[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:	**In Assembly Test**	Impact Analysis:	**[N/A]**	Outreach Required:	**Yes**
Policy/Design Consortium Contact:	**Adelaide Mendoza**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Design**	Committee:	**[CAPI]**	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:

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: Create a manual EDBC or override incorrect EDBC results.

Operational Impact:

Estimate: 222

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

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

Team Responsible:	**Batch/Interfaces [24.03]**	Assignee:	**Sri Muruganantham**	SPG Status:	**Approved**
Fix Version/s:		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:	**In Assembly Test**	Impact Analysis:	**[Other]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**John Pratt**	Training Impacted:	**[Job Aid]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[ICT]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**11/21/2023**	Other Agency Cross Reference:	
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	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	50
Task Management :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Support :	0	Training :	0

Translation : 0   Virtual Assistant : 0

[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:	**In Assembly 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:
1. 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.
2. 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:
1. 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.
2. 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	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	146	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	44
Task Management :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Support :	0	Training :	0
Translation :	7.0	Virtual Assistant :	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:	**In Development**	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: Consortium Review Approval Date:		Approved by Committee:	**10/24/2023**	Other Agency Cross Reference:	**CA-266409**

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:

N/A

Operational Impact:

Estimate: **316**

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

Release Communication Support :	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		

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

Team Responsible:	**Eligibility**	Assignee:	**Ganesh Kumar Pinisetti**	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:	**In Assembly Test**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Adelaide Mendoza**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Design**	Committee:	**[CAPI]**	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:

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

Operational Impact:

Estimate: **2700**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	1488	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 :	739
Task Management :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Support :	0	Training :	0
Translation :	0	Virtual Assistant :	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:	**In Assembly Test**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Caroline Bui**	Training Impacted:	**[Job Aid]**	Funding Source:	**Premise**
Project Phase (SCR):	**Production**	Committee:	**[CalWORKs/ CalFresh]**	Funding Source ID:	**ABAWD**
Consortium Review Approval:		Approved by Committee:	**10/30/2023**	Other Agency Cross Reference:	
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 ABWAD 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 Description: User would be required to manually update the ABAWD time limits status and status reason.

Operational Impact:

Estimate: **3190**

Automated Test :	104	Batch/Interfaces :	442	Batch Operations :	24
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	336	Contact Center :	0
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		

[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 Mullapudi**	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:	**In Development**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Norma Meza**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[CalWORKs/ CalFresh]**	Funding Source ID:	
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:	**11/29/2023**	Other Agency Cross Reference:	

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. CTCR to add new run reason and Journal Reason used by for batch EDBC run for CA-270293

Outreach Description:

Alternative Procedure Description: Override EDBC results

Operational Impact:

Estimate: 244

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

Conversion :	0	DBA :	0	Design :	0
Eligibility :	160	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 :	64
Task Management :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Support :	0	Training :	0
Translation :	0	Virtual Assistant :	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:	**In Assembly Test**	Impact Analysis:	**[Training]**	Outreach Required:	**No**	
Policy/Design Consortium Contact:	**John Pratt**	Training Impacted:	**[Job Aid]**	Funding Source:	**CalSAWS M&E**	
Project Phase (SCR):	**Production**	Committee:	**[IEVS]**	Funding Source ID:		
Consortium Review Approval:		Approved by Committee:	**12/04/2023**	Other Agency Cross Reference:		
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	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	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		

[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:	**In Assembly Test**	Impact Analysis:	**[Training]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Sarah Rich**	Training Impacted:	**[CFP/WBT, Job Aid]**	Funding Source:	**Premise**
Project Phase (SCR):	**Production**	Committee:	**[Task Management]**	Funding Source ID:	**County Data API Enhancements**
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:	**11/28/2023**	Other Agency Cross Reference:	

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: None.

Operational Impact:

Estimate: 1117

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

[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 Consortium Contact:	**Claudia Pinto**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[State/Fiscal Reports]**	Funding Source ID:	
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:		Other Agency Cross Reference:	**CA-255083**

Non-Committee Review:
Expedite Approval:

Approved by Claudia Pinto 9/7/2023

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:

N/A

Operational Impact:
Estimate:

461

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

Release Communication Support :	0	Reports :	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		

[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:	**In Assembly Test**	Impact Analysis:	**[BenefitsCal]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Dymas Pena**	Training Impacted:	**[N/A]**	Funding Source:	**Premise**
Project Phase (SCR):	**Production**	Committee:	**[CalWORKs/ CalFresh, Self Service Portal]**	Funding Source ID:	**BenefitsCal Parity with GetCalFresh**
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:		Other Agency Cross Reference:	**CSPM-36812**

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 Description: N/A

Operational Impact:

Estimate: **1204**

Automated Test :	173	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	344	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	70	Contact Center :	0
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 | | |

[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 Consortium Contact:	**Sheryl E. Eppler**	Training Impacted:	**[Online Help]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[CalWORKs/ CalFresh]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**07/13/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval:

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

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

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

Outreach Description: N/A

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 242

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	158	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	64
Task Management :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Support :	0	Training :	0
Translation :	0	Virtual Assistant :	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:	**In Assembly Test**	Impact Analysis:	**[Other]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Logan Pratt**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Design**	Committee:	**[Other]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**11/28/2023**	Other Agency Cross Reference:	
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: • 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	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	14
Task Management :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Support :	0	Training :	0

Translation : 0   Virtual Assistant : 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 Consortium Contact:	**Logan Pratt**	Training Impacted:	**[CFP/WBT, Job Aid]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[IVR & Contact Center]**	Funding Source ID:	
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:	**12/01/2023**	Other Agency Cross Reference:	

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 Procedure Description: N/A

Operational Impact:

Estimate: **998**

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

Imaging :	0	IVR/CC :	630	Network :	0
Online :	253	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 :	25	Tech ForgeRock :	0
Tech Ops :	0	Tech Support :	0	Training :	0
Translation :	0	Virtual Assistant :	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:	**In Assembly 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: Consortium Review Approval Date:		Approved by Committee:	**09/28/2023**	Other Agency Cross Reference:	

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: N/A

Operational Impact:

Estimate: **689**

Automated Test :	127	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	262	Contact Center :	0
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 Support :	30	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	106
Task Management :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Support :	0	Training :	0
Translation :	0	Virtual Assistant :	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:	**In Assembly Test**	Impact Analysis:	**[BenefitsCal]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Dymas Pena**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Self Service Portal]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/21/2023**	Other Agency Cross Reference:	**CSPM-66525**
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: Customer will need to contact their worker to get their CalWORKs Time Clock information.

Operational Impact:

Estimate: 1820

Automated Test :	317	Batch/Interfaces :	291	Batch Operations :	0
BenefitsCal :	292	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	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 Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Task Management :	0	Tech Arch :	48	Tech ForgeRock :	0

| Tech Ops : | 24 | Tech Support : | 0 | Training : | 0 |
| Translation : | 0 | Virtual Assistant : | 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:	**Development Complete**	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:
 1. Add a QRTP Determination section to the Child Placement Detail page to track:
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	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	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		

[CA-271622] Reports Discovery Session Support

Team Responsible:	**Reports**	Assignee:	**Unassigned**	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:
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	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	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		

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

Team Responsible:	**Contact Center [24.03]**	Assignee:	**Dheeraj Muralidara**	SPG Status:	**Approved**
Fix Version/s:		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 Consortium Contact:	**Logan Pratt**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[IVR & Contact Center]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**07/26/2023**	Other Agency Cross Reference:	
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 Procedure Description: n/a

Operational Impact:

Estimate: 11

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	11	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		

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

Team Responsible:	**Contact Center [24.03]**	Assignee:	**Dheeraj Muralidara**	SPG Status:	**Approved**
Fix Version/s:		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 Consortium Contact:	**Logan Pratt**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[IVR & Contact Center]**	Funding Source ID:	
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:	**07/26/2023**	Other Agency Cross Reference:	

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 Procedure Description: Operational Impact: Estimate:
n/a

Estimate: 11

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	11	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		

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

Team Responsible:	**Contact Center [24.03]**	Assignee:	**Dheeraj Muralidara**	SPG Status:	**Approved**
Fix Version/s:		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 Consortium Contact:	**Logan Pratt**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[IVR & Contact Center]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**07/26/2023**	Other Agency Cross Reference:	
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: n/a

Operational Impact:

Estimate: 24

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	24	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

[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 Procedure Description: N/A

Operational Impact:

Estimate: 0

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Task Management :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Support :	0	Training :	0
Translation :	0	Virtual Assistant :	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:	**In Assembly Test**	Impact Analysis:	**[Other]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Michele Peterson**	Training Impacted:	**[N/A]**	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:

Expedite Approval: Approved by Karen J. Rapponotti on 11/29/2023

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	Bots :	0	CalHEERS :	40
CalHEERS Test :	0	Client Correspondence :	100	Contact Center :	0
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 Support :	0	Reports :	100	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	360
Task Management :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Support :	0	Training :	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	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Task Management :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Support :	0	Training :	22
Translation :	0	Virtual Assistant :	0		

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

Team Responsible:	**Automated Test [24.03]**	Assignee:	**William Baretsky**	SPG Status:	**N/A**	
Fix Version/s:		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:	**In Development**	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. This includes coverage of the CalSAWS core online application, CalSAWS FDS and BenefitsCal APIs.
Request:	The automated regression scripts should be executed and maintained on a regular basis, to validate the quality of each system version before it is released to production. When the Regression Test Suite is run against the core CalSAWS application in a test environment with API services, the related API scripts should also be executed.
Recommendation:	1. Execute the major release automated regression suite against the 24.03 major version build on a regular basis. - Assumption: No more than 5 runs per week, averaged across the baseline / major release cycle. - Note: This includes all ST Regression, CH Regression, and Ad Hoc Regression runs during the baseline / major release cycle. 2. 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. - Assumption: 1 run per major release. - Note: This includes only the Major Release regression test runs in the staging environment. 3. 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. - 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. 4. Update the test scripts within the major and minor release automated regression suites as needed to account for intentional design changes that would otherwise generate false negative results. - Assumption: No more than 40% of the regression test scripts need to be updated in this manner. - Note: This includes all scripts that target the CalSAWS core online application, and the CalSAWS FDS and BenefitsCal APIs. 5. Develop new test scripts and/or expand the scope of existing test scripts to provide coverage of Tier 1-3 transactions ("top 80%" by production usage volume). - Assumption: No more than 14 new transactions per release cycle - Note: Script development will trail production assessment by 2 months (ex., January production data is gathered in February; coverage gaps to be closed by end of March)

6. Develop new automated scripts in response to high-priority production defects that are resolved and released through post-24.03 priority or RWR releases.
- Assumption: No more than 4 medium complexity defect / scenarios per release cycle

Outreach Description:

Alternative Procedure Description: Execute all regression testing manually for major and minor version releases.

Operational Impact:

Estimate: **1080**

Automated Test :	1080	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Task Management :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Support :	0	Training :	0
Translation :	0	Virtual Assistant :	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 Consortium Contact:	**Norma Meza**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[CalWORKs/ CalFresh]**	Funding Source ID:	
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:	**11/29/2023**	Other Agency Cross Reference:	

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:

1. Run one time batch EDBC on CalFresh program that meets all the following criteria for come-up month:
a. Active CalFresh person with 'Child Support – Direct' income is also active on CalWORKs program with 'K1' or '3F' aid code for the benefit month.
b. 'Child Support – Direct' income was not used as unearned income in CalFresh budget in the latest authorized EDBC regular.
  Exclude the following cases:
a. The benefit month is past the latest RE due date for the program.
b. 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:
    a. Has 'Child Support – Direct' income for the benefit month.
    b. 'Child Support – Direct' income is not counted in CalFresh EDBC for the benefit month.
    c. Active CalFresh person with 'Child Support – Direct' income is also active on CalWORKs program with 'K1' or '3F' aid code.
    d. 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 Description: User can run EDBC for the impacted case.

Operational Impact:

Estimate: **241**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	25
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	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		

[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 Consortium Contact:	**Laura Chavez**	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 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: N/A

Operational Impact:

Estimate: **260**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	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 Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Task Management :	0	Tech Arch :	30	Tech ForgeRock :	0
Tech Ops :	200	Tech Support :	0	Training :	0
Translation :	0	Virtual Assistant :	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:	**In Assembly Test**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Joseph Nelson**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Laura C. on 12/08/2023

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:
  1. The Lambda authorizer NodeJS version will be upgraded to v18.
  2. The below applications will be functionally regression tested -
  • 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 Procedure Description: NA

Operational Impact:

Estimate: **210**

Automated Test :	20	Batch/Interfaces :	80	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	10	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 :	60	Tech ForgeRock :	0
Tech Ops :	40	Tech Support :	0	Training :	0
Translation :	0	Virtual Assistant :	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:	**In Assembly Test**	Impact Analysis:	**[Other]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Caroline Bui**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[CalWORKs/ CalFresh]**	Funding Source ID:	
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:	**11/17/2023**	Other Agency Cross Reference:	

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 Procedure Description: N/A.

Operational Impact:

Estimate: **71**

Automated Test :	0	Batch/Interfaces :	42	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	17
Task Management :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Support :	0	Training :	0
Translation :	0	Virtual Assistant :	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:	**In Assembly 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:
1. Change all HTML comments to JSP comment for caApplication.
   A). Convert all HTML comments to JSP comments found on the JSP files for the caApplication.
      i). List of impacted JSP files can be found on the attached excel
         spreadsheet (10.31.2023_HTML_Comments_JSP_List.xlsx)

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.

Outreach Description:

Alternative Procedure Description: None

Operational Impact:

Estimate: **1156**

Automated Test :	24	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	24	Bots :	0	CalHEERS :	24
CalHEERS Test :	0	Client Correspondence :	48	Contact Center :	0
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		

[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:	**In Development**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**David Bruhn**	Training Impacted:	**[N/A]**	Funding Source:	**County Purchase**
Project Phase (SCR):	**Production**	Committee:	**[State/Fiscal Reports]**	Funding Source ID:	**County Data Pipeline (SD-02-2023)**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Consortium on 10/16/2023, approval is attached.

Current Design: San Diego Analytics PBDS project needs the Reports to be in sync with CalSAWS Reports with every major release.

Request: Provide necessary support for all the CalSAWS Reports JIRA Items to be moved to San Diego account with the major release.

Recommendation: Provide necessary support for all the CalSAWS Reports JIRA Items to be moved to San Diego account with the major release.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 40

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

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

Team Responsible:	**Batch/Interfaces [24.03]**	Assignee:	**Rositta Raphael**	SPG Status:	**Approved**
Fix Version/s:		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:	**In Assembly Test**	Impact Analysis:	**[Other]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Caroline Bui**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[CalWORKs/ CalFresh]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Review and approved by Caroline Bui 10/11/2023

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	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	28

Task Management :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Support :	0	Training :	0
Translation :	0	Virtual Assistant :	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:	**In Assembly Test**	Impact Analysis:	**[Other]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Caroline Bui**	Training Impacted:	**[N/A]**	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:

Expedite Approval: Review and approved by Caroline Bui 10/11/2023

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 Procedure Description: N/A.

Operational Impact:

Estimate: 19

Automated Test :	0	Batch/Interfaces :	8	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	10
Task Management :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Support :	0	Training :	0
Translation :	0	Virtual Assistant :	0		

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

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:	**Development Complete**	Impact Analysis:	**[Training]**	Outreach Required:	**Yes**
Policy/Design Consortium Contact:	**Rhiannon Chin**	Training Impacted:	**[Job Aid]**	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 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 Procedure Description: None

Operational Impact:

Estimate: 15

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

[CA-267085] Adobe Service Pack 19 upgrade testing

Team Responsible:	**Client Correspondence**	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:	**In Development**	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:

Expedite Approval: Approved by Grady Howe 12/20/2023

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	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	100	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Task Management :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Support :	0	Training :	0
Translation :	0	Virtual Assistant :	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 Consortium Contact:	**Brian Rodgers [X]**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**09/08/2023**	Other Agency Cross Reference:	
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 Description: Continue to run API Developer Portal on older version of NodeJS

Operational Impact:

Estimate: **160**

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

[CA-266751] Build and deployment for the new architecture

Team Responsible:	**Tech Forge Rock**	Assignee:	**Brian Taylor**	SPG Status:	**N/A**
Fix Version/s:	**[24.03]**	Designer Contact:	**Brian Taylor**	Change Type (SCR):	**Enhancement**
Minor Version:	**24.07.XX**	Expedite Changes:	**No**	Estimate:	**6000**
Reporter:	**Nicole Cunningham**	Regulation Reference:		Created:	**08/22/2023 03:50 PM**
Status:	**In Development**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Joseph Nelson**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**09/13/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Laura Chavez on 09/13/2023

Current Design: The current ForgeRock design requires complete redeployment of the environment when either patching servers, updating the application, deploying or updating application clients (such as SAML2, OAuth2, and OIDC), and does not provide flexibility to redeploy a single server in the environment. This design is limiting in its flexibility to address production and non-production issues as well as time consuming for the ForgeRock deployment team.

Request: This request is to update the architecture to address the noted shortcomings in the current design and provide greater flexibility and quicker time-to-implementation for features and application integrations.

Recommendation: Pursue refinements to the development and deployment processes to address the shortcomings. The updates will address the following:

1. Update the usage of auto-scaling groups (ASG) to use pre-installed, pre-configured Amazon Machine Images (AMIs) for repairing unhealthy instances, scaling for capacity and schedule, and deploying configuration and patching updates.

2. Refactor the configuration repository into a static configuration repository and a dynamic configuration repository. The static configuration repository will hold configuration data that provides functionality, such as user journey definition and service configuration. The static configuration repository will not be replicated and will reside, as it does today, as a DS installation on the AM instance. The dynamic repository will be implemented with the Directory Services Core Token Services (DSCTS) store and replicated and shared among AM instances.

Outreach Description:

Alternative Procedure Description: None discussed.

Operational Impact:

Estimate: **6000**

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

Security :	0	Special Project :	0	System Test Support :	0
Task Management :	0	Tech Arch :	0	Tech ForgeRock :	6000
Tech Ops :	0	Tech Support :	0	Training :	0
Translation :	0	Virtual Assistant :	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:	**Development Complete**	Impact Analysis:	**[Training]**	Outreach Required:	**Yes**	
Policy/Design Consortium Contact:	**Norma Meza**	Training Impacted:	**[Job Aid]**	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 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 Procedure Description:
N/A

Operational Impact:

Estimate:
12

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

Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication 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 :	12
Translation :	0	Virtual Assistant :	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 Procedure Description:	N/A
Operational Impact:	
Estimate:	**1489**

Automated Test :	10	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	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		

[CA-259475] IDM, DS, and AM Upgrade to 7.4

Team Responsible:	**Tech Forge Rock**	Assignee:	**Blake Haselberger**	SPG Status:	**N/A**
Fix Version/s:	**[24.03]**	Designer Contact:	**Blake Haselberger**	Change Type (SCR):	**System Operational Enhancement**
Minor Version:	**24.07.XX**	Expedite Changes:	**Start Build**	Estimate:	**240**
Reporter:	**Nicole Cunningham**	Regulation Reference:		Created:	**04/04/2023 04:25 PM**
Status:	**In Development**	Impact Analysis:	**[Security]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Laura Chavez**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**04/24/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Laura Chavez on 4/24/2023

Expedite Approval: Approved by Laura Chavez on 4/24/2023

Current Design: The Tech ForgeRock team is currently on version 7.1 for AM, DS, and IDM. The team is not planning to move to the 7.2 release at this time.

Request: ForgeRock released a new version of Access Management, Directory Services, and Identity Management on April 4, 2023. Version 7.4 was released across these applications and there are currently no impacts to upgrading. The goal is for the Tech ForgeRock team to upgrade AM, DS, and IDM applications to 7.4

Recommendation: Tech ForgeRock will begin to upgrade AM, DS, and IDM to 7.4

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 240

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Task Management :	0	Tech Arch :	0	Tech ForgeRock :	240
Tech Ops :	0	Tech Support :	0	Training :	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 Consortium Contact:	**Pete Quijada**	Training Impacted:	**[N/A]**	Funding Source:	**County Purchase**
Project Phase (SCR):	**Design**	Committee:	**[Tech]**	Funding Source ID:	**KR-01-2023**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
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: n/a

Operational Impact:

Estimate: **48**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	32
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 :	16	Tech ForgeRock :	0

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

Expedite Approval: Approved by Pete on behalf of Laura on 3/21/2023

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	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0

Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Task Management :	0	Tech Arch :	65	Tech ForgeRock :	0
Tech Ops :	0	Tech Support :	0	Training :	0
Translation :	0	Virtual Assistant :	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:

Expedite Approval: Approved by Pete on behalf of Laura on 3/21/2023

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	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0

Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Task Management :	0	Tech Arch :	65	Tech ForgeRock :	0
Tech Ops :	0	Tech Support :	0	Training :	0
Translation :	0	Virtual Assistant :	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:

Expedite Approval:

Current Design: Approved by Pete on behalf of Laura on 3/21/2023

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	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0

Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	Pod :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Task Management :	0	Tech Arch :	65	Tech ForgeRock :	0
Tech Ops :	0	Tech Support :	0	Training :	0
Translation :	0	Virtual Assistant :	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:	**In Assembly Test**	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):	**Production**	Committee:	**[Fiscal]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	**CA-236332**
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	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	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 Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	36
Task Management :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Support :	0	Training :	0
Translation :	0	Virtual Assistant :	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:	**In Assembly Test**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**		
Policy/Design Consortium Contact:	**Adelaide Mendoza**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**		
Project Phase (SCR):	**Production**	Committee:	**[GA/GR]**	Funding Source ID:			
Consortium Review Approval:		Approved by Committee:	**11/22/2023**	Other Agency Cross Reference:			
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: N/A

Operational Impact:

Estimate: **284**

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

[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:	**In Assembly Test**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Gingko Luna**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[RDB]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Karen J Rapponotti on 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: N/A

Operational Impact:

Estimate: **111**

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

[CA-245578] Secrets Manager Implementation

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:	**24.07.XX**	Expedite Changes:	**No**	Estimate:	**200**
Reporter:	**Nicole Cunningham**	Regulation Reference:		Created:	**05/16/2022 05:36 PM**
Status:	**In Development**	Impact Analysis:	**[Security]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Haikaz (Mike) Tombakian**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
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:

Approved by Haikaz Tombakian on 5/16/2022

Expedite Approval:

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

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

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

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **200**

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

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

Team Responsible:	**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 Consortium Contact:	**Adelaide Mendoza**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Documentation**	Committee:	**[GA/GR]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**03/30/2023**	Other Agency Cross Reference:	
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 Procedure Description: N/A

Operational Impact:

Estimate: 52

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

Translation : 0   Virtual Assistant : 0