



California Statewide Automated Welfare System

Design Document

CA-215169

DDID 2669: Add GEN 201 – Income Verification
Form (01/21) in threshold languages

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Maria Jensen
	Reviewed By	Suresh Mullaguri

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/06/2021	0.1	Initial Draft	Maria Jensen
04/07/2021	0.2	Corrected Form Header Edited Programs as per original SCR content revision Added Batch mention for threshold languages	Maria Jensen
04/13/2021	0.3	QA Comments: Added Migration Requirements	Maria Jensen
06/24/2021	0.4	Added Assumption and Variable Population note regarding Field 14	Maria Jensen

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1 OVERVIEW

SCR CA-215168 added the GEN 201 – Income Verification Form (01/21) State form to the CalSAWS system in English and Spanish only.

This SCR will add the GEN 201 – Income Verification Form (01/21) form to CalSAWS in the remaining supported threshold languages.

1.1 Current Design

Currently the GEN 201 State form is implemented in the CalSAWS system in English and Spanish with the version date of 01/21.

1.2 Requests

Implement State Form GEN 201 – Income Verification Form (01/21) in the CalSAWS system for all 58 counties in the remaining system supported threshold languages which include Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, and Vietnamese.

1.3 Overview of Recommendations

Add State Form GEN 201 – Income Verification Form (01/21) in the 11 supported threshold languages.

1.4 Assumptions

1. Field 14 is populated when form is generated in English and Spanish only, and it will remain blank when generated in the threshold languages.
SCR CA-230424 will add population of Field 14 in the threshold languages for all types of form generation.

2 RECOMMENDATIONS

2.1 Add Form GEN 201 – Income Verification Form in threshold languages

2.1.1 Overview

This SCR will add the State form GEN 201 – Income Verification Form (revision 01/21) to the CalSAWS system in the remaining threshold languages.

State Form: GEN 201 (01/21)

Programs: All programs

Attached Forms: None

Forms Category: Forms

Template Repository Visibility: All Counties

Languages:

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

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

2.1.2 Create Form GEN 201 XDPs in threshold languages

1. The newly added threshold languages will be made available in the Template Repository. Please see the Supporting Documents #1 for details.

Form Header: CalSAWS Standard Header #1

Form Title (Document List Page Displayed Name): Income Verification

Template Description: Used by counties to inform Customers that reported information does not match information received from the Employment Development Department.

Form Number: GEN 201

Include NA Back 9: No

Imaging Form Name: Income Verification

Imaging Document Type: IEVS

Form Mockups/Examples: See Supporting Document1 #1 for PDF Mockups

2. Add Form GEN 201 to the Template Repository in the rest of the threshold languages for all 58 counties.

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

3. The Print Options and Mailing Requirements for Form GEN 201 will carry over to the rest of the threshold languages.
4. The Variable Population for Form GEN 201 will carry over to the rest of the threshold languages for all fields except Field 14. This field, although populated in English and Spanish, will remain blank when the form is generated in the rest of the threshold languages due to missing translations, for all types of form generation.

Note: SCR CA-230424 will populate Field 14 in the threshold languages.

5. Update Dynamic Form generation batch jobs (PB00R201- PB00R320) to generate GEN 201 form in newly added threshold languages Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese.

Tech Note: Update CT942_P2B

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	GEN 201 Threshold Languages	GEN_201_Arabic.pdf GEN_201_Armenian.pdf GEN_201_Cambodian.pdf GEN_201_CH.pdf GEN_201_Farsi.pdf GEN201_HM.pdf GEN_201_Korean.pdf GEN_201_Lao.pdf GEN_201_RS.pdf GEN_201_Tagalog.pdf GEN_201_Vietnamese.pdf

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2669	<p>The CONTRACTOR shall add State Form GEN 201 - Income Verification to the CalSAWS Software.</p> <p>The CONTRACTOR shall update the IFDS batch job that generates the PA 2418B form to generate the GEN 201 instead, and hide the PA 2418B form in the Template Repository for all counties.</p> <p>The CONTRACTOR shall relabel the button and update the trigger on the IEVS pages to generate the GEN 201 instead of the PA 2418B.</p>	<p>1. Estimate is for adding the State Form in the threshold languages.</p> <p>2. See DDID 2664 assumption for listing of the threshold languages included in the estimate.</p> <p>3. Estimate does NOT include any effort for modifying or creating new Functional Design Documents (FDDs) for forms being modified/migrated/created. Consortium staff will be modifying or creating FDDs.</p>	<p>With SCR CA-215169, form GEN 201 – Income Verification will be added to the CalSAWS system in the 11 supported threshold languages.</p>



California Statewide Automated Welfare System

Design Document

CA-216489

Add CMSP 239G Denial of Retroactive Benefits
to CalSAWS

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Aishwarya Pathak
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/11/2023	1.0	Initial Draft	Aishwarya Pathak

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1 OVERVIEW

The purpose of this SCR is to add CMSP 239G (05/16) in English and Spanish languages to CalSAWS.

1.1 Current Design

Currently, CMSP 239G (05/16) form does not exist in CalSAWS.

1.2 Requests

Add CMSP 239G (05/16) CMSP Notice of Action, Denial of Retroactive Benefits in English and Spanish languages to the CalSAWS Template Repository.

1.3 Overview of Recommendations

Add CMSP 239G (05/16) CMSP Notice of Action, Denial of Retroactive Benefits in English and Spanish languages to the CalSAWS Template Repository.

1.4 Assumptions

1. All fields will be editable.
2. Supporting Documents section references attachments found on Jira.

2 RECOMMENDATIONS

2.1 Add CMSP 239G in English and Spanish to Template Repository.

2.1.1 Overview

Add CMSP 239G in English and Spanish languages to CalSAWS.

State Form: CMSP 239G (05/16)

Programs: Medi-Cal

Template Description: CMSP Notice of Action, Denial of Retroactive Benefits

Forms Category: Form

Template Repository Visibility: All Counties

Imaging Form Name: Denial of Retroactive Benefits

Imaging Document Type: County Medical Services Program (CMSP)

Languages: English, Spanish

2.1.2 Form Verbiage

Create a new XDP's for CMSP 239G (05/16).

Languages: English, Spanish

Form Header: CalSAWS Standard Header (Header_1)

Form Title: COUNTY MEDICAL SERVICES PROGRAM NOTICE OF ACTION
DENIAL OF RETROACTIVE BENEFITS

Form Number: CMSP 239G

Include CMSP NOA BACK: Yes

2.1.3 Form Generation Conditions

1. **Add CMSP 239G (05/16) to Template Repository**

CMSP 239G (05/16) will be generated through the Template Repository.

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

2. **Add Form Control**

Add an imaging barcode for CMSP 239G (05/16).

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

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

The following are the print and mailing requirements for
CMSP 239G (05/16).

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

Mailing Options:

Mailing Options	Option for CMSP 239G Form
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	Same Day Priority

Additional Options:

Requirement	Option for CMSP 239G Form
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	CMSP 239G	CMSP_239G_EN.pdf CMSP_239G_SPpdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms;	CMSP 239 G (05/16) is added in English and Spanish languages to CalSAWS.

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

California Statewide Automated Welfare System

Design Document

CA-231812

Add ACL XXX CF 28 and CF 28A in the Template
Repository

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Ravi Gupta
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
22/08/2023	1.0	Initial Draft	Ravi Gupta

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1 OVERVIEW

The purpose of this SCR is to add CF 28 and CF 28A forms in English and available threshold languages to CalSAWS Template Repository.

1.1 Current Design

Currently CF 28 and CF 28A do not exist in CalSAWS.

1.2 Requests

Add the CF 28A (2/14) - CalFresh Program Restricted Account Agreement Part A along with CF 28 Coversheet (2/14) - CalFresh Program Restricted Account Coversheet to CalSAWS Template Repository in English and available threshold languages.

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

1.3 Overview of Recommendations

Add the CF 28A (2/14) - CalFresh Program Restricted Account Agreement Part A along with CF 28 Coversheet (2/14) - CalFresh Program Restricted Account Coversheet to CalSAWS Template Repository in English and available threshold languages.

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

1.4 Assumptions

1. All fields will be editable.
2. Supporting Documents section references attachments found on Jira.

2 RECOMMENDATIONS

2.1 Add CF 28 Coversheet and CF 28A form to CalSAWS Template Repository

2.1.1 Overview

The CF 28 Coversheet and CF 28A form will be added in English and available Threshold Languages.

State Form: CF 28 Coversheet (2/14) and CF 28A (2/14)

Programs: CalFresh

Template Description: CalFresh Program Restricted Account Coversheet and CalFresh Program Restricted Account Agreement Part A

Forms Category: Forms

Template Repository Visibility: All Counties

Imaging Form Name: CF Restricted Account Coversheet & PartA

Imaging Document Type: CalFresh (CF)

2.1.2 Form Verbiage

Create CF28/CF 28A XDP.

A new XDP will be added for the CF 28/CF 28A with version (2/14) in English and threshold languages.

The CF 28/CF 28A Form will have 4 impressions. First impression will have a coversheet with standard header. Second impression will be BRM Header. Third impression will follow the state CF 28 Coversheet form. Fourth impression will follow the state CF 28A form.

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

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

Form Header: Add coversheet with CalSAWS Standard Header (Header_1). Add BRM header to the back of the coversheet. Add Agency Header (Header_3-1) to the pages of the form.

Include verbiage 'On the back of this sheet is the address for returning your form' on the coversheet right below the standard header to instruct the customer to use the next page to return the form.

Note: The verbiage added will be in its respective threshold language.

The form itself will begin on page 3, directly after the BRM header.

Include NA Back 9: No

Form Number: CF 28/CF 28A

Form Title: CalFresh Program Restricted Account Coversheet & CalFresh Program Restricted Account Agreement Part A

Form Mockups/Examples: See supporting document #1

2.1.3 Form Variable Population

Form Body Variables:

Variable Name	Population	Formatting	Editable */ Field Type	Template Repository Auto Population
<Case Name>	Name of the Program Person, First and Last, selected from the Parameters Page. For example, "John Doe".	Arial Font Size 10	Y, Text Field	Y
<Case Number>	The program person's case ID.	Arial Font Size 10	Y, Text Field	Y
<County Worker Name>	The County worker's name.	Arial Font Size 10	Y, Text Field	Y
< Worker Number>	The County Worker's ID.	Arial Font Size 10	Y, Text Field	Y

2.1.4 Form Generation Conditions

Add CF 28/CF 28A to Template Repository

The CF 28/CF 28A Form is added only to the Template Repository.

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

Add Form Print Options and Mailing Requirements

The following are the print and mailing requirements for the CF 28/CF 28A Form.

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

Mailing Options:

Mailing Options	Option for CF 28/CF 28A Form
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	County BRM address which generated the form
Outgoing Envelope Type	Standard
Return Envelope Type	Returned Prepaid Envelope
Special Paper Stock	N/A

Add Form Control

Add an imaging barcode for CF 28/CF 28A.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	Y	Y

Additional Options:

Requirement	Option for CF 28/CF 28A Form
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	State Form	CF 28/CF 28A	CF28.zip CF28A.zip

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	<p>The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <ul style="list-style-type: none"> a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; 	CF 28 and CF 28A are being added in English and available threshold languages to CalSAWS.

<ul style="list-style-type: none"> k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices; p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices; t. Corrective NOAs on State Fair Hearing decisions; u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices. 	
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CalSAWS

California Statewide Automated Welfare System

Design Document

CA-235682

Update the logic for MC 215

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Phong Xiong
	Reviewed By	[individual(s) from Build and Test teams that reviewed document]

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
07/11/2023	1.0	Initial Draft	Phong Xiong
07/28/2023	2.0	Updated to add appendix as per BA review	Phong Xiong
08/07/2023	3.0	Updated as per confirmation from BAs to remove automated triggers.	Phong Xiong
08/22/2023	4.0	Updated as per committee comments – removed run reason from current generation conditions in Appendix	Phong Xiong

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1 OVERVIEW

This effort is to update the generation logic of the MC 215 form.

1.1 Current Design

The MC 215 gets generated from the Negative Action Detail page when a person fails for the following reasons:

- Requested. Disc. (CMSP) – Add Person
- Requested. Disc. (CMSP) – Reapply with Budget Change
- Requested. Disc. (CMSP) – Verbal
- Requested Disc. – Written

1.2 Requests

The MC 215 should not be sent out from the Negative Action Detail page as the MC 215 should have been filled out prior to the failure. It also generates with no pre-population and per person.

1.3 Overview of Recommendations

1. Update the MC 215 to no longer have automated trigger conditions.

1.4 Assumptions

1. All other generation conditions for the MC 215 are not updated with this effort unless otherwise specified in the recommendation section below.
2. There are no updates to any variable population logic to the MC 215.
3. There are no changes to any of the print and mailing logic for this form.

2 RECOMMENDATIONS

2.1 Updates to Existing MC 215 Form Recommendation

2.1.1 Overview

The MC 215 requests an application withdrawal and/or a waiver to the right to ten-day notice before adverse action is taken.

State Form: MC 215 (05/07)

Current Programs: Medi-Cal

Current Attached Form(s): None

Current Forms Category: Forms

Current Template Repository Visibility: All Counties

Existing Languages: English and Spanish

2.1.2 MC 215 Verbiage

There are no updates to this section for the MC 215.

2.1.3 MC 215 Variable Population

There are no updates to this section for the MC 215.

2.1.4 MC 215 Generation Conditions

1. **Updates to Form Generation**

Remove all automated generation logic for the MC 215. The form will only be available from the Template Repository.

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.1 CAR-1237	<p>The LRS shall automatically generate the following correspondence online or in the batch process, as a result of individual and/or case action initiated by the LRS or by COUNTY-specified Users, except when exempt due to program requirements:</p> <ul style="list-style-type: none">a. Adverse notices (includes: decrease, collection, denial, or termination of benefits);b. Non-adverse notices (includes: approval, increase in benefits, no change, and rescission); andc. Non-approval notices (includes: cancellation, withdrawal, informational, and benefit issuance).	Update the generation conditions that generate the MC 215.

4 APPENDIX

4.1 MC 215 Current Generation Conditions

The MC 215 can be generated in two ways via online pages. The first generation method is through the template repository.

The second generation method is through the Negative Action Detail page and follows the conditions below:

- The program is for Medi-Cal, and
- Any of the following negative action reasons are selected:
 - Requested. Disc. (CMSP) – Add Person
 - Requested. Disc. (CMSP) – Reapply with Budget Change
 - Requested. Disc. (CMSP) – Verbal
 - Requested Disc. – Written

Once the negative action reason has been selected from the Negative Action Detail page, click the Run EDBC button. The online page will automatically take the user to the EDBC List page. In this time, the MC 215 will generate on the back-end of the system and can be found directly from the Distributed Documents page where it can be printed.



California Statewide Automated Welfare System

Design Document

CA-237974

Auto Post FTB Tax Intercept Transactions to
Recovery Account

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jimmy Tu, Esequiel Herrera-Ortiz
	Reviewed By	Kapil S., Sidhant G., Ravneet Bhatia, Gokul Suresh

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
8/3/2022	1.0	Initial Version	Jimmy Tu

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1 OVERVIEW

1.1 Current Design

Currently, CalSAWS posts Franchise Tax Board (FTB) transactions from WIS manually by county workers on the Transaction Detail Page. Manual entries have a high potential for error and is inefficient.

1.2 Requests

1. Create new FTB Tax Intercept Interface Reader Job to automatically post Franchise Tax Board (FTB) Transactions to Recovery Accounts.
2. Create a new FTB Tax Intercept Transaction Report.

1.3 Overview of Recommendations

1. Create new FTB Tax Intercept Interface Reader Job to automatically post Franchise Tax Board (FTB) Transactions to Recovery Accounts.
2. Create a new FTB Tax Intercept Transaction Report.

1.4 Assumptions

None.

2 RECOMMENDATIONS

2.1 FTB Tax Intercept Batch Job

2.1.1 Overview

This batch job will automatically post Franchise Tax Board transactions from the FTB Intercept report to Recovery Account Transactions. Currently this process is manual and has a high potential for error.

2.1.2 Description of Change

1. Create new interface to automatically post Franchise Tax Board (FTB) transactions from the FTB Intercept Report to the Transaction Detail page for a recovery account.
 - a. Note: This process can be based off the TI Top Intercept Transaction process.
2. The new batch job will create FTB transactions and populate the following fields on the Transaction Detail Page for the associated Recovery Accounts:
 - a. Effective Month
 - i. Populate with Posted Date.
 - b. Transaction Amount
 - i. Populate with {CF – Intercept} or {CW – Intercept} from FTB Report.
 1. Note: Only one field ('CF – Intercept' or 'CW – Intercept') should be populated.
 - c. Transaction Type
 - i. Set Transaction Type to 'TI FTB (Cash)' if {CW – Intercept} from the FTB Report is populated.
 - ii. Set Transaction Type to 'TI FTB (CF)' if {CF – Intercept} from the FTB Report is populated.
 - d. Transaction Method
 - i. Set Transaction Method to 'System'.
 - e. Responsible Party
 - i. Find Responsible Party from the {SSN} from the FTB Report.
3. For the above (recommendation 2), insert the transaction into the Unposted FTB RAT table if any of the following is true. Otherwise, insert the successful transactions into the FTB RAT table.
 - a. The 'Transaction Amount' is not greater than zero.
 - b. If the recovery account cannot be found.

2.1.3 Execution Frequency

Weekly.

2.1.4 Key Scheduling Dependencies

This batch job should run after CloseRecoveryAccount Job (PBxxF106).
Note: Reports should schedule CA812ReportSweep to run after this batch job.

2.1.5 Counties Impacted

55 counties (All except Los Angeles, San Diego, and Sacramento)

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

2.1.6 Data Volume/Performance

Same number of records as processed on the FTB Report.

2.1.7 Failure Procedure/Operational Instructions

Resubmit the FTB Tax Intercept batch job with restart.mode = false.

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

2.2 Database Table Request

2.2.1 Overview

This database table request is to create two new database tables that will be utilized by the FTB Tax Intercept Job.

2.2.2 Description of Change

1. Create new 'unposted_ftb_rat' table.
2. Create new 'ftb_rat' table.

2.2.3 Estimated Number of Records Impacted/Performance

2 new tables.

2.3 Code Table Change Request

2.3.1 Overview

This section will be used to create a new category table and code detail table for store FTB Error Reasons.

2.3.2 Description of Change

1. Update Category (Catgry) 493 to be renamed to the below:
 - a. Before: TOP Tax Intercept Reason Code
 - b. After: Tax Intercept Error Reason Code
2. Create new code detail table 943 to store the following new FTB Error Reasons.
 - a. FTB Offset transaction amount is not greater than zero.

2.3.3 Estimated Number of Records Impacted/Performance

2 new tables.

2.4 FTB Weekly Intercept Transaction Report

2.4.1 Overview

This report provides a listing of all auto posted CalWORKs FTB transactions received from the WIS interface as well as the transactions that were not auto posted.

2.4.2 FTB Weekly Intercept Transaction Report Mockup

ColSAWS

Unposted Transactions

Return to Selections

Data Extracted Daily As Of:
05/25/2023

County:
San Bernardino

User:
UserName

Autoposted Transactions

Claim Schedule Number:
044548D

Total Transactions:
1

Total:
\$0.00

Unposted Transactions

SSN	First Name	Middle Name	Last Name	Account Number	Unposted Reason	State Cycle Number	Effective Month	Total Amount
XXX-XX-1111	TIPHAINE	-	LAUDE	071073352283965	FTB Offset Transaction amount is not greater than zero	2316	04/2023	0.00

Note: The mockup is attached in the Supporting Documents section.

2.4.3 Description of Change

1. Base Population – The base population includes any record that meets the following criteria:

Autoposted Transactions:

- The FTB auto posted tax intercept has a process date equal to the user selected Process Date.
- The FTB auto posted tax intercept transaction was recorded in the system.

Technical Note: This is stored in the FTB_RAT table.

Unposted Transactions:

- The unposted FTB tax intercept transaction has a process date equal to the user selected Process Date.
- The unposted FTB tax intercept transaction was recorded in the system.

Technical Note: This is the UNPOSTED_FTB_RAT table.

2. Report Filters – Add a Report Filter sheet to the dashboard. This sheet is the default landing page of the dashboard. The Report Filters page requires the user to select filters before they can generate the report. The sheet contains the fields listed below. See the attached mockup in the Supporting Documents section for reference.

Field	Type	Description
Date as of:	Text	Displays the date that the data was last refreshed.

		Format: MM/DD/YYYY
County*	Filter	A required single select filter which restricts the base population by the selected county. Users with a county specific account are restricted to their county.
Process Date*	Filter	A required single select filter which restricts the base population to those auto post FTB tax intercepts records with a Process Date equal to the selected value.
Reset	Button	Clears all selected filters.
Generate Results	Button	A conditional button that is disabled until all required fields are selected. When a required filter is not selected, the button displays the text: "Please Select Required Fields*". When all required filters are selected, the button is made active and displays "Generate Results". When the "Generate Results" button is selected, the user is navigated to the Autoposted Transaction sheet.

3. Autoposted Transaction – The dashboard contains an Autoposted Transaction sheet which displays all records in the Autoposted Transaction base population. This is the landing sheet after a user applies filters in the Report Filters page. The sheet contains the fields listed below. See the attached mockup in the Supporting Documents section for reference:

Field	Type	Description
Return to Selections	Button	Navigates the user to the Report Filters sheet.
Data Extracted Daily As of:	Text	Displays the data that the data was last refreshed. Format: MM/DD/YYYY
County:	Text	Displays the county name tied to the user's account.

User:	Text	Displays the user's username.
Unposted Transactions	Button	Navigates the user to the Unposted Transactions sheet.
Claim Schedule Number:	Text	Displays the Claim Schedule Number related to the auto posted FTB Tax Intercept transactions for a given Posted Date. Technical Note: TAX_INTRCPT. CLAIM_SCHED_NUM
Total Transactions:	Text	Displays a dynamic total which displays number of records captured in the Autoposted Transaction base population.
Total:	Text	Displays a dynamic sum over the Transaction Amount column for all the records captured in the Autoposted Transaction base population. Format: \$0.00
Autoposted Transactions	Table	<p>A table which displays one row per each record captured in the Autoposted Transaction base population for the given county. The table contains the following columns in the order they appear from left to right. See the Column Definitions below.</p> <ul style="list-style-type: none"> • SSN • First Name • Middle Name • Last Name • Account Number • Transaction Number • Transaction Type • State Cycle Number • Effective Month • Overcollected (Y/N) • Recovery Account Reactivated (Y/N) • Recovery Account Number • Recovery Account Remaining Balance

		• Total Amount
--	--	----------------

4. Unposted Transaction – The dashboard contains an Unposted Transaction sheet which displays all records in the Unposted Transaction base population. The sheet contains the fields listed below. See the attached mockup in the Supporting Documents section for reference:

Field	Type	Description
Return to Selections	Button	Navigates the user to the Report Filters sheet.
Data Extracted Daily As of:	Text	Displays the data that the data was last refreshed. Format: MM/DD/YYYY
County:	Text	Displays the county name tied to the user's account.
User:	Text	Displays the user's username.
Autoposted Transactions	Button	Navigates the user to the Autoposted Transactions sheet.
Claim Schedule Number:	Text	Displays the Claim Schedule Number related to the unposted FTB Tax Intercept transactions for a given Posted Date. Technical Note: TAX_INTRCPT. CLAIM_SCHED_NUM
Total Transactions:	Text	Displays a dynamic total which displays number of records captured in the Unposted Transaction base population.
Total:	Text	Displays a dynamic sum over the Total Amount column for all the records captured in the Unposted Transaction base population. Format: \$0.00
Unposted Transactions	Table	A table which displays one row per each record captured in the Unposted Transaction base population for the given county. The table contains the following columns

		<p>in the order they appear from left to right. See the Column Definitions below.</p> <ul style="list-style-type: none"> • SSN • First Name • Middle Name • Last Name • Account Number • Unposted Reason • State Cycle Number • Effective Month • Total Amount
--	--	---

5. Column Definitions

Column Name	Column Definition
SSN	<p>Displays the last four digits of the user's social security number (SSN) which is recorded in the FTB tax intercept.</p> <p>Format: XXX-XX-####</p> <p>Technical Note: TI_FTB_INTRCPT.</p>
First Name	<p>Displays the first name of the user which is recorded in the FTB tax intercept.</p> <p>Technical Note: TI_FTB_INTRCPT.FIRST_NAME</p>
Middle Name	<p>Displays the middle name of the user which is recorded in the FTB tax intercept.</p> <p>Technical Note: TI_FTB_INTRCPT.MID_NAME</p>
Last Name	<p>Displays the last name of the user which is recorded in the FTB tax intercept transaction.</p> <p>Technical Note: TI_FTB_INTRCPT.LAST_NAME</p>
Account Number	<p>Displays the Account Number of the user which is recorded in the FTB tax intercept.</p> <p>Technical Note: TI_FTB_INTRCPT.TI_CASE_IDENTIF</p>
Transaction Number	<p>Displays the Transaction Number of the FTB tax intercept.</p> <p>Technical Note: RECOVERY_ACCT_TRANSACT.ID</p>

Transaction Type	<p>Displays the Transaction Type of the FTB tax intercept.</p> <p>Possible Values (CT-412):</p> <ul style="list-style-type: none"> • TI FTB (Cash) • TI FTB (CF) <p>Note: This list is not restrictive. If new transaction types are added to the system, the report will automatically display the value.</p> <p>Technical Note: RECOVERY_ACCT_TRANSACT.TRANSACTION_TYPE_CODE</p>
State Cycle Number	<p>Displays the State Cycle Number that is recorded in the FTB tax intercept.</p> <p>Technical Note: RECOVERY_ACCT_TRANSACT.REFER_STATE_CYCLE_NUM</p>
Effective Month	<p>Displays the Effective Month of the FTB tax intercept.</p> <p>Format: MM/YYYY</p> <p>Technical Note: RECOVERY_ACCT_TRANSACT_DETL.EFF_DATE</p>
Overcollected (Y/N)	<p>Indicates if the amount collected on the Recovery Account exceeds the original balance of the Recovery Account.</p> <p>Possible Value:</p> <ul style="list-style-type: none"> • Y – The sum of the recovery account collections is greater than the recovery account original balance. • N - The sum of the recovery account collections is less than or equal to the recovery account original balance.
Recovery Account Reactivated (Y/N)	<p>Indicates whether the Recovery Account was reactivated due to the auto Post FTB Tax Intercept transaction.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> • Y – The recovery account was reactivated due to the auto Post FTB Tax Intercept transaction. • N – The recovery account was not reactivated due to the auto Post FTB Tax Intercept transaction.

Recovery Account Number	Displays the recovery account number of the recovery account that the auto post FTB tax intercept transaction is posted to. Technical Note: RECOV_ACCT.ID
Recovery Account Remaining Balance	Displays the remaining balance of the recovery account after the auto post FTB tax intercept transaction is posted. Format: \$0.00
Transaction Amount	Displays the dollar amount of the recovery account auto post FTB tax intercept transaction. Format: \$0.00 Technical Note: RECOV_ACCT_TRANSACTION_DETL.DOLLAR_AMT
Unposted Reason	Displays the error reason for which the transaction was not auto posted. Technical Note: UNPOSTED_FTB_RATE.ERR_RSN_CODE Technical Note: Displays the short decode description of the error from the code detl table.

2.4.4 Report Location

- **Global: Reports**
- **Local: On Request**
- **Task: Fiscal**
- **Title: FTB Weekly Intercept Transaction Report**
- **Description:** This report provides a listing of all auto posted CalWORKs FTB transactions received from the WIS interface as well as the transactions that were not auto posted.

2.4.5 Counties Impacted

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

Note: LA county and San Diego are not included in this list.

2.4.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
TaxInterceptReports	Provides access to the following reports: <ul style="list-style-type: none"> • FTB Weekly Intercept Amount Error Report • FTB Weekly Intercept Report • FTB/TOP Weekly Cleared Edit Report with Control Totals • FTB/TOP Weekly Individual Edit Error Report • TOP Weekly Intercept Amount Error Report • TOP Weekly Intercept Report • TOP Weekly Intercept Transaction Report • TOP Weekly Reversal Report 	Tax Intercept Reports




2. Security Groups

Security Group	Group Description	Group to Role Mapping
Tax Intercept Reports	View Tax Intercept Reports	CA State All County Access

2.4.7 Report Usage/Performance

This on request report is expected to have the same performance as the TOP Weekly Intercept Transaction Report

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Reports	Report Filters	 Report Filters.PNG
2	Reports	Autoposted Transactions Sheet	 Autoposted Transactions Mockup.
3	Reports	Unposted Transactions	 Unposted Transactions Mockup.

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5 MIGRATION IMPACTS

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?

6 OUTREACH

None.

7 APPENDIX

None.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-239577

BenefitsCal – Time Clocks

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Gillian Noelle Bendicio
	Reviewed By	Justin Dobbs, William Baretsky, Sidhant Garg, Connie Buzbee, Dymas Pena, Sarah Rich, Ginkgo Luna

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
6/23/2023	.1	Initial Revision	Gillian Noelle Bendicio
8/1/2023	.2	Incorporating Self-Service Portal Committee Design Walkthrough Feedback	Gillian Noelle Bendicio
8/14/2023	.3	Updated Document to Incorporate Committee Feedback	Gillian Noelle Bendicio

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1 OVERVIEW

This System Change Request (SCR) documents the enhancement to create the services needed to send a customer's CalWORKs (CW) time clock information to the Self-Service Portal and allow the customer to request a correction or an exemption/extension for their CW time clocks.

1.1 Current Design

Currently, the Self-Service Portal displays the customer's case information and allows them to submit support requests, forms, documents, etc. to help manage their case. The portal makes a real-time call to CalSAWS to retrieve the latest case information and sends request to update it. The customer's CW time clock is not part of the case information sent to the Self-Service Portal.

1.2 Requests

The Self-Service portal has the following requirements that need to be met:

1. The system shall allow customers to view their CW time clock and request modifications to their CW time clock.
2. The system shall allow customers to submit requests for time-limit extensions.

CalSAWS will need to be updated to meet the above Self-Service portal requirements.

1.3 Overview of Recommendations

To meet the Self-Service portal CW Time Clock requirements, CalSAWS has the following recommendations:

1. Update the Time Limits API to add endpoints that retrieve the following from CalSAWS:
 - a. A list of the time clock months for a person
 - b. The detailed information for a specific time clock month
2. Update the Support Request API to accept a CalWORKs Time Limit Request and assign the generated task to the appropriate worker using a new automated action.
3. Update the Case Details API to include the primary applicant indicator, begin date of the current program status, and renaming of the account holder person ID field in the API response.

1.4 Assumptions

1. The worker will be notified of the CalWORKs Time Limit Request submitted by the Self-Service Portal customer through a task.
2. The Task Management functionality will not change with this effort.
3. The Time Limits API is an existing service implemented for multiple interface partners. The Self-Service Portal will only display the CalWORKs Time Limits information to the customer.

4. The existing APIs noted in this design will continue to send the existing response codes unless called out in this design document.

2 RECOMMENDATIONS

2.1 Time Limits API

2.1.1 Overview

The Time Limits API is a RESTful API that retrieves the time limit information such as the months used for the 60 month time clocks associated to a case number or a person. The API will be updated to add new end points that will retrieve additional detailed information regarding the time clocks.

2.1.2 Description of Change

1. Create a new timeLimitMonthList GET endpoint to retrieve the time limit month list for a given person. The request accepts the following information:

TimeLimitMonthList - Request			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
timeLimitId	number	Unique identifier for the time limit record	Y
persId	String (2 Char. Min, 3 Char. Max)	A unique identifier for the CalSAWS person record	Y
cwTimeClock	Boolean	Returns true for CW time clock	Y
tanfTimeClock	Boolean	Returns true for TANF time clock	Y
month	string	Month of the Time Clock, 01: January, 02: February, 03: March, 04: April, 05: May, 06: June, 07: July, 08:	N

TimeLimitMonthList - Request			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
		August, 09: September, 10: October, 11: November, 12: December	
year	String	Year of the Time Clock	N
countyCode	String	The county code where the applicable requested data resides. Two-digit county code from CT 15. ex: '09'	N
orderBy	String	Sort order: asc - Ascending, from A to Z desc - Descending, from Z to A Available values : asc, desc	N
offset	Integer	The number of items to skip before starting to collect the result set.	N
limit	Integer	The numbers of items to return.	N

2. The timeLimitMonthList endpoint will send the following response codes:

- a. 200 – Successful Operation
 - i. The request successfully retrieves the following information:

TimeLimitMonthList - Response			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
timeLimitMonthList.month	string	Month of the Time Clock, 01: January, 02: February, 03: March, 04: April, 05: May, 06: June, 07: July, 08: August, 09: September, 10: October, 11: November, 12: December	N/A
timeLimitMonthList.year	String	Year of the Time Clock	N/A
timeLimitMonthList.cwClockStatus	String	CalWORKs Clock Status Can be: Exempt, Count, Not Count Returns when the cwTimeClock is true	N/A
timeLimitMonthList.tanfClockStatus	String	TANF Clock Status Can be: Exempt, Count, Not Count Returns when the tanfTimeClock is true	N/A

TimeLimitMonthList - Response			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
timeLimitMonthList.county	String (2 Char. Min, 3 Char. Max)	County where aid is issued	N/A
timeLimitDetail.pgmCode	String (2 Char. Min, 3 Char. Max)	Program code for the time clock	N/A

- b. 204 - No Content. Returned if the search input is valid but didn't yield any results.
- c. 400 – Bad Request
 - i. This is returned when a mandatory field is not passed in the request or the field passed does not match the type specified.
- d. 401 - Authorization information is missing or invalid.
- e. 403 - Forbidden. Access to the data is not authorized.
- f. 404 - Not found.
- g. 500 - Internal server error
- h. 503 - Service Unavailable

2.1.3 Partner Integration Testing

Self-Service Portal – End to End testing required.

2.1.4 Execution Frequency

N/A

2.1.5 Key Scheduling Dependencies

N/A

2.1.6 Counties Impacted

CalSAWS counties

2.1.7 Category

N/A

2.1.8 Data Volume/Performance

Over 9,000,000 time limit records exist in CalSAWS today

2.1.9 Interface Partner

BenefitsCal (for this SCR only)

2.1.10 Failure Procedure/Operational Instructions

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

2.2 Support Request API – new CalWORKs Time Limit Request

2.2.1 Overview

The Support Request API is a RESTful API that will be used to send a customer's Self-Service Portal request for additional services and/or support to CalSAWS. In addition, the API will trigger an automated action.

2.2.2 Description of Change

1. Update the Support Request API to accept a CalWORKs Time Limit Request type of request. This new support request type will trigger the new CalWORKs Time Limit Request Automated Action as documented in Section 2.4.

2.2.3 Partner Integration Testing

Self-Service Portal – End to End testing required.

2.2.4 Execution Frequency

N/A

2.2.5 Key Scheduling Dependencies

N/A

2.2.6 Counties Impacted

CalSAWS Counties

2.2.7 Category

N/A

2.3 Case Inquiry API Updates

2.3.1 Overview

The Case Request API is a RESTful API that retrieves the CalSAWS information of the account holder. The account holder must be a primary applicant of a program in a case to access their CalSAWS information through the Self-Service Portal.

2.3.2 Description of Change

1. Update the Case Inquiry API to rename the field for the person Id of the account holder to 'accountHolderPersId'. Please refer to Supporting Documents for more details.
2. Update the Case Inquiry API to add the new following fields in the response:

Case Request- Response (new fields)			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
primaryInd	boolean	Returns true if the person is a primary applicant of the program	Y
programStatBeginDate	String with format date	Begin Date of the Current Program Status	Y

2.3.3 Partner Integration Testing

Self-Service Portal – End to End testing required.

2.3.4 Execution Frequency

N/A

2.3.5 Key Scheduling Dependencies

N/A

2.3.6 Counties Impacted

CalSAWS Counties

2.3.7 Category

N/A

2.4 Support Request API – CalWORKs Time Limit Request Automated Actions

2.4.1 Overview

The Automated Action framework allows county users a level of configurability for automated task generation on the Automated Action Detail page (Reference CA-214928 – DDID 34 for the specifics of the Automated Action pages).

This section outlines the modifications required to implement the CalWORKs Time Limit Request Automated Actions in the CalSAWS System.

2.4.2 Automated Action Detail

Automated Action Detail

EditClose

Action Information		
Name: Self Service Portal: CalWORKs Time Limit Request Received	Type: Create Task	Status: * Active
Program(s): CW, HT, HP, WT, IN, RC	Run Date: Real Time	Source: Online
Scenario: A CalWORKs Time Limit Request has been received through the Self Service Portal.		

Task Information	
Task Type: * CalWORKs Time Limit Request	
Due Date: After Number of Business Days	Number of Business Days: * 5
Initial Assignment: Default Assignment	Default Assignment: CalWORKs Time Limit Request Distribution
Sibling Assignment: No	
Long Description: A CalWORKs Time Limit Request has been received through the Self Service Portal {param from BC}.	

EditClose

Figure 2.4.2-1 Automated Action Detail

Task Detail
 Result 1 of 1 - 1

Help

*- Indicates required fields

Start Watching Edit Print Close

Case Number 3094397	Case Name: Case Name	Program(s): * CalWORKs - Miggy Mouse	Status: * Assigned
Category: * Self Service Portal Communications	Type: * CalWORKs Time Limit Request	Sub-Type:	Reference Number:
Due Date: * 08/09/2023	Date Created: 08/08/2023	Worker Assigned Date: 08/08/2023	Priority: Medium Expedited: No
Assign to Program Worker: Yes	Worker ID:	Bank ID: 36LS04ZG0BBK	Start Date:
Long Description: A CalWORKs Time Limit Request has been received through the Self-Service Portal. Request Date: 08/08/2023 Support Request Type : CalWORKs Time Limit Request Phone: (800)123-1234 Message me in my BenefitsCal account: Yes Person: Miggy Mouse 12/25/1960 Request Details: I want to request more time on aid Situation Reported: Taking care of someone in your household who cannot take care of themselves. Applicable Months: 01/2022-05/2022 01/2023-04/2023			Automated Action: Yes

Figure 2.4.2-2 Example Task Generated for a Time Limit Extension Request

Task Detail
 Result 1 of 1 - 1

Help

*- Indicates required fields

Start Watching Edit Print Close

Case Number 3094397	Case Name: Case Name	Program(s): * CalWORKs - Miggy Mouse	Status: * Assigned
Category: * Self Service Portal Communications	Type: * CalWORKs Time Limit Request	Sub-Type:	Reference Number:
Due Date: * 08/09/2023	Date Created: 08/08/2023	Worker Assigned Date: 08/08/2023	Priority: Medium Expedited: No
Assign to Program Worker: Yes	Worker ID:	Bank ID: 36LS04ZG0BBK	Start Date:
Long Description: A CalWORKs Time Limit Request has been received through the Self-Service Portal. Request Date: 08/08/2023 Support Request Type : CalWORKs Time Limit Request Phone: (800)123-1234 Message me in my BenefitsCal account: Yes Person: Miggy Mouse 12/25/1960 Request Details: I need my time on aid reviewed or corrected Situation Reported: Taking care of someone in your household who cannot take care of themselves. Applicable Months: 01/2022-05/2022 01/2023-04/2023 Additional Information: I was disabled during this time.			Automated Action: Yes

Figure 2.4.2-3 Example Task Generated for a Time Limit Correction Request

2.4.3 Description of Changes

Implement the Self Service Portal CalWORKs Time Limit Request Automated Action in the CalSAWS System:

1. The "Status" attribute on the Automated Action Detail page will not be editable for the Automated Action and will default to "Active". All

other configurable fields will be editable if a county opts to adjust options such as Task Type, Assignment and Due Date.

The Task Type defined below for the Automated Action will be initially set as the default Task Type. Each county may customize to a different county specific Task Type if necessary.

The Long Description attribute for each of the below Automated Actions includes "{param from BC}" which will be replaced with a formatted text description of the Support Request to be included in the resulting Task Long Description attribute.

2. Action Information

- a. Name: Self Service Portal: CalWORKs Time Limit Request Received
- b. Type: Create Task
- c. Status: Active
- d. Program(s): CW, HT, HP, WT, IN, RC
- e. Run Date: Real Time
- f. Source: Online
- g. Scenario: A CalWORKs Time Limit Request has been received through the Self Service Portal.

3. Task Information

- i. Task Type: CalWORKs Time Limit Request
- ii. Task Sub-Type: BLANK
- iii. Due Date: Default Due Date
- iv. Default Due Date: 5 business days
- v. Initial Assignment: Default Assignment
- vi. Default Assignment: CalWORKs Time Limit Request Distribution
- vii. Long Description: A CalWORKs Time Limit Request has been received through the Self Service Portal {param from BC}.
- b. Create the following Task Type for each County:
 - i. Name: CalWORKs Time Limit Request
 - ii. Category: Self Service Portal Communications
 - iii. Priority: Medium
 - iv. Available Online: No
 - v. Available for Automation: Yes
 - vi. Instructions: BLANK
 - vii. Expire Tasks: No
 - viii. Newly Assigned Indicator: Tasks display indicator for 5 day(s)

Note: The Task Type defined above for the Automated Action will be initially set as the default Task Type. Each county may customize to a different county specific Task Type if necessary.

4. The "CalWORKs Time Limit Request Distribution" default assignment processing will determine an assignment for the Task. The resulting task will be associated to the highest priority program on the case that includes the person based on the following hierarchy:
 - i. CalWORKs
 - ii. Homeless-Temp
 - iii. Homeless-Perm
 - iv. Welfare to Work
 - v. Immediate Need
 - vi. Refugee Cash Assistance
- a. If the Case has one of the below programs with a currently assigned Worker, assign the Task to this worker. The hierarchy is as follows:
 - i. CalWORKs
 - ii. Homeless-Temp
 - iii. Homeless-Perm
 - iv. Welfare to Work
 - v. Immediate Need
 - vi. Refugee Cash Assistance
- b. If the current worker for the programs above is not found, if the Case has any of the above programs with a worker assigned within the last 90 calendar days, assign the Task to this worker. The hierarchy is as follows:
 - i. CalWORKs
 - ii. Homeless-Temp
 - iii. Homeless-Perm
 - iv. Welfare to Work
 - v. Immediate Need
 - vi. Refugee Cash Assistance
- c. If the county has configured a Task Bank that can receive the Category of the Task Type that is associated to the Automated Action (and the Task Bank is associated to the Office of the most recently assigned worker to the programs mentioned above), assign the Task to this Task Bank. The hierarchy is as follows:
 - i. CalWORKs
 - ii. Homeless-Temp
 - iii. Homeless-Perm
 - iv. Welfare to Work

- v. Immediate Need
- vi. Refugee Cash Assistance
- d. If all the above conditions are unable to determine a worker or Task Bank, a Task is not created.

2.4.4 Page Validation

N/A

Page Location

- **Global:** Admin Tools
 - **Local:** Admin
 - **Task:** Automated Actions > Task Admin
- Click on a hyperlink of the desired result displayed in the Automated Actions Search to navigate to the Automated Action Detail page.
- The Task Navigation will display if the user profile contains the "AutomatedActionsListView" security right.

2.4.5 Security Updates

N/A.

2.4.6 Page Mapping

N/A.

2.4.7 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.5 Automated Regression Test

2.5.1 Overview

Create new automated regression test scripts to verify the functionality of the new endpoints in each of the impacted API services: Time Limits API, Support Request API (x2), Case Inquiry API.

Technical Note: Different test client accounts will be used to test the API endpoints within the Portal Service and those contained in other API Services (ex., Time Limits API in the Fiscal Service), to align with current and historical regression test execution. No new access will be established from an automated regression testing perspective.

2.5.2 Description of Change

1. Create new regression scripts to verify the status code and content of the response from the Time Limits API GET /timeLimitMonthList endpoint to each of the following request types:
 - a. Valid request matching existing data, with only required values provided
 - b. Valid request matching existing data, with all required and optional values provided
 - c. Valid request matching no existing records
 - d. Invalid request missing a required value
 - e. Invalid request containing an invalid value
 - f. Forbidden request where the county code in the request does not match the scope value from the authentication request
 2. Create new regression scripts to verify the initial state of the CalWORKS Time Limit Request Automated Action as displayed on the Automated Action Detail page.
 3. Create new regression scripts to verify the status code and content of the response from the existing Support Request API endpoint to a valid request with type 'CalWORKs Time Limit Request'. Verify that the associated Automated Action is triggered if enabled for the county in context.
 4. Update all existing regression scripts that send requests to the Case Inquiry API to do the following:
 - a. Reference the person ID collection as 'accountHolderPersId' instead of 'personIds'
 - b. If the content of the 'programPersonDetails' collection is being verified: Verify the 'primaryInd' value for each such record
 - c. If the content of the 'programsList' collection is being verified: Verify the 'programStatBeginDate' value for each such record
- Technical Note:** If at the time of implementation no scripts already exist that verify the existence and/or content of the 'personIds' collection, or the content of the 'programPersonDetails' and/or

'programsList' collections, new regression scripts shall be created to verify these details.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Interfaces	Time Limits YAML	timeLimits_new.yaml
2	Interfaces	Time Limits HTML	timeLimits_new.html
3	Interfaces	Case Details YAML	CaseInquiry.yaml
4	Interfaces	Case Details HTML	CaseInquiry.html
5	Interfaces	Support Requests YAML	SupportRequestAPI.yaml
6	Interfaces	Support Requests HTML	SupportRequestAPI.html

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-242102 CA_SERVICES Technical Updates

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Shuvam Mahapatra
	Reviewed By	Hemanth Tadavarthy

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/3/2022	1.0	Initial Draft	Shuvam Mahapatra

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1 OVERVIEW

1.1 Current Design

The following APIs under the ca_services code repository are currently available but lack certain feature that needed to maintain multiple versions of an API.

- a. File Service API
- b. Case API
- c. Program API
- d. Documents API
- e. E-Application API
- f. Person API
- g. Barriers API
- h. Worker Info API
- i. Verifications

1.2 Requests

Add necessary code changes to maintain multiple versions of the APIs mentioned above on an endpoint level.

1.3 Overview of Recommendations

1. Add the request above to the following APIs
 - a. File Service API
 - b. Case API
 - c. Program API
 - d. Documents API
 - e. E-Application API
 - f. Person API
 - g. Barriers API
 - h. Worker Info API
 - i. Verifications

1.4 Assumptions

1. Results are limited to county level data unless an application is granted '00' access.
2. If the sortBy parameter results in multiple records of the same value being returned those values are further sorted by database ID, this is done default.
3. Null or empty values will not be returned in the response objects.
4. The value of the input fields in the request is not case sensitive.
5. Input values described as being from code tables are case sensitive.
6. The fromDate should be on or before the to date if provided.
7. The toDate should be on or after the from date if provided.

2 RECOMMENDATIONS

2.1 APIs

2.1.1 Overview

These APIs expose various data from the CalSAWS system.

2.1.2 Description of Changes

Add code changes to maintain endpoint level versioning for the APIs available in ca_services code repository.

Please refer to the supporting documents for the technical specifications and data element definitions.

2.1.3 Response

Please refer to the supporting document for the technical specifications and data element definitions.

2.1.4 Headers

The following headers are required and included in all operations by the application gateway and do not need to be included in the request.

X-County-Code: This header is added to all requests by the application gateway. The county code header is used to limit returned values to be specific to the county. In the special situation where an application is given a county code of 00 during onboarding, the calling application will have to provide county code as an additional request parameter.

X-App-Id: This header is added to all requests by the application gateway. This is a unique App-id that is created for each county application during the onboarding process. This Id should be referenced against a mapping table with staff Ids (one App-Id per staff id) that will in turn be used for database audit fields (created_by, updated_by) when an application creates or updates data in the CalSAWS system.

2.1.5 Error Message

The API will return error messages in the following Scenarios:

1. Bad request. {parameter name} is invalid. {Reason}
2. Forbidden. Access to the data is not authorized
3. Authorization information is missing or invalid.
4. Not found. Request {parameter name} - {value} was not found.

5. Internal Server Error.
6. Service Unavailable.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	API	Detailed Endpoint document	cases.html documents.html eApplications.html file.html programs.html person.html barriers.html verifications.html worker.html

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

CA-243901 - BenefitsCal - Set up Training environment connection

POST ▼ <https://cptrain.calsaws.net/portal-service/application?countyCode=19> Send ▼

Params ● Auth ● Headers (9) Body ● Pre-req. Tests Settings Cookies

raw ▼ JSON ▼ Beautify

```
2   "countyCode": "19",
3   "appNumber": "49892090",
4   "signDate": "2023-01-27",
```

Body ▼ 201 Created 1037 ms 266 B Save Response ▼

Pretty Raw Preview Visualize JSON ▼ ≡

```
1  {
2    "applicationId": "49892090",
3    "status": "success",
4    "applicationDate": "2023-02-13"
5  }
```

PUT ▼ <https://cptrain.calsaws.net/portal-service/caseLink/byCaseNumber> Send ▼

Params Auth ● Headers (9) Body ● Pre-req. Tests Settings Cookies

raw ▼ JSON ▼ Beautify

```
1  {
2    "guid": "cf80a7a7-bd7b",
3    "caseNumber": "
4    "countyCode": "36",
5    "caseNumber": "1130891"
6  }
```

Body ▼ 201 Created 193 ms 139 B Save Response ▼

Pretty Raw Preview Visualize Text ▼ ≡

```
1
```

GET ▼ https://cptrain.calsaws.net/portal-service/case?guid=cf80a7a7-bd7b Send ▼

Params ● Auth ● Headers (7) Body Pre-req. Tests Settings Cookies

Type ▼ Token lkWp4PL0BMXbwbQZhd24omvaZ3A

Body ▼ 🌐 200 OK 1081 ms 4.47 KB Save Response ▼

Pretty Raw Preview Visualize JSON ▼ 🔍

```
1 {
2   "personId": "4000275309",
3   "caseData": [
4     {
5       "caseId": 4000161881,
6       "caseName": "Yvette Banks 306",
7       "caseNumber": "1130891",
8       "countyCode": "36",
9       "casePersonDetails": [
```

PUT ▼ https://cptrain.calsaws.net/portal-service/customer/customerContactDetails/Upd ... Send ▼

Params Auth ● Headers (9) Body ● Pre-req. Tests Settings Cookies

raw ▼ JSON ▼ Beautify

```
1 {
2   "guid": "cf80a7a7-bd7b",
3   "email": "gosulalp@calsaws.org",
4   "emailOptInStatus": "true",
5   "phoneNumbers": [
```

Body ▼ 🌐 200 OK 995 ms 255 B Save Response ▼

Pretty Raw Preview Visualize JSON ▼ 🔍

```
1 {
2   "status": true,
3   "ivrStatus": true
4 }
```

PUT ▼ https://cptrain.calsaws.net/calsaws-service/emailVerification Send ▼

Params Auth ● Headers (9) Body ● Pre-req. Tests Settings Cookies

raw ▼ JSON ▼ Beautify

```
1 {
2   "verificationCode": "3430303032373533303935353439",
3   "emailAddress": "gosulalp@calsaws.org",
4   "requestId": "CAYueryyytrui"
5 }
```

Body ▼ 403 Forbidden 414 ms 339 B Save Response ▼

Pretty Raw Preview Visualize JSON ▼

```
1 {
2   "timestamp": 1678900177553,
3   "responseStatusCode": 403,
4   "message": "The verification code has expired.",
5   "path": "/calsaws-service/emailVerification"
```

POST ▼ https://cptrain.calsaws.net/portal-service/form/SAR7 Send ▼

Params Auth ● Headers (9) Body ● Pre-req. Tests Settings Cookies

raw ▼ JSON ▼ Beautify

```
1 {
2   "noChangeInd": true,
3   "applicationNumber": "",
4   "caseNumber": "1130891",
5   "..."
6 }
```

Body ▼ 200 OK 300 ms 235 B Save Response ▼

Pretty Raw Preview Visualize JSON ▼

```
1 {
2   "status": "true"
3 }
```

DOCUMENT VIEWS									
+ x ↗ ↘ ↕ ↕									
Case Number starts with "1130891" x									
Search									
Drawer	Case Number	Case Name	Form Name	Form Number	Document Type	Pages	Created	Created By	
San Bernardino Case	1130891	STANLEY VANBLARC...	Eligibility Status Repo...	SAR 7 Addendum/S...	Customer Reporting	2	3/15/2023 6:40 AM	CalSAWSServiceAcct	
San Bernardino Case	1130891	Yvette Banks 306	Bank Verif	IMG 539	Property	4	3/10/2023 3:38 PM	CalSAWS.Learner51	

GET

https://cptrain.calsaws.net/portal-service/IRT?guID=cf80a7a7-bd7b&caseNumber...

Send

ParamsAuthHeaders (7)BodyPre-req. TestsSettingsCookies

Type

Bearer Token

Token

lkWp4PL0BMXbwbQZhd24omvaZ3A

Body

200 OK388 ms303 BSave Response

PrettyRawPreviewVisualizeJSON

```
1 [
2   {
3     "irtAmount": "1396.00",
4     "programCode": "FS",
5     "effectiveDate": "2022-07-01"
6   }
7 ]
```


GET ▼ https://cptrain.calsaws.net/portal-service/notices?gulD=cf80a7a7-bd7b Send ▼

Params ● Auth ● Headers (7) Body Pre-req. Tests Settings Cookies

Type ▼ Token lkWp4PL0BMXbwbQZhd24omvaZ3A

Body ▼ 200 OK 424 ms 623 B Save Response ▼

Pretty Raw Preview Visualize JSON ▼ 🔍

```
1 {
2   "notices": [
3     {
4       "caseNumber": "1130891",
5       "language": "03",
6       "programs": [
7         "FS"
8       ],
9       "noticeIdentifier":
        "M7VvMiΔvMvR7l 7F7l 7M7XANX0A7fIHEDS0VUHX05PT19M0V9ET18vMDT7MDMvM7Δ3MTk1NTk1w
```

GET ▼ https://cptrain.calsaws.net/portal-service/notices/MzYvMjAyMy8zLzEzLzM2X0N>... Send ▼

Params ● Auth ● Headers (7) Body Pre-req. Tests Settings Cookies

Type ▼ Token lkWp4PL0BMXbwbQZhd24omvaZ3A

Body ▼ 200 OK 3.98 s 2.24 MB Save Response ▼

Pretty Raw Preview Visualize JSON ▼ 🔍

```
1 {
2   "file":
    "JVBERi0xLjcKJeLjz9MKMSAwIG9iago8PC9Db2xvc1NwYWw1L0Rldm1jZUdyYXkvU3VidHlwZS9JbWFn
    ZS9IZWlnaHQgODAvRmlsdGVyL0NDsvRURmF4RGVjb2R1L1R5cGUvWE9iamVjdC9EZWNvZGVQYXJtZW8L
    0NvbHVtbnMgODAvUm93cyA4MC9LIC0xL0JsYWNrSXMxIHRYdWU
    +Pi9XawR0aCA4MC9MZW5ndGggMjI4L0JpdHNQZXJDb21wb251bnQgMT4+c3RyZWFTciageC/////
    yGNCrYwn/y4SfpcJ//8/cItyT5+/////mebL/////Lv/////j4Zdm+P///HnfCL+P//8R8MI f/
    IZ3LnjPZODH/8hjgjYc2Uf/5dhneZik4Y//z2EJ3lwhcMv//LkEe/PwZ7Nhj//+J3DL/yTwh///
    TVmC7~03E~f//0~uEYCE~DYF//0~Y07h~u~7AY//3TOIT7bC~d~s//Lk~T2E~fD2//0~E~u~3//C7~M//
```

GET

https://cptrain.calsaws.net/portal-service/Office?zipCode=95670&programCodes...

Send

ParamsAuthHeaders (7)BodyPre-req.TestsSettingsCookies

Type

Bearer Token

Token

lkWp4PL0BMXbwbQZhd24omvaZ3A

The authorization header will

Body

200 OK279 ms3.06 KB

Save Response

PrettyRawPreviewVisualizeJSON

```
1 [
2   {
3     "countyCode": "19",
4     "hrsOfOperationStartTime": "08:00",
5     "hrsOfOperationEndTime": "17:00",
6     "officeId": 159767,
7     "officeName": "South Central".
8   }
9 ]
```

GET

https://cptrain.calsaws.net/portal-service/Office?zipCode=95670&programCodes...

Send

ParamsAuthHeaders (7)BodyPre-req.TestsSettingsCookies

Type

Bearer Token

Token

lkWp4PL0BMXbwbQZhd24omvaZ3A

The authorization header will

Body

200 OK279 ms3.06 KB

Save Response

PrettyRawPreviewVisualizeJSON

```
1 [
2   {
3     "countyCode": "19",
4     "hrsOfOperationStartTime": "08:00",
5     "hrsOfOperationEndTime": "17:00",
6     "officeId": 159767,
7     "officeName": "South Central".
8   }
9 ]
```

POST ▼ https://cptrain.calsaws.net/portal-service/supportRequest Send ▼

Params Auth ● Headers (9) Body ● Pre-req. Tests Settings Cookies

raw ▼ JSON ▼ Beautify

```
1 {... "guid": "cf80a7a7-bd7b", ... "countyCode": "36", ... "caseNumber": "1130891", ...  
  "longDescr": "Request Date: 01/13/2023 Transportation: Phone: <case.pers_1.  
  phone_number>. Message me in my BenefitsCal account: Yes. About the situation:  
  Transportation", ... "program": "WT", ... "supportRequestType": "TR", ...  
  "specialCircumstancesId": "V" }
```

Body ▼ 422 Unprocessable Entity 86 ms 437 B Save Response ▼

Pretty Raw Preview Visualize JSON ▼ ≡

```
1 {  
2   "errors": [  
3     {  
4       "message": "The worker or task bank cannot be found to create a task.",  
5       "type": "Business Validation",  
6       "code": "benefitscal-00009"
```

POST ▼ https://cptrain.calsaws.net/portal-service/Messaging Send ▼

Params Auth ● Headers (9) Body ● Pre-req. Tests Settings Cookies

raw ▼ JSON ▼ Beautify

```
1 {"messageDetails":  
2  
3  
4  
5 {"caseNumber": "1130891", "countyCode": "36", "pgmCode": "CF", "msgId": "BC5090384",  
  "msgType": "I0", "msgTitle": "CalFresh", "msg": "Are there oth'er pro'grams or services  
  to help me?", "msgDate": "2023-03-12T09:11:10.010-0700", "msgStatus": "MS",
```

Body ▼ 200 OK 395 ms 307 B Save Response ▼

Pretty Raw Preview Visualize JSON ▼ ≡

```
1 {  
2   "msgId": "BC5090384",  
3   "msgDate": "2023-03-12T09:11:10.010-0700",  
4   "msgStatus": "MS"
```

CalsAWS

California Statewide Automated Welfare System

Design Document

CA-246630

Issue CW 2103 Reminder for Teens Turning 18

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Nithin B Halesh
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
06/22/2023	1.0	Initial Draft	Nithin B Halesh

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1 OVERVIEW

The CW 2103 form must be sent to the household of aided teens 60 days before the teen turns 18 via batch for all counties.

1.1 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.

1.2 Requests

1. Enable Batch Generation for the CW 2103 for all counties.

1.3 Overview of Recommendations

1. Update the CW 2103 Batch Job to enable batch generation for all counties.

1.4 Assumptions

1. The form generation logic for CW 2103 is not updated.
2. Trigger Conditions, scheduling, and other Batch properties for the CW 2103 Batch Job will not be altered with this change; This change will only update the Batch Job PB19R403 to run for all counties.
3. Issue the CW 2103 to households with teens 60 days before the teen turns 18 via batch for all CalSAWS counties.
4. NOA - CW - BC - NOT MEETING CHILD AGE RULE is currently sent when the teen turns 18 and discontinued from CW program.

2 RECOMMENDATIONS

2.1 Update the CW 2103 Batch Job to enable batch generation for all counties.

2.1.1 Overview

The CW 2103 batch job (PB19R403) is currently run for LA County only. Update this batch job to automate generation of the CW 2103 for all counties.

2.1.2 Description of Change

Update the PB19R403 Batch Job to run for all counties by changing the job PB19R403 to PB00R403.

A BPCR is needed to pass through all county codes to the batch job.

A BSCR is needed to schedule PB00R403.

2.1.3 Execution Frequency

No change.

2.1.4 Key Scheduling Dependencies

The same scheduling dependencies needs to be updated to PB00R403 job.

2.1.5 Counties Impacted

All counties.

2.1.6 Data Volume/Performance

No change.

2.1.7 Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Forms	CW 2103 Mockup	CW_2103_EN.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met



California Statewide Automated Welfare System

Design Document

CA-251155

Add NOA Fragments in Threshold Languages for
CalWORKs NOA Generation (M40-107B)

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Singaram Manickam
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/21/2023	1.0	Initial Document	Singaram Manickam

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4.1	Project Requirements.....	6

1 OVERVIEW

The purpose of this change is to add NOA Fragments in Threshold Languages for CalWORKs NOA Generation (M40-107B).

1.1 Current Design

Not all NOAs generate in all Threshold Languages (Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian and Vietnamese).

1.2 Requests

Add Threshold languages to Time on Aid at Application/ Redetermination with NOA code A416I (Snippet ID - 9582).

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

1.3 Overview of Recommendations

Add Threshold languages to Time on Aid at Application/ Redetermination with NOA code A416I (Snippet ID - 9582).

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

1.4 Assumptions

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

2 RECOMMENDATIONS

2.1 Add Threshold languages to Time on Aid at Application/ Redetermination with reason code A416I.

2.1.1 Overview

Add Threshold languages to Time on Aid at Application/ Redetermination with NOA code A416I.

Reason Fragment Name and ID:

CW_IN_TL_60_REDETERM_EXEMPTS_AND_CS_A416
(Fragment ID: 9582)

State Form/NOA: NA 530/M40-107B

Current NOA Template: CW_TL_60_NOA_TEMPLATE (ID: 3044)

Current Program(s): CalWORKs

Current Action Type: Informational

Include NA Back 9: Yes

Existing Languages: English & Spanish

2.1.2 Form/NOA Verbiage

Add M40-107B NOA fragments in Threshold languages.

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

NOA Mockups/Examples: Supporting Documents #1

2.1.3 Form/NOA Variable Population

No updates to variable population.

2.1.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.	Correspondence	M40-107B NOA fragments	Fragments_Verbiage.xlsx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	<p>The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <ul style="list-style-type: none">a. Appointment notices;b. Redetermination, Recertification, and/or Annual Agreement notices and forms;c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);d. Periodic reporting notices;e. Contact letters;f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;g. Information notices and stuffers;h. Case-specific verification/referral forms;i. GR Vendor notices;k. Court-mandated notices, including Balderas notices;l. SSIAP appointment notices;m. Withdrawal forms;n. COLA notices;o. Time limit notices;p. Transitioning of aid notices;q. Interface triggered forms and notices (e.g., IFDS, IEVS);r. Non-compliance and sanction notices;s. Benefit issuance and benefit recovery forms and notices, including reminder notices;	M40-107B NOA Reason fragment is being added in available Threshold languages.

	<p>t. Corrective NOAs on State Fair Hearing decisions;</p> <p>u. CSC paper ID cards with LRS-generated access information; and</p> <p>v. CSC PIN notices.</p>	
--	---	--

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-251569

Adult Expansion

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Vicente Romero
	Reviewed By	[individual(s) from Build and Test teams that reviewed document]

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
06/20/2023	1.0	Initial Revision	Vicente Romero

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1 OVERVIEW

CalSAWS grants restricted scope Medi-Cal for all eligible individuals ages 26-49, inclusive, if they meet all other eligibility criteria but do not have satisfactory citizenship or immigration status. CalSAWS generates corresponding MAGI and Non-MAGI NOAs that explain the approval or change of Medi-Cal eligibility to the individual. ACWDL 23-08 will be adding new NOA's with updated verbiage that will trigger on and after 01/2024 while also effective dating the existing NOAs.

1.1 Current Design

CalSAWS currently generates MAGI and Non-MAGI Restricted/Full Scope NOA's with different verbiages based on an effective date.

1.2 Requests

Add new Adult Expansion NOA's that will begin to trigger when the benefit month run is on or after 01/01/2024. Add an effective date to prevent the existing NOA's from triggering when the benefit month run is on or after 01/01/2024.

1.3 Overview of Recommendations

1. Add MAGI Restricted Scope Retro Approval NOA
2. Effective date prior MAGI Restricted Scope Retro Approval NOA
3. Add MAGI Restricted Scope to Full Scope NOA
4. Effective date prior MAGI Restricted Scope to Full Scope NOA
5. Add Non-MAGI Restricted Scope Retro Approval NOA
6. Effective date prior Non-MAGI Restricted Scope Retro Approval NOA
7. Add Non-MAGI Restricted Scope to Full Scope NOA
8. Effective date prior Non-MAGI Restricted Scope to Full Scope NOA

Assumptions

1. This effort will not change existing trigger conditions aside from the effective date.
2. This effort will not modify existing adult expansion NOA verbiage.
3. CA-263985 will implement fragments in additional threshold languages.
4. Program/Person level static Fragments triggers will not be updated. Fragments will trigger for the following notices when appropriate.
5. This effort will not modify MAGI Regulations generating in-line with the text and Non-MAGI generating in-line with text and at the bottom of the first page.

2 RECOMMENDATIONS

2.1 Adding a New MAGI Restricted Scope Retro Approval

2.1.1 Overview

Add a new Restricted Scope Retro Approval NOA

State Form/NOA: ACWDL 23-08

NOA Template: H_NOA_TEMPLATE (ID: 3033)

Program(s): Medi-Cal (MAGI/Mixed)

Action Type(s): Retro Approval

Fragment Level: Person

Repeatable: Y, per person

Include NA Back 9: Y - NA_BACK_9_MAGI_FRAGMENT (ID: 672)

Forms/NOAs Generated with this NOA: N/A

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

Note: CA-263985 will implement fragments in additional threshold languages.

2.1.2 Form/NOA Verbiage

Create Fragment XDP

Add a new reason fragment XDP to display the following new verbiage.

NOA Mockups/Examples: See Supporting Documents #1

Description	Text	Formatting*
Static	<p>You asked us to check if Medi-Cal could cover your bills for any of the 3 months before you applied. You qualified for restricted scope Medi-Cal in <month year>. You did not qualify for full-scope Medi-Cal coverage before January 1, 2024 because:</p> <ul style="list-style-type: none">• You are 26 through 49 years old, and• You did not send us proof of U.S. citizenship or satisfactory immigration status <p>Restricted scope Medi-Cal only covers emergency services; pregnancy-related services such as prenatal care, labor, delivery, and postpartum care, and long-term care</p>	Arial 10

	<p>services. If you are not sure if restricted scope Medi-Cal covers a service, ask your medical provider.</p> <p>This letter is to tell you that you got restricted scope Medi-Cal for <month year>.</p> <p>You may get, or already got, other notices about your eligibility for other time periods.</p> <p>If you have proof of your citizenship or immigration status to give us or want to tell us you can't get your proof, call your county Medi-Cal office at the number on this letter. Your retroactive (past) benefits may change from restricted scope to full scope when you give us your proof. Full scope benefits cover doctor visits for all your medical needs.</p> <p>We counted your household size and income to make our decision.</p> <p>For Medi-Cal, your household size is <household size>. Your monthly household income is <modified adjusted gross income>. The monthly Medi-Cal income limit for your household size is <MAGI limit>. Your income is below this limit. So, you qualify for Medi-Cal. You got restricted scope Medi-Cal because you did not provide proof of your U.S. citizenship or satisfactory immigration status.</p> <p>The regulation or law we used to decide is Welfare and Institutions Code Section 14007.8.</p> <p>If you think we made a mistake, you can appeal.</p>	
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*English only, Spanish and threshold will generate based on project standards for that language.

2.1.3 Form/NOA Variable Population

1. Add Fragment Variable Population

Variables below will be used to populate the reason fragment.

Technical Note: Values can be datamined by reusing method `insertMAGIDeterminationVariables`.

Variable Name	Population	Formatting*
<MonthYear>	Populate with EDBC Begin Date. Example: 01/2023	Arial 10

<MAGI Limit>	Populate with MAGI Income Limit. <i>MAGIDetermination.getMAGIIncomeLimit</i>	Arial 10
<Household size>	Populate with Household size. <i>MAGIDetermination.getMAGISize</i>	Arial 10
<modified adjusted gross income>	Populate with MAGI Income. <i>MAGIDetermination.getMAGIIncome</i>	Arial 10

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

Variables Requiring Translations: N/A

2. Add Fragment Regulations

Aid Code	Regulations
T0	W&I Code §§14011.2, 14007.5; Title 22, C.C.R §50302;
T6	W&I Code §§14011.2, 14007.5; Title 22, C.C.R §50302;
T7	W&I Code §§14011.2, 14007.5; Title 22, C.C.R §§50197, 50302;
M4	W&I Code §§14007.5, 14011.2; Title 22, C.C.R. §§50197, 50302;
M2	W&I Code §§14007.5, 14011.2; Title 22, C.C.R. §§50197, 50302;
M6	Title 22, C.C.R §§50302, 50197;
P0	W&I Code §§14007.5, 14011.2; Title 22, C.C.R. §50302;
P6	W&I Code §§14007.5, 14011.2; Title 22, C.C.R. §50302;
P8	W&I Code §§14007.5, 14011.2; Title 22, C.C.R. §50302;
T8	W&I Code §§14011.2, 14007.5; Title 22, C.C.R §§50197, 50302;

T9	W&I Code §§14011.2, 14007; Title 22, C.C.R §§50197, 50302;
Default	W&I Code §§14007.5, 14011.2; Title 22, C.C.R. §§50197, 50302;

3. **Add NOA Title and Footer Reference for new Reason**

NOA Reference on Document List Page: MAGI Approval

NOA Title: Medi-Cal Approval (MC_AP_NOA_TYPE)

NOA Title Requires Translations: N

NOA Footer: MC-MAGI-A (11/2015)

NOA Footer Requires Translations: N

2.1.4 **Form/NOA Generation Conditions**

1. **Add Fragment Generation**

The existing generation conditions of H_AP_RESTRICTED_SCOPE_RETRO_H911_NEW should be used for this new fragment. In addition, trigger the new fragment when:

- 1) Trigger when the retro benefit month run is on or after 10/01/2023.

Action Fragment: N/A

Message Fragment: N/A

2.2 **Adding a New MAGI Restricted Scope to Full Scope NOA**

2.2.1 **Overview**

Add a new MAGI Restricted Scope to Full Scope NOA to trigger after a specific effective date.

State Form/NOA: ACWDL 23-08

NOA Template: H_NOA_TEMPLATE (ID: 3033)

Program(s): Medi-Cal (MAGI/Mixed)

Action Type(s): Change

Fragment Level: Person

Repeatable: Y, per person

Include NA Back 9: Y

Forms/NOAs Generated with this NOA: N/A

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

Note: CA-263985 will implement fragments in additional threshold languages.

2.2.2 Form/NOA Verbiage

Create Fragment XDP

Add a new reason fragment XDP to display the following new verbiage.

NOA Mockups/Examples: See Supporting Documents #2

Description	Text	Formatting*
Static	<p>Good news! Your Medi-Cal changed to full scope on <month dd, year>.</p> <p>Your Medi-Cal changed from restricted scope to full scope because of a new law that starts January 1, 2024. To learn more about full scope Medi-Cal benefits, go to: https://www.dhcs.ca.gov/services/medi-cal/Pages/Medi-Cal_EHB_Benefits.aspx.</p> <p>You will keep your full scope Medi-Cal coverage unless you are found to no longer qualify.</p> <p>This could happen when your eligibility is renewed or when your situation changes.</p> <p>You may qualify for full scope Medi-Cal for past months.</p> <p>If you paid for medical care while you had restricted Medi-Cal benefits, you may be able to get your money back. If you have questions about getting your money back, call the Department of Health Care Services Beneficiary Services at 1-916-403-2007.</p> <p>The regulation or law we used to decide is Welfare and Institutions Code Section 14007.8.</p> <p>If you think we made a mistake, you can appeal.</p> <p>To learn how to appeal, read "Your Hearing Rights" on the last page of this letter. You have 90 days to ask for a hearing. The 90 days started the day after the date on this notice.</p>	Arial 10

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

2.2.3 Form/NOA Variable Population

1. Add Fragment Variable Population

Variables below will be used to populate the reason fragment.

**Technical Note: Values can be dataminced by reusing method
insertMAGIDeterminationVariables.**

Variable Name	Population	Formatting *
<month dd, year>	Populate with EDBC begin date. Example: 01/01/2024	Arial 10

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

Variables Requiring Translations: N

2. Add Fragment Regulations

Aid Code	Regulations
M1	Title 42, C.F.R §§435.119, 435.603;
M3	Title 42, C.F.R §§435.110, 435.603;
M5	Title 42, C.F.R §§435.118, 435.603;
M7	Title 42, C.F.R §§435.116, 435.603;
P5	Title 42, C.F.R §435.118;
P7	Title 42, C.F.R §435.118;
P9	Title 42, C.F.R §435.118;
T1	W&I Code §14005.26; Title 42, C.F.R §457.510;
T2	W&I Code §14005.26; Title 42, C.F.R §457.510;

T3	W&I Code §14005.26; Title 42, C.F.R §457.510;
T4	W&I Code §14005.26; Title 42, C.F.R §457.510;
Default	Title 42, C.F.R. §§435.119, 435.603;

3. Add NOA Title and Footer Reference for new Reason

NOA Reference on Document List Page: MAGI Change

NOA Title: Medi-Cal Change (MC_CH_NOA_TYPE)

NOA Title Requires Translations: N

NOA Footer: MC-MAGI-C (11/15)

NOA Footer Requires Translations: N

2.2.4 Form/NOA Generation Conditions

1. Add Fragment Generation

The existing generation conditions of H_CH_RESTRICTED_SCOPE_TO_FULL_SCOPE_H808_NEW should be used for this new fragment. In addition, trigger the new fragment when:

- 1) Trigger when the benefit month run is on or after 01/01/2024.

Action Fragment: N/A

Message Fragment: N/A

2.3 Adding a New Non-MAGI Restricted Retro Approval NOA

2.3.1 Overview

Add a new Non-MAGI Restricted Approval NOA to trigger after an effective date.

State Form/NOA: ACWDL 23-08

NOA Template: MC_NOA_TEMPLATE

Program(s): Medi-Cal (Non-MAGI/Mixed)

Action Type(s): Retro Approval

Fragment Level: Person

Repeatable: N

Include NA Back 9: Y

Forms/NOAs Generated with this NOA: N/A

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

Note: CA-263985 will implement fragments in additional threshold languages.

2.3.2 Form/NOA Verbiage

Create Fragment XDP

Add a new reason fragment XDP to display the following new verbiage.

NOA Mockups/Examples: See Supporting Documents #3

Description	Text	Formatting*
Static	<p><Persons></p> <p>You asked us to check if Medi-Cal could cover your bills for any of the 3 months before you applied. You qualified for restricted scope Medi-Cal in <month year>. You did not qualify for full scope Medi-Cal before January 1, 2024 because:</p> <ul style="list-style-type: none">• You are 26 through 49 years old, and• You did not send us proof of your U.S. citizenship or satisfactory immigration status <p>Restricted scope Medi-Cal only covers emergency services and pregnancy-related services such as prenatal care, labor, delivery, and postpartum care, and long-term care services. If you are not sure if restricted scope Medi-Cal covers a service, ask your medical provider.</p> <p>This letter is to tell you that you got restricted scope Medi-Cal coverage for <month year>. You may get, or already got, other letters about your eligibility for other time periods.</p> <p>If you have proof of your citizenship or immigration status to give us or want to tell us you can't get your proof, call your county Medi-Cal office at the number on this letter. Your retroactive (past) benefits may change</p>	Arial 10

	<p>from restricted scope to full scope when you give us your proof. Full-scope benefits cover doctor visits for all your medical needs.</p> <p>The regulation or law we used to decide is Welfare and Institutions Code Section 14007.8.</p> <p>If you think we made a mistake, you can appeal.</p> <p>To learn how to appeal, read "Your Hearing Rights" on the last page of this letter. You have 90 days to ask for a hearing. The 90 days started the day after the date on this letter.</p>	
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*English only, Spanish and threshold will generate based on project standards for that language.

2.3.3 Form/NOA Variable Population

1. Add Fragment Variable Population

Variables below will be used to populate the reason fragment.

Technical Note:

Variable Name	Population	Formatting *
<month year>	<p>Populate with EDBC begin date.</p> <p>Example: 01/2024</p>	Arial 10
<Persons>	<p>Populate with list of person names that meets the retro approval conditions.</p> <p><i>Technical Note: Should use existing variable population</i></p>	Arial 10

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

Variables Requiring Translations: N

2. Add Fragment Regulations

Aid Code	Regulations
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Default	W&I Code § 14007.8; Title 22, C.C.R. §§ 50159, 50173, 50501, 50601, 50653, 50701, 50731, 51056;
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3. Add NOA Title and Footer Reference for new Reason

NOA Reference on Document List Page: RESTRICTED-SCOPE RETRO APPROVAL

NOA Title: Medi-Cal Approval(MC_AP_NOA_TYPE)

NOA Title Requires Translations: N

NOA Footer: MC 239 A3

NOA Footer Requires Translations: N

2.3.4 Form/NOA Generation Conditions

1. Add Fragment Generation

The existing generation conditions of MC_AP_RESTRICT_RETRO_MC_M225_NEW should be used for this new fragment. In addition, trigger the new fragment when:

- 1) Trigger when the benefit month run is on or after 10/01/2023.

Action Fragment: MC_AP_ACTION4 (Id:4050)

Message Fragment: N/A

2.4 Adding a New Non-MAGI Restricted Scope to Full Scope NOA

2.4.1 Overview

Add a new Non-MAGI Restricted Scope to Full Scope NOA to trigger after an effective date.

State Form/NOA: ACWDL 23-08

NOA Template: MC_NOA_TEMPLATE

Program(s): Medi-Cal (Non-MAGI/Mixed)

Action Type(s): Change

Fragment Level: Person

Repeatable: N

Include NA Back 9: Y

Forms/NOAs Generated with this NOA: N/A

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

Note: CA-263985 will implement fragments in additional threshold languages.

2.4.2 Form/NOA Verbiage

Create Fragment XDP

Add a new reason fragment XDP to display the following new verbiage.

NOA Mockups/Examples: See Supporting Documents #4

Description	Text	Formatting*
Static	<p><Persons></p> <p>Good news! Your Medi-Cal changed to full scope on <month dd, year>.</p> <p>Your Medi-Cal changed from restricted scope to full scope because of a new law that starts January 1, 2024. To learn more about full scope Medi-Cal benefits, go to: https://www.dhcs.ca.gov/services/medi-cal/Pages/Medi-Cal_EHB_Benefits.aspx.</p> <p>You will keep your full scope Medi-Cal unless you are found to no longer qualify. This could happen when your eligibility is renewed or when your situation changes.</p> <p>You may qualify for full scope Medi-Cal for past months.</p> <p>If you paid for medical care while you had restricted Medi-Cal benefits, you may be able to get your money back. If you have questions about getting your money back, call the Department of Health Care Services Beneficiary Services at 1-916-403-2007.</p> <p>The regulation or law we used to decide is Welfare and Institutions Code Section 14007.8.</p> <p>If you think we made a mistake, you can appeal.</p>	Arial 10

	To learn how to appeal, read "Your Hearing Rights" on the last page of this letter. You have 90 days to ask for a hearing. The 90 days started the day after the date on this notice.	
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*English only, Spanish and threshold will generate based on project standards for that language.

2.4.3 Form/NOA Variable Population

1. Add Fragment Variable Population

Variables below will be used to populate the reason fragment.

Variable Name	Population	Formatting *
< month dd, year>	Populate with EDBC begin date. Example: 01/01/2024	Arial 10
<Persons>	Populate with a list of persons that meets the conditions for this reason. <i>Technical Note: Should use existing variable population</i>	

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

Variables Requiring Translations: N

2. Add Fragment Regulations

Aid Code	Regulations
Default	W&I Code § 14007.8; Title 22, C.C.R. §§50159, 50173, 50601, 50653, 50701, 50731, 51056;

3. Add NOA Title and Footer Reference for new Reason

NOA Reference on Document List Page: RESTRICTED SCOPE TO FULL SCOPE

NOA Title: Medi-Cal Approval(MC_AP_NOA_TYPE)

NOA Title Requires Translations: N

NOA Footer: MC 239 A (05/07)
NOA Footer Requires Translations: N

2.4.4 Form/NOA Generation Conditions

1. Add Fragment Generation

The existing generation conditions of MC_CH_RESTR_TO_FULL_M781_NEW should be used for this new fragment. In addition, trigger the new fragment when:

- 1) Trigger when the benefit month run is on or after 01/01/2024.

Action Fragment: N/A

Message Fragment: N/A

2.5 Effective Date MAGI Restricted Retro Approval NOA

2.5.1 Overview

Effective date H_AP_RESTRICTED_SCOPE_RETRO_H911_NEW to prevent it from triggering after an effective date.

NOA Template: MC_NOA_TEMPLATE (ID:3028)

Program(s): Medi-Cal (MAGI)

Action Type(s): Retro Approval

Fragment Level: Person

Repeatable: Y

Include NA Back 9: Y

Forms/NOAs Generated with this NOA: N/A

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

2.5.2 Form/NOA Verbiage

No verbiage updates will be added.

2.5.3 Form/NOA Variable Population

No additional variable population will be added.

2.5.4 Form/NOA Generation Conditions

1. Add Fragment Generation

Prevent H_AP_RESTRICTED_SCOPE_RETRO_H911_NEW (Id: 9526) from triggering when EDBC benefit month is on or after 10/01/2023.

2.6 Effective Date MAGI Restricted Scope to Full Scope NOA

2.6.1 Overview

Effective date H_CH_RESTRICTED_SCOPE_TO_FULL_SCOPE_H808_NEW to prevent it from triggering after an effective date.

NOA Template: MC_NOA_TEMPLATE

Program(s): Medi-Cal (MAGI)

Action Type(s): Change

Fragment Level: Person

Repeatable: Y

Include NA Back 9: Y

Forms/NOAs Generated with this NOA: N/A

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

2.6.2 Form/NOA Verbiage

No verbiage updates will be added.

2.6.3 Form/NOA Variable Population

No additional variable population will be added.

2.6.4 Form/NOA Generation Conditions

1. Add Fragment Generation

Prevent H_AP_RESTRICTED_SCOPE_RETRO_H911_NEW (Id: 9526) from triggering when EDBC benefit month is on or after 01/01/2024.

2.7 Effective Date Non-MAGI Restricted Retro Approval NOA

2.7.1 Overview

Effective date MC_AP_RESTRICT_RETRO_MC_M225_NEW to prevent it from triggering after an effective date.

NOA Template: MC_NOA_TEMPLATE

Program(s): Medi-Cal (Non-MAGI)

Action Type(s): Change

Fragment Level: Person

Repeatable: N

Include NA Back 9: Y

Forms/NOAs Generated with this NOA: N/A

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

2.7.2 Form/NOA Verbiage

No verbiage updates will be added.

2.7.3 Form/NOA Variable Population

No additional variable population will be added.

2.7.4 Form/NOA Generation Conditions

1. Add Fragment Generation

Prevent MC_AP_RESTRICT_RETRO_MC_M225_NEW (Id: 9530) from triggering when EDBC benefit month is on or after 10/01/2023.

2.8 Effective Date Non-MAGI Restricted Scope to Full Scope NOA

2.8.1 Overview

Effective date MC_CH_RESTR_TO_FULL_M781_NEW to prevent it from triggering after an effective date.

NOA Template: MC_NOA_TEMPLATE

Program(s): Medi-Cal (Non-MAGI)

Action Type(s): Change

Fragment Level: Person

Repeatable: N

Include NA Back 9: Y

Forms/NOAs Generated with this NOA: N/A

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

2.8.2 Form/NOA Verbiage

No verbiage updates will be added.

2.8.3 Form/NOA Variable Population

No additional variable population will be added.

2.8.4 Form/NOA Generation Conditions

2. Add Fragment Generation

Prevent MC_CH_RESTR_TO_FULL_M781_NEW (Id: 9532) from triggering when EDBC benefit month run on or after 01/01/2024.

3 SUPPORTING DOCUMENTS

Note: All NOAs will include the current system version of the NA BACK 9 on the back of the First page.

Number	Functional Area	Description	Attachment
1	NOA	MAGI Retro Restricted Approval	MAGI Restricted Retro Approval.pdf
2	NOA	MAGI Restricted to Full Scope	MAGI Restricted to Full Scope.pdf
3	NOA	Non-MAGI Retro Restricted Approval	Non-MAGI Restricted Retro Approval.pdf
4	NOA	Non-MAGI Restricted to Full scope	Non-MAGI Restricted to Full Scope



California Statewide Automated Welfare System

Design Document

CA-260063

Opt-In and Update Text Messaging Status in
CalSAWS after Wave 5

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
4/14/2023	1.0	Initial	Andrea Rodriguez
6/27/2023	1.1	Added additional recommendations	Andrea Rodriguez, Tisha Mutreja

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1 OVERVIEW

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

1.1 Current Design

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

1.2 Requests

Due to the new FCC regulation, 'Opt-In' is not required to send text messages. Do not send Information update transactions to CalHEERS for individuals with phone numbers updated from this process.

1.3 Overview of Recommendations

1. Apply data change to opt-in and update text message status for certain existing Medi-Cal customers in CalSAWS that have not yet been opted-in after Wave 5.
2. CalHEERSUpdateTransaction (PB00CH200) and CalHEERSUpdateTransactionTables (PB00CH201) will be turned off on the night of the implementation of SCR with BSCR # CA-263811.
3. CalHEERSUpdateTransaction (PB00CH200) and CalHEERSUpdateTransactionTables (PB00CH201) will be turned back on the following night the implementation of SCR with BSCR # CA-263812 to resume normal processing. Update the last success date to day prior so it excludes the day it was turned off.

1.4 Assumptions

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

5. Domestic Violence Confidentiality functionality is available in all counties. Only Los Angeles County has pre-existing Domestic Violence Case Flag functionality available.
6. The CalHEERS Information Updates job will be turned off during the time that the data change is processing. No information updates transactions will be sent during this time.

2 RECOMMENDATIONS

2.1 Opt-In for Text Messaging Data Change

2.1.1 Overview

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

2.1.2 Description of Change

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

- v. Exclude phone number when there exists another record that has the same phone number and the Opt-In indicator is 'No' and the Status is 'Opted-Out'.
- vi. Exclude phone number when there exists another record that has the same phone number Opted-In already.
- d. When the same person has multiple phone numbers of the same type, only opt-in the earliest created phone number record (or the phone number record with minimum record ID in the case when the created time is the same) and exclude the rest.

Example 1: Primary person has only the following phone numbers (assume no other person has the same phone numbers), and the Opt-In is blank for both.

- i. Main: 222-222-2222 (Created 01/01/2021 8:00AM)
- ii. Cell: 222-222-2222 (Created 01/01/2021 8:05AM)
- iii. Cell: 333-333-3333 (Created 01/01/2021 8:10AM)

Only the Cell: 222-222-2222 will be Opted-in first, per the above requirements b. and d.

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

Example 1: Primary person has two records, and the Opt-In is blank for both.

- i. Cell: 444-444-4444 (created 01/01/2021 8:00AM)
- ii. Cell: 444-444-4444 (created 01/01/2021 8:05AM)

Only the record created on 01/01/2021 8:00AM will be opted-in.

Example 2: Mother (Primary on Case A) has 555-555-5555 Cell (created 01/01/2021 8:00AM) and Daughter (Primary on Case B) also has 555-555-5555 Cell (created 01/01/2021 8:05AM).

Only the Mother's phone number will be opted-in.

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

2.1.3 Estimated Number of Records Impacted/Performance

1,000,000

2.2 CalHEERS Update Transaction

2.2.1 Overview

The CalHEERS Information Updates job will be turned off during the time that the data change is processing. No information updates transactions will be sent during this time. The job will be turned back on after the data change has completed.

2.2.2 Description of Change

1. CalHEERSUpdateTransaction (PB00CH200) and CalHEERSUpdateTransactionTables (PB00CH201) will be turned off on the night of the implementation of SCR with BSCR # CA-263811.
2. CalHEERSUpdateTransaction (PB00CH200) and CalHEERSUpdateTransactionTables (PB00CH201) will be turned back on the following night the implementation of SCR with BSCR # CA-263812 to resume normal processing. Update the last success date to day prior so it excludes the day it was turned off.

2.2.3 Execution Frequency

Once during the data change process.

2.2.4 Key Scheduling Dependencies

N/A

2.2.5 Counties Impacted

All counties.

2.2.6 Data Volume/Performance

N/A

2.2.7 Failure Procedure/Operational Instructions

CalHEERS staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e. rerunning the job, delaying the run, contacting appropriate parties for server issues, etc.)

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.20	<p>The LRS shall support multiple means of communicating appointments, appointment reminders, and critical dates and/or information that may affect a participant's eligibility, using the following means:</p> <ul style="list-style-type: none">a. E-Mail;b. Text messaging;d. Automated phone reminder;e. USPS mail	<p>This SCR will update the process by which a participant opts-in to receive text messages.</p>

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-260064

Opt-In and Update Text Messaging Status in
CalSAWS after Wave 6

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
4/14/2023	1.0	Initial	Andrea Rodriguez
6/27/2023	1.1	Added additional recommendations	Andrea Rodriguez, Tisha Mutreja

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1 OVERVIEW

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

1.1 Current Design

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

1.2 Requests

Due to the new FCC regulation, 'Opt-In' is not required to send text messages. Do not send Information update transactions to CalHEERS for individuals with phone numbers updated from this process.

1.3 Overview of Recommendations

1. Apply data change to opt-in and update text message status for certain existing Medi-Cal customers in CalSAWS that have not yet been opted-in after Wave 6.
2. CalHEERSUpdateTransaction (PB00CH200) and CalHEERSUpdateTransactionTables (PB00CH201) will be turned off on the night of the implementation of SCR with BSCR # CA-263813.
3. CalHEERSUpdateTransaction (PB00CH200) and CalHEERSUpdateTransactionTables (PB00CH201) will be turned back on the following night the implementation of SCR with BSCR # CA-263814 to resume normal processing. Update the last success date to day prior so it excludes the day it was turned off.

1.4 Assumptions

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

5. Domestic Violence Confidentiality functionality is available in all counties. Only Los Angeles County has pre-existing Domestic Violence Case Flag functionality available.
6. The CalHEERS Information Updates job will be turned off during the time that the data change is processing. No information updates transactions will be sent during this time.

2 RECOMMENDATIONS

2.1 Opt-In for Text Messaging Data Change

2.1.1 Overview

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

2.1.2 Description of Change

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

- v. Exclude phone number when there exists another record that has the same phone number and the Opt-In indicator is 'No' and the Status is 'Opted-Out'.
- vi. Exclude phone number when there exists another record that has the same phone number Opted-In already.
- d. When the same person has multiple phone numbers of the same type, only opt-in the earliest created phone number record (or the phone number record with minimum record ID in the case when the created time is the same) and exclude the rest.

Example 1: Primary person has only the following phone numbers (assume no other person has the same phone numbers), and the Opt-In is blank for both.

- i. Main: 222-222-2222 (Created 01/01/2021 8:00AM)
- ii. Cell: 222-222-2222 (Created 01/01/2021 8:05AM)
- iii. Cell: 333-333-3333 (Created 01/01/2021 8:10AM)

Only the Cell: 222-222-2222 will be Opted-in first, per the above requirements b. and d.

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

Example 1: Primary person has two records, and the Opt-In is blank for both.

- i. Cell: 444-444-4444 (created 01/01/2021 8:00AM)
- ii. Cell: 444-444-4444 (created 01/01/2021 8:05AM)

Only the record created on 01/01/2021 8:00AM will be opted-in.

Example 2: Mother (Primary on Case A) has 555-555-5555 Cell (created 01/01/2021 8:00AM) and Daughter (Primary on Case B) also has 555-555-5555 Cell (created 01/01/2021 8:05AM).

Only the Mother's phone number will be opted-in.

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

2.1.3 Estimated Number of Records Impacted/Performance

1,000,000

2.2 CalHEERS Update Transaction

2.2.1 Overview

The CalHEERS Information Updates job will be turned off during the time that the data change is processing. No information updates transactions will be sent during this time. The job will be turned back on after the data change has completed.

2.2.2 Description of Change

1. CalHEERSUpdateTransaction (PB00CH200) and CalHEERSUpdateTransactionTables (PB00CH201) will be turned off on the night of the implementation of SCR with BSCR # CA-263813.
2. CalHEERSUpdateTransaction (PB00CH200) and CalHEERSUpdateTransactionTables (PB00CH201) will be turned back on the following night the implementation of SCR with BSCR # CA-263814 to resume normal processing. Update the last success date to day prior so it excludes the day it was turned off.

2.2.3 Execution Frequency

Once during the data change process.

2.2.4 Key Scheduling Dependencies

N/A

2.2.5 Counties Impacted

All counties.

2.2.6 Data Volume/Performance

N/A

2.2.7 Failure Procedure/Operational Instructions

CalHEERS staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e. rerunning the job, delaying the run, contacting appropriate parties for server issues, etc.)

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.20	<p>The LRS shall support multiple means of communicating appointments, appointment reminders, and critical dates and/or information that may affect a participant's eligibility, using the following means:</p> <ul style="list-style-type: none">a. E-Mail;b. Text messaging;d. Automated phone reminder;e. USPS mail	<p>This SCR will update the process by which a participant opts-in to receive text messages.</p>



California Statewide Automated Welfare System

Design Document

CA-260223 Add Ukrainian Language in
Dropdown

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jennifer Muna, Howard Suksanti, Tisha Mutreja
	Reviewed By	Dymas Pena, Connie Buzbee, William Baretsky, Himanshu Jain

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/24/2023	1.0	Initial version	Jennifer Muna, Howard Suksanti, Tisha Mutreja

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1 OVERVIEW

This SCR will outline the necessary modifications to add the new Ukrainian language in CalSAWS.

1.1 Current Design

CA-260247 will be implementing the Medi-Cal Redetermination Packets in Mien and Ukrainian languages to CalSAWS in September 2023. The Self-Service Portal and CalHEERS allows the customer to select their preference for spoken and written language. The 'Ukrainian' language does not exist in the CalSAWS system and thus does not display on the E-Application Summary page or Individual Demographics page.

Currently, Ukrainian is not a supported language in eHIT as CalHEERS does not have the language either as a written language nor as a spoken language.

1.2 Requests

1. Add Ukrainian as a language in the codes table so that BenefitsCal/CalHEERS can pass that language through the App Transfer API to display in CalSAWS.
2. Send 'English' as default language to CalHEERS as Ukrainian is not a supported language in eHIT.

1.3 Overview of Recommendations

1. Create CTR to add Ukrainian into CT145.
2. Perform regression tests for BenefitsCal, Fiscal, CalHEERS and Batch/Interface using CT145.

1.4 Assumptions

1. Any update to the language mapping for the Interfaces will be addressed in a future enhancement. All other CT145 reference columns not mentioned in the SCR will use the default values that are currently in the database.
2. No changes to eHIT.

2 RECOMMENDATIONS

2.1 Add Ukrainian to Language Codes Table

2.1.1 Overview

This section outlines the modifications necessary to add the Ukrainian language into the CalSAWS codes table. CT145 in the codes table stores available languages in CalSAWS and displays them in the CalSAWS pages. CalSAWS will send 'English' as default language to CalHEERS as Ukrainian is not a supported language in their system.

2.1.2 Description of Change

1. Create CTCR to add 'Ukrainian' to CT145.
2. The following is the Interface mapping code for 'Ukrainian'.

Interface Name	Value sent to Partner
MEDS	Y
EICT inbound/outbound	CIC
CCSAS	OT-Other
CMIPS (Spoken/Written)	NULL
CalOAR language code	99
CalHEERS (Inbound)	NULL
CalHEERS (Outbound)	EN – English
CalHEERS (Spoken Inbound)	NULL
CalHEERS (Spoken Outbound)	EN – English

Note: CalSAWS will send blank as the language code for OCAT Interface. For CalHEERS, set the Outbound to 'English' as the default language to CalHEERS. The CalHEERS Inbound will be NULL or blank since CalHEERS will not be sending the Ukrainian language.

3. Perform regression test on the Application Transfer API.
4. Perform regression test on the CalHEERS interface.
5. Perform regression test on the CDSS Interface Writer.

2.1.3 Partner Integration Testing

Self-Service Portal, CalHEERS, CDSS

2.1.4 Execution Frequency

Real - Time

2.1.5 Key Scheduling Dependencies

N/A

2.1.6 Counties Impacted

All CalSAWS Counties

2.1.7 Category

Real - Time

2.1.8 Data Volume/Performance

N/A

2.1.9 Interface Partner

Self-Service Portal

2.1.10 Failure Procedure/Operational Instructions

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

2.2 Batch/Interface Regression Test

2.2.1 Overview

Perform a regression test on the Interface(s) that utilizes the Category for Language code and sends to the system's Interface Partners. Please refer to the list in section 2.2.2.

2.2.2 Description of Change

Perform a regression test on the following Interfaces.

1. MEDS
2. EICT inbound/outbound

- 3. CCSAS (child support)
- 4. CMIPS (spoken/written)
- 5. CalOAR

2.2.3 Partner Integration Testing

No.

2.2.4 Execution Frequency

N/A.

2.2.5 Key Scheduling Dependencies

N/A.

2.2.6 Counties Impacted

All CalSAWS Counties.

2.2.7 Category

N/A.

2.2.8 Data Volume/Performance

N/A.

2.2.9 Failure Procedure/Operational Instructions

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

2.3 Automated Regression Test

2.3.1 Overview

Create new regression test scripts based on the system test scenarios for the permanent functional changes outlined above.

2.3.2 Description of Change

1. Evaluate each system test scenario for the potential of automation.
Known exclusionary criteria:
 - a. Temporary or one-time changes (ex., Data Change Requests, operational batch job execution)
 - b. Technical limitations (ex., visual comparison of a static document against a template)
 - c. Security restrictions (ex., access to an external service requiring Multi-Factor Authentication)
 - d. Required manual intervention (ex., physical printing, document scanning, forced service outage)
2. For each scenario determined to be an automation candidate, modify the system test scenario to be executable as part of the Regression Test Suite. This may include the following:
 - a. Repeatability: The script must be able to execute multiple times between data refreshes
3. Targetability: The script must fully and accurately verify the actual result against the expected result of the scenario.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Interface	Application Transfer YAML file	AppTransfer.yaml
2	Interface	Application Transfer HTML file	AppTransfer.html

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-260884

Update CalFresh Zero Dollar Allotment to generate on CF 377.4 SAR

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Sumanth Vydana
	Reviewed By	Tiffany H.

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
05/18/2023	1.0	Initial Document	Sumanth Vydana
08/29/2023	1.1	Updated Design as per the Analyst	Sumanth Vydana
8/30/2023	1.2	Updated Design to match current design templates	Tiffany Huckaby

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1 OVERVIEW

This effort will be updating the Template Reference tied associated to the CF Zero Dollar Allotment discontinuance to refer DFA 377.1A (3/02) reason to be those tied refer to the CF 377.4 SAR.

1.1 Current Design

Currently the CF Zero Dollar Allotment NOA reason generates on a DFA 377.1A. Note: The DFA 377.1A was replaced by the CF 377.1A. However, the CF Zero Dollar Allotment Discontinuance generates with the CF 377.4 SAR verbiage today.

1.2 Requests

Update the Template Reference associated to the CF Zero Dollar Allotment reason to refer to the CF 377.4 SAR CalFresh Termination NOA.

1.3 Overview of Recommendations

DCR: Update the Template Reference tied to the CF Zero Dollar Allotment refer to CF 377.4 SAR CalFresh Termination NOA.

1.4 Assumptions

1. CA-235013 added the CF 377.1A (08/21) form into the Template Repository.
2. CA-227245 obsoleted the DFA 377.1A in CalSAWS.
3. No updates will be made to the generate of the CF Zero Dollar Allotment for Denials or Discontinuances. This effort will only update the Form reference at the bottom of the generated document.

2 RECOMMENDATIONS

2.1 DCR: Update the Template Reference associated to the CF Zero Dollar Allotment reason to refer to CF 377.4 SAR.

2.1.1 Overview

This recommendation is updating the System's remaining NOA footers labeled with DFA 377.1A for the CF Zero Dollar Allotment reason to reference the correct State notice, CF 377.4 SAR (6/13).

Fragment Name and ID: CF 377.4 SAR (6/13) and 7618

State Form/NOA: CF 377.4 SAR (6/13)

NOA Template ID(s): Cal SAWS CalFresh NOA Template, CF_NOA_TEMPLATE (ID = 3027)

Program(s): CalFresh

Action Type(s): Termination

2.1.2 Form/NOA Verbiage

There are no changes to verbiage as these documents.

2.1.3 Form/NOA Variable Population

Update NOA Footer Reference

Update the NOA footer to match the document/verbiage that this NOA reason generates with.

Updated NOA Footer: CF 377.4 SAR (6/13)

NOA Footer Requires Translations: No, this only contains the Form reference.

2.1.4 Form/NOA Generation Conditions

There are no changes to the NOAs' generation per this recommendation.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-261285

Update TEMP 2313 and TEMP 2035 to include
CalFresh Replacements with Subcategory
Codes

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Susanna Martinez
	Reviewed By	Ravneet Bhatia, Thao Ta, Gokul Suresh

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
6/19/2023	1	Initial Document	Susanna Martinez
7/18/2023	2	Added recommendation #3 to add Expungements to the TEMP 2313 and TEMP 2035 reports	Susanna Martinez

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1 OVERVIEW

The TEMP 2313 EBT THEFT – Scam and TEMP 2035 EBT THEFT – Skimming reports provide information regarding reimbursement claim for Electronic Benefit Transfer (EBT) replacement, due to electronic theft by scam/skimming for select programs. SCR CA-239721 updated the TEMP 2313 and TEMP 2035 reports to capture cash replacements for issuances under the CalFresh program per CFL 21/22-61. The TEMP 2313 and TEMP 2035 report will need to update their logic for distinguishing a CalFresh cash assistance issuance versus a SUAS cash assistance issuance as the current logic does not consider the record a CalFresh cash assistance record if the replacement's original issuance has a subcategory code other than blank.

1.1 Current Design

The TEMP 2035 and TEMP 2313 do not count the CalFresh cash replacements under the 'CalFresh Cash Assistance' column when the replacement's original issuance has a subcategory code other than blank.

The reports also do not consider issuances that were manually issued, for any of the programs included in the report. Initially it was thought that they were not on the report because they were unclaimed but Fiscal SCR CA-255083 was implemented to fix the claiming issue.

1.2 Requests

Update the report logic to include CalFresh cash replacements due to electronic theft under the 'CalFresh Cash Assistance' column of the reports when the original issuance has a subcategory code. Additionally, update the logic to also capture records where the issuance was 'Manually Issued' for all programs included in the report.

1.3 Overview of Recommendations

1. Update the report's logic to categorize CalFresh cash replacements, whose original issuance also has an existing subcategory code, as 'CalFresh Cash Assistance' on the reports' summary sheet, and as 'CalFresh' in the 'Issuances' sheet, 'Prior Month Adjustments' sheet and new 'Expungements' sheet which will be added via this SCR.
2. Update the report's base population to include issuances that were 'Manually Issued' for all programs included in the report.
3. Update the reports to include Expungements for all programs included in the reports.
4. Create a new 'Expungements' detail sheet in the reports.

1.4 Assumptions

1. The SUAS replacements are distinguishable as 'SUAS Cash Assistance' records through their original issuance having subcategory code of 'SUAS'.
2. It is assumed Expungements contain a negative payment amount.

2 RECOMMENDATIONS

2.1 TEMP 2313 EBT THEFT - Scam

2.1.1 Overview

The TEMP 2313 EBT Theft – Scam report provides information regarding reimbursement claim for Electronic Benefit Transfer (EBT) replacement, due to electronic theft by scam. This is a scheduled report ran on a monthly basis. The logic used to categorize CalFresh cash replacements as 'CalFresh Cash Assistance' will be adjusted, and the base population will be updated to include issuances that were 'Manually Issued' for all programs included in the report.

2.1.2 TEMP 2313 EBT Theft – Scam Mockup

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY		CALIFORNIA DEPARTMENT OF SOCIAL SERVICES	
COUNTY REIMBURSEMENT CLAIM FOR ELECTRONIC BENEFIT TRANSFER (EBT) REPLACEMENT DUE TO ELECTRONIC THEFT THEFT BY SCAMS - AB 2313 (2018)		County	Date (Month Year)
		Los Angeles	06/2023
EBT THEFT BY PROGRAM			
1 Select the Program Name	CalWORKs Cash Assistance	CalFresh Cash Assistance	TCVAP Cash Assistance
2 Total reimbursement amount for actual expenditures associated with the theft of EBT cash benefits by scams in current claiming month	\$5,107	\$4,626	\$0
3 Recoveries of Aid for Prior AB 2313 issuances:	\$70	\$25	\$0
4 Prior Month Positive Adjustments:	\$0	\$0	\$0
5 Prior Month Negative Adjustments:	\$0	\$0	\$0
6 Total Net Obligations for Reimbursement (Sum Lines #2 and #4, less Line #3 plus Line #5):	\$5,037	\$4,601	\$0
7 Total Number of Payments Issued:	6	16	0

Figure 2.1.2.1 – TEMP 2313 EBT Theft – Scam Report 'TEMP 2313 SCAM' Sheet

Note: The full mockup can be found in the Supporting Documents section.

CF	SU – 'SUAS'		X	SUAS
CF	RP – 'Replacement Benefit'	X		CalFresh
CF	EA – 'Emergency Allotment'	X		CalFresh
CF	WN – 'WINS'	X		CalFresh

2. Update the report's base population to include issuances that were 'Manually Issued' for all programs included in the report.

Technical Note: ISSUANCE_DETL.STAT_CODE = 'MI'

- a. These issuances will be included as an addition to the existing 'Issued' issuances which are a part of base population for all Issuance, Recoveries of Aid, Expungements and Prior Month Adjustment records.
3. Update the report to include Expungements for all programs included in the report.
 - a. The expungements will be counted under the 'Recoveries of Aid for Prior AB 2313 issuances' line 3 on the 'TEMP 2313 SCAM' summary sheet.
 - b. The expungements will follow the current base logic in place for Issuances but will be identified by their transaction type of 'Expungement'.
 - i. **Technical Note:** This will be where the CLAIM_HIST.TRANS_TYPE_CODE = 'EX'.

Category ID	Code Value	Short Decode Value
420	EX	Expungement

- c. The expungement detail records will appear on the new 'Expungements' sheet.
4. Create a new 'Expungements' detail sheet.
 - a. This detail sheet will provide backup information for Line 3 'Recoveries of Aid for Prior AB 2313 issuances:' of the 'TEMP 2313 SCAM' summary sheet for the expungements only. Recoveries of Aid details will continue to be reported on the 'Recoveries of Aid' sheet.
 - b. This detail sheet will have the following headers:

Field Name	Field Description
------------	-------------------

Title	TEMP 2313 - Scam
<County Name>	Specified county for which the report was generated
Report Month:	Date of Report Month formatted as: mm/yyyy
Run Date:	Date and time the report was generated with the format as MON-dd-yy HH:MM AM/PM

- c. A 'Totals' line will show a field 'Expungements' as the total number of Expungements in the Report Month and the field 'Amount' will show the total amount formatted as \$00.00 for the Report Month.
- d. The 'Summary' field will provide a URL link to the 'TEMP 2313 SCAM' summary sheet.
 - i. The links for the 'Recoveries of Aid for Prior AB 2313 issuances:' line 3 of the 'TEMP 2313 SCAM' summary sheet will continue to link to the 'Recoveries of Aid' detail sheet only.
- e. The 'Expungements' detail sheet will have the following columns:

Column Name	Column Description
Reporting Column	The column in which the record is counted on the 'TEMP 2313 SCAM' summary sheet for these entries: <ul style="list-style-type: none"> • CalWORKs • CalFresh • TCVAP • RCA • CAPI • SUAS • GA/GR
Program	The decoded program type associated to the Expungement.
Object	This column contains Accounting String information.
Department Object	This column stores the Accounting Department object code.
Case Number	The Case Number of the Case associated to the Expungement.

Case Name	The Case Name of the Case associated to the Expungement.
Payee Name	The name of the Payee associated to the Expungement. The name will be formatted as the first name, last name.
Control Number	The Control Number of the Expungement (i.e. warrant number, service payment issuance number).
Benefit Month	The benefit month of the Expungement formatted as "mm/yyyy".
Availability Date	The availability date of the Expungement formatted as "mm/dd/yyyy".
Transaction Date	The transaction date of the Expungement formatted as "mm/dd/yyyy".
Authorizing Worker ID	The worker number of the authorizing worker associated to the Expungement.
Amount	The dollar amount of the Expungement formatted as \$00.00.

2.1.4 Report Location

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

2.1.5 Counties Impacted

All counties will be impacted by the changes in this SCR.

2.1.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
N/A	N/A	N/A

2. Security Groups

Security Group	Group Description	Group to Role Mapping
N/A	N/A	N/A

2.1.7 Report Usage/Performance

No significant impact to report usage or performance is expected.

2.2 TEMP 2035 EBT THEFT - Skimming

2.2.1 Overview

The TEMP 2035 EBT Theft – Skimming report provides information of County reimbursement claims for EBT replacement due to electronic theft by skimming. This is a scheduled report ran on a monthly basis. The logic used to categorize CalFresh cash replacements as 'CalFresh Cash Assistance' will be adjusted, and the base population will be updated to include issuances that were 'Manually Issued' for all programs included in the report.

2.2.2 TEMP 2035 EBT Theft – Skimming Mockup

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

COUNTY REIMBURSEMENT CLAIM FOR ELECTRONIC BENEFIT TRANSFER (EBT) REPLACEMENT DUE TO ELECTRONIC THEFT THEFT BY SKIMMING - AB 2035 (2012)	County	Date (Month Year)
	Los Angeles	06/2023

EBT THEFT BY PROGRAM

1	Select the Program Name	CalWORKS Cash Assistance	CalFresh Cash Assistance	TCVAP Cash Assistance	RCA Cash Assistance	CAPI Cash Assistance	SUAS Cash Assistance	GA/GR Cash Assistance
2	Total reimbursement amount for actual expenditures associated with the theft of EBT cash benefits by skimming in current claiming month	\$3,110,679	\$1,392,865	\$1,210	\$20,363	\$111,679	\$234	\$328,521
3	Recoveries of Aid for Prior AB 2035 issuances:	\$70	\$25	\$0	\$0	\$0	\$0	\$0
4	Prior Month Positive Adjustments:	\$0	\$0	\$0	\$0	\$0	\$0	\$0
5	Prior Month Negative Adjustments:	(\$70)	\$0	\$0	\$0	\$0	\$0	\$0
6	Total Net Obligations for Reimbursement (Sum Lines #2 and #4, less Line #3 plus Line #5):	\$3,110,539	\$1,392,840	\$1,210	\$20,363	\$111,679	\$234	\$328,521
7	Total Number of Payments Issued:	3739	4434	3	33	135	13	1737

Figure 2.1.2.1 – TEMP 2035 EBT Theft – Skimming Report 'TEMP 2035 Skimming' Sheet

Note: The full mockup can be found in the Supporting Documents section.

CF	NULL	X		CalFresh
CF	SU – 'SUAS'		X	SUAS
CF	RP – 'Replacement Benefit'	X		CalFresh
CF	EA – 'Emergency Allotment'	X		CalFresh
CF	WN – 'WINS'	X		CalFresh

2. Update the report's base population to include issuances that were 'Manually Issued' for all programs included in the report.

Technical Note: ISSUANCE_DETL.STAT_CODE = 'MI'

- a. These issuances will be included as an addition to the existing 'Issued' issuances which are a part of base population for all Issuance, Recoveries of Aid, Expungements and Prior Month Adjustment records.
3. Update the report to include Expungements for all programs included in the report.
 - a. The expungements will be counted under the 'Recoveries of Aid for Prior AB 2035 issuances' line on the 'TEMP 2035 Skimming' sheet.
 - b. The expungements will follow the current base logic in place for Issuances but will be identified by their transaction type of 'Expungement'.
 - i. **Technical Note:** This will be where the CLAIM_HIST.TRANS_TYPE_CODE = 'EX'.

Category ID	Code Value	Short Decode Value
420	EX	Expungement

- c. The expungement detail records will appear on the new 'Expungements' sheet.
4. Create a new 'Expungements' detail sheet.
 - a. This detail sheet will provide backup information for Line 3 'Recoveries of Aid for Prior AB 2035 issuances:' of the 'TEMP 2035 Skimming' summary sheet for the expungements only. Recoveries of Aid details will continue to be reported on the 'Recoveries of Aid' sheet.
 - b. This detail sheet will have the following headers:

Field Name	Field Description
Title	TEMP 2035 - Skimming
<County Name>	Specified county for which the report was generated
Report Month:	Date of Report Month formatted as: mm/yyyy
Run Date:	Date and time the report was generated with the format as MON-dd-yy HH:MM AM/PM

- c. A 'Totals' line will show a field 'Expungements' as the total number of Expungements in the Report Month and the field 'Amount' will show the total amount formatted as \$00.00 for the Report Month.
- d. The 'Summary' field will provide a URL link to the 'TEMP 2035 Skimming' summary sheet.
 - i. The links for the 'Recoveries of Aid for Prior AB 2035 issuances:' line 3 of the 'TEMP 2035 Skimming' summary sheet will continue to link to the 'Recoveries of Aid' detail sheet only.
- e. The 'Expungements' detail sheet will have the following columns:

Column Name	Column Description
Reporting Column	<p>The column in which the record is counted on the 'TEMP 2035 Skimming' summary sheet for these entries:</p> <ul style="list-style-type: none"> • CalWORKs • CalFresh • TCVAP • RCA • CAPI • SUAS • GA/GR
Program	The decoded program type associated to the Expungement.
Object	This column contains Accounting String information.
Department Object	This column stores the Accounting Department object code.
Case Number	The Case Number of the Case associated to the Expungement.

Case Name	The Case Name of the Case associated to the Expungement.
Payee Name	The name of the Payee associated to the Expungement. The name will be formatted as the first name, last name.
Control Number	The Control Number of the Expungement (i.e. warrant number, service payment issuance number).
Benefit Month	The benefit month of the Expungement formatted as "mm/yyyy".
Availability Date	The availability date of the Expungement formatted as "mm/dd/yyyy".
Transaction Date	The transaction date of the Expungement formatted as "mm/dd/yyyy".
Authorizing Worker ID	The worker number of the authorizing worker associated to the Expungement.
Amount	The dollar amount of the Expungement formatted as \$00.00.

2.2.4 Report Location

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

2.2.5 Counties Impacted

All counties will be impacted by the changes in this SCR.

2.2.6 Security Updates

5. Security Rights

Security Right	Right Description	Right to Group Mapping
N/A	N/A	N/A



6. Security Groups

Security Group	Group Description	Group to Role Mapping
N/A	N/A	N/A

2.2.7 Report Usage/Performance

No significant impact to report usage or performance is expected.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Reports	TEMP 2313 EBT Theft – Scam	 TEMP 2313 EBT THEFT - Scam.xlsx
2	Reports	TEMP 2035 EBT Theft – Skimming Report Mockup	 TEMP 2035 EBT THEFT - Skimming.xls

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.24.1.11	The LRS shall support all reports required by federal, State, and local laws, rules, regulations, ordinances, guidelines, directives, policies, and procedures, including statistical, operational, workload, and fiscal reports.	The TEMP 2313 EBT Theft – Scam and TEMP 2035 EBT Theft – Skimming reports will be updated to consider qualifying issuance statuses and categorize these issuances accordingly.

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
N/A	N/A	N/A	N/A

5 APPENDIX

N/A



California Statewide Automated Welfare System

Design Document

CA-262850

Add Fillable Threshold Languages MC 216, MC 210RV and MC 217 Forms to the Template Repository

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/07/2023	1.0	Initial Draft	Lianel Richwin

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1 OVERVIEW

This effort will update the renewal forms MC 216, MC 210RV and MC 217 to latest version and add the available threshold languages in CalSAWS Template Repository.

1.1 Current Design

Currently MC 210RV (10/20), MC 216 (10/20), and MC 217 (10/20) forms are available only in English and Spanish languages in Template Repository.

1.2 Requests

1. Add available threshold languages for MC 216 (10/2020) - Pre-Populated Renewal Form to CalSAWS Template Repository.

Languages Include: English, Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mien, Punjabi, Russian, Spanish, Tagalog, Thai, Ukrainian, Vietnamese.

2. Update English, Spanish and add available threshold languages for MC 217 (01/2024) - Pre-Populated Renewal Form to CalSAWS Template Repository.

Languages Include: English, Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mien, Punjabi, Russian, Spanish, Tagalog, Thai, Ukrainian, Vietnamese.

3. Update English, Spanish and add available threshold languages for MC 210 RV (01/2024) - Medi-Cal Annual Redetermination to CalSAWS Template Repository.

Languages Include: English, Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mien, Punjabi, Russian, Spanish, Tagalog, Thai, Ukrainian, Vietnamese.

1.3 Overview of Recommendations

1. Add the MC 216 in all threshold languages.
2. Update the MC 210 RV in English and all threshold languages to latest version (01/2024).
3. Update the Non-MAGI RE Packet for LA County in English and all threshold languages to account for the updates to forms MC 210 RV.
4. Update the Non-MAGI RE Packet for Migration Counties in English and all threshold languages to account for the updates to forms MC 210 RV.
5. Update the MC 217 in English and all threshold languages to latest version (01/2024).
6. Update the Mixed HH RE Packet for LA County in English and all threshold languages to account for the updates to forms MC 217.
7. Update the Mixed HH RE packet for Migration Counties in English and all threshold languages to account for the updates to forms MC 217.

1.4 Assumptions

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

2 RECOMMENDATIONS

2.1 Add threshold languages to MC 216.

2.1.1 Overview

This section will cover the requirements for adding the MC 216 forms in available threshold languages.

State Form: MC 216 (10/20)

Programs: Medi-Cal

Forms Category: Forms

Template Repository Visibility: All counties

Template Description: This is the Medi-Cal renew form. It collects the information needed to keep coverage for the next year.

Imaging Form Name: MAGI MC Renewal Form

Imaging Document Type: Customer Reporting

Existing languages: English, Spanish

2.1.2 Form Verbiage

Create MC 216 XDP's

Added Threshold Languages: Arabic, Armenian, Cambodian, Chinese*, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mien, Punjabi, Russian, Tagalog, Thai, Ukrainian, Vietnamese.

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

Form Mockups/Examples: See Supporting Documents #1

Form Header: Header_3-4

Form Number: MC 216
Include NA BACK 9: No

2.1.3 Form Variable Population

No updates to variable population.

2.1.4 Form Generation Conditions

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

2.2 Update English and add threshold languages to MC 217.

2.2.1 Overview

This section will cover the requirements for adding the MC 217 forms in English and available threshold languages.

State Form: MC 217 (01/2024)

Programs: Medi-Cal

Forms Category: Forms

Template Repository Visibility: All counties

Template Description: Mixed MC Renewal Form.

Imaging Form Name: Mixed MC Renewal Form

Imaging Document Type: Customer Reporting

Existing languages: English, Spanish

2.2.2 Form Verbiage

Create MC 217 XDP's

Updated languages: English, Spanish

Added Threshold Languages: Arabic, Armenian, Cambodian, Chinese*, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mien, Punjabi, Russian, Tagalog, Thai, Ukrainian, Vietnamese.

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

Form Mockups/Examples: See Supporting Documents #2

Form Header: Header_3-4
Form Number: MC 217
Include NA BACK 9: No

2.2.3 Form Variable Population

No updates to variable population.

2.2.4 Form Generation Conditions

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

2.3 Update English and add threshold languages to MC 210 RV.

2.3.1 Overview

This section will cover the requirements for adding the MC 210 RV forms in English and available threshold languages.

State Form: MC 210 RV (01/2024)

Programs: Medi-Cal

Forms Category: Forms

Template Repository Visibility: All counties

Template Description: This form is sent out annually to redetermine Medi-Cal eligibility.

Imaging Form Name: Non-MAGI MC Renewal Form

Imaging Document Type: Customer Reporting

Existing languages: English, Spanish

2.3.2 Form Verbiage

Create MC 210 RV XDP's for Threshold Languages

Updated languages: English, Spanish

Added Threshold Languages: Arabic, Armenian, Cambodian, Chinese*, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mien, Punjabi, Russian, Tagalog, Thai, Ukrainian, Vietnamese.

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

Form Mockups/Examples: See Supporting Documents #3

Form Header: Header_3-4

Form Number: MC 210 RV

Include NA BACK 9: No

2.3.3 Form Variable Population

No updates to variable population.

2.3.4 Form Generation Conditions

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

2.4 Update Non-MAGI RE Packet (LA)

2.4.1 Overview

This SCR will update the Non-MAGI RE Packet (LA) in CalSAWS to account for the updates to forms MC 210 RV.

State Form: Non-MAGI RE Packet

Current Programs: Medi-Cal

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

Current Forms Category: Application

Current Template Repository Visibility: Los Angeles

Existing Languages: English, Spanish, Arabic, Armenian, Cambodian, Chinese*, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Punjabi, Russian, Tagalog, Thai, Vietnamese.

2.4.2 Form/NOA Verbiage

Update Form XDP

This SCR will update the English and threshold of the packet with the current version of form MC 210 RV (01/2024).

Updated Languages: English, Spanish, Arabic, Armenian, Cambodian, Chinese*, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Punjabi, Russian,

Tagalog, Thai, Vietnamese
Form Number: Non-MAGI RE Packet

2.4.3 Form/NOA Variable Population

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

2.4.4 Form/NOA Generation Conditions

Updates to Form Generation

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

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

2.5.1 Overview

This SCR will update the Non-MAGI RE Packet (non-LA) in CalSAWS to account for the updates to forms MC 210 RV.

State Form: Non-MAGI RE Packet

Current Programs: Medi-Cal

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

Current Forms Category: Application

Current Template Repository Visibility: Migration Counties

Existing Languages: English, Spanish, Arabic, Armenian, Cambodian, Chinese*, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Punjabi, Russian, Tagalog, Thai, Vietnamese.

2.5.2 Form/NOA Verbiage

Update Form XDP

This SCR will update the English and threshold of the packet with the current version of form MC 210 RV (01/2024).

Updated Languages: English, Spanish, Arabic, Armenian, Cambodian, Chinese*, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Punjabi, Russian, Tagalog, Thai, Vietnamese

Form Number: Non-MAGI RE Packet

2.5.3 Form/NOA Variable Population

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

2.5.4 Form/NOA Generation Conditions

Updates to Form Generation

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

2.6 Update Mixed HH RE Packet (LA)

2.6.1 Overview

This SCR will update the Mixed HH RE Packet (LA) in CalSAWS to account for the updates to forms MC 217.

State Form: Mixed Household RE Packet

Current Programs: Medi-Cal

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

Current Forms Category: Application

Current Template Repository Visibility: Los Angeles

Existing Languages: English, Spanish, Arabic, Armenian, Cambodian, Chinese*, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Punjabi, Russian, Tagalog, Thai, Vietnamese.

2.6.2 Form/NOA Verbiage

Update Form XDP

This SCR will update the English and threshold languages of the packet with the current version of form MC 217 (01/2024).

Updated Languages: English, Spanish, Arabic, Armenian, Cambodian, Chinese*, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Punjabi, Russian, Tagalog, Thai, Vietnamese

Form Number: Mixed Household RE Packet

2.6.3 Form/NOA Variable Population

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

2.6.4 Form/NOA Generation Conditions

Updates to Form Generation

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

2.7 Update Mixed HH RE Packet (Non-LA)

2.7.1 Overview

This SCR will update the Mixed HH RE Packet (non-LA) in CalSAWS to account for the updates to forms MC 217.

State Form: Mixed Household RE Packet

Current Programs: Medi-Cal

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

Current Forms Category: Application

Current Template Repository Visibility: Migration Counties

Existing Languages: English, Spanish, Arabic, Armenian, Cambodian, Chinese*, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Punjabi, Russian, Tagalog, Thai, Vietnamese.

2.7.2 Form/NOA Verbiage

Update Form XDP

This SCR will update the English and threshold languages of the packet with the current version of form MC 217 (01/2024).

Updated Languages: English, Spanish, Arabic, Armenian, Cambodian, Chinese*, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Punjabi, Russian, Tagalog, Thai, Vietnamese

Form Number: Mixed Household RE Packet

2.7.3 Form/NOA Variable Population

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

2.7.4 Form/NOA Generation Conditions

Updates to Form Generation

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

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	MC 216	MC216.zip
2	Correspondence	MC 217	MC217.zip
3	Correspondence	MC 210 RV	MC210RV.zip

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	<p>The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <ul style="list-style-type: none">a. Appointment notices;b. Redetermination, Recertification, and/or Annual Agreement notices and forms;c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);d. Periodic reporting notices;e. Contact letters;f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;g. Information notices and stuffers;h. Case-specific verification/referral forms;i. GR Vendor notices;k. Court-mandated notices, including Balderas notices;l. SSIAP appointment notices;m. Withdrawal forms;n. COLA notices;o. Time limit notices;p. Transitioning of aid notices;q. Interface triggered forms and notices (e.g., IFDS, IEVS);r. Non-compliance and sanction notices;s. Benefit issuance and benefit recovery forms and notices, including reminder notices;t. Corrective NOAs on State Fair Hearing decisions;u. CSC paper ID cards with LRS-generated access information; andv. CSC PIN notices.	MC 216, MC 217, MC 210 RV are being updated in English, Spanish and added in available threshold Languages to CalSAWS Template Repository.



California Statewide Automated Welfare System

Design Document

CA-265452

Update imaging API for MC RE Customer Reporting
Logic when barcode is not available

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Robyn Anderson
	Reviewed By	Christopher Vasquez, Rhiannon Chin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
8/1/2023	1.0	Initial Draft	Robyn Anderson
8/10/2023	1.1	Remove discontinued documents and documents that are not tracked	Robyn Anderson
8/15/2023	1.5	Remove sections that have already been implemented in previous SCRs	Robyn Anderson
8/28/2023	2.0	Added section 2.1.7 and added some minor clarifications	Robyn Anderson

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1 OVERVIEW

1.1 Current Design

The markDocumentReceived API can currently process requests for any document if there is a provided imaging barcode. The only document that can currently be processed without a barcode is the SAR 7; for all other documents, the API will return an error message and not mark the document received in CalSAWS.

1.2 Requests

Update the imaging webservice and imaging solution to support updating customer reporting records of MC RE documents received via the Portal without an imaging barcode. This update would follow the same logic as the SAR 7 documents.

1.3 Overview of Recommendations

1. Update the Imaging "Generate Task and Mark Doc" queue logic to account for MC RE documents sent from the Portal without a barcode.

1.4 Assumptions

1. Imaging Logic will be configured to only apply this non-barcode MC RE logic to BenefitsCal Uploaded documents (Where the "Capture Information" metadata is "Portal"). Worker Uploaded documents will continue to be marked received under existing logic dependent on a CalSAWS barcode.
2. If a participant submits a document incorrectly as a MC RE this would result in a false positive update of the reporting to "Received."
3. This Change will only apply to MC packets. Any packets with additional programs would not be impacted.
4. Task Generation and updating a document's status will continue to occur from within the Imaging Solution when documents reach the "Generate Task and Mark Doc" system processing queue as previously designed in CA-214032 and CA-214058.
5. In the BenefitsCal app, the user selection "Medi-Cal Renewal" maps to "MC Redetermination."

2 RECOMMENDATIONS

2.1 Batch/Interfaces: markDocumentReceived API

2.1.1 Overview

Update the markDocumentReceived API to be able to process requests for CalSAWS MC RE documents uploaded via the Portal that do not contain a barcode number.

2.1.2 Description of Change

This change is limited to the following documents:

Form #	Form Name
MAGI RE Packet	MAGI RE Packet
Mixed MC RE Packet	Mixed MC RE Packet
Non-MAGI Packet	Non-MAGI Packet

1. Using the caseNumber, countyCode formName fields, in scenarios where the barcode is missing, and the form name equals MC Redetermination, add logic to the markDocumentReceived API to determine the correct customer report to update to 'Received' status.
 - a. Customer report must be one of the documents listed above.
 - b. Customer report status must be in 'Sent' or 'Incomplete' status.
 - c. Customer reporting record 'due month' must be no older than 90 days at time of lookup or have a future due date.
 - d. Source must equal "Portal."
2. Update the validation logic for the markDocumentReceived API to return a 422 HTTP error code with the message "Invalid data: MC Redetermination - No forms found or multiple forms found" when the following occurs:
 - a. No MC RE customer report is found using the fields that qualify (section 2.1.2 sub section 2).
 - b. Multiple MC RE customer reports are found using fields that qualify (section 2.1.2 sub section 2).

2.1.3 Partner Integration Testing

Yes – Hyland

2.1.4 Execution Frequency

Realtime

2.1.5 Key Scheduling Dependencies

N/A

2.1.6 Counties Impacted

All counties

2.1.7 Data Volume/Performance

Due to this change, we expect approximately 10,000 additional calls to the MarkedReceived API per month.

2.1.8 Interface Partner

Hyland

2.1.9 Failure Procedure/Operational Instructions

N/A

2.2 Hyland: Imaging API Handling

2.2.1 Overview

Update the imaging "Generate Task and Mark Doc" queue to apply specialized logic for MC RE documents without a barcode when received from BenefitsCal. Add additional error handling when error code is returned.

2.2.2 No Barcode MC RE Logic Branch

Apply the following logic to documents with a Form Name that matches one of the Form Names in the table in section 2.1.2.

1. If barcode is available – apply pre-existing logic
2. If barcode is not available and the Capture Information is "Portal"
 - a. Pass the below values to the imaging "markReceived" webservice
 1. Case Number
 2. County Code
 3. Form Name
 4. No Change Flag

5. Received Date

2.2.3 Error Handling

In the event of an error code (See Section 2.1.2 sub section 3, and CA-214032 for examples of currently existing error codes) being returned on this call, no task will be generated, and the document will be routed to the county Barcode Verification or Barcode Verification Confidential Queue (Based on the "Confidential" metadata flag value) with the following message added to the beginning of the notes field: Unable to mark document without barcode "Received" using case number."

2.2.4 Partner Integration Testing

Yes – BenefitsCal Partner integration testing will be performed, testing will be performed on masked data



2.2.5 Interface Partner

BenefitsCal, CalSAWS

2.2.6 Counties Impacted

All CalSAWS counties would be impacted by this change. Specifically, this change would have an impact on any MC RE documents listed in the table in section 2.1.2 received from the BenefitsCal Portal. (Where document Capture Information = "Portal")

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
CA-214032	Interfaces	Original markDocumentReceived API Design Documentation	 CA-214032 Mark Document Received
CSPM-50165	BenefitsCal	BenefitsCal No Change Flag Design Documentation	 DesignConsiderations-CSPM-50165-v2.d