CalSAWS

California Statewide Automated Welfare System

Design Document

CA-213615

Updates to the Reception Log and Lobby Devices

CalSAWS	DOCUMENT APPROVAL HISTORY	
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DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/26/2023	1.0	Initial draft	Erika Kusnadi, Shining Liu
9/15/2023	2.0	Content Revision 1: 1. Remove the requirement to update Page Mapping from Section 2.2.5 as this is incorrect. 2. Added Section 3 for Supporting Document for the Security Matrix	Kusnadi.E

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1   OVERVIEW

In CalSAWS, reception log pages and lobby pages specifically are used to support and manage the overall Lobby Management process in various aspects. This SCR will make updates to CalSAWS so that information that is displayed are consistent throughout the application.

1.1   Current Design

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

1.2   Requests

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

1.3   Overview of Recommendations

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

1.4   Assumptions

1. All existing functionalities will remain unchanged unless called out as part of the SCR.
2. If a new visit status for reception log visit records is added in the future, the batch job will update the status to No Response unless otherwise specified.
3. Hiding the WBR section on the Device Assignment Detail page will not impact users from continuing using the WBR functionality for those offices that are equipped with devices that have the WBR functionality set up prior to the SCR going into production.

4. The Visit Status tooltip will continue to track/display all visit status records that are created for that specific Reception Log Visit. This will include visit status records that are created by the new batch job.
   a. The visit status information that will be displayed on the Visit Status tooltip for visit status records that's created by the new batch job will be the Time (this will be the time that the visit record was created), Status (this will be the status type and in this case it will be either Complete or No Response) and Created by (this will display the name of the staff that created the record and in this case it will the staff name for the new batch job).

2 RECOMMENDATIONS

In CalSAWS, reception log pages and lobby pages specifically are used to support and manage the overall Lobby Management process in various aspects. This SCR will make updates to CalSAWS so that information that is displayed are consistent throughout the application.

2.1 Device Assignment Detail page

2.1.1 Overview

The Device Assignment Detail page allows users to search for a device and assign the device to an Office or change the device's office assignment. As part of the Device Assignment Detail page, there's a WBR (Wireless Barcode Reader) section that will allow user to customize the Receipt information that get's printed and whether an appointment notification should be sent to the worker when users are using the WBR hardware. This SCR will hide the WBR section from being displayed on the Device Assignment Detail page, as the WBR hardware is no longer being used in any of the counties. As such, the WBR section is no longer necessary.

2.1.2 Device Assignment Detail page Mockup

Device Assignment Detail   Save

* - Indicates required fields

Office: [C-IV ▾]   Device In Use: [▾]   Search

Lobby Devices

Device Number	Device Name ⚙	Assigned Office ⚙	Device In Use
Lobby Tablet 254021	testing	C-IV ▾	No
Lobby Tablet 254022	test	C-IV ▾	No
Lobby Kiosk 240203	check	C-IV ▾	No
244300	device	C-IV ▾	No

Save

Figure 2.1.1 – Device Assignment Detail

2.1.3 Description of Changes

1. Update the Device Assignment Detail page to no longer display the WBR section.
   a. Hide the WBR section so that it no longer displays on the Device Assignment Detail page.
      Note: Currently, the WBR section will not display when the when the user select "All" or "Unassigned Devices" from the Office drop down list.

      Note: For offices that have information inputted on the WBR section, data will continue to be retained in the database. This SCR will only hide the WBR section so that it will no longer display on the page (this means that information that was entered on the WBR section will no longer be editable through the page, as the whole WBR section will no longer be displayed on the page). Once the SCR is in production, users will no longer be able to access the WBR section (existing data under the WBR section will not be editable). This will not impact the Lobby Devices section.

2.1.4 Page Location

- **Global: Admin Tools**
- **Local: Office Admin**
- **Task: Device Assignment**

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

Update page mapping to remove all references related to the WBR section.

2.1.7 Accessibility

The following Accessibility enhancements have been identified:

- Images must have alternate text.
- Form elements must have labels.
- Select element must have an accessible name.
- html element must have a lang attribute.

2.1.8 Page Usage/Data Volume Impacts

N/A

2.2 Update validation messages to use Lobby Tablet and Lobby Kiosk.

2.2.1 Overview

As part of a previous SCR the name of the following lobby devices, Kiosk and FACT was rebranded to Lobby Kiosk and Lobby Tablet respectively. This SCR will replace Kiosk to Lobby Kiosk and FACT to Lobby Tablet to all validation messages that still have the old lobby devices name as part of the validation message.

2.2.2 Description of Changes

1. Replace FACT to Lobby Tablet for the below validation message.
   a. Update the validation message "A flow of Device Type 'FACT' cannot contain a Button Action with an Action Type from 'Document Upload'." to "A flow of Device Type 'Lobby Tablet' cannot contain a Button Action with an Action Type from 'Document Upload'."

   Note: There is no change in the logic on when the validation message will be displayed.

2.2.3 Page Location

- **Global: Admin Tools**
- **Local: Office Admin**
- **Task: Device Flow Mgmt.**

2.2.4 Security Updates

N/A

2.2.5 Page Mapping

~~Update page mapping to remove all references related to the WBR section.~~

2.2.6 Accessibility

N/A

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 Batch Job to Change Reception Log Visit Status to Complete or No Response

2.3.1 Overview

Reception Log Visit records that do not have a Visit Status of Complete or No Response are left open indefinitely. Create a new batch job to auto-close such records.

2.3.2 Description of Change

1. Create a new batch job that updates the Visit Status of Reception Log Visit records to Complete or No Response if the latest Visit Status is not Complete or No Response by the time the batch job runs.
   a. If the latest Visit Status is Meeting Started, update the Visit Status of the Reception Log Visit to Complete. If the latest Visit Status is anything else, such as Worker Notified or Waiting, including any status that does not yet exist, update the Visit Status of the Reception Log Visit to No Response.
      i. Visit Status that is added to the Reception Log Visit through the batch job will be captured on the Visit Status Tooltip, which should display the name of the batch job.
   b. Reception log visits do not need to be retroactively marked Complete or No Response. Only records created on or after the batch job runs for the first time should be updated.
2. Create a BPCR and BSCR for the batch job.

2.3.3 Execution Frequency

Daily (M-F)

2.3.4 Key Scheduling Dependencies

N/A

2.3.5 Counties Impacted

All

2.3.6 Category

Core

2.3.7 Data Volume/Performance

N/A

2.3.8 Failure Procedure/Operational Instructions

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

2.4 Security Group Updates

2.4.1 Overview

As part of a previous SCR the name of the following lobby devices, Kiosk and FACT was rebranded to Lobby Kiosk and Lobby Tablet respectively. This SCR will update the security group name and the security group description to no longer reference Kiosk or FACT.

2.4.2 Description of Change

1. Update the following security group name to no longer reference Kiosk.
   a. Update the security group name "Kiosk Assignment" to "Device Assignment".
   b. Update the security group name "Kiosk Flow Management" to "Device Flow Management".

Note: The above change is to just update the security group name. It does not change on how the above security group works or impact security rights and roles that are associated to the above security groups listed above.

2. Update the following security group description to no longer reference Kiosk or FACT.
   a. For the security group name of Lobby Device Admin, update the group description from "Add and edit Kiosks and FACT tablets." to "Add and edit Lobby Kiosk, Self Service Kiosk or Lobby Tablets."
   b. For the security group name of Remote Kiosk Configuration, update the group description from "Provides access to configure the Kiosk from the Facilitated Application Control Tablet (FACT)." to "Provides access to configure the Lobby Kiosk from the Lobby Tablet."
   c. For the security group name of Kiosk Flow Override, update the group description from "Allows the Worker to save changes to Button Actions for a Flow assigned to Kiosks in multiple Offices." to "Allows the Worker to save changes to Button Actions for a Flow assigned to Lobby Kiosks in multiple Offices."
   d. For the security group name of Kiosk Flow Management, update the group description from "Provide access to the Kiosk

Flow Management Application." to "Provide access to the Lobby Kiosk Flow Management Application."

    e. For the security group name of Kiosk Assignment, update the group description from "Provides access to the Kiosk Assignment Application." to "Provides access to the Device Assignment page."

Note: The updates to the security group name and security group description listed above will be reflected on the Select Security Group page when the above security group name is returned on the Search Results Summary section.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.0	Online	Security Matrix	CA-213615 Security Matrix.xls

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.2.1.4	The LRS shall record the date and time of the traffic log entry, and a record of each contact shall be retained and be viewable from the individual or case record to be retrieved and reviewed at any time.	CalSAWS will be updated to replace any references to Kiosk and FACT to Lobby Kiosk or Lobby Tablet as applicable. The WBR section will also be hidden as this functionality is only being used in limited offices in the counties. Lastly, a new batch job will be created in order to close out any "open" Reception Log Visit record at the end of the day.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-234219

Close CW Program When a Person Refused UIB

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Yale Yee
	Reviewed By	Business Analyst, Build/Test teams, CW/CF Committee

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
11/18/2022	1.0	Initial Document	Yale Yee
9/20/2023	1.1	Content Revision 1: Update variable population to reflect correct page	Tiffany Huckaby

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1   OVERVIEW

Counties must deny the CalWORKs (CW) program when a mandatory household member fails to apply for Unemployment Insurance Benefits (UIB) at intake; or discontinue the CW program at the next reporting period when an active household member fails to apply for UIB mid-period.

1.1   Current Design

When a mandatory household member fails to apply for UIB and a non-compliance record for failure to apply for Unconditionally Available Income – Apply/Accept UIB is entered, CW EDBC applies the 'Refused UIB' Status Reason to the applicable household member and the remaining household members are given a different status reason i.e. 'No Appl – Req Person'. Because 'Refused UIB' is currently a person level status reason only, the Program Status Reason populates with another closure reason i.e. No Eligible Mem. The CW UIB Non-Cooperation notices are triggered at the individual level when a CW member has the 'Refused UIB' status reason.

Both the CW UIB Non-Cooperation Discontinuance and Denial notices do not have updated state provided verbiage. Additionally, because Refused UIB fails the CW program, the CW UIB Non-Cooperation Change notice will not be triggered by EDBC.

1.2   Requests

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

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

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

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

1.3 Overview of Recommendations

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

1.4 Assumptions

1. The updates to the UIB non-cooperation denial and discontinuance NOA will not be effective dated, i.e., if the EDBC is run for retro months after this SCR goes to production, the UIB non-cooperation NOA will still have the new verbiage.
2. A non-compliance record of failure to apply for Unconditionally Available Income – Apply/Accept UIB must be entered for EDBC to apply the 'Refused UIB' status reason.
3. When multiple person level status reasons exist on the failing CW program, a hierarchy will determine the status reason used to populate the Program Status Reason.

2 RECOMMENDATIONS

2.1 Update EDBC to add 'Refused UIB' as a CW program-level closure reason

2.1.1 Overview

When a mandatory CalWORKs (CW) individual refuses UIB, the household and the CW program will be denied or discontinued with the Status Reason of 'Refused UIB'. The Status Reason of Refused UIB is not a mid-period closure reason.

2.1.2 Description of Changes

Update CW EDBC to close (deny/discontinue) the program when a mandatory household member has a Non Compliance for Unconditionally Available Income – Apply/Accept UIB. The program closure reason on the EDBC is 'Refused UIB' and the Status Reason is **NOT** applied mid-period.

CW EDBC will apply 'Refused UIB' when a Non Compliance for Unconditionally Available Income – Apply/Accept UIB record is active during Intake, Redetermination or SAR7 processing.

Note: EDBC applies the CW person status reason of 'Refused UIB' to all household members when the program fails for 'Refused UIB'.

Technical Note: Set the priority to 1400.

Program Configuration

System Determination

EDBC Source: Online EDBC Rules

Aid Code:

Program Status: Denied

Program Status Reason: Refused UIB

Note: Overridden rows are in bold.

Name	DOB	Role	Role Reason	Status	Status Reason
Test, Spouse 57F	01/01/1966	MEM		Denied	Refused UIB
Test, Uib 58M	01/01/1965	MEM		Denied	Refused UIB
Test, Child 3M	01/01/2020	MEM		Denied	Refused UIB

Override Program Configuration

Figure 2.1.1 – Update EDBC to add 'Refused UIB' as a CW program-level closure reason

2.1.3 Programs Impacted

CalWORKs

2.1.4 Performance Impacts

N/A

2.2 Update CW UIB Noncooperation Discontinuance NOA

2.2.1 Overview

Currently, the UIB Noncooperation Discontinuance NOA is triggered at the Person level. This change will update the NOA to trigger at the Program level, as well as updating the NOA's verbiage to the latest state-provided text.

The updated fragment verbiage provided by the state has the variable for populating the verification request date (refer to section 2.2.3 for variable population). This notice will not generate if there is no valid verification request date.

Reason Fragment Name and ID:

CW_TN_UIB_NOT_ACC_A047

ID = 6197

Current NOA Template: CW_NOA_TEMPLATE (NA 290, Fragment ID: 3026)

Current Program(s): CalWORKs

Current Action Type: Discontinuance

Current Fragment Level: Person

Currently Repeatable: Y

Include NA Back 9: Y

Current Forms/NOAs Generated with this NOA: N/A

Existing Languages: English, Spanish

2.2.2 Update CW UIB Noncooperation Discontinuance NOA Verbiage

<u>Update Fragment XDP</u>

Update the CW UIB Noncooperation discontinuance NOA verbiage to the following.

Updated Languages: English, Spanish

Description	Existing Text	Updated Text
Static	The principal earner in your family has not applied for and/or accepted Unemployment Insurance Benefits, or did all that EDD asked. A principal earner is the parent who has earned the most money in the 24 months before your application for the CalWORKs Unemployed Parent Program. The principal earner named by you or the County is <Person>	We needed certain facts to check your eligibility. On <Verif_Request_Date> we asked you, and/or a member of your household to apply for Unemployment Insurance Benefits (UIB). The rules say you must apply for UIB when the county refers you to the Employment Development Department (EDD), accept benefits when eligible and meet the conditions of eligibility for UIB. The following household member(s) • did not apply for and/or accept (UIB) benefits; or • provide proof of application; and/or • did not ask the County for help getting this proof. <List of persons>
Static	El asalariado principal de su familia no ha solicitado y/o aceptado Beneficios del Seguro Contra Desempleo (UIB) o no cumplió con los requisitos del Departamento de Desarrollo de Empleos (EDD). El asalariado principal es el padre o madre que ganó más dinero en el período de 24 meses anteriores a su solicitud para el programa CalWORKs de Padre Desempleado. El asalariado principal nombrado por usted o el Condado es <Person>	Necesitamos cierta información para verificar su elegibilidad. En <Verif_Request_Date> le pedimos a usted, y/o un miembro de su familia que solicitará(n) beneficios de Seguro por Desempleo (UIB). La regla indica que usted tiene que solicitar UIB cuando el Condado la refiere al Departamento de Desarollo de Empleo (EDD), aceptar beneficios cuando es elegible y cumplir con las condiciones de elegibilidad para UIB. El/Los siguientes miembros del hogar: • no aplicaron y/o aceptaron beneficios de (UIB); o • obtener pruebas de la solicitud; y/o • no pidió ayuda al Condado para obtener éstas pruebas. <List_of_persons>

Note: Format the English and Spanish fragments with Arial font size 10.

2.2.3 Update CW UIB Discontinuance NOA Variable Population

Add the verif_request_date and list_of_persons variable population listed below.

Variable Name	Population
<Verif_Request_Date>	Scenario 1:

	If the Non-Compliance list page has only one person with the "Apply/Accept UIB" reason/instance, populate the "Apply For Unconditionally Available Income" verification requested date (associated to the person with the non-compliance) if the verification is still in 'Pending' or 'Refused' status. <mark>The 'verification request date' and 'verification status' will be pulled from the Verification Page</mark>. Scenario 2: If the Non-Compliance list page has multiple persons with the "Apply/Accept UIB" reason/instance, find the latest "Apply For Unconditionally Available Income" verification request date for the persons with the non-compliance if the verification is still in 'Pending' or 'Refused' status. <mark>The 'verification request date' and 'verification status' will be pulled from the Verification Page</mark>. Example: Non-Compliance exists for Person A and Person B. "Apply For Unconditionally Available Income" verification was requested for Person A on 05/20/2023 and for person B it was requested on 05/25/2023, the <verif_request_date> should populate 05/25/2023 Note: If there a Person C with a pending or refused "Apply For Unconditionally Available Income" verification but there is no "Apply/Accept UIB" Non-Compliance tied this Person, then the verification request date for this person will not be considered. Note for both scenarios: 1. The UIB discontinuance NOA will not generate if there is no pending or refused verification record for the person(s) with the non-compliance.
<List of Person(s)>	Populate the person(s) with the Non-Compliance of "Apply/Accept UIB" if this person(s) is a member of CalWORKs program. (i.e., ROLE_CODE = 'ME' in PGM_PERS_DETL table)

Note: Format the English and Spanish fragments with Arial font size 10.

Variables Requiring Translations: N/A

2.2.4 Update Regulations for CW UIB NonCooperation Disc NOA

The CW UIB Noncooperation discontinuance NOA has new associated Regulations. The following Regulations will be added when the CW UIB Noncooperation discontinuance Reason is generated on a NOA:

Existing Regulations: EAS: 41-401, 41-440.1 (a), (c), 41-440.2

Updated Regulations: MPP: 40-105.1, 40-181.2; .3, 82-612

2.2.5 Update CW UIB Noncooperation Discontinuance NOA Generation Conditions

Updates to Fragment Generation

1. Update the UIB Noncooperation Discontinuance NOA fragment's generation conditions to trigger at the Program level.

2. Generate this NOA only if there is a valid <verif_request_date> to populate on the UIB discontinuance reason fragment.
Note: Refer to section 2.2.3 for <verif_request_date> variable population and 2.2.2 for fragment verbiage.
Note: The existing trigger conditions for the CW UIB Noncooperation discontinuance NOA will remain the same unless explicitly mentioned in this SCR.

New NOA Template: N

New Program Generation: N

New Action Type: N

Update to Fragment Level: Y - Program

Repeatable: N

New Forms/NOAs Generated with this NOA: N

Generation Type	Does this NOA reason currently generate prior to this effort?	Is this generation type being updated with this effort?
EDBC	Yes	Yes, see above.
Negative Action EDBC	No	No
Batch	No	No

2.3 Update CW UIB Noncooperation Denial NOA

2.3.1 Overview

Currently, the UIB Noncooperation Denial NOA is triggered at the Person level. This change will update the NOA to trigger at the Program level, as well as updating the NOA's verbiage to the latest state-provided text.

The updated fragment verbiage provided by the state has the variable for populating the verification request date (refer to section 2.2.3 for variable population). This notice will not generate if there is no valid verification request date.

Reason Fragment Name and ID:

CW_DN_UNEMP_INS_BEN_NOT_ACCP_A047

ID = 6130

Current NOA Template: CW_NOA_TEMPLATE (NOA 290, Fragment ID: 3026)

Current Program(s): CalWORKs

Current Action Type: Denial

Current Fragment Level: Person

Currently Repeatable: Y

Include NA Back 9: Y

Current Forms/NOAs Generated with this NOA: N/A

Existing Languages: English, Spanish

2.3.2 Update CW UIB Noncooperation Denial NOA Verbiage

Update Fragment XDP

Update the CW UIB Noncooperation denial NOA verbiage to the following.

Updated Languages: English, Spanish

Description	Existing Text	Updated Text
Static	The principal earner in your family has not applied for and/or accepted Unemployment Insurance Benefits, or did all that EDD asked. A principal earner is the parent who has earned the most money in the 24 months before your application for the CalWORKs Unemployed Parent Program. The principal earner named by you or the County is <Person>	You must give us facts and proof we need and do the other things we need you to, as best you can. You did not do as we asked. On <Verif_Request_Date> we asked you, and/or a member of your household to apply for Unemployment Insurance Benefits (UIB). The rules say you must apply for UIB when the county refers you to the Employment Development Department (EDD), accept benefits when eligible and meet the conditions of eligibility for UIB. The following household member(s) • did not apply for and/or accept (UIB) benefits; or • provide proof of application; and/or • did not ask the County for help getting this proof. <List of persons> If you are having problems getting the proof we need, call the County and we can help you try to get it. If you do what we ask and give us the proof and facts we need or ask the County for help before <Due_Date>, we will take another look at your application.
	El asalariado principal de su familia califica para Beneficios del Seguro Contra Desempleo (UIB) pero no los ha solicitado y/o aceptado, o no cumplió con los requisitos del	Usted tiene que darnos los datos y las pruebas que necesitamos, y tiene que hacer las otras cosas que necesitamos que haga lo mejor que pueda. Usted no ha hecho lo que le pedimos.

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	Departamento de Desarrollo de Empleos (EDD).	En <Verif_Request_Date> le pedimos a usted, y/o un miembro de su familia que solicitará(n) beneficios de Seguro por Desempleo (UIB).
	El asalariado principal es el padre o madre que ganó más dinero en el período de 24 meses anteriores a su solicitud para el programa CalWORKs de Padre Desempleado.	La regla indica que usted tiene que solicitar UIB cuando el Condado la refiere al Departamento de Desarollo de Empleo (EDD), aceptar beneficios cuando es elegible y cumplir con las condiciones de elegibilidad para UIB.
	El asalariado principal nombrado por usted o el Condado es <Person>	El/Los siguientes miembros del hogar: • no aplicaron y/o aceptaron beneficios de (UIB); o • obtener pruebas de la solicitud; y/o • no pidió ayuda al Condado para obtener éstas pruebas. <List_of_persons> Si está teniendo problemas para obtener las pruebas que necesitamos, llame al Condado y nosotros le ayudaremos a tratar de obtenerlas. Si hace lo que le pedimos, y nos da todas las pruebas y datos que necesitamos antes de < Due_Date>, revisaremos su solicitud nuevamente.

Note: Format the English and Spanish fragments with Arial font size 10.

2.3.3 Update CW UIB Denial NOA Variable Population

Add the verif_request_date, list_of_persons and due_date variable population listed below.

Variable Name	Population
<Verif_Request_Date>	Scenario 1: If the Non-Compliance list page has only one person with the "Apply/Accept UIB" reason/instance, populate the "Apply For Unconditionally Available Income" verification requested date (associated to the person with the non-compliance) if the verification is still in 'Pending' or 'Refused' status. The 'verification request date' and 'verification status' will be pulled from the Verification Page. Scenario 2: If the Non-Compliance list page has multiple persons with the "Apply/Accept UIB" reason/instance, find the latest "Apply For Unconditionally Available Income" verification request date for the persons with the non-compliance if the verification is still in 'Pending' status. The 'verification request date' and 'verification status' will be pulled from the Verification Page. Example: Non-Compliance exists for Person A and Person B. "Apply For Unconditionally Available Income" verification was requested for Person A on 5/20/2023 and for person B it was requested on 5/25/2023, the <verif_request_date> should populate 5/25/2023 Note: If there a Person C with a pending or refused "Apply For Unconditionally Available Income" verification but there is no "Apply/Accept UIB" Non-Compliance tied this Person, then the verification request date for this person will not be considered.

	Note for both scenarios:
	1. The UIB denial NOA will not generate if there is no pending verification record for the person(s) with the non-compliance.
<List of Person(s)>	Populate the person(s) with the Non-Compliance of "Apply/Accept UIB.
<Due_Date>	Populate this date by adding 30 days to the CalWORKs application date. Example: If the application date (APP_DATE from C4Y_APP table) is May 1st, the due date will be May 31st

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

Variables Requiring Translations: N/A

2.3.4 Update Regulations for CW UIB NonCooperation Denial NOA

The CW UIB Noncooperation denial NOA has new associated Regulations. The following Regulations will be added when the CW UIB Noncooperation denial reason is generated on a NOA:

Existing Regulations: EAS: 41-401, 41-440.1 (a), (c) 41-440.2

Updated Regulations: MPP: 40-126.341, 40-171.221(i), 82-612

2.3.5 Update CW UIB Noncooperation Denial NOA Generation Conditions

Updates to Fragment Generation

1. Update the UIB Noncooperation Denial NOA fragment's generation conditions to trigger at the Program level.
2. Generate this NOA only if there is a valid <verif_request_date> to populate on the UIB denial reason fragment.
   Note: Refer to section 2.3.3 for <verif_request_date> variable population and 2.3.2 for fragment verbiage.
   Note: The existing trigger conditions for the CW UIB Noncooperation denial NOA will remain the same unless explicitly mentioned in this SCR.

New NOA Template: N

New Program Generation: N

New Action Type: N

Update to Fragment Level: Y - Program

Repeatable: N

New Forms/NOAs Generated with this NOA: N

Generation Type	Does this NOA reason currently generate prior to this effort?	Is this generation type being updated with this effort?
EDBC	Yes	Yes, see above.
Negative Action EDBC	No	No
Batch	No	No

2.4   Turn off CW UIB Noncooperation Change NOA

2.4.1   Overview

Turn off the CW UIB Change notice, as a refusal to accept UIB by a member of the household will result in discontinuance.

Reason Fragment Name and ID:

CW_CH_UNEMP_BFTS_NOT_ACC_A047

ID = 6198

Current NOA Template: NA 290

Current Program(s): CalWORKs

Current Action Type: Change

Current Fragment Level: Person

Currently Repeatable: Y

Include NA Back 9: Y

Current Forms/NOAs Generated with this NOA: N/A

Existing Languages: English, Spanish

2.4.2   Turn off CW UIB Noncooperation Change NOA

Turn off CW Change NOA for UIB Noncooperation.

ID	Fragment Name	Languages
6198	CW_CH_UNEMP_BFTS_NOT_ACC_A047	English, Spanish

2.5   Automated Regression Test

2.5.1   Overview

Create new ART scripts to confirm the changes in this SCR.

2.5.2   Description of Changes

Create a CW case. Have one person Refuse UIB. Run EDBC and confirm that the entire program goes from Active to Discontinued and Pending to Denied, and that the correct NOAs generate.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-241306

Add Missing Translations for CF 377.7D

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Deepika Gajendra Babu
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/07/2023	1.0	Initial Draft	Deepika G
09/26/2023	1.1	Content Revision – Updated Request and recommendation to update existing English and Spanish languages to match the state version	Lianel Richwin

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1 OVERVIEW

This effort will update and add available threshold languages to CF 377.7D in CalSAWS.

1.1 Current Design

Currently, CF 377.7D (1/14) is only available in English and Spanish Languages in CalSAWS.

1.2 Requests

Update and add CF 377.7D (1/14) – "CalFresh Overissuance Notice for Administrative Errors (AE) Only" in English and available threshold languages to CalSAWS Template Repository.

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

1.3 Overview of Recommendations

Update and add CF 377.7D (1/14) – "CalFresh Overissuance Notice for Administrative Errors (AE) Only" in English and available threshold languages to CalSAWS Template Repository.

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

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 Update and Add Available Threshold Languages of CF 377.7D to CalSAWS.

2.1.1 Overview

This section will cover the requirements for updating and adding the CF 377.7D forms in available threshold languages.

State Form: CF 377.7D (1/14)

Current Programs: CalFresh

Current Forms Category: NOA

Current Template Repository Visibility: All counties

Existing Languages: English, Spanish

Template Description: This form is sent to the participant to notify them that there were too many CalFresh benefits issued due to an error. It provides the participant with the error reason and the calculations of the error.

Imaging Form Name: CF OI Notice for AE Only

Imaging Document Type: Overpayment/Overissuance (OP/OI)

2.1.2 Form Verbiage

Create CF 377.7D XDP's for Threshold Languages

Threshold Languages: Arabic, Armenian, Cambodian, Chinese*, Farsi, Hmong, Korean, Lao, Russian, Tagalog, and 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: CalSAWS Standard Header #1
Form Number: CF 377.7D
Include NA BACK 9: Yes

2.1.3 Form Variable Population

Field Mappings: Use the same field mappings as the English and Spanish Forms for population logic.

2.1.4 Form Generation Conditions

CF 377.7D is available from Template Repository.

Form Print/Mailing Options
Threshold forms will have the same Form Print/Mailing Options as their corresponding English/Spanish forms.

Print Options:

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 377.7D 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

Form Control:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Additional Options:

Requirement	Option for CF 377.7D Form
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	CF 377.7D Threshold Languages	CF3777D_EN.pdf CF3777D_SP.pdf CF3777D _AR.pdf CF3777D _AE.pdf CF3777D _CA.pdf CF3777D _CH.pdf CF3777D _FA.pdf CF3777D _HM.pdf CF3777D _KO.pdf CF3777D _LA.pdf CF3777D _RU.pdf CF3777D _TG.pdf CF3777D _VI.pdf

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; 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; and v. CSC PIN notices.	CF 377.7D is being added in available threshold Languages.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-241864

Generate the MC 359R for ICT MAGI Approval

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Sahithi Pabba
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
07/15/2023	1.0	Initial draft	Sahithi Pabba
09/21/2023	1.1	Content Revision: Updating to suppress existing Approval NOAs when ICT NOA is applicable	Tiffany Huckaby

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1   OVERVIEW

1.1   Current Design

When an ICT is approved by the receiving county, on a MAGI approval/retro approval case it should generate the regular MAGI approval NOA and missing additional verbiage for ICT.

1.2   Requests

When an ICT is approved by the receiving county, on a MAGI approval/retro approval case for full scope MAGI primary aid code or on a MAGI approval case for restricted scope MAGI primary aid code it should generate the regular MAGI approval NOA and include additional verbiage for ICT.

1.3   Overview of Recommendations

Generate a NOA based on the MC 359R for the Medi-Cal program (MAGI approval/retro approval) when an ICT is approved by the receiving county.

1.4   Assumptions

1. Only Full Scope/Restricted scope without SOC will be including for MAGI. Limited Scope will be added with CA-268367.
2. This does not change the MC 359R that exist in template repository.
3. This new reason fragments will generate in English and Spanish with this effort.
4. This SCR does not change the functionality for Mixed MAGI MC 359 R generation.
5. SCR CA-266846 is created to update the message fragment verbiage MC_AP_CH_MCAP_MESSAGE in English and Threshold languages.

2   RECOMMENDATIONS

2.1   Add a new MAGI Full Scope Approval/Retro Approval NOA Reason for ICT Case.

2.1.1   Overview

Create a new MAGI Full Scope Approval/Retro Approval NOA Reason for ICT cases approved in receiving county. The verbiage was taken from existing county forms.

State Form/NOA: MC 359 R (05/07)

NOA Template: MC_NOA_TEMPLATE (ID: 3028)

Program(s): Medi-Cal

Action Type(s): Approval/Retro Approval

Fragment Level: Program level

Repeatable: No

Include a NA Back 9: Yes (NA_BACK_9_MAGI_FRAGMENT, Snippet Id: 672)

  o **Includes standard NA Back 9 variable population:** Yes

Forms/NOAs generated with this NOA: N/A

Languages: English and Spanish

2.1.2   Form/NOA Verbiage

Create Fragment XDP

Create a new reason fragment with text like the existing reason fragment MC_AP_ICT_FULL_AID_NO_SOC_M185

(Reason fragment Id:6591)

NOA Mockups/Examples: See Supporting Documents #1

Description	Text	Formatting*
Static	Full benefits with no share-of-cost for <Person>	Arial Font Size 10

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

2.1.3 Form/NOA Variable Population

1. Add Fragment Variable Population

Use the existing reason fragment variable population logic
MC_AP_ICT_FULL_AID_NO_SOC_M185

(Reason fragment Id:6591)

Variables Requiring Translations: N/A.

2. Add Fragment Regulations

Add the following Regulations when this new NOA Fragment generates on an
NOA:

English: Rules: These rules apply; you may review them at your local welfare
office: Title 22, C.C.R. §§50120, 50136(a)(2);

Spanish: Reglas: Las siguientes reglas, las cuales puede revisar en la oficina de
bienestar público, son pertinentes: Código de Regulaciones de California, Título
22, Sección(es): 50120 y 50136(a)(2).

REGULATIONS_SECTION - Snippet Id: 1308

3. Add NOA Title and Footer References for new Reason.

The new *MAGI Full Scope Approval/Retro Approval* NOA Reason for ICT Case:

NOA Reference on Document List Page: MC 359 R

Note: The document will use standard NOA naming scheme, for example:
NOA-MC-HA-MC 359 R

NOA Title: NOTICE OF ACTION MEDI-CAL APPROVAL (existing MC_AP_NOA_TYPE)

NOA Title Requires Translations: No, already exists in Spanish.

NOA Footer: MC 359 R (05/07)

NOA Footer Requires Translations: N/A

2.1.4 Form/NOA Generation Conditions

<u>Add Fragment Generation</u>

This new Fragment will trigger when the following conditions are met: The
case has an Active Medi-Cal program and should have an approval/retro
approval action in the current EDBC. There should be an ICT indicator in
the receiving county (as part of the program application) and the Medi-
Cal program person(s) should have the primary aid code as MAGI full
scope aid code. The case should not have Non-MAGI Aid codes for any

of the Person(s) in the current EDBC. This will generate on a MAGI Approval NOA with below action and message fragments.

Note:
1. Currently in CalSAWS, Cases with NON-MAGI we are already generating MC 359 R.
2. If another NOA generates for the MAGI and MAGI ICT Approval NOA also generates there should be two separates NOA's generated. This will not merge with any other notice.
3. If this MAGI ICT Approval NOA is generating, any other Approval will be suppressed. See Recommendation 2.3.
4. While the non-MAGI NOA generates with a MC 239A3 budget, this budget will not generate for the MAGI version as this budget does not apply for MAGI and is not a part of the State version of the MC 359R.

Action Fragment:MC_AP_ACTION8(4046)

Message Fragment: MC_AP_CH_DEEMED_MESSAGE (5121)

MC_AP_CH_BIC_MESSAGE (5125)
MC_AP_CH_MCAP_MESSAGE (5127)
MC_H_AP_CH_STATIC_FOOTER (5104)

Note: These are the current message fragments that will get generate for NON-MAGI MC 359R and these fragments should generate for MAGI MC 359 R as well.

2.2   Add a new MAGI Restricted Scope Approval NOA Reason for ICT Case.

2.2.1   Overview

Create a new MAGI Restricted Scope Approval NOA Reason for ICT cases approved in receiving county. The verbiage was taken from existing county forms.

State Form/NOA: MC 359 R (05/07)

NOA Template: MC_NOA_TEMPLATE (ID: 3028)

Program(s): Medi-Cal

Action Type(s): Approval

Fragment Level: Program level

Repeatable: No

Include a NA Back 9: Yes (NA_BACK_9_MAGI_FRAGMENT, Snippet Id: 672)

o   **Includes standard NA Back 9 variable population:** Yes.

Forms/NOAs generated with this NOA: N/A

Languages: English and Spanish

2.2.2 Form/NOA Verbiage

<u>Create Fragment XDP</u>

Use the existing reason fragment
MC_AP_ICT_RESTRICT_AID_NO_SOC_M184 (Reason fragment Id:6590)

NOA Mockups/Examples: See Supporting Documents #1

Description	Text	Formatting*
Static	Emergency and pregnancy-related services for <Person>	Arial Font Size 10

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

2.2.3 Form/NOA Variable Population

4. Add Fragment Variable Population

Use the existing reason fragment variable population logic
MC_AP_ICT_RESTRICT_AID_NO_SOC_M184 (Reason fragment Id:6590

Variables Requiring Translations: N/A.

5. Add Fragment Regulations

Add the following Regulations when this new NOA Fragment generates on an NOA:

English: Rules: These rules apply; you may review them at your local welfare office: Title 22, C.C.R. §§50120, 50136(a)(2);

Spanish: Reglas: Las siguientes reglas, las cuales puede revisar en la oficina de bienestar público, son pertinentes: Código de Regulaciones de California, Título 22, Sección(es): 50120 y 50136(a)(2).

REGULATIONS_SECTION - Snippet Id: 1308

Note: The above Regulations will be also used for the Spanish version.

6. Add NOA Title and Footer References for new Reason.

The new MAGI Restricted Scope Approval NOA Reason for ICT Case:

NOA Reference on Document List Page: MC 359 R

<mark>Note: The document will use standard NOA naming scheme, for example: NOA-MC-HA-MC 359 R</mark>

NOA Title: NOTICE OF ACTION MEDI-CAL APPROVAL (existing MC_AP_NOA_TYPE)

NOA Title Requires Translations: No, already exists in Spanish.

NOA Footer: MC 359 R (05/07)

NOA Footer Requires Translations: N/A

2.2.4 Form/NOA Generation Conditions

Add Fragment Generation

This new Fragment will trigger when the following conditions are met: The case has an Active Medi-Cal program and have an approval action in the current EDBC. There should be an ICT indicator in the receiving county <mark>(as part of the program application)</mark> and the Medi-Cal program person(s) should have the primary aid code as MAGI restricted scope aid code. The case should not have Non-MAGI Aid codes for any of the Person(s) in the current EDBC. This will generate on a MAGI Approval NOA with below action and message fragments.

Note:
1. Currently in CalSAWS, Cases with NON-MAGI we are already generating MC 359 R.
2. If another NOA generates for the MAGI and MAGI ICT Approval NOA also generates there should be two separates NOA's generated. This will not merge with any other notice.
3. <mark>While the non-MAGI NOA generates with a MC 239A3 budget, this budget will not generate for the MAGI version as this budget does not apply for MAGI and is not a part of the State version of the MC 359R.</mark>

Action Fragment:MC_AP_ACTION8(4046)

Message Fragment: MC_AP_CH_DEEMED_MESSAGE (5121)

MC_AP_CH_BIC_MESSAGE (5125)

MC_AP_CH_MCAP_MESSAGE (5127)

MC_H_AP_CH_STATIC_FOOTER (5104)

Note:
1. These are the current message fragments that will get generate for NON-MAGI MC 359R and these fragments should generate for MAGI MC 359 R as well.
2. <mark>If this MAGI ICT Approval NOA is generating, any other Approval will be suppressed. See Recommendation 2.3.</mark>

2.3 Suppress Existing MAGI Approval NOAs for MC 359R

2.3.1 Overview

Currently the MAGI Approval NOA generates when the approval is due to ICT. Recommendations 2.1 and 2.2 will generate the MC 359R NOA for a MAGI ICT. To prevent both a MAGI approval (MC-MAGI-A) and MC 359R from generating suppression logic will be added to the existing MAGI Approval NOAs when approval is due to ICT.

Reason Fragment Name and ID: All MAGI Approval Reasons that generate on a MC-MAGI-A:

Fragment Name	ID
H_AP_FULL_SCOPE_RETRO_H901	7003
H_AP_FULL_SCOPE_APP_H902	7004
H_AP_LIMITED_SCOPE_RETRO_H904	7006
H_AP_LIMITED_SCOPE_APP_H905	7007
H_AP_RESTRICTED_SCOPE_RETRO_H906	7008
H_AP_RESTRICTED_SCOPE_APP_H907	7009
H_AP_ACCELERATED_ENROLLMENT_APP_H908	7010
H_AP_FULL_SCOPE_APPROVAL_WITH_PREMIUM_APP_H909	7011
H_AP_RESTRICTED_SCOPE_APPROVAL_W_PREMIUM_APP_H910	7026
H_AP_PREG_TEEN_INC_DISREGARD_H406	7453
H_AP_RETRO_PREG_TEEN_INC_DISREGARD_H407	7454
H_AP_RESTRICTED_SCOPE_RETRO_H911	7625
H_AP_RESTRICTED_SCOPE_APP_H912	7626
H_AP_RESTRICTED_SCOPE_APP_H912_NEW	9525
H_AP_RESTRICTED_SCOPE_RETRO_H911_NEW	9526
H_AP_FULL_SCOPE_APPROVAL_WITH_PREMIUM_APP_NEW_H809	10331

State Form/NOA: MAGI Approval NOAs provided by various CH Policy
Current NOA Template: MAGI Template (H_NOA_TEMPLATE) and mixed non-MAGI/MAGI template (MH_NOA_TEMPLATE)
Current Program(s): Medi-Cal (MAGI)
Current Action Type: Approval
Current Fragment Level: Person
Currently Repeatable: Yes
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: N/A
Existing Languages: See Supporting Documents #3

2.3.2 Form/NOA Verbiage

There will be no updates to the verbiage of any of the existing MAGI Approval NOAs.

2.3.3 Form/NOA Variable Population

There will be no updates to the variable population of the existing MAGI Approval NOAs.

2.3.4 Form/NOA Generation Conditions

Updates to Fragment Generation
Update the existing MAGI Approval NOA reasons to be suppressed when all the following is true:

- All Program Persons on the program are part of the ICT.
- None of the program persons on the program are receiving a Limited Scope aid code or a SOC.
- The MC 359R is generating or there is the ICT indicator for the program application is yes.

Generation Type	Does this NOA reason currently generate prior to this effort?	Is this generation type being updated with this effort?
EDBC	Yes	Yes, there will be new suppression logic when Approval is due to ICT. See conditions above under "Updates to Fragment Generation".
Negative Action EDBC	No	No
Batch	No	No

2.4 Automated Regression Test

2.4.1 Overview

Create new ART scripts to confirm the changes in this SCR.

2.4.2 Description of Changes

For both full scope and restricted scope MAGI aid codes, process an ICT for a MC case. Approve the program in the receiving county and confirm that the new NOA fragments generate correctly.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	NOA	Mockup of new NOA for full scope ICT MAGI approval	Mockup - NOA - MC - MA - ICT FULL MED WITH NO SOC.pdf
2	NOA	Mockup of new NOA for restricted scope ICT MAGI approval	Mockup - NOA - MC - MA - ICT RESTRICTD SVCS -EN.pdf
3	NOA	Spreadsheet of available MAGI Approval Fragment languages	MAGI Approval Fragments Languages.xlsx

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-243213

Add the DHCS approved BIC language to the English and threshold versions of the NOA.

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Sahithi Pabba
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
06/22/2023	1.0	Initial draft	Sahithi Pabba
9/14/2023	1.1	Content Revision to update list of impacted NOA reasons	Tiffany Huckaby

Table of Contents

1 OVERVIEW

ACWDL 18-12 provided the update English language verbiage for Denial/Discontinuance of common text Program-Level BIC message. The translations were provided as part of MEDIL I 19-09.

1.1 Current Design

Existing non-MAGI/MAGI/ mixed non-MAGI generates a common text program Level BIC message fragment for Denial/Discontinuance NOA's. will be replaced with the new common Text program- level BIC message fragments for Denial and Discontinuance as per ACWDL 18-12.

1.2 Requests

Add new message fragments for non-MAGI/MAGI/ mixed non-MAGI common text program level BIC message fragment for Denial/Discontinuance NOA's as per ACWDL 18.12.

Obsolete existing message fragment MC_DN_TN_BIC_MESSAGE.

1.3 Overview of Recommendations

1.3.1 Add a new Common Text Program-Level Message Fragment for Denial

Existing non-MAGI/ mixed non-MAGI/MAGI NOA common Text Program-Level BIC message fragment for Denial/Discontinuance will be replaced with new common Text Program-Level message fragment for Denial/Discontinuance Verbiage as per ACWDL 18-12.

1.4 Assumptions

1. The trigger conditions for existing reason fragments to which the updated message fragment verbiage will be added will not change.
2. No changes to NOA regulations are required.
3. No changes to the text, generation, or population of existing NOA fragments will be required outside of those listed specifically in this design.
4. No updates are required to the NOA title generated on the Document List page.
5. Existing NOA fragments will continue to generate in all currently available languages. No new translations will be added with this effort for existing fragments.

2   RECOMMENDATIONS

2.1   Add a New BIC message fragment for Denial

2.1.1   Overview

Add a new non-MAGI/ mixed non-MAGI/MAGI common text Program-Level Denial BIC message fragment.

Known State Verbiage: ACWDL 18-12(English), Medil I 19-09(Threshold Translations)

Program(s): Medical (Magi/Non-MAGI/ mixed non-MAGI)

Action Type(s): Denial

Fragment Level: Program

Repeatable: No

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

2.1.2   Form/NOA Verbiage

Create Medical Denial NOA Message Fragment XDP

Add a new non-MAGI/ mixed non-MAGI/MAGI Denial BIC Message.

Note: Threshold translations are attached in JIRA.

Description	Text	Formatting*
Static	**Keep your Benefits Identification Card (BIC)** If you have a plastic Benefits Identification Card (BIC), be sure to keep it. You will use your BIC number again if you qualify for Medi-Cal in the future.	Arial Font Size 10

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

2.1.3   Form/NOA Variable Population

N/A, this new message fragment does not require any variable population.

2.1.4   Form/NOA Generation Condition

Generate this new fragment when a NOA is being generated and one of the following fragments is triggered

5

1. MC_DN_RETRO_FAIL_DETER_VERIF_M411
2. MC_DN_LONGTERM_CARE_INS_VERIF_FAIL_M011
3. MC_DN_MC_SSI_DEN_NOA_M024_EN
4. MC_DN_NO_ELIG_PERS_M312
5. MC_DN_NO_LINKAGE_M325
6. MC_DN_NOT_MEET_BLINDNESS_RULES_M327
7. MC_DN_FAIL_DETER_VERIF_M410
8. MC_DN_REFUSED_DIB_NON_COMP_M414
9. MC_DN_REFUSED_MILITARY_BENEFITS_NON_COMP_M415
10. MC_DN_REFUSED_RETIREMENT_NON_COMP_M416
11. MC_DN_REFUSED_SDI_NON_COMP_M417
12. MC_DN_REFUSED_UIB_NON_COMP_M418
13. MC_DN_REFUSED_VA_NON_COMP_M419
14. MC_DN_REFUSED_WORKER_COMP_NON_COMP_M420
15. MC_DN_FTP_THIRD_PARTY_LIABILITY_NON_COMP_M421
16. MC_DN_DID_NOT_APPLY_MEDICARE_NON_COMP_M422
17. MC_DN_NAME_IDENTITY_NON_COMP_M423
18. MC_DN_NON_COOP_CHILD_NON_COMP_M424
19. MC_DN_FTP_ELIG_FORMS_M426
20. MC_DN_WRITTEN_WITHDRAWAL_M908
21. MC_DN_NOT_CA_RESIDENT_M905
22. MC_DN_CHILD_APPLIED_FOR_SELF_M909
23. MC_DN_SSI_SSP_DENIED_M911
24. MC_DN_DECEASED_M912
25. MC_DN_TN_FAIL_COMPLETE_DETER_M904

Note: Existing Reason Fragment Verbiage can be found in Supporting

Document #1.

Ordering on NOA: The program-level fragments will generate in a specific and consistent order. It follows the hierarchy from the SCR CA-204496 section 2.8.4.1.

2.2 Add a New BIC message fragment for Discontinuance.

2.2.1 Overview

Add a new non-MAGI/ mixed non-MAGI/MAGI common text Program-Level Discontinuance BIC message fragment.

Known State Verbiage: ACWDL 18-12(English), Medil I 19-09(Threshold
Translations)
Program(s): Medical (Magi/Non-MAGI/ mixed non-MAGI)
Action Type(s): Discontinuance

Fragment Level: Program

Repeatable: No

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

2.2.2 Form/NOA Verbiage

Create Medical Denial NOA Message Fragment XDP

Add a new non-MAGI/ mixed non-MAGI/MAGI Discontinuance BIC
Message.

Note: Threshold translations are attached in JIRA.

Description	Text	Formatting*
Static	**Keep your Benefits Identification Card (BIC)** If you have a plastic Benefits Identification Card (BIC), be sure to keep it. You can use your BIC number until your Medi-Cal ends. You will also use it again if you qualify for Medi-Cal in the future.	Arial Font Size 10

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

2.2.3 Form/NOA Variable Population

N/A, this new Message Fragment does not require any Variable
Population.

2.2.4 Form/NOA Generation Conditions

Generate this new fragment when a NOA is being generated and one of
the following fragments is triggered.

1. MC_TN_BLINDNESS_VERIF_FAIL_M014
2. MC_TN_DISCON_SENTENCED_JAIL_OR_INSTITUTION_M020
3. MC_TN_SSI_RCPNT_M024
4. MC_TN_WHRABTS_UNKNWN_M032
5. MC_TN_ICT_OUT_TERM_M033
6. MC_TN_STMNT_OF_FACT_NOT_SIGNED_M035
7. MC_TN_MC13_NOT_SIGNED_M038_EN
8. MC_TN_RSRCS_EXCEED_LIMIT_M052
9. MC_TN_COUNTY_RES_VERIF_FAIL_M080
10. MC_TN_FAIL_LTCRP_TRANSFER_M095
11. MC_TN_TMC_NO_ELIG_CHILD_IN_HOME_M169

12. MC_TN_TMC_GROSS_INC_EXD_LIMIT_M170
13. MC_TN_TMC_PWE_NOT_EMPLOYED_M171
14. MC_TN_4_MONTH_CONT_NO_ELIG_CHILD_M174
15. MC_TN_A_AND_D_FPL_INCOME_OVER_LIMIT_M177
16. MC_TN_HIC_NUM_VERIF_M301
17. MC_TN_OUT_OF_STATE_M319
18. MC_TN_MC_SUPP_COOP_FAIL_M320_EN
19. MC_TN_NOT_MEET_BLINDNESS_RULES_M327
20. MC_TN_NO_CHILD_UNDER_21_M331
21. MC_TN_FAIL_RETURN_STATUS_REPORT_M342
22. MC_TN_CEC_CHILD_TURNS_19_YRS_M352
23. MC_TN_CEC_ENDS_CHILD_MOVES_M358
24. MC_TN_FAIL_IFDS_WITH_NO_SOC_M366
25. MC_TN_FAIL_IFDS_WITH_SOC_M367
26. MC_TN_FAIL_NHR_NO_SOC_M370
27. MC_TN_FAIL_NHR_WITH_SOC_M371
28. MC_TN_FAIL_PVS_CHILD_UNDER_19_M385
29. MC_TN_FAIL_PVS_M386
30. MC_TN_CLIENT_REQ_TERMINATION_M706_EN
31. MC_TN_FAIL_DETER_VERIF_M410
32. MC_TN_FAIL_REDETER_RESPONSE_M400
33. MC_TN_IC_MINOR_IN_JUVI_M395
34. MC_TN_JUVI_MINOR_OVER_21_M398
35. MC_TN_MINOR_JUVI_OVER_12_MONTHS_M399
36. MC_TN_LONGTERM_CARE_INS_VERIF_FAIL_M011
37. MC_TN_NO_ELIG_PERS_M312
38. MC_TN_PERS_NOT_LNKD_PROG_M028_EN
39. MC_TN_FTP_ELIG_FORMS_M426
40. MC_TN_NOT_CA_RESIDENT_M906
41. MC_TN_EDWARDS_FAILURE_TO_COOPERATE_M910
42. MC_TN_SSI_SSP_DENIED_M911
43. MC_DN_TN_FAIL_COMPLETE_DETER_M904

Note: Existing Reason Fragment Verbiage can be found in Supporting Document #1

Ordering on NOA: The program-level fragments will generate in a specific and consistent order. It follows the hierarchy from the SCR CA-204496 section 2.8.4.1.

2.3 Obsolete existing common text Program-Level BIC message fragment generation for Denial/Discontinuance

2.3.1 Overview

As per the above recommendation new message fragment were added for common text program-Level BIC Denial and Discontinuance, Obsolete the existing one.

2.3.2 Description of Change

Update the logic to no longer generate the existing non-MAGI/MAGI/Mixed-MAGI common text Program-Level BIC message fragment.

ID	Fragment Name	Available Languages*
5126	MC_DN_TN_BIC_MESSAGE	EN, SP, AE, CA, CH, KO, RU, TG, VI, FA, AR, LA, HM

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	NOA	Existing Reason Fragment Verbiage for Denial/Discontinuance.	CA-243213 -Existing Reason Fragments Verbiage

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-248014

Update the CA 1037 Report for San Mateo and Sacramento County

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

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

Table of Contents

1 OVERVIEW

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

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

Sacramento		San Mateo
• Alpine • Amador • Butte • Calaveras • Colusa • Del Norte • El Dorado • Glenn • Humboldt • Lake • Lassen • Mendocino • Modoc • Nevada	• Orange • Placer • Plumas • Sacramento • San Joaquin • Santa Barbara • Shasta • Sierra • Siskiyou • Sutter • Tehama • Trinity • Yolo Yuba	• Alameda • Contra Costa • Marin • Merced • Monterey • San Mateo • Santa Cruz • Solano • Sonoma • Stanislaus

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

Technical Note:
CASE.COUNTY_CODE = 34 (Sacramento)
RECOV_ACCT.COUNTY_CODE = 34 (Sacramento)
RES.COUNTY_CODE = 02 (Alpine)

1.1 Current Design

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

1.2 Requests

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

1.3 Overview of Recommendations

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

1.4 Assumptions

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

2 RECOMMENDATIONS

2.1 CA 1037 Multicounty

2.1.1 Overview

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

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

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

2.1.2 CA 1037 (Multicounty) Screenshot

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY   DEPARTMENT OF SOCIAL SERVICES

Send one copy of this form to:

California Department of Social Services

Cash Assistance Program for Immigrants
Monthly Caseload Movement Statistical Report

Data Systems and Survey Design Bureau, M.S. 9-081

P. O. Box 944243

Sacramento, CA 944244-2430

FAX: (916) 657-2074

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

PART A. APPLICATIONS

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

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

PART C. PAID RECIPIENTS

10. Total Recipient(s) paid during the report month.........	57 0	58 0	59 0	60 0	61 0

Comments:

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

REPORT PREPARED BY:	TELEPHONE	DATE
	( )	

CA 1037 (1/2000)

See the complete mockup attached in the Supporting Document section.

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

Description of Change

1. Create a multicounty version of the CA 1037. The report will inherit the same base population logic and column definitions as the original CA 1037 used by all other counties, unless otherwise mentioned below. The report is titled CA 1037 (Multicounty). The report will generate for only Sacramento and San Mateo.

2. Update the 'State' sheet to dynamically create separate form with case level counts for each of the administered counties. See the attached mockup in the Supporting Documents section below.

3. Update the COUNTY NAME and COUNTY CODE on each form within the 'State' sheet to display the resident county of the CAPI cases. Currently, only the administering county name and code are displayed, for either Sacramento or San Mateo.

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

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

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

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

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

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

Part B

  a. If a case is reported by county A on **Line 9. Cases(s) carried forward to the next report month** in the prior report month and the case then changes residency to county B during the report month the case will be reported as follows:

    i. County A – Report the case on **Line 8b. Other Discontinuance(s)** to remove the case from the caseload. This is regardless of if the case remains Active in County B.

    ii. County B – Report the case under line **7.c. Other Case Approval(s)** to add the case into the caseload.

    iii. All other caseload movement events will follow the existing logic and will be reported by the county in which the case resides in as of the last day of the report month.

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

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

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

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

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

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

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

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

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

2.1.3 Report Location

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

2.1.4 Counties Impacted

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

2.1.5 Security Updates

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

2.1.6 Report Usage/Performance

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

3 SUPPORTING DOCUMENTS

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

4 REQUIREMENTS

4.1 Project Requirements

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

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5   MIGRATION IMPACTS

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

6 OUTREACH

None

7   APPENDIX

None

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-248015

Update SOC 808 Quarterly Report for San Mateo and Sacramento County

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
05/15/2023	1.0	Initial version	Esequiel Herrera-Ortiz
08/11/2023	2.0	Updating the template to remove links from the 'SOC 808' sheet due to a Qlik defect which is causing the report to not generate. Updated requirement 4 to clarify that counties that transfer between San Mateo and San Mateo are considered ICTs and the existing logic already accounts for this scenario.	Esequiel Herrera-Ortiz

Table of Contents

1 OVERVIEW

Sacramento and San Mateo administer the CAPI program for several counties. A modified version of the SOC 808 will be created for Sacramento and San Mateo to allow them to distinguish the counts for each of their administered counties.

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

Sacramento		San Mateo
• Alpine • Amador • Butte • Calaveras • Colusa • Del Norte • El Dorado • Glenn • Humboldt • Lake • Lassen • Mendocino • Modoc • Nevada	• Orange • Placer • Plumas • Sacramento • San Joaquin • Santa Barbara • Shasta • Sierra • Siskiyou • Sutter • Tehama • Trinity • Yolo Yuba	• Alameda • Contra Costa • Marin • Merced • Monterey • San Mateo • Santa Cruz • Solano • Sonoma • Stanislaus

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

Technical Note:

CASE.COUNTY_CODE = 34 (Sacramento)

RECOV_ACCT.COUNTY_CODE = 34 (Sacramento)

RES.COUNTY_CODE = 02 (Alpine)

1.1 Current Design

The SOC 808 is designed to generate in CalSAWS for the county administering its CAPI program. The SOC 808 is not generated for the county that administers CAPI programs for other counties.

1.2   Requests

Create a modified version of the SOC 808 for Sacramento and San Mateo that distinguishes the data for each of their administered counties. This change will not impact the version of the SOC 808 used by all other counties.

1.3   Overview of Recommendations

1. Create a modified version of the SOC 808 for Sacramento and San Mateo. The report is a combined version of the SOC 808 and the SOC 808 Backup Report. The report is modified to account for cases which change residency between two counties that are both administered by the same administering county within the report quarter.
   a. The report includes a 'SOC 808' (sheet) which displays a separate copy of the state form for each county that Sacramento or San Mateo administers.
   b. All the detail sheets include a county of residence column which will allow the counties to filter the data by an administered county.
2. Disable the original version of the SOC 808 and the SOC 808 Backup Report for San Mateo and Sacramento County.

1.4   Assumptions

1. With **CA-248019 CAPI – Update Residency Detail page 'County of Residence'**, San Mateo and Sacramento will have the ability to store the county of residency which will allow the SOC 808 (Multicounty) to generate for the administered counties.
2. The changes outlined in this SCR will not impact the version of the SOC 808 and SOC 808 Backup Report used by all other counties. A new multicounty version of the SOC 808 will be created for Sacramento and San Mateo which can filter the data by each county a case resides in. The existing logic for the base population logic and column logic will remain the same unless otherwise specified in this document.
3. If a CAPI case administered by Sacramento or San Mateo does not have a county of residence, then it will be reported as having a county of 'Other'. If San Mateo and Sacramento assign a county of residence to a person for a county they do not administer, then a state form will be generated for that county as well. There is nothing that prevents Sacramento or San Mateo from assigning a person any county of residency.
4. Sacramento and San Mateo will populate the Residency page for people who reside within their own county. This allows the report to generate a 'SOC 808' (sheet) for their own county.

2 RECOMMENDATIONS

2.1 SOC 808

2.1.1 Overview

The SOC 808 is a quarterly report of overpayments and collection for the Cash Assistance Program for Immigrants (CAPI).

The multicounty version of the SOC 808 is generated for Sacramento and San Mateo to capture data for each of the counties they administer CAPI for. The report also provides a state form for each of their administered counties.

2.1.2 SOC 808 (Multicounty) Screenshot

Quarterly Report of Overpayments and Collections for the Cash Assistance Program for Immigrants (CAPI)

SEND ONE COPY OF THIS REPORT TO:
California Department of Social Services
Data Systems and Survey Design Bureau, M.S. 9-081
P.O. Box 944243
Sacramento, CA 94244-2430
FAX: (916) 657-2074

COUNTY NAME: Alameda	CONSORTIUM	REPORT QUARTER AND YEAR 01/2023

PART A. CASELOAD MOVEMENT - ADDITIONS	CLAIMS (A)	AMOUNTS (B)
1. Overpayments carried forward from the end of last quarter (Item 1a plus Item 1b).....	1 · 0	2 · $0.00
a. Item 12 Claims/Item 17 Amounts from last quarter………...............	3 · 0	4 · $0.00
b. Adjustment to Item 1a (positive or negative number)……………........	5 · 0	6 · $0.00
2. New overpayment notices sent during the quarter………………….............	7 · 0	8 · $0.00
3. Overpayments transferred from other counties during the quarter………………	9 · 0	10 · $0.00
4. Other overpayment additions during the quarter (explain in Comments)………..	11 ·	12 ·
5. Total overpayments (Items 1 through 4)……………………...............	13 · 0	14 · $0.00

PART B. CASELOAD MOVEMENT - SUBTRACTIONS	CLAIMS (A)	AMOUNTS (B)
6. Overpayments transferred to other counties during the quarter………………	15 · 0	16 · $0.00
7. Overpayments not pursued during the quarter………………...............	17 · 0	18 · $0.00
8. Overpayments waived during the quarter……………………...............	19 · 0	20 · $0.00
9. Overpayments fully recovered during the quarter……………………........	21 · 0	
10. Other overpayment subtractions during the quarter (explain in Comments)……	22 ·	23 ·
11. Total overpayments subtracted during the quarter (Items 6 through 10)…………	24 · 0	25 · $0.00
12. Balance of overpayment claims at the end of the quarter (Item 5 minus 11)………	26 · 0	27 · $0.00

PART C. OVERPAYMENT RECOVERY	CLAIMS (A)	AMOUNTS (B)
13. Cash collections during the quarter……………………...............	28 · 0	29 · $0.00
14. Grant reductions during the quarter……………………...............	30 · 0	31 · $0.00
15. Underpayments offset during the quarter……………………............	32 · 0	33 · $0.00
16. Total overpayment recoveries during the quarter (Items 13 through 15)…………	34 · 0	35 · $0.00
17. Net unrecovered balance at the end of the quarter (outstanding) (Item 12 minus Item 16)……………		36 · $0.00

COMMENTS

CONTACT PERSON (Print)	TELEPHONE ( )	DATE COMPLETED
TITLE/CLASSIFICATION	FAX ( )	

Note: See the attached mockup in the Supporting Document section.

Note: For Sacramento and San Mateo, the SOC 808 (sheet) scrolls vertically to show a copy of the state form for each of their administered counties.

2.1.3 Description of Change

1. Create a multicounty version of the SOC 808. The report inherits the same base population logic and column definitions as the original SOC 808 used by all other counties, unless otherwise mentioned below.

The report is titled SOC 808 (Multicounty). The report is generated only for Sacramento and San Mateo.

2. Create a modified version of the 'SOC 808' (sheet) that dynamically create separate state forms with case level counts for each of the administered counties. If a CAPI case administered by Sacramento or San Mateo does not have a county of residence, then it will be reported as having a county of 'Other'. If a case had a county of residency that is not administered by Sacramento or San Mateo, then we will still generate a form for that county. See the attached mockup in the Supporting Documents section below.

3. The COUNTY NAME and COUNTY CODE on each form within the 'SOC 808' (sheet) to display the resident county of the CAPI case. Currently, only the administering county name and code are displayed, for either Sacramento or San Mateo.

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

4. Update the existing logic of the SOC 808 report logic to account for cases which change residency from one CAPI administered county to another CAPI administered county where both counties are administered by the same county. An example of this is if a case changes residency from Alpine which is administered by Sacramento to Amador which is also administered by Sacramento. Being administered by the same county means the cases have the same county code but the residency are two separate counties. This does not apply to Inter County Transfers (ICTs). The existing logic already accounts for ICTs.

Part A
   a. If a Recovery Account is reported on **Line 12. Balance of overpayment claims at the end of the quarter** in the prior report quarter for County A and the case then changes residency to County B as of the last day of the report quarter, then the Recovery Account will be reported as follows:

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i. County A – The Recovery Account and amount will be reported under **Line 1a. Item 12 Claims/Item 17 Amounts from last quarter** with the same amount that was reported in the prior quarter. The Recovery Account will also be reported on **Line 6. Overpayments transferred to other counties** with the same amount that was reported in the prior quarter. This will cause the claim and amount to zero out on the report. The Recovery Account will also appear in the corresponding 'Line 1' and 'Line 6' detail sheets.

ii. County B – Reports the Recovery Account and amount under **Line 3. Overpayments transferred from other counties during the quarter** with the same amount that was reported in the prior quarter. The record should appear in the 'Line 3' detail sheet as well. Any transaction that was posted to the Recovery Account during the report quarter is reported using the existing logic.

5. The totals on the 'SOC 808' (sheet) capture data for only the cases residing in the CAPI administered county that the sheet pertains to as of the last day of the report quarter. The totals filter data based on the CAPI administering county administering the case, followed by the county in which the program person (with a role of Member) resides in as of the last day of the report quarter. Currently the totals capture all records based on the county administering the case.

6. Add a 'County of Residence in Prior Quarter' column to the following sheets:
   a. Line 1
   b. Line 6

See the attached mockup in the Supporting Documents Section for column placement.

Column Name	Description
County of Residence in Prior Quarter	Displays the county name of residency for the **Member** on the CAPI program as of the last day of the prior report quarter. The field will display 'Other' for cases which did not have a county of residence. Technical Note: This is the decoded value of RES.COUNTY_CODE.

7. Add a 'County of Residence' column to the following sheets:
   a. Line 1b
   b. Line 2
   c. Line 3
   d. Line 7
   e. Line 8
   f. Line 9
   g. Line 13
   h. Line 14
   i. Line 15

See the attached mockup in the Supporting Documents Section for column placement.

Column Name	Description
County of Residence	Displays the county name of residency for the **Member** on the CAPI program as of the last day of the report quarter. The field will display 'Other' for cases which do not have a county of residence. Technical Note: This is the decoded value of RES.COUNTY_CODE.

8. Disable the original version of the SOC 808 and the SOC 808 Backup Report for San Mateo and Sacramento County. All historical version of the report will remain accessible if any exist.

2.1.4 Report Location
- **Global: Reports**
- **Local: Scheduled**
- **Task: State**

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

2.1.6 Security Updates

1. The SOC 808 (Multicounty) report version will use the same rights as the original SOC 808 and SOC 808 Backup Detail. No new security rights, groups, or roles will be created.

2.1.7 Report Usage/Performance

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

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Reports	SOC 808 (Multicounty)	SOC 808 (Multicounty) Mockup

4   REQUIREMENTS

4.1   Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.24.2.2	The LRS shall produce reports that provide the detail LRS Data that will be used to complete the reports required by federal, state, and local laws, rules, regulations, ordinances, guidelines, directives, policies, and procedures.	This SCR will provide Sacramento and San Mateo the summary and detail data for the SOC 808 which is a state mandated report.

4.2   Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5 MIGRATION IMPACTS

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?
CA-248015			No Impact		

6 APPENDIX

None

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-248219

Populate Contact Information on the GAGR NA Back 9

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Sumanth Vydana
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
5/01/2022	0.1	Initial Design	Sumanth Vydana
09/20/2022	0.2	Updated Impacted forms-Content Revision	Sumanth Vydana

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1 OVERVIEW

This effort is Populate Contact county's Information on the GAGR NA Back 9 (Note: this is the C-IV Managed GA/GR solution and will not impact LA County or CalWIN GA/GR NOAs).

1.1 Current Design

Currently the Contact Information on the C-IV managed GAGR NA Back 9 Form versions only hold 7 lines of county information which is large enough to populate the Contact county's Information for counties.

1.2 Requests

Update the C-IV managed GAGR NA Back 9 Form versions to Populate Contact Information on the GAGR NA Back 9:

- Contact Name
- Organization
- Address Line One
- Address Line Two
- City, State, Zip
- Primary Phone Number / Fax
- Toll Free Phone Number

1.3 Overview of Recommendations

- Update the C-IV managed GAGR NA Back 9 that exist in Cal SAWS to include enough space (7 lines) to populate all currently generated NA Back 9 information. The C-IV managed GAGR NA Back 9 will be updated to populate the same information as the standard CalSAWS NA Back 9.

1.4 Assumptions

This effort is only to Populate Contact Information on the C-IV managed GAGR NA Back 9. No other Forms will be updated with this effort.

2   ECOMMENDATIONS

2.1   Update GA/GR NA Back 9

2.1.1   Overview

Currently the C-IV managed GA/GR NA BACK 9 generates with the C-IV managed GA/GR NOAs from the Template Repository (CSF106, CSF107, CSF108, CSF109, CSF110, CSF111, <mark>CSF 150,CSF 151,CSF 152,CSF 153,CSF 154,CSF 155</mark>). It currently does not have the space for seven lines of information in the Hearing and Legal Aid Address sections. There is no data populating in these lines.

State Form: No, this was a form that was originally created from existing former C-IV county GA/GR noticing.
Current Programs: Former C-IV County GA/GR
Current Attached Form(s): N/A
Current Forms Category: NOA
Current Template Repository Visibility: Migration Counties
Existing Languages: English and Spanish

2.1.2   Form/NOA Verbiage

Update Form XDP

Update the C-IV managed GA/GR NA BACK 9 (NA_BACK9_FRAGMENT_GAGR) to have enough space (seven lines of text) to populate county's contact information in two places as show in the figures below.

Updated Languages: English and Spanish
Form Mockups/Examples: See Supporting Documents #1

2.1.3 Form/NOA Variable Population

Update the logic to add the following existing fields (DOC_DATA) to the C-IV managed GAGR NA BACK 9.

Variable Name	Population	Formatting	Editable/Field Type	Template Repository Population	Populates with Form Generation
<Legal Aid Address>	Populates the Legal Aid Address per existing CalSAWS NA Back 9 logic with the following lines of information: ▪ Contact Name ▪ Organization ▪ Address Line One ▪ Address Line Two ▪ City, State, Zip ▪ Primary Phone Number / Fax ▪ Toll Free Phone Number	Arial Font 10	Yes, Text Field	Yes	N/A

<Hearing Aid Address>	Populates the Hearing Aid Address per existing CalSAWS NA Back 9 logic with the following lines of information: ▪ Contact Name ▪ Organization ▪ Address Line One ▪ Address Line Two ▪ City, State, Zip ▪ Primary Phone Number / Fax ▪ Toll Free Phone Number	Arial Font 10	Yes, Text Field	Yes	N/A

2.1.4 Form/NOA Generation Conditions

N/A. This effort will not add any generation conditions to the C-IV managed GAGR NA Back 9.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Forms	C-IV managed GA/GR NA BACK 9 population example	Supporting Documents

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-252048

Add E-Sign Functionality to LA County Additional CalSAWS Forms

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Lalitha Valamarthi
	Reviewed By	Priya Sridharan

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
07/13/2023	1.0	Original	Lalitha Valamarthi
07/24/2023	1.1	Adding new requirements	Lalitha Valamarthi
09/26/2023	1.2	Content Revision to remove the recommendation for CSF 100 form.	Lalitha Valamarthi

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1   OVERVIEW

The purpose of this change is to Update the E-Sign Functionality to LA County Additional CalSAWS Forms.

1.1   Current Design

Currently the E-Signature functionality is not available for all required LA county forms.

1.2   Requests

Add E-Sign functionality to the requested LA Forms ~~and make the non-state form CSF 100 visible for L.A. County.~~

1.3   Overview of Recommendations

1.   Add E-Sign functionality to the requested LA Forms.
2.   ~~Make the non-state form CSF 100 visible for L.A. County.~~
3.   Update the program drop-down on the Document Parameters page for the GN 6135, GN 6137B, and PA 1913.
4.   Update form PA 1913 to add a coversheet.

1.4   Assumptions

1.   Form Names and Form numbers will not be updated with this SCR. The only changes for the forms identified will be the addition of E-signature functionality.
2.   Adding E-Sign to the forms will give users the ability to do both E-sign and Telephonic signature.

2   RECOMMENDATIONS

2.1   Add E-Sign functionality to the requested LA Forms

2.1.1   Overview

This section will cover the updates needed to update the E-Sign functionality to the below requested LA county Forms.

2.1.2   Description of Change

1.   Perform a DCR to DOC_TEMPL to update the values for ESIGN_IND for the forms listed below.

   - ABP 1676-2

- ABP 1676-4 GRMH
- CW 86-LA
- GN 6006A
- GN 6006B
- GN 6006C
- GN 6006D
- GN 6135
- GN 6137
- GN 6137A
- GN 6137B
- GN 6372
- GR 21
- GR 6
- PA 146
- PA 167
- PA 1815
- PA 1913
- PA 2124
- PA 6011
- PA 6012
- PA 6056
- PA 908
- REP 3

Note: The 'Signature Method' drop-down on the 'electronic Signature' Page will show 'IVR/Text and Telephonic' after enabling the ESIGN_IND to 'Y'.

2. ~~Perform a DCR to DOC_TEMPL to update the value for TEMPL_COUNTY_CATGRY of the non-state form CSF 100 to be visible for all counties, including LA County.~~

3. Update the program drop-down on the Document Parameters page for the GN 6135, GN 6137B, and PA 1913.
    a. Add WTW in addition to the currently available programs in the Program field on the Document Parameters page for the GN 6135.
    b. Add REP in addition to the currently available programs in the Program field on the Document Parameters page for the GN 6137B.
    c. Add WTW, REP, and CalWORKs to the Program field on the Document Parameters page for the PA 1913.

4. Update form PA 1913 to add a CSF 147 coversheet and add the print options.
    a. Add the mailing coversheet CSF 147 to the form PA 1913.
    b. Include the following parameters for the packet on the Document Parameters page:

Technical Note: The name of the document parameter is Standard.jsp.
   i. Case Number
   ii. Customer Name
   iii. Program
   iv. Language

Document Parameters   ❓Help

✱- Indicates required fields   [Generate Form] [Generate Blank Template] [Cancel]

Case Number: ✱   **Customer Name:** ✱
[_____] [Go]   [- Select - ▾]
Program: ✱
[- Select - ▾]
Language: ✱
[English   ▾]

                    [Generate Form] [Generate Blank Template] [Cancel]

c. The packet has the following print options:

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

   I.   The 'Print Local without Save' option is only available when a blank template is generated.
   II. The 'Print and Save' options are only available when generating the packet in the context of the case.

d. Add the following barcode options to the form PA 1913

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Mailing Requirements:
Mail-To (Recipient): The Individual selected on the 'Customer Name' dropdown on the Document parameter page.
Mailed From (Return): Program Worker's Office Address
Mail-back-to Address: N/A
Outgoing Envelope Type: Standard
Return Envelope Type: N/A

Additional Requirements:
Special Paper Stock: N/A
Enclosures: N/A
Clock Indicator: N
Electronic Signature: Yes
Post to Self Service Portal: Yes