

[CA-268936] CalSAWS Virtual Assistant API Refactoring

Team Responsible:	Virtual Assistant	Assignee:	Hazim Qudah	SPG Status:	N/A
Fix Version/s:	[24.01]	Designer Contact:	Andres Echeverria	Change Type (SCR):	System Operational Enhancement
Minor Version:	24.01.25	Expedite Changes:	Start Build	Estimate:	1720
Reporter:	Hazim Qudah	Regulation Reference:		Created:	10/05/2023 03:19 PM
Status:	In Development	Impact Analysis:	[Virtual Assistant]	Outreach Required:	No
Policy/Design Consortium Contact:	Laura Chavez	Training Impacted:	[N/A]	Funding Source:	Other
Project Phase (SCR):	Production	Committee:	[Tech]	Funding Source ID:	Virtual Assistant M&O
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:					
Expedite Approval: Approved by Laura Chavez on 10/23/2023					
Current Design: In the current design of the CalSAWS Virtual Assistant, the solution uses an HTTP API Gateway.					
Additionally, the current design only exposes a single frontend user interface used by county workers to interact with the CalSAWS Virtual Assistant.					
Request: Enable the Content Designer UI [administrative backend for Q&A management].					
Replace the existing HTTP API Gateway with a REST API Gateway and add the pertinent Lambda functions required to support the additional UI.					
Recommendation: Based off the requests highlighted above, the target architectural design is shown in section 1.3 of the Design Document attached					
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	1720				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	1720	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



[CA-268568] Update CAPI EDBC Logic to Not Round Down the Override Amount

Team Responsible:	Eligibility	Assignee:	Abhishek Kumar	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Sridhar Mullapudi	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	87
Reporter:	Adelaide Mendoza	Regulation Reference:		Created:	09/29/2023 06:29 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Adelaide Mendoza	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee non-committee approval by A.Mendoza on 10/18/23

Review:

Expedite Approval: Approved by Karen J. Rapponotti 10/18/2023.

Current Design: When overriding CAPI EDBC, 'Payment Override Detail' page allows the user to override allotment amount determined by the EDBC. Overridden amount is used by the CAPI EDBC to determine the authorized amount. If the overridden amount is not a whole number, EDBC logic rounds down the amount to the nearest whole number to be used in aid payment determination.

Request: Update CAPI EDBC logic to use exact overridden allotment amount when calculating aid payment section for CAPI EDBC

Recommendation: Update CAPI EDBC to use the exact overridden allotment amount including the cents when calculating aid payment section for CAPI EDBC

Outreach

Description:

Alternative Create a manual EDBC.

Procedure

Description:

Operational Impact:

Estimate: **87**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	53	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	20
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



[CA-268083] Retention of Historical FC AAP KG OP and OI Client Correspondence for CalWIN Counties

Team Responsible:	Tech Arch	Assignee:	Erick Guanzon	SPG Status:	N/A
Fix Version/s:	[24.01]	Designer Contact:	Erick Guanzon	Change Type (SCR):	Documentation
Minor Version:	24.01.xx	Expedite Changes:	Start Build	Estimate:	420
Reporter:	Haikaz (Mike) Tombakian	Regulation Reference:		Created:	09/20/2023 09:30 AM
Status:	In Development	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Haikaz (Mike) Tombakian	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Design	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	11/03/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Laura C. on 11/03/2023

Expedite Approval: Approved by Laura C. on 11/03/2023

Current Design: Historical FC AAP KG OP and OI Client Correspondence is missing from converted CalWIN counties.

Request: Import Historical CalWIN FC AAP KG OP and OI Client Correspondence to CalSAWS.

Recommendation: Existing infrastructure used for CalWIN document migration should support the additional transfer of historical documents. No new AWS resources are expected for this effort but will require extended availability of AWS resources. The migration of the historical documents can be broken down in two (2) parts. The first part is the transfer of documents to CalSAWS S3 bucket and collecting the metadata. The second part is the actual data migration or mapping of documents to existing production data.

Outreach

Description:

Alternative NA

Procedure

Description:

Operational Impact:

Estimate: 420

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	60	Contact Center :	0
Conversion :	30	DBA :	160	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	60
Tech Arch :	80	Tech ForgeRock :	0	Tech Ops :	30
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



[CA-267632] MEDS: Update alert # 9518 on MEDS Alert Search page

Team Responsible:	Batch/Interfaces	Assignee:	Priyanka Kumari	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Howard Suksanti	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	58
Reporter:	Tina Tran	Regulation Reference:	MEDS NETWORK CHANGE CYCLE 496	Created:	09/09/2023 05:40 PM
Status:	System Test	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design	Tina Tran	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[MEDS]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	10/13/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:	
Expedite Approval:	Approved by Karen J. Rapponotti on 10/20/2023
Current Design:	MEDS Alert 9518 is added in CalSAWS as part of CA-47608. The description of the Alert has been changed as part of MEDS Installed Change Cycle Letter 496. This SCR will update the alert detail of MEDS Alert 9518.
Request:	Update MEDS Alert 9518 description in CalSAWS.
Recommendation:	Update MEDS Alert 9518 description in CalSAWS.
	Please find more details in the Design document.

Outreach

Description:	
Alternative	N/A.
Procedure	
Description:	
Operational Impact:	
Estimate:	58

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



[CA-266909] Update the Income Table to count Cash Gift Income for CAPI

Team Responsible:	Eligibility	Assignee:	Saksham Agarwal	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Sridhar Mullapudi	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	58
Reporter:	Adelaide Mendoza	Regulation Reference:	CAPI Regulation: 49-035.5	Created:	08/24/2023 03:43 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Adelaide Mendoza	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: non-committee approved by A. Mendoza on 10/13/23

Expedite Approval: Approved by Karen J. Rapponotti 10/18/2023.

Current Design: Income of type 'Cash Gift/Inheritance' is considered 'Exempt' from CAPI EDBC budget determination.

Request: CAPI Regulation: 49-035.5, 'Cash Gift/Inheritance' income type shall be counted in CAPI budget as unearned income.

Recommendation:

1. Update CAPI EDBC to count 'Cash Gift/Inheritance' income type as unearned income in the CAPI budget determination.
2. Generate a list of CAPI cases with 'Cash Gift/Inheritance' income type.

Outreach Description:

Alternative Procedure

Description:

Operational Impact:

Estimate:

Override EDBC results

58

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



[CA-266891] Update CW/CF RE Appointment Batch Jobs (PBXXC907 & PBXXC908)

Team Responsible:	Batch/Interfaces	Assignee:	Thanmay Yanamala	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Shining Liu	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	Start Build	Estimate:	327
Reporter:	Amy Gill	Regulation Reference:	ACL 21-24/ACL 21-24E	Created:	08/24/2023 11:49 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Caroline Bui	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	10/24/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen J. Rapponotti on 10/25/2023

Current Design:

When checking whether a valid phone number exists, both the regular and flexible CW/CF RE Appointment batch jobs currently evaluate the phone number of the program Payee. Appointments are scheduled for the program Payee.

Both batch jobs check for a valid phone number before checking if the worker's Daily Threshold has been set up. If an invalid phone number is found, a task is generated. If a valid phone number is found and the worker's Daily Threshold has not been set up, a task is not generated.

Request:

1. Update both the regular and flexible CW/CF RE Appointment batch jobs so that:
 - a. The valid phone number check evaluates the phone number of the Primary Applicant instead of the Payee.
 - b. Appointments scheduled by batch are scheduled for the Primary Applicant instead of the Payee.
 - c. No task is created as long as the Daily Threshold on the Position Detail page has not been set up for the worker, even if the customer has an invalid phone number.

Recommendation:

1. Update both the regular and flexible CW/CF RE Appointment batch jobs so that:
 - a. The valid phone number check evaluates the phone number of the Primary Applicant instead of the Payee.
 - b. Appointments scheduled by batch are scheduled for the Primary Applicant instead of the Payee.
 - c. No task is created as long as the Daily Threshold on the Position Detail page has not been set up for the worker, even if the customer has an invalid phone number.

Outreach

Description:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate:

327

Automated Test :	0	Batch/Interfaces :	166	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	20	Reports Test :	0
Support :		Special Project :	0	System Test Support :	88
Security :	0				

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



[CA-265395] Sorting and searching Number Assigned in Reception Log

Team Responsible:	Online	Assignee:	Swarnalatha Subramaniam	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Andrea Rodriguez	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	153
Reporter:	Erick Arreola	Regulation Reference:		Created:	07/26/2023 05:44 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Sowmya Coppisetty	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Lobby Management]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval:					
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen J Rapponotti on 10/2/2023

Current Design:

The Reception Log list page 'Number Assigned' search functionality supports exact phrase searching. On the search results displayed, the sorting functionality on the 'Number Assigned' field sorts the value as text.

Request:

The Reception Log requires additional features to make the process of searching for a number more useful for staff.

Recommendation:

1. Update the 'Number Assigned' search field on the Reception Log List page to allow partial non-case sensitive searches, such as searching by prefix, number, or both.
2. Update the sorting logic on the Reception Log List page such that when the sort icon is selected on the 'Number Assigned' field, the following values will display in ascending order
 - a. Blank values
 - b. Numbered values in sequential order
 - c. Values containing a letter prefix in alphabetical order, followed by the sequential order of the remaining number value.
 - d. Values containing a special character prefix, followed by the sequential order of the remaining number value.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate: **153**

N/A

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	100	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	38
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				

Virtual Assistant :	0
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[CA-263959] Updates to Appointment Batch Text Sweeps

Team Responsible:	Batch/Interfaces	Assignee:	Priyanka Kumari	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Shining Liu	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	82
Reporter:	Shining Liu	Regulation Reference:		Created:	06/27/2023 04:09 PM
Status:	System Test	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design	Logan Pratt	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	09/28/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Approved by Logan Pratt 09/28/2023

Expedite Approval: Approved by Karen J. Rapponotti on 10/12/2023

Current Design: SCR CA-224051 implemented the current text campaign batch sweep framework, including PO00V107. PO00V107 does not check when an existing Scheduled or Rescheduled RE appointment was scheduled, meaning if an old RE appointment has remained in Scheduled or Rescheduled status for any reason and a new RE is generated and sent, the sweep will not pick up the case to send a text message, even though a new RE appointment was not scheduled.

Request: 1. Update the logic for PO00V107 so that it checks for the existence of a Scheduled or Rescheduled RE appointment with an appointment date in the future as of the batch date. If one does not exist, then the case should be picked up.

Recommendation: 1. Update the logic for PO00V107 so that it checks for the existence of a Scheduled or Rescheduled RE appointment with an appointment date in the future as of the batch date. If one does not exist, then the case should be picked up.

Please find more details in the design document.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate: **82**

Automated Test :	0	Batch/Interfaces :	46	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :					
Security :	0	Special Project :	0	System Test Support :	25
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



[CA-263214] Rename the existing Child Care Portal URL to Admin Portal

Team Responsible:	Online	Assignee:	Khanh Nguyen	SPG Status:	N/A
Fix Version/s:	[24.01]	Designer Contact:	Erika Kusnadi	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	400
Reporter:	Erika Kusnadi	Regulation Reference:		Created:	06/13/2023 03:57 PM
Status:	System Test	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design	Gingko Luna	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Child Care]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Michele Peterson on 6/15/23

Current Design: Currently, the CalSAWS Administrator Portal URL name is still referencing childcare.

Request: Update the CalSAWS Administrator Portal URL from <https://childcare.calsaws.net/> to <https://adminportal.calsaws.net/>

Recommendation:

1. Update the URL name for the CalSAWS Administrator Portal.
2. Update the hyperlink on the email that is sent from CalSAWS to the resource to point to the new URL name for the CalSAWS Administrator Portal.
3. Update the hyperlink on the Calsaws.org/resource to point to the new URL name for the CalSAWS Administrator Portal.
4. Update ForgeRock to add redirect URIs for the new URL to be used for the CalSAWS Administrator Portal.

Outreach

Description:

Alternative N/A

Procedure

Description:

Operational Impact:

Estimate: 400

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	44	Performance :	0	Pod :	0
Release Communication	20	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	94
Security :	0	Tech ForgeRock :	36	Tech Ops :	84
Tech Arch :	48	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



[CA-263213] Update the Referral Portal (CalSAWS Admin Portal) to allow user to update referral status

Team Responsible:	Online	Assignee:	Aaron Fowler	SPG Status:	N/A
Fix Version/s:	[24.01]	Designer Contact:	Erika Kusnadi	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	1208
Reporter:	Erika Kusnadi	Regulation Reference:		Created:	06/13/2023 03:54 PM
Status:	System Test	Impact Analysis:	[Security, Training]	Outreach Required:	No
Policy/Design	Gingko Luna	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Child Care]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Michele Peterson on 06/15/23

Current Design: As part of CA-263212 the CalSAWS Administrator Portal was updated to include the functionality of the Referral Portal. This allow external agencies/providers to view referral information that was created in CalSAWS.

Request: Updated the Referral Portal Summary page to include the ability for user to update the Referral Status and the Status Reason for a referral.

Recommendation:

1. Update the Referral Portal Summary to include the ability to Edit the information that will allow the user to update the Referral Status and status Reason.
2. Create a brand new ReferralStatus API
3. Update the Online User Action Audit Report page to change the option of Report Type from Child Care Portal to CalSAWS Admin Portal.
4. Update the CalSAWS User Audit Report to rename the reference of Child Care Portal to Admin Portal.
5. The CalSAWS User Audit Report will include Audit for the Referral Portal
6. Create a new Staff Record in CalSAWS that will be used when the Referral Status and Status Reason are updated through the CalSAWS Administrator Portal.

Outreach

Description:

Alternative N/A

Procedure

Description:

Operational Impact:

Estimate: **1208**

Automated Test :	26	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	48	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	451	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	243
Security :	0	Tech ForgeRock :	41	Tech Ops :	36
Tech Arch :	157	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



[CA-261100] Update County Authorizations to not allow same user to approve Payment Request

Team Responsible:	Fiscal	Assignee:	Bhumika Sharma	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	John Besa	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	409
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	05/03/2023 11:38 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	08/31/2023	Other Agency Cross Reference:	CA-260703
Consortium Review Approval Date:					

Non-Committee Review: Sheryl Eppler - Approved - 05/03/2023

Expedite Approval: Approved by Karen Rapponotti on 05/03/2023

Current Design:

1. The Payment Request Detail and Valuable Request Detail pages have validation that prevents the same user from approving a payment request that he or she created.
2. This validation can be enabled or disabled in the County Authorizations page.
3. Setting the approval level to "No" currently bypasses this validation. The validation is only enabled for "1st Level Authorization" or "2nd Level Authorization".

Request:

1. Prevent the same user from authorizing their own payment/valuable request if the Authorization Level is "No" and the "Same User Approval" validation is enabled

Recommendation:

1. Update the Payment Request Detail page to trigger the validation for "Same User Approval" for authorization level "No".
2. Update the Valuable Request Detail page to trigger the validation for "Same User Approval" for authorization level "No".

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate: **409**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	238	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	96
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



[CA-260732] GA/GR Shelter Needs to be Included with GA/GR amount counted in CalFresh Income

Team Responsible:	Eligibility	Assignee:	Saksham Agarwal	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Sridhar Mullapudi	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	Start Build	Estimate:	58
Reporter:	Richard J. Weeks	Regulation Reference:	MPP 63-502.141	Created:	04/26/2023 02:41 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Caroline Bui	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[GA/GR]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	09/20/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Karen J. Rapponotti 10/10/2023.

Current Design: Recurring special needs amount included in the GA/GR automated solution EDBC shall be included with GA/GR amount as part of unearned income in CalFresh EDBC.
Functionality to add GA/GR shelter need through 'Recurring Special Needs' page is currently not available in CalSAWS system.

Request: Add a new need type in the 'Recurring Special Needs' page to capture the GA/GR shelter needs.

Recommendation: Update 'Recurring Special Needs' page to display a new need type 'GA/GR - Shelter Needs'.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

58

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

[CA-260548] Update CSF 142 Household Size Prepopulation

Team Responsible:	Client Correspondence	Assignee:	M Devi Priya	SPG Status:	Pending
Fix Version/s:	[24.01]	Designer Contact:	Nithin Bairlingal Halesh	Change Type (SCR):	Enhancement
Minor Version:	24.01.25	Expedite Changes:	Start Build	Estimate:	434
Reporter:	Lawrence Samy	Regulation Reference:		Created:	04/24/2023 12:25 PM
Status:	In Development	Impact Analysis:	[BenefitsCal]	Outreach Required:	No
Policy/Design Consortium Contact:	Maria Arceo	Training Impacted:	[N/A]	Funding Source:	Other
Project Phase (SCR):	Performance	Committee:	[Correspondence, Self Service Portal]	Funding Source ID:	Corr_Reallocation
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CSPM-67745
Consortium Review Approval Date:					
Non-Committee Review:					
Expedite Approval: Karen Rapponotti - Approved - 10/11/2023					
Current Design: CSF 142 currently populates the household size based on a program hierarchy					
Request:					
1. Update the form CSF 142 to add new columns Cash Aid Family Size, CF Family Size and MC Family Size to the Monthly Benefits table. (Refer the mockup Supporting Document #1).					
2. Update CSF 142 form variable population to pull the family size for every program (Cash Aid, CalFresh and Medi-Cal) the participant receives benefits.					
3. Update CalSAWS Forms API to pull the household size for every program the participant receives benefits.					
Recommendation:					
1. CSF 142 form needs to be modified to add three new columns: Cash Aid Assistance Unit Size, CF Household Size and MC Household Size.					
2. Update CSF 142 form variable population logic to pull the family size by program.					
3. Update CalSAWS Forms API to pull the household size for every program the participant receives benefits.					
Outreach Description:					
Alternative Procedure Description:					
Operational Impact:					
Estimate:	434				
Automated Test :	48	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	80	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	124	Contact Center :	0
Conversion :	0	DBA :	0	Design :	20
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	90
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



[CA-260472] Update Disaster Services Page to allow adding Disaster info by Consortium

Team Responsible:	Fiscal	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Jimmy Tu	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	242
Reporter:	Sidhant Garg	Regulation Reference:		Created:	04/21/2023 02:04 PM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Sheryl E. Eppler	Training Impacted:	[Online Help]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	07/13/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

Disaster Services is a Read Only page in CalSAWS where information for a declared Disaster can be viewed.

Request:

Update Disaster Services page to allow adding Disaster related information for Consortium when a Disaster is declared by the President.

Recommendation:

1. Update the Disaster Services List Page to include an 'Add' button that will allow users to add Disasters.
2. Create a new Disaster Services Detail Page in Create Mode that has editable fields to enter the required Disaster Services Dates.

Outreach

Description:

N/A

Alternative

Procedure

Description:

N/A

Operational Impact:

Estimate:

242

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	158	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	64
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



[CA-252217] Child Support - Direct Income for Non K1/3F and SB 380 Households

Team Responsible:	Eligibility	Assignee:	Neethu Joy	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Yale Yee	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	No	Estimate:	328
Reporter:	Caroline Bui	Regulation Reference:	ACL 20-115	Created:	11/02/2022 03:50 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design	Caroline Bui	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	05/10/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

For non-K1/3F CalWORKs (CW) households with Child Support - Direct income, the child support disregard counts as Unearned Income on the CF EDBC.

For non-K1/3F CW households with Child Support income of Child Support – Disregard, Child Support – Excess or Child Support – Through LCSA, the full child support amount counts as Unearned Income on the CF EDBC.

For Non K1/3F CW households who are also SB 380 , the full child support amount does not count as Unearned Income on the CF EDBC.

Request:

When a Non K1/3F CalWORKs (CW) household opts to exclude a half/stepsibling (considered an SB 380 household), the full child support received for that child should be countable for CF.

Recommendation:

Update the CF EDBC to count the full child support amount for a non-K1/3F CW Household that opted to exclude a half/stepsibling (considered an SB 380 household).

Please refer to the design document for further details.

Outreach

Description:

A list of cases will be provided where a Non K1/3F CW household opts to exclude a half/stepsibling (considered an SB 380 household) and the child support disregard is counted in the CF EDBC.

The list will be posted to the following location:

CalSAWS CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-252217

Override the EDBC results.

Alternative

Procedure

Description:

Operational Impact:

Estimate:

328

Automated Test :	29	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	192	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	77
Security :	0				

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



[CA-237974] Auto Post FTB Tax Intercept transactions to Recovery Account

Team Responsible:	Fiscal	Assignee:	Anusha Gangishetty	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Jimmy Tu	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	1083
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	12/09/2021 12:17 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Tax Intercept]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	08/29/2023	Other Agency Cross	CA-235392
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval: Karen Rapponotti - Approved - 07/29/2022

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

Request:

1. Create new FTB Tax Intercept Interface Reader Job to automatically post Franchise Tax Board (FTB) Transactions to Recovery Accounts.
2. Create new FTB Recovery Account Transaction and Unposted FTB Recovery Account Transaction table.
3. Create a new report (FTB Intercept Transaction Report) that will report on unposted/posted FTB transactions.

Recommendation:

1. Create new FTB Tax Intercept Interface Reader Job to automatically post Franchise Tax Board (FTB) Transactions to Recovery Accounts.
2. Create new FTB Recovery Account Transaction and Unposted FTB Recovery Account Transaction table.
3. Create a new report (FTB Intercept Transaction Report) that will report on unposted/posted FTB transactions.

Outreach N/A.

Description:

Alternative N/A

Procedure

Description:

Operational Impact:

Estimate: **1083**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	313	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	413	Reports Test :	0
Support :		Special Project :	0	System Test Support :	257
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



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

Team Responsible:	Tech Arch	Assignee:	Aman P. Mishra	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Erika Kusnadi	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	1325
Reporter:	Erick Arreola	Regulation Reference:		Created:	11/25/2020 03:08 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Erick Arreola	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Lobby Management]	Funding Source ID:	
Project Phase (SCR):	Production				
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	C4-106423
Consortium Review Approval Date:					

Non-Committee

Review:

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

Current Design: Currently for participants that does not have a case number and checking in for their visit using the Lobby Kiosk, Lobby Tablet or Lobby Tablet 2 the reception log records that gets created does not contain the participant's name or their date of birth information.

Request: Update the Lobby Kiosk, Lobby Tablet and Lobby Tablet 2 that's configured with a Custom action type and does not require Case validation to display 2 additional screens that prompt the participant to enter their name and date of birth information.

Recommendation:

1. Update the Custom action type where case validation is not required flow to display two additional screens on the Lobby Kiosk, Lobby Tablet and Lobby Tablet 2.
2. Update the Reception Log endpoints for Lobby Kiosk and Lobby Tablet (1.0 and 2.0) to pass a person's name and date of birth information for non-case validated check-ins.

Outreach

Description:

Alternative Procedure None

Description:

Operational Impact:

Estimate: **1325**

Automated Test :	0	Batch/Interfaces :	149	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	36	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	311
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	590	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



[CA-220057] Informational Materials Required at MC Auto Ex-Parte Renewal

Team Responsible:	Client Correspondence	Assignee:	Kamal ShakerJ	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Lalitha Valamarthi	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	897
Reporter:	Nina Butler	Regulation Reference:	ACWDL 20-22	Created:	09/22/2020 02:45 PM
Status:	System Test	Impact Analysis:	[Central Print]	Outreach Required:	No
Policy/Design Consortium Contact:	Virginia Bernal [X]	Training Impacted:	[N/A]	Funding Source:	Other
Project Phase (SCR):	Production	Committee:	[Medi-Cal Correspondence]	Funding Source ID:	Corr_Reallocation
Consortium Review Approval:		Approved by Committee:	10/16/2023	Other Agency Cross Reference:	CIV-107994
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen J. Rapponotti on 10/16/2023

Current Design:

Department of Health Care Services (DHCS) requires that counties furnish applicant and beneficiary households with informational materials, brochures, notices and forms to comply with federal and state mandates.

The purpose of this letter is to provide counties and the Statewide Automated Welfare System (SAWS) with guidelines on the required print materials to send to all households upon application for insurance affordability programs (IAPs) and to all Medi-Cal beneficiary households annually or at the time of their annual renewal packet mailing. This policy guidance addresses the materials counties are required to send for:

- # Modified Adjusted Gross Income (MAGI) households,
- # Non-MAGI Renewal households, and
- # Mixed MAGI and Non-MAGI households.

Note: This updated policy guidance replaces Medi-Cal Eligibility Division Information Letters (MEDIL) I 14-54 and I14-54E, which are now obsolete.

Request:

A MAGI beneficiary household shall receive the informational materials listed below annually if they are redetermined as Medi-Cal eligible after ex parte review (auto renew).

The MAGI beneficiary household packet would include the following informational materials:

- MC 019 Information Notice for Beneficiaries
- MC 219 Important Information for Persons Requesting Medi-Cal
- MC 372 Breast and Cervical Cancer Treatment Program
- GEN 1365 Language Access Services for Limited-English Proficient and Non-English Proficient Individuals
- PUB 13 Your Rights Under California Public Benefits Program
- California Voter Registration Card
- National Voter Registration Act Voter Preference Form

Note: This packet will include a cover letter explaining that this is an informational packet with no action required from the recipient.

Recommendation:

1. Create a new batch process to send out the 'MAGI Beneficiary Household Packet' in English and threshold languages' for all the counties.
2. Add print central option to the existing MAGI Beneficiary Household Packet.

Outreach

Description:

Alternative

Procedure

Description:

N/A

Operational Impact:**Estimate: 897**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	214	Client Correspondence :	450	Contact Center :	0
Conversion :	0	DBA :	0	Design :	115
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	43	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



[CA-208523] WTW Text Messages

Team Responsible:	Batch/Interfaces	Assignee:	Gurunandan Vijendra Agnihothri	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Shining Liu	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	582
Reporter:	Lien Phan	Regulation Reference:		Created:	05/20/2019 01:29 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Logan Pratt	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by Committee:	09/28/2023	Other Agency Cross Reference:	
Consortium Review Approval:					
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Logan Pratt 09/28/2023				
Expedite Approval:	Approved by Karen J. Rapponotti on 10/12/2023				
Current Design:	A 'Verification Sent' text message is triggered when the CSF 103 is sent to participants. CSF 105 was replaced by GEN 102 with SCR CA-220610. Counties can send custom text messages through the existing 'Emergency Text' campaign.				
	No text messages are sent to participants when a NA 840 NOA, GEN 102, or GEN 107 is sent. No text messages are sent to participants when there is an upcoming WTW activity scheduled.				
Request:	Create a new text message batch sweep to send a text message to participants when an NA 840 is sent.				
	Create a new text message batch sweep to send a text message to participants when a GEN 102 or GEN 107 is sent.				
	Create a new text message batch sweep to send a text message to participants to remind them of an upcoming WTW activity.				
Recommendation:	<ol style="list-style-type: none"> 1. Create a new text message batch sweep to send a text message to participants when an NA 840 is sent. 2. Create a new text message batch sweep to send a text message to participants when a GEN 102 or GEN 107 is sent. 3. Create a new text message batch sweep to send a text message to participants to remind them of an upcoming WTW activity. 4. Create an Automated Action for when an NA 840 is sent, when a GEN 102 or GEN 107 is sent, and when there is an upcoming WTW activity. 5. Create a new Customer Contact History reason for when an NA 840 is sent, when a GEN 102 or GEN 107 is sent, and when there is an upcoming WTW activity. 				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	582				
Automated Test :	0	Batch/Interfaces :	324	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0

Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	154
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



[CA-206290] Add titles to the Classification Titles field in the staff detail page

Team Responsible:	Online	Assignee:	Mansi Mehra	SPG Status:	N/A
Fix Version/s:	[24.01]	Designer Contact:	Connor ODonnell	Change Type (SCR):	County Operational Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	40
Reporter:	Ramon Santos [X]	Regulation Reference:		Created:	01/09/2019 10:15 AM
Status:	System Test	Impact Analysis:	[Business Process]	Outreach Required:	Yes
Policy/Design	Dymas Pena	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Usability]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval:					
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Dymas Pena on 10/26/2023				
Expedite Approval:	Approved by Karen J Rapponotti on 11/06/2023				
Current Design:	Classification Title values are identifiers specific to each county used to identify staff roles.				
Request:	Update the Classification Title values for Amador County, Calaveras County, Riverside County, Stanislaus County, and Yolo County.				
Recommendation:	<ol style="list-style-type: none">1. Update the Classification Title field on the Staff Search page for Amador County, Calaveras County, Riverside County, Stanislaus County, and Yolo County with updated sets of values.2. Perform a data change to update staff records with new Classification Title values for Calaveras and Riverside counties.				
Outreach Description:	A list will be generated that describes the affected records.				
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	40				
Automated Test :	12	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	22	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	6
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-205112] ACL 18-82 / ACL 20-109 - SB 380 - Phase III

Team Responsible:	Eligibility	Assignee:	Ganesh Kumar Piniseti	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Yale Yee	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	338
Reporter:	Binh Tran [X]	Regulation Reference:	ACL 18-82 / ACL 20-109	Created:	10/12/2018 01:53 PM
Status:	System Test	Impact Analysis:	[Business Process, Central Print, Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Sarah Rich	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	09/13/2023	Other Agency Cross Reference:	CIV-102472
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen J. Rapponotti 10/10/2023.

Current Design:

The CW EDBC applies the 'Optional Child - Receives Child Support' status reason to a person when all the following apply:

1. Either of the following is true:
 - a. A Customer Option record of type 'Optional Child - Receives Child Support' exists with a Begin Date in the benefit month.
 - b. A Customer Option record of type 'Optional Child - Receives Child Support' exists for any day in the benefit month and the person had the 'Optional Child - Receives Child Support' in the prior month.
2. Person is considered a child, per rules for that program type.
3. The Customer Option record shows the question "Is this child a Stepsibling or Half-Sibling of an eligible CalWORKs child?" is set to 'Yes'.
4. The Customer Option record shows the question "If a court order exists, does the child support order from the court show how much child support is given to each child?" is set to either Yes or No Court Order Exists.
5. The sum of the reported income amounts of the person for the following income types in the benefit month is more than the Child MAP:
 - a. Child Support – Direct
 - b. Child Support – Disregard
 - c. Child Support – Excess
 - d. Child Support - Through LCSA

After a person is given the 'Optional Child - Receives Child Support' role, the conditions will be rechecked with each subsequent EDBC. If they no longer meet these conditions (for example the Customer Options record is end-dated or the person's child support is no longer greater than the Child MAP), they will be added back into the assistance unit either mid-period or at the start of the next reporting cycle, per existing mid-period change logic. They will be required to submit another CW 52 and the user will need to add a new Customer Options record to represent that request.

When the CW MAP amount is increased and the child's child support is no longer more than the Child MAP, the child will be added to the Assistance Unit (AU) in CW.

Request:

CW EDBC logic will be updated to determine that a previously excluded child is not added into the program mid-period.
For example, when the annual MAP increase is run, children will remain excluded until the next SAR or RE processing.

The previously excluded child may be added into the program mid-period if there is a change to the Customer Options record mid-period.

Recommendation:

1. Update the CW EDBC to assign the 'Optional Child – Receives Child Support' role when any of the following changes exists:
 - a. The user makes changes to the Customer Options record mid-period to the question "Is this child a Stepsibling or Half-Sibling of an eligible CalWORKs child?"
 - b. Running EDBC at SAR.
 - c. Running EDBC at RE.

Please refer to the design document for further details.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

Override the EDBC results.

338

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	199	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	88
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



[CA-54731] No Show Appraisal Appointment Automation Enhancements

Team Responsible:	Batch/Interfaces	Assignee:	Sri Muruganantham	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	443
Reporter:	Ted Anderson [X]	Regulation Reference:		Created:	01/19/2018 11:41 AM
Status:	System Test	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design	Gingko Luna	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Welfare to Work/ WPR]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen J. Rapponotti on 10/31/2023

Current Design:

The system is currently adding a non-compliance status to participants who miss their Appraisal appointments even when their CalWORKs cases are discontinued. This creates additional work for both regular GAIN and GAIN Sanction Home Visit staff as they need to manually cancel CD appointments and correct the program status manually for these cases.

Request:

Prevent the system from changing the status to non-compliance and initiating a CD appointment when a participant is marked as "no show" for the Appraisal appointment when the CalWORKs case is discontinued. A task must be created and sent to the case-carrying GAIN Services Worker (GSW) when the CalWORKs status changes to active.

Recommendation:

Prevent the system from changing the status to non-compliance and initiating a CD appointment when a participant is marked as "no show" for the Appraisal appointment when the CalWORKs case is discontinued. A task must be created and sent to the case-carrying GSW when the CalWORKs status changes to active so that the worker can restart the compliance process when the CalWORKs status has changed to Active.

Please find more detail in the design document.

Outreach

Description:

Alternative

N/A.

Procedure

Description:

Operational Impact:

Estimate: **443**

Automated Test :	0	Batch/Interfaces :	232	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	42	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	112
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				



[CA-270244] Create redetermination record for Converted Child Care cases for CalWIN counties

Team Responsible:	Online	Assignee:	Brian Munce	SPG Status:	N/A
Fix Version/s:	[24.01]	Designer Contact:	Erika Kusnadi	Change Type (SCR):	Data Change
Minor Version:		Expedite Changes:	Start Build	Estimate:	58
Reporter:	Erika Kusnadi	Regulation Reference:		Created:	11/02/2023 04:23 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Gingko Luna	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Child Care]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Gingko Luna on 11/8/23

Expedite Approval:

Approved by Karen J Rapponotti on 11/03/2023

Current Design:

Currently in CalSAWS, converted Child Care program for CalWIN counties do not have redetermination record associated to them. For this reason, RE (redetermination) information is missing for these converted Child Care program and user are not able to update the RE Due Month information on the Child Care Detail page as the field is not being displayed.

Request:

Create redetermination record for CalWIN converted Child Care program so that redetermination information is available for these converted Child Care program and the RE Due Month field is being displayed so that user is able to edit the information.

Recommendation:

1. Create a redetermination record for CalWIN converted Child Care program when all the below conditions are met:
 - A) Child Care Program is in 'Active' status as of System Date
 - B) There is no Redetermination record associated to the Active Child Care program.
 - C) The Child Care program Created By information is equal to one of the following:
31,57,43,07,30,54,56,42,41,37,48,44,01,49,10,34,38,40.
 2. Redetermination record will have the following information:
 - A) Begin Date
 - i) This will be: the Begin Date (Effective Date) for the Active Child Care Program.
 - B) Due Date
 - i) This will be the due date for the redetermination:
 - a) Date: The last date of the month.
 - b) Month: The month prior to the month on the RE Begin Month.
 - c) Year: 2024
- Example: Begin Date (from point A above) = 09/03/2021 then the Due Date will be 08/31/2024.

Technical Note: All other fields that is needed to create the redetermination record, please use existing logic for when a new redetermination record is created.

Outreach Description: Alternative Procedure Description:

The Child Care Program Status need to be update in order to trigger CalSAWS to create the redetermination for you (that is why when a D/C program is change to Active for example the RE information will display, same goes when the Child Care Program is created directly in CalSAWS).

Child Care # Case Summary # Child Care Program # Edit # Edit button on the Program Status block and update some information there and click the Save and Return button.
For majority of converted cases I have seen that the Documents Provided Date is missing, if so user will need to enter this information and when clicking Save and Return on the Program Status Detail page the redetermination record will then be created automatically.

Operational Impact:**Estimate: 58**

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



[CA-269796] Online Help: Update OLH Pages and Job Aids to Remove YBN references

Team Responsible:	Training	Assignee:	Nour Bibars	SPG Status:	N/A
Fix Version/s:	[24.01]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Documentation
Minor Version:		Expedite Changes:	Start Build	Estimate:	70
Reporter:	Nour Bibars	Regulation Reference:		Created:	10/24/2023 01:53 PM
Status:	System Test	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Connie Buzbee	Training Impacted:	[Job Aid, Online Help]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Joyce Oshiro 11/6/2023 - Approve

Expedite Approval: Approved by Karen Rapponotti on 11/20/2023

Current Design: The following OLH pages and Job Aids reference "YBN" - which is a retired functionality that has been replaced with the "Self-Service Portal" in the System:

OLH pages that reference "YBN":

- 1) E-Application Post Verification
- 2) E-Application Summary
- 3) E-Messages Search

Job Aids that Reference "YBN":

- 1) JA Flagging – Create and Assign to Cases
- 2) JA Medi-Cal – Targeted Low-Income Children Program
- 3) JA Medi-Cal Customer Information
- 4) JA Electronic Notification (e-Notification)
- 5) JA Medi-Cal – Insurance Affordability Programs (IAP)
- 6) JA Medi-Cal – MAGI Referrals and Eligibility Determination
- 7) JA Customer Options Detail - Add

Request: Update the following OLH pages and Job Aids to replace references to "YBN" with "Self-Service Portal":

OLH pages that reference "YBN":

- 1) E-Application Post Verification
- 2) E-Application Summary
- 3) E-Messages Search

Job Aids that Reference "YBN":

- 1) JA Flagging – Create and Assign to Cases
- 2) JA Medi-Cal – Targeted Low-Income Children Program
- 3) JA Medi-Cal Customer Information
- 4) JA Electronic Notification (e-Notification)
- 5) JA Medi-Cal – Insurance Affordability Programs (IAP)
- 6) JA Medi-Cal – MAGI Referrals and Eligibility Determination
- 7) JA Customer Options Detail - Add

Recommendation:

1. Update the following to Online Help pages replace references to YBN with Self-Service Portal:
 - a) E-Application Post Verification
 - b) E-Application Summary
 - c) E-Messages Search

2. Update the following to job aids replace references to YBN with Self-Service Portal:
 - a) JA Flagging – Create and Assign to Cases

- b) JA Medi-Cal – Targeted Low-Income Children Program
- c) JA Medi-Cal Customer Information
- d) JA Electronic Notification (e-Notification)
- e) JA Medi-Cal – Insurance Affordability Programs (IAP)
- f) JA Medi-Cal – MAGI Referrals and Eligibility Determination
- g) JA Customer Options Detail - Add

Outreach NA

Description:

Alternative None

Procedure

Description:

Operational Impact:

Estimate: 70

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



[CA-269712] Online Help: Update the Reports Overview for the 24.01 Baseline Release

Team Responsible:	Training	Assignee:	Nour Bibars	SPG Status:	N/A
Fix Version/s:	[24.01]	Designer Contact:	Esequiel Herrera-Ortiz	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	30
Reporter:	Esequiel Herrera-Ortiz	Regulation Reference:		Created:	10/23/2023 09:02 AM
Status:	System Test	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Carlos Zepeda	Training Impacted:	[Online Help]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Joyce Oshiro 11/6/2023 - Approve

Expedite Approval: Approved by Karen Rapponotti on 11/20/2023

Current Design: Changes to the Reports Overview for the 24.01 baseline release will be sent by the Reports team.

Request: The Reporting team will provide updates to the Reports Overview. Update the Reports Overview in Online Help.

Recommendation: Upload the following to Online Help via RoboHelp:
1) Reports Overview

Note the following reports have been updated:

1. RE Date Report
2. Medi-Cal Renewals Listing Report
3. Auxiliary Daily and Monthly Reports
4. MAGI Discontinuance Report
5. Mixed Household Report
6. MAGI Skipped Report
7. MAGI Error Report
8. FTB Tax Intercept Transaction Report

Outreach

Description:

Alternative Procedure

None

Description:

Operational Impact:

Estimate: **30**

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

Tech Support :	0	Training :	30	Translation :	0
Virtual Assistant :	0				

[CA-268543] Analytics PBDS Support for San Diego - 24.01

Team Responsible:	Analytics	Assignee:	Robert Logan	SPG Status:	N/A
Fix Version/s:	[24.01]	Designer Contact:	Nitin Baxi	Change Type (SCR):	System Operational Enhancement
Minor Version:	23.01.18	Expedite Changes:	Start Build	Estimate:	40
Reporter:	Nitin Baxi	Regulation Reference:		Created:	09/29/2023 11:00 AM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	David Bruhn	Training Impacted:	[N/A]	Funding Source:	County Purchase
Project Phase (SCR):	Production	Committee:	[State/Fiscal Reports]	Funding Source ID:	County Data Pipeline (SD-02-2023)
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:					
Expedite Approval:	Approved by Consortium on 10/16/2023, approval is attached.				
Current Design:	San Diego Analytics PBDS project needs the Reports to be in sync with CalSAWS Reports with every major release.				
Request:	Provide necessary support for all the CalSAWS Reports JIRA Items to be moved to San Diego account with the major release.				
Recommendation:	Provide necessary support for all the CalSAWS Reports JIRA Items to be moved to San Diego account with the major release.				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	40				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	40	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



[CA-267179] Training: Remove Job Aids with County Specific Training Materials

- Resolved: 12/04/2023 11:46 AM

Team Responsible:	Training	Assignee:	Nour Bibars	SPG Status:	N/A
Fix Version/s:	[24.01]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	30
Reporter:	Connie Buzbee	Regulation Reference:		Created:	08/30/2023 03:29 PM
Status:	Test Complete	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Connie Buzbee	Training Impacted:	[Job Aid, Online Help]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Joyce Oshiro 11/09/2023 - Approve

Expedite Approval:

Approved by Karen Rapponotti on 11/9/2023

Current Design:

OLH includes Child Care Job Aids that are LA specific and are required to be archived.

- JA Child Care Payments – Supplemental and Manual
- JA Child Care Authorization
- JA Child Care – Child Schedule
- JA Child Care Requests – Manage

Request:

- 1) Remove 4 Job Aids from:
 - OLH.
 - LMS
- 2) Archive 4 Job Aids on SharePoint

Note: The Child Care Request pages are only available to LA County.

Recommendation:

- 1) Remove 4 Job Aids from:
 - OLH
 - LMS
- 2) Archive 4 Job Aids on SharePoint (Nour)

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate: **30**

N/A - this is a maintenance SCR

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

Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	30	Translation :	0
Virtual Assistant :	0				



[CA-265302] Turn on E2Lite interface for opt in CalWIN counties for wave 5 and 6

Team Responsible:	Batch/Interfaces	Assignee:	Sri Muruganantham	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Howard Suksanti	Change Type (SCR):	County Operational Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	162
Reporter:	Victor Nunez	Regulation Reference:		Created:	07/25/2023 03:15 PM
Status:	System Test	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design	Gingko Luna	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Design	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
Non-Committee Review:	Gingko Luna on 8/22/2023				
Expedite Approval:					
Current Design:	CA-243960 creates the E2Lite Interface jobs for CalWIN Counties. This SCR will turn on the E2Lite batch jobs for opted in CalWIN counties.				
Request:	Perform partner integration testing and create a Batch Scheduling Change Request (BSCR) to turn on E2Lite batch jobs for following opted in CalWIN wave 5 & 6 Counties: Sacramento, San Francisco, San Luis Obispo, Sonoma				
Recommendation:	Perform partner integration testing and Create a Batch Property Change Request (BPCR) and Batch Scheduling Change Request (BSCR) to turn on E2Lite batch jobs for following opted in CalWIN Counties: Sacramento, San Francisco, San Luis Obispo, Sonoma				
Outreach Description:					
Alternative Procedure	N/A				
Description:					
Operational Impact:					
Estimate:	162				
Automated Test :	0	Batch/Interfaces :	125	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :					
Security :	0	Special Project :	0	System Test Support :	22
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



[CA-265180] Update Aid Code Determination logic for Reactivated Issuances

Team Responsible:	Fiscal	Assignee:	Jyoti Jain	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Sidhant Garg	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Production Deployment	Estimate:	170
Reporter:	Claudia Pinto	Regulation Reference:		Created:	07/21/2023 04:26 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Claudia Pinto	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Fiscal]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
Non-Committee Review:	Sheryl Eppler - Approved - 08/01/2023				
Expedite Approval:	Approved by Karen Rapponotti on 08/01/2023				
Current Design:	When expunged EBT benefits are reactivated, the current logic is pulling the latest aid code for the benefit month instead of using aid code from the original issuance.				
Request:	Update the Aid Code Determination logic for reactivation of EBT benefits to use the aid code from the original issuance and do not find aid code for the benefit month.				
Recommendation:	Update the Aid Code Determination logic for reactivation of EBT benefits to use the aid code from the original issuance and do not find aid code for the benefit month.				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	170				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	100	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	38
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				

[CA-262996] Enable CSRF Protection for Child Care Portal

Team Responsible:	Online	Assignee:	Aaron Fowler	SPG Status:	N/A
Fix Version/s:	[24.01]	Designer Contact:	Erika Kusnadi	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	1058
Reporter:	Prashant Goel	Regulation Reference:		Created:	06/08/2023 03:55 PM
Status:	System Test	Impact Analysis:	[Security]	Outreach Required:	No
Policy/Design	Haikaz (Mike)	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:	Tombakian				
Project Phase (SCR):	Production	Committee:	[Tech]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Mike Tombakian 8-31-2023

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

Current Design: The Cross-Site Request Forgery (CSRF) is a security threat as mentioned in OWASP 2021 TOP 10: A01 Broken Access Control. Currently, the Child Care Portal (which will be renamed to CalSAWS Administrator Portal under CA-263212) is not enabled with CSRF protection. As such, the Child Care Portal (CalSAWS Administrator Portal) is currently vulnerable to a CSRF attack.

Request: Enable the CalSAWS Administrator Portal with CSRF protection, to prevent a CSRF attack from being done through the CalSAWS Administrator Portal.

Recommendation:

- Enhance the CalSAWS Administrator Portal with CSRF protection.
- 1. Update the CalSAWS Administrator Portal to generate a CSRF Token post-authentication with ForgeRock (after a successful log in to the portal).
- 2. Authenticate the CSRF Token for every backend server interaction that the user is performing on the CalSAWS Administrator Portal.
- 3. Automatically expire the CSRF Token every 20 minutes.
 - A) A new CSRF Token will be generated when the user is still logged in on the CalSAWS Administrator Portal under the same session.
- 4. Log off the user automatically and refuse to process the backend server interaction in the event that the CSRF Token that's being authenticated is determined to be "Invalid".
 - A) User will automatically be logged out and will automatically be re-directed to the Log-in screen of the CalSAWS Administrator Portal.

Outreach

Description:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate: **1058**

Automated Test :	192	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	485	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0

Security :	0	Special Project :	0	System Test Support :	25
Tech Arch :	90	Tech ForgeRock :	0	Tech Ops :	100
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



[CA-262930] Create DE 542 for Sacramento and San Luis Obispo

Team Responsible:	Batch/Interfaces	Assignee:	Thanmay Yanamala	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Howard Suksanti	Change Type (SCR):	System Operational Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	91
Reporter:	Claudia Pinto	Regulation Reference:		Created:	06/07/2023 09:57 PM
Status:	System Test	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design	Claudia Pinto	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[State/Fiscal Reports]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval:					
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Claudia Pinto 6/20/2023				
Expedite Approval:					
Current Design:	CA-259801 created DE 542 files for 48 counties(40 plus 8 CalWIN waves 1-3). The same file needs to be created for the CalWIN counties in Wave 6				
Request:	Create DE 542 file for Sacramento, San Francisco and San Luis Obispo, Colusa, Trinity, Tuolumne.				
Recommendation:	Create a Batch Property Change Request (BPCR) , Batch Scheduling Change Request (BSCR) to turn on the DE 542 writer jobs and DE 542 SFTP jobs for for Sacramento, San Francisco and San Luis Obispo, Colusa, Trinity, Tuolumne counties.				
Outreach Description:					
Alternative Procedure Description:	N/A.				
Operational Impact:					
Estimate:	91				
Automated Test :	0	Batch/Interfaces :	48	Batch Operations :	8
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	24
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



[CA-262100] Create new Pay Codes for Orange and Ventura County

Team Responsible:	Fiscal	Assignee:	Sumita Sinha	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Eric Wu	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	140
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	05/22/2023 01:18 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Fiscal]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	CA-261761
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Wendy Marshall (Orange) - Approved - 07/26/2023. Veronica Lara (for Ventura) - Approved - 08/08/2023

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

Current Design: No Pay Code exists for 'Kinship' or for 'Emergency Shelter Home'.

Request: Ventura County needs to track expenditures for 'Kinship'.
Orange County needs to track 'Emergency Shelter Home'.

Recommendation:

For Orange County only:

- (1) Create Pay Codes for:
 - (a) 'Emergency Shelter Home - Under 30 days'
 - (b) 'Emergency Shelter Home - Over 30 days'

These Pay Codes will be available for the Foster Care Program only (EDBC, Service Payment and Auxiliary Issuances)..

These Fund Codes will be the Foster Care Aid Code used.

(2) Sent Auditor Controller test file with new Pay Code/Fund Code

For Ventura County only:

- (1) Create Pay Codes for
 - (a) Kinship
 - (b) THPP - Youth/Host Home
 - (c) Expectant Parent Program
 - (d) Complex Care - Child Specific

These Pay Codes will be available for the Foster Care Program only (EDBC, Service Payment and Auxiliary Issuances).

These Fund Codes will be the Foster Care Aid Code used.

(2) Sent Warrant Print Outbound test file and Auditor Controller test file with new Pay Code/Fund Code

Outreach Description: Interface partner testing of Auditor Controller file with Orange and Ventura County

Alternative Procedure N/A

Description:

Operational Impact:

Estimate: **140**

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

Eligibility :	0	Fiscal :	91	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :					
Security :	0	Special Project :	0	System Test Support :	28
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



[CA-260929] Phase 1: Discovery - Evaluate F5 replacement product

Team Responsible:	Network	Assignee:	Uzair S. Naveed	SPG Status:	N/A
Fix Version/s:	[24.01]	Designer Contact:	Uzair S. Naveed	Change Type (SCR):	System Operational Enhancement
Minor Version:	24.01.xx	Expedite Changes:	No	Estimate:	110
Reporter:	Uzair S. Naveed	Regulation Reference:		Created:	05/01/2023 01:51 PM
Status:	Approved	Impact Analysis:	[Security, Technology Impact, Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Pete Quijada	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Tech]	Funding Source ID:	
Consortium Review Approval:	Approved by Pete on behalf of Laura on 3/21/2023	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:	03/21/2023				
Non-Committee Review:	Approved by Pete Quijada on behalf Laura Chavez on 5/04/2023				
Expedite Approval:					
Current Design:	Big IP F5 model at Equinix will be End of Life/ End of Support by July 1, 2024				
	These devices perform critical functions acting as a Fusion Router (Managing traffic access towards AWS), Network Address Translation (NAT), Security (DOS, IDS/IPS). F5 devices becoming End of Support; F5 licenses up for Renewal				
	Non-renewal of services / timely refresh will result in the F5 stop processing the traffic resulting in an imminent production disruption				
	The cost of replacement and the effort associated was discussed and documented in the IAPDU in January 2023.				
	Note: Big IP F5 model at AWS Partner Exchange will be renewed by October 31, 2023 but will intended to be replaced in 2024. This discovery session will also take this into consideration.				
Request:	Discovery sessions are required to create a baseline of current requirements				
	The team will then use the outcome of this assessment to evaluate potential replacement products and determine cost of deployment and runtime.				
Recommendation:	Replace F5's with an alternate NGFW which could improve central monitoring and security capabilities.				
Outreach Description:					
Alternative Procedure Description:	Refresh to newer model of F5 and do a configuration transition				
Operational Impact: Estimate:	110				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0

Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	110	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



[CA-258125] Discovery - Remote Connectivity Solution for San Bernardino Managed Laptops

Team Responsible:	Network	Assignee:	Shobin Scaria	SPG Status:	N/A
Fix Version/s:	[24.01]	Designer Contact:	Uzair S. Naveed	Change Type (SCR):	County Operational Enhancement
Minor Version:	24.01.xx	Expedite Changes:	No	Estimate:	85
Reporter:	Uzair S. Naveed	Regulation Reference:		Created:	03/13/2023 12:42 PM
Status:	Approved	Impact Analysis:	[Security, Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Pete Quijada	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Tech]	Funding Source ID:	
Consortium Review Approval:	Approved by Pete on behalf of Laura on 3/21/2023	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:	03/21/2023				
Non-Committee Review:	Approved by Pete on behalf of Laura on 3/21/2023				
Expedite Approval:					
Current Design:	<p>Counties use workstations and connect to CalSAWS from the connectivity built at their respective county sites. CalSAWS has not provided any remote connectivity for these workstations.</p> <p>*****</p> <p>For laptops that would need some level of remote access, the Project will start with discovery sessions to gather information, capture the County's traffic patterns, and understand the target services that the County wishes to access over VPN. This will allow the team to analyze the design patterns. This discovery session is formally requested as an SCR and requires Consortium approval. Once this is submitted and approved, the Project team will be able to provide the County with the best course of action and specifics pertaining to the use case for the laptops.</p>				
Request:	<p>Discovery sessions are required with the individual county to determine</p> <ul style="list-style-type: none"> - Evaluate county requirements related to connectivity and accessibility needs. <ul style="list-style-type: none"> => List of applications / services that need to be accessed => County access patterns (location of the above services and reachability) => Use Cases (how is this accessed and by whome) => Limitations (Security/Technical/Compliance) that need to be adhered or taken into considerations - Understand county existing remote connectivity infrastructure that could be extended (subject to design and approval) - Determine feasibility and architect solution that could be given to the county (includes obtaining approval from CalSAWS Security & Architecture) 				
Recommendation:	<p>For laptops that would need some level of remote access, the Project will start with discovery sessions to gather information, capture the County's traffic patterns, and understand the target services that the County wishes to access over VPN. This will allow the team to analyze the design patterns.</p>				
Outreach Description:					
Alternative Procedure Description:	<p>The original ZScaler pilot has been shelved and is no longer being offered by CalSAWS. Alternate design needs to be developed which requires these discovery sessions.</p>				
Operational Impact:					
Estimate:	85				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0

CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	85	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



[CA-257754] Update 011-East Valley Reception Log record to send information to LMRS

Team Responsible:	Online	Assignee:	Suraj Kumar	SPG Status:	N/A
Fix Version/s:	[24.01]	Designer Contact:	Erika Kusnadi	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	97
Reporter:	Erick Arreola	Regulation Reference:		Created:	03/06/2023 03:24 PM
Status:	System Test	Impact Analysis:	[Public Facing]	Outreach Required:	No
Policy/Design	Jill I. Smith	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Lobby Management]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
Non-Committee Review:	Erick A. 7/18/23				
Expedite Approval:					
Current Design:	Currently, when users are creating a reception log record without a case # (no case number enter) and entering a person name, the Reception Log record information are not able to be sent to LMRS application successfully due to missing caseFirstName parameter being Null on the API when it is a requirement for the LMRS system. Note: This is only specific to the 011-East Valley Office only.				
Request:	Update CalSAWS system to start sending caseFirstName information when a reception log record is created without a case#.				
Recommendation:	1. Update CalSAWS to send the same value as the caseLastName for the caseFirstName value so reception log records can be sent to LMRS successfully for reception log records that does not have a case# associated to it. Note: This is only specific to the 011-East Valley Office only. There is no Design Document for this SCR				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	97				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	52	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	26
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



[CA-257081] Online Help: Update JA e-Notification

Team Responsible:	Training	Assignee:	Nour Bibars	SPG Status:	N/A
Fix Version/s:	[24.01]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	12
Reporter:	Cristina Garcia	Regulation Reference:		Created:	02/22/2023 02:30 PM
Status:	In Development	Impact Analysis:	[Training]	Outreach Required:	Yes
Policy/Design	Dymas Pena	Training Impacted:	[Job Aid]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review:	Approved by Lynn Bridwell on 2/24/2023
Expedite Approval:	Approved by Lynn Bridwell on 2/24/2023
Current Design:	The JA e-Notifications has many updates pertaining to text, BenefitsCal and Client Correspondence and need to be updated.
Request:	Update the eNotification job aid (including the title). The CIV reference of C4Yourself to YBN has been addressed in SCR CA-263940
Recommendation:	Update the JA e-Notifications in Adobe RoboHelp and update in Online Help and the LMS.

- 1) Retitle Job Aid to Self-Service Portal (SSP) - e-Notifications
- 2) Remove all reference to Text Messaging Opt In/Out
- 3) Leave only instructions for e-Notifications

Outreach Description: Update Job Aid

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 12

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



[CA-256714] SCR - Humboldt County Site Changes - Project 2 & 3

Team Responsible:	Network	Assignee:	Eric Prestwood	SPG Status:	N/A
Fix Version/s:	[24.01]	Designer Contact:	Uzair S. Naveed	Change Type (SCR):	Enhancement
Minor Version:	24.01.xx	Expedite Changes:	No	Estimate:	400
Reporter:	Uzair S. Naveed	Regulation Reference:		Created:	02/14/2023 01:16 PM
Status:	Approved	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design	Grady Howe	Training Impacted:	[N/A]	Funding Source:	County Purchase
Consortium Contact:		Committee:	[Tech]	Funding Source ID:	HM-02-2023
Project Phase (SCR):	Design	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Approved by Pete Q on behalf of Laura Chavez on 9/19/2023

Expedite Approval:

Current Design:

Current DTS POP model uses a non-optimized network connectivity for its connectivity to CalSAWS and C-IV Counties have a managed contact center (listed below) which acts as "Pseudo POP site" to route the counties traffic

Traffic destined to CalSAWS 67.21.40.128/25 would be routed through the Contact Center
County traffic would use Vlan 20 as their gateway to CalSAWS
County would be responsible for NATTING (same as any other POP)
CalSAWS would have to "Allow list" the 100.64.x.x subnet to traverse through the managed L3 device

Request:

Humboldt county has requested 3 changes to their existing County Site
This SCR covers projects 2 and 3

Project 2 : Site 12003 to be built and connectivity to CalSAWS established

Site 12003 will be configured with CalSAWS SD-WAN connectivity (TPX Circuits + CalSAWS Routers)

- Will use a CalSAWS POP design (Extranet, MGT and AccenturePRD)
 - To start after County purchase order is signed
 - Lead time to upgrade circuits – 3 Months + 1 Month for tech Integration + 1 Month for testing
 - No CalSAWS managed Switches / Workstations / Servers will be moved to this site

All County Branch Sites

- Routed to use Site 12003 as its County POP location

Project 3 : Managed Contact Center migration to POP Contact Center
Connectivity from Site 12002 to CalSAWS be terminated

Site 12003

- Re-imaging of all workstations by County IT
- CC IVR Team to provide all software's / applications required by County
- Contact Center agents have option to use Custom CCP and access AWS Connect via CalSAWS Extranet
- If county retains Default CCP / Enhanced CCP, it will continue to use the internet egress for communication.

Recommendation:

This is an Interim SCR (requirement gathering and Architecture) while the County purchase gets drafted and signed. (Design, Build, Test, Operate) will be required. This SCR is ONLY for expediting the changes and work required.

A separate County Purchase will be submitted if the work effort captured through this SCR is accepted)

Outreach**Description:****Alternative****Procedure****Description:****Operational Impact:****Estimate:****400**

Contact Centre users would use Default CCP in order to accept calls over the county managed internet.

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	40	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	80	Special Project :	0	System Test Support :	0
Tech Arch :	270	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



[CA-256646] Incorrect htm Filenames to link Online Help pages to System pages

Team Responsible:	Online	Assignee:	Sagar Karnawadi	SPG Status:	N/A
Fix Version/s:	[24.01]	Designer Contact:	Erika Kusnadi	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	112
Reporter:	Cristina Garcia	Regulation Reference:		Created:	02/13/2023 03:07 PM
Status:	System Test	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design	Ashley Arnold	Training Impacted:	[Online Help]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Training]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
Non-Committee Review:	Approved by Elizabeth Palm on 08/09/2023				
Expedite Approval:					
Current Design:	Currently, when user clicks on the "Help" icon at the top of the CalSAWS page a new pop up window will open and it will automatically display the Online Help page for the corresponding system page that the user is on. However, when user are on certain system page, when they click the "Help" icon, the Online Help page that gets automatically display is for a different page (not for the system page that the user is on) or the pop up window will have a Not Found message.				
Request:	Update CalSAWS so that the Online Help page that is automatically display when the user clicks on the "Help" icon is the Online Help page for the system page that the user is on. This is specific when the user is on the following system page: Child Care Monthly Productivity List, Foster Care Trust Fund Detail, Care and Maintenance Fund Detail, QA/QC Task Sample Search, IEVS Dispositions Search, County Benefit Issuance Thresholds, Appointment Detail, Appointment Summary, Select Money Management Resource, Work Order Detail.				
Recommendation:	<p>1. Update CalSAWS so that when user is on the following system page (Child Care Monthly Productivity List, Foster Care Trust Fund Detail, Care and Maintenance Fund Detail, QA/QC Task Sample Search, IEVS Dispositions Search, County Benefit Issuance Thresholds, Appointment Detail, Appointment Summary, Select Money Management Resource, and Work Order Detail) and clicks on the "Help" icon, the Online Help page will display the Online Help information for the page that the system is on .</p> <p>Example: User is on the Select Money Management Resource page, clicks on the "Help" icon, the Online Help page that is opened on the pop up window will display Online Help information for Select Money Management Resource page.</p> <p>Technical Note: Please refer to the attach excel file (titled: 08.02.2023 filename information.xlsx) for details on what the htm file will need to be based on the system page.</p> <p>Note: There is no Design Document for this SCR.</p>				
Outreach Description:					
Alternative Procedure Description:	For scenarios where the Online Help page is displaying as Not Found or it is displaying an Online Help page information that is different than the system page that the user is on; user will need to manually search for it by inputting the page title that they want the Online Help information is for.				
Operational Impact:					
Estimate:	112				
Automated Test :	14	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0

Imaging :	0	IVR/CC :	0	Network :	0
Online :	41	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	40
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



[CA-255566] Post CalWIN Wave 6 Cutover Support for State Reports

- Resolved: 11/27/2023 02:48 PM

Team Responsible:	Reports	Assignee:	Thao Ta	SPG Status:	N/A
Fix Version/s:	[24.01]	Designer Contact:	Thao Ta	Change Type (SCR):	System Operational Enhancement
Minor Version:		Expedite Changes:	Production Deployment	Estimate:	375
Reporter:	Claudia Pinto	Regulation Reference:		Created:	01/23/2023 04:01 PM
Status:	Test Complete	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Claudia Pinto	Training Impacted:	[N/A]	Funding Source:	CalSAWS DD&I
Consortium Contact:		Committee:	[State/Fiscal Reports]	Funding Source ID:	DDID 1971
Project Phase (SCR):	Migration	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
Non-Committee Review:					
Expedite Approval: Expedited Start Build and Production Deployment Approval is provided by Karen J. Rapponotti on 1/24/2023					
Current Design: This SCR is to provide post-migration support to CalWIN Wave 6 counties for state reports. Wave 6 counties will be live in CalSAWS on 10/30/2023.					
Request: Support Wave 6 counties with post-migration state reporting needs.					
Recommendation: Support Wave 6 counties with post-migration state reporting needs.					
Outreach Description:					
Alternative Procedure N/A					
Description:					
Operational Impact:					
Estimate: 375					
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	375	Reports Test :	0
Support :		Special Project :	0	System Test Support :	0
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				



[CA-252845] Lobby Tablet 2.0 - Upgrade AngularJS version and application dependent libraries

Team Responsible:	Tech Arch	Assignee:	Raheem Raasikh	SPG Status:	N/A
Fix Version/s:	[24.01]	Designer Contact:	Sumeet Patil	Change Type (SCR):	System Operational Enhancement
Minor Version:	24.01.xx	Expedite Changes:	Start Build	Estimate:	600
Reporter:	Sumeet Patil	Regulation Reference:		Created:	11/17/2022 11:26 AM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Brian Rodgers [X]	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Lobby Management, Tech]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:					
Expedite Approval:	Approved by Karen R. on 5/11/23				
Current Design:	FACT 2.0 bundles the following libraries - 1. Angular 5 2. cordova-plugin-splashscreen 3. npm 4. Typescript 5. Ionic				
Request:	Upgrade Lobby Tablet 2.0 dependent libraries to their latest or n-1 versions				
Recommendation:	1. Upgrade Lobby Tablet 2.0 application to the latest version of dependent libraries and platforms. The target versions are outlined in the attached "Application DependencyVersion.xlsx" spreadsheet. 2. Analyze the impact to the application and perform required application changes to support the upgrade. 3. For Angular version upgrade the application will be upgraded one release at a time till the target version is met.				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	600				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	60
Tech Arch :	540	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0



[CA-245819] Open next document in workflow when users submit batches out of workflow

Team Responsible:	Imaging	Assignee:	Andrew Wheeler	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Robyn Anderson	Change Type (SCR):	System Operational Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	15
Reporter:	Rhiannon Chin	Regulation Reference:		Created:	05/23/2022 04:20 PM
Status:	System Test	Impact Analysis:	[Imaging]	Outreach Required:	No
Policy/Design	Rhiannon Chin	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Imaging]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	09/05/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

When a user routes an image out of any county-maintained workflow queue, the user is taken back to the list of documents in the queue. To open the next image in the queue, the user must click on the next item.

Request:

Automatically open the next document in the queues.

Recommendation:

Make the appropriate configuration change to open the next document in the county-maintained queues.

Imaging configuration changes are applied globally and cannot be configured by county.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate: **15**

Manually click on the next image in the queue.

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	15	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	0
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0	Training :	0	Translation :	0
Tech Support :	0				
Virtual Assistant :	0				

[CA-234382] Remove () and / from CalSAWS form numbers

Team Responsible:	Client Correspondence	Assignee:	Justin Bourbonniere	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Mohammad Dabbagh	Change Type (SCR):	Data Change
Minor Version:		Expedite Changes:	Start Build	Estimate:	452
Reporter:	Rhiannon Chin	Regulation Reference:		Created:	10/04/2021 10:03 AM
Status:	System Test	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Maria Arceo	Training Impacted:	[N/A]	Funding Source:	Other
Project Phase (SCR):	Production	Committee:	[Imaging]	Funding Source ID:	Corr_Reallocation
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CSPM-68273
Consortium Review Approval Date:					
Non-Committee Review:	7/25/2023 Approved, Maria Arceo				
Expedite Approval:	Expedited start build for Content Revision 1 approved by Karen on 10/10/23.				
Current Design:	Currently several forms have / and (and) in the form number. This creates error when the documents are imaged and run through OCR.				
Request:	Remove any / and (and) from all form numbers.				
Recommendation:	<p>Run a DCR to the doc_tmpl table to remove the / and () from the templ_num_identif column for the forms attached.</p> <p>Spreadsheet name: CA-234382 List of forms to be updated.xlsx</p> <p>Assumptions:</p> <p>The form numbers will not be updated in the PDFs.</p> <p>Any forms with "Legacy" in the name will not be modified, as they are no longer in use by the system.</p> <p>Any historical record of forms in the spreadsheet will reflect these changes and any new record moving forward.</p>				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	452				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	162	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	73	Contact Center :	0
Conversion :	0	DBA :	0	Design :	60
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	118
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				



[CA-232598] Automate Delegated Admin process workflow- ForgeRock and Service Now - Design

Team Responsible:	Tech Forge Rock	Assignee:	Blake Haselberger	SPG Status:	N/A
Fix Version/s:	[24.01]	Designer Contact:	Blake Haselberger	Change Type (SCR):	Documentation
Minor Version:	24.01.26	Expedite Changes:	Start Build	Estimate:	40
Reporter:	Yogesh Patel	Regulation Reference:		Created:	08/24/2021 07:47 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Yogesh Patel	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Tech]	Funding Source ID:	
Project Phase (SCR):	Design	Approved by	05/05/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review:	Approved by Laura Chavez on 5/5/2023
Expedite Approval:	Approved by Laura Chavez on 5/5/2023
Current Design:	In current design, the process to assign delegated admin to the user is manual and assigning DA county Admin role to user is also manual process.
Request:	The plan is to streamline this process and have the user submit a service now request and user be granted delegated Admin access upon approval and also be assigned to DA county help desk role in FR.
Recommendation:	The plan is to streamline this process and have the user submit a service now request and user be granted delegated Admin access upon approval and also be assigned to DA county help desk role in FR.

Outreach Description:

Alternative Procedure

Description:

Operational Impact:

Estimate:

40

Continue to manually assign delegated administration in ForgeRock. Done by ForgeRock Operations.

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



[CA-212503] Update sorting on Customer Contact History page

Team Responsible:	Online	Assignee:	Shaik Ameerjan	SPG Status:	Approved
Fix Version/s:	[24.01]	Designer Contact:	Farhat Ulain	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	99
Reporter:	Erick Arreola	Regulation Reference:		Created:	12/23/2019 01:56 PM
Status:	System Test	Impact Analysis:	[Accessibility]	Outreach Required:	No
Policy/Design	Dymas Pena	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Lobby Management, Usability]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by Committee:	08/18/2023	Other Agency Cross Reference:	
Consortium Review Approval:					
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design: The Customer Contact History page logs customer contacts from various sources and displays them in a single location. Default sort for the Search Results are the Date/Time column displaying in oldest to newest order.

Request: Update the page so that the most recent customer contacts are displayed first rather than last. The current design requires users to go to the last page (if there are several pages) to find the most recent customer contact.

Recommendation:

Description of Change:

1. Update the sorting order in the Search Results Summary section of the Customer Contact History page to display the most recent customer contacts first and oldest contacts last (Newest to Oldest sorting order).

Fields not modified within this SCR will retain their current functionality.

Outreach

Description:

Alternative N/A

Procedure

Description:

Operational Impact:

Estimate: **99**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	58	Performance :	0	Pod :	0
Release Communication	4	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	19
Security :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Arch :	0				

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