal Programs
  - I. Aged, Blind, and Disabled Medically Needy (ABD MN)
  - II. Aid to Families with Dependent Children Medically Needy (AFDC MN)
  - III. Medically Indigent Child
  - IV. Medically Needy Pregnant

The System allows a selection for Multipurpose Senior Services Program (MSSP) Waiver on the 'Select Programs' page, but the Systems does not have logic to determine MSSP waiver eligibility (1X no SOC/1Y SOC). This requires the Worker to manually override eligibility for the MSSP Waiver program.

The Systems' Medi-Cal EDBC Rules identifies if an individual will be tested for the Working Disabled program if they request Full Medi-Cal Hierarchy = Yes, are a California Resident, are a US Citizen or have Satisfactory Immigration Status, is 'SSA Disabled', 'SP-DDSD Disabled', Declared or Presumptive Disabled and have earned income.

**Request:**

Update the System to track Medi-Cal Waivers in data collection and no longer in a Requested Medi-Cal Type.

Update the System, to align with DHCS policy (ACWDL 17-25, ACWDL 18-19, MEDIL I 21-07, ACWDL 19-15, and MEDIL I 22-08), and apply the 'Spousal Impoverishment Provisions' to Non-MAGI Medi-Cal Programs. Update the System to first evaluate Medi-Cal through the Full Medi-Cal Hierarchy and then apply the 'Spousal Impoverishment Provisions' to Non-MAGI Medi-Cal programs Aged and Disabled, Working Disabled and Medically Needy, if applicable, for individuals with a HCBS Medi-Cal Waiver.

Update the System to evaluate 'Waiver' aid codes 6V, 6W, 6X and 6Y in the 'Medi-Cal' Requested Medi-Cal Type by running through the Full Medi-Cal Hierarchy first and then apply 'Institutional Deeming' rules, if applicable, for individuals with a DDS-HCBS or IHO Medi-Cal Waiver; no longer require the user to specify the Waivers by using Requested Medi-Cal Types for DDS-HCBS or IHO.

Update the name of the IHO waiver to 'Home and Community-Based Alternatives (HCBA)'.

**Recommendation:**

1. Remove 'DDS HCBS Waiver' and 'Medi-Cal In Home Operations Waiver' Waivers from the 'Requested Medi-Cal Type Detail' Page.
2. Update the name of IHO Waiver to 'Home and Community-Based Alternatives' (HCBA).
3. Update 'Customer Options Detail' page and add Medi-Cal Waiver Types as a selectable option.
4. Update the 'Customer Option Detail' page to display a validation message when the 'Waiver Approval Date' is not in a valid calendar format.
5. Update the 'EDBC Person Line Item Detail – Allocation and Other Deductions' page', Type field to display 'LTC/HCBS-Waiver/B&C Allocation Detail', when Home and Community-Based Services Waivers determination is requested and Medi-Cal EDBC has created a budget using Spousal Impoverishment provisions.
6. Update the header of the 'Long Term Care (LTC)/Board and Care (B&C) Allocation Detail' page to include HCBS-Waiver.
7. Update field labels on the 'Long Term Care (LTC)/HCBS-Waiver/Board and Care (B&C) Allocation Detail' to include HCBS-Waiver.
8. Update the header of the 'EDBC Person Line Item Detail – Total Countable Income of Person in LTC/B&C' page to start including HCBS-Waiver.
9. Update the 'EDBC Person Line Item Detail – Health Insurance for Person In LTC/B&C' page to include HCBS-Waiver.

10. Include Medicare and OHC Premium Deductions when calculating maximum allocation to Community Spouse.
11. Update the Medi-Cal EDBC rules to stop using the Waiver rules from 'Requested Medi-Cal Type Detail' page and start using the Waiver rules when Waiver record is selected in the 'Customer Options Detail' page.
12. Create a new Waiver Medi-Cal Test Category (318\_XX) and update Medi-Cal EDBC to test the new Waiver program after the MC Income Program in the Full Medi-Cal Hierarchy.
13. Update the Medi-Cal EDBC rules to first evaluate for Full Medi-Cal Hierarchy (MAGI Medi-Cal/Non-MAGI Medi-Cal) before Institutional Deeming.
14. Create new Medi-Cal categories Aged and Disabled-SI, Working Disabled-SI MC Income-SI and MC Property-SI, that will use the LTC Allocation rules when a Medi-Cal program person meets Spousal Impoverishment.
15. Update the Medi-Cal EDBC Rules to first evaluate for Full Medi-Cal Hierarchy (Mega Mandatory and MAGI Medi-Cal), then evaluate Spousal Impoverishment with the new Medi-Cal test Programs Aged and Disabled-SI, Working Disabled-SI and MC Income-SI.
16. Update Run EDBC Page to add a warning message when a Waiver individual will not be tested in Full Medi-Cal Hierarchy
17. Update the Negative Action page to add a warning message when a Waiver individual will not be tested in Full Medi-Cal Hierarchy, and they are not requesting Negative Action.
18. Update the Medi-Cal EDBC rules to not apply the Personal Allowance Maintenance Need Amount (\$35) in the new Medi-Cal budgets Aged and Disabled-SI, Working Disabled-SI, and MC Income-SI when Medi-Cal EDBC rules identify a Medi-Cal Program Person meets Spousal Impoverishment Provisions
19. Add a Batch EDBC Skip Reason 'Full Medi-Cal Hierarchy Marked No or Missing' to skip a case from Batch EDBC processing when at least one individual on the Medi-Cal program is requesting a Waiver or 'Home and Community-Based Services Waivers' but either no record exist for 'Full Medi-Cal Hierarchy', or 'Full Medi-Cal Hierarchy' is set to No.
20. Create a DCR to update individuals associated to a removed Waiver from 'Requested Medi-Cal Type Detail' page and associate to Medi-Cal Waiver in the 'Customer Options Detail' page.
21. Create a Journal Entry for cases where Individual's Waiver was updated.

#### Outreach

#### Description:

Job Aid

#### Alternative Procedure

Manual Override

#### Description:

#### Operational Impact:

#### Estimate:

1777

Automated Test :	38	Batch/Interfaces :	62	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	1019
CalHEERS Test :	486	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	12	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-205612] ACL 18-133; AB 959; SB 179 Add form and generate CW 2223

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Dinesh Mariyappan</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Nithin Bairlingal Halesh</b>	Change Type (SCR):	<b>New Policy</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>474</b>
Reporter:	<b>Frederick Gains</b>	Regulation Reference:	<b>ACL 18-133</b>	Created:	<b>11/15/2018 09:49 AM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[Central Print, Forms/NOA Translations]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Maria Arceo</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Correspondence]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>08/08/2023</b>	Other Agency Cross Reference:	<b>CIV-102744</b>
Consortium Review Approval Date:					

### Non-Committee Review:

**Expedite Approval:** Approved by Karen J. Rapponotti on 8/17/2023

**Current Design:** CW 2223 form is not available in the CalACES system.

**Request:**

- Add CW 2223 to CW, CWCF, CF and ESAP CF RE/RD packets.
- Add CW 2223 to the Template Repository

**Recommendation:**

1. Add CW 2223 Demographic Questionnaire For CalWORKs, Refugee Cash Assistance (RCA), Entrance Cash Assistance (ECA), Trafficking And Crime Victims Assistance Program (TCVAP) And CalFresh Programs form to CalSAWS template repository.
2. Implement this form in all the available state threshold languages.
3. Add CW 2223 form to CW, CW/CF, CF and ESAP RE Packets for the 57 Migration counties.
4. The CW, CW/CF and CF RE Packets that are being updated as part of this SCR are only for the 57 Migrating Counties Packets. Los Angeles County RE Packets are processed through Central Print facility, they need to follow their business process to include the Form CW 2223 in there RE Packets.
5. CW 2223 is available in English, Chinese, Russian and Spanish languages. Add these to the RE packets in respective threshold language and add the English version of the CW 2223 to the other threshold language RE Packets.

### Outreach

#### Description:

#### Alternative

#### Procedure

#### Description:

#### Operational Impact:

#### Estimate:

N/A

**474**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	354	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	10	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	110

---

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



## [CA-204132] Update CalSAWS to issue WINS Benefit only after CalFresh is Issued

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Bhumika Sharma</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Anusha Gangishetty</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>341</b>
Reporter:	<b>Sidhant Garg</b>	Regulation Reference:		Created:	<b>08/17/2018 10:50 AM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Caroline Bui</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[CalWORKs/ CalFresh]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by	<b>02/08/2023</b>	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

### Non-Committee

#### Review:

#### Expedite Approval:

#### Current Design:

When a regular benefit issuance is skipped for CF EDBC, supplemental benefit amounts for WINS and SUAS can still be issued for the benefit month from the skipped CF EDBC. If the reason for the skip issuance is resolved and EDBC is re-ran for the benefit month, the previously skipped EDBC will still be a Regular EDBC with Accepted and Saved run status due to having generated a WINS/SUAS issuance. As a result, CalSAWS will pick up and issue duplicate regular CF benefits, for both the previously skipped EDBC and the current EDBC.

#### Request:

Update the issuance sweep jobs so that WINS and SUAS issuances are not created if a regular CF issuance hasn't been generated from the EDBC for the effective month.

#### Recommendation:

1) Update the following authorization sweeps to pick up EDBC records only if there is already a regular CF issuance for the EDBC and effective month.

- Nightly WINS Sweep (PB00F311)
- Monthly WINS Sweep (PB00F313)
- Nightly SUAS Sweep (PB00F312)

Example for the issue: Benefit for the first month(07/2022 - EDBC1) of Regular EDBC is skipped however the supplemental WINS/SUAS benefit from the same EDBC authorization record is issued .

The second month(08/2022 - EDBC1) from EDBC1 is issued. EDBC is Re-run for the first month(07/2022 - EDBC2) again after the skip reason is resolved.

CalSAWS issues payments for both the EDBC1 and EDBC2 creating a duplicate issuance for 07/2022 month.

2) Update the Monthly WINS Sweep (PB00F313) job to pick up EDBC records without any specific range of run date.

### Outreach

#### Description:

#### Alternative

#### Procedure

#### Description:

#### Operational Impact:

#### Estimate:

N/A

**341**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	198	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0

Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :					
Security :	0	Special Project :	0	System Test Support :	80
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-203392] ACL 16-79 Add Out-of-State Short-Term Residential Therapeutic Program Placement Type

Team Responsible:	<b>Eligibility</b>	Assignee:	<b>Ganesh Kumar Pinisetti</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Thomas Lazio</b>	Change Type (SCR):	<b>Policy Re-Design</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>1132</b>
Reporter:	<b>Yolanda DelValle</b>	Regulation Reference:	<b>ACL 16-79</b>	Created:	<b>06/28/2018 05:23 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Ignacio Lazaro</b>	Training Impacted:	<b>[CFP/WBT]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Refactoring</b>	Committee:	<b>[Foster Care/Kin GAP/AAP]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>09/22/2020</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b> <b>Expedite Approval:</b> <b>Current Design:</b>					
<p>There is no option to select Out of State Short-Term Residential Therapeutic Program (OOS STRTP) as a placement type on the FC Resource Detail page (RDB). Workers currently use other out-of-state facility types and non-standard rates as a workaround.</p> <p>'DCFS Non-Medical Overlapping' is a monthly batch sweep job which identifies if a child is active in either a Foster Care or Kin-Gap program and is also active in either a CalWORKS or CalFresh program. If a case is identified the batch job will remove the child from the active CalWORKS/CalFresh case.</p>					
<b>Request:</b>					
<p>Add the option of "Out of State STRTP" along with the appropriate rate options so that users can distinguish OSS STRTP placement types from other placement types for the FC program and EDBC will pay the correct rate. Modify the 'DCFS Non-Medical Overlapping' batch job to include 'Out of State STRTP' as a valid placement type.</p>					
<b>Recommendation:</b>					
<ol style="list-style-type: none"> <li>1. Add "Out of State STRTP" placement type option to the drop down on the Foster Care Resource Detail and Child Placement Detail pages.</li> <li>2. Update the Rate Detail page for FC placements with appropriate rate drop down options for "Out of State STRTP" placement type.</li> <li>3. Update FC EDBC to pay the appropriate rate for the new "Out of State STRTP" placement type.</li> <li>4. Update FC EDBC logic to set appropriate rate structure for "Out of State STRTP" placement type.</li> <li>5. Update FC EDBC logic to pay Infant Supplemental Payments for the new "Out of State STRTP" placement type.</li> <li>6. Update the 'DCFS Non-Medical Overlapping' batch job's children placement check to include 'Out of State STRTP'.</li> <li>7. Update Foster Care Clothing Allowance batch to exclude the new placement type of 'Out of State STRTP'.</li> <li>8. Add new Fund Codes in LRS for the new placement type of "Out of State STRTP".</li> </ol>					
<p>Please see attached design for details</p>					
<b>Outreach Description:</b> <b>Alternative Procedure Description:</b> <b>Operational Impact:</b>					
<p>Use 'Out of State' Group Home placement type option</p>					
<b>Estimate:</b> <b>1132</b>					
Automated Test :	36	Batch/Interfaces :	64	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	15	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0

Eligibility :	396	Fiscal :	162	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	94	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	265
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



## [CA-56518] Add the M16-705 - EBT Adjustment Denial (06/23)

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Indira Ramasamy</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.11]</b>	Designer Contact:	<b>Phong Xiong</b>	Change Type (SCR):	<b>Policy Re-Design</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>619</b>
Reporter:	<b>Ted Anderson [X]</b>	Regulation Reference:	<b>MPP 16.705.42</b>	Created:	<b>01/19/2018 11:43 AM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[BenefitsCal, Central Print, Forms/NOA Translations]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Caroline Bui</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Correspondence]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>04/18/2023</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>					
<b>Expedite Approval:</b> Expedited Start Build granted by Karen J. Rapponotti on 08/10/2023.					
<b>Current Design:</b> Currently, when a participant wants to dispute an EBT cash transaction, such as not receiving the correct amount of cash from an ATM or POS machine, being charged too much when accessing cash benefits, or claims that he/she did not perform a transaction with their EBT card (electronic theft), they may file a claim. When the EBT vendor denies the claim, the EBT vendor sends the county the denial information, and the county sends out the denial form, which is the M16-701. This form's generation is currently suppressed by CA-248929 'CalSAWS generates M16-701 NOA in error' (release 22.07). For CalFresh, currently the system only generates a denial for the Adjustment Request. SCR CA-246323 added M16-705 form to the Template Repository in English, Spanish, Chinese, Russian, and Vietnamese.					
<b>Request:</b> 1. The M16-705 form needs to generate when the EBT vendor denies an EBT cash adjustment claim for receiving the incorrect amount of cash from an ATM or POS machine, and/or being charged too much when accessing cash benefits (Adjustment Status = 09). 2. The TEMP NA 1238 form needs to be updated to also contain the CF Account Adjustment Advice.					
<b>Recommendation:</b> 1. Generate M16-705 when the Cash claim is denied for receiving the incorrect amount of cash from an ATM or POS machine, and/or being charged too much when accessing cash benefits. Trigger form M16-705 through Fiscal Batch when Correction Request Activity file has Adjustment Status = 09, position 226-227, Account Type = 02 (for Cash) position 224-225, and Correction Request Reason Code = MISDIS at position 320-325. Note: Currently form M16-701 - EBT Adjustment Advice has been erroneously generated for Adjustment Status = 09. Form M16-701 should only trigger when Adjustment Status = 01. 2. Update the TEMP NA 1238 (7/04) State form to include the CF Account Adjustment Advice in the CalSAWS system. Trigger and generate form TEMP NA 1238 for CalFresh Account Adjustment Advice when Account Type = 01 (for CalFresh), position 224-225 and Adjustment Status = 01 (for Adjustment), position 226-227. Note: There are 2 parts in the form TEMP NA 1238: CF Account Adjustment Advice (Adjustment = 01) and CF Request Denial (Adjustment Status = 09) but currently it only generates the Request Denial.					
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>					
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>619</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0

CalHEERS Test :	0	Client Correspondence :	155	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	288	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	172
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	4.0
Virtual Assistant :	0				