

CalsAWS

California Statewide Automated Welfare System

Design Document

CA-216700

Add M40-125C SAR- Denial of Restoration
(Incomplete Semi-Annual Report)

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Smit Shah
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
18/09/2023	1.0	Initial Draft	Smit Shah

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1 OVERVIEW

The purpose of this design is to add M40-125C SAR as Notice and Form in English and available threshold languages.

1.1 Current Design

Currently, CalSAWS does not have M40-125C SAR- Incomplete Semi-Annual Report (SAR7) Denial Restoration notice and template repository form.

1.2 Requests

1. Add M40-125C SAR Form to CalSAWS in English and available threshold languages in template repository.
Languages Include: English, Spanish, Chinese, Russian
2. Add M40-125C SAR NOA to CalSAWS in English and available threshold languages and automate through EDBC.
Languages Include: English, Spanish, Chinese, Russian

1.3 Overview of Recommendations

Add M40-125C SAR to CalSAWS in English and available threshold languages.
Template Repository and Automate through EDBC

1. Add new M40-125C SAR NOA Reason
2. Add new M40-125C SAR NOA Action

1.4 Assumptions

1. There will be no variable population on M40-125C SAR template repository Form (aside from the standard header, footer information and NA BACK9).
2. All fields (blank or prepopulated) will be editable.
3. Supporting Documents section references attachments found on Jira.

2 RECOMMENDATIONS

2.1 Add M40-125C SAR to Template Repository

2.1.1 Overview

Add M40-125C SAR to template repository in English and other available threshold languages.

State Form: M40-125C SAR (04/16)

Programs: CalWORKs, RCA

Forms Category: NOA

Template Repository Visibility: All Counties

Existing Languages: N/A

Template Description: Notice of Action Incomplete Semi-Annual Report (SAR7) Denial of Restoration

Imaging Form Name: Incomplete SAR 7 Denial of Restoration

Imaging Document Type: Notification/NOA

Imaging Case/Person: Case

2.1.2 Form Verbiage

Create M40-125C SAR XDP

A new XDP will be created for the M40-125C SAR to Template Repository.

The form will have 2 impressions. The first impression will consist of M40-125C SAR with the standard header. The second impression will be having NA BACK9.

Threshold Languages: English, Spanish, Chinese*, Russian.

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

Form Header: CalSAWS Standard Header (HEADER_1_EN)

Form Number: M40-125C SAR

Include NA Back 9: Yes

Form Mockups/Examples: See supporting document #1

2.1.3 Form Variable Population

M40-125C SAR Form does not require any variable population.

2.1.4 Form Generation Conditions

1. Add M40-181F/NA 200 to Template Repository

Add M40-125C SAR to template repository.

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

2. Add Form Control

Add an imaging barcode for M40-125C SAR.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

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

The following are the print and mailing requirements for the M40-125C SAR.

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

Mailing Options:

Mailing Options	Option for M40-125C SAR
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	Same Day Priority

Additional Options:

Requirement	Option for M40-125C SAR
Post to Self-Service Portal	Y

2.2 Add new M40-125C SAR NOA Reason Fragment

2.2.1 Overview

Create new reason fragment when a recipient requests restoration of aid after a discontinuance for failure to submit a complete SAR 7 in the submit month.

State Form/NOA: M40-125C SAR (04/16)

NOA Template: CW_NOA_TEMPLATE (Fragment ID: 3026)

Programs: CalWORKs, RCA

Action Type: Deny/Restoration

Fragment Level: Program

Repeatable: No

Include NA Back 9: Yes

Forms/NOAs Generated with this NOA: N/A

Languages: English, Spanish, Chinese, Russian

2.2.2 Create Reason Fragment XDP

The new Incomplete Semi-Annual Report (SAR7) Denial of Restoration fragment XDP will be created.

NOA Mockups/Examples: See supporting document #2

Reason Fragment	Action Fragment	Message Fragment
<p>You submitted a SAR7 report form, but it was incomplete. The SAR7 report form isn't complete because: <NA960Y_Incomplete_Reason ></p> <p>The rule says that if you submit a complete SAR7 before the end of the month after your cash aid has stopped for not turning in a complete SAR7 the county may restart your cash aid on the day the complete SAR7 is received</p>	<p>The County has denied your request for restoration of cash aid dated < EffectiveDenialDate >.</p>	<p>Use Existing Message: (CW_DN_MESSAGE5)</p> <p>Medi-Cal: This notice DOES NOT change or stop Medi-Cal Benefits. Keep using your plastic Benefits Identification Card(s). You will get another notice telling you about any changes to your health benefits.</p> <p>CalFresh: This notice DOES NOT stop or change your CalFresh benefits. You will</p>

without asking for a new application if you are still eligible.		get a separate notice telling you about any changes to your CalFresh benefits.
If you request restoration of aid after the deadline you will need to submit a new application.		Receiving Medi-Cal and/or CalFresh only DOES NOT count against your cash aid time limits.

2.2.3 Add Reason Fragment Generation

The M40-125C should be triggered when the request for Restoration has been denied after failure to provide a complete SAR7 in the submit month and a NA 960Y was generated on the case.

Incomplete Reason that needs to be populated on M40-125C SAR which is the same value that is being populated on NA960Y SAR. Refer section 2.2.4 for incomplete reasons.

Ordering on NOA: The Action Fragment will be generated first followed by reason fragment and lastly message fragment.

2.2.4 Add Reason Fragment Variable Population

The variable population logic for this reason fragment will be as follows:

Variable Name	Population	Formatting*
<NA960Y_Incomplete_Reason >	Populate the incomplete reason that displays on NA 960 Y	Arial Font Size 10

The Incomplete reasons that display on NA960Y given below:

S.No	Incomplete Reason
1	Failed to Return Complete SAR73
2	Blank
3	Disabled Information Missing
4	Expenses Information Missing
5	Form Contains Conflicting Info

6	Income Information Missing
7	Pregnancy Info Missing
8	Living Situation Info Missing
9	Signed-No boxes checked
10	Other Changes Info Missing
11	No signature
12	Failed to Return Complete SAR72

2.2.5 Add Regulations for the new Reason.

The new Incomplete Semi-Annual Report (SAR7) Denial of Restoration has the following regulations associated and is generated on the NOA:

New Regulations: MPP 40-103.54, 40-125.94, 40-181.24, 40-181.25

2.2.6 Add NOA Title and Footer Reference

The following are the references that will be included for the new incomplete Semi-Annual Report (SAR7) Denial of Restoration reason fragment:

NOA Reference on Document List Page: Incomplete Semi-Annual Report (SAR7) Denial of Restoration

NOA Title: NOTICE OF ACTION, CALWORKS DENIAL (*Existing Title*)

NOA Footer: M40-125C SAR (04/16)

NOA Footer Requires Translations: No

2.3 Add new M40-125C SAR NOA Action Fragment

2.3.1 Overview

Create a new Action Fragment for M40-125C SAR.

State Form/NOA: M40-12 SAR (04/16)

Program(s): CalWORKs, RCA

Action Type: Deny

Fragment Level: Program

Repeatable: No

Languages:

English, Spanish, Chinese, Russian

2.3.2 Create Action Fragment XDP

Create a new action fragment for the M40-125C SAR state form.

NOA Mockups/Examples: See supporting document #2

Description	Text	Formatting*
Static	The County has denied your request for restoration of cash aid dated_____.	Arial Font Size 10

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

2.3.3 Add Action Fragment Generation

This action fragment will generate with only the new reason fragment from section 2.2.

Ordering on NOA: This will be the first fragment generated on the NOA. (Refer section 2.2.3)

2.3.4 Add Action Fragment Variable Population

The variable population logic for this action fragment will be as follows:

M40-125C SAR Action Fragment Variable Population

Variable Name	Population	Formatting*
1. <EffectiveDenialDate>	Populate with the effective denial date. Ex: "MM/DD/YYYY"	Arial Font Size 10

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Forms	M40-125C Template Repository English mockup	M40-125C SAR Template Mockup.pdf
2	NOA	M40-125C NOA English mockup	M40-125C SAR NOA Mockup.pdf
3	Translations	Verbiage Translations	CA-216700 Fragments Translation.xlsx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	<p>CalSAWS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <ul style="list-style-type: none">a. Appointment notices.b. Redetermination, Recertification, and/or Annual Agreement notices and forms.c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);d. Periodic reporting notices:e. Contact letters.f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site.g. Information notices and stuffers.h. Case-specific verification/referral forms.i. GR Vendor notices.k. Court-mandated notices, including Balderas notices.l. SSIAP appointment notices.m. Withdrawal forms.n. COLA notices.o. Time limit notices.p. Transitioning of aid notices.q. Interface triggered forms and notices (e.g., IFDS, IEVS).r. Non-compliance and sanction notices.s. Benefit issuance and benefit recovery forms and notices, including reminder notices.t. Corrective NOAs on State Fair Hearing decisions.u. CSC paper ID cards with LRS-generated access information; andv. CSC PIN notices.	M40-125C SAR Incomplete Semi-Annual Report (SAR7) Denial of Restoration is being added as notice and form in English and available threshold languages.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-240242

Add VET Address for Migrating counties to form
CW 5

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Maria Jensen, Farhat Ulain, Manisha Chatterjee
	Reviewed By	Tiffany Huckaby

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
01/10/2024	0.1	Initial Draft	Manisha Chatterjee

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1 OVERVIEW

This effort will update the functionality around the State form CW 5 to ensure it is being mailed out to the correct recipient.

1.1 Current Design

The State form CW 5 does not have a Mailing address for Migration counties. Currently this form is generated while saving the Military/Veterans Detail page and via Template Repository. When the form is Printed Centrally, it reaches to the Print Vendor and is returned, as it does not have any mailing address on the form.

1.2 Requests

1. Add 'Generate CW 5' button to the Military/Veterans Detail page.
2. Update the Military/Veterans Detail page logic.
3. The form is requested to be mailed to VET address.
4. Insert the veteran's office address for the migration counties in DOC_DATA table.
5. Update CW 5 form generation logic from Military/Veterans Detail page and Template Repository.

1.3 Overview of Recommendations

1. Add 'Generate CW 5' button on the Military/Veterans Detail page.
2. The form is requested to be mailed to VET address.
3. Insert the veteran's office address for the migration counties in DOC_DATA table.
4. Update CW 5 form generation logic from Military/Veterans Detail page and Template Repository.

1.4 Assumptions

1. Per existing functionality, a GEN 1365 is included in the same envelope with the English version of the form/NOA when the participant's primary language is a language other than the currently supported languages for the form/NOA.
2. Fields not modified within the description of changes will retain their current functionality.
3. Currently Los Angeles County has its veteran's office address added in the system. Through this SCR, CW 5 form generation logic for the county from Military/Veteran's Detail page will be modified similar to the migration counties.

2 RECOMMENDATIONS

2.1 Military/Veterans Detail

2.1.1 Overview

This page allows the user to add, edit, or view detailed military/veterans' information for an individual associated to a case. Upon clicking on Save and Return, the page triggers the Form CW 5 and sends it to central printing. Since the page doesn't save the veteran's office address, the Form CW 5 is not being mailed out. This change will update the page logic to generate the form only when there is a veteran's office address provided by the county.

2.1.2 Military/Veterans Detail – Mockups

Military/Veterans Detail

* - Indicates required fields

ImagesGenerate CW 5EditClose

Name: *
Veteran, Military 23F

Type:
Military/Veteran

Enlistment Date: *
05/16/2023

Branch:

Active:

Serial #:

Discharge Date:

Honorable Discharge:

VA Claim #:

Verified: *
Verified View

VA Contract

Begin Date:
10/01/2023

End Date:
10/28/2023

VA Referral Received Date: TRICARE:
10/27/2023

ImagesGenerate CW 5EditClose

Figure 2.1.2-1 – Military/Veterans Detail Page-View Mode

Military/Veterans Detail

*- Indicates required

Images

Save

Cancel

Name: *

Veteran, Military 23F

Type:

Military/Veteran

Enlistment Date: *

Branch:

Active:

Serial #:

Discharge Date:

Honorable Discharge:

VA Claim #:

Verified: *

Verified

View

VA Contract

Begin Date:

End Date:

VA Referral Received Date:

TRICARE:

Images

Save

Cancel

Figure 2.1.2-2 – Military/Veterans Detail Page – Edit Mode

2.1.3 Description of Change

- Add a 'Generate CW 5' button to the page as displayed in figure 2.1.2-1.
 - 'Generate CW 5' button will be displayed only in View mode.
 - Clicking on the 'Generate CW 5' button will display a popup form for the user to select printing option.
 - When clicking on 'Generate CW 5' button, the most recent veteran's office address will be linked to the form CW 5.
 - 'Generate CW 5' button will be displayed only for the counties who provided the veterans service office address.
- Remove the Save and Return button from the page.

Note: It will remove the functionality that generates the form CW 5 upon clicking on Save and Return button.
- Add a Save button to the page as displayed in the figure 2.1.2-2.
 - This button will be displayed in Edit and Create modes and will save the record upon clicking on it.
- Remove the functionality that generates the form CW 5 upon clicking on 'Save and Add Another' button.

Note: The Save and Add Another button will remain to the page in Create mode. Upon clicking, user will be able to save and add another record.

2.1.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** Military/Veteran

2.1.5 Security Updates

The 'Generate CW 5' will follow the existing security rights of the page.

2.1.6 Page Mapping

Update page mapping for the Military/Veterans Detail page.

2.1.7 Accessibility

The following accessibility enhancement has been identified:

- Id attribute value must be unique.

2.1.8 Page Usage/Data Volume Impacts

N/A

2.2 Insert into DOC_DATA table

2.2.1 Overview

The Veteran's office addresses for the migration counties will be inserted into the DOC_DATA table.

2.2.2 Description of Change

- The Veteran's office addresses will be inserted into DOC_DATA table for the counties who have already provided their addresses at the time of implementation. Please refer to the excel attached in JIRA (Migrating CVSO Address-March2023.xlsx). For the counties, who have not provided the addresses, the user can go to Admin Tools→Admin-->Correspondence page and add the veteran's office address manually. Please refer to Fig 1 below.

Fig 1:

Correspondence List

Search Results Summary Results 1 - 25 of 238

1 2 3 4 5 6 7 8 9 10 Next

Display

From: To:

View Add

Type	Organization Name	Address	Begin Date	End Date	
					Edit
					Edit
					Edit

- For the counties who have not provided the veteran's office name in the excel but have provided only the veteran's office address, the office name will be used as 'Veterans Service Office' to insert into DOC_DATA table.

Tech Note:

Create a record in CT257 table with code 'VET' to use it as office_type_code in DOC_DATA table for insertion of the veteran's addresses and the user can select this type in Admin Correspondence page while manually adding the address. In the DOC_DATA table, there will be only one address per county at the time of implementation. If there is any update in the address, previous record will be end-dated and a new record will be inserted with high_date.

2.3 Update Form CW 5

2.3.1 Overview

Form CW 5 (ID: 5109) is used to refer applicants or recipients to the County Veterans Service Office. The form will be mailed to the Counties Veteran's office.

Currently the form cannot be mailed to the recipient if it was generated for a County without a VET address.

State Form: CW 5 (07/01)

Current Programs: CAPI, CalWORKs, CalFresh, General Assistance/General Relief, Medi-Cal, NACF (Non-Assistance CalFresh), RCA (Refugee Cash Assistance)

Current Attached Form(s): None

Current Forms Category: Forms

Current Template Repository Visibility: All Counties

Existing Languages: English, Spanish, Cambodian, Chinese, Russian, Vietnamese

2.3.2 Form/NOA Verbiage

There will be no updates to the form verbiage.

2.3.3 Form/NOA Variable Population

There will be no updates to the form's variable population.

2.3.4 Form/NOA Generation Conditions

CW 5 will only generate from Template Repository and Military/Veterans Detail page. There is no batch trigger for CW 5.

1. Updates to Form Generation

- If the county has provided its veteran's office address, 'Generate CW 5' button will be visible on Military/Veterans Detail page as mentioned in the recommendation 2.1.3 and on clicking the button, CW5 form will open as a pop-up.

Tech note: In this scenario when the county's veteran's office address is present, then ORG_ID will be inserted into GENERATE_DOC records. For inserting into GENERATE_DOC, see DocTriggerManagerImpl.addToGenerateDoc(). Remove the Doc Trigger for CW 5 form in MilitaryServiceController.triggerSpecialVeteranDocuments(). Central printing and bundling jobs will be the same for CW5 as other forms.

- If the county has not provided the veteran's office address, 'Generate CW 5' button will not be visible on the Military/Veterans page as mentioned in the recommendation 2.1.3.

New Program Generation: N

Updates to Attached Form(s): N

2. Add/Update Form to Template Repository

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

- If veteran's office address is available for the county in DOC_DATA table, the user can click on 'Generate Form' button in Document Parameters page in Template Repository to generate the CW5 form.

Tech note:

In this scenario when the county's veteran's office address is present, then ORG_ID will be inserted into GENERATE_DOC records. For inserting into GENERATE_DOC, see DocTriggerManagerImpl.addToGenerateDoc(). Central printing and bundling jobs will be the same for CW5 as other forms.

- If veteran's address is not available for the county in the DOC_DATA table, a new validation error message will be thrown in the when the user clicks on 'Generate Form' button in Document Parameters page in Template Repository, stating "Veteran's office address is not available for the county. Please add the address and try again."
- The user can add the address manually through Admin Tools-->Admin→Correspondence page (as mentioned in section 2.2) and try generating the form. If the user doesn't add the address, they can use the 'Generate Blank Template' option in Document Parameters page to fill the CW5 form manually.

3. Update Form Print/Mailing Options

The mailing options are updated for the form.

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

Mailing Options:

Mail-To (Recipient): Veteran's office address from DOC_DATA table

Mailed From (Return): Sending Office

Mail-back-to Address: N/A

Outgoing Envelope Type: Standard

Return Envelope Type: N/A

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Forms	VET Mailing Addresses for Migration Counties	Migrating CVSO Address-March2023.xlsx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.2.3 CAR-1225	The CalSAWS shall include a method for sending correspondence to a variety of addresses, including: a. Mailing address; b. Residential address; c. Authorized representative address; d. Protective payee address; e. Long Term Care facility address; f. Contractor or Vendor address; and g. Others as identified.	This SCR will update form CW 5 in the CalSAWS system, in order to no longer cause returned mail at the Print center.



California Statewide Automated Welfare System

Design Document

CA-250013

Add Available Translations for TEMP NA 1238 to CalSAWS

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Viyyapu Gayatri
	Reviewed By	Ravi Gupta

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/14/2023	1.0	Initial Draft	Gayatri V

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1 OVERVIEW

The purpose of this SCR is to add TEMP NA 1238(4/23) to CalSAWS for available threshold languages.

1.1 Current Design

Currently TEMP NA 1238(7/04) is available in English and Spanish in CalSAWS.

1.2 Requests

Update existing threshold languages and add new threshold languages to TEMP NA 1238-EBT CalFresh Account Adjustment - Denial to CalSAWS.

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

1.3 Overview of Recommendations

Update existing threshold languages and add new threshold languages to TEMP NA 1238-EBT CalFresh Account Adjustment - Denial to CalSAWS.

And make translations available in the template repository.

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

1.4 Assumptions

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

2 RECOMMENDATIONS

2.1 Add Available Translations for TEMP NA 1238 to CalSAWS

2.1.1 Overview

The form TEMP NA 1238 will be added to the CalSAWS Template Repository in available threshold languages.

State Form: TEMP NA 1238(4/23)

Programs: CalFresh

Attached Forms: N/A

Forms Category: NOA

Template Repository Visibility: All Counties

Form Title (Document List Page Displayed Name):

CalFresh Notice of Action EBT Account Adjustment

Imaging Form Name: CF NOA EBT Account Adjustment

Imaging Document Type: Electronic Benefit Transfer (EBT)

Imaging Case/Person: Case

Existing Languages: English and Spanish

2.1.2 Form Verbiage

Add Available Translations for TEMP NA 1238 to CalSAWS.

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

Form Header: CalSAWS Standard Header (HEADER_1_EN)

Include NA Back 9: Yes

Form Mockups/Examples: See supporting documents #1

2.1.3 Form Variable Population

Field Mappings: Use the same field mappings as the English Form for population logic.

2.1.4 Form Generation Conditions

The TEMP NA 1238 form will be generated through only Template Repository.

Update Dynamic Form generation batch job (Batch Sweep Job: PI19F413) to generate the TEMP NA 1238 (4/23) form in existing and newly added threshold languages.

Tech Note: Update CT942_236

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

Form Print Options and Mailing Requirements

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

Print Options:

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

Mailing Options:

Mailing Options	Option TEMP NA 1238
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A

Form Control

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Additional Options:

Requirement	Option for TEMP NA 1238 Form
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
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1	Correspondence	TEMP NA 1238 Available Languages	TEMP_NA_1238_Arabic.pdf TEMP_NA_1238_Cambodian.pdf TEMP_NA_1238_Chinese.pdf TEMP_NA_1238_English.pdf TEMP_NA_1238_Farsi.pdf TEMP_NA_1238_Hmong.pdf TEMP_NA_1238_Korean.pdf TEMP_NA_1238_Lao.pdf TEMP_NA_1238_Russian.pdf TEMP_NA_1238_Spanish.pdf TEMP_NA_1238_Tagalog.pdf TEMP_NA_1238_Vietnamese.pdf
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4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR- 1239	<p>CalSAWS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <ul style="list-style-type: none"> a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; 	TEMP NA 1238 (4/23) is being Added in existing and newly added threshold languages to CalSAWS.

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

Design Document

CA-250346

Add Available Translations for CW 2218 to
CalSAWS

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Mamata Sasumana
	Reviewed By	Nagesha S

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/19/2024	1.0	Initial Draft	Mamata Sasumana

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1 OVERVIEW

This effort will add Available CDSS Translations for CW 2218 in CalSAWS.

1.1 Current Design

Currently, CW 2218 (3/22) - Rights, Responsibilities and other Important Information for the CalWORKs Program is only available in English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Vietnamese Language in CalSAWS.

1.2 Requests

Add CW 2218 (3/22) - Rights, Responsibilities, and other Important Information for the CalWORKs Program in available threshold languages to CalSAWS.

Languages Include: Arabic, Farsi, Hmong, Lao, and Tagalog.

1.3 Overview of Recommendations

CW 2218 (3/22) - Rights, Responsibilities, and other Important Information for the CalWORKs Program to CalSAWS in following threshold languages: Arabic, Farsi, Hmong, Lao, and Tagalog.

1.4 Assumptions

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

2 RECOMMENDATIONS

2.1 Add Available Threshold Languages to CW 2218 to CalSAWS

2.1.1 Overview

This section will cover the requirements for adding the CW 2218 forms in available threshold languages.

State Form: CW 2218 (3/22)

Current Programs: CalWORKS

Current Forms Category: Forms

Current Template Repository Visibility: All counties

Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Vietnamese

Template Description: This is Rights, Responsibilities and other Important Information for the CalWORKs Program (Non-needy Caretaker Relative with Relative Foster Child). This form is user initiated from the repository and it's revised to reflect the new MFG rule in SCR# 45445.

Form Name: Rights, Responsibilities, and other Important Information for the CalWORKs Program

Imaging Form Name: Right, Responsibility, Important Info CW

Imaging Document Type: Rights and Responsibilities

Imaging Case/Person: Case

2.1.2 Form Verbiage

Create CW 2218 XDP's for Threshold Languages

Threshold Languages: Arabic, Farsi, Hmong, Lao, and Tagalog.

Form Mockups/Examples: See Supporting Documents #1

Form Header: CalSAWS Standard Header #1

Form Number: CW 2218

Include NA BACK 9: No

2.1.3 Form Variable Population

Field Mappings: Use the same field mappings as the English Form for population logic.

2.1.4 Form Generation Conditions

CW 2218 is available from Template Repository.

Form Print/Mailing Options

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

Print Options:

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

Mailing Options:

Mailing Options	Option for CW 2218
Mail-To (Recipient)	N/A
Mailed From (Return)	N/A
Mail-back-to Address	N/A
Outgoing Envelope Type	N/A
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	N/A

Form Control:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Additional Options:

Requirement	Option for CW 2218 Form
Post to Self-Service Portal	Y
Telephonic Signature	Y
Electronic Signature	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	CW 2218 – 5 Threshold Languages	CW_2218_AR.pdf CW_2218_FA.pdf CW_2218_HM.pdf CW_2218_LA.pdf CW_2218_TA.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	<p>The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <ul style="list-style-type: none">a. Appointment notices;b. Redetermination, Recertification, and/or Annual Agreement notices and forms;c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);d. Periodic reporting notices;e. Contact letters;f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;g. Information notices and stuffers;h. Case-specific verification/referral forms;i. GR Vendor notices;k. Court-mandated notices, including Balderas notices;l. SSIAP appointment notices;m. Withdrawal forms;n. COLA notices;o. Time limit notices;p. Transitioning of aid notices;q. Interface triggered forms and notices (e.g., IFDS, IEVS);r. Non-compliance and sanction notices;s. Benefit issuance and benefit recovery forms and notices, including reminder notices;t. Corrective NOAs on State Fair Hearing decisions;u. CSC paper ID cards with LRS-generated access information; andv. CSC PIN notices.	CW 2218 is being added in available threshold Languages.



California Statewide Automated Welfare System

Design Document

CA-252840

Add NOA Fragments in Threshold Languages for
CalWORKS NOA Generation (M42-101B & M42-
101C)

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Rakesh Nalluru
	Reviewed By	Ramya YK

DATE	DOCUMENT VERSION	REVISION DESCRIPTION kkk	AUTHOR
12/20/2023	1.0	Initial Document	Rakesh Nalluru

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1 OVERVIEW

The purpose of this change is to Add Missing Threshold languages for M42-101B & Updating the existing threshold languages for M42-101C NOAs.

1.1 Current Design

Currently M42-101B NOA is available in English, and Spanish to CalSAWS & M42-101C NOA is available in English, Spanish and few Threshold Languages in CalSAWS.

1.2 Requests

1. Add new threshold languages for Not Meeting Child Age Rule with reason code A361C.
2. Update the existing threshold languages for Not Meeting Child Age Rule with a reason code A361T.

1.3 Overview of Recommendations

1. Add new threshold languages for Not Meeting Child Age Rule with reason code A361C.
Languages included: Chinese, Russian and Vietnamese
2. Update the existing threshold languages for Not Meeting Child Age Rule with a reason code A361T.
Updating Languages included: Spanish, Chinese, Russian and Vietnamese

1.4 Assumptions

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

2 RECOMMENDATIONS

2.1 Add threshold Languages for the Not Meeting Child Age Rule with reason code A361C

2.1.1 Overview

Add new threshold languages for Not Meeting Child Age Rule NOA reason Fragments in CalSAWS.

Reason Fragment Name and ID: CW_CH_CHILD_AGE_RULE_VIOL_A361 (Fragment ID: 6241)

State Form/NOA: M42-101B (11/2014)

Current NOA Template: CW_NOA_TEMPLATE (ID: 3026)

Current Program(s): CalWORKs

Current Action Type: Change

Currently Repeatable: No

Include NA Back 9: Yes

Current Forms/NOAs Generated with this NOA:

BUDGT_CW_APPROVAL_SAR (ID: 1289)

Existing Languages: English, Spanish

2.1.2 Form/NOA Verbiage

Create threshold fragment xdps for NOA reason.

Add Threshold languages: Chinese, Russian, Vietnamese

NOA Mockups/Examples: Supporting Documents #

2.1.3 Form/NOA Variable Population

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

2.1.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

2.2 Update the existing threshold Languages for the Not Meeting Child Age Rule with reason code A361T

2.2.1 Overview

Update the existing threshold languages for Not Meeting Child Age Rule NOA reason Fragments in CalSAWS.

Reason Fragment Name and ID: CW_TN_CHILD_AGE_RULE_VIOL_A361
(Fragment ID: 6240)
State Form/NOA: M42-101C (11/2014)
Current NOA Template: CW_NOA_TEMPLATE (ID: 3026)
Current Program(s): CalWORKs
Current Action Type: Termination
Currently Repeatable: No
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: N/A
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese.

2.2.2 Form/NOA Verbiage

Updating threshold fragment xdfs for NOA reason.

Updated Threshold languages: Spanish, Chinese, Russian, Vietnamese

NOA Mockups/Examples: Supporting Documents #

2.2.3 Form/NOA Variable Population

Field Mappings: Use the same field mappings as the English, Spanish and remaining threshold languages for existing population logic.

2.2.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.	Correspondence	Not Meeting Child Age Rule with reason code A361C	Fragments_verbiage.xlsx M42-101B_Chinese.pdf M42-101B_Russian.pdf M42-101B_Vietnamese.pdf
2.	Correspondence	Not Meeting Child Age Rule with reason code A361T	Fragments_verbiage.xlsx M42-101C_Spanish.pdf M42-101C_Chinese.pdf M42-101C_Russian.pdf M42-101C_Vietnamese.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers;	A361C, A361T Reason Codes are added in threshold languages.

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

Design Document

CA-253426 ACL 23-13 Update EBT 2259 – Revised
Electronic Benefit Theft Replacement Form and
Policy

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jennifer Muna, Eric Wu, Phong Xiong
	Reviewed By	Connie Buzbee, Dymas Pena, Caroline Bui, Norma Meza, Claudia Pinto, Gloria Williams, William Baretsky, Sarah Rich, Justin Dobbs, Vallari Bathala, Gillian Bendicio, Melissa Mendoza

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/13/2023	1.0	Initial version	Jennifer Muna, Eric Wu, Phong Xiong
12/21/2023	2.0	Updated mockups and added additional description of changes for page functionality per BA feedback	Eric Wu
12/21/2023	3.0	Updated section 2.7.3 to clarify the date of approval population logic	Phong Xiong
01/03/2024	4.0	Updated document per Committee feedback	Jennifer Muna, Eric Wu
01/04/2024	5.0	Updated Food section by removing EBT Replacement Review NOA button per Committee feedback	Jennifer Muna, Eric Wu
01/09/2024	6.0	<ul style="list-style-type: none"> Updated variable population logic for WI 10072B Added the Print/Mailing requirements of EBT 2259 Removed Spanish as language for the 3 EBT Replacement NOAs. Translations not yet provided by CDSS. 	Phong Xiong

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1 OVERVIEW

This SCR outlines the necessary modifications for updating the EBT 2259 form, updating corresponding Notices of Action, adding online functionality for EBT 2259, and enabling a functionality for customers to submit the form from the Self-Service Portal (SSP). All County Letter (ACL) 23-13 and 23-92, were published with updated policy and revised Form/NOA(s) associated to the EBT 2259 – Report of Electronic Theft of Benefits.

1.1 Current Design

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

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

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

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

1.2 Requests

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

1.3 Overview of Recommendations

1. Update CalSAWS Forms API by creating a new endpoint(s) that will generate the EBT 2259 and/or EBT 2259A form in PDF format, map the recipient's form values to the PDF, and upload the PDF to the imaging system.
2. Create an API that will save the EBT 2259 form details in the new EBT page(s).
3. Create an automatic Journal Entry when a EBT 2259 and/or EBT 2259A form is received via the API.
4. Create an Automated Action when a EBT 2259 form is received from the Self-Service Portal to reissue a new EBT card.
5. Create new EBT page(s) in CalSAWS to display the EBT 2259 information entered by the worker or created through the Self-Service Portal API.
6. Update the WI 10072A - EBT Replacement Approval NOA in English and Spanish to the latest State version.
7. Update the WI 10072B - EBT Replacement Review NOA in English and Spanish to the latest State version.
8. Update the M44-350K - EBT Replacement Denial NOA in English and Spanish to the latest State version.

1.4 Assumptions

1. Per ACL 23-92, the Report of Electronic Theft of Benefits (EBT 2259/EBT 2259A) form will only be applicable for customer's that have a Food and/or Cash aid cases. Self-Service Portal (SSP) currently only supports CalWORKs program for cash assistance. Recipients who are on other cash aid programs not supported by SSP has the option to submit a paper form to their case worker or submit the form via Document Upload.
2. Any benefits issued through an EBT Card can be replaced through the EBT Theft replacement process. Per policy, TNB and SNB benefits should not be replaced if skimmed or scammed.
3. The State Unique Identifier (SUID) will be passed to BenefitsCal from CalSAWS to tie the active Account number for the case via Case Inquiry API. This SUID will be returned to CalSAWS when an EBT 2259 form is submitted by the customer from their Self-Service Portal account.
4. EBT 2259 Form fields character length will remain unchanged. CalSAWS new EBT Theft page and new EBT Theft API will not have the same field length restrictions to accommodate County processing and documentation.
5. When submitted via the Forms API, the 'Transactions' section of the EBT 2259 form can allow up to 5 entered rows of information. However, the EBT Theft API will be able to receive and store more than 5 transactions on the EBT Theft Detail page. CA-271470 logged as a future enhancement to enable the 'Transaction' table in the EBT 2259 form to be dynamic.
6. EBT Theft record entry in CalSAWS will depend on the county's business process when an EBT 2259 form is received via paper submission in-person, mail-in, or document upload. Workers are not required to create a EBT theft record in the CalSAWS system.
7. Upon generating the EBT Replacement Denial Notice (M44-350K) from the EBT Theft page, the 'Denial Reason(s)' of 'Request to replace SNB benefits' and

'Request to replace SNB benefits' verbiage are county use only and will not display as part of the Notice reasons. The M44-350K will not be updated to include the denial reasons above.

8. Per CDSS response in CRPC 2372, a customer would need to submit separate EBT 2259 forms for skimmed and/or scammed benefits. This would require one EBT 2259 form for skimmed benefits and one EBT 2259/EBT 2259A for scammed benefits. **Note:** EBT 2259A is required if Cash benefits were scammed.
9. CalSAWS counties will be able to configure a Document Routing Rule task based on the EBT 2259 document type.
10. There are no changes to the NOAs unless otherwise specified in this design document.
11. Address information saved on the EBT Theft Detail page will not go through address normalization – the process of checking/converting address into standardized format.
12. CA-270709 will implement the threshold languages of the EBT notices and EBT 2259 as a future effort.

2 RECOMMENDATIONS

2.1 EBT Theft List Page

2.1.1 Overview

The EBT Theft List Page will allow users to add/create, edit, and view the list of all EBT Theft Detail records that are created in CalSAWS or received from the Self-Service Portal when customers report EBT electronic theft.

2.1.2 EBT Theft List Page Mockup

EBT Theft List

*- Indicates required fields Close

From: **To:** **Status:**

Results per Page: View

Add

Recipient	Received Date	Status	Card Cancelled	Created By	
Doe, John 18M	10/24/2023	Pending	Yes	12345	Edit

Add

Close

Figure 2.1.1 – EBT Theft List Page

2.1.3 Description of Changes

1. Create a new EBT Theft List page that will be visible to users with the "EBTTheftListView" security right.
2. Users will be able to navigate to this page from the "EBT Theft List" on left-hand sidebar under the Case Summary context. The link will be available above the "Issuance History". The page will display all EBT Theft Detail records associated with the case.
3. The first section of the page includes the following:
 - a. From:
 - i. This is a date field that allow users to filter the results in this page based on Received Date. The page will display records with Received Date on or after the specified date.
 - b. To:

- i. This is a date field that allow users to filter the results in this page based on Received Date. The page will display records with Received Date on or before the specified date.
- c. Status:
 - i. This is a drop-down field that allow users to filter the results in this page based on Status. It will default to 'Pending' and displays EBT Theft Detail records in such status when users first visit the page.
 - ii. Status values will include:
 - 1. Pending
 - 2. Complete
 - 3. Void
 - 4. 'Blank'
- d. Results per Page:
 - i. This field indicates the number of records to be displayed per page. The selectable options are 25, 50, 75, and 100. The default value is 25.
- e. View button:
 - i. This button will filter the results in this page based on the From and To fields.
- 4. The second section of the page includes the following:
 - a. Recipient:
 - i. This indicates the person who reports EBT electronic theft. It will be a hyperlink that navigates users with the "EBTTheftDetailView" security right to EBT Theft Detail page.
 - b. Received Date:
 - i. This field indicates the date of a record Received.
 - c. Status:
 - i. This field indicates the status of the EBT Theft Detail record.
 - d. Card Cancelled:
 - i. This field indicates whether EBT Card has been cancelled.
 - e. Created By:
 - i. This hyperlink indicates the Staff ID of the user/process that creates the record. It navigates the user to Worker Detail page.
 - f. Edit:
 - i. This button is visible when the following conditions are met:
 - 1. The record is in 'Pending' status.
 - 2. Users have 'EBTTheftDetailEdit' security rights.
- 5. The results on this page would be paginated and would have a default sort by Received Date in Descending order.
- 6. This page will have the following buttons:

- a. Add
 - i. This button will allow a user with the "EBTTheftDetailEdit" security right to navigate to the EBT Theft Detail page in Create mode.
- b. Close
 - i. This button will allow the user to navigate back to EBT Account List page.

2.1.4 Page Location

- **Global: Case Info**
- **Local: Case Summary**
- **Task: EBT Theft List**

2.1.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
EBTTheftListView	Ability to view EBT Theft List page	EBT Theft List View EBT Theft Detail View EBT Theft Detail Edit
EBTTheftDetailView	Ability to view EBT Theft Detail page	EBT Theft Detail View EBT Theft Detail Edit
EBTTheftDetailEdit	Ability to <ul style="list-style-type: none"> - create/edit EBT Theft Detail records. - create/delete EBT Theft Transactions. 	EBT Theft Detail Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
EBT Theft List View	Give users the ability to access EBT Theft List page	CA State All County Access, Child Support View Only, Eligibility Staff, Eligibility Supervisor, Employment Services Staff, Employment Services Supervisor,

Security Group	Group Description	Group to Role Mapping
		Fiscal Staff, Fiscal Supervisor, Help Desk Staff, Quality Assurance Staff, Quality Assurance Supervisor, Quality Control Staff, Quality Control Supervisor, Regional Call Center Staff, Regional Call Center Supervisor, SIU Staff, SIU Supervisor
EBT Theft Detail View	Give users the ability to view EBT Theft Detail page	CA State All County Access, Child Support View Only, Eligibility Staff, Eligibility Supervisor, Employment Services Staff, Employment Services Supervisor, Fiscal Staff, Fiscal Supervisor, Help Desk Staff, Quality Assurance Staff, Quality Assurance Supervisor, Quality Control Staff, Quality Control Supervisor, Regional Call Center Staff, Regional Call Center Supervisor, SIU Staff, SIU Supervisor
EBT Theft Detail Edit	Give users ability to - create/edit EBT Theft Detail records. - create/delete EBT Theft Transactions	Eligibility Staff, Eligibility Supervisor, Regional Call Center Staff, Regional Call Center Supervisor

2.1.6 Page Mapping

Add page mapping for EBT Theft List page.

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 EBT Theft Detail Page

2.2.1 Overview

The new EBT Theft Detail page will allow users to create, edit, view a EBT Theft record. This page will contain the EBT 2259 detailed information reported by a recipient. This page will allow workers to have a streamlined process by enabling them to view the EBT 2259 form in the Hyland imaging solution, adding dynamic buttons for EBT Replacement Notice generation based on the benefit transaction status, and tracking the theft record.

2.2.2 EBT Theft Detail Mockup

EBT Theft Detail

*- Indicates required fields

Save Cancel

ID:

Received Date: *

Created By:

Status:
Pending

Status Reason:
In Progress

Card Cancelled:
▼

Refer For Investigation:
▼

EBT Account Number: *
- Select - ▼

Recipient

Name: *
- Select - ▼

Phone Number:
[Text Box]

Email:
[Text Box]

Last 4 Digits Card Number:
[Text Box]

Address 1:
[Text Box]

Address 2:
[Text Box]

City:
[Text Box]

State:
▼

Zip Code:
[Text Box]

Incident

Retroactive Claim
▼

Card With Client:
▼

Last Used On:
[Text Box] [Calendar Icon]

Last Used Location:
[Text Box]

Number Contacted:
[Text Box]

Website Visited:
[Text Box]

Additional Info About Incident:
[Text Area]

Suspect

☐ I have information about who stole my benefits.

Figure 2.2.1 – Create Mode (Top)

Food

Thft Type:

Status:

Total Requested Amount:

\$0.00

Replaced Amount:

Replacement Date:

Transactions

Date	Amount	Location	Address	Source
				Customer

Cash

Thft Type:

Status:

Total Requested Amount:

\$0.00

Replaced Amount:

Replacement Date:

Transactions

Date	Amount	Location	Address	Source
				Customer

History

Status	Status Reason	Status Date	Updated By
No Data Found			

Save

Cancel

Figure 2.2.2 – Create Mode (Bottom)

Suspect

☒ I have information about who stole my benefits.

Suspect First Name:

Suspect Last Name:

Suspect Relation to client:

Address 1:

Address 2:

City:

State:

Zip Code:

Additional Info About Suspect:

Figure 2.2.3 – Suspect section checked in Create Mode.

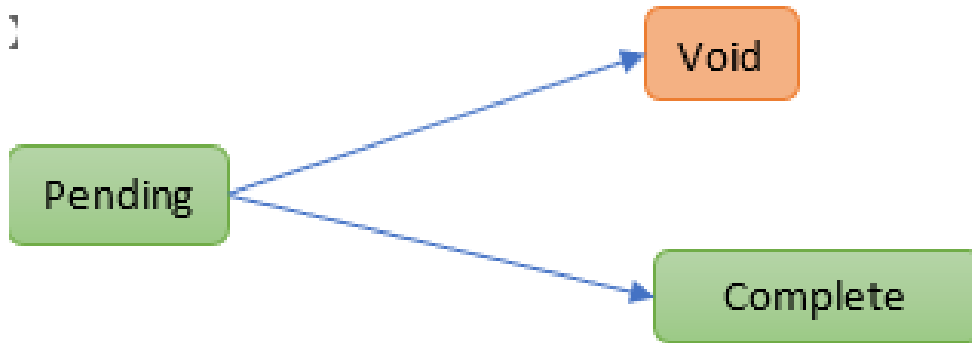


Figure 2.2.4 – Status Flow

Food

Thrift Type:

Status:

Denied

Total Requested Amount:

\$0.00

Replaced Amount:

Replacement Date:

Transactions

Date	Amount	Location	Address	Source
				Customer

Denial Reasons

☐ Not provide a good reason
 ☐ County determines no good reason

☐ Electronic theft did not happen
 ☐ Give EBT card/PIN to someone

☐ Benefits were already replaced
 ☐ Ask for replacement more than 90 days after the theft

☐ EBT 2259 more than 90 days after the theft
 ☐ EBT card was lost/stolen

☐ Already replaced twice within the current Federal Fiscal Year
 ☐ Retroactive claim for benefits stolen before 10/01/2022 and after 11/30/2023

☐ Retroactive claim submitted after 2/29/2024
 ☐ Request to replace SNB benefits

☐ Request to replace TNB benefits

Figure 2.2.5 – Food – Denial Reasons section in Create/Edit Mode

Food

Theft Type:

Skimming

Status:

Approved

total Requested Amount:

\$300.00

Replaced Amount:

\$300.00

Replacement Date:

10/27/2023

Transactions

Date	Amount	Location	Address	Source
10/11/2023	\$300.00			Customer

Generate WI 10072A

Cash

Theft Type:

Skimming

Status:

Approved

Total Requested Amount:

\$100.00

Replaced Amount:

\$100.00

Replacement Date:

10/27/2023

Transactions

Date	Amount	Location	Address	Source
10/09/2023	\$100.00			Customer

Generate WI 10072A

History

Status	Status Reason	Status Date	Updated By
Pending	In Progress	10/24/2023	12345

Edit

Images

Close

Figure 2.2.7 Food and Cash sections Approved in View Mode

Food

Theft Type:

Skimming

Status:

Denied

total Requested Amount:

\$300.00

Replaced Amount:

Replacement Date:

Transactions

Date	Amount	Location	Address	Source
10/11/2023	\$300.00			Customer

Denial Reasons

<input checked="" type="checkbox"/> Not provide a good reason	County determines no good reason
Electronic theft did not happen	Give EBT card/PIN to someone
Benefits were already replaced	Ask for replacement more than 90 days after the theft
EBT 2259 more than 90 days after the theft	EBT card was lost/stolen
Already replaced twice within the current Federal Fiscal Year	Retroactive claim for benefits stolen before 10/01/2022 and after 11/30/2023
Retroactive claim submitted after 2/29/2024	Request to replace SNB benefits
Request to replace TNB benefits	

Generate M44-350K

Cash

Theft Type:

Skimming

Status:

Denied

total Requested Amount:

\$100.00

Replaced Amount:

Replacement Date:

Transactions

Date	Amount	Location	Address	Source
10/09/2023	\$100.00			Customer

Denial Reasons

<input checked="" type="checkbox"/> Not provide a good reason	County determines no good reason
Electronic theft did not happen	Give EBT card/PIN to someone
Benefits were already replaced	Ask for replacement more than 90 days after the theft
EBT 2259 more than 90 days after the theft	EBT card was lost/stolen
Scammed benefits already been replaced within 36 months	

Generate M44-350K

Figure 2.2.8 Food and Cash sections Denied in View Mode

▼ Food

Theft Type:

Skimming

Status:

Total Requested Amount:

\$300.00

Replaced Amount:

Replacement Date:

Transactions

Date *	Amount *	Location	Address	Source
10/11/2023	\$300.00			Customer

▼ Cash

Theft Type:

Skimming

Status:

Total Requested Amount:

\$100.00

Replaced Amount:

Replacement Date:

Transactions

Date *	Amount *	Location	Address	Source
10/09/2023	\$100.00			Customer

Generate WI 10072B

Figure 2.2.9 Food and Cash sections Pending in View Mode

EBT Theft Detail

* - Indicates required fields

[Edit](#)[Images](#)[Close](#)

ID: 1	Received Date * 10/24/2023	Created By: 12345
Status: Pending	Status Reason: In Progress	Card Cancelled: Yes
Refer For Investigation:	EBT Account Number: * 000000001	

Recipient

Name: * Doe, John 18M	Phone Number: (912)345-6780
Email: Joem@gmail.com	Last 4 digits Card Number: 3434
Address 1: 789 Real Pl	
Address 2:	
City: Los Angeles	State: CA
	Zip Code: 99911

Incident

Retroactive Claim No	Card With Client: Yes	Last Used On: 10/11/2023
Last Used Location: Costco	Number Contacted: 18005667810	Website Visited: www.bestbuy.com
Additional Info About Incident: This person suspicious of the mail theft in my building.		

Suspect

☒ I have information about who stole my benefits.

Suspect First Name: John	Suspect Last Name: Major	Suspect Relation to Client: Friend
Address 1: 123 Major St		
Address 2:		
City: Los Angeles	State: CA	Zip Code: 99911
Additional Info About Suspect: This person suspicious of the mail theft in my building.		

Figure 2.2.10 EBT Theft Detail page in View Mode – Top

Food

Theft Type:

Skimming

Status:

Approved

total Requested Amount:

\$300.00

Replaced Amount:

\$300.00

Replacement Date:

10/27/2023

Transactions

Date	Amount	Location	Address	Source
10/11/2023	\$300.00			Customer

Generate WI 10072A

Cash

Theft Type:

Status:

Total Requested Amount:

\$0.00

Replaced Amount:

Replacement Date:

Transactions

Date	Amount	Location	Address	Source
------	--------	----------	---------	--------

History

Status	Status Reason	Status Date	Updated By
Pending	In Progress	10/24/2023	12345

Edit

Images

Close

Figure 2.2.11 EBT Theft Detail page in View Mode – Bottom

EBT Theft Detail

✱ - Indicates required fields
Save
Cancel

ID:

1

Received Date: ✱

Created By:

12345

Status:

Pending ▼

Status Reason:

In Progress ▼

Card Cancelled:

Refer For Investigation:

EBT Account Number: ✱

00000000001 ▼

Recipient

Name: ✱

Doe, John 18M

Phone Number:

9123456780

Email:

joem@gmail.com

Last 4 Digits Card Number:

3434

Address 1:

789 Real Pl

Address 2:

City:

Los Angeles

State:

CA ▼

Zip Code:

99911

Incident

Retroactive Claim

No ▼

Card With Client:

Yes ▼

Last Used On:

10/11/2023

Last Used Location:

Costco

Number Contacted:

18005667810

Website Visited:

www.bestbuy.com

Additional Info About Incident:

This person suspicious of the mail ~~thef~~ in my building.

Suspect

☒ I have information about who stole my benefits.

Suspect First Name:

John

Suspect Last Name:

Major

Suspect Relation to client:

Unrelated ▼

Address 1:

123 Major St

Address 2:

City:

Los Angeles

State:

CA ▼

Zip Code:

99911

Additional Info About Suspect:

This person suspicious of the mail ~~thef~~ in my building.

Figure 2.2.12 EBT Theft Detail page in Edit Mode – Top

Food

Theft Type:

Skimming

Status:

Approved

Total Requested Amount:

\$300.00

Replaced Amount:

Replacement Date:

Transactions

Date	Amount	Location	Address	Source
10/11/2023	\$300.00			Customer
				Customer

Remove

Cash

Theft Type:

Status:

Total Requested Amount:

\$0.00

Replaced Amount:

Replacement Date:

Transactions

Date	Amount	Location	Address	Source
				Customer

Add

History

Status	Status Reason	Status Date	Updated By
Pending	In Progress	10/24/2023	12345

Save Cancel

Figure 2.2.13 EBT Theft Detail page in Edit Mode – Bottom

Cash

Theft Type:

Scam

Status:

Total Requested Amount:

\$0.00

Replaced Amount:

Replacement Date:

EBT 2259A Received Date:

Figure 2.2.14 EBT 2259A Received Date

24

2.2.3 Description of Changes

1. Create a new EBT Theft Detail page that will be visible to users with the "EBTTheftDetailView" security right.
2. Users will be able to navigate to this page from the EBT Theft List page.
3. The EBT Theft Detail page will include the following fields:
 - a. ID:
 - i. This read-only field indicates the unique ID of the record. It is blank in Create mode. The system generates the value after the record is saved.
 - b. Received Date:
 - i. This mandatory field indicates the receive date of a EBT 2259 form.
 - ii. It is editable in Create and Edit mode.
 - iii. It displays in MM/DD/YYYY format.
 - c. Created By:
 - i. This read-only hyperlink indicates the Staff ID of the user/process that creates the record. It navigates the user to Worker Detail page.
 - d. Status:
 - i. This field displays the status for the EBT Theft record request.
 - ii. In Create mode, this field displays "Pending" and is read-only.
 - iii. In Edit mode, the status field will be an editable drop-down field with the following options. See Figure 2.2.4 for status flow.
 1. Pending
 2. Complete
 3. Void
 - e. Status Reason:
 - i. In Create mode, this field displays "In Progress" and is read-only.
 - ii. In Edit mode, this status reason field will be an editable drop-down field with below options based on the selected Status.

Status	Status Reason	
Pending	In Progress	Default selection
Complete	(blank)	Default selection
Void	Other	Default selection

Status	Status Reason	
Void	Duplicate Entry	
Void	Request Withdrawal	
Void	Invalid entry	

- f. Card Cancelled:
 - i. This field is editable in Create and Edit mode with following options:
 - 1. Blank
 - 2. Yes
 - 3. No
- g. Refer For Investigation:
 - i. This field is editable in Create and Edit modes with following options:
 - 1. Blank
 - 2. Yes
 - 3. No
- h. EBT Account Number:
 - i. This field indicates the EBT account number and is mandatory.
 - ii. The drop-down options will have all EBT account numbers in CalSAWS in descending order of the account creation date.
 - iii. The field is editable in Create and Edit modes and default to '- Select -' option in Create mode.
- i. The "Recipient" section
 - i. Name:
 - 1. This is a required field.
 - 2. In Create mode, this field is editable with a list of persons associated to the case. It is not editable after the record is saved.
 - ii. Phone Number:
 - 1. The field is editable in Create and Edit modes.
 - 2. Maximum number of characters is up to 10 digits. Once the maximum number of characters is reached, no further characters can be added.
 - 3. The system will automatically format value as (xxx)xxx-xxxx upon saving when the value entered is 10 characters long.
 - 4. Create a new validation:

- a. Validation message: "Phone number – The phone number must be in the form (999)999-9999 and cannot start with a zero."
 - 1. Validation will be triggered when the user clicks Save and the value entered contains an alpha character, it is not a minimum of 10 characters length, or it starts with a '0'.
- iii. Email:
 - 1. The field is editable in Create and Edit modes.
 - 2. Maximum character length is 100. Once the maximum number of characters is reached, no further characters can be added.
- iv. Last 4 Digit Card Number:
 - 1. The field is editable in Create and Edit modes.
 - 2. Maximum number of characters is 4 digits. Once the maximum number of characters is reached, no further characters can be added.
 - 3. Create two new validations:
 - a. Validation message: "Last 4 Digit Card Number – The Last 4-digits must be 4 characters in length."
 - 1. Validation will be triggered when the user clicks Save, and the value entered is not the correct 4-character length.
 - b. Validation message: "Last 4 Digit Card Number – The Last 4-digits can only contain numeric characters."
 - 1. Validation will be triggered when the user clicks Save, and the value entered contains alpha characters on the field.
- v. Address:
 - 1. In Create mode, the system will populate the mailing address of the selected person. This will be editable by the users. The field is also editable in Edit mode.
 - 2. Address 1:
 - a. Maximum number of characters is 100. Once the maximum number of characters is reached, no further characters can be added.
 - b. This will contain the recipient's street address, P.O. Box, and or Apartment number.
 - 3. Address 2:
 - a. Maximum number of characters is 100. Once the maximum number of characters is reached, no further characters can be added.
 - 4. City:

- a. Maximum number of characters is 100. Once the maximum number of characters is reached, no further characters can be added.
 - vi. Zip Code:
 - 1. This will be a text field and the maximum number of characters is 5. Once the maximum number of characters is reached, no further characters can be added.
 - vii. State:
 - 1. This will be a drop-down field and will list all 50 states (in abbreviation) and ordered alphabetically.
 - 2. In Create mode, the field will default to 'Blank' before any Recipient Name is selected.
- j. The "Incident" section, all fields are editable in Create and Edit modes.
 - i. Retroactive Claim:
 - 1. The selectable options will include:
 - a. Blank
 - b. Yes
 - c. No
 - ii. Card With Client:
 - 1. The selectable options will include:
 - a. Blank
 - b. Yes
 - c. No
 - iii. Last Used On:
 - 1. This field displays the date in MM/DD/YYYY format in view mode.
 - iv. Last Used Location:
 - 1. This field indicates the last location where the customer uses the EBT card.
 - 2. Maximum number of characters is 60.
 - v. Number Contacted:
 - 1. This field indicates the suspicious phone number that the victim was instructed to call.
 - 2. Maximum number of characters is up to 72 digits. Once the maximum number of characters is reached, no further characters can be added.
 - vi. Website Visited:
 - 1. This field indicates the suspicious website that the victim was instructed to call.
 - 2. Maximum number of characters is 100. Once the maximum number of characters is reached, no further characters can be added.
 - vii. Additional Info about Incident:
 - 1. This field is editable in Create and Edit mode.

2. Maximum number of characters is 760. Once the maximum number of characters is reached, no further characters can be added.
- k. The "Suspect" section, all fields are editable in Create and Edit modes.
- i. I have information about who stole my benefits:
 1. This is a check box field and is defaulted to uncheck in Create mode. The following fields only display when this is checked (Figure 2.2.3).
 - ii. Suspect First Name:
 1. This field indicates the first name of the suspect.
 2. Maximum number of characters is 60. Once the maximum number of characters is reached, no further characters can be added.
 - iii. Suspect Last Name:
 1. This field indicates the last name of the suspect.
 2. Maximum number of characters is 60. Once the maximum number of characters is reached, no further characters can be added.
 - iv. Suspect Relation to Client:
 1. This is a drop-down field with Category Child Relationship (ID 10438) and blank as selectable options.
 - v. Address 1:
 1. Maximum number of characters is 100. Once the maximum number of characters is reached, no further characters can be added.
 2. This field indicates the address of the suspect.
 - vi. Address 2:
 1. Maximum number of characters is 100. Once the maximum number of characters is reached, no further characters can be added.
 - vii. City:
 1. Maximum number of characters is 100. Once the maximum number of characters is reached, no further characters can be added.
 - viii. Zip Code:
 1. This will be a text field and the maximum number of characters is 5. Once the maximum number of characters is reached, no further characters can be added.
 - ix. State:
 1. This will be a drop-down field and will list all 50 states (in abbreviation) and ordered alphabetically.
 2. In Create mode, the field will default to blank.
 - x. Additional Info About Suspect:

1. This field allow customers to provide any additional information about the suspect.
 2. Maximum number of characters is 760. Once the maximum number of characters is reached, no further characters can be added.
- I. Add a "Food" section that will contain all transactions related to CalFresh theft. This section is collapsible.
- i. Theft Type:
 1. Selectable options will include:
 - a. Blank
 - b. Skimming
 - c. Scam
 - d. Both
 - ii. Status:
 1. This field indicates the approval status of replacing stolen food benefits.
 2. Selectable option will include:
 - a. Blank
 - b. Approved
 - c. Denied
 - iii. Replaced Amount:
 1. This field indicates the approved benefit amount to replace stolen benefits.
 2. This field is required when above status is approved. Add a validation message "Food - Replaced Amount is required when the status is Approved."
 - iv. Replacement Date:
 1. This date field indicates when approved benefit amount is replaced.
 2. This field is required when above status is approved. Add a validation message "Food - Replacement Date is required when the status is Approved."
 - v. Total Requested Amount:
 1. This read-only field indicates the sum of stolen food transactions listed below.
 - vi. The "Transactions" sub-section includes list of electronic theft transactions reported by the customer. The section has the following column:
 1. Check Box:
 - a. This will display in Create and Edit mode to allow users to remove a transaction.
 2. Date:
 - a. This column indicates the date of electronic theft took place.
 - b. This is in MM/DD/YYYY format and sortable. By default, this section sorts by this column in ascending order.

- c. In Edit and Create Mode, this is a mandatory field when adding a new transaction.
 - d. Add a validation message "Food - Date – Date is required. Please make a selection."
 - i. Validation will be triggered when the user clicks Save without selecting a Date for the transaction.
 - e. Validation message: "Food - Date – Date field cannot be a future date."
 - i. Validation will be triggered when the user clicks Save and selecting a date.
- 3. Amount:
 - a. This column indicates the dollar amount of the stolen benefits.
 - b. In Edit and Create Mode, this is a mandatory field when adding a new transaction.
 - c. Validation message: "Food - Amount – Amount is required. Please enter a value."
 - i. Validation will be triggered when the user clicks Save without entering a numeric value for the transaction.
- 4. Location:
 - a. This column indicates the location where electronic theft took place.
 - b. In Edit and Create mode, maximum number of characters is 44. Once the maximum number of characters is reached, no further characters can be added.
- 5. Address:
 - a. This column indicates the address where electronic theft took place.
 - b. In Edit and Create mode, maximum number of characters is 44. Once the maximum number of characters is reached, no further characters can be added.
- 6. Source:
 - a. This is read-only column indicates that the transaction amount and transaction date are whether provided by EBT vendor or by the customer.
 - i. EBT Edge – This will indicate the transaction information is from the EBT vendor and is reported via SSP.
 - ii. Customer – This will indicate the transaction information was manually added by the customer when reported via SSP, or the transactions is created by users in CalSAWS.

- b. In Edit and Create mode, the value will be 'Customer'.
- 7. Add Button:
 - a. This button is visible in Create and Edit mode and navigates users to EBT Theft Transaction Detail page in Create mode.
- 8. Remove Button:
 - a. This button allows users to delete EBT Theft Transaction Detail records and is visible in Create and Edit mode.
- 9. Add "Denial Reasons" section that is only visible when status is denied. It will include the following options as checkboxes. See Figure 2.2.4.
 - a. Denial Reasons:
 - i. Not provide a good reason.
 - ii. County determines no good reason.
 - iii. Electronic theft did not happen,
 - iv. Give EBT card/PIN to someone.
 - v. Benefits were already replaced.
 - vi. Ask for replacement more than 90 days after the theft.
 - vii. EBT 2259 more than 90 days after the theft.
 - viii. EBT card was lost/stolen.
 - ix. Already replaced twice with the current Federal Fiscal Year.
 - x. Retroactive claim for benefits stolen before 10/01/2022 and after 11/30/2023.
 - xi. Retroactive claim submitted after 2/29/2024.
 - xii. Request to replace SNB benefits. **Note:** this reason will not display on EBT Replacement Denial NOA when generated.
 - xiii. Request to replace TNB benefits. **Note:** this reason will not display on EBT Replacement Denial NOA when generated.
- 10. The section will have the following buttons:
 - a. Generate WI 10072A button:
 - i. This button is available when the following conditions are met (Figure 2.2.7):
 - 1. The page is in View mode.
 - 2. The Status of this section is "Approved".
 - 3. Users belong to the "EBTTheftDetailEdit" security right.
 - 4. Button functionality: this will generate the NOA with pre-populated data in a new pop-up window. See [WI 110072A](#)

[Form Variable population](#) section for more form variable details.

b. Generate M44-350K button:

- i. This button is available when the following conditions are met (Figure 2.2.8):
 1. The page is in View mode.
 2. The Status of this section is "Denied".
 3. Users belong to the "EBT Theft Detail Edit" security group.
 4. Button functionality: this will generate the NOA with pre-populated data in a new pop-up window. See [M44-350K Form Variable population](#) section for more form variable details.

m. Add a "Cash" section that will include all cash theft transactions. This section is collapsible.

i. Theft Type:

1. Selectable options will include:
 - a. Blank
 - b. Skimming
 - c. Scam
 - d. Both

ii. Status:

1. This field indicates the approval status of replacing stolen cash benefits.
2. Selectable option will include:
 - a. Blank
 - b. Approved
 - c. Denied

iii. Replaced Amount:

1. This field indicates the approved benefit amount to be replaced.
2. This field is required when cash request is approved. Add a validation message "Cash - Replaced Amount is required when the status is approved."

iv. Replacement Date:

1. This date field indicates when approved benefit amount is replaced.
2. This field is required when above status is approved. Add a validation message "Cash - Replacement Date is required when the status is Approved."

v. Total Requested Amount:

1. This read-only field indicates the sum of stolen food transactions listed below.

vi. EBT 2259A Received Date:

1. This field indicates the receive date of EBT 2259A.

2. This field is required when Cash Theft Type has value of 'Scam' or 'Both'.
 3. This field is dynamic based upon the Cash Theft type and will only display if the Theft type is 'Scam' or 'Both'. Please Mockup 2.2.14.
 4. Create new validation:
 - a. Validation message "Cash – EBT 2259A Received Date is required when the Cash Theft Type has value of 'Scam' or 'Both'."
 - i. This validation is triggered when the user clicks Save without selecting a date in the 'EBT 2259A Received Date' field when Cash Theft Type has a value of 'Scam' or 'Both'.
- vii. The "Transactions" sub-section includes list of electronic theft transactions reported by the customer. The section has the following column:
1. Check Box:
 - a. This will display in Create and Edit mode to allow users to remove a transaction.
 2. Date:
 - a. This column indicates the date of electronic theft took place.
 - b. This is in MM/DD/YYYY format and sortable. By default, this section sorts by this column in ascending order.
 - c. In Edit and Create Mode, this is a mandatory field when adding a new transaction.
 - d. Add a validation message "Cash - Date – Date is required. Please make a selection."
 - i. Validation will be triggered when the user clicks Save without selecting a Date for the transaction.
 - e. Validation message: "Cash - Date – Date field cannot be a future date."
 - i. Validation will be triggered when the user clicks Save and selecting a date.
 3. Amount:
 - a. This column indicates the dollar amount of the stolen benefits.
 - b. In Edit and Create Mode, this is a mandatory field when adding a new transaction.
 - c. Validation message: "Cash - Amount – Amount is required. Please enter a value."
 - i. Validation will be triggered when the user clicks Save without entering a numeric value for the transaction.
 4. Location:

- a. This column indicates the location where electronic theft took place.
 - b. In Edit and Create mode, maximum number of characters is 44. Once the maximum number of characters is reached, no further characters can be added.
- 5. Address:
 - a. This column indicates the address where electronic theft took place.
 - b. In Edit and Create mode, maximum number of characters is 44. Once the maximum number of characters is reached, no further characters can be added.
- 6. Source:
 - a. This is read-only column indicates that the transaction amount and transaction date are whether provided by EBT vendor or by the customer.
 - b. In Edit and Create mode, the value will be 'Customer'.
 - i. EBT Edge – This will indicate the transaction information is from the EBT vendor and is reported via SSP.
 - ii. Customer – This will indicate the transaction information was manually added by the customer when reported via SSP, or the transactions is created by users in CalSAWS.
- 7. Add Button:
 - a. This button is visible in Create and Edit mode and navigates users to EBT Theft Transaction Detail page in Create mode.
- 8. Remove Button:
 - a. This button allows users to delete EBT Theft Transaction Detail records and is visible in Create and Edit mode.
- 9. Add "Denial Reasons" section that is only visible when status is denied. It will include the following options as checkboxes. See Figure 2.2.5.
 - a. Denial reasons:
 - i. Not provide a good reason.
 - ii. County determines no good reason.
 - iii. Electronic theft did not happen,
 - iv. Give EBT card/PIN to someone.
 - v. Benefits were already replaced.
 - vi. Ask for replacement more than 90 days after the theft.
 - vii. EBT 2259 more than 90 days after the theft.
 - viii. EBT card was lost/stolen.

- ix. Scammed benefits already been replaced within 36 months.
- 10. The section will have the following buttons:
 - a. Generate WI 10072A button:
 - i. This button is available when the following conditions are met (Figure 2.2.7):
 - a. The page is in View mode.
 - b. The Status of this section is "Approved".
 - c. Users have the "EBTTheftDetailEdit" security right.
 - d. Button functionality: this will generate the NOA with pre-populated data in a new pop-up window. See [WI 110072A Form Variable population](#) section for more form variable details.
 - b. Generate WI 10072B button:
 - i. This button is available when the following conditions are met (Figure 2.2.9):
 - a. The page is in View mode.
 - b. The Status of this section is blank.
 - c. Users have the "EBTTheftDetailEdit" security right.
 - d. Theft Type, Transactions, or EBT 2259A Received Date of this section is not blank.
 - e. Button functionality: this will generate the NOA with pre-populated data in a new pop-up window. See [WI 110072B Form Variable population](#) section for more form variable details.
 - c. Generate M44-350K button:
 - i. This button is available when the following conditions are met (Figure 2.2.8):
 - a. The page is in View mode.
 - b. The Status of this section is "Denied".
 - c. Users have the "EBTTheftDetailEdit" security right.
 - d. Button functionality: this will generate the NOA with pre-populated data in a new pop-up window. See [M44-350K Form Variable population](#) section for more form variable details.
- n. The 'History' section includes the list of status changes. The section includes the following read-only fields.
 - i. Status:

- a. This field displays the status of the EBT Theft Detail record.
 - ii. Status Reason:
 - a. This field indicates the reason for the corresponding status change.
 - iii. Status Date:
 - a. This field displays the date when the corresponding status change. It displays in the format "07/25/2020 8:00:33 PM". This section sorts by the status date in descending order.
 - iv. Updated By:
 - a. This field displays the Staff Id of the person by whom corresponding status is changed. This is a hyperlink that can navigate the user to the Worker Detail page.
- 4. Page buttons
 - a. Close:
 - 1. This button is available in View mode and navigates users to EBT Theft List page.
 - b. Cancel:
 - 1. This button is available in Create and Edit mode and navigates users to the previous page without saving data.
 - c. Save:
 - 1. This button is available in Create and Edit mode. Clicking this button will save data and display latest info in View mode.
 - d. Edit:
 - 1. This button is available when the following conditions are met:
 - 2. The page is in View mode.
 - 3. The Status is "Pending".
 - 4. Users have the "EBTTheftDetailEdit" security right.
 - e. Images:
 - 1. This button is available in View mode.
 - 2. Upon clicking, this will open the Hyland imaging solution in a new window, taking the user to the case drawer.
 - 3. This button will only display to users that are assigned to either the 'ImagingSearchCase' security right or the 'ImagingSearchPerson' security right.
- 5. Add a validation states "Field is required. Please enter a value." for the following required fields:
 - a. Name
 - b. Received Date
 - c. EBT Account Number

6. Add a validation states "**Suspect First Name, Suspect Last Name, Suspect Relation to Client, Suspect Address, or Additional Info About Suspect is required. Please enter a value.**" to prevent saving the record when "I have information about who stole my benefits" checkbox is checked but all fields under 'Suspect' section are blank.
7. Add a validation states, "**Last Used On cannot be a future date.**"

2.2.4 Page Location

- **Global: Case Info**
- **Local: Case Summary**
- **Task: EBT Theft List**

2.2.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
EBTTheftDetailView	Ability to view EBT Theft Detail page	EBT Theft Detail View EBT Theft Detail Edit
EBTTheftDetailEdit	Ability to <ul style="list-style-type: none"> - create/edit EBT Theft Detail records. - create/delete EBT Theft Transactions. - Access to the following: 'Generate M44-350K' button, 'Generate WI 10072A' button, and 'Generate WI 10072B' button 	EBT Theft Detail Edit

1. Security Groups

Security Group	Group Description	Group to Role Mapping
EBT Theft Detail View	Give users the ability to view EBT Theft Detail page	CA State All County Access, Child Support View Only, Eligibility Staff, Eligibility Supervisor, Employment Services Staff, Employment

Security Group	Group Description	Group to Role Mapping
		Services Supervisor, Fiscal Staff, Fiscal Supervisor, Help Desk Staff, Quality Assurance Staff, Quality Assurance Supervisor, Quality Control Staff, Quality Control Supervisor, Regional Call Center Staff, Regional Call Center Supervisor, SIU Staff, SIU Supervisor
EBT Theft Detail Edit	Give users ability to - create/edit EBT Theft Detail records. - create/delete EBT Theft Transactions - Access to the following: 'Generate M44-350K' button, 'Generate WI 10072A' button, and 'Generate WI 10072B' button	Eligibility Staff, Eligibility Supervisor, Regional Call Center Staff, Regional Call Center Supervisor

2.2.6 Page Mapping

Add page mapping for EBT Theft Detail page.

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 BenefitsCal: Update Case Inquiry API

2.3.1 Overview

The Case Inquiry API is a RESTful webservice that retrieves case information in CalSAWS and sends the information to the Self-Service portal. This section will outline the necessary modifications to the Case Inquiry API to include sending the account number to the Self-Service Portal.

2.3.2 Description of Change

1. Update Case Inquiry API by including the most recent active EBT Account number or 'SUID' - State Unique Identifier associated to the case, when sending case and program information to the Self-Service Portal. See [Supporting Documents](#) section for Case Inquiry API documentation.

2.3.3 Partner Integration Testing

Self Service Portal

2.3.4 Execution Frequency

Real Time

2.3.5 Key Scheduling Dependencies

N/A

2.3.6 Counties Impacted

CalSAWS Counties

2.3.7 Category

Real Time API

2.3.8 Data Volume/Performance

N/A

2.3.9 Interface Partner

Self Service Portal

2.3.10 Failure Procedure/Operational Instructions

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

2.4 BenefitsCal: Create New Endpoints in Forms API

2.4.1 Overview

The Forms API is a RESTful webservice that generates a PDF of a form with the customer's answers mapped and uploads the said form to the imaging solution. This section will outline the modifications to the Forms API to include an endpoint for the EBT 2259 and EBT 2259A form.

2.4.2 Description of Change

1. Update the existing Forms API by creating a new endpoint in the existing CalSAWS Forms API with a EBT 2259 operation that accepts a request body with a customer's name and form information when sent from the Self-Service Portal. The information received will be mapped to the appropriate form fields. See [Appendix](#) section for process flow details.
 - a. The Forms API will generate a EBT 2259 with the recipient's information and incident information populated in PDF format. Upon successful generation of the form, it will upload the form into the Hyland Imaging System.
 - b. The new endpoint will return the following response code to the Self-Service Portal upon successful generation or in the event an error occurs. of the PDF with the required request parameters. In the event an error occurs with the form generation into Hyland, the API will return error responses to the Self-Service Portal.
 - i. 200 – successful operation
 1. The request is valid and submitted into a queue. The queue processes the request, generate the PDF with the customer's entered data, and upload the PDF into the imaging solution.
 - a. If there is an issue with processing the request and/or uploading the PDF into the imaging solution, the queue will retry the request up to 5 times every 10 minutes.
 2. Store the EBT 2259 form into the designated case drawer with the following information:
 - a. Form Name: Report of Electronic Theft of Benefits

- b. Form Number: EBT 2259
 - c. Capture Information: Portal
 - ii. 400 – Bad request
 - 1. This response is returned if the request is invalid.
Example: A field exceeds the maximum characters indicated in the API Swagger documentation.
 - iii. 401 – Authorization information is missing or invalid.
 - iv. 408 – Request Timeout.
 - v. 500 – Internal Server Error.
- c. Form attributes for Report of Electronic Theft of Benefits - EBT 2259. Refer to [Supporting documents](#) section for EBT 2259 and EBT 2259A Forms API Swagger documentation.

Form API Attributes	
Attribute	Description
Recipient First Name	The recipient's first name.
Recipient Middle Initial	The first letter of recipient's middle name
Recipient Last Name	The recipient's last name.
Last 4 digits of EBT Card Number	This is the last 4 digits of the EBT card number associated to the recipient.
Phone Number	The recipient's phone number.
Address	The recipient's address. This includes: <ul style="list-style-type: none"> • Street or P.O. box • City • State • Zip code
Email Address	This is the recipient's email address
Food Benefits Scammed Indicator	This indicates the recipient's Food Benefits were scammed.
Cash Benefits Scammed Indicator	This indicates the recipient's Cash Benefits were scammed. Note: When this indicator is checked, the EBT 2259A is required to be completed

Form API Attributes	
Attribute	Description
Food Benefits Skimmed Indicator	This indicates the recipient's Food Benefits were skimmed.
Cash Benefits Skimmed Indicator	This indicates the recipient's Cash Benefits were skimmed.
Retroactive claim Indicator	<p>This is a 'Yes or No' indicator to determine whether the recipient is reporting a retroactive claim for stolen food benefits. This indicator will default to 'No' when submitted via Forms API.</p> <p>Note: Retroactive claim must have occurred after October 1, 2022, but before December 1, 2023 and reported by February 29, 2024.</p>
'My EBT Card with me at all times' Indicator	This is a 'Yes or No' indicator to determine whether the recipient's EBT card is in their possession at all times.
Last Used EBT Card Date	<p>This is the date of when the recipient's EBT card was last expended. Format: MM/DD/YYYY</p> <p>Example: 01/23/2023</p>
Last Used EBT Card Location	This is the location of where the recipient's EBT card was last expended.
Suspicious Phone Number	The phone number of the suspicious contact the recipient was instructed to use.
Suspicious website	The suspicious website the recipient was instructed to use.
Suspect Information Known Indicator	This indicates the recipient has additional information on the suspect who stole their benefits.
Last Name	The last name of the identified subject suspected of benefit theft

Form API Attributes	
Attribute	Description
First Name	The first name of the identified subject suspected of benefit theft
Relationship to You	The relationship of the identified subject and the recipient
Address	The subject's address. This includes: <ul style="list-style-type: none"> • Street or P.O. box • City • State • Zip code
Additional Information	Additional details the recipient can enter with information about the suspect/subject
Benefits Stolen (Cash or Food)	The benefit type affected in the electronic theft. Values include Cash or Food.
Transaction Date	The date the transaction occurred. Format: MM/DD/YYYY Example: 01/23/2023
Amount Stolen	The monetary amount that was used in the fraudulent transaction. Example: \$200.00
Location Where Theft(s) Occurred	The name of the location where the electronic theft took place
Address of Location(s) of Theft	The address of the location where the electronic place took place.
Additional information	Additional details for recipient can enter with information about the electronic theft transaction.
Signature of Recipient	The recipient's signature. This will include the recipient's First and Last name.
Date	The signature date of the recipient's signature. Format: MM/DD/YYYY Example: 01/23/2023

Form API Attributes	
Attribute	Description
Signature of Cardholder	The signature of the cardholder (if different from Recipient). This will include the recipient's First and Last name.
Date	The signature date of the cardholder's signature. Format: MM/DD/YYYY Example: 01/23/2023
EBT Account Number	The active EBT Account Number or State Unique Identifier (SUID) in CalSAWS

2. Update the existing Forms API by creating a new endpoint in the existing CalSAWS Forms API with a EBT 2259A operation that accepts a request body with a customer's electronic signature and signature date when sent from the Self-Service Portal.

EBT 2259A Form Attributes	
Attribute	Attribute Description
Signature	The recipient's signature. This will include the recipient's First and Last name.
Date	The signature date of the cardholder's signature. Format: MM/DD/YYYY Example: 01/23/2023

- a. The new endpoint will return the following response code to the Self-Service Portal upon successful generation or in the event an error occurs. of the PDF with the required request parameters. In the event an error occurs with the form generation into Hyland, the API will return error responses to the Self-Service Portal.
 - i. 200 – successful operation
 1. The request is valid and submitted into a queue. The queue processes the request, generate the PDF with the customer's entered data, and upload the PDF into the imaging solution.
 - a. If there is an issue with processing the request and/or uploading the PDF into the imaging solution, the queue will retry the request up to 5 times every 10 minutes.

2. Store the EBT 2259A form into the designated case drawer with the following information:
 - a. Form Name: EBT Scamming Acknowledgement
 - b. Form Number: EBT 2259A
 - c. Capture Information: Portal
- ii. 400 – Bad request
 1. This response is returned if the request is invalid.
Example: A field exceeds the maximum characters indicated in the API Swagger documentation.
- iii. 401 – Authorization information is missing or invalid.
- iv. 408 – Request Timeout.
- v. 500 – Internal Server Error.

2.4.3 Partner Integration Testing

Partner Integration Testing is required with Self-Service Portal.

2.4.4 Execution Frequency

Real Time

2.4.5 Key Scheduling Dependencies

N/A

2.4.6 Counties Impacted

CalSAWS Counties

2.4.7 Category

Real Time API

2.4.8 Data Volume/Performance

N/A

2.4.9 Interface Partner

Self-Service Portal

2.4.10 Failure Procedure/Operational Instructions

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

2.5 BenefitsCal: Create EBT Theft API

2.5.1 Overview

The EBT Theft API will be a new a RESTful webservice that will allow CalSAWS to do the following:

- Retrieve the EBT 2259 form information from the Self-Service Portal and store in the CalSAWS new EBT Theft pages.
- Create an automated Journal Entry upon receiving an electronic form of EBT 2259/EBT 2259A.
- Create an Automated Action that will create a task for the worker upon receiving an electronic form of EBT 2259/EBT 2259A.

2.5.2 Description of Change

1. Create a new RESTful API webservice in CalSAWS to save the following EBT 2259 form attributes from the Self-Service Portal. See [Appendix](#) section for process flow details.
 - a. EBT 2259 Attributes – These are form attributes that CalSAWS will display on the new EBT Theft Page(s).
 - i. Refer to [Supporting documents](#) section for EBT Theft API Swagger documentation.

EBT Theft API Attributes	
Attribute	Description
GUID	The individual's Global Unique Identifier. This attribute is not displayed to the worker.
Pers ID	The unique identifier associated to the individual in CalSAWS. This attribute is not displayed to the worker.
Case ID	The unique Case identifier associated to the recipient in CalSAWS. This attribute is not displayed to the worker.
County Code	<p>The county code associated to the case/person.</p> <p>Note: For API purposes, the county code will be received in a county code format (i.e., Los Angeles County = 19)</p>

EBT Theft API Attributes	
Attribute	Description
EBT Account Number	The active EBT Account Number or State Unique identifier (SUID) associated to the individual's case in CalSAWS
Recipient First Name	The recipient's first name.
Recipient Middle Initial	The first letter of recipient's middle name
Recipient Last Name	The recipient's last name.
Last 4 digits of EBT Card Number	This is the last 4 digits of the EBT card number associated to the recipient.
Phone Number	The recipient's phone number.
Address	<p>The recipient's address. This includes:</p> <ul style="list-style-type: none"> • Street or P.O. box • City • State • Zip code
Email Address	This is the recipient's email address
Food Benefits Scammed Indicator	This indicates the recipient's Food Benefits were scammed.
Cash Benefits Scammed Indicator	<p>This indicates the recipient's Cash Benefits were scammed.</p> <p>Note: When this indicator is checked, the EBT 2259A is required to be completed.</p>
Food Benefits Skimmed Indicator	This indicates the recipient's Food Benefits were skimmed.
Cash Benefits Skimmed Indicator	This indicates the recipient's Cash Benefits were skimmed.
Retroactive claim Indicator	This is a 'Yes or No' indicator to determine whether the recipient is reporting a retroactive claim for stolen food benefits. This indicator will default to 'No' when data transfer is received via EBT Theft API.

EBT Theft API Attributes	
Attribute	Description
	Note: Retroactive claim must have occurred after October 1, 2022, but before December 1, 2023 and reported by February 29, 2024.
'My EBT Card with me at all times' Indicator	This is a 'Yes or No' indicator to determine whether the recipient's EBT card is in their possession at all times.
Last Used EBT Card Date	This is the date of when the recipient's EBT card was last expended. Format: MM/DD/YYYY Example: 01/23/2023
Last Used EBT Card Location	This is the location of where the recipient's EBT card was last expended.
Suspicious Phone Number	The phone number of the suspicious contact the recipient was instructed to use.
Suspicious website	The suspicious website the recipient was instructed to use.
Suspect Information Indicator	This indicates the recipient has additional information on the suspect who stole their benefits.
Last Name	The last name of the identified subject suspected of benefit theft.
First Name	The first name of the identified subject suspected of benefit theft.
Relationship to You	The relationship of the identified subject and the recipient
Address	The subject's address. This includes: <ul style="list-style-type: none"> • Address 1 • Address 2 • City • State • Zip code

EBT Theft API Attributes	
Attribute	Description
Additional Information	Additional details the recipient can enter with information about the suspect/subject
Import Indicator	This indicator will determine if the transaction entry received from SSP is verified from the EBT Vendor or manually added by the customer. If indicator is true, 'Source' = EBT Edge in EBT Theft page. Otherwise, 'Source' = Customer in EBT Theft page.
Benefits Stolen (Cash or Food)	The benefit type affected in the electronic theft. CA – Cash, FS - CalFresh
Transaction Date	The date the transaction occurred. Format: MM/DD/YYYY Example: 01/23/2023
Amount Stolen	The monetary amount that was used in the fraudulent transaction. Example: \$200.00
Location Where Theft(s) Occurred	The name of the location where the electronic theft took place
Address of Location(s) of Theft	The address of the location where the electronic place took place.
Additional information	Additional details for recipient can enter with information about the electronic theft transaction.
Task Information	The task information parameter received from the Self-Service Portal.
EBT 2259A Date	The date the EBT 2259A was submitted. Format: MM/DD/YYYY Example: 01/23/2023 Note: This field is required if the Cash Benefits is marked scammed.

- b. Return the one of the following responses to Self-Service Portal upon receiving the EBT 2259 data information:

- i. 201 – Electronic Benefit Theft Detail creation successful
 1. The request is valid with all required form attributes. The request data will be created and displayed in the EBT Theft Detail page.
 - ii. 400 – Bad Request.
 1. This response is returned if the request is invalid.
Example: A field exceeds the maximum characters indicated in the API Swagger documentation.
 2. 401 – Authorization information is missing or invalid.
 3. 408 – Request timeout.
 4. 422 – Business Validation Error. CalSAWS will return the following error descriptions to the Self-Service Portal:
 - a. benefitscal-00001: The guid does not exist in the system.
 - b. benefitscal-00002: The guid is not associated to a person in the system.
 - c. benefitscal-00003: The provided person Id, case Id, and county code combination does not exist in the system.
 - d. benefitscal-00004: EBT 2259A date is required if Cash benefits were scammed.
 5. 500 – Internal Server Error.
 6. 503 – Service Unavailable.
2. Create a Journal entry for the case with details when a EBT 2259 form is received from the Self-Service Portal.
 - a. Date Received: The date the EBT 2259 form was received in CalSAWS. Format: MM/DD/YYYY
 - b. Person Name: The recipient's First and Last Name listed on the EBT 2259 form.

Journal Entry	Description
New/Update	Yes
Journal Category	Interfaces
Journal Type	Self Service
Short Description	EBT 2259 Form Received
Long Description	A Report of Electronic Theft of Benefits has been received on (Date Received: MM/DD/YYYY} for {Person Name}.
Trigger Condition	When an automated EBT 2259 is received through the API from the Self-Service Portal

3. Create an automated action upon successfully receiving the EBT 2259 form from the Self-Service Portal.

Automated Action Detail

EditClose

Action Information

Name:
Self Service Portal: EBT Theft Form Received

Type:
Create Task

Status: *
Active

Program(s):
CF, CP, CW, DC, GR, RC, WT

Run Date:
Real Time

Source:
Online

Scenario:
An EBT 2259 form has been received through the Self-Service Portal.

Task Information

Task Type:
EBT Theft Form Received *

Due Date:
Default Due Date

Initial Assignment:
Default Assignment

Sibling Assignment:
No

Long Description:
An EBT 2259 form has been received through the Self Service Portal. Review report to determine if EBT Card reissuance is needed {param from BC}.

Default Due Date:
10 Business Days

Default Assignment:
Most recent worker within 90 days

EditClose

Figure 2.5.2-1 – Automated Action Detail – View Mode

Automated Action Detail		
		<div>Save And Return</div> <div>Cancel</div>
Action Information		
Name: Self Service Portal: EBT Theft Form Received	Type: Create Task	Status: * Active
Program(s): CF, CP, CW, DC, GR, RC, WT	Run Date: Real Time	Source: Online
Scenario: An EBT 2259 form has been received through the Self-Service Portal.		
Task Information		
Task Type: * <div>EBT Theft Form Received</div>		
Due Date: <div>Default Due Date</div>	Default Due Date: 10 Business Days	
Initial Assignment: <div>Default Assignment</div>	Default Assignment: Most recent worker within 90 days	
Sibling Assignment: No		
Long Description: An EBT 2259 form has been received through the Self Service Portal. Review report to determine if EBT Card reissuance is needed {param from BC}.		
		<div>Save And Return</div> <div>Cancel</div>

Figure 2.5.2-2 – Automated Action Detail – Edit Mode

- a. The "Status" attribute on the Automated Action Detail page will not be editable for the Automated Action and will default to "Active". All other configurable fields will be editable if a county opts to adjust options such as Task Type, Initial Assignment and Due Date.

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

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

- b. Implement the following EBT Theft Form Received Automated Action in the CalSAWS System:
 - i. EBT Card Reissuance
 1. Action Information

Field	Task Field Value
Name	Self Service Portal: EBT Theft Form Received
Type	Create Task
Status	Active
Program(s)	CF, CP, CW, DC, GR, RC, WT
Run Date	Real-Time
Source	Online
Scenario	An EBT 2259 form has been received through the Self-Service Portal

2. Task Information

Field	Task Field Value
Task Type	EBT Theft Form Received
Task Sub-Type	BLANK
Due Date	Default Due Date
Default Due Date	10 business days
Initial Assignment	Default Assignment
Default Assignment	Most recent worker within 90 days
Long Description	An EBT 2259 form has been received through the Self Service Portal. Review report to determine if EBT Card reissuance is needed {param from BC}

3. Create the following Task Type for each County:

Field	Task Field Value
Name	EBT Theft Form Received
Category	Self Service Portal Communication
Priority	Critical
Available Online	No
Available for Automation	No
Instructions	BLANK
Expire Tasks	No
Newly Assigned Indicator	Tasks display indicator for 10 day(s)

- c. The default assignment processing will determine the worker assignment for the Task via existing program hierarchy:
 - i. If the received form indicates only Food benefits were scammed/skimmed, then task will be assigned to the most recently assigned CalFresh worker within 90 calendar days. If there is no CalFresh worker found, check if there is an assigned Disaster CalFresh worker within the 90 calendar days and assign the task.
 - ii. If the received form indicates only Cash benefits were scammed/skimmed, then task will be assigned to the most recently assigned CalWORKs worker within 90 calendar days. If a CalWORKs worker is not found, then follow the existing program hierarchy for cash aid program(s) (CalWORKs > GA/GR > CAPI > RCA > WTW) to assign worker within 90 calendar days.
 - iii. If the received form indicates both Food and Cash benefits were scammed/skimmed and both programs are currently assigned to a worker, the task will be assigned to the most recent CalWORKs worker within 90 calendar days. If there is no CalWORKs worker found, then follow the existing program hierarchy (CalWORKs > GA/GR > CAPI > RCA > CalFresh > Disaster CalFresh > WTW) to determine a worker assignment within the last 90 calendar days to assign the task.
 - iv. If above conditions cannot identify a worker, and if county has configured a Task Bank that can receive the Task category of 'Self Service Portal Communications', then assign to Task bank.
 - v. If the above task assignment conditions cannot identify a valid assignment for the Task, then a Task will not be created.

2.5.3 Partner Integration Testing

Self Service Portal

2.5.4 Execution Frequency

Real Time

2.5.5 Key Scheduling Dependencies

N/A

2.5.6 Counties Impacted

CalSAWS Counties

2.5.7 Category

Real Time API

2.5.8 Data Volume/Performance

N/A

2.5.9 Interface Partner

Self Service Portal

2.5.10 Failure Procedure/Operational Instructions

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

2.6 Updates to the WI 10072A - EBT Replacement Approval Recommendation

2.6.1 Overview

The WI 10072A form is used to inform the customer of their approved EBT replacement request. This effort will update the WI 10072A to the latest State version as provided by CDSS in ACL 23-13.

State Form: WI 10072A (Not Yet Published on CDSS)

Current Programs: Cal-Learn, CAPI, CalWORKs, CalFresh, General Assistance/General Relief, RCA, REP, and Welfare to Work

Current Attached Form(s): None

Current Forms Category: Forms

Current Template Repository: All Counties

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

2.6.2 Form Verbiage

The WI 10072A will have the following verbiage updates.

Updated Form XDP

Updated Languages: English

Updated Form Number and Version: WI 10072A and (12/23)

Form Mockups/Examples: Please see supporting document #9

Location	Existing Verbiage	Updated Verbiage
"Please Note" Section	Please note: If your benefits were scammed, you cannot have any new scammed cash benefits replaced for 36 months. Skimmed and scammed food benefits can only be replaced twice within six months. Keep your PIN and EBT card separate.	Please note: In addition to skimming and scamming, cloning and similar fraudulent methods may be eligible for replacement. If your benefits were scammed, you cannot have any new scammed cash benefits replaced for 36 months. Electronically stolen food benefits can only be replaced twice within the current Federal Fiscal Year (October 1 – September 30). Keep your PIN and EBT card separate. The State of California recommends that you change your PIN at the end of every month. Contact your local county office to learn more about receiving your cash benefits by Direct Deposit.

2.6.3 Form Variable Population

The form will have the following variable population logic:

Variable Name	Population	Formatting	Editable* / Field Type	Template Repository Population	Population with Form Generation
Date	Date of approval. Pulled from the "Replacement Date" from the EBT Theft Detail page.	Arial Font Size 10	Yes / Text field	Yes	Yes

	Please see section 2.2.				
Skimmed Checkbox	Checked when the "Skimmed" theft type is selected from the EBT Theft Detail page. Please see section 2.2.	Checkbox checked with an 'X'	Yes / Checkbox	Yes	Yes
Scammed Checkbox	Checked when the "Scammed" theft type is selected from the EBT Theft Detail page. Please see section 2.2.	Checkbox checked with an 'X'	Yes / Checkbox	Yes	Yes
EBT Replaced Amount	Populates with the Replaced Amount from the EBT Theft Detail page. Please see section 2.2.	Arial Font Size 10	Yes / Text field	Yes	Yes
EBT Cash Checkbox	Checked when the EBT Theft Record is for Cash benefits. Please see section 2.2.	Checkbox checked with an 'X'	Yes / Checkbox	Yes	Yes
EBT Food Checkbox	Checked when the EBT Theft Record is for Food benefits. Please see section 2.2.	Checkbox checked with an 'X'	Yes / Checkbox	Yes	Yes

* Note: The Editable column of the table above refers to if the variable will be editable when populated. When generating a Blank Form from Template Repository the field will be editable unless otherwise indicated.

Note 1: The column "Population with Form Generation" refers to whether there will be form variable pre-population when the form is generated outside of the Template Repository.

Note 2: The skimmed and scammed checkboxes can both be populated at the same time. However, the cash and food checkboxes will never display both at the same time. If there are reports of both cash and food benefits stolen, two separate NOAs will be generated with one for cash benefits and the other for food benefits.

Technical Note: *Fiscal must pass the EBT_THEFT_ID record to Client Correspondence to populate the variables.*

2.6.4 Form Generation Conditions

1. Turn off threshold languages

The following languages will be turned off for the WI 10072A:

Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Lao, Russian, Spanish, Tagalog, and Vietnamese

2. Updates to Form Generation

The form will generate as a pop-up from the new EBT Theft Detail page (see section 2.2). The form will generate via a "Generate WI 10072A Form" button that is only displayed on the page when the status of the EBT Theft Detail page is "Approved."

2.7 Updates to the WI 10072B - EBT Replacement Review Recommendation

2.7.1 Overview

The WI 10072B form is used to inform the customer that their EBT replacement request is currently in review. This effort will update the WI 10072B to the latest State version as provided by CDSS in ACL 23-13.

State Form: WI 10072B (Not Yet Published on CDSS)

Current Programs: Cal-Learn, CAPI, CalWORKs, CalFresh, General Assistance/General Relief, RCA, REP, and Welfare to Work

Current Attached Form(s): None

Current Forms Category: Forms

Current Template Repository: All Counties

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

2.7.2 Form Verbiage

The WI 10072B will have the following verbiage updates.

Updated Form XDP

Updated Languages: English

Updated Form Number and Version: WI 10072B and (12/23)

Form Mockups/Examples: Please see supporting document #10

Location	Existing Verbiage	Updated Verbiage
"HERE IS WHY" Section	<p>HERE IS WHY:</p> <p><Checkbox> This is your third electronic theft claim in the last 12 months. We will let you know if your request has been approved or denied within 25 days.</p> <p><Checkbox> Your claim is for \$1000 or more. We will let you know if your request has been approved or denied.</p> <p><Checkbox> You had more than one scammed cash benefit request within 36 months.</p> <p><Checkbox> You had more than two electronically stolen food benefit requests within 6 months.</p>	<p>HERE IS WHY:</p> <p><u>Cash Benefits</u></p> <p><Checkbox> You had more than one scammed cash benefit request within 36 months.</p>

2.7.3 Form Variable Population

The form will have the following variable population logic:

Variable Name	Population	Formatting	Editable* / Field Type	Template Repository Population	Population with Form Generation
---------------	------------	------------	------------------------	--------------------------------	---------------------------------

EBT Replacement Request Amount	Populates with the total requested amount for the EBT benefits from the EBT Theft Detail page. Please see section 2.2.	Arial Font Size 10	Yes / Text field	Yes	Yes
Review Reason	There is no population logic for this field. It is up to the county worker to determine whether this checkbox should be checked.	Checkbox checked with an 'X'	Yes / Checkbox	No	No

* Note: The Editable column of the table above refers to if the variable will be editable when populated. When generating a Blank Form from Template Repository the field will be editable unless otherwise indicated.

Note: The column "Population with Form Generation" refers to whether there will be form variable population when the form is generated outside of the Template Repository.

Technical Note: Fiscal must pass the EBT_THEFT_ID record to Client Correspondence to populate the variables.

2.7.4 Form Generation Conditions

1. Turn off threshold languages

The following languages will be turned off for the WI 10072B:
Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese

2. Updates to Form Generation

The form will generate as a pop-up from the new EBT Theft Detail page (see section 2.1). The form will generate via a “Generate WI 10072B Form” button that is always displayed on the EBT Theft Detail page except for when the status is “Approved” or “Denied.”

2.8 Updates to the M44-350K - EBT Replacement Denial Recommendation

2.8.1 Overview

The M44-350K is used to inform the customer that their EBT replacement request has been denied. This effort will update the M44-350K to the latest State version as provided by CDSS in ACL 23-13.

State Form: M44-350K (11/21)

Current Programs: Cal-Learn, CAPI, CalWORKs, CalFresh, General Assistance/General Relief, RCA, REP, and Welfare to Work

Current Attached Form(s): None

Current Forms Category: Forms

Current Template Repository: All Counties

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

2.8.2 Form Verbiage

The M44-350K will have the following verbiage updates.

Updated Form XDP

Updated Languages: English

Updated Form Number and Version: M44-350K and (12/23)

Form Mockups/Examples: Please see supporting document #11

Location	Existing Verbiage	Updated Verbiage
“HERE IS WHY” Section	<p>HERE IS WHY:</p> <p><Checkbox> You did not file a police report and you did not tell us you had a good reason.</p> <p><Checkbox> You did not file a police report and you claimed you had a good reason, but the county determined you did not.</p>	<p>HERE IS WHY:</p> <p><Checkbox> You did not tell us you had a good reason.</p> <p><Checkbox> You claimed you had a good reason, but the county determined you did not.</p> <p><Checkbox> Your claim has been investigated and</p>

	<p><Checkbox> Your claim has been investigated and found that electronic theft of benefits did not happen.</p> <p><Checkbox> You gave your EBT card and/or PIN to someone.</p> <p><Checkbox> Your benefits were already replaced.</p> <p><Checkbox> You did not file a claim with EBT Customer Service. Please call 1-(877)328-9677 to file a claim.</p> <p><Checkbox> You asked for the replacement of cash benefits more than 90 days after the date of the electronic theft.</p> <p><Checkbox> You reported the loss of food benefits more than 10 days after the date of the electronic theft.</p> <p><Checkbox> You filed a completed EBT 2259 form more than 90 days after the date of the electronic theft.</p> <p><Checkbox> Your EBT card was lost or stolen.</p> <p><Checkbox> Your scammed electronically stolen cash benefits have already been replaced within 36 months.</p> <p><Checkbox> Your electronically stolen food benefits have already been replaced twice within 6 months.</p>	<p>found that electronic theft of benefits did not happen.</p> <p><Checkbox> You gave your physical EBT card and/or PIN to someone.</p> <p><Checkbox> Your benefits were already replaced.</p> <p><Checkbox> You asked for the replacement of benefits more than 90 days after the date of the electronic theft.</p> <p><Checkbox> You filed a completed EBT 2259 form more than 90 days after the date of the electronic theft.</p> <p><Checkbox> Your EBT card was lost or stolen.</p> <p><Checkbox> Your electronically scammed stolen cash benefits have already been replaced within 36 months.</p> <p><Checkbox> Your electronically stolen food benefits have already been replaced twice within the current Federal Fiscal Year (October 1 – September 30).</p> <p><Checkbox> You requested retroactive reimbursement for benefits stolen before October 1, 2022 and after November 30, 2023.</p> <p><Checkbox> You submitted your claim for retroactive reimbursement after February 28th, 2024.</p>
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2.8.3 Form Variable Population

The form will have the following variable population logic:

Variable Name	Population	Formatting	Editable* / Field Type	Template Repository Population	Population with Form Generation
EBT Replacement Request Amount	Populates with the total requested amount for the EBT benefits from the EBT Theft Detail page. Please see section 2.2.	Arial Font Size 10	Yes / Text field	Yes	Yes
Denial Reason Checkbox 1	Checked when denial reason of "Not provide a good reason" is selected from the EBT Theft Detail page. Please see section 2.2.	Checkbox checked with an 'X'	Yes / Checkbox	Yes	Yes
Denial Reason Checkbox 2	Checked when denial reason of "County determines no good reason" is selected from the EBT Theft Detail page. Please see section 2.2.	Checkbox checked with an 'X'	Yes / Checkbox	Yes	Yes
Denial Reason Checkbox 3	Checked when denial reason of "Electronic theft did not happen" is	Checkbox checked with an 'X'	Yes / Checkbox	Yes	Yes

	selected from the EBT Theft Detail page. Please see section 2.2.				
Denial Reason Checkbox 4	Checked when denial reason of "Give EBT card/PIN to someone" is selected from the EBT Theft Detail page. Please see section 2.2.	Checkbox checked with an 'X'	Yes / Checkbox	Yes	Yes
Denial Reason Checkbox 5	Checked when denial reason of "Benefits were already replaced" is selected from the EBT Theft Detail page. Please see section 2.2.	Checkbox checked with an 'X'	Yes / Checkbox	Yes	Yes
Denial Reason Checkbox 6	Checked when denial reason of "Ask for replacement more than 90 days after the theft" is selected from the EBT Theft Detail page. Please see section 2.2.	Checkbox checked with an 'X'	Yes / Checkbox	Yes	Yes
Denial Reason Checkbox 7	Checked when denial reason of "EBT 2259 more than 90 days	Checkbox checked with an 'X'	Yes / Checkbox	Yes	Yes

	after the theft" is selected from the EBT Theft Detail page. Please see section 2.2.				
Denial Reason Checkbox 8	Checked when denial reason of "EBT card was lost/stolen" is selected from the EBT Theft Detail page. Please see section 2.2.	Checkbox checked with an 'X'	Yes / Checkbox	Yes	Yes
Denial Reason Checkbox 9	Checked when denial reason of "Already replaced twice within the current Federal Fiscal Year" is selected from the EBT Theft Detail page. Please see section 2.2.	Checkbox checked with an 'X'	Yes / Checkbox	Yes	Yes
Denial Reason Checkbox 10	Checked when denial reason of "Scammed benefits have already been replaced within 36 months" is selected from the EBT Theft Detail page. Please see section 2.2.	Checkbox checked with an 'X'	Yes / Checkbox	Yes	Yes

Denial Reason Checkbox 11	Checked when denial reason of "Retroactive claim for benefits stolen before 10/01/2022 and after 11/30/2023" is selected from the EBT Theft Detail page. Please see section 2.2.	Checkbox checked with an 'X'	Yes / Checkbox	Yes	Yes
Denial Reason Checkbox 12	Checked when denial reason of "Retroactive claim submitted after 2/29/2024" is selected from the EBT Theft Detail page. Please see section 2.2.	Checkbox checked with an 'X'	Yes / Checkbox	Yes	Yes

* Note: The Editable column of the table above refers to if the variable will be editable when populated. When generating a Blank Form from Template Repository the field will be editable unless otherwise indicated.

Note: The column "Population with Form Generation" refers to whether there will be form variable population when the form is generated outside of the Template Repository.

Technical Note: Fiscal must pass the EBT_THEFT_ID record to Client Correspondence to populate the variables.

2.8.4 Form Generation Conditions

1. Turn off threshold languages

The following languages will be turned off for the M44-350K:

Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Spanish, Tagalog, and Vietnamese

2. Updates to Form Generation

The form will generate as a pop-up from the new EBT Theft Detail page (see section 2.1). The form will generate via a "Generate M44-350K Form" button that is only displayed on the page when the status of the EBT Theft Detail page is "Denied."

2.9 Updates to the EBT 2259 Instructions for Reporting Electronic Theft of Benefits Form Recommendation

2.9.1 Overview

The EBT 2259 provides instructions to customers on how to report theft of their benefits. This effort will update the form variable population.

State Form: EBT 2259 (11/23)

Current Programs: Cal-Learn, CAPI, CalWORKs, CalFresh, General Assistance/General Relief, RCA, REP, and Welfare to Work

Current Attached Form(s): None

Current Forms Category: Forms

Current Template Repository: All Counties

Existing Languages: English and Spanish

2.9.2 Form Verbiage

There are no changes to this section of the form.

2.9.3 Form Variable Population

The EBT 2259 form variable population only populates a few variables within the "County Use Only" section at the bottom of the form. This effort will be updating only 1 variable, and the others will not be displayed here in this design document.

Variable Name	Population	Formatting	Editable * / Field Type	Population with Form Generation	Population with Template Repository
SUID	Populates with the	Arial Font Size 10	Yes * / Text Field	No – This form is only	Yes

	<p>currently active EBT Account Number for the case.</p> <p>EBT_IDENTIF from the EBT_ACCT table.</p> <p>Note: A case can have multiple EBT_IDENTIF records, but will only ever have 1 active record at a time.</p>			available in the Template Repository.	
--	--	--	--	---------------------------------------	--

* Note: The Editable column of the table above refers to if the variable will be editable when populated. When generating a Blank Form from Template Repository the field will be editable unless otherwise indicated.

Technical Note 1: Current population logic uses DAO for standard header. Create a new DAO for EBT 2259 variable population.

Technical Note 2: Update XDP field name from "CASE_NUMBER" to "EBT_IDENTIF".

Technical Note 3: DCR for new EBT 2259 DAO.

2.9.4 Form Generation Conditions

1. Updates to Form Print/Mailing Options

The form will follow the following print/mailling requirements:

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

Mailing Options:

Mail-To (Recipient): When generated from the Template Repository, person selected from the Customer Name drop down menu.

Mailed From (Return): Sending Office

Mail-back-to Address: Sending Office
Outgoing Envelope Type: Standard Mail
Return Envelope Type: N/A

Additional Options:

Special Paper Stock: No
Enclosures: No
Electronic Signature: Yes
 Electronic Signature (IVR/Text): Yes
 Check to Sign: No
Post to Self Service Portal (SSP): Yes

Note: All the print and mailing requirements in this section are existing functionality and are not changed with this effort.

2.10 Updates to the EBT 2259/EBT 2259A Instructions to Report Electronic Theft of Cash Aid and EBT Scamming Acknowledgement Packet Recommendation

2.10.1 Overview

The EBT 2259/EBT 2259A is a packet consisting of both the instructions for reporting theft of benefits and the scamming acknowledgement form together. This effort will update the EBT 2259 form This effort will update the form variable population.

State Form: N/A

Current Programs: Cal-Learn, CAPI, CalWORKs, CalFresh, General Assistance/General Relief, RCA, REP, and Welfare to Work

Current Attached Form(s): None

Current Forms Category: Forms

Current Template Repository: All Counties

Existing Languages: English and Spanish

2.10.2 Form Verbiage

There are no changes to this section of the packet.

2.10.3 Form Variable Population

The updates follow the changes as described in section 2.10.

2.10.4 Form Generation Conditions

There are no changes to this section of the packet.

2.11 Automated Regression Test

2.11.1 Overview

1. Create new automated regression test scripts to verify navigation to, and the basic create, view, and form generation functionality of the following pages:
 - a. EBT Theft List
 - b. EBT Theft Detail
 - c. EBT Theft Transaction Detail

Technical Note: Verification of the content of each form is out of scope.

2. Create new automated regression test scripts to verify the basic functionality of the following new and updated API endpoints:
 - a. Forms API EBT 2259 form
 - b. Forms API EBT 2259A form
 - c. EBT Theft API
 - d. Case Inquiry API

Technical Note: Verifications within the Hyland system are out of scope.

2.11.2 Description of Changes

CalSAWS:

1. Create new regression scripts to create and view data on each of the following pages, and verify that applicable forms can be generated and saved from these pages:
 - a. EBT Theft List
 - b. EBT Theft Detail
 - c. EBT Theft Transaction Detail
2. Create new regression scripts to verify the static details of the following automated action:
 - a. Self Service Portal: Reissue EBT Card Request Received

BenefitsCal API:

3. Evaluate each system test scenario for the potential of automation. Known exclusionary criteria:
 - a. Temporary or one-time changes (ex., Data Change Requests, operational batch job execution)
 - b. Technical limitations (ex., visual comparison of a static document against a template)
 - c. Security restrictions (ex., access to an external service requiring Multi-Factor Authentication)
 - d. Required manual intervention (ex., physical printing, document scanning, forced service outage)

4. For each scenario determined to be an automation candidate, modify the system test scenario to be executable as part of the Regression Test Suite. This may include the following:
 - a. Repeatability: The script must be able to execute multiple times between data refreshes
 - b. Targetability: The script must fully and accurately verify the actual result against the expected result of the scenario.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Interfaces	Case Inquiry YAML	CaseInquiry.yaml
2	Interfaces	Case Inquiry HTML	CaseInquiry.html
3	Interfaces	CalSAWS Forms YAML	CalSAWSForms.yaml
4	Interfaces	CalSAWS Forms HTML	CalSAWSForms.html
5	Interfaces	EBT Theft YAML	EBTTheft.yaml
6	Interfaces	EBT Theft HTML	EBTTheft.html
7	Forms	WI 10072A PDF Mockup	WI_10072A_EN.pdf
8	Forms	WI 10072B PDF Mockup	WI_10072B_EN.pdf
9	Forms	M44-350K PDF Mockup	M44_350K_EN.pdf

4 REQUIREMENTS

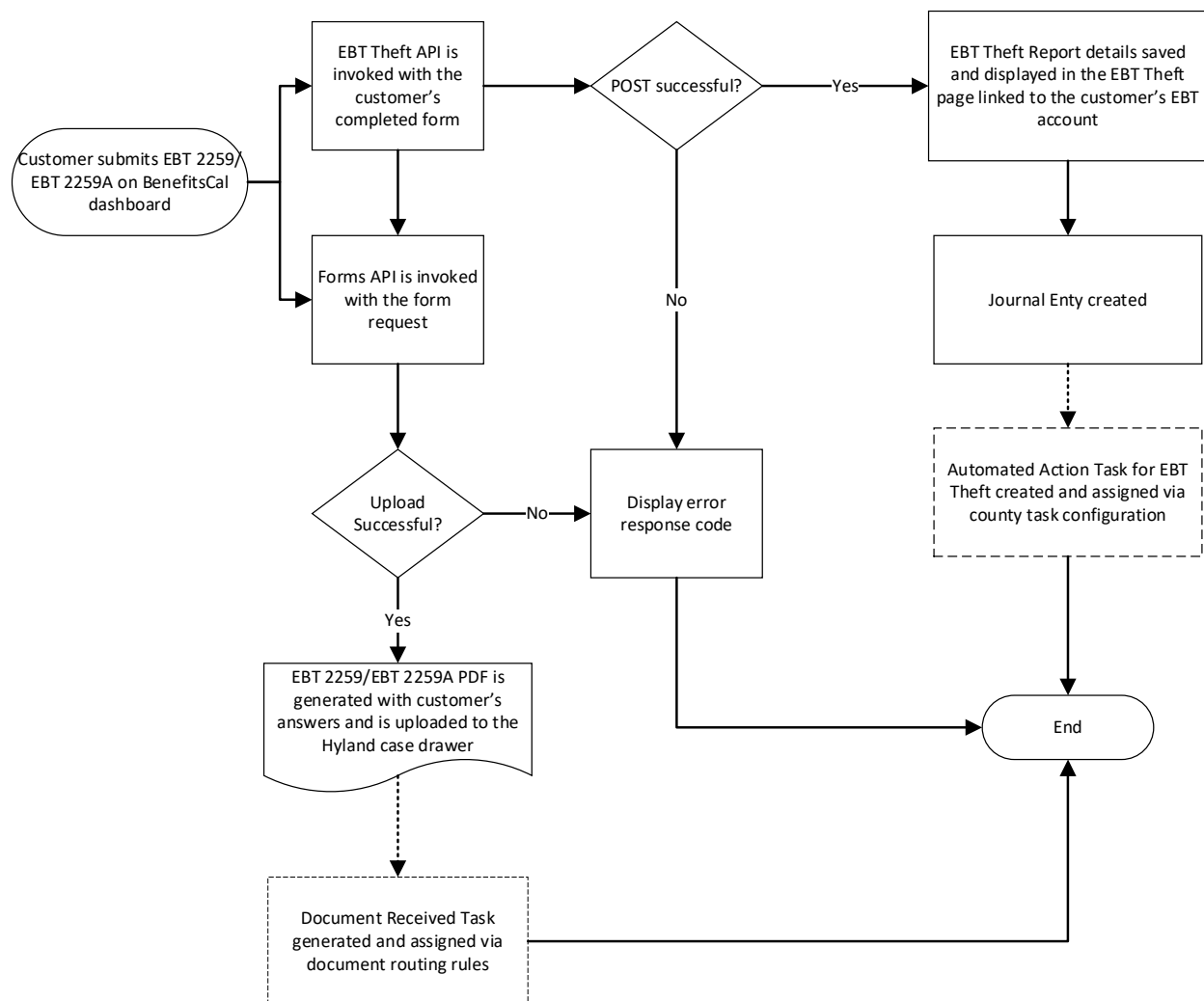
4.1 Project Requirements

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

	u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices.	

5 APPENDIX

1. Report of Electronic Theft of Benefits (EBT 2259/EBT 2259A) process flow – The Report of Electronic Theft of Benefits submission process can occur through various channels (electronic digital form, document upload, or paper submission (in person or mail)). The diagram below depicts the process flow of the Report of Electronic Theft of Benefits form submission.
 - a. Customer submits an electronic EBT 2259/EBT 2259A – Existing CalSAWS Food or Cash Case and has a linked BenefitsCal account.





California Statewide Automated Welfare System

Design Document

CA-259682

Update WTW 2 to allow option to central Print form.

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Nithin B Halesh
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/07/2023	1.0	Initial Draft	Nithin B Halesh

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1 OVERVIEW

This effort will update the WTW 2 (5/21)- "Welfare-To-Work Plan Activity Assignment" form to allow option to central print.

1.1 Current Design

Currently, WTW 2 (5/21) only has the option to print locally.

1.2 Requests

1. Add mailing coversheet, BRM barcode and central print option to WTW 2 form.
2. Update the form title to Welfare-To-Work Plan Activity Assignment.

1.3 Overview of Recommendations

Add mailing coversheet, BRM barcode and central print option to WTW 2 form.

WTW 2 form is available in the following languages: English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Tagalog, Lao, Hmong, Korean, Russian and Vietnamese. Add mailing coversheet to WTW 2 form available in all the language.

2 RECOMMENDATIONS

2.1 Update WTW 2 form.

2.1.1 Overview

Update WTW 2 (5/21) form to add mailing coversheet, BRM barcode and central print option.

State Form: WTW 2 (5/21)

Current Programs: Welfare-To-Work, Refugee Employment Program (REP)

Current Forms Category: Forms

Current Template Repository Visibility: All counties

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

Template Description: This form notifies the customer of activities that must be completed to participate in the Welfare to Work Program.

Imaging Form Name: WTW Activity Assignment

Imaging Document Type: Welfare to Work (WTW)

2.1.2 Form Verbiage

Form Mockups/Examples: See Supporting Documents #1

Form Header: Mailing Cover Sheet (Refer the mockup).

Form Title: Welfare-To-Work Plan Activity Assignment

Form Number: WTW 2

Include NA BACK 9: No

2.1.3 Form Variable Population

There is no change in the variable population logic.

2.1.4 Form Generation Conditions

The WTW 2 form is generated online from the Activity Agreement Detail page when the Form type is "WTW 2" and the generate form button is selected.

NOTE: The Generate form button will not display if the agreement is signed.

The WTW 2 is also available from the template repository page.

2.1.5 Add Form Control

Add BRM barcode for WTW 2 form.

Due Date: None

Tracking Barcode	BRM Barcode	Imaging Barcode
N	Y	Y

Form Print/Mailing Options

2.1.6 Update WTW 2 Form Print Options and Mailing Requirements

The following Print options will be included for the WTW 2 Form.

Print Options:

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

Y	Y	Y	Y	Y	Y
---	---	---	---	---	---

Mailing Options:

Mailing Options	Option for WTW 2 (5/21)
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	Worker's Office Address
Outgoing Envelope Type	Standard
Return Envelope Type	BRM
Special Paper Stock	N/A

Additional Options:

Requirement	Option for WTW 2 (5/21)
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	WTW 2 English Mockup	WTW 2_ EN.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	<p>The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <ul style="list-style-type: none">a. Appointment notices;b. Redetermination, Recertification, and/or Annual Agreement notices and forms;c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);d. Periodic reporting notices;e. Contact letters;f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;g. Information notices and stuffers;h. Case-specific verification/referral forms;i. GR Vendor notices;k. Court-mandated notices, including Balderas notices;l. SSIAP appointment notices;m. Withdrawal forms;n. COLA notices;o. Time limit notices;p. Transitioning of aid notices;q. Interface triggered forms and notices (e.g., IFDS, IEVS);r. Non-compliance and sanction notices;s. Benefit issuance and benefit recovery forms and notices, including reminder notices;t. Corrective NOAs on State Fair Hearing decisions;u. CSC paper ID cards with LRS-generated access information; andv. CSC PIN notices.	WTW 2 are being update to add the Central print option.



California Statewide Automated Welfare System

Design Document

CA-259882

Update GAGR EDBC Logic for Intake Interview
Appointment No Show Denial.

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Sridhar Mullapudi
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
10/30/2023	1.0	Initial Draft	Sridhar Mullapudi

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3	Requirements.....	5
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4	Outreach.....	Error! Bookmark not defined.
	4.1 Lists.....	Error! Bookmark not defined.
5	Appendix.....	Error! Bookmark not defined.

1 OVERVIEW

1.1 Current Design

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

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

1.2 Requests

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

1.3 Overview of Recommendations

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

1.4 Assumptions

1. None

2 RECOMMENDATIONS

2.1 Update Appointment No Show Determination

2.1.1 Overview

When GAGR Automated solutions program participant does not show up for an intake interview and the interview date is within the past 2 months for the benefit month, the participant closed with reason 'Appt No Show - GR Intake Interview'.

Update the 'Appt No Show - GR Intake Interview' status reason determination logic to also check if the appointment date falls within the current benefit month.

2.1.2 Description of Changes

1. Update GAGR EDBC logic to determine 'Appt No Show - GR Intake Interview' status reason when all the following conditions are met:
 - a. Intake interview Appointment date is on/after the latest application date.
 - b. Has GAGR intake interview appointment status is in 'No Show', 'Scheduled', or 'Rescheduled'.
 - c. EDBC benefit month is in/after the latest application month.
 - d. EDBC is run after the appointment time plus lapsed period if specified by the county.

2.1.3 Programs Impacted

GAGR Automated solution

2.1.4 Performance Impacts

None

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.1.21	The LRS shall automate eligibility determination and benefit calculation for certain individual and case changes.	GAGR automated solution EDBC shall accurately close an applicant when they do not

		show for Intake Interview appointment.
--	--	--

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-261988

Add Additional Application Source Codes

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Connor O'Donnell, Susanna Martinez
	Reviewed By	Matt Lower

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
10/03/2023	1.0	Initial Draft	Connor O'Donnell, Susanna Martinez

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1 OVERVIEW

This SCR adds additional Application Source Codes options counties need. Since there is no ability to enter a code in plaintext, this SCR will add seven new App. Source Code options to the dropdown used for the selection.

1.1 Current Design

The Application Source Code choices in CalSAWS are limited to certain selections without the ability to enter plain text. Due to this limitation the choices do not cover all of the sources that applications are received and therefore reports are not as useful as needed for managing workload.

1.2 Requests

Add additional application source codes for counties to utilize to work within their county processes. The additional source codes to be added should include:

- Pre-Release County Jail
- Pre-Release County Youth Facility
- CDCR
- Craig v Bonta
- Drop Off
- Probation
- College

1.3 Overview of Recommendations

1. Update the 'Source' field on the Application Registration Summary with additional values.

1.4 Assumptions

N/A

2 RECOMMENDATIONS

2.1 Application Registration Summary

2.1.1 Overview

Update the 'Source' field on the Application Registration Summary page with additional Source code values.

2.1.2 Application Registration Summary Mockup

N/A

2.1.3 Description of Changes

1. Add the following values to the 'Source' field on the Application Registration Summary page:
 - a. Pre-Release County Jail
 - b. Pre-Release County Youth Facility
 - c. CDCR
 - d. Craig v Bonta
 - e. Drop Off
 - f. Probation
 - g. College

Technical Note: This change will affect the values in CT294, so any page that displays 'Source' values using that code table will also display these new values.

2.1.4 Page Location

- **Global: Case Info**
- **Local: Case Summary**
- **Task: Application Registration**

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

N/A

2.1.7 Accessibility

No issues found.

2.1.8 Page Usage/Data Volume Impacts

N/A

2.2 Automated Regression Test

2.2.1 Overview

Create automated regression test scripts to verify the new 'Source' values on the following pages: Application Detail, Application Registration Summary, New / Reapplication Detail, New Programs Detail, Program History, Program History Detail.

Note: The MAGI Referral Detail page is not in scope.

2.2.2 Description of Changes

Create regression scripts to navigate to each of the following pages and verify the display of each new 'Source' value (see section 2.1.3 #1) in view mode, and in the editable field where one exists on the page:

1. Application Detail
2. Application Registration Summary
3. New / Reapplication Detail
4. New Programs Detail
5. Program History
6. Program History Detail

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
CAR-1092	The LRS shall include multiple methods for searching and retrieving existing individual and case LRS Data, which will consist of the following:b. Case number;c. Legacy case number;d. CINs, names, addresses;e. Date of birth;f. SSN;k. Phone Number;l. Driver License ID;m. Email Address;n. Alias;p. A Number;q. License Plate Number;r. Application number; ands. YBN Application or Confirmation number.	Adding additional Application Source Codes will allow the worker to more appropriately indicate what the source of an incoming application is.



California Statewide Automated Welfare System

Design Document

CA-265535

CFET Program Status Cleanup for Orange
County

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Connor O'Donnell
	Reviewed By	Matt Lower

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/01/2023	1.0	Initial Draft	Connor O'Donnell

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1 OVERVIEW

1.1 Current Design

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

Orange County is requesting to leave all CFET program blocks if the begin date is 9/1/2023 or after.

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

1.2 Requests

For Orange County, end-date CFET records and Deregister all CFET program blocks with End date of 09/31/2023 if the Begin date is prior to 9/1/2023

1.3 Overview of Recommendations

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

1.4 Assumptions

N/A

2 RECOMMENDATIONS

2.1 Data Change – Deregister CFET Programs for Orange County

2.1.1 Overview

Orange County did not offer CFET prior to 09/01/2023. CalWIN records for Orange County were pulled into the system that had CFET records prior to this date, this change will deregisters all Orange County CFET programs that have a Begin Date prior to 09/01/2023.

2.1.2 Description of Change

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

2.1.3 Estimated Number of Records Impacted/Performance

49,580

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
CAR-517	The LRS shall allow COUNTY-specified Users to record and track the applicant s/participant s actual needs, including immediate needs, emergency needs (domestic violence, expedited CalFresh services, supportive services, homeless, medical services), and crisis intervention needs separately. - Application Registration and Application Evaluation - 2.4.1.2	This DCR updates CFET programs to record the case's needs correctly.

4 OUTREACH

4.1 Lists

List Name: CA-265535 Records this Data Change was applied to.

List Criteria: All records mentioned in Section 2.1

Standard Columns:

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

Additional Column(s):

- Program
- Program Status
- Begin Date
- End Date

Frequency: One-time

The list will be posted to the following location: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-265535



California Statewide Automated Welfare System

Design Document

CA-266915

Update the recipient for AAP Discontinuance of when
Youth Turn 18 or at 21

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Vicente Romero
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/20/2023	1.0	Initial Revision	Vicente Romero

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1 OVERVIEW

This effort will make updates to NA 791.

1.1 Current Design

CalSAWS currently generates NA 791 via edbc and generates via batch. When generating via batch form is currently sending the notice to the primary applicant. NA 791 is currently populating email address in the header.

1.2 Requests

1. Update Batch generated NA 791 to issue to the AAP program payee.
2. Update NA 791 to not populate email address in header.

1.3 Overview of Recommendations

1. Update Batch generated NA 791 to issue to the AAP program payee.
2. Update NA 791 to not populate email address in header.

1.4 Assumptions

1. No updates to batch trigger conditions will be made for NA 791 except for the addressee (see recommendation 2.1.4).
2. No updates to notice trigger conditions for NA 791 notices generated by EDBC run.
3. No threshold languages will be added as part of this SCR.

2 RECOMMENDATIONS

2.1 Update Batch generated NA 791 to issue to the AAP program payee

2.1.1 Overview

NA 791 is triggering via batch and is currently being sent to primary applicant.

State Form: NA 791 (9/18)

Current Programs: AAP

Current Attached Form(s): NA Back 9

Current Forms Category: Form

Current Template Repository Visibility: ALL

Existing Languages: English, Spanish

2.1.2 Form Verbiage

No changes to the verbiage.

2.1.3 Form Variable Population

There are no variables in this fragment.

2.1.4 Batch Trigger Generation

NA 791 is currently generating via batch to the primary applicant. NA 791 should be sent to the payee instead of the primary applicant. All other conditions should remain the same.

2.2 Update NA 791 Form & AAP NOA Template

2.2.1 Overview

NA 791 Form and AAP NOA Template currently populate worker's email address in the header. Update Header to leave the email address unpopulated.

State Form: NA 791 (9/18)(Id: 6286)

Current Programs: AAP

Current Attached Form(s): NA Back 9

Current Forms Category: Form

Current Template Repository Visibility: ALL

Existing Languages: English, Spanish

Template Fragment Name and ID:

AA_NOA_TEMPLATE (ID: 3032)

Known County NOA: Existing CalSAWS fragment

Current Program(s): Foster Care

Current Action Type: N/A

Current Fragment Level: N/A

Currently Repeatable: N/A

Includes NA Back 9: Yes

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

Existing Languages: English, Spanish

2.2.2 Form Variable Population

Update the Form NA 791 that is available in template repository and triggers via batch to **not** populate the workers email address on the form.

2.2.3 NOA Variable Population

Update the AAP NOA Template that is used to trigger with AAP notices to **not** populate the worker's email address on the notices.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1			

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-269881

S8 transaction is being updated in CalSAWS as
an S1 transaction

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Edgars Reinholds
	Reviewed By	John Pratt, James Dorame, Howard Suksanti

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/26/2023	1.0	Initial version	Edgars Reinholds

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1 OVERVIEW

The Case Management, Information and Payrolling system (CMIPS) is used by In-Home Support Services staff (IHSS) to manage their casework and issue payments to IHSS providers. This SCR will update the handling of CMIPS S8 transaction.

1.1 Current Design

CMIPS transfers two transactions to CalSAWS

- S1 – IHSS Referral for Medi-Cal Determination
- S8 – Notification of IHSS Eligibility

CalSAWS sends the following transactions to CMIPS

- S2 – Notification of CIN on IHSS Referral for Medi-Cal Eligibility Determination
- S3 – Notification of Medi-Cal Eligibility Status Change

S1 transaction results in a Pending IHSS referral for all counties.

S8 transaction has county specific logic when either IHSS Case is not known or IHSS Case is known to CalSAWS but not the referral.

- LA County – Links the S8 referral to an existing case person and worker. Referral status is Accepted.
- All Other counties – Create a Pending IHSS referral.

1.2 Requests

When a S8 transaction is received, no S1 transaction is displayed. When the case receives a S8 transaction, do not display the transaction as a pending IHSS referral (S1 transaction).

Cleanup the pending S8 transactions by auto linking the case and set them to accepted, or rejected if the case cannot be found.

1.3 Overview of Recommendations

1. Update CMIPS S8 referral creator (PBxxC409) to auto link S8 transaction for all counties, as it is currently for LA County.
2. Create a DCR to auto link existing pending IHSS referrals that were created because of S8 transaction.

1.4 Assumptions

1. S8 transaction would not result in a pending IHSS referral that requires worker action.
2. Setting IHSS Referral to Accepted may result in S3 outbound transaction to CMIPS.

2 RECOMMENDATIONS

Update CMIPS S8 referral creator (PBxxC409) to auto link S8 transaction for all counties, as it is currently for LA County, and create a DCR to cleanup existing IHSS referrals.

2.1 Update CMIPS S8 Referral Creator (PBxxC409)

2.1.1 Overview

CMIPS S8 Referral Created processes incoming S8 transactions. S8 transaction has county specific logic when IHSS Case is not known or IHSS Case is known to CalSAWS but not the referral. LA County – Links the S8 referral to an existing case person and worker. Referral status is Accepted. Currently, for all other counties, the job creates a pending IHSS referral.

2.1.2 Description of Change

1. Update CMIPS S8 Referral Creator (PBxxC409) to link the S8 transaction and set the IHSS Referral status to Accepted for all counties, as it is done for LA County, when IHSS Case is not known or IHSS Case is known to CalSAWS but not the referral.

2.1.3 Execution Frequency

No Change.

2.1.4 Key Scheduling Dependencies

No Change.

2.1.5 Counties Impacted

Former C-IV and CalWIN Counties.

2.1.6 Category

Core.

2.1.7 Data Volume/Performance

N/A

2.1.8 Failure Procedure/Operational Instructions

N/A

2.2 Data Change – Link existing IHSS Referrals

2.2.1 Overview

The DCR will link existing IHSS Referrals that were created for former CalWIN and C-IV Counties because of S8 transaction.

2.2.2 Description of Change

1. DCR will identify pending IHSS referrals that are linked to S8 transaction for former C-IV and CalWIN counties.
2. Link the case person using the CIN on the IHSS Case Person and SAWS case number and county.
3. For the case person identified, link the worker that meets the following criteria:
 - a. Case person is currently Active or Pending status, member or medical member only role on CalWORKs (CW), Foster Care (FC), KinGAP (KG), Adoptions Assistance (AA), or MediCal (MC) programs.
 - b. Use the following hierarchy if multiple programs available:
 - i. MC
 - ii. CW
 - iii. FC
 - iv. KG
 - v. AA
4. When a case person, program, and worker are found, link them in the IHSS Referral and set status to Accepted.
5. When either a case person, program or worker are not found, then set the IHSS Referral status to Rejected.

2.2.3 Estimated Number of Records Impacted/Performance

Approximately 72,300 pending IHSS Referrals linked to S8 transactions.

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.20.1.4	The LRS shall match LRS Data from external interfaces to an applicant s or participant	S8 transaction will be linked

	s case record and update the LRS database when appropriate.	

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-269899

Update GAGR Automated Solution Budgeting
for San Francisco County

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Sridhar Mullapudi
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
11/20/2023	1.0	Initial Draft	Sridhar Mullapudi

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1 OVERVIEW

1.1 Current Design

The current design laid out in SCR CA-215672 for San Francisco based on the rule selections in place the budgeting will be performed as follows:

1. If a household has no non-exempt income; Prospective Budgeting will be used.
2. If a household has non-exempt income; Prospective Budgeting will be used where the benefit month is the month of application, or the month following.
3. In all subsequent months Retrospective Budgeting will be used.

1.2 Requests

Update GAGR income budgeting rules for San Francisco as follows:

1. Use 'Prospective Budgeting' if Benefit month is within two months of Begin Date of Aid and the participant has earned income under the monthly grant amount.
2. Use 'Prospective Budgeting' if Benefit month is within two months of Begin Date of Aid and the participant has exempt income.
3. All income amounts shall be used.

1.3 Overview of Recommendations

1. Add new admin rule for aid payment amount determination for prospective budgeting.
2. Update GAGR EDBC grant determination logic for new admin rule.

1.4 Assumptions

1. None

2 RECOMMENDATIONS

2.1 Add New Admin Rule Budgeting Determination

2.1.1 Overview

Add new admin rule for aid payment amount determination when EDBC is set to prospective budgeting determination.

2.1.2 Description of Changes

1. Add new admin rule under 'Budget' in the 'County Rules Detail' page as follows:
 - a. 'When Prospective Budgeting, only deduct student aid amount from grant limit.'
 - b. This rule shall be set to 'Yes' for San Francisco County only with a begin date 10/2023.
 - c. All other counties, this rule shall be set to 'No' with a begin date of 12/2020.

2.1.3 Programs Impacted

GAGR automated solution

2.1.4 Performance Impacts

None

2.2 Update GAGR Income Budgeting Determination

2.2.1 Overview

Update GAGR EDBC grant determination logic to only deduct the student aid amount from grant limit amount when determining aid payment amount.

2.2.2 Description of Changes

1. Update GAGR EDBC grant calculation logic to only deduct total student aid income amount from grant limit when calculating the aid payment for the benefit month when the admin rule 'When Prospective Budgeting, only deduct student aid amount from grant limit.' is set to 'Yes'.

Note: List all incomes that are considered as student aid are listed in section 5.1

2.2.3 Programs Impacted

GAGR automated solution

2.2.4 Performance Impacts

None

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.2.18	The LRS shall determine the budgeting method which shall be used and shall apply the appropriate method for each program.	CalSAWS shall update GAGR budget determination to only deduct student aid amount from grant limit for applicable GAGR counties.

4 APPENDIX

4.1 Student Aid Income Types

The following incomes are considered as student aid listed under 'Educational, Student' income category income types.

1. Cal Grant A
2. Cal Grant A - TANF
3. Cal Grant B
4. Cal Grant B - TANF
5. Cal Grant B Access
6. Cal Grant C
7. Grants, Loans - Needs Based
8. Grants, Loans - Non Needs Based
9. Title IV, Other Federal

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-270443

Update GAGR Reporting Type Logic for San
Francisco County

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Sridhar Mullapudi
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
11/16/2023	1.0	Initial Draft	Sridhar Mullapudi

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5	Appendix.....	Error! Bookmark not defined.

1 OVERVIEW

1.1 Current Design

GAGR cases from San Francisco County are not subjected to report effective 11/2023 benefit month.

Prior to 11/2023 all recipients are determined to be 'Monthly Reporting' and the CAAP 1 is sent out for all recipients.

1.2 Requests

Only CAAP/GAGR Recipients that are employable and have earned income are required to complete the CAAP 1 monthly status report.

Update GAGR reporting type determination for San Francisco to set monthly reporting only on cases that have earned income.

1.3 Overview of Recommendations

1. Add new admin rule for 'Monthly Reporting' type determination when participant has earned income.
2. Update GAGR reporting type determination logic for new admin rule.
3. Generate a list of impacted cases.

1.4 Assumptions

1. None

2 RECOMMENDATIONS

2.1 Add New Admin Rule for Reporting Type Determination

2.1.1 Overview

Add new admin rule for to determine 'Monthly Reporting' when the participant has earned income.

2.1.2 Description of Changes

1. Add new admin rule under 'Periodic Reporting' in the 'County Rules Detail' page as follows:
 - a. 'Set Monthly Reporting when individual has Earned income.'
 - b. This rule shall be set to 'Yes' for San Francisco County only with a begin date 11/2023.
 - c. All other counties, this rule shall be set to 'No' with a being date of 12/2020.

Note: When the admin rule 'Set Monthly Reporting when individual has earned income.' is set to yes, the logic shall determine if the participant qualifies for 'Monthly Reporting'. If they do not qualify, the logic shall check for other reporting types as configured by the county. Example: for San Francisco County, with the implementation of this SCR, the logic shall check if the participant qualifies for 'monthly reporting' if not the current selection for the county 'Not subjected to Reporting.' Shall be determined.

2.1.3 Programs Impacted

GAGR automated solution

2.1.4 Performance Impacts

None

2.2 Update GAGR Reporting Type Determination

2.2.1 Overview

Update GAGR EDBC reporting type determination logic to determine 'Monthly Reporting' when participant has earned income.

2.2.2 Description of Changes

1. Update GAGR Reporting type determination logic to set monthly reporting when all the following conditions are true:
 1. Admin rule 'Set Monthly Reporting when individual has Earned income.' is set to 'Yes' for the benefit month.
 2. Active Member/FRE has any of the following income types and classified as 'Earned' for the benefit month:
 - i. Salary, Wages.
 - ii. Self-Employment.

2.2.3 Programs Impacted

GAGR automated solution

2.2.4 Performance Impacts

None

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.12.1.1	The LRS shall identify and display cases subject to periodic reporting requirements, by program or combination of programs.	CalSAWS shall update the reporting type determination logic to accurately determine monthly reporting and change reporting for GAGR program.

4 OUTREACH

4.1 Lists

List Name: List of Active GAGR Cases with Earned Income.

List Criteria: Generate a list of active GAGR cases from San Francisco County where the active MEM/FRE have the following earned income for come up month:

1. Salary, Wages.
2. Self-Employment.

Standard Columns:

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

Additional Column(s): None

Frequency: One-time

The list will be posted to the following location: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2024>CA-270443

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-270867

Add 'BROU – QR7 Exemption' to GA
Unemployable cases with Specific Case Flags

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Tom Lazio
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/1/2023	1.0	Initial Draft	T. Lazio
12/11/2023	2.0	Updated 'Alameda GA/GR Cases Where Exemption Was Added' listing added the following fields: <ul style="list-style-type: none"> County Options Detail page: Begin Date County Options Detail page: End Date 	T. Lazio
12/20/2023	3.0	<ul style="list-style-type: none"> - Added Assumptions #4 and #5 - Updated Fields in the following listings: <ul style="list-style-type: none"> Alameda GA/GR Cases Where Exemption Was Added Alameda GA/GR Cases With GA Exemption Case Flags That Were Discontinued - Removed listing List of Cases Processed in Batch Run. 	T. Lazio

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1 OVERVIEW

This SCR will add 'BROU – QR7 Exemption' on applicable GA/GR Automated Solution program cases for Alameda County and run the EDBC.

1.1 Current Design

In CalWIN, General Assistance (GA) Unemployable cases had Special Indicator 'GA QR7 Exemption' attached to the case that prevented the case from discontinuing during monthly EDBC. In CalSAWS, exemptions need to be added to the County Options page to make a GA/GR Automated Solution Unemployable case exempt from periodic reporting. During CalSAWS migration, GA Unemployable cases that migrated from CalWIN to CalSAWS for Alameda County had the 'GA QR7 Exemption' Special Indicator convert to a Case Flag. This has led to Unemployable cases discontinuing from GA/GR Automated Solution program for not meeting reporting requirements.

1.2 Requests

To set the exempt reporting type and avoid erroneous discontinuances for reporting requirements, Alameda County is requesting an automated solution to add the 'BROU – QR7 Exemption' with journal entries to all cases that meet the applicable criteria, run EDBC and provide a list of all GA/GR Automated Solution Unemployable cases that had the exemption applied for Alameda County.

1.3 Overview of Recommendations

1. Add 'BROU – QR7 Exemption' to Alameda County GA/GR Automated Solution cases that meet the appropriate criteria.
2. Add journal entries for all Alameda County GA/GR Automated Solution cases where the BROU – QR7 exemption is added.
3. Run EDBC for all Alameda County GA/GR Automated Solution cases where the BROU – QR7 exemption is added.
4. Generate case listing for all Alameda County GA/GR Automated Solution cases where the BROU – QR7 exemption is added.
5. Generate case listing for all Alameda County GA/GR Automated Solution cases with case flags that were discontinued.
6. Generate listings for EDBC Batch run.

1.4 Assumptions

1. Alameda County cases can have multiple and overlapping 'GA QR7 Exemption' or 'GA-BHCS' Case Flag records.
2. 'BROU – QR7 Exemption' records manually inputted by Alameda County staff will not be overridden.
3. The DCR for the exemption records will be ran before the EDBC Batch Run and completed on the same day as the EDBC batch run.

4. Automation for end dating 'GA/GR ES' type work registration records with status of 'Unemployable' will be addressed in a future effort through SCR CA-272009.
5. 'Non-Reporting' functionality will be evaluated in a future effort through SCR CA-271597. This effort will address the issue for allowing cases with 'Non-Reporting' status set by the PR (BROU -QR7) exemption to not skip in the Negative Action batch (Overdue Redetermination) due to an issuance being processed for the following month.

2 RECOMMENDATIONS

2.1 Add 'BROU – QR7 Exemption' to GA/GR Automated Solution Cases and Run EDBC (Alameda County)

2.1.1 Overview

The County of Alameda has requested that a 'PR Exemption' record with reason 'BROU – QR7 Exemption' be automatically added to the 'GA/GR County Options Detail' page for all GA/GR Automated Solution 'Unemployable' cases with 'GA QR7 Exemption' or 'GA-BHCS' case flags. These records will only be added to cases where Alameda County staff have not already added a 'PR Exemption' and a batch EDBC will be ran for those cases where 'PR Exemption' record was added.

2.1.2 Description of Changes

1. A GA/GR County Options Detail exemption record will be added to GA/GR Automated Solution cases that meet the following criteria:
 - a. GA/GR Automated Solution program is 'Active' as of current system date.
 - b. County is Alameda (County code '01').
 - c. The active GA/GR Automated Solution participant has a verified work registration record effective as of the current system date with the following values:
 - i. Type is 'GA/GR ES'
 - ii. Status is 'Unemployable'
 - d. There exists a case flag record effective as of the current system date with the type of 'GA QR7 Exemption' or 'GA-BHCS'.
Note: Multiple, overlapping case flags can exist on a case and the data change will use the latest case flag record with end date as a high date or end date in the future. When both high date and future end date records exists, high date record will be considered.

- e. There **does not** exist a GA/GR County Options Detail record with type 'PR Exemption Reason' with reason 'BROU – QR7 Exemption' effective as of the current system date.
2. The GA/GR County Options Detail record added with the data change will contain the following values for each active 'Unemployable' GA/GR Automated Solution participant on the case:
 - i. **Name:** Unemployable Participant's Name
 - ii. **Type:** 'PR Exemption Reason'
 - iii. **Reason:** 'BROU – QR7 Exemption'
 - iv. **Begin Date:** 'GA QR7 Exemption' or 'GA-BHCS' Case Flag Begin Date
Note: Multiple, overlapping case flags can exist on a case and the data change will use the **begin date** of the latest case flag record with end date as a high date or end date in the future. When both high date and future end date records exist, high date record will be considered.
 - v. **End Date:** 'GA QR7 Exemption' or 'GA-BHCS' Case Flag End Date
Note: Multiple, overlapping case flags can exist on a case and the data change will use the **end date** of the latest case flag record with end date as a high date or end date in the future. When both high date and future end date records exist, high date record will be considered.
3. The following journal entry will be added on cases where the GA/GR County Options Detail exemption record was added by the data change:
 - i. Journal Category: Eligibility
 - ii. Journal Type: Change Reported
 - iii. Short Description: Case updated: SAR7 Exempt
 - iv. Long Description: Case updated: SAR7 Exempt ("BROU – QR7 Exemption" applied per CA-270867)
4. Run batch EDBC for active GA/GR Automated Solution programs in Alameda County for the benefit month of 03/2024 for the cases that meet the following criteria:
 - a. GA/GR Automated Solution programs with an active person where a GA/GR County Options Detail record was added by the data change (Section 2.1.2.1) in this SCR.
 - b. Exclude the following:
 - i. The GA/GR program has a 'Yellow Banner' (i.e., the high-dated EDBC has a source of 'Conversion').
 - ii. The benefit month is past the latest RE Due date for the GA/GR program.

- iii. The EDBC has already been processed for the benefit month since changes from the DCR in Section 2.1.2.1 went to production.
- c. Batch EDBC records will have a run type code of 'Single Program'.
- d. The Run Reason 'Applied Data Change' will be used (new value added to CT744 by SCR CA-270867).
- e. The Sub Type 'Applied Data Change' will be used (new value added to CT942 by SCR CA-270867).
- f. Batch EDBC will insert the following Journal entry:
 - i. Short Description: Batch EDBC ran for [month, year].
 - ii. Long Description: Batch EDBC Ran for <Effective Month> Batch EDBC processed for the <Program Name> program for following reasons: 'Applied Data Change'

Note: As of 01/08/2024, estimated 2,280 GA/GR programs will be included in batch run.

5. Run batch EDBC for benefit month of 03/2024 for active CF and NB programs having an active participant in common with GA/GR Automated Solution cases processed in the previous step.
 - a. Exclude the following:
 - i. The CF or NB program has a 'Yellow Banner' (i.e., the high-dated EDBC has a source of 'Conversion').
 - ii. The benefit month is past the latest RE Due date for the CF program.
 - iii. The SAR7 report status for the CF program is 'Generated', 'Sent', 'Received', or 'Incomplete'.
 - b. Batch EDBC records will have a run type code of 'Targeted Program'.
 - c. The Run Reason 'Applied Data Change' will be used (new value added to CT744 by SCR CA-270867).
 - d. The Sub Type 'Applied Data Change' will be used (new value added to CT942 by SCR CA-270867).
 - e. 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 Name> program for following reasons: 'Applied Data Change'.

Note: As of 01/8/2024, estimated 1,869 CF/NB programs will be included in batch run.

2.1.3 Programs Impacted

GA/GR Automated Solution
CF

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.2.14	The LRS shall determine which individuals must be included in the eligibility determination and take appropriate action(s), based on program rules.	This SCR will add the 'BROU – QR7 Exemptions' to the appropriate Alameda County GA/GR Automated Solution cases so that benefits are not discontinued.

4 OUTREACH

4.1 Lists

DCR List:

List Name: Alameda GA/GR Cases Where Exemption Was Added

List Criteria: All GA/GR Automated Solution cases from Alameda county where the data change in Section 2.1.2.1 added a GA/GR County Options Detail record with type 'PR Exemption Reason'.

Standard Columns:

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

Additional Column(s):

- RE Due Month
- County Options Detail page: Begin Date
- County Options Detail page: End Date

Frequency: One-Time

Informational List

List Name: Alameda GA/GR Cases With GA Exemption Case Flags That Were Discontinued

List Criteria: All GA/GR Automated Solution cases from Alameda county that meet the following criteria:

- GA/GR Automated Solution program is 'Discontinued'.
- There exists a case flag record added by conversion effective as of the current system date with the type of 'GA QR7 Exemption' or 'GA-BHCS' where record 'Updated By' is '01' and record 'Updated Date' is 09/04/2023.
- The case does not have a GA/GR County Options Detail record with type 'PR Exemption Reason' and reason 'BROU – QR7 Exemption'.

Standard Columns:

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

Additional Column(s):

- Program Status Reason
- Program Discontinuance Date
- RE Due Month

Frequency: One-Time

EDBC Batch Run Lists:

1. **List Name:** "List of Cases Discontinued by Batch EDBC Process".

List Criteria: List of GR/CF/NB programs discontinued by batch EDBC.

Standard Columns:

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

Additional Column(s): Program Type, Program Closure Reason

Frequency: One-Time

2. **List Name:** "List of Cases Where Batch EDBC Process Closed a Person".

List Criteria: List of GR/CF/NB programs where batch EDBC closed a person.

Standard Columns:

- Case Name

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

Additional Column(s): Program Type

Frequency: One-Time

3. **List Name:** "List of GR Cases that Resulted in Benefit Reduction".

List Criteria: List of GR programs where batch EDBC resulted in a benefit reduction.

Standard Columns:

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

Additional Column(s): Include columns to indicate each benefit reduction type in a separate column (Household/AU Size Change, Income Change, Proration Change, Over Payment Adjustment Change)

Frequency: One-Time

4. **List Name:** "List of Cases That Resulted in Read-Only EDBC".

List Criteria: List of GR/CF/NB programs where batch EDBC resulted in 'Read Only'

Standard Columns:

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

Additional Column(s): Program Type, Read-Only Reason

Frequency: One-Time

5. **List Name:** "List of Cases Skipped in Batch Run".

List Criteria: List of GR/CF/NB programs skipped in the batch EDBC run with skip reasons.

Standard Columns:

- Case Name

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

Additional Column(s): Skip Reason, Program Type

Frequency: One-Time

The list will be posted to the following location: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2024>CA-270867



California Statewide Automated Welfare System

Design Document

CA-271319

**GenAI (Generative Artificial Intelligence) Phase I - POC:
Generate Documentation for CalSAWS Analytics Reports**

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Belinda Ramirez/Sumeet Patil

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
01/10/2024	1.0	Initial Draft	Sumeet Patil

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1 OVERVIEW

1.1 Current Design

The Standard reports are provided to counties via CalSAWS enterprise reporting tool. These reports are made up of curated data sets and complex logic. There is lack of automation for Analytics Reports documentation.

1.2 Requests

Validate the feasibility of generating Reports documentation from artifacts such as project documents used to generate reports and implementation artifacts.

1.3 Overview of Recommendations

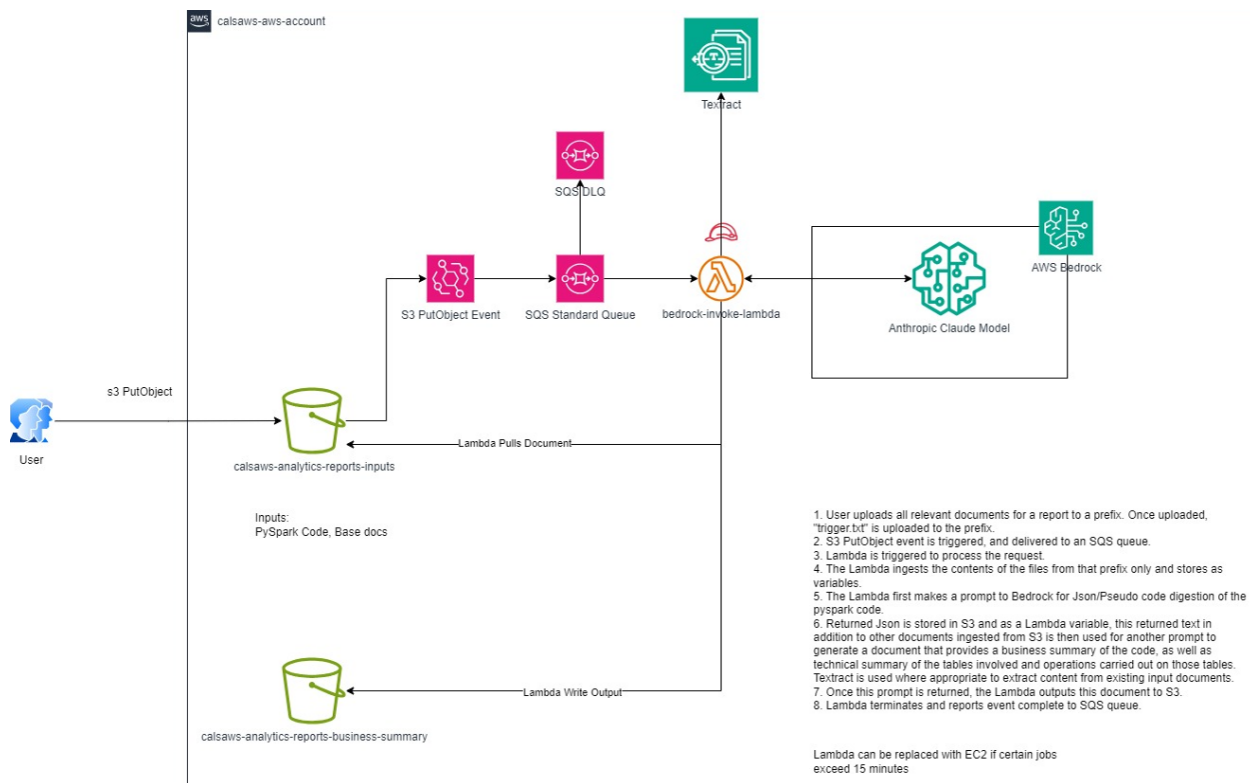
1. Perform a proof of concept to use Generative Artificial Intelligence (GenAI) to validate the feasibility of generating report documentation.
2. The minimal infrastructure required for the POC will be orchestrated in a Consortium Sandbox AWS account.
3. A sample documentation for Business Intelligence Dashboard and Reports will be prototyped.
4. Contingent to successful POC, documentation for all the reports will be generated.
5. The Reports generated using GenAI will be published as is to be validated by stakeholders.

1.4 Assumptions

1. Team will attempt to reuse the existing prompts that were used to generate the report from Consortium POC.
2. This effort will be done in Consortium Sandbox account with developers having admin access to create or update services as required via console and via CLI..
3. No user interface and Integration with ForgeRock
4. Minimal Logging infrastructure from troubleshooting perspective
5. Minimal to zero monitoring configured.
6. Sample Documents generated will be validated by county users and Davis will orchestrate the feedback.
7. Phase II SCR will be created to
 - a. Incorporate requirements and business feedback.
 - b. Operationalize architecture, security and monitoring to support long term requirements.
 - c. Orchestrate GenAI Reports Documentation infrastructure using IAC and pipeline automation DevSecOps CI/CD (dev - production).
 - d. Tune the prompts as applicable.

1.5 High Level Architecture

The POC will be performed based on the below architecture and can evolve as POC progresses –



2 SUPPORTING DOCUMENTS

N/A

Number	Functional Area	Description	Attachment

3 REQUIREMENTS

N/A

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

3.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

4 MIGRATION IMPACTS

N/A

5 OUTREACH

N/A

6 APPENDIX

N/A