



[CA-268614] CAPI Couple's Cases Property Limit is an AU of 2

Team Responsible:	Eligibility	Assignee:	Abhishek Kumar	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Yale Yee	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	No	Estimate:	222
Reporter:	Yale Yee	Regulation Reference:	ACIN I-76-19	Created:	10/02/2023 05:39 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design	Adelaide Mendoza	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[CAPI]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	11/15/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

ACL 18-46 states if both members of a married couple are found eligible for CAPI, the benefit amount will be determined using the couples' payment standard and the monthly payment will be divided evenly among the spouses. (MPP §49-055.4). Each of the spouses will receive his or her own CAPI payment each month. When CAPI benefits are approved, denied, suspended, terminated or reinstated, the county must send a separate Notice of Action to each of the spouses at his or her address of record.

Request:

Per CRPC 2362, when calculating the couple's benefit amount, the property limit used on the CAPI EDBC should be for an assistance unit (AU) of two.

Recommendation:

1. Update CAPI EDBC to use the property limit for an AU of two for a CAPI couple's case.
2. A list of Active CAPI couple's case where the property amount is over \$2000 and less than or equal to \$3000 will be provided.

Please refer to the design document for further details.

Outreach

Description:

A list of of Active CAPI couple's case where the property amount is over \$2000 and less than or equal to \$3000.

The list will be posted to the following location: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2024>CA-268614

Alternative

Procedure

Description:

Operational Impact:

Estimate: **222**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	113	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 :	70	Security :	0	Tech Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-268242] Send MEDS FX20 & FX40 Transaction for CalFresh ICTs Cases on the same day

Team Responsible:	Batch/Interfaces	Assignee:	Sri Muruganantham	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Howard Suksanti	Change Type (SCR):	System Operational Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	229
Reporter:	Ken Ford	Regulation Reference:		Created:	09/22/2023 01:10 PM
Status:	System Test	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design	John Pratt	Training Impacted:	[Job Aid]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[ICT]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	11/21/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Non- Committee Approval by John Pratt on November 21, 2023

Expedite Approval: Approved by Karen J. Rapponotti on 11/28/2023

Current Design: Currently when there is an eICT transfer on CalFresh (CF) program, the batch process (PB00E151) auto discontinues the Sending County CF program one day after the Receiving County CF program is approved. This is causing MEDS FX20 transaction sends to MEDS when the program is still active on the Sending County. FX20 will be rejected on MEDS side.

This SCR will update CalSAWS to discontinue CF program on the Sending County on the same day. MEDS will accept FX20 transaction when the Sending County program is closed on the same day.

Request: 1. Create a new batch job that will trigger EDBC to discontinue the program on the same day that the CF program is approved on the Receiving County.

Recommendation: 1. Create a new batch job that will trigger EDBC to discontinue the program on the same day that the CF program is approved on the Receiving County.

Please find more details in the draft design document.

Outreach Description:

Alternative Procedure Description: Worker can run EDBC manually on the same night when CF is approved on the other county.

Operational Impact: CalFresh ICTs will pick up in MEDS if the sending county terminates their Cases first.

Estimate: **229**

Automated Test :	0	Batch/Interfaces :	142	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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 :	50	Security :	0	Tech Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
		Translation :	0		

Voice Bots / RPA :	0
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[CA-267387] ACL 22-71 Revised ICT M40-195A

Team Responsible:	Client Correspondence	Assignee:	Kavitha Mr	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Nithin Bairlingal Halesh	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	Start Build	Estimate:	197
Reporter:	Maria Arceo	Regulation Reference:	ACL 22-71	Created:	09/05/2023 11:23 AM
Status:	System Test	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design Consortium Contact:	Maria Arceo	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	11/15/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:					
Expedite Approval: Approved by Karen J. Rapponotti on 12/05/2023					
Current Design: CalSAWS has 2017 version of the M40-195A & M40-195B ICT Sending and Receiving NOAs					
Request: <ol style="list-style-type: none"> Update the Existing Languages to the latest state version 8//22 and add all available threshold languages for M40-195A Form. Languages Include: English, Spanish, Chinese, Vietnamese, Arabic, Armenian, Cambodian, Farsi, Hmong, Korean, Lao, Russian, and Tagalog. Update the moved date variable population on M40-195A form to use the new begin date of physical address or the ICT sent date. 					
Recommendation: <ol style="list-style-type: none"> Update the Existing Languages to the latest state version 8/2022 and add all available threshold languages for M40-195A Form to the CalSAWS Template Repository and batch. Update the moved date variable population on M40-195A form. 					
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	197				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	146	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 :	44	Task Management :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	7.0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-267216] Enhance Qlik Dashboards to Improve Performance

Team Responsible:	Reports	Assignee:	Russell Golden	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Russell Golden	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	316
Reporter:	Dennis Kong	Regulation Reference:		Created:	08/31/2023 07:31 AM
Status:	System Test	Impact Analysis:	[Online Performance]	Outreach Required:	No
Policy/Design Consortium Contact:	Dennis Kong	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Design	Committee:	[Management Reports]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	10/24/2023	Other Agency Cross Reference:	CA-266409
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

A user may navigate to a Qlik Sense sheet from any page in a dashboard, with or without any filters selected, and view tables and other objects. These objects do not currently have any limits in place to reduce the CPU and memory consumption, nor limit the number of records generated in the visible object. Users must navigate back to summary sheets to select additional filters, then navigate back to the objects to view the results of the filtering. Records beyond 1 million cannot be exported to excel and will be truncated on export (a limitation of excel).

Request:

Modify the dashboards to allow the user to make changes without navigating back and forth between sheets. Reduce the memory consumption of the dashboards and improve the loading speed for tables and similar objects in large applications. Initial targeted dashboards below:

Semi Annual Reporting Admin (SAR) Dashboard
Medi-Cal Dashboard
Task Management Dashboard
Caseload History Report

More details in the design document attached.

Recommendation:

Modify the dashboards to allow the user to make changes without navigating back and forth between sheets. Reduce the memory consumption of the dashboards and improve the loading speed for tables and similar objects in large applications.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate: **316**

N/A

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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 :	15	Reports :	206

Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	67	Task Management :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-266824] CAPI claimant who resides with an ineligible spouse

Team Responsible:	Eligibility	Assignee:	Ganesh Kumar Piniseti	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Yale Yee	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	No	Estimate:	2700
Reporter:	Dennis Kong	Regulation Reference:	ACIN I-76-19	Created:	08/23/2023 02:50 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:	[CAPI]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	11/15/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

There is no automation in determining a CAPI claimant who resides with an ineligible spouse (SOC 452 column B).

Request:

Automate the SOC 452 column B budget for CAPI EDBC.

Recommendation:

1. Add new Status Reason of FRI Ineligible Spouse
2. Update CAPI EDBC to calculate SOC 452 column B.

Please refer to the design document for further details.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate: 2700

Complete SOC 452 outside of CalSAWS and either create a manual EDBC or override incorrect EDBC results.

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	1488	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 :	739	Security :	0	Tech Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-266312] ACL 23-80 - Increase ABAWD Age Limit and Add Exemptions for Homeless, Veterans, and Individuals in Foster Care

Team Responsible:	Eligibility	Assignee:	Neethu Joy	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Sridhar Mullapudi	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	No	Estimate:	3190
Reporter:	Caroline Bui	Regulation Reference:	ACL 23-80	Created:	08/15/2023 07:56 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Caroline Bui	Training Impacted:	[Job Aid]	Funding Source:	Premise
Consortium Contact:		Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	ABAWD
Project Phase (SCR):	Production	Approved by	10/30/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

ABAWD Status is determined and tracked in CalSAWS for CalFresh Individuals. This status is created and updated through both CalFresh EDBC and a separate batch process which determines a monthly status based on ABAWD criteria and work registration exemptions. When there is a change that impacts ABAWD determination, if the worker did not run EDBC right away, the changes to the ABAWD determination will be processed by the nightly ABAWD batch. The ABAWD changes will be available to view after the batch run.

Request:

1. Update the ABAWD age limit requirements to gradually increase the age of individuals who qualify for ABAWD exemption as follows:
 - a. Effective September 1, 2023, the age limit for ABAWD exemption shall increase to age 51 and older.
 - b. Effective October 1, 2023, the age limit for ABAWD exemption shall increase to age 53 and older.
 - c. Effective October 1, 2024, the age limit for ABAWD exemption shall increase to age 55 and older.
2. Exempt individuals that are experiencing homelessness from ABAWD requirements.
3. Exempt Veterans from ABAWD requirements.
4. Exempt individuals aged 24 or younger and in foster care on their 18th birthday from ABAWD requirements.
5. Update ABAWD notices and forms for ABAWD age limits
6. Update ABAWD Batch Job trigger conditions (PB00T200).
7. Create a new Task to prompt the Worker to assess an 18-year-old individual for exemptions.

Recommendation:

1. Update the age limit requirements to gradually increase the age of those subject to the ABAWD time limit.
2. Add new ABAWD requirements to exempt recipients that are determined to be experiencing homelessness.
3. Add new ABAWD requirements to exempt veterans from ABAWD requirements.
4. Add new ABAWD requirements to exempt foster youth from ABAWD requirements.
5. Update 'Under Age 18' ABAWD exemption determination to exempt individual for the benefit month even when they turn 18 on the 1st of the benefit month.
6. Add new journal entry when batch processes ABAWD determination.
7. Online – Add a new exemption type to the ABAWD Exemption Detail page for CalFresh individuals who are 24 years old or younger who were in Foster Care on or after their 18th birthday.
8. One time batch ABAWD trigger to update ABAWD status and status reason.
9. Batch – Update ABAWD Batch Sweep jobs.
10. Update 'ABAWD Time Limit Month Detail' page to display the new status reason for ABAWD exemptions.
11. Update ABAWD Time Limit Sync Job to capture the new ABAWD exemption status reason.
12. Create a new Automated Action to alert the Worker to evaluate an individual for ABAWD exemptions when the individual is going to turn 18 years old.
13. Update NOA Message fragments for Time Limit Age Changes.
14. Updates to forms for Time Limit Age Changes.

Outreach

Description:

**Alternative
Procedure**

User would be required to manually update the ABAWD time limits status and status reason.

Description:**Operational Impact:****Estimate: 3190**

Automated Test :	104	Batch/Interfaces :	442	Batch Operations :	24
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	336	Conversion :	0	DBA :	0
Design :	355	Eligibility :	360	Fiscal :	85
Forms Test :	0	Imaging :	0	IVR/CC :	0
Network :	0	Online :	50	Performance :	0
Pod :	0	Release Communication Support :	140	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	640	Task Management :	165	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-265623] Update Child Support Direct Income Treatment in CalFresh Budget

Team Responsible:	Eligibility	Assignee:	Kalidindi Sree	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Sridhar Mullanpudi	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	Start Build	Estimate:	244
Reporter:	Frederick Gains	Regulation Reference:	ACL - 20-115	Created:	08/01/2023 10:18 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Norma Meza	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	11/29/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen J. Rapponotti on 12/05/2023

Current Design:

For CalFresh (CF) households, EDBC budget determination counts the following child support income as unearned income:

1. Child Support – Disregard
2. Child Support – Excess
3. Child Support – Through LCSA
4. Child Support – Direct

Exception: 'Child Support – Direct' income is treated as exempt income for non-K1/3F CalFresh households with any of the following 'Household Category' (considered as public assistance households)

- a. PACF CalWORKs-Only
- b. PACF Tribal TANF-Only
- c. PACF SSI/SSP-Only
- d. PACF GA/GR-Only
- e. PACF Multiple

CalFresh EDBC looks for CalFresh aid code to determine the 'Child Support – Direct' income exception mentioned above.

With the implementation of SCR CA-227344 (Update CalSAWS to set CalFresh Aid Code for Non-Public Assisted Households), CalWORKs (CW) AUs with K1/3F aid codes are not determined to be K1/3F CalFresh Households since all CalFresh members are not active members on CalWORKs program.

For CW/CF combo cases, the person with Child Support – Direct income and no Child Support – Disregard income who is active on CalWORKs program where the aid code is not 'K1' or '3F', standard child support disregard applied in CW EDBC shall be used as Unearned Income in CF EDBC.

Request: 'Child Support – Direct' income to be counted as unearned income in CalFresh budget when the person with income is active on CalWORKs program with aid code is 'K1' or '3F'.

Recommendation:

1. Update CalFresh EDBC logic to not exempt 'Child Support – Direct' income when the person with income is active on CalWORKs program with aid code 'K1' or '3F'.
2. CTR to add new run reason and Journal Reason used by for batch EDBC run for CA-270293

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate: **244**

Override EDBC results

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0

Design :	0	Eligibility :	160	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 :	64	Security :	0	Tech Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-265535] CFET Program Status Cleanup for Orange County

Team Responsible:	Online	Assignee:	Matthieu Bertrand	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Connor ODonnell	Change Type (SCR):	Data Change
Minor Version:	24.xx.xx	Expedite Changes:	No	Estimate:	63
Reporter:	Caroline Bui	Regulation Reference:		Created:	07/28/2023 03:56 PM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design	Gingko Luna	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: Gingko Luna 1/4/2024

Expedite Approval:

Current Design:

The CFET program converted with an exempt CFET status in CalSAWS because these records existed in CalWIN. It is not a conversion issue since it pulled in the correct status. However, Orange County was not offering CFET services to customers prior to September 2023, so any CFET program block prior to 9/1/2023 should be deregistered with an end date of 8/31/2023, regardless of if CalFresh is active or closed for all program blocks. Orange County is requesting to leave all CFET program blocks if the begin date is 9/1/2023 or after.

Total Impact: Active: 20,945, Exempt: 28,635 = Total: 49,580

Request: For Orange County, end-date CFET records and Deregister all CFET program blocks with End date of 08/31/2023 if the Begin date is prior to 9/1/2023.

Recommendation:

Deregister all CFET programs for Orange County that have a Begin Date prior to 09/01/2023. The deregistered programs should be given an End Date of 08/31/2023.

Outreach

Description:

A list detailing the programs records that are updated by this DCR will be created and posted.

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate: **63**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Network :	0	Online :	50	Performance :	0
Pod :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :		Special Project :	0
System Test Support :	13	Security :	0	Tech Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-265393] Update IEVS Assignments

Team Responsible:	Batch/Interfaces	Assignee:	Sri Muruganantham	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Sivagami Nachiyappan	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	1254
Reporter:	Howard Suksanti	Regulation Reference:		Created:	07/26/2023 04:59 PM
Status:	System Test	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design	John Pratt	Training Impacted:	[Job Aid]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[IEVS]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	12/04/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen J. Rapponotti on 11/21/2023

Current Design: If the IEVS batch assignment is Case, then the reviewer ID on the IEVS abstract page gets set to 'case'. The IEVS batch assignment for random looks for the IEVS worker in that office. The IEVS Automated Actions are dependent on the batch assignment type of 'Case' to create Tasks.

Request:

- 1) Update the IEVS batch assignment to assign the program worker to the abstract if the assignment type is "case". (NOTE: if they do not want an IEVS worker assigned, then the batch assignment should be set to "None"). Also consider changing the name from "Case" to "Program worker" which is more accurate Since CalSAWS has program workers and doesn't have case workers.
- 2) Update the IEVS automated actions to be independent from the batch assignment type. In other words, a task can be created for any IEVS batch assignment type.
- 3) Update the default task routing on the IEVS automated actions to be to whoever is assigned to the IEVS abstract. This could then be changed to "Current program worker" and/or Bank. When doing this, anyone that has the current automated actions on will be updated to have it set to current program worker. This will preserve the existing task routing for counties that are using the tasks.
- 4) Update the IEVS batch assignment for "Random" to look outside of the office of the program worker. It is most common that IEVS units are not in the same office as the program worker. I would employ a hierarchy that first looks for IEVS workers in the same office as the program, if they are not found then route to the closest office in the county that has IEVS workers. I would also rename this from "Random" to be something more meaningful such as "IEVS Unit".
- 5) Update IEVS Automated Actions to not be invoked when an abstract is automatically closed by batch processing

Recommendation:

See Design Document for Complete Recommendations

- 1) Update the IEVS batch assignment to assign the program worker to the abstract if the assignment type is "case". (NOTE: if they do not want an IEVS worker assigned, then the batch assignment should be set to "None"). Also consider changing the name from "Case" to "Program worker" which is more accurate Since CalSAWS has program workers and doesn't have case workers.
- 2) Update the IEVS automated actions to be independent from the batch assignment type. In other words, a task can be created for any IEVS batch assignment type.
- 3) Update the default task routing on the IEVS automated actions to be to whoever is assigned to the IEVS abstract. This could then be changed to "Current program worker" and/or Bank. When doing this, anyone that has the current automated actions on will be updated to have it set to current program worker. This will preserve the existing task routing for counties that are using the tasks.
- 4) Update the IEVS batch assignment for "Random" to look outside of the office of the program worker. It is most common that IEVS units are not in the same office as the program worker. I would employ a hierarchy that first looks for IEVS workers in the same office as the program, if they are not found then route to the closest office in the county that has IEVS workers. I would also rename this from "Random" to be something more meaningful such as "IEVS Unit".
- 5) Update IEVS Automated Actions to not be invoked when an abstract is automatically closed by batch processing

- 6) Update the IEVS Batch Assignment page text display for Active and Closed Program Assignment fields/ dropdowns (CT1971) Changing "Random" to "IEVS Unit" and "Case" to "Program Worker".
- 7) Update the IEVS Batch Assignment page to indicate assignment/review is by program instead of by case.
- 8) Update the "Abstract Month" column Header to now read "Run Month" on the IEVS Abstracts Search page .
- 9) Display "Program Worker" instead of "Case" as the 'Reviewer ID' value, on the IEVS Abstracts Search page , for previously Assigned IEVS Abstracts, without a specific Worker/position assigned as the person, who will be reviewing the IEVS report.
- 10) Update the "Abstract Month" column Header to now read "Run Month", on the IEVS Disposition Search page.
- 11) Update the "Abstract Month" column Header to now read "Run Month", on the IEVS Review Case Disposition Search page.
- 12) On the IEVS Assignment Page, display "Program Worker" instead of "Case" as the 'Reviewer ID' value, for previously Assigned IEVS Abstracts without a specific Worker/position assigned as the person who will be reviewing the IEVS report.
- 13) Update page mapping as mentioned in the design document.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact: This SCR is needed to make a distinction between IEVS Batch Assignment and Task creation.

Estimate: 1254

Automated Test :	0	Batch/Interfaces :	331	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Network :	0	Online :	211	Performance :	0
Pod :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	312	Task Management :	175	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-262395] Task Reassignment Enhancements

Team Responsible:	Task Management	Assignee:	William Truong	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Vallari Bathala	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	1117
Reporter:	Vallari Bathala	Regulation Reference:		Created:	05/25/2023 04:42 PM
Status:	System Test	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design	Sarah Rich	Training Impacted:	[CFP/WBT, Job Aid]	Funding Source:	Premise
Consortium Contact:		Committee:	[Task Management]	Funding Source ID:	County Data API Enhancements
Project Phase (SCR):	Production	Approved by	11/28/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved on 11/28/2023 by Karen Rapponotti

Current Design:

The Task Reassignment pages within the CalSAWS System allow configuration of a one time or recurring Task Reassignment instruction to reassign Tasks from configured Sources to specific Destinations. The Task Reassignment pages include many options for configurability.

CA-214921 introduced functionality to Task Reassignment processing to evaluate additional attributes for destination workers to identify a most suited destination worker for a given Task. Additional attributes evaluated include language, additional worker skills and Staff Classifications. This "Best Match" logic can result in Task distribution that is not a round robin fashion as the current distribution options indicate.

CA-214918 introduced Task Bundling functionality which includes a configuration option for Task Reassignments to bundle additional case Tasks that the destination worker is configured to receive. The Task Reassignment export lists do not indicate which Tasks were reassigned as part of the reassignment configuration itself or via the Task bundling processing.

CA-250230 introduced a Sibling Assignment configuration option for automated Tasks that, when enabled, will attempt to identify a worker who may already be holding a Task for the Case/Program of the Task being created and route the new Task to this "sibling" worker. Sibling Assignment processing is not available as part of Task Reassignment Processing.

When a Task is reassigned via the Task Reassignment processing, the Task History panel of the Task Detail page indicates the reassignment occurred via a Batch process but does not provide information for which specific Task Reassignment performed the reassignment transaction.

Request:

Modify Task Reassignment configuration options and processing to:

1. Incorporate Sibling Assignment configurability into Task Reassignments
2. Refine the Task Reassignment page to dynamically present the user with configuration options that can be processed concurrently in the same reassignment and prevent configuration options that cannot be processed concurrently; including rearranging fields, altering drop-down options and expanding dependencies on the page.
3. Enhance the Task Reassignment Results Export listing to provide additional details supporting the Task Reassignment.
4. Modify the Task History panel of the Task Detail page to include additional information for Tasks reassigned via a Task Reassignment instruction.

Recommendation:

1. Add a configurable Sibling Assignment option to the Task Reassignment Detail page and enhance the existing options.
2. Update Task Reassignment processing to evaluate the Sibling Assignment configuration.
3. Update the Task Reassignment Results Export template to include additional information including assignment type and best matched criteria.
4. Update the Task History panel of the Task Detail page to display the Task Reassignment title for reassignments from a Task Reassignment instruction.

Outreach

Description:

Alternative Procedure Description:
Operational Impact:
Estimate: 1117

None.

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Network :	0	Online :	275	Performance :	0
Pod :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	263	Task Management :	380	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-261285] Update TEMP 2313 and TEMP 2035 to include CalFresh Replacements with Subcategory Codes

Team Responsible:	Reports	Assignee:	Aruna Guduru	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Susanna Martinez	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	461
Reporter:	Claudia Pinto	Regulation Reference:		Created:	05/08/2023 01:27 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:	[State/Fiscal Reports]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by Committee:		Other Agency Cross Reference:	CA-255083
Consortium Review Approval:					
Consortium Review Approval Date:					

Non-Committee Review:

Approved by Claudia Pinto 9/7/2023

Expedite Approval: Current Design:

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

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

Request:

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

Recommendation:

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

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

461

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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 :	312
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	109	Task Management :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-260913] Update Forms API to Accept CF 303 from BenefitsCal

Team Responsible:	BenefitsCal	Assignee:	Aditya Nirgun	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Gillian Bendicio	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	Start Build	Estimate:	1204
Reporter:	Gillian Bendicio	Regulation Reference:	ACL 07-12	Created:	05/01/2023 07:05 AM
Status:	System Test	Impact Analysis:	[BenefitsCal]	Outreach Required:	No
Policy/Design	Dymas Pena	Training Impacted:	[N/A]	Funding Source:	Premise
Consortium Contact:		Committee:	[CalWORKs/ CalFresh, Self Service Portal]	Funding Source ID:	BenefitsCal Parity with GetCalFresh
Project Phase (SCR):	Production	Approved by Committee:		Other Agency Cross Reference:	CSPM-36812
Consortium Review Approval:					
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Dymas Pena on 12/11/2023				
Expedite Approval:	Expedited Start Build Approval by Karen J. Rapponotti 12/6/2023				
Current Design:	Currently, the Self-Service Portal (SSP) allows the customer to submit their Redetermination/Recertification/ Renewals (REs) and Periodic Report via a set of guided pages. Upon submission, the SSP calls the CalSAWS Forms API to generate the form as a PDF with the customer's answers mapped. The PDF is then uploaded to the imaging solution for the worker to access.				
	The "REPLACEMENT" section of the CF 303 contains 6 individual text fields that limits the text to the space of each line.				
Request:	1. Implement a CalSAWS API to support the Benefits Replacement functionality in the SSP that allows a customer to submit a CF 303. 2. Update the CF 303 in CalSAWS to allow for 1 long text to be entered into the "REPLACEMENT" section of the CF 303.				
Recommendation:	1. Create a new endpoint in the CalSAWS Forms API that will generate the CF 303 form as a PDF and upload to the imaging system. 2. Update the CF 303 XDP to allow mapping of the customer's answers into the form.				
Outreach Description:					
Alternative Procedure	N/A				
Description:					
Operational Impact:					
Estimate:	1204				
Automated Test :	173	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	344	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	70	Conversion :	0	DBA :	0
Design :	75	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	58	IVR/CC :	0
Network :	0	Online :	0	Performance :	96
Pod :	0	Release Communication Support :	45	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Task Management :	0	Tech Arch :	92
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0

Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



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

Team Responsible:	Fiscal	Assignee:	Sidhant Garg	SPG Status:	Approved
Fix Version/s:	[24.03]	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:	[Training]	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:					
Operational Impact:					
Estimate:					
242					
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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 Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-259882] Update GAGR EDBC Logic for Intake Interview Appointment No Show Denial

Team Responsible:	Eligibility	Assignee:	Praveen Badabhagni	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Sridhar Mullapudi	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	183
Reporter:	Gail Flowers	Regulation Reference:		Created:	04/12/2023 02:24 AM
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:	[GA/GR]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	01/03/2024	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval: Expedited Start build approval by Karen J. Rapponotti on 01/04/24. PFA email for reference.

Current Design: GAGR Automated Solution applicant shall be closed with reason 'Appt No Show - GR Intake Interview' when all the following conditions are met:

1. When an applicant for GA/GR Automated Solution Program has an appointment of type 'GA/GR Intake Interview'
2. The appointment is within the past 2 months from the benefit month.
3. The appointment date is prior to the benefit month begin date.
4. The status of this appointment is in 'scheduled', 'Rescheduled', or 'No Show'.
5. EDBC for the benefit month is run after scheduled appointment date plus any lapsed period set by the county.

Request: Update GAGR Automated solutions program to fail the Client when they do not show for Intake Interview and appointment date is within the benefit month.

Recommendation: Update GAGR Automated solutions program to fail the program when the participant does not show up for the intake interview and the appointment date is within the benefit month.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

183

Override EDBC results

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	106	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Network :	0	Online :	0	Performance :	0
Pod :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :		Special Project :	0
System Test Support :	44	Security :	0	Tech Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-259754] API Expansion to Include Worker Officer Address and Unit Information

Team Responsible:	Batch/Interfaces	Assignee:	Logan Pratt	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Production Deployment	Estimate:	204
Reporter:	Logan Pratt	Regulation Reference:		Created:	04/10/2023 01:43 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	11/28/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
Non-Committee Review:	Reviewed and Approved by Logan Pratt 11/28/2023				
Expedite Approval:	Approved by Karen J. Rapponotti on 12/19/2023				
Current Design:	Alameda County currently implements a web application known as 'WTW EForms' which allows eligible public users to fill out and submit several WTW applications (42-11 forms) online. Part of the application process involves pre-populating certain fields on the EForm with information pulled from various data sources, one of them currently being CalWIN. With the CalSAWS migration, we have been able to utilize the CalSAWS APIs to retrieve all necessary data, except for Worker's office address and unit information, which is a business requirement. This information is required to be provided in the CalSAWS APIs so that the application can utilize the APIs as the sole CalSAWS data source.				
	This issue could be resolved via the following solution:				
	<ul style="list-style-type: none"> • Provide the information with the Worker API, within the worker section. 				
Request:	Modify Worker API to include Worker Office Address and Unit information.				
Recommendation:	Modify Worker API to include Worker Office Address and Unit information.				
	Please find more details in the Design document.				
Outreach Description:					
Alternative Procedure Description:	N/A.				
Operational Impact:					
Estimate:	204				
Automated Test :	58	Batch/Interfaces :	100	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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 :	14	Security :	0	Tech Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
		Translation :	0		

Voice Bots / RPA :	0
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[CA-253426] ACL 23-13 Update EBT 2259 - Revised Electronic Benefit Theft Replacement Form and Policy

Team Responsible:	BenefitsCal	Assignee:	Aditya Nirgun	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Jennifer Muna	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	4607
Reporter:	Sheryl E. Eppler	Regulation Reference:	ACL 23-13, ACL 23-92	Created:	12/05/2022 11:30 AM
Status:	System Test	Impact Analysis:	[BenefitsCal, Forms/ NOA Translations, Security, Training]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Dymas Pena	Training Impacted:	[CFP/WBT, Online Help]	Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Correspondence, Fiscal, Self Service Portal]	Funding Source ID:	CN28 - Reimbursement for Food Benefit Theft Automation
Consortium Review Approval:		Approved by Committee:	01/08/2024	Other Agency Cross Reference:	CSPM-65744
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Karen J. Rapponotti on 12/14/2023

Current Design:

Historically, cardholders have been required to file a police report with their local law enforcement agency, as well as file a misdisbursement claim with the EBT vendor, to complete the EBT 2259 form. In ACL 23-13, CDSS has revised the EBT 2259 form and policy to remove these two barriers that cardholders may face, as well as provide better instruction for completing the form.

In ACL 23-92, new policy and revisions have been published for the following:

1. EBT 2259 - Report of Electronic Theft of Benefits
2. WI 10072A - EBT Replacement Approval Notice
3. M44-350K - EBT Replacement Denial Notice
4. WI 10072B - EBT Replacement Review

The EBT 2259 form, EBT 2259/EBT 2259A packet, and 3 EBT Replacement NOAs are only available in the CalSAWS template repository. Upon receiving the completed EBT 2259 form from a recipient, the worker has up to 10 business days to process the electronic theft claim. This process is completed manually by the county workers, which also includes Notice generation from the template repository. CalSAWS will be implementing an automated functionality within the system to assist workers when processing the theft report in a timely manner.

Request:

1. Create a new Application Programming Interface (API) to capture a recipient's EBT 2259 form information into the CalSAWS system.
2. Update the CalSAWS Forms API to accept the EBT 2259 and EBT 2259A form and upload to the Hyland imaging system.
3. Create new CalSAWS page(s) that will enable a county worker to add/create, view, and edit a customer's EBT Theft information.
4. Create an Automated Action that will send a task to a worker to review the EBT Theft report along with the form submission from the Self-Service Portal.
5. Create an automatic Journal entry when an EBT Theft data transfer is received.
6. Update the EBT 2259 forms and NOAs to match the latest State version from the CDSS website.

Recommendation:

1. Update CalSAWS Forms API by creating a new endpoint(s) that will generate the EBT 2259 and/or EBT 2259A form in PDF format, map the recipient's form values to the PDF, and upload the PDF to the imaging system.
2. Create an API that will save the EBT 2259 form details in the new EBT page(s).
3. Create an automatic Journal Entry when a EBT 2259 and/or EBT 2259A form is received via the API.
4. Create an Automated Action when a EBT 2259 form is received from the Self-Service Portal to reissue a new EBT card.

5. Create new EBT page(s) in CalSAWS to display the EBT 2259 information entered by the worker or created through the Self-Service Portal API.
6. Update the WI 10072A - EBT Replacement Approval NOA in English and Spanish to the latest State version.
7. Update the WI 10072B - EBT Replacement Review NOA in English and Spanish to the latest State version.
8. Update the M44-350K - EBT Replacement Denial NOA in English to the latest State version.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

include in release webinar

Customer's will still have the option to submit the EBT 2259 and/or EBT 2259A for via in-person, mail-in, or via Document Upload.

4607

Automated Test :	718	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	1102	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	492	Conversion :	0	DBA :	0
Design :	585	Eligibility :	0	Fiscal :	610
Forms Test :	0	Imaging :	20	IVR/CC :	0
Network :	0	Online :	103	Performance :	48
Pod :	0	Release Communication Support :	194	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	200	Task Management :	0	Tech Arch :	48
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-245360] Telephonic Signature Update Rights and Responsibilities for Medi-Cal

Team Responsible:	Contact Center	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	24.04.xx	Expedite Changes:	Start Build	Estimate:	998
Reporter:	Logan Pratt	Regulation Reference:	CRPC Policy Clarification; MEDIL I 23-30	Created:	05/10/2022 01:11 AM
Status:	Approved	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design	Logan Pratt	Training Impacted:	[CFP/WBT, Job Aid]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[IVR & Contact Center]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	12/01/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen J Rapponotti on 12/15/2023

Current Design:

Currently the worker has the option to check/uncheck to have a single Rights and Responsibilities script read to the customer, by the IVR. There is only one Rights and Responsibilities script. The CalSAWS System will default the option to "checked" if/when an Associated Documents selection has associated Rights and Responsibilities available.

Request:

Add the approved Medi-Cal Rights and Responsibilities to the CalSAWS Telephonic Signature Solution. Add the approved Medi-Cal Rights and Responsibilities to the eCCP for Contact Center as a Quick Connect. Change the Rights and Responsibilities checkbox to a dropdown with options (make this a required field).

Recommendation:

- See attached design Document for complete recommendations
- 1. On the Electronic Signature page, update the Rights and Responsibilities Indicator (check box) to a dropdown with code options for Medi-Cal, CalWORKs/CalFresh, Combined MC and CW/CF or N/A.
- 2. On the Electronic Signature page, update the Signature History Panel(s) so that, when any Rights and Responsibilities were read, the version of Rights and Responsibilities is displayed.
- 3. On the Electronic Signature Document Detail page, Update the Signature History Panel(s) so that, when any Rights and Responsibilities were read, the version of Rights and Responsibilities is displayed.
- 4. Update the Telephonic Signature Call Request Webservice to send/receive a 4–6-character code corresponding to the Rights and Responsibilities version.
- 5. Update the Telephonic Signature Message Processor Lambda's Rights and Responsibilities 1 character indicator to a 4–6-character code corresponding to the Rights and Responsibilities version.
- 6. Update eCCP Quick Connects
- 7. Update minor accessibility issues as listed.

Outreach

Description:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate: **998**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	630

Network :	0	Online :	253	Performance :	0
Pod :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :		Special Project :	0
System Test Support :	0	Security :	0	Tech Arch :	25
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-240146] Add missing Foster Care NOAs to Support Foster Care Eligibility Determinations

Team Responsible:	Client Correspondence	Assignee:	Ranjith Madeshwaran	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Vicente Romero	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	689
Reporter:	Jasmine Chen [X]	Regulation Reference:		Created:	01/28/2022 10:24 AM
Status:	System Test	Impact Analysis:	[Forms/NOA Translations, Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Michelle Ramos	Training Impacted:	[Job Aid]	Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Correspondence, Foster Care/Kin GAP/AAP]	Funding Source ID:	FCED_23_24
Consortium Review Approval:		Approved by Committee:	09/28/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:					
Expedite Approval:	Michele Peterson - 1/22/24				
Current Design:	Currently CalSAWS only generates a Discontinuance Notice for Foster Care when the placement ends for the following reasons and placement types: 1. The program is being discontinued for 'Child Not In Placement' or 'No longer in Care' 2. The rate structure on the EDBC is CCR or ISFC				
Request:	Add missing NOA reasons to Foster Care and Kin-GAP. This will be done in the following SCRs: *Add 'another notice regarding Medi-Cal' message fragment (introduced via CA-220188) to FC Discontinuance NOAs. Check if reasons are associated to FC_DN_MESSAGE1 to instead use this new message. *Update 'ISP Started' Change NOA logic to handle if case had 1+ infants with ISP started. 1.) CA-220188: Phase 1 - Add Foster Care Reasons that existed in C-IV. Update Foster Care Reasons that currently exist in CalSAWS but are only generating for limited scenarios. 2.) CA-238042: Phase 2 - Add additional Foster Care Reasons that existed in C-IV. Update Foster Care Reasons that currently exist in CalSAWS but are only generating for limited scenarios. 3.) CA-240146: Phase 3 - Add additional Foster Care Reasons that existed in C-IV. Update Foster Care Reasons that currently exist in CalSAWS but are only generating for limited scenarios. 4.) CA-230659: Phase 4 - Add additional Kin-GAP Reasons that currently exist in C-IV. Update Foster Care Reasons that currently exist in CalSAWS but are only generating for limited scenarios. 5.) CA-229838: Phase 5 - Add new Foster Care Reasons to NOAs.				
Recommendation:	1. Update FC NOA Denial/Discontinuance Reason: Child Returns to Parent (CCR and Non-CCR) 2. Add new 'Inter-County Transfer' NOA Reason for Discontinuance 3. Update FC NOA Denial Reason: Parent resides in Foster Home (CCR). Note: This already exists for Non-CCR. 4. FC NOA Discontinuance Reason: Age (child's age =18) CCR and Non-CCR 5. Update FC NOA Discontinuance Reason: Age (child's age > 18 and < 21) CCR and Non-CCR				
Outreach Description:					
Alternative Procedure Description:					
Operational Impact:	N/A				

Estimate: 689

Automated Test :	127	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	262	Conversion :	0	DBA :	0
Design :	65	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Network :	0	Online :	0	Performance :	0
Pod :	0	Release Communication	30	Reports :	0
Reports Test :	0	Support :		Special Project :	0
System Test Support :	106	Security :	0	Tech Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-239577] BenefitsCal - Time Clocks

Team Responsible:	BenefitsCal	Assignee:	Gillian Bendicio	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Gillian Bendicio	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	1820
Reporter:	Jennifer Hobbs	Regulation Reference:		Created:	01/17/2022 11:28 AM
Status:	System Test	Impact Analysis:	[BenefitsCal]	Outreach Required:	No
Policy/Design	Dymas Pena	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Self Service Portal]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	08/21/2023	Other Agency Cross	CSPM-66525
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen J. Rapponotti 08/30/2023

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

Request:

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

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

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

Recommendation:

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

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

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

1820

Customer will need to contact their worker to get their CalWORKs Time Clock information.

Automated Test :	317	Batch/Interfaces :	291	Batch Operations :	0
BenefitsCal :	292	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	200	Eligibility :	0	Fiscal :	212
Forms Test :	0	Imaging :	24	IVR/CC :	0
Network :	0	Online :	78	Performance :	48
Pod :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :		Special Project :	0
System Test Support :	0	Security :	0	Tech Arch :	48
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
		Tech Ops :	24		

Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-237399] ACL 21-139 Tracking Requirements for Otherwise Fed Eligible Children Whose Placement Do Not Meet the Requirements for Fed Payments

Team Responsible:	Online	Assignee:	Mansi Mehra	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Erika Kusnadi	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	924
Reporter:	Michele Peterson	Regulation Reference:	ACL 21-139	Created:	11/30/2021 10:37 AM
Status:	System Test	Impact Analysis:	[Security]	Outreach Required:	No
Policy/Design Consortium Contact:	Ignacio Lazaro	Training Impacted:	[Job Aid, Online Help]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Foster Care/Kin GAP/AAP]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	11/14/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:	
Expedite Approval:	Approved by Karen J Rapponotti on 12/01/2023
Current Design:	Currently, CalSAWS does not track STRTP, Vendorized Regional Center Group Home, or Community Treatment Facilities QRTP requirements, or QI assessment.
Request:	Add indicators in the Child Placement Detail page to track STRTP, Vendorized Regional Center Group Home or Community Treatment Facilities accreditation and QI assessment. Secondly, update FC EDBC to report on the accreditation and assessment status.
Recommendation:	<ol style="list-style-type: none"> 1. Add a QRTP Determination section to the Child Placement Detail page to track: <ol style="list-style-type: none"> a. QI Assessment b. Court Approval c. Accreditation 2. Create a new QRTP Determination page that will allow users to create QRTP records. 3. Update the Transaction History Detail page and the Deleted Records Detail page to track the QRTP Determination record. 4. Add a soft validation message on Run EDBC for FC placements where QRTP Determination data can be added but has not. 5. Update EDBC to set the Sub Type Code field on the Aid Code based on the assessment and accreditation of the placement.

Outreach

Description:	
Alternative Procedure Description:	None
Operational Impact:	
Estimate:	924

Automated Test :	96	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	337	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Network :	0	Online :	224	Performance :	0
Pod :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	192	Task Management :	0	Tech Arch :	0

Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-272599] Monterey County to OPT OUT of Batch #PB00M106

Team Responsible:	Batch/Interfaces	Assignee:	Rositta Raphael	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	25
Reporter:	Caroline Bui	Regulation Reference:		Created:	01/09/2024 09:41 AM
Status:	System Test	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design	Caroline Bui	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:	Approved by Caroline Bui 1/9/2024
Expedite Approval:	Approved by Karen J. Rapponotti on 1/11/2024
Current Design:	Batch #PB00M106 deregisters CFET program when the CFET program is in active status and CalFresh is discontinued. Monterey County is currently opted-in to this batch job.
Request:	Opt Monterey County out of Batch #PB00M106.
Recommendation:	Create a Batch Property Change Request (BPCR) to opt out Monterey County.

Outreach Description:	
Alternative Procedure Description:	N/A.
Operational Impact:	
Estimate:	25

Automated Test :	0	Batch/Interfaces :	15	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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 :	10	Security :	0	Tech Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-272365] Online Help: Update JA Duplicate Persons – Identifying and Correcting

- Resolved: 01/31/2024 02:46 PM

Team Responsible:	Training	Assignee:	Nour Bibars	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Documentation
Minor Version:		Expedite Changes:	Start Build	Estimate:	12
Reporter:	Erick Arreola	Regulation Reference:		Created:	01/02/2024 03:39 PM
Status:	Test Complete	Impact Analysis:	[Training]	Outreach Required:	Yes
Policy/Design	Erick Arreola	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 Jayna Longstreet 01/16/2024
Expedite Approval:	Approved by Karen Rapponotti on 1/17/2024
Current Design:	The Duplicate Persons - Identifying and Correcting job aid does not clarify impacts to cases marked for Data Removal
Request:	Add clarification for purged cases to the Duplicate Persons - Identifying and Correcting job aid
Recommendation:	Upload the updated job aid to the LMS and Online Help.
Outreach Description:	Updated job aid
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	12

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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 Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	12	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		

[CA-272187] Online Help: Update JA-ABAWD for CA-266312

Team Responsible:	Training	Assignee:	John Depauw	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Caroline Bui	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	15
Reporter:	Caroline Bui	Regulation Reference:		Created:	12/21/2023 04:53 PM
Status:	System Test	Impact Analysis:	[Training]	Outreach Required:	Yes
Policy/Design	Caroline Bui	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 Jayna Longstreet 01/16/2024
Expedite Approval:	Approved by Karen Rapponotti on 1/17/2024
Current Design:	The JA-ABAWD has age exemption of 50 or older and does not include new Homeless, Veteran, and Foster Youth exemptions.
Request:	Update JA-ABAWD with ABAWD age requirements and new Homeless, Veteran, and Foster Youth exemptions introduced by SCR CA-266312.
Recommendation:	Upload the updated job aid to Online Help and the LMS.

Outreach Description:	Update job aid
Alternative Procedure Description:	N/A

Operational Impact:
Estimate: **15**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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 Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	15	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-272185] Online Help: Update Threshold Section of the JA-Positions-Manage

Team Responsible:	Training	Assignee:	Nour Bibars	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Caroline Bui	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	12
Reporter:	Caroline Bui	Regulation Reference:		Created:	12/21/2023 04:41 PM
Status:	System Test	Impact Analysis:	[Training]	Outreach Required:	Yes
Policy/Design	Caroline Bui	Training Impacted:	[Job Aid]	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 Approved by Jayna Longstreet 1/3/2024

Review:

Expedite Approval: Approved by Karen Rapponotti on 1/17/2024

Current Design: JA-Positions-Manage: The Threshold section:
Although you can enter information for multiple appointment categories and types, this functionality is (currently) only available for CalWORKs and CalFresh Redetermination appointments:

- General Appointment – Reaffirmation Non-Group
- General Appointment – Telephone Interview Recertification

Incorrect statement: Leaving the Daily Threshold field blank (or with no value) allows batch to schedule as many appointments as necessary.

Request: JA-Positions-Manage: Update Appointment Threshold section with information about the threshold and appointment categories/types based on:
CA-216551 Regular Telephone CWCF RE Appointment Scheduling Batch
CA-226701 CWCF Flexible CWCF RE Appointment Scheduling Batch
CA-215686 GA/GR Automated Solution RE Appointment Scheduling Batch

Remove 'General Appointment – Reaffirmation Non-Group'
Add: Threshold is required for counties who are opted in to the CWCF RE Batch Appointment job and GAGR Auto Sol. RE Appointment job.

Recommendation: Upload the updated Job Aid to the LMS and Online Help.

Outreach Updated job aid

Description:
Alternative None

Procedure
Description:
Operational Impact:

Estimate: 12

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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 Arch :	0
		Task Management :	0		

Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	12	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-271984] Build - Analytics Disaster Recovery Set Up in DR Region

Team Responsible:	Tech Ops	Assignee:	Deepak Shrivastav	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Nitin Baxi	Change Type (SCR):	System Operational Enhancement
Minor Version:	24.04.xx	Expedite Changes:	Start Build	Estimate:	500
Reporter:	Nitin Baxi	Regulation Reference:		Created:	12/18/2023 06:58 PM
Status:	In Development	Impact Analysis:	[Business Process]	Outreach Required:	No
Policy/Design Consortium Contact:	Grady Howe	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Design	Committee:	[Tech]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	500 M&E hours for FY 23-24 approved by Grady Howe 1/8/2024 (confirmed funding availability with Karen Rapponotti)				
Expedite Approval:	500 M&E hours for FY 23-24 approved by Grady Howe 1/8/2024 (confirmed funding availability with Karen Rapponotti)				
Current Design:	CalSAWS Analytics applications are designed to run in 1 region in production.				
Request:	Analytics Disaster Recovery Design In case of a disaster, then all the analytics application should be designed to run in the same way in the DR Region that it does in the primary region.				
Recommendation:	1.Set up Analytics (DB, Qlik, EMR instance) in the DR region.				
Outreach Description:					
Alternative Procedure Description:	NA				
Operational Impact:					
Estimate:	500				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	40
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 :	200
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Task Management :	0	Tech Arch :	40
Tech ForgeRock :	0	Tech Ops :	220	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-271643] Turn on the E2Lite functionality for Tuolumne County

Team Responsible:	Batch/Interfaces	Assignee:	Edgars Reinholds	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Production Deployment	Estimate:	99
Reporter:	Lien Phan	Regulation Reference:		Created:	12/12/2023 10:10 AM
Status:	System Test	Impact Analysis:	[Batch Performance]	Outreach Required:	No
Policy/Design Consortium Contact:	Ginkgo Luna	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Welfare to Work/ WPR]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Ginkgo Luna 1/3/2024				
Expedite Approval:	Approved by Karen J. Rapponotti on 1/9/2024				
Current Design:	Tuolumne County did not opt in to E2Lite functionality.				
Request:	Perform partner integration testing on the E2Lite functionality for Tuolumne County.				
Recommendation:	Perform partner integration testing on the E2Lite functionality for Tuolumne County.				
	E2lite job numbers: E2LiteInboundFTP (PI55E900) E2LiteInboundReader(PI55E901) E2LiteOutboundWriter PO55E903 (3 month offset) E2LiteOutboundWriter PO55E904 (6 month offset) E2LiteOutboundFTP PO55E905 (3 month offset) E2LiteOutboundFTP PO55E906 (6 month offset)				
Outreach Description:					
Alternative Procedure Description:	N/A.				
Operational Impact:					
Estimate:	99				
Automated Test :	0	Batch/Interfaces :	48	Batch Operations :	20
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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 :	26	Task Management :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-271622] Reports Discovery Session Support

Team Responsible:	Reports	Assignee:	Thao Ta	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Amy Gill	Change Type (SCR):	Documentation
Minor Version:	24.03.31	Expedite Changes:	Start Build	Estimate:	600
Reporter:	Amy Gill	Regulation Reference:		Created:	12/11/2023 05:20 PM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Claudia Pinto	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Design	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Approved by Karen Rapponotti on 12/12/2023
Expedite Approval:	Karen Rapponotti - 12/12/23
Current Design:	Counties currently raise issues or questions regarding CalSAWS Reports through the Help Desk or Reports Committee. A CalSAWS Reports Survey has been designed and sent to all counties to gather feedback to identify reports challenges and refine existing processes.
Request:	Conduct Reports Discovery sessions with all 58 counties, to identify areas of improvement for ongoing Reports communications, documentation, and training.
Recommendation:	Accenture to provide support for the Reports Discovery Sessions, including: <ol style="list-style-type: none"> 1. Analyze responses from the CalSAWS Reports Survey 2. Conduct Reports Discovery Sessions with small groups of County participants 3. Analyze output from the Reports Discovery Sessions and provide recommendations for enhancements to Reports and related processes, based on County feedback

Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	600

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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 :	600
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Task Management :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-271252] Phase 10 - Non-CSC - Inbound IVR: Set the Max Attempts for Authentication to 1

Team Responsible:	Contact Center	Assignee:	Dheeraj Muralidara	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	24.05.09	Expedite Changes:	No	Estimate:	11
Reporter:	Akira Moriguchi	Regulation Reference:		Created:	12/01/2023 03:54 PM
Status:	Approved	Impact Analysis:	[Public Facing]	Outreach Required:	No
Policy/Design	Logan Pratt	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[IVR & Contact Center]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	07/26/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

Customers are given 3 attempts to login/authenticate into the IVR. Customers are required to confirm all entries before they can move forward in call flow.

Request:

Set the max attempt for customers using touch-tone (Keypad) authentication in the IVR to 1

Recommendation:

- 1) Update the Login Decision lambda to set the max attempts for touch-tone authentication to 1 for the Non-CSC Counties

Note: Customer is required to confirm all authentication inputs and will continue to be provided the opportunity to change input if incorrect.

This is Phase 2 of SCR CA-265141

Outreach

Description:

Alternative

n/a

Procedure

Description:

Operational Impact:

Estimate:

11

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	11
Network :	0	Online :	0	Performance :	0
Pod :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :	0	Special Project :	0
System Test Support :	0	Security :	0	Tech Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-271251] Phase 9 - San Bernardino - Inbound IVR: Set the Max Attempts for Authentication to 1

Team Responsible:	Contact Center	Assignee:	Dheeraj Muralidara	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	24.04.24	Expedite Changes:	No	Estimate:	11
Reporter:	Akira Moriguchi	Regulation Reference:		Created:	12/01/2023 03:53 PM
Status:	Approved	Impact Analysis:	[Public Facing]	Outreach Required:	No
Policy/Design	Logan Pratt	Training Impacted:		Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[IVR & Contact Center]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	07/26/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

Customers are given 3 attempts to login/authenticate into the IVR. Customers are required to confirm all entries before they can move forward in call flow.

Request:

Set the max attempt for customers using touch-tone (Keypad) authentication in the IVR to 1

Recommendation:

1) Update the Login Decision lambda to set the max attempts for touch-tone authentication to 1 for the following counties:
San Bernardino

Note: Customer is required to confirm all authentication inputs and will continue to be provided the opportunity to change input if incorrect.

This is Phase 2 of SCR CA-265141

Outreach

Description:

Alternative

n/a

Procedure

Description:

Operational Impact:

Estimate:

11

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	11
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 Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-271250] Phase 8 - Monterey, Humboldt, Yuba - Inbound IVR: Set the Max Attempts for Authentication to 1

Team Responsible:	Contact Center	Assignee:	Dheeraj Muralidara	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	24.04.01	Expedite Changes:	No	Estimate:	24
Reporter:	Akira Moriguchi	Regulation Reference:		Created:	12/01/2023 03:53 PM
Status:	Approved	Impact Analysis:	[Public Facing]	Outreach Required:	No
Policy/Design	Logan Pratt	Training Impacted:		Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[IVR & Contact Center]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	07/26/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

Customers are given 3 attempts to login/authenticate into the IVR. Customers are required to confirm all entries before they can move forward in call flow.

Request:

Set the max attempt for customers using touch-tone (Keypad) authentication in the IVR to 1

Recommendation:

1) Update the Login Decision lambda to set the max attempts for touch-tone authentication to 1 for the following counties:
Monterey
Humboldt
Yuba

Note: Customer is required to confirm all authentication inputs and will continue to be provided the opportunity to change input if incorrect.

This is Phase 2 of SCR CA-265141

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate: **24**

n/a

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	24
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 Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
		Translation :	0		

Voice Bots / RPA :	0
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[CA-271139] CalWIN Read Only Env. Upgrade 4 Software Components/Remove Redundant Hardware

- Resolved: 12/07/2023 04:34 PM

Team Responsible:	Tech Ops	Assignee:	Sara Alamin	SPG Status:	Select a value
Fix Version/s:	[24.03]	Designer Contact:	Joe Mendez	Change Type (SCR):	System Operational Enhancement
Minor Version:	24.12.10	Expedite Changes:	No	Estimate:	
Reporter:	Gail Flowers	Regulation Reference:		Created:	11/29/2023 03:17 PM
Status:	Test Complete	Impact Analysis:	[Data Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Frederick Gains	Training Impacted:	[N/A]	Funding Source:	Other
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

Using old version of Notice CalWIN software along with redundant hardware

Request:

Upgrading the Notice CalWIN software and removing redundant hardware from the environment

Recommendation:

With this change to the CalWIN Read-Only AWS Environment, we will be upgrading four software components in Notice CalWIN (Apache Tomcat, Apache Zookeeper, REDIS, NodeJS) as well as removing some redundant hardware (SOLR, Alfresco, and Zookeeper servers) to reduce cost.

PLEASE NOTE: The CHANGE window will run from 8 am to 2 pm on 12/10/2023

Outreach

Description:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate:

0

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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	Task Management :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-271097] Support SCR to provide responses to Consortia queries

Team Responsible:	Batch/Interfaces	Assignee:	Sivagami Nachiyappan	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Data Change
Minor Version:		Expedite Changes:	No	Estimate:	1000
Reporter:	Girish Chakkingal	Regulation Reference:		Created:	11/28/2023 06:15 PM
Status:	System Test	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design	Michele Peterson	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:	Approved by Karen J. Rapponotti on 11/29/2023				
Expedite Approval:					
Current Design:	This SCR is to handle all the support activities to respond to consortium queries, running DCRs and other extended support.				
Request:	Support and rectify any data issue/s creates in CalSAWS and perform data cleanup in CalSAWS system due to inbound file issues from partners. This SCR is used to charge time for release regression testing activities and supporting Consortium Queries.				
Recommendation:	N/A				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	1000				
Automated Test :	0	Batch/Interfaces :	100	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	40	CalHEERS Test :	0
Client Correspondence :	100	Conversion :	0	DBA :	0
Design :	0	Eligibility :	100	Fiscal :	100
Forms Test :	0	Imaging :	0	IVR/CC :	0
Network :	0	Online :	100	Performance :	0
Pod :	0	Release Communication	0	Reports :	100
Reports Test :	0	Support :			
System Test Support :	360	Security :	0	Special Project :	0
Tech ForgeRock :	0	Task Management :	0	Tech Arch :	0
Training :	0	Tech Ops :	0	Tech Support :	0
Voice Bots / RPA :	0	Translation :	0	Virtual Assistant :	0



[CA-270866] Online Help: Update the Disaster Services List and Detail pages CA-260472

Team Responsible:	Training	Assignee:	Nour Bibars	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	22
Reporter:	Cristina Garcia	Regulation Reference:		Created:	11/20/2023 04:45 PM
Status:	In Development	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	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: Approved by Jayna Longstreet 12/11/2023

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

Current Design: CA-260472 Updates the Disaster Services List page, and creates a new Disaster Services Detail page.

Request: Update Online Help as per CA-260472.

Recommendation: The following OLH updates are as follows:
1) Disaster Relief List page - add button has been added to the page
2) Disaster Relief Detail page - this is a new page.

Outreach Description:
Alternative Procedure Description:

There is no alternate procedure.

Operational Impact:
Estimate:

22

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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	Task Management :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	22	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-270636] Automated Regression Test - Execution and Maintenance - 24.03 Release Cycle

Team Responsible:	Automated Test	Assignee:	William Baretsky	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	William Baretsky	Change Type (SCR):	Documentation
Minor Version:	24.05.15	Expedite Changes:	Start Build	Estimate:	1080
Reporter:	William Baretsky	Regulation Reference:		Created:	11/15/2023 07:28 AM
Status:	Development Complete	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Michele Peterson	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Assembly Test	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Michele Peterson - 11/15/23				
Expedite Approval:	Michele Peterson - 11/15/23				
Current Design:	A repository of automated regression scripts has been created and organized into test suites, with the purpose of validating major and minor version releases before they are deployed to production.				
Request:	<p>This includes coverage of the CalSAWS core online application, CalSAWS FDS and BenefitsCal APIs.</p> <p>The automated regression scripts should be executed and maintained on a regular basis, to validate the quality of each system version before it is released to production.</p> <p>When the Regression Test Suite is run against the core CalSAWS application in a test environment with API services, the related API scripts should also be executed.</p>				
Recommendation:	<ol style="list-style-type: none">Execute the major release automated regression suite against the 24.03 major version build on a regular basis.<ul style="list-style-type: none">- Assumption: No more than 5 runs per week, averaged across the baseline / major release cycle.- Note: This includes all ST Regression, CH Regression, and Ad Hoc Regression runs during the baseline / major release cycle.Execute the major release automated regression suite against the final build for the 24.03 major version, prior to the build being deployed to production.<ul style="list-style-type: none">- Assumption: 1 run per major release.- Note: This includes only the Major Release regression test runs in the staging environment.Execute the priority / minor release automated regression suite against the final build of each applicable 24.03 minor version, prior to the build being deployed to production.<ul style="list-style-type: none">- Assumption: No more than 3 runs per week, averaged across the priority release cycle.- Note: This includes all Pre-Prod Regression test runs (ST and/or AT) for applicable priority / minor version and RWR releases.Update the test scripts within the major and minor release automated regression suites as needed to account for intentional design changes that would otherwise generate false negative results.<ul style="list-style-type: none">- Assumption: No more than 40% of the regression test scripts need to be updated in this manner.- Note: This includes all scripts that target the CalSAWS core online application, and the CalSAWS FDS and BenefitsCal APIs.Develop new test scripts and/or expand the scope of existing test scripts to provide coverage of Tier 1-3 transactions ("top 80%" by production usage volume).<ul style="list-style-type: none">- Assumption: No more than 14 new transactions per release cycle- Note: Script development will trail production assessment by 2 months (ex., January production data is gathered in February; coverage gaps to be closed by end of March)				

6. Develop new automated scripts in response to high-priority production defects that are resolved and released through post-24.03 priority or RWR releases.

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

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

1080

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

Automated Test :	1080	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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	Task Management :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-270293] Update Child Support Direct Income Treatment in CalFresh Budget - Run Batch EDBC

Team Responsible:	Eligibility	Assignee:	Kamal ShakerJ	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Sridhar Mullapudi	Change Type (SCR):	Policy Re-Design
Minor Version:	24.03.29	Expedite Changes:	No	Estimate:	241
Reporter:	Sridhar Mullapudi	Regulation Reference:	ACL 20-115	Created:	11/03/2023 11:38 PM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design	Norma Meza	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	11/29/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:
Expedite Approval:
Current Design: CA-265623 1. Updated CalFresh EDBC logic to not exempt 'Child Support – Direct' income when the person with income is active on CalWORKs program with aid code 'K1' or '3F'.

Request: Run one time batch EDBC on cases where 'Child Support – Direct' income was not included in the CalFresh EDBC accurately.

Recommendation:

- Run one time batch EDBC on CalFresh program that meets all the following criteria for come-up month:
 - Active CalFresh person with 'Child Support – Direct' income is also active on CalWORKs program with 'K1' or '3F' aid code for the benefit month.
 - 'Child Support – Direct' income was not used as unearned income in CalFresh budget in the latest authorized EDBC regular.
Exclude the following cases:
 - The benefit month is past the latest RE due date for the program.
 - The program has a SAR7 Due Month prior to come up month and the report status are Sent, Received, or Incomplete

2. Run the above population with Run Reason 'Child Support Income Update'.

3. Run the above population with Sub Type code 'Child Support Income Update'.

Batch EDBC will insert the following Journal entry:

Short Description: Batch EDBC ran for <month, year>

Long Description: Batch EDBC Ran for <Effective Month>. Batch EDBC processed for the program for following reasons: Child Support Income Update.

Generate the following lists after batch EDBC run:

1. List Name: List of active CalFresh cases with 'Child Support – Direct' income where CalWORKs aid code is K1 or 3F.

List Criteria: Generate a list of 'Active' CalFresh Cases that meet all the following criteria from 03/2023 benefit month or after:

- Has 'Child Support – Direct' income for the benefit month.
- 'Child Support – Direct' income is not counted in CalFresh EDBC for the benefit month.
- Active CalFresh person with 'Child Support – Direct' income is also active on CalWORKs program with 'K1' or '3F' aid code.
- A manual or overridden EDBC does not exist for the benefit month.

Additional Column(s): Benefit Months (Include all the applicable benefit months separated by a comma)

2. List of programs discontinued by the batch EDBC process.

Additional Column(s): Program closure reason

3. List of cases where the batch EDBC process closed a person.

Additional Column(s): N/A

4. List of cases which resulted in a read-only EDBC.

Additional Column(s): Read-Only reason

5. Unprocessed cases where the batch EDBC process skipped a program.

Additional Column(s): Skip reason

Standard Columns:

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

Frequency: Once

The list will be posted to the following location: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2024>CA-270293

**Outreach
Description:**

A list of affected cases will be posted to the CalSAWS Web Portal in the following location:

CalSAWS Sharepoint > Web Portal > System Changes > SCR and SIR Lists > 2024 > SCR CA-270293

**Alternative
Procedure**

User can run EDBC for the impacted case.

Description:

Operational Impact:

Estimate: 241

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	25
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	120	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 :	76	Task Management :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-270275] Upgrade Artifactory to 7.71.3

Team Responsible:	Tech Ops	Assignee:	Joel Jos	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Joel Jos	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	260
Reporter:	Joel Jos	Regulation Reference:		Created:	11/03/2023 01:14 PM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Laura Chavez	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&O
Consortium Contact:		Committee:	[Tech]	Funding Source ID:	
Project Phase (SCR):	Assembly Test	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Approved by Grady Howe on behalf of Laura. 11/14/2023

Expedite Approval:

Current Design: Artifactory Version 6.10.4 Running on AppDev Account

Request: Upgrade to latest version and Migrate to coreappdev account

Recommendation: Upgrade to 7.71.3 or the latest version and migrate to coreappdev account

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

N/A

260

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	30
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 Arch :	30
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	200	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-269849] Update Authorizer Lambda NodeJS Version to 18

Team Responsible:	Tech Arch	Assignee:	Adnan Bukhari	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Adnan Bukhari	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	210
Reporter:	Adnan Bukhari	Regulation Reference:		Created:	10/25/2023 11:50 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Joseph Nelson	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Tech]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
Non-Committee	Approved by Laura C. on 12/08/2023				
Review:					
Expedite Approval:	Approved by Laura C. on 12/08/2023				
Current Design:	Lambda Authorizer is central component for all the APIs. It connects to ForgeRock to validate the bearer token. Currently the Authorizer Lambda is running on NodeJS version 16. The version 16 runtime is deprecating next year June. https://docs.aws.amazon.com/lambda/latest/dg/lambda-runtimes.html				
Request:	This request to to update the Authorizer lambda function.				
Recommendation:	<ol style="list-style-type: none">1. The Lambda authorizer NodeJS version will be upgraded to v18.2. The below applications will be functionally regression tested -<ul style="list-style-type: none">• Lobby Service• Journal Service• Portal Service• Task Service• Appointment Service• Activities Service• Email Service• Fiscal Service• CalSAWS Service• Imaging Service• GA/GR• Lobby APIs• Child Care APIs				
Outreach					
Description:					
Alternative	NA				
Procedure					
Description:					
Operational Impact:					
Estimate:	210				
Automated Test :	20	Batch/Interfaces :	80	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Network :	0	Online :	10	Performance :	0
Pod :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :			
		Security :	0	Special Project :	0

System Test Support :	0	Task Management :	0	Tech Arch :	60
Tech ForgeRock :	0	Tech Ops :	40	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-269463] CalHEERS Interface Testing Support CH R24.2.x and R24.3

Team Responsible:	System Test	Assignee:	Renee Gustafson	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Geetha Ramalingam	Change Type (SCR):	Documentation
Minor Version:		Expedite Changes:	Start Build	Estimate:	440
Reporter:	Renee Gustafson	Regulation Reference:		Created:	10/17/2023 10:49 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	ThuyTien Nguyen	Training Impacted:	[N/A]	Funding Source:	Premise
Consortium Contact:		Committee:	[Other]	Funding Source ID:	CalHEERS
Project Phase (SCR):	Assembly Test	Approved by		Other Agency Cross	CH-230526
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval: Expedited Approval received by Karen Rapponotti via email on 10/31/2023

Current Design: CalHEERS does not have CH R24.2.x and R24.3

Request: Support CalHEERS Integration Testing for CH R24.2.x and R24.3

This SCR will also be used to track hours for AppDev members attending CalHEERS meetings (Pre-JADs/JADs/ Design Sessions/CRFI Reviews) for CalHEERS CRs for which there is no corresponding CalSAWS SCR.

Recommendation:

1. Support CalHEERS Integration Testing for CH R24.2.x and R24.3
2. Participation in CalHEERS CRs meetings for which there is no corresponding CalSAWS CR.

Outreach

Description:

Alternative N/A

Procedure

Description:

Operational Impact:

Estimate: 440

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	400
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	40	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 Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-269344] Update CW CF RE Batch

Team Responsible:	Batch/Interfaces	Assignee:	Thanmay Yanamala	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	71
Reporter:	Howard Suksanti	Regulation Reference:		Created:	10/13/2023 01:06 PM
Status:	System Test	Impact Analysis:	[Other]	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	11/17/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen J. Rapponotti on 11/28/2023

Current Design: PB00E141 CW RE Discontinuance job picks up case that the RE packet status is in "Reviewed - Ready to run EDBC".
This job runs monthly on the last calendar day of the month. The job runs for all CalSAWS Counties.

Trigger conditions on the PB00E141:

1. Case that has the following RE packets (Customer Report Type of CT329_CW_RE_PACKET , CT329_CWF_RE_PACKET)
2. Program status is Active.
3. RE Due month is on the current month.
4. Customer Repost Effective date is on the current month.
5. RE is not completed.
6. Customer Report is not in NA status.

PB00E139 CalFresh (CF) RE Discontinuance job.

This job runs monthly on the last calendar day of the month. The job runs for all CalSAWS Counties.

Trigger conditions on the PB00E139:

1. Program status is Active.
2. RE Due month is on the current month.
3. RE is not completed.
4. The case was not picked by the PB00E141 job.

On a scenario that there are 2 separate RE packets for CW and CF program (on the same RE due), the CF RE batch job does not pick the CF program since there is a condition to not pick a record when the CW RE Disc already pick the case.

Request: 1. Discontinue CF program even when there are separate entries for CW and CF as that can be happen in some situations.

Recommendation: Updated trigger condition for CF RE Discontinuance job to pick CF case when the program was not picked by the CW Disc job.

Updated trigger conditions of the PB00E139:

1. Program status is Active.
2. RE Due month is on the current month.
3. RE is not completed.
4. CF program was not picked by the PB00E141 job.

On a scenario that there are a separate CW and CF RE packet, PB00E141 will trigger EDBC on both CW and CF and PB00E139 batch will trigger EDBC on CF program.

The CF RE Batch has to run after the CW RE Batch.

Outreach

Description:

Alternative

N/A.

Procedure

Description:

Operational Impact:

Estimate:

71

Automated Test :	0	Batch/Interfaces :	42	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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 :	17	Security :	0	Tech Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-268879] Refactor caApplication to use JSP comment instead of HTML comment tag found on multiple JSP files

Team Responsible:	Online	Assignee:	Jalagari Paul	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Erika Kusnadi	Change Type (SCR):	System Operational Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	1156
Reporter:	Erika Kusnadi	Regulation Reference:		Created:	10/05/2023 09:39 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Laura Chavez	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&O
Project Phase (SCR):	Refactoring	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Laura Chavez on 11/28/2023				
Expedite Approval:	Approved by Karen J Rapponotti on 10/31/2023				
Current Design:	During a security scan, HTML comments tags were found on multiple JSP files for caApplication. HTML comment tags found on JSP files are a security concern as it can cause a system information leak as those comment tags are visible to the public.				
Request:	Change all HTML comment found on the impacted JSP files to be JSP comment so that information are no longer visible to the public.				
Recommendation:	<ol style="list-style-type: none"> Change all HTML comments to JSP comment for caApplication. <ol style="list-style-type: none"> Convert all HTML comments to JSP comments found on the JSP files for the caApplication. List of impacted JSP files can be found on the attached excel spreadsheet (10.31.2023_HTML_Comments_JSP_List.xlsx) <p>Note: There is no Design Document for this SCR as changes are all done in the backend and will not impact the front end pages or existing functionality.</p>				
Outreach Description:					
Alternative Procedure Description:	None				
Operational Impact:					
Estimate:	1156				
Automated Test :	24	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	24	CalHEERS :	24	CalHEERS Test :	0
Client Correspondence :	48	Conversion :	0	DBA :	0
Design :	0	Eligibility :	82	Fiscal :	180
Forms Test :	0	Imaging :	0	IVR/CC :	0
Network :	0	Online :	180	Performance :	0
Pod :	0	Release Communication Support :	0	Reports :	29
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	240	Task Management :	119	Tech Arch :	12
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				

[CA-268571] Analytics PBDS Support for San Diego - 24.03

Team Responsible:	Analytics	Assignee:	Robert Logan	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Nitin Baxi	Change Type (SCR):	System Operational Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	40
Reporter:	Nitin Baxi	Regulation Reference:		Created:	09/29/2023 07:49 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	David Bruhn	Training Impacted:	[N/A]	Funding Source:	County Purchase
Consortium Contact:		Committee:	[State/Fiscal Reports]	Funding Source ID:	County Data Pipeline (SD-02-2023)
Project Phase (SCR):	Production				
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	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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 :	40
Reports Test :	0	Support :		Special Project :	0
System Test Support :	0	Security :	0	Tech Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-268333] Update Batch Job PB00M106 close the CFET program after CalFresh is Discontinued Regardless of the Program Status

Team Responsible:	Batch/Interfaces	Assignee:	Rositta Raphael	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	No	Estimate:	116
Reporter:	Caroline Bui	Regulation Reference:	ACL 22-41	Created:	09/26/2023 08:41 AM
Status:	System Test	Impact Analysis:	[Other]	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		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
Non-Committee	Review and approved by Caroline Bui 10/11/2023				
Review:					
Expedite Approval:					
Current Design:	Batch job PB00M105 deregisters CFET program when the CFET program is in active status and CalFresh(CF) is denied.				
	Batch job PB00M106 deregisters CFET program when the CFET program is in active status and CalFresh(CF) is discontinued.				
	PB00M105 and PB00M106 do not check for Exempt CFET status when looking for CFET programs to deregister.				
Request:	Update Batch Jobs PB00M105 and PB00M106 to close the CFET program after CalFresh is Denied, Discontinued Regardless of the CFET Program Status.				
	Note: Exclude 'Deregistered' since it is already 'Deregistered'				
Recommendation:	Update Batch Jobs PB00M105 and PB00M106 to close the CFET program after CalFresh is Denied, Discontinued Regardless of the CFET Program Status.				
	Note: Exclude 'Deregistered' since it is already 'Deregistered'				
Outreach					
Description:					
Alternative					
Procedure					
Description:	Users must manually close the CFET block when the CF is discontinued.				
Operational Impact:					
Estimate:	116				
Automated Test :	0	Batch/Interfaces :	67	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Network :	0	Online :	0	Performance :	0
Pod :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :		Special Project :	0
System Test Support :	28	Security :	0	Tech Arch :	0
		Task Management :	0		

Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-268114] Opt-In Tehama to CF Denial Batch EDBC PB00E472

Team Responsible:	Batch/Interfaces	Assignee:	Edgars Reinholds	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	19
Reporter:	Caroline Bui	Regulation Reference:		Created:	09/20/2023 03:38 PM
Status:	System Test	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design	Caroline Bui	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 and approved by Caroline Bui 10/11/2023				
Review:					
Expedite Approval:					
Current Design:	The batch job PB00E472 denies CF Applications on the 30th day from the application date if client misses the scheduled intake interview for counties that opt-in.				
Request:	Opt-in Tehama to the batch job PB00E472.				
Recommendation:	Create a Batch Property Change Request (BPCR) to add Tehama to PB00E472.				
Outreach					
Description:					
Alternative	N/A.				
Procedure					
Description:					
Operational Impact:					
Estimate:	19				
Automated Test :	0	Batch/Interfaces :	8	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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 :	10	Security :	0	Tech Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-267580] Online Help: Update JA Imaging Single Case Capture and Virtual Printing

- Resolved: 02/01/2024 11:07 AM

Team Responsible:	Training	Assignee:	Nour Bibars	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	15
Reporter:	Rhiannon Chin	Regulation Reference:		Created:	09/08/2023 08:45 AM
Status:	Test Complete	Impact Analysis:	[Training]	Outreach Required:	Yes
Policy/Design	Rhiannon Chin	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 A. Villanueva 11/16/23

Expedite Approval:

Current Design:

Job aid Imaging Single Case Scanning and Virtual Print in OLH contains an incorrect step that needs to be corrected.

Request:

Update the job aid Imaging Single Case Scanning and Virtual Print in OLH to correct the step for Single Case File upload.

Recommendation:

Upload the attached job aid to Online Help and the LMS.

Outreach

Description:

Update Job Aid

Alternative

None

Procedure

Description:

Operational Impact:

Estimate:

15

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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 Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	15	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		

[CA-267085] Adobe Service Pack 19 upgrade testing

Team Responsible:	Tech Ops	Assignee:	Raj Devidi	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Raji Reddy	Change Type (SCR):	System Operational Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	100
Reporter:	Raji Reddy	Regulation Reference:		Created:	08/29/2023 12:13 PM
Status:	System Test	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Grady Howe	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&O
Project Phase (SCR):	Assembly Test	Committee:	[Tech]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Grady Howe 12/20/2023				
Expedite Approval:					
Current Design:	Current Stage and Prod adobe instances are running with Service Pack 12.				
Request:	Need to complete NOA/Forms testing with Adobe on Service Pack 19				
Recommendation:	Need to complete NOA/Forms testing with Adobe on Service Pack 19				
Outreach Description:					
Alternative Procedure Description:	Correspondence team going to perform complete forms/NOA validation				
Operational Impact:					
Estimate:	100				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	100	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	Task Management :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-266813] Upgrade API Developer Portal to support NodeJS v18

Team Responsible:	Tech Arch	Assignee:	Adnan Bukhari	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Adnan Bukhari	Change Type (SCR):	Enhancement
Minor Version:	24.03.xx	Expedite Changes:	Start Build	Estimate:	160
Reporter:	Adnan Bukhari	Regulation Reference:		Created:	08/23/2023 11:37 AM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Brian Rodgers [X]	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Tech]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	09/08/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Approved by Grady H. on behalf of Laura C. on 9/8/2023

Expedite Approval: Approved by Grady H. on behalf of Laura C. on 9/8/2023

Current Design: API Developer Portal is used by counties to learn about the APIs and also try them. AWS Developer portal uses serverless architecture and the lambda functions are written using NodeJS. Currently the NodeJS runtime is version 16. The version 16 EOL is on September 11, 2023.

Request: The NodeJS version for the lambda functions should be upgraded to v18.

Recommendation: This will require some code changes in the lambda function. The Developer portal has only one instance. Developer portal should be deployed in Sandbox account with version 18 and the changes should be deployed in application-development account.

Outreach Description:
Alternative Procedure Continue to run API Developer Portal on older version of NodeJS

Description:
Operational Impact:
Estimate:

160

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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 Arch :	160
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-266523] Online Help: Update JA Cal-Learn Program Processing and Payment Issuance

Team Responsible:	Training	Assignee:	Nour Bibars	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	12
Reporter:	Frederick Gains	Regulation Reference:		Created:	08/17/2023 04:15 PM
Status:	System Test	Impact Analysis:	[Training]	Outreach Required:	Yes
Policy/Design	Norma Meza	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 Elizabeth Palm on 08/25/2023

Expedite Approval:

Approved by Karen Rapponotti on 1/17/2024

Current Design:

Job Aid - Cal-Learn Program Processing and Payment Issuance is in the system

Request:

Make updates to section
Auto Created Cal-Learn Programs

When you run CalWORKs EDBC for a benefit month that can be high dated, the system automatically determines a program person is a mandatory participant in the Cal-Learn program if the person meets the following Cal-Learn requirements:

Age is less than 19

Pregnant with an expected delivery date after the current date; or parenting

Has completed high school with High School Diploma or equivalent

Is active on CalWORKs

Recommendation:

1. Update the bullet from
Has completed high school with High School Diploma or equivalent
to
Has not completed high school with High School Diploma or equivalent

2. Make any other updates needed.
Upload the updated job aid to:
Online Help
LMS

Outreach

Description:

Update Job Aid

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate:

12

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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
Support :		Support :			
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Task Management :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	12	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-265310] Update the Child Care Portal or CalSAWS Administrator Portal to meet N-1 requirements for utilized software

Team Responsible:	Online	Assignee:	Aaron Fowler	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Gerald Limbrick	Change Type (SCR):	System Operational Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	1489
Reporter:	Matthew Lower	Regulation Reference:		Created:	07/25/2023 04:02 PM
Status:	System Test	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Claudia Pinto	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:

Approved by Claudia Pinto 11/28/2023

Expedite Approval:

Karen Rapponotti approved on 11/28/2023. Approval email attached.

Current Design:

The CalSAWS Administrator Portal has outdated versions of software.

Request:

Update the CalSAWS Administrator Portal to meet N-1 requirements for utilized software

Recommendation:

Update the CalSAWS Administrator Portal to the latest compatible version as of 11/28 for utilized software.

Outreach

Description:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate:

1489

Automated Test :	10	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Network :	0	Online :	960	Performance :	0
Pod :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	384	Task Management :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-265023] ForgeRock index size limit

- Resolved: 02/02/2024 01:27 PM

Team Responsible:	Tech Forge Rock	Assignee:	Brian Taylor	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Brian Taylor	Change Type (SCR):	System Operational Enhancement
Minor Version:	23.12.01	Expedite Changes:	Start Build	Estimate:	120
Reporter:	Nicole Cunningham	Regulation Reference:		Created:	07/19/2023 08:39 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Brian Rodgers [X]	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&O
Consortium Contact:		Committee:	[Tech]	Funding Source ID:	
Project Phase (SCR):	Refactoring	Approved by	07/19/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
Non-Committee Review:	Approved by Grady Howe on 07/19/2023				
Expedite Approval:	Approved by Grady Howe on 07/19/2023				
Current Design:	This is a preventative action related to RCA 243 - CalSAWS Outage Due to ForgeRock Issue. An incident ticket (INC0099964) has been opened for tracking.				
	The current implementation uses the default index size limit of 4000 entries for a given search key for the 'sn', 'givenName', 'userName', 'mail', 'lastLoginTime', and 'createTimestamp' attributes in the DSUSR store. The index size of 4000 entries is not sufficient as the number of users in the customer user store continues to increase. This causing some searches for common names to become unindexed, which means that the directory server has to perform a full table scan to find results. This slows performance and can have an impact on availability if there are too many unindexed queries executed simultaneously.				
Request:	The request is to perform analysis on the indices currently created to determine appropriate new size limits for the indices created for these attributes. Additional indices for substring searches will also be evaluated.				
	The evaluation will consider the index size as well as the performance cost of maintaining the increased index size against the performance gains of indexed searches.				
Recommendation:	The recommendation is pending the evaluation of the index sizes and performance impacts.				
Outreach Description:					
Alternative Procedure	n/a				
Description:					
Operational Impact:					
Estimate:	120				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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
		Support :			
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Task Management :	0	Tech Arch :	0
Tech ForgeRock :	120	Tech Ops :	0	Tech Support :	0

Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-260750] Online Help: Create Job Aid - Correspondence- Use Office Address and Hold For Pickup

- Resolved: 01/29/2024 03:25 PM

Team Responsible:	Training	Assignee:	Nour Bibars	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	15
Reporter:	Frederick Gains	Regulation Reference:		Created:	04/26/2023 05:10 PM
Status:	Test Complete	Impact Analysis:	[Training]	Outreach Required:	Yes
Policy/Design	Maria Arceo	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 Elizabeth Palm on 01/08/2024
Expedite Approval:	Approved by Karen Rapponotti on 1/17/2024
Current Design:	A request for a job aid for instructions on using the Use County Address function.
Request:	Upload the new JA to Online Help and the LMS.
Recommendation:	Upload the new JA to Online Help and the LMS
Outreach Description:	New Job Aid
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	15

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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 :	0	Special Project :	0
System Test Support :	0	Security :	0	Tech Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	15	Tech Ops :	0	Tech Support :	0
Voice Bots / RPA :	0	Translation :	0	Virtual Assistant :	0

[CA-258633] SCR : Kern Site 15005 Move to Stobaugh Street

Team Responsible:	Network	Assignee:	Lisa Fernandez	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Uzair S. Naveed	Change Type (SCR):	Enhancement
Minor Version:	24.04.30	Expedite Changes:	No	Estimate:	48
Reporter:	Uzair S. Naveed	Regulation Reference:		Created:	03/21/2023 10:36 AM
Status:	Approved	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design	Pete Quijada	Training Impacted:	[N/A]	Funding Source:	County Purchase
Consortium Contact:		Committee:	[Tech]	Funding Source ID:	KR-01-2023
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 3/21

Expedite Approval:

Current Design:

Kern is a Managed County and is looking to shut down their existing 15005 site. The current site comprises of 2x Access Switches, Velocloud Routers, Workstations and Servers. All these need to be migrated to the alternate site.

Request:

Site 15005 to be shutdown and all services migrated to the new site. The current site comprises of 2x Access Switches, Velocloud Routers, Workstations and Servers. All these need to be migrated to the alternate site.

This SCR is intended to draft the County Purchase Order and to conduct discovery sessions and meetings with Kern County to capture requirements and any other dependencies that play a part on estimating the effort and cost associated with the County RITM request..

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 evaluating the work required.

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

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

n/a

48

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	32	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 Arch :	16
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
		Tech Ops :	0		

Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-258134] Discovery - Remote Connectivity Solution for Imperial Managed Laptops

Team Responsible:	Network	Assignee:	Shobin Scaria	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Uzair S. Naveed	Change Type (SCR):	County Operational Enhancement
Minor Version:	24.03.xx	Expedite Changes:	No	Estimate:	65
Reporter:	Uzair S. Naveed	Regulation Reference:		Created:	03/13/2023 02:00 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:	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. *****				
	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.				
Request:	Discovery sessions are required with the individual county to determine - Evaluate county requirements related to connectivity and accessibility needs. => 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:	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.				
Outreach Description:					
Alternative Procedure Description:	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.				
Operational Impact:					
Estimate:	65				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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 Arch :	65
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-258133] Discovery - Remote Connectivity Solution for Kern Managed Laptops

Team Responsible:	Network	Assignee:	Shobin Scaria	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Uzair S. Naveed	Change Type (SCR):	County Operational Enhancement
Minor Version:	24.02.xx	Expedite Changes:	No	Estimate:	65
Reporter:	Uzair S. Naveed	Regulation Reference:		Created:	03/13/2023 01:52 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:	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. *****				
	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.				
Request:	Discovery sessions are required with the individual county to determine - Evaluate county requirements related to connectivity and accessibility needs. => 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:	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.				
Outreach Description:					
Alternative Procedure Description:	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.				
Operational Impact:					
Estimate:	65				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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 Arch :	65
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-258123] Discovery - Remote Connectivity Solution for Sierra Managed Laptops

Team Responsible:	Network	Assignee:	Shobin Scaria	SPG Status:	N/A
Fix Version/s:	[24.03]	Designer Contact:	Uzair S. Naveed	Change Type (SCR):	County Operational Enhancement
Minor Version:	24.04.xx	Expedite Changes:	No	Estimate:	65
Reporter:	Uzair S. Naveed	Regulation Reference:		Created:	03/13/2023 12:19 PM
Status:	Approved	Impact Analysis:	[Security, Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Pete Quijada	Training Impacted:	[N/A]	Funding Source:	County Purchase
Project Phase (SCR):	Production	Committee:	[Tech]	Funding Source ID:	SI-01-2023
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:	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. *****				
	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.				
Request:	Discovery sessions are required with the individual county to determine - Evaluate county requirements related to connectivity and accessibility needs. => 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:	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.				
Outreach Description:					
Alternative Procedure Description:	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.				
Operational Impact:					
Estimate:	65				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	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 Arch :	65
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-252934] LA County Fund Code mapping for ET pay code for WTW and REP and CL

Team Responsible:	Fiscal	Assignee:	Anusha Gangishetty	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Jimmy Tu	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Production Deployment	Estimate:	166
Reporter:	Claudia Pinto	Regulation Reference:		Created:	11/21/2022 09:17 AM
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	CA-236332
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
Non-Committee Review:	Region 6 approval - Jennifer Casillas (Los Angeles) - Approved - 12/05/2023				
Expedite Approval:	Michele Peterson - 12/28/23				
Current Design:	Currently, LA county does not have fund code mappings for the 'ET' pay code for WTW, REP, and CL.				
Request:	1. Create Fund Codes for 'ET' Pay Code for WTW, REP, and CL for LA county only. 2. PIT testing for LA County only.				
Recommendation:	1. Create Fund Codes for 'ET' Pay Code for WTW, REP, and CL for LA county only. 2. PIT testing for LA County only.				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A.				
Operational Impact:					
Estimate:	166				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	115
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 :	36	Security :	0	Tech Arch :	0
Tech ForgeRock :	0	Task Management :	0	Tech Support :	0
Training :	0	Tech Ops :	0	Virtual Assistant :	0
Voice Bots / RPA :	0	Translation :	0		



[CA-250818] Update begin date validations when editing GA/GR admin rules and details.

Team Responsible:	Online	Assignee:	Swarnalatha Subramaniam	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Farhat Ulain	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	284
Reporter:	Richard J. Weeks	Regulation Reference:		Created:	09/30/2022 09:29 AM
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:	[GA/GR]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	11/22/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen J Rapponotti on 12/15/2023

Current Design: When editing Admin pages there is a validation that the new begin date may not be prior to the current month.

Request: Update the validation to allow for months prior to the current month, but not prior to the conversion date.

Recommendation: This change is for GA/GR Automated Solution only.

1. The validation message will be updated in the GA/GR County Admin pages:

- i. County Rules Detail
- ii. Non-Compliance Reason Detail
- iii. Sanction Type Detail

a. Update the validation message to be triggered when the user enters the Begin Month which is prior to the county's implementation month and click on Save (this will only apply to the counties using the GA/GR Automated Solution).

b. Update the verbiage of the validation message:

Current verbiage of the Validation Message: <Begin Month - Begin Month cannot be prior to the current month.>
Updated verbiage of the Validation Message: <Begin Month - Begin Month cannot be prior to your county's implementation month.>

c. The change will be applied to all the sections of the page.

2. Add a validation message <Begin Month - Begin Month cannot be prior to your county's implementation month.> to the following pages under GA/GR County Admin pages:

- i. County Fiscal Admin Detail
- ii. County Parameter Detail
- iii. Appointment Detail

a. The validation message will be triggered when the user enters the Begin Month which is prior to the county's implementation month and click on Save (this will only apply to the counties using the GA/GR Automated Solution).

b. The change will be applied to all the sections of the page.

Note: Fields not modified within the description of changes will retain their current functionality.

Outreach

Description:

Alternative Procedure Description:
Operational Impact:
Estimate: 284

N/A

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	40	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Network :	0	Online :	150	Performance :	0
Pod :	0	Release Communication Support :	13	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	61	Task Management :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



[CA-250782] Default User Address for Foster Care and Money Management Resource Search Pages

Team Responsible:	Online	Assignee:	Sagar Karnawadi	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Farhat Ulain	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	111
Reporter:	Gingko Luna	Regulation Reference:		Created:	09/29/2022 12:27 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Gingko Luna	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[RDB]	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 12/15/2023

Current Design: With the implementation of CA-245086 that addressed a new search parameter titled "Address Type" field, users are able to choose from two options: Starting Address (which is the default value when the page initially load) or Actual Address. This was added to all 3 of the Resource Search pages (Resource Search, Money Management Search and Foster Care Resource Search). However, on the Resource Search page, when the page initially loads the logged in user address information automatically populates to the Address information fields (Address Line, City, State and Zip Code). This was existing functionality to the Resource Search page prior to the implementation of CA-250782 (Address fields are blank on the Money Management Resource page and the Foster Care Resource page when the page initially load).
Please note that when the option of Starting Address (which is the default option when the page initially loads) is selected from the Address Type field, the Address fields are required (Address Line, City, State, Zip Code is the only field that is not required). When the option of Actual Address is selected from the Address Type field, the Address fields are NOT required (Address Line, City, State and Zip Code).

Request: Automatically populate the logged in user address information to the Address fields (Address Line, City, State, and Zip Code) when the page initially loads for the Money Management Resource page and the Foster Care Resource Search page.
The Address Type will still continue to be defaulted to Starting Address when the page initially loads.
The Address field (Address Line, City, State) will continue to be required when the option selected from the Address Type is Starting Address.
The Address field (Address Line, City, State and Zip Code) will continue to NOT be required when the option selected from the Address Type is Actual Address.

This should work the same was as the Resource Search page when the page initially load/open.

Recommendation: 1. Automatically populate the logged in user's office address information to the Address fields (Address Line, City, State, and Zip Code) when the page initially loads for the Money Management Resource Search page and the Foster Care Resource Search page.

Note:

- The Address Type will still continue to be defaulted to Starting Address when the page initially loads.
- The Address fields (Address Line, City, State) will continue to be required fields when the option selected from the Address Type is Starting Address.
- The Address fields (Address Line, City, State and Zip Code) will continue to be NOT required when the option selected from the Address Type is Actual Address.
- This should work the same way as it is in the Resource Search page when the page initially loads/opens.
- Fields not modified within the description of changes will retain their current functionality.
- No Accessibility issues found in the pages.

Outreach Description:

Alternative Procedure Description:
Operational Impact:
Estimate: 111

N/A

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Network :	0	Online :	79	Performance :	0
Pod :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	32	Task Management :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Support :	0
Training :	0	Translation :	0	Virtual Assistant :	0
Voice Bots / RPA :	0				



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

Team Responsible:	Fiscal	Assignee:	Sidhant Garg	SPG Status:	Approved
Fix Version/s:	[24.03]	Designer Contact:	Jimmy Tu	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	52
Reporter:	Adelaide Mendoza	Regulation Reference:		Created:	04/15/2021 11:35 AM
Status:	Approved	Impact Analysis:	[Batch Performance]	Outreach Required:	No
Policy/Design	Adelaide Mendoza	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[GA/GR]	Funding Source ID:	
Project Phase (SCR):	Documentation	Approved by	03/30/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

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

Request:

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

Recommendation:

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

Outreach

Description:

N/A

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate:

52

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

Voice Bots / RPA :	0
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