

# CalsAWS

California Statewide Automated Welfare System

## **Design Document**

CA-216801

Request to Add Standard Header to forms for Central Print  
Purposes

CalSAWS	DOCUMENT APPROVAL HISTORY	
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DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/14/2023	1.0	Initial Draft	Justin Bourbonniere
12/20/2023	1.1	Move CW 2.1 forms to CA-244271. Update MC forms with BRM cover letter requirement.	Justin Bourbonniere
01/23/2024	1.2	Raj Devidi feedback. MC 14A additional translations added. Update Form/NOA Verbiage section. Update variable population logic, populate BRM header values.	Justin Bourbonniere
02/09/2024	1.3	Add supporting documents (mockups)	Justin Bourbonniere

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# 1 OVERVIEW

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This effort will be to add the capability to print centrally and add a BRM Cover Letter that includes a Standard Header to the following forms: MC 13, MC 14 A, MC 194, and MC 371.

## 1.1 Current Design

The following forms: MC 13, MC 14 A, MC 194, and MC 371 are available in the Template Repository without a cover sheet.

## 1.2 Requests

The following forms MC 13, MC 14 A, MC 194, and MC 371 should be updated to include a BRM cover sheet and print centrally capability.

## 1.3 Overview of Recommendations

1. Update MC 13 with a Cover Letter that includes a Standard Header and a BRM page and add the print centrally capability.
2. Update MC 14 A with a Cover Letter that includes a Standard Header and a BRM page and add the print centrally capability.
3. Update MC 194 with a Cover Letter that includes a Standard Header and a BRM page and add the print centrally capability.
4. Update MC 371 with a Cover Letter that includes a Standard Header and a BRM page and add the print centrally capability.

## 1.4 Assumptions

1. There are no other changes to the form's generation conditions or variable population logic, unless otherwise stated in this design document.
2. The MC forms listed do not have any batch or online generation logic.
3. The BRM header will be populated for all forms. Otherwise variable population logic (if any) is not being altered in this SCR.
4. The verbiage on the coversheet and BRM for MC forms listed follows the CW 2200, including all threshold languages.
5. CA-248202 is adding Hindi, Japanese, Mien, Punjabi, Thai, and Ukrainian in a 24.01 RWR SCR to the MC 14A. These additional translations will be updated with a BRM cover letter. Translations have been requested for the BRM cover letter text.

## 2 RECOMMENDATIONS

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### 2.1 Update MC 13 with a Cover Letter that includes a Standard Header and a BRM page.

#### 2.1.1 Overview

MC 13 will be updated with a coversheet and BRM header.

**State Form:** MC 13

**Current Programs:** Medi-Cal

**Current Attached Form(s):** None

**Current Forms Category:** Form

**Current Template Repository Visibility:** All

**Existing Languages:** English, Spanish

#### 2.1.2 Form/NOA Verbiage

MC 13 will be updated with a coversheet and BRM header including threshold languages.

##### Update Form XDP

**Updated Languages:** No changes in this SCR.

**Form Header:** Add coversheet and move the CalSAWS Standard Header (Header\_1) to the coversheet. Add BRM header to the back of the coversheet. Add Agency Header (Header\_3-1) to the pages of the form.

Include verbiage 'On the back of this sheet is the address for returning your form' on the coversheet right below the standard header to instruct the customer to use the next page to return the form.

**Note:** *The verbiage added will be in its respective threshold language. These are already available in the CalSAWS system.*

The form itself will begin on page 3, directly after the BRM header.

##### **Form Title:**

- **Title listed on Template Repository/Document List page:** No changes in this SCR.
- **Title printed on the Form:** No changes in this SCR.

**Form Number:** No changes in this SCR.

**Forms Category:** Form

**Template Repository Visibility:** No changes in this SCR.

**Include NA Back 9:** N/A

**Imaging Form Name:** No changes in this SCR.

### 2.1.3 Form Variable Population

The BRM header fields should be populated. Following the standard set by the CW 2200 form.

### 2.1.4 Form Generation Conditions

#### 1. Update Form Control

A BRM barcode and Imaging Barcodes are needed as we are adding a BRM header to the form.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	Y	Y

#### 2. Update Form Print Options

The central print button should be added for all existing threshold languages available in the system.

**Technical Note:** DCR to add central printing capability.

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):** Primary Applicant or Customer Name selected from Document Parameters

**Mailed From (Return):** Sending Office

**Mail-back-to Address:** County BRM address

**Outgoing Envelope Type:** Standard Mail (SM)

**Return Envelope Type:** Returned Prepaid Envelope

#### **Additional Options:**

**Special Paper Stock:** N/A

**Enclosures:** N/A

**Electronic Signature:** N

**Electronic Signature (IVR/Text):** N

**Check to Sign:** Y

**Post to Self Service Portal (SSP):** Y

## **2.2 Update MC 14 A with a Cover Letter that includes a Standard Header and a BRM page.**

### **2.2.1 Overview**

MC 14 A will be updated with a coversheet and BRM header.

**State Form:** MC 14 A

**Current Programs:** Medi-Cal

**Current Attached Form(s):** None

**Current Forms Category:** Form

**Current Template Repository Visibility:** All

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

\*\*\* CA-248202 is adding Hindi, Japanese, Mien, Punjabi, Thai, and Ukrainian in a 24.01 RWR SCR. These additional translations will be updated with a BRM cover letter.

### **2.2.2 Form/NOA Verbiage**

MC 14 A will be updated with a coversheet and BRM header including threshold languages.

#### **Update Form XDP**

**Updated Languages:** No changes in this SCR.

**Form Header:** Add coversheet and move the CalSAWS Standard Header (Header\_1) to the coversheet. Add BRM header to the back of the coversheet. Add Agency Header (Header\_3-1) to the pages of the form.

Include verbiage 'On the back of this sheet is the address for returning your form' on the coversheet right below the standard header to instruct the customer to use the next page to return the form.



**Note:** The verbiage added will be in its respective threshold language. These are already available in the CalSAWS system.

The form itself will begin on page 3, directly after the BRM header.

**Form Title:**

- **Title listed on Template Repository/Document List page:** No changes in this SCR.
- **Title printed on the Form:** No changes in this SCR.

**Form Number:** No changes in this SCR.

**Forms Category:** Form

**Template Repository Visibility:** No changes in this SCR.

**Include NA Back 9:** N/A

**Imaging Form Name:** No changes in this SCR.

### 2.2.3 Form Variable Population

The BRM header fields should be populated. Following the standard set by the CW 2200 form.

### 2.2.4 Form Generation Conditions

1. **Update Form Control**

A BRM barcode and Imaging Barcodes are needed as we are adding a BRM header to the form.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	Y	Y

2. **Update Form Print Options**

The central print button should be added for all existing threshold languages available in the system.

**Technical Note:** DCR to add central printing capability.

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):** Primary Applicant or Customer Name selected from Document Parameters

**Mailed From (Return):** Sending Office

**Mail-back-to Address:** County BRM address

**Outgoing Envelope Type:** SM

**Return Envelope Type:** Returned Prepaid Envelope

**Additional Options:**

**Special Paper Stock:** N/A

**Enclosures:** N/A

**Electronic Signature:** N

**Electronic Signature (IVR/Text):** N

**Check to Sign:** Y

**Post to Self Service Portal (SSP):** Y

## 2.3 Update MC 194 with a Cover Letter that includes a Standard Header and a BRM page.

### 2.3.1 Overview

MC 194 will be updated with a coversheet and BRM header.

**State Form:** MC 194

**Current Programs:** CalFresh, Medi-Cal, General Assistance/General Relief, CAPI, RCA, CalWORKs, Foster Care

**Current Attached Form(s):** None

**Current Forms Category:** Form

**Current Template Repository Visibility:** All

**Existing Languages:** English

### 2.3.2 Form/NOA Verbiage

MC 194 will be updated with a coversheet and BRM header including threshold languages.

**Update Form XDP**

**Updated Languages:** No changes in this SCR.

**Form Header:** Add coversheet and move the CalSAWS Standard Header (Header\_1) to the coversheet. Add BRM header to the back of the coversheet. Add Agency Header (Header\_3-1) to the pages of the form.

Include verbiage 'On the back of this sheet is the address for returning your form' on the coversheet right below the standard header to instruct the customer to use the next page to return the form.

**Note:** *The verbiage added will be in its respective threshold language. These are already available in the CalSAWS system.*

The form itself will begin on page 3, directly after the BRM header.

**Form Title:**

- **Title listed on Template Repository/Document List page:** No changes in this SCR.
- **Title printed on the Form:** No changes in this SCR.

**Form Number:** No changes in this SCR.

**Forms Category:** Form

**Template Repository Visibility:** No changes in this SCR.

**Include NA Back 9:** N/A

**Imaging Form Name:** No changes in this SCR.

### 2.3.3 Form Variable Population

The BRM header fields should be populated. Following the standard set by the CW 2200 form.

### 2.3.4 Form Generation Conditions

1. **Update Form Control**

A BRM barcode and Imaging Barcodes are needed as we are adding a BRM header to the form.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	Y	Y

2. **Update Form Print Options**

The central print button should be added for all existing threshold languages available in the system.

**Technical Note:** DCR to add central printing capability.

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):** Primary Applicant or Customer Name selected from Document Parameters

**Mailed From (Return):** Sending Office

**Mail-back-to Address:** County BRM address

**Outgoing Envelope Type:** SM

**Return Envelope Type:** Returned Prepaid Envelope

**Additional Options:**

**Special Paper Stock:** N/A

**Enclosures:** N/A

**Electronic Signature:** N

**Electronic Signature (IVR/Text):** N

**Check to Sign:** Y

**Post to Self Service Portal (SSP):** Y

## 2.4 Update MC 371 with a Cover Letter that includes a Standard Header and a BRM page.

### 2.4.1 Overview

MC 371 will be updated with a coversheet and BRM header.

**State Form:** MC 371

**Current Programs:** Medi-Cal

**Current Attached Form(s):** None

**Current Forms Category:** Form

**Current Template Repository Visibility:** All

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

#### 2.4.2 Form/NOA Verbiage

MC 371 will be updated with a coversheet and BRM header including threshold languages.

##### **Update Form XDP**

**Updated Languages:** No changes in this SCR.

**Form Header:** Add coversheet and move the CalSAWS Standard Header (Header\_1) to the coversheet. Add BRM header to the back of the coversheet. Add Agency Header (Header\_3-1) to the pages of the form.

Include verbiage 'On the back of this sheet is the address for returning your form' on the coversheet right below the standard header to instruct the customer to use the next page to return the form.

**Note:** *The verbiage added will be in its respective threshold language. These are already available in the CalSAWS system.*

The form itself will begin on page 3, directly after the BRM header.

##### **Form Title:**

- **Title listed on Template Repository/Document List page:** No changes in this SCR.
- **Title printed on the Form:** No changes in this SCR.

**Form Number:** No changes in this SCR.

**Forms Category:** Form

**Template Repository Visibility:** No changes in this SCR.

**Include NA Back 9:** N/A

**Imaging Form Name:** No changes in this SCR.

#### 2.4.3 Form Variable Population

The BRM header fields should be populated. Following the standard set by the CW 2200 form.

#### 2.4.4 Form Generation Conditions

##### 1. **Update Form Control**

A BRM barcode and Imaging Barcodes are needed as we are adding a BRM header to the form.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	Y	Y

## 2. Update Form Print Options

The central print button should be added for all existing threshold languages available in the system.

**Technical Note:** DCR to add central printing capability.

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):** Primary Applicant or Customer Name selected from Document Parameters

**Mailed From (Return):** Sending Office

**Mail-back-to Address:** County BRM address

**Outgoing Envelope Type:** SM

**Return Envelope Type:** Returned Prepaid Envelope

### **Additional Options:**

**Special Paper Stock:** N/A

**Enclosures:** N/A

**Electronic Signature:** N

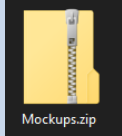
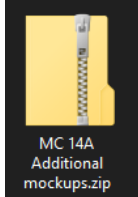
**Electronic Signature (IVR/Text):** N

**Check to Sign:** Y

**Post to Self Service Portal (SSP):** Y

## 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
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1	Client Correspondence	Mockups.zip	
2	Client Correspondence	MC 14A Additional Mockups	

## 4 REQUIREMENTS

### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.2.1 CAR-1223	The LRS shall include standard electronic templates for all notices, NOAs, forms, letters, stuffers, and flyers that can be easily maintained by non-technical COUNTY-specified Users.	Add Cover Letter that includes a BRM cover letter and Standard Header, add central printing capability.



California Statewide Automated Welfare System

## **Design Document**

CA-217782

ACL 18-107/ACL 18-108 Update Threshold Language  
versions of SNB5



CalSAWS	DOCUMENT APPROVAL HISTORY	
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	Reviewed By	Ramya HS

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/18/2023	1.0	Initial Document	Surendar M

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# 1 OVERVIEW

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The purpose of this change is to Update Threshold Language versions of SNB 5.

## 1.1 Current Design

Currently, the system has older version of Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Tagalog, Vietnamese threshold languages of the SNB 5.

## 1.2 Requests

1. Update the SNB 5 Form in template repository to match the latest state version in threshold Languages to CalSAWS.  
**Languages include:** Armenian, Arabic, Cambodian, Chinese, Farsi, Korean, Russian, Tagalog, Vietnamese.
2. Add Threshold languages to NOA SNB Discontinuance A with NOA code N004 (Snippet ID – 7549).  
**Languages include:** Hmong, Lao.
3. Add Threshold languages to NOA SNB Discontinuance B with NOA code N005 (Snippet ID - 7550).  
**Languages include:** Hmong, Lao.
4. Add Threshold languages to NOA TERMINATION; CLIENTS REQUEST with NOA code (N006T) (Snippet ID - 7558).  
**Languages include:** Arabic, Farsi, Hmong, Lao
5. Add Threshold languages to NOA Type (Snippet ID - 3153).  
**Languages include:** Hmong, Lao.
6. Add Threshold languages to Message Fragment (Snippet ID - 5100).  
**Languages include:** Hmong, Lao.
7. Add Threshold languages to Action Fragment (Snippet ID - 4121).  
**Languages include:** Hmong, Lao.

## 1.3 Overview of Recommendations

1. Update the SNB 5 Form in template repository to match the latest state version in threshold Languages to CalSAWS.  
**Languages include:** Armenian, Arabic, Cambodian, Chinese, Farsi, Korean, Russian, Tagalog, Vietnamese.
2. Add Threshold languages to NOA SNB Discontinuance A with NOA code N004 (Snippet ID – 7549).  
**Languages include:** Hmong, Lao.
3. Add Threshold languages to NOA SNB Discontinuance B with NOA code N005 (Snippet ID - 7550).  
**Languages include:** Hmong, Lao.
4. Add Threshold languages to NOA TERMINATION; CLIENTS REQUEST with NOA code (N006T) (Snippet ID - 7558).  
**Languages include:** Arabic, Farsi, Hmong, Lao
5. Add Threshold languages to NOA Type (Snippet ID - 3153).  
**Languages include:** Hmong, Lao.

6. Add Threshold languages to Message Fragment (Snippet ID - 5100).  
**Languages include:** Hmong, Lao.
7. Add Threshold languages to Action Fragment (Snippet ID - 4121).  
**Languages include:** Hmong, Lao.

#### 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.
4. Common fragment NB\_NOA\_TEMPLATE (Snippet ID - 3157) in Hmong and Lao languages will be implemented as part of SCR CA-253470.

## 2 RECOMMENDATIONS

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### 2.1 Update the SNB 5 Form to match state version in threshold Languages to CalSAWS.

#### 2.1.1 Overview

The purpose of this change is to update the SNB5 in CalSAWS to match the latest state version in template repository.

**State Form:** SNB 5 (8/18)

**Programs:** Nutrition Benefit

**Attached Forms:** N/A

**Forms Category:** Forms

**Template Repository Visibility:** All counties

**Form Title (Document List Page Displayed Name):**

Notice of Discontinuance for Supplemental Nutrition Benefit (SNB) Program

**Imaging Form Name:** Notice of Discontinuance for SNB Program

**Imaging Document Type:** TNB/SNB

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

#### 2.1.2 Form Verbiage

**Update the SNB 5 in all available threshold languages**

**Threshold Languages:** Armenian, Arabic, Cambodian, Chinese, Farsi, Korean, Russian, Tagalog, Vietnamese.

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

**Form Header:** CalSAWS Standard Header (HEADER\_1\_EN)

**Include NA Back 9:** Yes

**Form Mockups/Examples:** See supporting document #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 SNB 5 form will be generated through only Template Repository.

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

##### Form Print/Mailing Options

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

##### **Print Options:**

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

##### **Mailing Options:**

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

##### **Form Control:**

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

##### **Additional Options:**

Requirement	Option for SNB 5 Form
Post to Self-Service Portal	Y

## 2.2 Add Threshold languages to NOA SNB Discontinuance A with NOA code N004

### 2.2.1 Overview

Add Threshold languages to NOA SNB Discontinuance A with NOA code (N004)

**Reason Fragment Name and ID:**

SNB\_TN\_NO\_LONGER\_RECEIVING\_CF\_N004 (ID:7549)

**State Form/NOA:** SNB 5 (08/2018)

**Current NOA Template:** NB\_NOA\_TEMPLATE (Fragment ID: 3157)

**Current Program(s):** Nutrition Benefit

**Current Action Type:** Termination

**Current Fragment Level:** Program

**Currently Repeatable:** No

**Include NA Back 9:** Yes

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

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

### 2.2.2 Form/NOA Verbiage

Add NOA fragments in the following languages:

**Add Threshold Languages:** Lao, Hmong.

**NOA Mockups/Examples:** Supporting Documents #1

### 2.2.3 Form/NOA Variable Population

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

### 2.2.4 Form/NOA Generation Conditions

No updates required for this section.



## 2.3 Add Threshold languages to NOA SNB Discontinuance B with NOA code N005.

### 2.3.1 Overview

Add Threshold languages to NOA SNB Discontinuance B with NOA code N005.

**Reason Fragment Name and ID:**

SNB\_TN\_NO\_LONGER\_RECEIVING\_SSI\_SSP\_N005 (ID:7550)

**State Form/NOA:** SNB 5 (08/2018)

**Current NOA Template:** NB\_NOA\_TEMPLATE (Fragment ID: 3157)

**Current Program(s):** Nutrition Benefit

**Current Action Type:** Termination

**Current Fragment Level:** Program

**Currently Repeatable:** No

**Include NA Back 9:** Yes

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

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

### 2.3.2 Form/NOA Verbiage

Add NOA fragments in the following languages:

**Add Threshold Languages:** Lao, Hmong.

**NOA Mockups/Examples:** Supporting Documents #1

### 2.3.3 Form/NOA Variable Population

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

### 2.3.4 Form/NOA Generation Conditions

No updates required for this section.

## 2.4 Add Threshold languages to TERMINATION; CLIENTS REQUEST with NOA code N006T.

### 2.4.1 Overview

Add Threshold languages to TERMINATION; CLIENTS REQUEST with NOA code N006T.

**Reason Fragment Name and ID:** NB\_TN\_REQUESTED\_DESC (ID:7558)

**State Form/NOA:** SNB 5 (08/2018)

**Current NOA Template:** NB\_NOA\_TEMPLATE (Fragment ID: 3157)

**Current Program(s):** Nutrition Benefit

**Current Action Type:** Termination

**Current Fragment Level:** Program

**Currently Repeatable:** No

**Include NA Back 9:** Yes

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

**Existing Languages:** English, Spanish, Armenian, Cambodian, Chinese, Russian, Tagalog and Vietnamese.

### 2.4.2 Form/NOA Verbiage

Add NOA fragments in the following languages:

**Add Threshold Languages:** Arabic, Farsi, Lao, Hmong.

**NOA Mockups/Examples:** Supporting Documents #1

### 2.4.3 Form/NOA Variable Population

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

### 2.4.4 Form/NOA Generation Conditions

No updates required for this section.

## 2.5 Add Threshold languages to NOA Type.

### 2.5.1 Overview

Add Threshold languages to NOA template with snippet ID 3153.

**Reason Fragment Name and ID:** SNB\_TN\_NOA\_TYPE (Fragment ID: 3153)

**Current NOA Template:** NB\_NOA\_TEMPLATE (ID: 3157)

**Current Program(s):** Nutrition Benefit

**Current Action Type:** Termination

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

### 2.5.2 Form/NOA Verbiage

Add SNB\_TN\_NOA\_TYPE NOA Type fragments in Threshold languages.

**Add Threshold languages:** Hmong, Lao.

**NOA Mockups/Examples:** Supporting Documents #1

### 2.5.3 Form/NOA Variable Population

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

### 2.5.4 Form/NOA Generation Conditions

N/A.

## 2.6 Add Threshold languages to Message Fragment.

### 2.6.1 Overview

Add Threshold languages to Message Fragment with snippet ID 5100.

**Fragment Name and ID:** SNB\_TN\_MESSAGE1

(Fragment ID: 5100)

**Current Program(s):** Nutrition Benefit

**Current Action Type:** Termination

**Existing Languages:** English, Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Tagalog, Vietnamese

### 2.6.2 Form/NOA Verbiage

Add NOA fragments in Threshold languages.

**Add Threshold languages:** Hmong, Lao

**NOA Mockups/Examples:** Supporting Documents #1

### 2.6.3 Form/NOA Variable Population

No updates to variable population.

### 2.6.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

## 2.7 Add Threshold languages to Action Fragment.

### 2.7.1 Overview

Add Threshold languages to Action Fragment with snippet ID 4121.

**Fragment Name and ID:** SNB\_TN\_ACTION1

(Fragment ID: 4121)

**Current Program(s):** Nutrition Benefit

**Current Action Type:** Termination

**Existing Languages:** English, Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Tagalog, Vietnamese

### 2.7.2 Form/NOA Verbiage

Add NOA fragments in Threshold languages.

**Add Threshold languages:** Hmong, Lao

**NOA Mockups/Examples:** Supporting Documents #1

### 2.7.3 Form/NOA Variable Population

No updates to variable population.

### 2.7.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

### 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.	NOA	SNB 5 NOA's threshold languages.	Fragments Verbiage.xlsx
2.	Forms	SNB 5 forms threshold languages	SNB5_Armenian.pdf SNB5_Arabic.pdf SNB5_Cambodian.pdf SNB5_Chinese.pdf SNB5_Farsi.pdf SNB5_Korean.pdf SNB5_Russian.pdf SNB5_Tagalog.pdf SNB5_Vietnamese.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"> <li>a. Appointment notices;</li> <li>b. Redetermination, Recertification, and/or Annual Agreement notices and forms;</li> <li>c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);</li> <li>d. Periodic reporting notices;</li> <li>e. Contact letters;</li> <li>f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a</li> </ul>	<p>SNB 5 Forms, NOA Reasons SNB Discontinuance A, SNB Discontinuance B and TERMINATION; CLIENTS REQUEST , NOA TYPE, ACTION_FRAGMENT , MESSAGE FRAGMENT are added/updated in all available threshold languages.</p>

	<p>change in worker, telephone hours or Local Office Site;</p> <p>g. Information notices and stuffers;</p> <p>h. Case-specific verification/referral forms;</p> <p>i. GR Vendor notices;</p> <p>k. Court-mandated notices, including Balderas notices;</p> <p>l. SSIAP appointment notices;</p> <p>m. Withdrawal forms;</p> <p>n. COLA notices;</p> <p>o. Time limit notices;</p> <p>p. Transitioning of aid notices;</p> <p>q. Interface triggered forms and notices (e.g., IFDS, IEVS);</p> <p>r. Non-compliance and sanction notices;</p> <p>s. Benefit issuance and benefit recovery forms and notices, including reminder notices;</p> <p>t. Corrective NOAs on State Fair Hearing decisions;</p> <p>u. CSC paper ID cards with LRS-generated access information; and</p> <p>v. CSC PIN notices.</p>	
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California Statewide Automated Welfare System

## **Design Document**

CA-217940

Suspension of MC Benefits for Incarcerated  
Beneficiaries

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Renee Gustafson, Maria Feliciano Nelson, Tisha Mutreja, Gabriella Venegas-Johnson, Yuga Teja
	Reviewed By	Lalitha Valamarthi, Dylan Patel, Maksim Volf, Howard Suksanti, Appalaraju Indala, Renee Gustafson, Tisha Mutreja

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
10/17/2023	.01	Original Draft	Renee Gustafson, Gabriella Venegas-Johnson, Yuga Teja
11/21/2023	1.1	Updates to the Medi-Cal RE Packets sweep jobs.	Lalitha Valamarthi
1/22/2024	1.2	Revised recommendations per updated policy clarification from DHCS that protections only apply to incarcerated individual during renewal.	Maria Feliciano, Renee Gustafson
1/29/2024	1.3	Updated Section 2.12 frequency to Monthly – 1 calendar day prior to the existing Stable Income job (PB00E268)	Maria Feliciano



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# 1 OVERVIEW

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## 1.1 Current Design

CalSAWS Medi-Cal EDBC rules do not have any protections to prevent an incarcerated individual from being discontinued from Medi-Cal for not returning their MC RE Packet, overdue verifications, failure to comply, or non-compliances during renewal.

CalSAWS automated Medi-Cal renewal processing treats Incarcerated individuals the same as any other Active member on the program; they are included in the MC RE Packet and go through the same renewal process.

Per ACWDL 22-26 starting January 1, 2023, Medi-Cal benefits are to be suspended only after an individual has been incarcerated for 28 days or more and has been provided a notice of action. A Medi-Cal beneficiary is considered incarcerated on the day they become an "inmate in a public institution". An inmate means when they are booked into a county jail, state prison, or juvenile detention facility. The suspension is effective on the date they become an inmate of a public institution or when the county is notified of the incarceration and proper noticing requirements are fulfilled.

While an individual's Medi-Cal benefits are suspended, if the basis for the beneficiary's eligibility changes (For example, child turns 19, adult turns 65), the eligibility determination shall be updated as appropriate in MEDS. Medi-Cal suspension of benefits does not prevent a redetermination into a different Medi-Cal program while under suspension.

## 1.2 Requests

1. Update CalSAWS to protect incarcerated individuals from adverse actions for not returning verifications at renewal.
2. Update the automated Medi-Cal renewal packet generation process to no longer send an MC RE Packet for a case that has an incarcerated beneficiary only.
3. Update CalSAWS to auto-advance the incarcerated person's renewal date.
4. Update CalSAWS Medi-Cal EDBC rules to protect incarcerated individuals from being discontinued from Medi-Cal during renewal except for allowable reasons.
5. Update the automated discontinuance process to prevent discontinuing an incarcerated individual for not returning their MC RE Packet when they are in a case with other individuals.

6. Update eHIT logic to not send a Failure to Complete Redetermination (RD) Negative Action nor Non-Compliance for an Incarcerated individual during renewal.

### **1.3 Overview of Recommendations**

1. Update EDBC rules to not allow negative actions or non-compliance reasons to be applied to an incarcerated beneficiary, unless they are no longer eligible for Medi-Cal.
2. Update the existing batch process that sends out MAGI, Non-MAGI, and Mixed Household RE packets to exclude a program from receiving a packet if all active members receiving MAGI or Non-MAGI aid codes are incarcerated.
3. Update Non-MAGI EDBC Sweep (PB00E182) to exclude processing any case where all Active MEM is on a Non-MAGI aid code, and at least one Active MEM is Incarcerated.
4. Create a new batch job (Non-MAGI only) to process negative action for Failed to Complete Redetermination at an individual level for case that has at least one Active MEM that is Incarcerated; the incarcerated individual will be renewed.
5. Create a new EDBC Batch Sweep job to auto-renew programs for which all Active MEM is on a Non-MAGI Aid Code and all Active MEM are Incarcerated.

### **1.4 Assumptions**

1. New Application Sources to track Pre-Release Applications will be added to CalSAWS with CA-261988.
2. There will be no changes to the existing variable population of the MAGI, Non-MAGI, and Mixed Household RE Packets, and the system will continue to populate the information of all active members receiving MAGI or non-MAGI aid, regardless of whether they are incarcerated or not.
3. Currently the Medi-Cal RE packets (MAGI, Non-MAGI, and Mixed Household RE packets) are addressed to the primary applicant of the MC program. System will continue to send the Medi-Cal RE packets to the incarcerated primary applicant for a Medi-Cal program with additional active members receiving MAGI or Non-MAGI aid.
4. Updating the logic to send a Suspend NOA when a living arrangement record is created and to send an Unsuspend NOA when a release date happens to will be added with CA-241995 in English and Spanish. EW32 changes will also be part of the CA-241995 SCR.
5. CA-220264 will add the notices for suspension and unsuspension for all other threshold languages to the template repository.
6. There is no protection for CMSP for incarcerated individuals.

## 2 RECOMMENDATIONS

---

### 2.1 Medi-Cal EDBC Rules

#### 2.1.1 Overview

CalSAWS Medi-Cal EDBC rules discontinues beneficiaries when eligibility requirements are not met. A worker can discontinue a beneficiary by applying a negative action or a non-compliance.

This change would prevent the system from applying negative actions or any non-compliance reason to an incarcerated individual when EDBC is run in Batch during renewal.

#### 2.1.2 Description of Changes

1. Effective January 2023 EDBC benefit month or later, update Medi-Cal EDBC rules Mandatory Verification logic to not apply if the Active Medi-Cal MEM is Incarcerated and EDBC is run in batch with RE run reason.

**Note:** Current functionality makes the EDBC as 'Pending Verification' if a mandatory verification is outstanding during the 10 days from verification request and the system will not allow the worker to authorize the EDBC. This functionality is at Program Level and is not changing.

2. Effective January 2023 EDBC benefit month or later, update Medi-Cal EDBC rules for Non-Compliance logic to not apply for any type if the Active Medi-Cal MEM is Incarcerated and EDBC is run in batch with RE run reason.

**Technical Note:** Non-Compliance logic is applied in Medi-Cal EDBC for Non-MAGI programs. Non-Compliance logic is applied in MAGI when sending the EDR to CalHEERS. See Recommendation 2. for eHIT changes.

#### 2.1.3 Programs Impacted

Medi-Cal

#### 2.1.4 Performance Impacts

N/A

## **2.2 Batch MAGI**

### **2.2.1 Overview**

The Batch MAGI job sends a Negative Action for Non-Deemed Infant individuals who are MAGI pending, MAGI Soft Paused, or MAGI Ineligible/Discontinue in the latest DER when processing programs identified from the MAGI/Mixed Auto-Discontinuance MAGI Sweep.

CalSAWS continues to send the incarcerated individual in an EDR when part of a household but will not send Failed to Complete Redetermination negative action for the incarcerated individual during renewal.

### **2.2.2 Description of Change**

1. Update Batch MAGI to not send a Negative Action for 'Failed to Complete Redetermination' (RD) for any individual who is Incarcerated when the EDR was initiated from the MAGI/Mixed Auto-Discontinuance MAGI Sweep job (PB00CH204).

### **2.2.3 Execution Frequency**

No change

### **2.2.4 Key Scheduling Dependencies**

No change

### **2.2.5 Counties Impacted**

All Counties

### **2.2.6 Data Volume/Performance**

No change

### **2.2.7 Failure Procedure/Operational Instructions**

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution.



## **2.3 Batch and Interface - Update Non-MAGI Auto-Discontinuance EDBC Sweep (PB00E182)**

### **2.3.1 Overview**

The Non-MAGI Auto-Discontinuance EDBC Sweep Batch Job (PB00E182) creates eligibility triggers for MC Programs nearing the end of their renewal period when the MC RE Packet is in 'Sent' status, and at least two MC Reminder Notices were sent out. This batch job will trigger a Negative Action for 'Failed to Complete Redetermination' for each applicable individual. The batch job will be updated to exclude cases if there is an Active Member that is Incarcerated.

### **2.3.2 Description of Change**

1. Update the Non-MAGI Auto-Discontinuance EDBC Sweep job (PB00E182) to exclude from processing any case where all Active MEM is on a Non-MAGI aid code, and at least one Active MEM is Incarcerated.

### **2.3.3 Execution Frequency**

No Change. Monthly. Runs a day prior to batch 10-day cutoff.

### **2.3.4 Key Scheduling Dependencies**

No Change.

### **2.3.5 Counties Impacted**

All Counties.

### **2.3.6 Category**

Core.

### **2.3.7 Data Volume/Performance**

N/A

### **2.3.8 Failure Procedure/Operational Instructions**

Batch Support Operations staff will evaluate transmission errors and failures 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 Batch and Interface - Create a new Non-MAGI Individual-Level Disc/Renew Incarcerated EDBC Sweep

### 2.4.1 Overview

Currently in CalSAWS, there is no batch job that will process a Negative Action for 'Failure to Complete Redetermination' at an individual level for only non-incarcerated Active Members in Non-MAGI only programs when their Medi-Cal RE packet is not returned and there is at least one Active MEM that is incarcerated. This new batch job will process Batch EDBC with 'RE' Run Reason so the incarcerated individual's renewal is advanced and the rest of the individuals are discontinued.

### 2.4.2 Description of Change

1. Create a new Batch EDBC Sweep job that targets Non-MAGI-only programs that did not return their Medi-Cal RE Packet, and there is at least one Active MEM that is Incarcerated, and at least one Active MEM that is not incarcerated. The job will only apply the Negative Action 'Failure to Complete Redetermination' (RD) at the individual level only for the non-Incarcerated Members and Renew the Incarcerated Active MEM. All other criteria from PB00E182 applies. The batch will not trigger a Negative Action for deemed infant (same logic as the existing deemed infant logic in PB00E182)
  - a. The SYS\_TRANSACT record will have 'RE' Run Reason. The Disc RSN Code = RD.
  - b. The job will loop all non-incarcerated Active MEM person into TRANS\_PERS table with the DISC\_RSN\_CODE of 'RD' – excluding deemed infants.
  - c. Use new SUB TYPE CODE (CT942\_XX) to generate the auto-journal.**Technical Note:** There will be no SYS\_TRANSACT record when the program has only deemed infant/active incarcerated person on the program.
2. Create a new Batch Eligibility Sweep Code (CT942) with:
  - a. Short Description: Individual Discontinuance and RE advanced for Incarcerated individual(s)
  - b. Long Description: Individual Discontinuance and RE advanced for Incarcerated individual(s)
3. Create a BPCR and BSCR to schedule the new batch job.

### 2.4.3 Execution Frequency

Monthly. Runs a day prior to batch 10-day cutoff (same as the existing PB00E182).

### 2.4.4 Key Scheduling Dependencies

After Batch EDBC Processing job.

#### **2.4.5 Counties Impacted**

All Counties.

#### **2.4.6 Category**

Core.

#### **2.4.7 Data Volume/Performance**

N/A

#### **2.4.8 Failure Procedure/Operational Instructions**

Batch Support 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 MAGI/Mixed Auto-Discontinuance EDBC Sweep (PB00E121)**

#### **2.5.1 Overview**

The MAGI/Mixed Medi-Cal Auto-Discontinuance Batch EDBC sweep job (PB00E121) identifies cases to Negative Action for 'Failed to Complete Redetermination' to process through batch EDBC. The sweep job identifies and processes all open Medi-Cal program blocks in a case if the RE Due Dates are aligned, not only the Medi-Cal program assigned to the NA DER, if exists. Cases with mixed MAGI/Non-MAGI Medi-Cal, will be identified for EDBC processing when the MC RE Packet is not returned, even when there is no NA DER because all MAGI individuals are MAGI Eligible/Conditionally Eligible on the Renewal DER.

This update will exclude cases from processing when all the beneficiaries are incarcerated.

#### **2.5.2 Description of Change**

1. Update the MAGI/Mixed Auto-Discontinuance Sweep Job to exclude cases where all Active MEM individuals are Incarcerated.
2. Update the MAGI/Mixed Auto-Discontinuance EDBC sweep job (PB00E121) to not apply a Negative Action for 'Failed to Complete Redetermination' (RD) for any individual who is an Active MEM and is also Incarcerated.

#### **2.5.3 Execution Frequency**

No change

#### 2.5.4 Key Scheduling Dependencies

No change

#### 2.5.5 Counties Impacted

No change

#### 2.5.6 Data Volume/Performance

N/A

#### 2.5.7 Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

### 2.6 MAGI RE Packet Sweep Job

#### 2.6.1 Overview

The existing MAGI RE Packet batch job (PB00R607) find MAGI-only cases that have an RE due in two months and sends an MAGI RE packet. Update the driving query of the existing MAGI RE packet batch job to exclude a program from receiving a packet if all active members receiving MAGI aid are incarcerated.

#### 2.6.2 Description of Change

1. Update the MAGI RE Packet Sweep Job to exclude a program from receiving a packet if all Active Mem are on a MAGI aid code and also all Active MEM are Incarcerated.

**Technical Note:** Incarcerated records with an END\_DATE as HIGH\_DATE in the LIVING\_ARRGMT table are the intended records.

#### 2.6.3 Execution Frequency

No change.

#### 2.6.4 Key Scheduling Dependencies

No changes to the existing schedule.

#### 2.6.5 Counties Impacted

All counties.

### 2.6.6 Data Volume/Performance

No change.

### 2.6.7 Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

## 2.7 Mixed Household RE Packet Sweep Job

### 2.7.1 Overview

The existing Mixed Household RE Packet batch job (PB00R609) find Mixed Household cases that have an RE due in two months and sends packet. Update the driving query of the existing Mixed Household RE Packet batch job to exclude a program from receiving a packet if at least one Active Mem is on a MAGI aid code and at least one Active MEM is on a non-MAGI aid code and all Active MEM are incarcerated.

### 2.7.2 Description of Change

1. Update the Mixed Household RE Packet Sweep Job to exclude a program from receiving a packet if at least one Active Mem is on a MAGI aid code, and at least one Active MEM is on a non-MAGI aid code, and all Active MEM are incarcerated.

**Technical Note:** Incarcerated records with an END\_DATE as HIGH\_DATE in the LIVING\_ARRGMT table are the intended records.

### 2.7.3 Execution Frequency

No change.

### 2.7.4 Key Scheduling Dependencies

No changes to the existing schedule.

### 2.7.5 Counties Impacted

All counties.

### 2.7.6 Data Volume/Performance

No change.

### 2.7.7 Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

## 2.8 Non-MAGI RE Packet Sweep Job

### 2.8.1 Overview

The existing Non-MAGI RE Packet batch job (PB00R608) find Non-MAGI-only cases that have an RE due in two months and sends packet. Update the driving query of the existing Non-MAGI RE Packet batch job to exclude a program from receiving a packet if all active members receiving non-MAGI aid are incarcerated.

### 2.8.2 Description of Change

1. Update the Non-MAGI RE Packet Sweep Job to exclude a program from receiving a packet if all Active Mem are on a non-MAGI aid code and also all Active MEM are incarcerated.

**Technical Note:** Incarcerated records with an END\_DATE as HIGH\_DATE in the LIVING\_ARRGMT table are the intended records.

### 2.8.3 Execution Frequency

No change.

### 2.8.4 Key Scheduling Dependencies

No changes to the existing schedule.

### 2.8.5 Counties Impacted

All counties.

### 2.8.6 Data Volume/Performance

No change.

### 2.8.7 Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

## 2.9 MAGI RE Packet Catch Up Sweep Job

### 2.9.1 Overview

The existing MAGI RE Packet Catch-Up batch job (PB19R610) runs a month after the initial MAGI RE Packets are sent out to find MAGI-only cases that were not sent an RE packet and sends one out. Update the driving query of the existing MAGI RE Packet Catch-Up batch job to exclude a program from receiving a packet if all active members receiving MAGI aid are incarcerated.

### 2.9.2 Description of Change

1. Update the MAGI RE Packet Catch-Up Sweep Job to exclude a program from receiving a packet if all Active Mem are on a MAGI aid code, and also all Active MEM are incarcerated.

**Technical Note:** Incarcerated records with an END\_DATE as HIGH\_DATE in the LIVING\_ARRGMT table are the intended records.

### 2.9.3 Execution Frequency

No change.

### 2.9.4 Key Scheduling Dependencies

No changes to the existing schedule.

### 2.9.5 Counties Impacted

Los Angeles county.

### 2.9.6 Data Volume/Performance

No change.

### 2.9.7 Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

## 2.10 Mixed Household RE Packet Catch Up Sweep Job

### 2.10.1 Overview

The existing Mixed Household RE Packet Catch-Up batch job (PB19R612) runs a month after the initial Mixed Household RE Packets are sent out to find cases that were not sent an RE packet and sends one out. Update the driving query of the existing Mixed Household RE Packet Catch-Up batch job to exclude a program from receiving a packet if all active members are incarcerated.

### 2.10.2 Description of Change

1. Update the Mixed Household RE Packet Catch Up Sweep Job to exclude a program from receiving a packet if at least one Active Mem is on a MAGI aid code, and at least one Active MEM is on a non-MAGI aid code, and all Active MEM are incarcerated.

**Technical Note:** Incarcerated records with an END\_DATE as HIGH\_DATE in the LIVING\_ARRGMT table are the intended records.

### 2.10.3 Execution Frequency

No change.

### 2.10.4 Key Scheduling Dependencies

No changes to the existing schedule.

### 2.10.5 Counties Impacted

Los Angeles county.

### 2.10.6 Data Volume/Performance

No change.

### 2.10.7 Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.



## 2.11 Non-MAGI RE Packet Catch Up Sweep Job

### 2.11.1 Overview

The existing Non-MAGI RE Packet Catch-Up batch job (PB19R611) runs a month after the initial Non-MAGI RE packets are sent out to find Non-MAGI-only cases that were not sent an RE packet and sends one out. Update the driving query of the existing Non-MAGI RE Packet Catch-Up batch job to exclude a program from receiving a packet if all active members receiving non-MAGI aid are incarcerated.

### 2.11.2 Description of Change

1. Update the Non-MAGI RE Packet Catch Up Sweep Job to exclude a program from receiving a packet if all Active Mem are on a non-MAGI aid code and also all Active MEM are incarcerated.

**Technical Note:** Incarcerated records with an END\_DATE as HIGH\_DATE in the LIVING\_ARRGMT table are the intended records.

### 2.11.3 Execution Frequency

No change.

### 2.11.4 Key Scheduling Dependencies

No changes to the existing schedule.

### 2.11.5 Counties Impacted

Los Angeles county.

### 2.11.6 Data Volume/Performance

No change.

### 2.11.7 Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

## 2.12 Batch and Interface - Non-MAGI Auto-Renewal for Incarcerated EDBC Batch Sweep

### 2.12.1 Overview

CalSAWS does not have a Batch EDBC sweep to identify beneficiaries and auto-renew Medi-Cal programs when the beneficiary is in a Non-MAGI aid code and an Active MEM but is incarcerated. The new batch identifies the Active Mem with a Non-MAGI aid code, and the beneficiary is incarcerated and auto-renews the Medi-Cal Program.

### 2.12.2 Description of Change

1. Create a new EDBC Batch Sweep job to auto-renew Medi-Cal programs when all the following are true:
  - a. All Active MEM on the MC program are on a Non-MAGI Aid Code.
  - b. All MC Active MEM is Incarcerated as of batch run date.
  - c. Batch run date is 2 months prior to the RE Due date.

The batch will run EDBC at the program level with the Run Reason Code of 'RE'.

The batch will run for the benefit month of one month prior to the RE Due month.

**For example:** if the RE Due month is Dec 2023, the batch will trigger EDBC for the benefit month of Nov 2023. The batch will trigger in the month of Oct 2023.

2. Create a new Batch Eligibility Sweep Code (CT942) with
  - a. Short Description: Automated Non-MAGI Medi-Cal Renewal for Incarcerated Individuals
  - b. Long Description: Automated Non-MAGI Medi-Cal Renewal for Incarcerated Individuals

**Note:** This auto-renewal batch will run prior to the existing MC RE packet generation jobs so the packet will not generate for the incarcerated-only program.

### 2.12.3 Execution Frequency

Monthly – 1 calendar day prior to the existing Stable Income job (PB00E268)

### 2.12.4 Key Scheduling Dependencies

After Batch EDBC Processing

### 2.12.5 Counties Impacted

All Counties

### **2.12.1 Category**

Core

### **2.12.2 Data Volume/Performance**

N/A

### **2.12.3 Failure Procedure/Operational Instructions**

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

## **2.13 MAGI and Mixed Medi-Cal Auto-Renewal for Incarcerated EDBC Batch Sweep**

### **2.13.1 Overview**

CalSAWS does not have a Batch EDBC sweep to identify beneficiaries and auto-renew Medi-Cal programs when at least one beneficiary is in a MAGI aid code and at least one beneficiary is in a Non-MAGI aid code and either all Active MEM are incarcerated or the MAGI individuals are not incarcerated, but all Active Non-MAGI MEM are incarcerated. The new batch identifies the Active Mem with a MAGI aid code and the beneficiary is incarcerated and auto-renews the Medi-Cal Program.

### **2.13.2 Description of Change**

1. Create a new EDBC Batch Sweep job to auto-renew programs for which all non-incarcerated Active MEM on MAGI Aid codes are MAGI Eligible or Conditionally Eligible without soft pause in the RE DER returned from the 'Batch MAGI Redetermination EDR' (CT2813\_01) sweep, and all Incarcerated individuals are either on a Non-MAGI Aid code are incarcerated or MAGI Eligible or Conditionally Eligible without Soft Pause. The sweep should have all the other criteria same as PB00E120.
2. Create a new Batch Eligibility Sweep Code (CT942) with
  - a. Short Description: MAGI/Mixed Medi-Cal Auto Renewal for Incarcerated Individuals
  - b. Long Description: Automated Renewal for Incarcerated Individuals in MAGI and Mixed Medi-Cal Program

### **2.13.3 Execution Frequency**

Daily

#### **2.13.4 Key Scheduling Dependencies**

#### **2.13.5 Counties Impacted**

All Counties

#### **2.13.6 Data Volume/Performance**

N/A

#### **2.13.7 Failure Procedure/Operational Instructions**

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

### **2.14 eHIT**

#### **2.14.1 Overview**

Update e-HIT logic to prevent sending a non-compliance in an EDR for incarcerated beneficiaries during renewals.

#### **2.14.2 Description of Change**

1. Update eHIT logic to not send a Non-Compliance for an individual in the EDR if they are an Active MEM and Incarcerated in the EDR benefit month with RE or RM run reason.
2. Update eHIT logic to not send a Non-Compliance for an individual in the EDR if they are an Active MEM and Incarcerated in the EDR benefit month when the EDR is initiated from MAGI NA Discontinuance sweep.

#### **2.14.3 Interface Partner**



CalHEERS

#### **2.14.4 eHIT Schema Version**

eHIT schema version 18.

### 3 SUPPORTING DOCUMENTS

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Number	Functional Area	Description	Attachment
1	Policy	ACWDL 21-22 Implementation of the "SUPPORT Act" - Suspension of Medi-Cal Benefits for "Eligible Juveniles", Under Age 21 or Former Foster Youth Under Age 26, and Other Suspension Requirements	 ACWDL 21-22.pdf
2	Policy	ACWDL 22-26 Implementation of Senate Bill 184 – Extension of the Suspension of Medi-Cal Benefits for Adult Inmates, Redetermination Requirements, and Suspension Timeline Guidelines	 ACWDL 22-26.pdf

### 4 REQUIREMENTS

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#### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.4.3.2	The LRS shall determine an applicant's/participant's eligibility for a program or programs.	CalSAWS will update Medi-Cal EDBC rules to prevent non-allowable negative actions or non-compliance to be applied to an incarcerated individual who is otherwise eligible for the Medi-Cal Program



California Statewide Automated Welfare System

## **Design Document**

CA-220264

Add Threshold Languages for Medi-Cal NOAs  
for Inmate Suspension of Benefits

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Ramya YK
	Reviewed By	Kavitha MR

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
01/12/2023	1.0	Initial Draft	Ramya YK

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## 1 OVERVIEW

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The purpose of this SCR is to add and generate the forms MC 0466A – “SUSPENSION OF MEDI-CAL BENEFITS FOR AN INCARCERATED INDIVIDUAL” and MC 0466F – “ACTIVATED MEDI-CAL BENEFITS UP ON RELEASE FOR AN INCARCERATED INDIVIDUAL” for Incarceration in available threshold languages in CalSAWS.

### 1.1 Current Design

Currently MC 0466A – “SUSPENSION OF MEDI-CAL BENEFITS FOR AN INCARCERATED INDIVIDUAL” and MC 0466F – “ACTIVATED MEDI-CAL BENEFITS UP ON RELEASE FOR AN INCARCERATED INDIVIDUAL” forms are available in English and Spanish languages in CalSAWS template repository.

### 1.2 Requests

1. Add the MC 0466A – “SUSPENSION OF MEDI-CAL BENEFITS FOR AN INCARCERATED INDIVIDUAL” form to template Repository in available threshold languages.  
**Languages include:** Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, & Vietnamese.
2. Add the MC 0466F – “ACTIVATED MEDI-CAL BENEFITS UP ON RELEASE FOR AN INCARCERATED INDIVIDUAL” form to template Repository in available threshold languages.  
**Languages include:** Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, & Vietnamese

#### Overview of Recommendations

1. Add the MC 0466A – “SUSPENSION OF MEDI-CAL BENEFITS FOR AN INCARCERATED INDIVIDUAL” form to template Repository in available threshold languages.  
**Languages include:** Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, & Vietnamese.
2. Add the MC 0466F – “ACTIVATED MEDI-CAL BENEFITS UP ON RELEASE FOR AN INCARCERATED INDIVIDUAL” form to template Repository in available threshold languages.  
**Languages include:** Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, & Vietnamese

### 1.3 Assumptions

1. All fields (blank or prepopulated) will be editable.
2. Supporting Documents section references attachments found on Jira.

## 2 RECOMMENDATIONS

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### 2.1 Add MC 0466A – “SUSPENSION OF MEDI-CAL BENEFITS FOR AN INCARCERATED INDIVIDUAL” form in available Threshold languages in CalSAWS.

#### 2.1.1 Overview

Add the MC 0466A – “SUSPENSION OF MEDI-CAL BENEFITS FOR AN INCARCERATED INDIVIDUAL” form in threshold languages in CalSAWS.

**State Form:** MC 0466A (09/22)

**Programs:** Medi-Cal

**Attached Forms:** N/A

**Template Description:** Suspension of Medi-Cal Benefits for An Incarcerated Individual

**Forms Category:** NOA

**Template Repository Visibility:** All Counties

**Form Title (Document List Page Displayed Name):** Suspension of Medi-Cal Benefits for An Incarcerated Individual

**Imaging Form Name:** Suspension of Medi-Cal Benefits

**Imaging Document Type:** Notification/NOA

**Imaging Case/Person:** Case

**Existing Languages:** English and Spanish

#### 2.1.2 Form/NOA Verbiage

##### **Create MC 0466A XDP in threshold languages**

A new XDP will be created for the SUSPENSION OF MEDI-CAL BENEFITS FOR AN INCARCERATED INDIVIDUAL for threshold languages.

**Threshold Languages:** Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, & Vietnamese

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

**Form Header:** CalSAWS Standard Header (HEADER\_1\_EN)

**Include NA Back 9:** Yes

**Form Mockups/Examples:** See supporting document #1

#### 2.1.3 Form/NOA Generation Conditions

MC 0466A form can either be generated through batch or Template repository.

### **Update Dynamic Form generation batch jobs**

Update Dynamic Form generation batch jobs (PB00R445) to generate the MC 0466A in newly added threshold languages.

### **Form Print/Mailing Options**

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

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 MC 0466A Form
Mail-To (Recipient)	Template Repository: Applicant selected on the document parameters page. Batch Trigger: Mail to the incarcerated individual.
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 MC 0466A
Post to Self-Service Portal	Y

#### **2.1.4 Form Variable Population for MC 0466A**

**Field Mappings:** Use the same field mappings as the English/Spanish Forms for population logic

## 2.2 Add the new MC 0466F – “ACTIVATED MEDI-CAL BENEFITS UP ON RELEASE FOR AN INCARCERATED INDIVIDUAL” form in available threshold languages in CalSAWS.

### 2.2.1 Overview

Add the MC 0466F – “ACTIVATED MEDI-CAL BENEFITS UP ON RELEASE FOR AN INCARCERATED INDIVIDUAL” form in threshold languages in CalSAWS.

**State Form:** MC 0466F (09/22)

**Programs:** Medi-Cal

**Attached Forms:** N/A

**Template Description:** Activated Medi-Cal Benefits Up on Release for An Incarcerated Individual

**Form Title (Document List Page Displayed Name):** Activated Medi-Cal Benefits Up on Release for An Incarcerated Individual

**Forms Category:** NOA

**Template Repository Visibility:** All Counties

**Imaging Form Name:** Activated Medi-Cal Benefits

**Imaging Document Type:** Notification/NOA

**Imaging Case/Person:** Case

**Languages:** English and Spanish

### 2.2.2 Form/NOA Verbiage

#### **Create MC 0466F XDP in threshold languages**

A new XDP will be created for ACTIVATED MEDI-CAL BENEFITS UP ON RELEASE FOR AN INCARCERATED INDIVIDUAL for threshold languages.

**Threshold Languages:** Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, & Vietnamese

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

**Form Header:** CalSAWS Standard Header (HEADER\_1\_EN)

**Include NA Back 9:** Yes

**Form Mockups/Examples:** See supporting document #2

### 2.2.3 Form/NOA Generation Conditions

MC 0466F form can either be generated through batch or Template repository.

### **Update Dynamic Form generation batch jobs**

Update Dynamic Form generation batch jobs (PB00R446) to generate the MC 0466F in newly added threshold languages.

### **Form Print/Mailing 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 MC 0466F Form
Mail-To (Recipient)	Template Repository: Applicant selected on the document parameters page. Batch Trigger: Mail to the individual released from the incarceration.
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 MC 0466F
Post to Self-Service Portal	Y

#### **2.2.4 Form Variable Population for MC 0466F**

**Field Mappings:** Use the same field mappings as the English/Spanish Forms for population logic

### 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	MC 0466A available threshold Language	NOA Suspension Of Medi-Cal Benefits For An Incarcerated Individual _1_ARA ADA.pdf NOA Suspension Of Medi-Cal Benefits For An Incarcerated Individual _1_ARM ADA.pdf NOA Suspension Of Medi-Cal Benefits For An Incarcerated Individual _1_CAM ADA.pdf NOA Suspension Of Medi-Cal Benefits For An Incarcerated Individual _1_CHI ADA.pdf NOA Suspension Of Medi-Cal Benefits For An Incarcerated Individual _1_FAR ADA.pdf NOA Suspension Of Medi-Cal Benefits For An Incarcerated Individual _1_HMO ADA.pdf NOA Suspension Of Medi-Cal Benefits For An Incarcerated Individual _1_KOR ADA.pdf NOA Suspension Of Medi-Cal Benefits For An Incarcerated Individual _1_LAO ADA.pdf NOA Suspension Of Medi-Cal Benefits For An Incarcerated Individual _1_RUS ADA.pdf NOA Suspension Of Medi-Cal Benefits For An Incarcerated Individual _1_TAG ADA.pdf NOA Suspension Of Medi-Cal Benefits For An Incarcerated Individual _1_VIE ADA.pdf

2	Correspondence	MC 0466F available threshold Language	NOA Activated Medi-Cal Benefits Upon Release For An Incarcerated Individual_ARA.pdf NOA Activated Medi-Cal Benefits Upon Release For An Incarcerated Individual_ARM.pdf NOA Activated Medi-Cal Benefits Upon Release For An Incarcerated Individual_CHI.pdf NOA Activated Medi-Cal Benefits Upon Release For An Incarcerated Individual_CAM.pdf NOA Activated Medi-Cal Benefits Upon Release For An Incarcerated Individual_FAR.pdf NOA Activated Medi-Cal Benefits Upon Release For An Incarcerated Individual_HMO.pdf NOA Activated Medi-Cal Benefits Upon Release For An Incarcerated Individual_KOR.pdf NOA Activated Medi-Cal Benefits Upon Release For An Incarcerated Individual_LAO.pdf NOA Activated Medi-Cal Benefits Upon Release For An Incarcerated Individual_RUS.pdf NOA Activated Medi-Cal Benefits Upon Release For An Incarcerated Individual_TAG.pdf NOA Activated Medi-Cal Benefits Upon Release For An Incarcerated Individual_VIE.pdf
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## 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"><li>a. Appointment notices;</li><li>b. Redetermination, Recertification, and/or Annual Agreement notices and forms;</li><li>c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);</li><li>d. Periodic reporting notices;</li><li>e. Contact letters;</li><li>f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;</li><li>g. Information notices and stuffers;</li><li>h. Case-specific verification/referral forms;</li><li>i. GR Vendor notices;</li><li>k. Court-mandated notices, including Balderas notices;</li><li>l. SSIAP appointment notices;</li><li>m. Withdrawal forms;</li><li>n. COLA notices;</li><li>o. Time limit notices;</li><li>p. Transitioning of aid notices;</li><li>q. Interface triggered forms and notices (e.g., IFDS, IEVS);</li><li>r. Non-compliance and sanction notices;</li><li>s. Benefit issuance and benefit recovery forms and notices, including reminder notices;</li><li>t. Corrective NOAs on State Fair Hearing decisions;</li><li>u. CSC paper ID cards with LRS-generated access information; and</li><li>v. CSC PIN notices.</li></ul>	MC 0466A and MC0466F forms added to Template Repository in threshold language and generated via Batch





California Statewide Automated Welfare System

## **Design Document**

CA-222070 CCB 23-18 CCP 2145 Revision

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Nithin B Halesh
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/04/2023	1.0	Original	Nithin B Halesh

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# 1 OVERVIEW

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The purpose of this change is to Obsolete CSF 141 and replace with CCP 2145 (7/23) - CALWORKS CHILD CARE REIMBURSEMENT REPORT in CalSAWS for 57 counties.

## 1.1 Current Design

The CCP 2145 (7/23) is not available in the system. Instead, the CSF 141 is the form available in the system for county use.

## 1.2 Requests

1. Obsolete CSF 141 in CalSAWS for 57 counties.
2. Add CCP 2145 - CALWORKS CHILD CARE REIMBURSEMENT REPORT (07/2023) Form for 57 counties.
3. Update Child Care Certificate Detail page to rename Generate CSF 141 button to Generate CCP 2145 for 57 counties.
4. Update Child Care Certificate Detail page to generate CCP 2145 Form when Generate CCP 2145 button is clicked.
5. Update The Batch job PB00R1988 to generate CCP 2145 (7/23) instead of CSF 141 for 57 counties.

## 1.3 Overview of Recommendations

1. Obsolete CSF 141 in CalSAWS for 57 counties.
2. Add CCP 2145- CALWORKS CHILD CARE REIMBURSEMENT REPORT (7/2023) Form for 57 counties.
3. Update Child Care Certificate Detail page to rename Generate CSF 141 button to Generate CCP 2145 for 57 counties.
4. Update Child Care Certificate Detail page to generate CCP 2145 Form when Generate CCP 2145 button is clicked.
5. Update The Batch job PB00R1988 to generate CCP 2145 (7/23) instead of CSF 141 for 57 counties.
6. Perform Regression Testing for monthly productivity/customer reporting progress report.
7. Add new form CCP 2145 to Imaging as a selectable form name for users and barcode recognition.

## 1.4 Assumptions

1. CCP 2145 (7/23) is available only in English.
2. There is no change in online and Batch generation conditions for CCP 2145 (7/23).
3. Imaging team maintains the CSF 141 form for 6 months in case a user submits the legacy form that contains the CSF 141 form number at the bottom left that OCR would need to be able to pick up for indexing.

4. SCR CA-272404 has been created to remove the CSF 141 from imaging after six months.
5. SCR CA-272999 has been created to Update CCP 2145 Mailing options to allow mailing to either Primary Applicant or Provider.

## 2 RECOMMENDATIONS

---

### 2.1 DCR to turn off CSF 141.

#### 2.1.1 Overview

The CFS 141 is now obsolete. This effort will remove the form from the Database.

#### 2.1.2 Description of Change

Run a DCR to turn off the CSF 141 form.

- a. DOC\_TEMPL\_ID = 6562

### 2.2 Add CCP 2145 CALWORKS CHILD CARE REIMBURSEMENT REPORT (CCP 2145) (07/2023) Form

#### 2.2.1 Overview

This section will cover the updates needed to add CCP 2145 (7/23) Form to CalSAWS for 57 counties.

**State Form:** CCP 2145 (7/23)

**Programs:** Child Care

**Attached Forms:** N/A

**Template Repository Visibility:** Migration counties

**Template Description:** CalWORKs Child Care Reimbursement Report

**Forms Category:** Form

**Languages:** English

## 2.2.2 Description of Change

Create a new CCP 2145 CALWORKS CHILD CARE REIMBURSEMENT REPORT (CCP 2145) (07/2023) Form that can be generated from the CalSAWS System for 57 counties.

### 2.2.2.1 Create CCP 2145 Form XDP

Create XDP for CCP 2145 Form in English.

**Form Header:** Mailing Cover Sheet (Refer the mockups).

**Form Title:** CalWORKS Child Care Reimbursement Report

**Form Number:** CCP 2145 (7/23)

**Include NA Back 9:** No.

**Imaging Form Name:** CalWORKS Child Care Reimbursement Report

**Imaging Form Document Type:** Child Care

**Imaging Case/Person:** Case

**Form Mockups/Examples:** See Supporting Documents #1

### 2.2.2.2 Add CCP 2145 Form to Template Repository

Add the CCP 2145 Form to Template Repository with the following Document Parameters:

**Required Document Parameters:** Case Number, Customer Name, Program, Request Month, and Language.

### 2.2.2.3 Add Form Variable Population for CCP 2145

CCP 2145 Form will populate the following information when generated from the Template Repository apart from Customer and Worker Information.

All the text fields and checkbox fields should be editable.

Section	Field	Description	Editable Y/N
<1>	Request Month	Populate with Request Month Selected on the Document Parameters page. Format: January 2020	Y

CCP 2145 Form will populate the following information when generated from Child Care Certificate Detail page, and Batch.

CalSAWS Standard Header will be populated with Customer and Worker Information.

All the text fields and checkbox fields should be editable.

Section	Field	Description	Editable Y/N
<1>	Request Month	Populate with Request Month selected on the Document Parameters page when generated from Child Care Certificate Detail page and when generated through batch populate with Current Month if the job is running before 10 days from the end of the month and populate with Next Month if the job is running on or after 10 days from the end of the month. Format: January 2020	Y
<2>	Parent #1 Name	Populate with Primary Person's name from Child Care Certificate Detail page	Y
<3>	Case Number	Populate with Case number of the application	Y
<4>	Parent #1 Phone	Populate with Primary Person's Cell Phone Number from Child Care Certificate Detail page	Y
<5>	Address	Populate with Primary Person's Physical Address from Child Care Certificate Detail page	Y
<6>	Work Phone	Populate with Primary Person Work Phone Number from Child Care Certificate Detail page	Y
<7>	Child's Name	Populate with Child's Name from Child Care Certificate Detail page	Y
<8>	Birthdate	Populate with Child's DOB from Child Care Certificate Detail page	Y
<9>	Age	Populate with Child's Age. Calculate the age by utilizing the Child's DOB. Format: if the Age of the Child is 8 Year then populate '8'	Y



<10>	Provider's Name	Populate with Provider Name from Child Care Certificate Detail page	Y
<11>	Provider's Service Address	Populate with Provider's Service Address from Child Care Certificate Detail page	Y
<12>	Phone Number	Populate with Provider's Service Phone Number from Child Care Certificate Detail page	Y
<13>	Case Number on County Use Only	Populate with Case number of the application	Y
<14>	Child's Name on Attendance Sheet	Populate with Child's Name from Child Care Certificate Detail page	Y
<15>	Case Number on Attendance Sheet	Populate with Case number of the application	Y
<16>	Request Month on Attendance Sheet	Populate with Request Month selected on the Document Parameters page when generated from Child Care Certificate Detail page and will populate with Current Month when generated through Batch. Format: January/2020	Y

#### 2.2.2.4 Add Form Control

Add the following barcode options to the CCP 2145 Form:

Note: CCP 2145 Form will not have any barcodes when generated from Template Repository.

Tracking Barcode	BRM Barcode	Imaging Barcode
Y	Y	Y

#### 2.2.2.5 Add CCP 2145 Form Print Options and Mailing Requirements

1. Add the following print options to the CCP 2145 Form when it is generated from Template Repository:

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

2. Add the following print options to the CCP 2145 Form when it is generated from Child Care Certificate Detail page:

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 Requirements:**

Mailing Options	Option for CCP 2145 Form
Mail-To (Recipient)	Applicant selected on the document parameters page when generated through Template Repository. Primary Person from Child Care Certificate Detail page when generated through Child Care Certificate Detail page and Batch.
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 Requirements:**

Requirement	Option for CCP 2145 Form
Post to Self-Service Portal	Y

## **2.3 Update Child Care Certificate Detail page to generate CCP 2145 Form**

### **2.3.1 Overview**

With this effort CCP 2145 Form will be triggered from Child Care Certificate Detail page when clicking the “Generate CCP 2145” Button for 57 counties.

### **2.3.2 Child Care Certificate Detail Mockups**

## Child Care Certificate Detail

\*- Indicates required fields

Images

Generate CCP 2145

Generate Form

View Payment Calculation List

Copy

Edit

Close

### Primary:

Berdux, Georges 22F

### Funding Source:

Stage 1

### Certificate ID:

4005858526

### Certificate Period: \*

From: 02/01/2023 To: 01/31/2024

### Child's Name: \*

Berdux, Shelia 3F

### Status: \*

Approved

### Schedule \*

#### Regular

Su	Mo	Tu	We	Th	Fr	Sa	Time In	Time Out	
	✓	✓	✓	✓	✓		8:00 AM	5:00 PM	9.0
0.0	9.0	9.0	9.0	9.0	9.0	0.0	Total: 45.0	Ratio: 0.0%	

#### Vacation

Su	Mo	Tu	We	Th	Fr	Sa	Time In	Time Out
----	----	----	----	----	----	----	---------	----------

#### Variable

### Provider: \*

[Darlena Sweyn](#)

### Service: \*

[Center](#)

### County: \*

San Bernardino

### Payee: \*

Same as Provider

### Backup Provider: \*

No

### Rates \*

Schedule Type	Care Type	Rate Type	Provider Rate	RMR	Co-Pay
Regular	<a href="#">Part Time</a>	Weekly	180.00	166.54	13.46
Regular	<a href="#">Full Time</a>	Weekly	259.00	258.86	0.14

### Notes:

#### Materials/Registration Fee:

100.00

#### Number of Months the Fee will Cover:

12

#### Apply Family Fee to this Certificate: \*

No

#### Sign Date:

Images

Generate CCP 2145

Generate Form

View Payment Calculation List

Copy

Edit

Close

Last Updated

On 10/17/2023 1:03:50 PM By: [196040](#)

This Type 1 page took 0.35 seconds to load.

Figure 2.2.1 – Generate CCP 2145 Button on Child Care Certificate Detail Page

**Figure 2.2.2 – Document Parameters Page Validation on Child Care Certificate Detail Page**

## Child Care Customer Reporting Detail

\*- Indicates required fields

Save and Return Cancel

**Request Month:** 11/01/2023 **Certificate Id:** [4010560532](#)

County Completeness Determination	This Report
Does the information on the CCP 2145 alone or combined with the information from previously submitted CCP 2145 for the same service month, equal a complete and correct CCP 2145? *	- Select -

Report Status History		
Status	Date	Updated by
Sent	10/21/2023	<a href="#">1005704</a>
Generated	10/21/2023	<a href="#">1056440</a>

Save and Return Cancel

**Figure 2.2.3 – Child Care Customer Reporting Detail Page**

### 2.3.3 Description of Changes

1. Update Child Care Certificate Detail page to rename “Generate CSF 141” button to “Generate CCP 2145” and generate CCP 2145 (7/23) for 57 counties when Generate CCP 2145 button is clicked – See the mockup Figure 2.2.1 for Generate CCP 2145 button reference.

2. **Required Form Input:** Request Month

**Validation:** A validation message as shown in Figure 2.2.2 will be thrown if there exists a CCP 2145 Form for the same Request Month and Language.

**Validation Message:** "Only one CCP 2145 for this language and certificate can be created per request month."

3. Update Child Care Customer Reporting Detail page to rename the form number in the County Completeness Determination question. "Does the information on the CCP 2145 alone or combined with the information from previously submitted CCP 2145 for the same service month, equal a complete and correct CCP 2145?". See the mockup Figure 2.2.3

#### 2.3.4 Page Location

- **Global:** Child Care
- **Local:** Case Summary
- **Task:** Child Care Certificates

#### 2.3.5 Security Updates

1. Security Rights  
No impacts to this section.
2. Security Groups  
No impacts to this section.

#### 2.3.6 Page Mapping

No impacts to this section.

#### 2.3.7 Page Usage/Data Volume Impacts

No impacts to this section.

## 2.4 Batch – Update Batch Job PB00R1988 to generate CCP 2145 (7/23) Form

### 2.4.1 Overview

The purpose of this recommendation is to update the daily batch job which will generate CCP 2145 (7/23) Form for each ongoing approved certificate.

### 2.4.2 Description of Change

1. Add a code category (CTCR) 942 - Form Sweep Codes for the CCP 2145 Form Sweep.

Journal Entry	Description
New/Update	New
Category Id	942
Short Description	CCP 2145
Long Description	CCP 2145 - Child Care Reimbursement Request
Trigger Condition	CS Form will be generated for each ongoing approved certificate

2. There is no change in the Batch form generation conditions.

### 2.4.3 Execution Frequency

There is no change in the Batch Execution Frequency.

### 2.4.4 Key Scheduling Dependencies

There is no change in the Scheduling Dependency.

### 2.4.5 Counties Impacted

This job will run for 57 counties.

### 2.4.6 Data Volume/Performance

No impacts to this section.

### 2.4.7 Failure Procedure/Operational Instructions

No impacts to this section.

## 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	CCP 2145 from in English	CCP 2145_EN.pdf

## 4 REQUIREMENTS

### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.11 CAR-1247	The CalSAWS shall generate notices and NOAs in accordance with COUNTY-specified case and individual trigger conditions.	Generate the CCP 2145 for 57 counties.





California Statewide Automated Welfare System

## **Design Document**

CA-241995

Add and Generate the MC 0466A and MC 0466F for  
Incarceration

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Nithin B Halesh, Soundarya Ramesh
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
11/21/2023	1.0	Initial Draft	Nithin B Halesh
01/12/2024	1.0	EW32 Initial Draft	Soundarya Ramesh

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# 1 OVERVIEW

---

The purpose of this SCR is

1. to add and generate the forms MC 0466A – “SUSPENSION OF MEDI-CAL BENEFITS FOR AN INCARCERATED INDIVIDUAL” and MC 0466F – “ACTIVATED MEDI-CAL BENEFITS UPON RELEASE FOR AN INCARCERATED INDIVIDUAL” for Incarceration in CalSAWS.
2. To trigger MEDS EW32 transactions 10 days after the suspension NOA was sent, and also Trigger the EW32 transaction on same day for any updates made to arrival/departure date for the existing living arrangement record if EW32 has been sent already.

## 1.1 Current Design

1. Currently MC 0466A – “SUSPENSION OF MEDI-CAL BENEFITS FOR AN INCARCERATED INDIVIDUAL” and MC 0466F – “ACTIVATED MEDI-CAL BENEFITS UPON RELEASE FOR AN INCARCERATED INDIVIDUAL” forms are not available in CalSAWS template repository.
2. Currently EW32 is being triggered on the same day without any delay for the newly incarcerated individuals/cases.

## 1.2 Requests

1. Add the MC 0466A – “SUSPENSION OF MEDI-CAL BENEFITS FOR AN INCARCERATED INDIVIDUAL” form to template Repository in English and Spanish language.
2. Create new Batch job to generate MC 0466A after 28 days of incarceration.
3. Add the MC 0466F – “ACTIVATED MEDI-CAL BENEFITS UPON RELEASE FOR AN INCARCERATED INDIVIDUAL” form to template Repository in English and Spanish language.
4. Create new Batch job to generate MC 0466F when the suspension has ended for the Incarcerated adult.
5. Remove these obsolete MC NOA reasons from the System as they're no longer used or generated:
  - a) MC\_TN\_IC\_MINOR\_IN\_JUVI\_M395
  - b) MC\_AP\_MINOR\_RELEASED\_FROM\_JUVI\_M396
  - c) MC\_TN\_JUVI\_REDETERM\_INCOMPLETE\_M397
  - d) MC\_TN\_JUVI\_MINOR\_OVER\_21\_M398
  - e) MC\_TN\_MINOR\_JUVI\_OVER\_12\_MONTHS\_M399
6. Create a new DCR to update Suspension NOA sent date column for all the existing records to have a value, since starting from this SCR, there should be a suspension NOA sent before sending EW32 transactions.
7. Create a new transact table to persist the records where Suspension NOA was sent 10 days prior and EW32 transaction has not been sent yet.
8. Create a new batch job to retrieve the incarcerated records based on the following conditions and insert into new transact table:
  - a. 10 days has been elapsed since the date suspension NOA is sent for initial incarceration.

- ~~b. Arrival/departure dates have been updated for previous incarceration records where EW32 has been sent once already.~~
- 9. Create a new connector to poll the records from the new transact table.
- 10. Modify the existing MEDS EW32 connector and streams job logic to identify the correct records for EW32.
  - a. Arrival/departure dates have been updated for previous incarceration records where EW32 has been sent once already.
- 11. Modify the existing MEDS EW32 consumer batch job logic to compare the fields and remove MV dependency to accommodate the initial EW32 transactions which need to be sent 10 days after Suspension NOA sent date.
- 12. Regression test Retrigger job (PO00EM112).

### 1.3 Overview of Recommendations

1. Add MC 0466A in English and Spanish. Generate the MC 0466A after 28 days of incarceration.
2. Add MC 0466F in English and Spanish. Generate the MC 0466F when the suspension has ended for the Incarcerated adult.

### 1.4 Assumptions

1. All fields (blank or prepopulated) will be editable.
2. Supporting Documents section references attachments found on Jira.
3. SCR CA-220264 will add the threshold languages.
4. There should be a default value present for suspension NOA sent date field before sending EW32.
5. For all the existing records till the day before this SCR release, EW32 would be sent immediately if there was any new incarceration record added, updated or deleted. These changes are valid only from post SCR deployment.
6. If there was any error in sending suspension notice and if the correspondence batch does not update the suspension NOA sent date, then EW32 transaction would not be sent.
7. Suspension NOA sent date will always be the actual date on which NOA was sent. Example: If suspension NOA was supposed to be sent on 04/29/2023 and due to some issues if the NOA wasn't sent on 04/29/2023 and it was sent on 05/10/2023, then suspension NOA sent date would be updated as 05/10/2023 only.

## 2 RECOMMENDATIONS

---

### 2.1 Add the new MC 0466A – “SUSPENSION OF MEDI-CAL BENEFITS FOR AN INCARCERATED INDIVIDUAL” form in English and Spanish languages in CalSAWS.

#### 2.1.0 Overview

Add the MC 0466A – “SUSPENSION OF MEDI-CAL BENEFITS FOR AN INCARCERATED INDIVIDUAL” form in English and Spanish languages in CalSAWS.

**State Form:** MC 0466A (09/22)

**Programs:** Medi-Cal

**Attached Forms:** N/A

**Template Description:** Suspension of Medi-Cal Benefits for An Incarcerated Individual

**Forms Category:** NOA

**Template Repository Visibility:** All Counties

**Languages:** English and Spanish

#### 2.1.1 Form/NOA Verbiage

##### Create MC 0466A XDP

A new XDP will be created for the SUSPENSION OF MEDI-CAL BENEFITS FOR AN INCARCERATED INDIVIDUAL.

**Form Header:** CalSAWS Standard Header (HEADER\_1\_EN)

**Form Title (Document List Page Displayed Name):** Suspension of Medi-Cal Benefits for An Incarcerated Individual

**Form Number:** MC 0466A

**Include NA Back 9:** Yes

**Imaging Form Name:** Suspension of Medi-Cal Benefits

**Imaging Document Type:** Notification/NOA

**Imaging Case/Person:** Case

**Form Mockups/Examples:** See supporting document #1

#### 2.1.2 Form/NOA Generation Conditions

1. Add MC 0466A – “SUSPENSION OF MEDI-CAL BENEFITS FOR AN INCARCERATED INDIVIDUAL” form to Template Repository



MC 0466A – “SUSPENSION OF MEDI-CAL BENEFITS FOR AN INCARCERATED INDIVIDUAL” form is added to the Template Repository.

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

### 2.1.3 Form Control

#### 1. Add Form/NOA Control

Add an imaging barcode for MC 0466A.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

#### 2. Add Form Print Options and Mailing Requirements

The following are the print and mailing requirements for MC 0466A – “SUSPENSION OF MEDI-CAL BENEFITS FOR AN INCARCERATED INDIVIDUAL”.

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 MC 0466A Form
Mail-To (Recipient)	Template Repository: Applicant selected on the document parameters page. Batch Trigger: Mail to the incarcerated individual.
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

**Additional Options:**

Requirement	Option for MC 0466A
Post to Self-Service Portal	Y

**2.1.4 Add Form Variable Population for MC 0466A**

The Individual Name, Suspension begin date and the Standard Header Section will be populated on the form when generated through batch only. All the text fields should be editable.

**Form Body Variables:**

Variable Name	Population	Formatting	Editable* / Field Type	Template Repository Population
Individual Name	Incarcerated Individual whose Medi-Cal benefits are suspending	Arial Font Size 10 (first_name last_name)	Y	N
Suspension Begin Date	10 days from the Suspension Notice Generation date. If the 10 <sup>th</sup> day is holiday, then the Suspension begin date will be the next business date.	Arial Font Size 10 <MONTH DD, YYYY>	Y	N

## 2.2 Add the new MC 0466F – “ACTIVATED MEDI-CAL BENEFITS UPON RELEASE FOR AN INCARCERATED INDIVIDUAL” form in English and Spanish languages in CalSAWS.

**2.2.1 Overview**

Add the MC 0466F – “ACTIVATED MEDI-CAL BENEFITS UPON RELEASE FOR AN INCARCERATED INDIVIDUAL” form in English and Spanish languages in CalSAWS.

**State Form:** MC 0466F (09/22)

**Programs:** Medi-Cal

**Attached Forms:** N/A

**Template Description:** Activated Medi-Cal Benefits Upon Release for An Incarcerated Individual

**Forms Category:** NOA

**Template Repository Visibility:** All Counties

**Languages:** English and Spanish

## 2.2.2 Form/NOA Verbiage

### Create MC 0466F XDP

A new XDP will be created for ACTIVATED MEDI-CAL BENEFITS UPON RELEASE FOR AN INCARCERATED INDIVIDUAL.

**Form Header:** CalSAWS Standard Header (HEADER\_1\_EN)

**Form Title (Document List Page Displayed Name):** Activated Medi-Cal Benefits Upon Release for An Incarcerated Individual

**Form Number:** MC 0466F

**Include NA Back 9:** Yes

**Imaging Form Name:** Activated Medi-Cal Benefits

**Imaging Document Type:** Notification/NOA

**Imaging Case/Person:** Case

**Form Mockups/Examples:** See supporting document #2

## 2.2.3 Form Generation Conditions

### 1. Add MC 0466F – “ACTIVATED MEDI-CAL BENEFITS UPON RELEASE FOR AN INCARCERATED INDIVIDUAL” form to Template Repository

MC 0466F – “ACTIVATED MEDI-CAL BENEFITS UPON RELEASE FOR AN INCARCERATED INDIVIDUAL” form is added to the Template Repository.

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

## 2.2.4 Form Control

### 1. Add Form/NOA Control

Add an imaging barcode for MC 0466A.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

## 2. **Add Form Print Options and Mailing Requirements**

The following are the print and mailing requirements for MC 0466F – “ACTIVATED MEDI-CAL BENEFITS UPON RELEASE FOR AN INCARCERATED INDIVIDUAL”.

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 MC 0466F Form
Mail-To (Recipient)	Template Repository: Applicant selected on the document parameters page. Batch Trigger: Mail to the individual released from the incarceration.
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

### **Additional Options:**

Requirement	Option for MC 0466F
Post to Self-Service Portal	Y

### **2.2.5 Add Form Variable Population for MC 0466F**

The Individual Name, Activation begin date and the Standard Header Section will be populated on the form when generated through Online trigger only. All the text fields should be editable.

#### **Form Body Variables:**

Variable Name	Population	Formatting	Editable* / Field Type	Template Repository Population
Individual Name	Individual released from incarceration whose Medi-Cal benefits are activated	Arial Font Size 10 (first_name last_name)	Y	N
Activation Begin Date	Incarceration End date (release date) updated on Living Arrangement Page	Arial Font Size 10 <MONTH DD, YYYY>	Y	N

## 2.3 Add two New Columns to LIVING\_ARRGMT table.

### 2.3.1 Description of Change

Create a DBCR to add below two new columns to LIVING\_ARRGMT table.

1. Add a new date column to LIVING\_ARRGMT table to set the suspension NOA sent date when the form MC 0466A is generated via Batch. This should be a nullable column.
2. Add a new date column to LIVING\_ARRGMT table to set the Unsuspension NOA sent date when the form MC 0466F is generated via Batch. This should be a nullable column.

## 2.4 Create MC 0466A Batch job for all the Counties.

### 2.4.1 Overview

Create a new batch job to send out the MC 0466A SUSPENSION OF MEDICAL BENEFITS FOR AN INCARCERATED INDIVIDUAL in English and Spanish languages for all the Counties.

### 2.4.2 Description of Change

1. Create a new batch job that will find cases that meet all the following conditions.
  - 1) The current program is Medi-Cal Active.
  - 2) The incarcerated individual is in Medi-Cal program with active member status.
  - 3) An inmate should be incarcerated beyond 28 days.

Refer Scenarios 1 & 2 under the section 2.4.7

- 4) The MC 0466A form is not sent to the incarcerated individual for the incarceration record on Living Arrangement Page.

**Technical Note:** Suspension NOA Sent Date (New Column added to LIVING\_ARRGMT table) should be Null/Empty.

- 5) Incarceration record On Living Arrangement Page created after this SCR Release Date.

**Technical Note:** If the SCR Release date is 03/23/2024, then the driving query should have the condition LIVING\_ARRGMT.CREATED\_ON>03/23/2024.

- 6) There does not exist a record in the system transaction table for the case with a type code of 'FR', a sub type code for the 'MC 0466A SUSPENSION OF MEDI-CAL BENEFITS FOR AN INCARCERATED INDIVIDUAL', that is for the same effective month for the current program.

**Technical Note:** Check for below conditions for an incarcerated record from the LIVING\_ARRGMT table.

- TYPE\_CODE = 'IC'
- END\_DATE = HIGHDATE
- BEG\_DATE < Batch Date – 28days
- Suspension NOA Sent Date (New Column) = Null/Empty
- CREATED\_ON>03/23/2024.

3. Send the form MC 0466A to all the incarcerated individuals in the case. For each record returned from the driving query, insert a record into the system transaction and system transaction detail tables with the following transactional values:

- a. Insert the following transactional values in the system transaction table.

Field to Populate	Population for MC 0466A
Case Id	The case Id associated to the current MC program.
Program Id	The program Id of the current MC program.
Person Id	The incarcerated adult individual.
Type Code	FR
Sub Type Code	66A
Effective Date	The begin date of the incarcerated month.

- b. Insert the following transactional values in the system transaction detail table:

Field to Populate	Population for MC 0466A
Column Name	LIVING_ARRGMT_ID
Column Value	The Id of the Living Arrangement record returned from the driving query.

- Once the Suspension NOA is sent to an incarcerated individual, update the Suspension NOA Sent Date (New Column) on the LIVING\_ARRGMT table to the SYSTEMDATE.  
**Technical Note:** After rendering the Suspension NOA via SYS\_TRANSACT event streaming jobs, update the LIVING\_ARRGMT table Suspension NOA Sent Date (New Column) to the SYSTEMDATE using the LIVING\_ARRGMT\_ID inserted on the SYS\_TRANSACT\_DETL table for the respective SYS\_TRANSACT\_ID.

### 2.4.3 Execution Frequency

This batch job runs daily.

### 2.4.4 Key Scheduling Dependencies

The PO00EM430 streams job will run after this batch job, and PO00EM431 consumer batch jobs will run after the streams job and is responsible for generating the Form.

### 2.4.5 Counties Impacted

All Counties.

### 2.4.6 Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

### 2.4.7 Scenarios to be covered.

#### **Scenario 1: Individual Incarcerated for more than 28 days.**

On 4/5/2024, user enters an incarceration record on Living Arrangements Detail page with Living Arrangement Type: Incarcerated, Arrival Date 4/1/2024. On 4/29/2024, the inmate remains incarcerated, therefore, CalSAWS sends the Suspension Notice Of Action on 4/29/2024 with Suspension Begin Date 5/9/2024.

#### **Scenario 2: Individual Incarcerated for less than 28 days.**

On 4/5/2024, user enters an incarceration record on Living Arrangements Detail page with Living Arrangement Type: Incarcerated, Arrival Date 4/1/2024. On 4/29/2024, user updates the incarceration record with the Departure Date 4/25/2024. Suspension of Medi-Cal benefits is not applicable, and no notice is required.

### **Scenario 3: Effective Dating**

On 4/5/2024, user enters an incarceration record on Living Arrangements Detail page with Living Arrangement Type: Incarcerated, Arrival Date 4/1/2024. On 4/29/2024, the inmate remains incarcerated, therefore, CalSAWS sends the Suspension Notice Of Action on 4/29/2024 with Suspension Begin Date 5/9/2024.

On 5/20/2024, for the same individual, user enters another incarceration record on Living Arrangements Detail page with Living Arrangement Type: Incarcerated, Arrival Date 5/15/2024. With the effective dating logic system automatically update the Departure date of the previous record to 5/14/2024 and creates new incarceration record with the Arrival Date 5/15/2024. On 6/13/2023, if the inmate remains incarcerated, then, CalSAWS sends the Suspension Notice Of Action on 6/13/2023 with Suspension Begin Date 6/24/2023(as 6/23/2024 is Sunday, system populate the next business day).

## **2.5 Create MC 0466F Batch job for all the Counties.**

### **2.5.1 Overview**

Create a new batch job to send out the MC 0466F ACTIVATED MEDI-CAL BENEFITS UPON RELEASE FOR AN INCARCERATED INDIVIDUAL in English and Spanish languages for all the Counties.

### **2.5.2 Description of Change**

1. Create a new batch job that will find cases that meet all the following conditions.
  - 2) The current program is Medi-Cal.
  - 3) The incarcerated individual is in Medi-Cal program.
  - 4) An inmate was incarcerated and the suspension NOA was sent to the individual.

**Technical Note:** Suspension NOA Sent date (New Column) on LIVING\_ARRGMT table should not be NULL/EMPTY.
  - 5) An inmate is released from the incarceration.

Refer Scenario 1 under the section 2.5.7



- 6) The MC 0466F form is not sent to the incarcerated individual upon release for the incarceration record on Living Arrangement Page.

**Technical Note:** Unsuspension NOA Sent Date (New Column added to LIVING\_ARRGMT table) should be Null/Empty.

- 7) Incarceration record On Living Arrangement Page created after this SCR Release Date.

**Technical Note:** If the SCR Release date is 03/23/2024, then the driving query should have the condition LIVING\_ARRGMT.CREATED\_ON>03/23/2024.

- 8) There does not exist a record in the system transaction table for the case with a type code of 'FR', a sub type code for the 'MC 0466F 0466F ACTIVATED MEDI-CAL BENEFITS UPON RELEASE FOR AN INCARCERATED INDIVIDUAL', that is for the same effective month for the current program.

**Technical Note:** Check for below conditions for an incarcerated record from the LIVING\_ARRGMT.

- TYPE\_CODE ='IC'
- END\_DATE = release date (not high-date)
- Suspension NOA Sent Date (New Column) = Not Null/Not Empty
- Unsuspension NOA Sent Date (New Column) = Null/Empty
- CREATED\_ON>03/23/2023.

2. Send the form MC 0466F to the individuals released from incarceration. For each record returned from the driving query, insert a record into the system transaction and system transaction detail tables with the following transactional values:

- a. Insert the following transactional values in the system transaction table.

Field to Populate	Population for MC 0466F
Case Id	The case Id associated to the current MC program.
Program Id	The program Id of the current MC program.
Person Id	The incarcerated adult individual.
Type Code	FR
Sub Type Code	66F
Effective Date	The first day of the released month.

- b. Insert the following transactional values in the system transaction detail table:

Field to Populate	Population for MC 0466A
Column Name	LIVING_ARRGMT_ID
Column Value	The Id of the Living Arrangement record returned from the driving query.

- ii. Once the Unsuspension NOA is sent to the released individual, update the Unsuspension NOA Sent Date (New Column) on the LIVING\_ARRGMT table to the SYSTEMDATE.

**Technical Note:** After rendering the Unsuspension NOA via SYS\_TRANSACT event streaming jobs, update the LIVING\_ARRGMT table unsuspension NOA Sent Date (New Column) to the SYSTEMDATE using the LIVING\_ARRGMT\_ID inserted on the SYS\_TRANSACT\_DETL table for the respective SYS\_TRANSACT\_ID.

### 2.5.3 Execution Frequency

This batch job runs daily.

### 2.5.4 Key Scheduling Dependencies

The PO00EM430 streams job will run after this batch job, and PO00EM431 consumer batch jobs will run after the streams job and is responsible for generating the packets.

### 2.5.5 Counties Impacted

All Counties.

### 2.5.6 Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

### 2.5.7 Scenarios to be covered.

#### Scenario 1: Individual Incarcerated for more than 28 days.

On 4/5/2024, user enters an incarceration record on Living Arrangements Detail page with Living Arrangement Type: Incarcerated, Arrival Date 4/1/2024. On 4/29/2024, the inmate remains incarcerated, therefor, CalSAWS sends the Suspension Notice Of Action on 4/29/2024 with

Suspension Begin Date 5/09/2024. On 5/20/2024, user updates the incarceration record with the Departure Date 5/20/2024. CalSAWS sends the unsuspension Notice Of Action on 5/20/2024 with Activation begin date as 5/20/2024.

### Scenario 2: Effective Dating

On 4/5/2024, user enters an incarceration record on Living Arrangements Detail page with Living Arrangement Type: Incarcerated, Arrival Date 4/1/2024. On 4/29/2024, the inmate remains incarcerated, therefore, CalSAWS sends the Suspension Notice Of Action on 4/29/2024 with Suspension Begin Date 5/09/2024. On 5/25/2024, user creates a new Incarceration record for the same person on Living Arrangement page with an Arrival Date 05/20/2024. With the effective dating logic, system automatically end date the previous incarceration record with the departure date 05/19/2024 and send the unsuspension notice. After 28 days from 05/20/2024, if the individual is still in incarceration, then system sends the Suspension Notice.

## 2.6 Remove obsolete MC NOA Reasons.

Remove the below reasons from the CalSAWS system. These reasons must be removed in all available languages.

### Reason Fragments:

Reason Type	Fragment	SNIPP ET_ID	languages
MC Discontinuance NOA	MC_TN_IC_MINOR_IN_JUVI_M395	6657	English and Spanish
CF Approval NOA	MC_AP_MINOR_RELEASED_FROM_JUVI_M396	6658	English and Spanish
MC Discontinuance NOA	MC_TN_JUVI_REDETERM_INC COMPLETE_M397	6659	English and Spanish
MC Discontinuance NOA	MC_TN_JUVI_MINOR_OVER_21_M398	6660	English and Spanish
MC Discontinuance NOA	MC_TN_MINOR_JUVI_OVER_12_MONTHS_M399	6661	English and Spanish

## **2.7 Create a new DCR to update Suspension NOA sent date column for all the existing records.**

### **2.7.1 Overview**

Create a new one-time DCR to update suspension NOA sent date column for all existing records.

### **2.7.2 Description of Change**

Create new one-time DCR to update suspension NOA sent date column for all existing records since starting from this SCR EW32 transactions should be sent if at least one suspension NOA has been sent already.

### **2.7.3 Execution Frequency**

One-time DCR.

### **2.7.4 Key Scheduling Dependencies**

N/A

### **2.7.5 Counties Impacted**

All Counties.

### **2.7.6 Failure Procedure/Operational Instructions**

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

### **2.7.7 Scenarios to be covered.**

**Scenario 1:** Individuals incarcerated before the SCR go live

All the records which were created/updated/deleted before the SCR go live will follow the existing process and EW32 will be sent on same day. The records created/updated/deleted post this SCR will follow the new process.

## 2.8 Create a new batch job to fetch the records where 10 days has been elapsed since the date suspension NOA is sent

### 2.8.1 Overview

Create a new batch job to fetch the records where 10 days has been elapsed since the date suspension NOA is sent.

### 2.8.2 Description of Change

1. Create a new batch job to fetch the records for the individual who is in 'Active' status with a role of 'Member' on a Medi-Cal program with a 'Incarcerated' Living Arrangement Type where,
  - a. 10 days has been elapsed since the date suspension NOA is sent.
  - b. Arrival/departure dates have been updated for previous incarceration records where EW32 has been sent once already.
2. Create a new transact table to persist the incarcerated records obtained from the new batch job.

### 2.8.3 Execution Frequency

Daily

### 2.8.4 Key Scheduling Dependencies

This batch job should run along with EDBC jobs and before MEDS jobs are triggered.

### 2.8.5 Counties Impacted

All Counties.

### 2.8.6 Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

### 2.8.7 Scenarios to be covered.

**Scenario 1: Individual Incarcerated for more than 28 days.**

On 4/5/2023, user enters an incarceration record on Living Arrangements Detail page with Living Arrangement Type: Incarcerated, Arrival Date 4/1/2023. On 4/29/2023, the inmate remains incarcerated, therefore, CalSAWS sends the Suspension Notice Of Action on 4/29/2023 with Suspension Begin Date 5/09/2023. On 5/09/2023 this batch job should pick the incarcerated individual record and send EW32 transaction.

**Scenario 2: Update the incarcerated date before EW32 is sent.**

On 4/5/2023, user enters an incarceration record on Living Arrangements Detail page with Living Arrangement Type: Incarcerated, Arrival Date 4/1/2023. On 4/29/2023, the inmate remains incarcerated, therefore, CalSAWS sends the Suspension Notice Of Action on 4/29/2023 with Suspension Begin Date 5/09/2023. On 05/08/2023 the arrival date is updated to 05/08/2023. On 05/09/2023 EW32 transaction should be sent to MEDS with incarceration date as 05/08/2023.

**Scenario 3: Add departure date to the incarcerated record before EW32 was sent.**

On 4/5/2023, user enters an incarceration record on Living Arrangements Detail page with Living Arrangement Type: Incarcerated, Arrival Date 4/1/2023. On 4/29/2023, the inmate remains incarcerated, therefore, CalSAWS sends the Suspension Notice Of Action on 4/29/2023 with Suspension Begin Date 5/09/2023. On 05/08/2023 the individual is released, and the departure date is updated to 05/08/2023. On 05/09/2023 EW32 transaction should not be sent to MEDS.

**Scenario 4: Effective dating**

On 4/5/2023, user enters an incarceration record on Living Arrangements Detail page with Living Arrangement Type: Incarcerated, Arrival Date 4/1/2023. On 4/29/2023, the inmate remains incarcerated, therefore, CalSAWS sends the Suspension Notice Of Action on 4/29/2023 with Suspension Begin Date 5/09/2023. On 05/09/2023 EW32 should be sent to MEDS. On 5/25/2023, user creates a new Incarceration record for the same person on Living Arrangement page with an Arrival Date 05/20/2023. With the effective dating logic, system automatically end date the previous incarceration record with the departure date 05/19/2023 and send the unsuspension notice. Another EW32 should be sent for this record immediately on the same day as departure date for the record where EW32 was sent already. After 28 days from 05/20/2023, if the individual is still in incarceration, then system sends the Suspension Notice. And after 10 days from the suspension NOA is sent the EW32 transaction should be sent to MEDS.

**Scenario 5: Update the incarcerated date after EW32 is sent.**

On 4/5/2023, user enters an incarceration record on Living Arrangements Detail page with Living Arrangement Type: Incarcerated, Arrival Date 4/1/2023. On 4/29/2023, the inmate remains incarcerated, therefore, CalSAWS sends the Suspension Notice Of Action on 4/29/2023 with

Suspension Begin Date 5/09/2023. On 05/09/2023 EW32 was sent for initial incarceration. On 05/18/2023 the arrival date is updated to 05/18/2023. On 05/18/2023 EW32 transaction should be sent to MEDS with incarceration date as 05/18/2023 without any delay.

**Scenario 6: Add departure date to the incarcerated record after EW32 was sent.**

On 4/5/2023, user enters an incarceration record on Living Arrangements Detail page with Living Arrangement Type: Incarcerated, Arrival Date 4/1/2023. On 4/29/2023, the inmate remains incarcerated, therefore, CalSAWS sends the Suspension Notice Of Action on 4/29/2023 with Suspension Begin Date 5/09/2023. On 05/09/2023 EW32 transaction should be sent to MEDS. On 05/25/2023 the individual was released; departure date was updated to 05/25/2023. On 05/25/2023 EW32 should be sent with the release date as 05/25/2023 and its not dependent on whether unsuspension NOA is sent or not.

**Scenario 7: Effective dating**

On 4/5/2023, user enters an incarceration record on Living Arrangements Detail page with Living Arrangement Type: Incarcerated, Arrival Date 4/1/2023. On 4/29/2023, the inmate remains incarcerated, therefore, CalSAWS sends the Suspension Notice Of Action on 4/29/2023 with Suspension Begin Date 5/09/2023. On 05/09/2023 EW32 should be sent to MEDS. On 5/25/2023, user creates a new Incarceration record for the same person on Living Arrangement page with an Arrival Date 05/20/2023. With the effective dating logic, system automatically end date the previous incarceration record with the departure date 05/19/2023 and send the unsuspension notice. Another EW32 should be sent for this record immediately on the same day as departure date for the record where EW32 was sent already. After 28 days from 05/20/2023, if the individual is still in incarceration, then system sends the Suspension Notice. And after 10 days from the suspension NOA is sent the EW32 transaction should be sent to MEDS.

## **2.9 Modify the existing EW32 connector and event streaming streams jobs and consumer jobs logic to trigger EW32 transactions.**

### **2.9.1 Overview**

Create a new connector/Modify the existing EW32 connector and event streaming strems jobs and consumer jobs logic to trigger EW32 transactions.

## 2.9.2 Description of Change

3. Create a new connector to pick the records from new table and add it to living\_arrgmt\_id\_src topic.
4. Modify the existing streaming logic to fetch the records from the new connector instead of the old connector and filter the records to fetch only based on the following condition.
  - a. Arrival/departure dates have been updated for previous incarceration records where EW32 has been sent once already.
5. Modify the consumer batch jobs to remove the MV dependencies to accommodate the EW32 transactions which needs to be sent 10 days after suspension NOA is sent.
6. Modify the existing connector to rekey with the persId for retriggering the MEDS EW32 transactions.

## 2.9.3 Execution Frequency

Same as existing EW32 jobs

## 2.9.4 Key Scheduling Dependencies

Existing Predecessor and successor for EW32 jobs

## 2.9.5 Counties Impacted

All Counties.

## 2.9.6 Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

## 2.9.7 Scenarios to be covered.

### **Scenario 1: Update the incarcerated date after EW32 is sent.**

On 4/5/2023, user enters an incarceration record on Living Arrangements Detail page with Living Arrangement Type: Incarcerated, Arrival Date 4/1/2023. On 4/29/2023, the inmate remains incarcerated, therefore, CalSAWS sends the Suspension Notice Of Action on 4/29/2023 with Suspension Begin Date 5/09/2023. On 05/09/2023 EW32 was sent for initial incarceration. On 05/18/2023 the arrival date is updated to 05/18/2023. On 05/18/2023 EW32 transaction should be sent to MEDS with incarceration date as 05/18/2023 without any delay.



**Scenario 2: Add departure date to the incarcerated record after EW32 was sent.**

On 4/5/2023, user enters an incarceration record on Living Arrangements Detail page with Living Arrangement Type: Incarcerated, Arrival Date 4/1/2023. On 4/29/2023, the inmate remains incarcerated, therefore, CalSAWS sends the Suspension Notice Of Action on 4/29/2023 with Suspension Begin Date 5/09/2023. On 05/09/2023 EW32 transaction should be sent to MEDS. On 05/25/2023 the individual was released; departure date was updated to 05/25/2023. On 05/25/2023 EW32 should be sent with the release date as 05/25/2023 and its not dependent on whether unsuspension NOA is sent or not.

**Scenario 3: Effective dating**

On 4/5/2023, user enters an incarceration record on Living Arrangements Detail page with Living Arrangement Type: Incarcerated, Arrival Date 4/1/2023. On 4/29/2023, the inmate remains incarcerated, therefore, CalSAWS sends the Suspension Notice Of Action on 4/29/2023 with Suspension Begin Date 5/09/2023. On 05/09/2023 EW32 should be sent to MEDS. On 5/25/2023, user creates a new Incarceration record for the same person on Living Arrangement page with an Arrival Date 05/20/2023. With the effective dating logic, system automatically end date the previous incarceration record with the departure date 05/19/2023 and send the unsuspension notice. Another EW32 should be sent for this record immediately on the same day as departure date for the record where EW32 was sent already. After 28 days from 05/20/2023, if the individual is still in incarceration, then system sends the Suspension Notice. And after 10 days from the suspension NOA is sent the EW32 transaction should be sent to MEDS.

### 3 SUPPORTING DOCUMENTS

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Number	Functional Area	Description	Attachment
1	Correspondence	MC 0466A English Language	MC 0466A_EN.pdf
2	Correspondence	MC 0466A Spanish Language	MC 0466A_SP.pdf

3	Correspondence	MC 0466F English Language	MC 0466F_EN.pdf
4	Correspondence	MC 0466F Spanish Language	MC 0466F_SP.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"> <li>a. Appointment notices;</li> <li>b. Redetermination, Recertification, and/or Annual Agreement notices and forms;</li> <li>c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);</li> <li>d. Periodic reporting notices;</li> <li>e. Contact letters;</li> <li>f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;</li> <li>g. Information notices and stuffers;</li> <li>h. Case-specific verification/referral forms;</li> <li>i. GR Vendor notices;</li> <li>k. Court-mandated notices, including Balderas notices;</li> <li>l. SSIAP appointment notices;</li> <li>m. Withdrawal forms;</li> <li>n. COLA notices;</li> <li>o. Time limit notices;</li> <li>p. Transitioning of aid notices;</li> <li>q. Interface triggered forms and notices (e.g., IFDS, IEVS);</li> </ul>	MC 0466A and MC0466F forms added to Template Repository in English and Spanish language and generated via Batch

	<ul style="list-style-type: none"> <li>r. Non-compliance and sanction notices;</li> <li>s. Benefit issuance and benefit recovery forms and notices, including reminder notices;</li> <li>t. Corrective NOAs on State Fair Hearing decisions;</li> <li>u. CSC paper ID cards with LRS-generated access information; and</li> <li>v. CSC PIN notices.</li> </ul>	
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California Statewide Automated Welfare System

## **Design Document**

CA-242322

Update NA 823 Batch Logic for Single Organization and  
Provider Payee

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Manisha Chatterjee
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
11/24/2023	0.1	Initial Draft	

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# 1 OVERVIEW

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This SCR will update the generation and population logic for batch and online triggers for NA 823 (Ancillary Expenses Approval/Denial) form when the payee in Service Arrangement Detail page is a Provider.

## 1.1 Current Design

NA 823 (Ancillary Expenses Approval/Denial) form currently generates via Template Repository, Service Arrangement Detail Page, and Batch processes.

When generated via Batch, the form is not sent out when the payee in the Service Arrangement Detail page is a Provider. In addition, generating the form from the Service Arrangement Detail page does not populate the customer's name and address when the payee is a Provider.

## 1.2 Requests

Update NA 823 form generation and population logic for both Batch and the Online page to apply for a Provider payee:

1. Populate the Customer's name and address on NA 823 Form when the form is generated from the Service Arrangement Detail page when the payee is a Provider.
2. Send the NA 823 Form via Batch to the Customer when the payee is a Provider in the Service Arrangement Detail page.

## 1.3 Overview of Recommendations

1. Update form NA 823 to populate the Customer's name and address when the payee is a Provider and generated from Service Arrangement Detail page.
2. Update Batch sweep to send NA 823 Form to Customer when the payee is a Provider in the Service Arrangement Detail page.

## 1.4 Assumptions

1. Generation Conditions or logic will not be changed when the Service Arrangement payee is customer.
2. The Needs' categories and types for which the NA 823 form will get generated will remain the same for both online and batch triggers when the Service Arrangement payee is a Provider.
3. The condition for Diaper Allowance in the existing NA 823 batch job driving query will remain same.
4. No change in trigger from template repository for NA 823 form.

## 2 RECOMMENDATIONS

---

### 2.1 Update Form NA 823

#### 2.1.1 Overview

NA 823 is used to inform the client when they have been approved/discontinued for an Ancillary or Work-Related Expense. NA 823 is used to notify qualified participants regarding approval or discontinuance of Diaper Allowance payments.

**State Form:** NA 823

**Current Programs:** Welfare-to-Work, Cal-Learn, REP

**Current Attached Form(s):** None

**Current Forms Category:** Forms

**Current Template Repository Visibility:** All Counties

**Existing Languages:** English, Spanish, Chinese, Farsi, Russian, Vietnamese

#### 2.1.2 Form/NOA Verbiage

There will be no updates to the form verbiage.

#### 2.1.3 Form/NOA Variable Population

There will be no updates to the form body variable population.

Header section will be modified to provide mailing name and address when the payee is a Provider in the Service Arrangement Detail page.

In the Service Arrangement Detail page, if the payee is selected as 'Same as Provider' or 'C/O Customer' in the 'Payee' field dropdown (as shown in Fig.1 and Fig.2 below), then clicking on 'Generate Form' button on the page, NA 823 form should be generated with the Customer's name and address.



**Fig 1:**

## Service Arrangement Detail

Images

Generate Form

Create Payment Request

Edit

Close

\*- Indicates required fields

Name: \*

Service Arrangement ID:

**Need \***

Need Type:  
[Internet/Data Fees](#)

Need Category:  
Ancillary - Work Related

Need Status:  
Met

Need Description:

**Activities**

Type	Status	Begin Date	End Date
<a href="#">Orientation</a>	Active	03/29/2023	01/01/2024

**Arrangement Details**

Arrangement Period: \*  
From: 12/02/2023 To: 12/31/2023

Program Type: \*  
Welfare to Work

Aid Code: \*  
30 - CW-All Other Families (Fed)

Payee: \*  
Same as Provider

Provider: \*

Employed: \*  
Yes

Additional Payee:

**Fig 2:**

### Service Arrangement Detail

\*- Indicates required fields

Images Create Valuable Request Edit Close

Name: \* Service Arrangement ID: 4015513631

**Need \***

Need Type: [Bus Ticket](#) Need Category: Transportation Need Status: Met

Need Description:

**Activities**

Type	Status	Begin Date	End Date
------	--------	------------	----------

**Arrangement Details**

Arrangement Period: \*  
From: 12/01/2023 To: 12/31/2023

Program Type: \* Welfare to Work Aid Code: \* 30 - CW-All Other Families (Fed)

Payee: \* C/O Customer Provider: \*

Employed: \* Yes

Additional Payee:

Additional Payee:

**Tech note:** In this scenario, when the payee is a Provider, the form should be inserted with pers\_id into generate\_doc where pers\_id will be the person in the Service Arrangement Detail page for whom Need is created. For inserting into GENERATE\_DOC, see DocTriggerManagerImpl.addToGenerateDoc(). Central printing and bundling jobs will be the same for NA 823 form like other forms for this scenario.

#### 2.1.4 Form/NOA Generation Conditions

##### i) Updates to Form Generation:

Update the existing Batch job (PB00R1958) driving query to generate NA 823 form when the payee in the Service Arrangement Detail page is selected as 'Same as Provider' or 'C/O Customer' in the 'Payee' field dropdown (as shown in Fig 1 and Fig 2 of 2.1.3 section).

**Tech note:** The batch driving query should be modified to send NA 823 form to the Customer when the Service Arrangement payee is a Provider.

When the payee is a Provider, the form should be inserted with pers\_id into sys\_transact table where pers\_id will be the person in the Service Arrangement Detail page for whom Need is created. Central printing and bundling jobs will be the same for NA 823 form like other forms.

If the Service Arrangement payee is selected as 'Same as Customer' or 'Program Payee' (as shown in Fig 3. And Fig 4. below), NA 823 form will be generated with customer name and mailing address as per current design. So, in that scenario, the form should be inserted with pers\_id into sys\_transact table with no change in existing logic.

**Fig 3:**

**Service Arrangement Detail**

ImagesGenerate FormCreate Payment RequestEditClose

\* - Indicates required fields

Name: \*Service Arrangement ID: 4015513806

**Need**

Need Type: Education RelatedNeed Category: Ancillary - Work RelatedNeed Status: Met

Need Description:

**Activities**

Type	Status	Begin Date	End Date
Community Service Orientation	Active	12/12/2023	12/31/2023

**Arrangement Details**

Arrangement Period: \*From: 12/01/2023 To: 12/31/2023

Program Type: \*Welfare to WorkAid Code: \*30 - CW-All Other Families (Fed)

Voucher: \*No

Payee: \*Same as Customer

Employed: \*Yes

Additional Payee:

**Fig 4:**

**Service Arrangement Detail**

Images

Generate Form

Create Payment Request

Edit

Close

\* - Indicates required fields

Name: \*

Service Arrangement ID:

4015513806

**Need**

Need Type:

Education Related

Need Category:

Ancillary - Work Related

Need Status:

Met

Need Description:

**Activities**

Type	Status	Begin Date	End Date
Community Service Orientation	Active	12/12/2023	12/31/2023

**Arrangement Details**

Arrangement Period: \*

From: 12/01/2023 To: 12/31/2023

Program Type: \*

Aid Code: \*

Welfare to Work

30 - CW-All Other Families (Fed)

Voucher: \*

No

Payee: \*

Welfare to Work Payee

Employed: \*

Yes

Payee Name:

Payee Address:

Additional Payee:

**New Program Generation: N**

**Updates to Attached Form(s): N**

ii) **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): When NA 823 form is generated through Service Arrangement Detail page or batch, when the payee is a Provider, send to the Customer selected on the Service Arrangement Detail page.

When NA 823 form is generated through Service Arrangement Detail page or batch, when the payee is a Customer/Program Payee, send to the Payee selected on the Service Arrangement Detail page.

When NA 823 form is generated through template repository, send to the Customer selected on the Document Parameters page.

Mailed From (Return): Sending Office

Mail-back-to Address: N/A

Outgoing Envelope Type: Standard

Return Envelope Type: N/A

### 3 SUPPORTING DOCUMENTS

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N/A



California Statewide Automated Welfare System

## **Design Document**

CA-247547

Add Threshold Languages for M16-705 to  
CalSAWS.

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Aishwarya Pathak
	Reviewed By	Kavitha M R

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/07/2023	1.0	Initial Draft	Aishwarya Pathak



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# 1 OVERVIEW

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This effort will add available Threshold Languages to M16-705 - EBT Adjustment Denial in CalSAWS.

## 1.1 Current Design

M16-705 (6/23) is available in English and Spanish Languages in the Template Repository and via Fiscal Batch.

## 1.2 Requests

Add M16-705 (6/23)- EBT Adjustment Denial in available threshold languages.

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

## 1.3 Overview of Recommendations

Add M16-705A (6/23)- EBT Adjustment Denial in available threshold languages to CalSAWS.

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

## 1.4 Assumptions

1. Print options for threshold forms will remain the same as the print options for English and Spanish forms.
2. There are no changes to the generation logic of these forms. All triggers for the new threshold forms will be the same as the existing English and Spanish forms.
3. All fields (blank or prepopulated) will be editable.
4. The following Chinese, Russian and Vietnamese languages were having older version (08/08), and these were Turned off part of SCR#CA-56518 Currently the latest version (06/23) is available in CDSS for these languages and part of this SCR #CA-247547, enable these languages and update as per latest CDSS version (06/23)

## 2 RECOMMENDATIONS

---

### 2.1 Add Available Threshold Languages for M16-705

#### 2.1.1 Overview

This section will cover the requirements for adding the M16-705 forms in available threshold languages.

**State Form:** M16-705(6/23)

**Current Programs:** Cal-Learn, CAPI, General Assistance/General Relief, General Assistance (Managed), GA/GR Automated Solution, RCA, REP, Welfare to Work, CalWORKs

**Current Forms Category:** Form

**Current Template Repository Visibility:** All counties

**Existing Languages:** English, Spanish

**Template Description:** EBT Adjustment Denial.

**Imaging Form Name:** EBT Adjustment Denial.

#### 2.1.2 Form Verbiage

##### Create M16-705 XDP's for Threshold Languages

**Threshold Languages:** Armenian, Arabic, Cambodian, Farsi, Hmong, Korean, Lao, Tagalog, Chinese, Russian and Vietnamese.

**Form Mockups/Examples:** See Supporting Documents #1

**Form Header:** CalSAWS Standard Header #1

**Form Number:** M16-705 (06/23)

**Include NA BACK 9:** Yes

#### 2.1.3 Form Variable Population

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

#### 2.1.4 Form Generation Conditions

This form can be generated through Fiscal batch and Template repository.

### **Dynamic Form generation batch jobs**

PIXXF413 batch job must include M16-705 in newly added threshold languages.

Technical Note: Update CT942\_247

### **Form Print/Mailing Options**

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

#### **Print Options:**

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

#### **Mailing Options:**

Mailing Options	Option for M16-705 Form
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A

#### **Form Control:**

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

#### **Additional Options:**

Requirement	Option for M16-705 Form
Post to Self-Service Portal	Y

### 3 SUPPORTING DOCUMENTS

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Number	Functional Area	Description	Attachment
1	Correspondence	M16-705 Threshold Languages	M16_705_Arabic.pdf M16_705_Armenian.pdf M16_705_Cambodian.pdf M16_705_Farsi.pdf M16_705_Hmong.pdf M16_705_Korean.pdf M16_705_Lao.pdf M16_705_Tagalog.pdf M16_705_Chinese.pdf M16_705_Russian.pdf M16_705_Vietnamese.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"><li>a. Appointment notices;</li><li>b. Redetermination, Recertification, and/or Annual Agreement notices and forms;</li><li>c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);</li><li>d. Periodic reporting notices;</li><li>e. Contact letters;</li><li>f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;</li><li>g. Information notices and stuffers;</li><li>h. Case-specific verification/referral forms;</li><li>i. GR Vendor notices;</li><li>k. Court-mandated notices, including Balderas notices;</li><li>l. SSIAP appointment notices;</li><li>m. Withdrawal forms;</li><li>n. COLA notices;</li><li>o. Time limit notices;</li><li>p. Transitioning of aid notices;</li><li>q. Interface triggered forms and notices (e.g., IFDS, IEVS);</li><li>r. Non-compliance and sanction notices;</li><li>s. Benefit issuance and benefit recovery forms and notices, including reminder notices;</li><li>t. Corrective NOAs on State Fair Hearing decisions;</li><li>u. CSC paper ID cards with LRS-generated access information; and</li><li>v. CSC PIN notices.</li></ul>	M16-705 is being added in available threshold Languages to CalSAWS.



California Statewide Automated Welfare System

## **Design Document**

CA-252987

Add NOA Fragments in Threshold Languages for  
CalFresh NOA Generation (NA 1268)

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Surendar Raja Gopal Murugesan
	Reviewed By	Kavitha M R

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/12/2023	1.0	Initial Document	Surendar M



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# 1 OVERVIEW

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The purpose of this change is to add Threshold Languages to NOA Reason Moved Out of County and Expedited CalFresh.

## 1.1 Current Design

Currently, the System has only English and Spanish languages in CalSAWS.

## 1.2 Requests

1. Add the threshold languages to NOA reason Moved Out of County with reason code F628T (Snippet ID - 6112)  
Languages include: Arabic, Farsi, Armenian, Hmong, Lao, Chinese, Russian, Korean, Tagalog/Filipino, Cambodian and Vietnamese.
2. Add the threshold languages to NOA reason Expedited CalFresh with reason code F903A (Snippet ID - 6343)  
Languages include: Arabic, Farsi, Armenian, Hmong, Lao, Chinese, Russian, Korean, Tagalog/Filipino, Cambodian and Vietnamese.
3. Add threshold languages to Message Fragment (Snippet ID - 5030)  
Languages include: Arabic, Farsi, Armenian, Hmong, Lao, Chinese, Russian, Korean, Tagalog/Filipino, Cambodian and Vietnamese.
4. Add Threshold languages to NOA Type (Snippet ID - 4077)  
Languages include: Arabic, Farsi, Armenian, Hmong, Lao, Chinese, Russian, Korean, Tagalog/Filipino, Cambodian and Vietnamese.
5. Add Threshold languages to Action Fragment (Snippet ID - 3128)  
Languages include: Arabic, Farsi, Armenian, Hmong, Lao, Chinese, Russian, Korean, Tagalog/Filipino, Cambodian and Vietnamese.

## 1.3 Overview of Recommendations

1. Add the threshold languages to NOA reason Moved Out of County with reason code F628T (Snippet ID - 6112)  
Languages include: Arabic, Farsi, Armenian, Hmong, Lao, Chinese, Russian, Korean, Tagalog/Filipino, Cambodian and Vietnamese.
2. Add the threshold languages to NOA reason Expedited CalFresh with reason code F903A (Snippet ID -6343)  
Languages include: Arabic, Farsi, Armenian, Hmong, Lao, Chinese, Russian, Korean, Tagalog/Filipino, Cambodian and Vietnamese.

3. Add threshold languages to Message Fragment (Snippet ID - 5030)  
Languages include: Arabic, Farsi, Armenian, Hmong, Lao, Chinese, Russian, Korean, Tagalog/Filipino, Cambodian and Vietnamese.
4. Add Threshold languages to NOA Type (Snippet ID - 4077)  
Languages include: Arabic, Farsi, Armenian, Hmong, Lao, Chinese, Russian, Korean, Tagalog/Filipino, Cambodian and Vietnamese.
5. Add Threshold languages to Action Fragment (Snippet ID - 3128)  
Languages include: Arabic, Farsi, Armenian, Hmong, Lao, Chinese, Russian, Korean, Tagalog/Filipino, Cambodian 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

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### 2.1 Add (F628) NOA Moved Out of County for threshold generation in CalSAWS.

#### 2.1.1 Overview

Adding (F628) NOA Moved Out of County for Threshold Generation in CalSAWS.

**Reason Fragment Name and ID:** CF\_TN\_MOVE\_OUT\_CNTY\_F628 (ID:6112)

**State Form/NOA:** NA 1268 (04/13)

**Current NOA Template:** CF\_NOA\_TEMPLATE (ID: 3027)

**Current Program(s):** CalFresh

**Current Action Type:** Termination

**Current Fragment Level:** Program

**Currently Repeatable:** No

**Include NA Back 9:** Yes

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

**Existing Languages:** English, Spanish.

#### 2.1.2 Form/NOA Verbiage

Add CalFresh NOA fragments in the following languages:

**Add Threshold languages:** Arabic, Cambodian, Chinese, Farsi, Armenian, Tagalog/Filipino, Hmong, Korean, Lao, Russian, and Vietnamese.

**NOA Mockups/Examples:** Supporting Documents #1

#### 2.1.3 Form/NOA Variable Population

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

#### 2.1.4 Form/NOA Generation Conditions

No updates required for this section.

## 2.2 Add (F903) NOA Expedited CalFresh for threshold generation in CalSAWS.

### 2.2.1 Overview

Adding (F903) NOA Expedited CalFresh for Threshold Generation in CalSAWS.

**Reason Fragment Name and ID:** CF\_AP\_EXPEDITED\_F903 (ID:6343)

**State Form/NOA:** CF 377.1

**Current NOA Template:** CF\_NOA\_TEMPLATE (Fragment ID: 3027)

**Current Program(s):** CalFresh

**Current Action Type:** Approval

**Current Fragment Level:** Program

**Currently Repeatable:** No

**Include NA Back 9:** Yes

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

**Existing Languages:** English, Spanish.

### 2.2.2 Form/NOA Verbiage

Add CalFresh NOA fragments in the following languages:

**Add Threshold Languages:** Arabic, Cambodian, Chinese, Farsi, Armenian, Tagalog/Filipino, Hmong, Korean, Lao, Russian, and Vietnamese.

**NOA Mockups/Examples:** Supporting Documents #2

### 2.2.3 Form/NOA Variable Population

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

### 2.2.4 Form/NOA Generation Conditions

No updates required for this section.

## 2.3 Add Threshold languages to Message Fragment.

### 2.3.1 Overview

As part of "CF\_AP\_EXPEDITED\_F903" NOA, the following "CF\_AP\_MESSAGE5" message fragment is not available in Threshold languages. Add this "CF\_AP\_MESSAGE5" fragment in threshold languages.

**Title Fragment Name and ID:** CF\_AP\_MESSAGE5 (Fragment ID: 5030)

**Current Program(s):** CalFresh

**Current Action Type:** Approval

**Existing Languages:** English, Spanish

### 2.3.2 Form/NOA Verbiage

Add CF\_AP\_MESSAGE5 fragments in Threshold languages.

**Add Threshold languages:** Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

**NOA Mockups/Examples:** Supporting Documents #1

### 2.3.3 Form/NOA Variable Population

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

### 2.3.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

## 2.4 Add Threshold languages to NOA Type.

### 2.4.1 Overview

As part of "CF\_TN\_MOVE\_OUT\_CNTY\_F628" NOA, the following "CF\_NOA\_TYPE\_ICT" fragment is not available in Threshold languages. Add this "CF\_NOA\_TYPE\_ICT" fragment in threshold languages.

**Reason Fragment Name and ID:** CF\_NOA\_TYPE\_ICT (Fragment ID: 3128)

**Current NOA Template:** CF\_NOA\_TEMPLATE (ID: 3027)

**Current Program(s):** CalFresh

**Current Action Type:** Approval

**Existing Languages:** English, Spanish

### 2.4.2 Form/NOA Verbiage

Add CF\_NOA\_TYPE\_ICT NOA Type fragments in Threshold languages.

**Add Threshold languages:** Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, and Vietnamese.

**NOA Mockups/Examples:** Supporting Documents #1

### 2.4.3 Form/NOA Variable Population

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

### 2.4.4 Form/NOA Generation Conditions

N/A.

## 2.5 Add Threshold languages to Action Fragment.

### 2.5.1 Overview

As part of "CF\_AP\_EXPEDITED\_F903" NOA, the following "CF\_AP\_ACTION8" message fragment is not available in Threshold languages. Add this "CF\_AP\_ACTION8" fragment in threshold languages.

**Action Fragment Name and ID:** CF\_AP\_ACTION8 (Fragment ID: 4077)

**Current Program(s):** CalFresh

**Current Action Type:** Approval

**Existing Languages:** English, Spanish

### 2.5.2 Form/NOA Verbiage

Add CF\_AP\_ACTION8 NOA fragments in Threshold languages.

**Add Threshold languages:** Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, and Vietnamese.

**NOA Mockups/Examples:** Supporting Documents #1

### 2.5.3 Form/NOA Variable Population

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



### 2.5.4 Form/NOA Generation Conditions

No updates to existing trigger conditions

## 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.	NOA	NA 1268, CF 377.1 NOA's threshold languages.	Fragments Verbiage.xlsx

## 4 REQUIREMENTS

### 4.1 Project Requirements

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

	<p>k. Court-mandated notices, including Balderas notices;</p> <p>l. SSIAP appointment notices;</p> <p>m. Withdrawal forms;</p> <p>n. COLA notices;</p> <p>o. Time limit notices;</p> <p>p. Transitioning of aid notices;</p> <p>q. Interface triggered forms and notices (e.g., IFDS, IEVS);</p> <p>r. Non-compliance and sanction notices;</p> <p>s. Benefit issuance and benefit recovery forms and notices, including reminder notices;</p> <p>t. Corrective NOAs on State Fair Hearing decisions;</p> <p>u. CSC paper ID cards with LRS-generated access information; and</p> <p>v. CSC PIN notices.</p>	
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California Statewide Automated Welfare System

## **Design Document**

CA-253472

Add Change NOA Fragments in Threshold  
Languages for CalWORKs NOA Fragment  
Generation (SNB 7)

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Pragya Parashar
	Reviewed By	Meghana R Chander

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/12/2023	1.0	Initial Document	Pragya Parashar

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# 1 OVERVIEW

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The purpose of this is to add change NOA Fragments in Threshold Languages for CalWORKs NOA Fragment Generation (SNB 7).

## 1.1 Current Design

Not all NOAs generate in all Threshold Languages (Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, Vietnamese). Generation of a Threshold Language is dependent on the translations available for other NOA fragments and the State Template.

## 1.2 Requests

- 1 Add missing threshold languages to ICT Approved with NOA code N007 (Snippet ID - 7605).

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

- 2 Add missing threshold languages to SNB\_AP\_NOA\_TYPE (Snippet ID - 3151).

**Languages Include:** Hmong and Lao.

## 1.3 Overview of Recommendations

- 1 Add missing threshold languages to ICT Approved with NOA code N007 (Snippet ID - 7605).

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

- 2 Add missing threshold languages to SNB\_AP\_NOA\_TYPE (Snippet ID - 3151).

**Languages Include:** Hmong and Lao.

## 1.4 Assumptions

1. The triggering conditions of the NOA Fragments for Threshold Generation remain 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 to ICT Approved with NOA Code N007.

#### 2.1.1 Overview

Add Threshold languages to ICT Approved with NOA Code N007.

**Reason Fragment Name and ID:** NB\_AP\_SNB\_ICT\_CF\_APPR\_N007  
(Fragment ID: 7605)

**State Form/NOA:** SNB 7

**Current NOA Template:** NB\_NOA\_TEMPLATE (ID: 3157)

**Current Program(s):** CalWORKs

**Current Action Type:** Approval

**Include NA Back 9:** Yes

**Existing Languages:** English, Spanish

#### 2.1.2 Form/NOA Verbiage

Add SNB 7 NOA fragments in Threshold languages.

**Add Threshold languages:** Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, and Vietnamese.

**NOA Mockups/Examples:** Supporting Documents #1

#### 2.1.3 Form/NOA Variable Population

No updates to variable population.

#### 2.1.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

## 2.2 Add Threshold languages to SNB\_AP\_NOA\_TYPE.

### 2.2.1 Overview

Add Threshold languages SNB\_AP\_NOA\_TYPE.

**Fragment Name and ID:** SNB\_AP\_NOA\_TYPE  
(Fragment ID: 3151)

**Current Action Type:** Approval

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

### 2.2.2 Form/NOA Verbiage

Add SNB 7 NOA fragments in Threshold languages.

**Add Threshold languages:** Hmong and Lao.

**NOA Mockups/Examples:** Supporting Documents #1

### 2.2.3 Form/NOA Variable Population

No updates to variable population.

### 2.2.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

## 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.	Correspondence	SNB 7 NOA fragments	Fragments_Verbiage.xlsx



## 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"><li>a. Appointment notices.</li><li>b. Rede Denial, Recertification, and/or Annual Agreement notices and forms;</li><li>c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);</li><li>d. Periodic reporting notices;</li><li>e. Contact letters;</li><li>f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;</li><li>g. Information notices and stuffers;</li><li>h. Case-specific verification/referral forms;</li><li>i. GR Vendor notices;</li><li>k. Court-mandated notices, including Balderas notices;</li><li>l. SSIAP appointment notices;</li><li>m. Withdrawal forms;</li><li>n. COLA notices;</li><li>o. Time limit notices;</li><li>p. Transitioning of aid notices;</li><li>q. Interface triggered forms and notices (e.g., IFDS, IEVS);</li><li>r. Non-compliance and sanction notices;</li><li>s. Benefit issuance and benefit recovery forms and notices, including reminder notices;</li></ul>	SNB 7 NOA Reason fragments are added in available Threshold languages.

	<p>t. Corrective NOAs on State Fair Hearing decisions;</p> <p>u. CSC paper ID cards with LRS-generated access information; and</p> <p>v. CSC PIN notices.</p>	
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California Statewide Automated Welfare System

## **Design Document**

CA-253473

Add Change NOA Fragments in Threshold  
Languages for CalWORKs NOA Fragment  
Generation (SNB 3)

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Meghana R Chander
	Reviewed By	Mamata Sasumana

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
11/12/2023	1.0	Initial Document	Meghana R Chander

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# 1 OVERVIEW

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The purpose of this change is to add Change NOA Fragments in Threshold Languages for CalWORKs NOA Fragment Generation (SNB 3).

## 1.1 Current Design

SNB 3 Template Change fragments - SNB Funding Change and SNB Change in HH Size are missing in Lao and Hmong languages.

## 1.2 Requests

1. Add Threshold languages to SNB Funding Change fragment (Snippet ID - 7547).  
**Languages Include:** Hmong and Lao
2. Add Threshold languages to SNB Change in HH Size fragment (Snippet ID - 7548).  
**Languages Include:** Hmong and Lao
3. Add Threshold languages to SNB\_CH\_NOA\_TYPE (Snippet ID - 3152)  
**Languages Include:** Hmong and Lao
4. Add Threshold languages to SNB\_AP\_CH\_MESSAGE1 Fragment (Snippet ID - 5099).  
**Languages Include:** Hmong and Lao.
5. Add Threshold languages to SNB\_CH\_ACTION1 Fragment (Snippet ID - 4120)  
**Languages Include:** Hmong and Lao.

## 1.3 Overview of Recommendations

1. Add Threshold languages to SNB Funding Change fragment with NOA Code - N002 (Snippet ID - 7547).  
**Languages Include:** Hmong and Lao
2. Add Threshold languages to SNB Change in HH Size fragment with NOA Code N003 (Snippet ID - 7548).  
**Languages Include:** Hmong and Lao
3. Add Threshold languages to SNB\_CH\_NOA\_TYPE (Snippet ID - 3152)  
**Languages Include:** Hmong and Lao
4. Add Threshold languages to SNB\_AP\_CH\_MESSAGE1 Fragment (Snippet ID - 5099).  
**Languages Include:** Hmong and Lao.

5. Add Threshold languages to SNB\_CH\_ACTION1 Fragment (Snippet ID - 4120)  
**Languages Include:** Hmong and Lao.

#### 1.4 Assumptions

1. The triggering conditions of the NOA Fragments for Threshold Generation remain 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.
4. Common fragments NB\_NOA\_TEMPLATE (Snippet ID - 3157) in Hmong and Lao languages will be implemented as part of SCR CA-253470



## 2 RECOMMENDATIONS

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### 2.1 Add Threshold languages to SNB Funding Change fragment with NOA Code N002

#### 2.1.1 Overview

Add Threshold languages to SNB Funding Change fragment with NOA Code N002 (Snippet ID - 7547)

**Reason Fragment Name and ID:**

SNB\_CH\_FUNDING\_CHANGE\_N002 (Fragment ID:7547)

**State Form/NOA:** SNB 3

**Current NOA Template:** NB\_NOA\_TEMPLATE (ID: 3157)

**Current Program(s):** CalWORKs

**Current Action Type:** Change

**Include NA Back 9:** Yes

**Existing Languages:** Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Tagalog, & Vietnamese

#### 2.1.2 Form/NOA Verbiage

Add SNB Funding Change fragment in Threshold languages.

**Add Threshold languages:** Hmong and Lao

**NOA Mockups/Examples:** Supporting Documents #1

#### 2.1.3 Form/NOA Variable Population

No updates to variable population.

#### 2.1.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

### 2.2 Add Threshold languages to SNB Change in HH Size fragment with NOA Code N003

#### 2.2.1 Overview

Add Threshold languages to SNB Change in HH Size fragment with NOA Code N003 (Snippet ID - 7548)

**Reason Fragment Name and ID:**

SNB\_CH\_CHANGE\_IN\_HOUSEHOLD\_SIZE\_N003 (Fragment ID: 7548)

**State Form/NOA:** SNB 3

**Current NOA Template:** NB\_NOA\_TEMPLATE (ID: 3157)

**Current Program(s):** CalWORKs

**Current Action Type:** Change

**Include NA Back 9:** Yes

**Existing Languages:** Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Tagalog, & Vietnamese

### 2.2.2 Form/NOA Verbiage

Add SNB Change in HH Fragment in Threshold Languages.

**Add Threshold languages:** Hmong and Lao

**NOA Mockups/Examples:** Supporting Documents #1

### 2.2.3 Form/NOA Variable Population

No updates to variable population.

### 2.2.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

## 2.3 Add Threshold languages to SNB\_CH\_NOA\_TYPE for SNB 3

### 2.3.1 Overview

Add SNB\_CH\_NOA\_TYPE for SNB 3 in threshold languages.

**Fragment Name and ID:** SNB\_CH\_NOA\_TYPE (Fragment ID: 3152)

**Existing Languages:** English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog, & Vietnamese.

### 2.3.2 Form/NOA Verbiage

Add NOA Type in Available Threshold languages.

**Add Threshold languages:** Hmong and Lao

**NOA Mockups/Examples:** Supporting Documents #1

### 2.3.3 Form/NOA Variable Population

No updates in this section.

### 2.3.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

## 2.4 Add Threshold languages to SNB\_AP\_CH\_MESSAGE1 Fragment for SNB 3

### 2.4.1 Overview

Add SNB\_AP\_CH\_MESSAGE1 Fragment for SNB 3 in threshold languages.

**Message Fragment Name and ID:** SNB\_AP\_CH\_MESSAGE1 (Fragment ID: 5099)

**Current Program(s):** CalWORKs

**Current Action Type:** Change

**Existing Languages:** English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog, & Vietnamese.

### 2.4.2 Form/NOA Verbiage

Add NOA fragments in Available Threshold languages.

**Add Threshold languages:** Hmong and Lao.

**NOA Mockups/Examples:** Supporting Documents #1

### 2.4.3 Form/NOA Variable Population

No updates in this section.

### 2.4.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

## 2.5 Add Threshold languages to SNB\_CH\_ACTION1 Fragment for SNB 3

### 2.5.1 Overview

Add SNB\_CH\_ACTION1 Fragment for SNB 3 in threshold languages.

**Action Fragment Name and ID:** SNB\_CH\_ACTION1 (Fragment ID: 4120)

**Current Program(s):** CalWORKs

**Current Action Type:** Change

**Existing Languages:** English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog, & Vietnamese.

### 2.5.2 Form/NOA Verbiage

Add NOA fragments in Available Threshold languages.

**Add Threshold languages:** Hmong and Lao.

**NOA Mockups/Examples:** Supporting Documents #1

### 2.5.3 Form/NOA Variable Population

No updates in this section.

### 2.5.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

## 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.	Correspondence	SNB 3 Change fragments	Fragments_Verbiage.xlsx

## 4 REQUIREMENTS

### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
-------	------------------	---------------------

<p>2.18.3.3 CAR-1239</p>	<p>The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <ul style="list-style-type: none"> <li>a. Appointment notices.</li> <li>b. RedeDenial, Recertification, and/or Annual Agreement notices and forms;</li> <li>c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);</li> <li>d. Periodic reporting notices;</li> <li>e. Contact letters;</li> <li>f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;</li> <li>g. Information notices and stuffers;</li> <li>h. Case-specific verification/referral forms;</li> <li>i. GR Vendor notices;</li> <li>k. Court-mandated notices, including Balderas notices;</li> <li>l. SSIAP appointment notices;</li> <li>m. Withdrawal forms;</li> <li>n. COLA notices;</li> <li>o. Time limit notices;</li> <li>p. Transitioning of aid notices;</li> <li>q. Interface triggered forms and notices (e.g., IFDS, IEVS);</li> <li>r. Non-compliance and sanction notices;</li> <li>s. Benefit issuance and benefit recovery forms and notices, including reminder notices;</li> <li>t. Corrective NOAs on State Fair Hearing decisions;</li> <li>u. CSC paper ID cards with LRS-generated access information; and</li> <li>v. CSC PIN notices.</li> </ul>	<p>M40-107F1 NOA Reason fragments are added in available Threshold languages.</p>
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# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-258405

Cal-OAR Client Satisfaction Survey Incentives

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jimmy Tu
	Reviewed By	John B., Sidhant G., Kapil S.

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
5/8/2023	1.0	Initial Version	Jimmy Tu



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# 1 OVERVIEW

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## 1.1 Current Design

CalSAWS currently does not have a Need category or type to track Cal-OAR Client Satisfaction Survey incentives.

## 1.2 Requests

1. Update the Payment Request Detail page to update the 'Pay Code' dropdown to be selectable. Pay Codes displayed will be specific for the need category of 'Incentives' and need type of 'Cal-OAR Customer Incentives'.
2. Update the Service Arrangement Detail page to have the default Service Type Description (please refer to section 2.2.2) for the customer category of 'Incentives' and need type of 'Cal-OAR Customer Incentives'.
3. Update Code Detail Table Category 623 to include new Pay Code for 'Cal-OAR Client Satisfaction Survey Incentives'.
4. Update Code Detail Table Category 163 with the new Need Category: 'Incentives'.
5. Update Code Detail Table Category 164 with the new Need Type: 'Cal-OAR Customer Incentives'.
6. Update Code Detail Table Category 1870 to include Customer Need to Program Mapping.
7. Perform Partner Integration testing with LA, Merced, Riverside, Stanislaus, San Bernardino, Kern and Placer counties for the new fund codes.

## 1.3 Overview of Recommendations

1. Update the Payment Request Detail page to update the 'Pay Code' dropdown to be selectable. Pay Codes displayed will be specific for the need category of 'Incentives' and need type of 'Cal-OAR Customer Incentives'.
2. Update the Service Arrangement Detail page to have the default Service Type Description (please refer to section 2.2.2) for the customer category of 'Incentives' and need type of 'Cal-OAR Customer Incentives'.
3. Update Code Detail Table Category 623 to include new Pay Code for 'Cal-OAR Client Satisfaction Survey Incentives'.
4. Update Code Detail Table Category 163 with the new Need Category: 'Incentives'.
5. Update Code Detail Table Category 164 with the new Need Type: 'Cal-OAR Customer Incentives'.
6. Update Code Detail Table Category 1870 to include Customer Need to Program Mapping.
7. Perform Partner Integration testing with LA, Merced, Riverside, Stanislaus, San Bernardino, Kern and Placer counties for the new fund codes.

## 1.4 Assumptions

1. The Total Amount issued for the Cal-OAR Service Arrangement will be determined by the workers to select an issuance amount. Workers should be trained to set issuance amount to \$50 for Cal-OAR Client Satisfaction Incentive Survey Incentives.
2. Worker will have to set service arrangement / payment request to be created for the Arrangement Period that the associated program is active for CW, or active, pending, good cause, non-compliance for WTW/REP. For example, if CalWORKS is active 7/2023, and discontinued as of 8/2023. The worker will need to create the Service Arrangement / Payment Request for 07/2023, when the program was active.
3. Customer Need Type for **Cal-OAR Customer** Incentives will not have any corresponding NOAs.
4. The authorization level required for the Need category of 'Incentives' and Need Type of **Cal-OAR Customer** Incentives' will default to authorization level set on Payment/Valuable Request Authorization List – 'Program' page for 'All' Categories and 'All' type. If counties would like to set specific authorization levels for this specific need type/category, they can do it from Payment/Valuable Request Authorization List – 'Program' page.
5. Counties will be able to set threshold amounts for the new need type of 'Incentives' and need category of 'Incentives' via the County Benefit Issuance Thresholds page.
6. Any reports Impacts will be added in a separate SCR in the future.
7. The new need category of 'Incentives' and need type of **Cal-OAR Customer** Incentives' will not require activities.

## 2 RECOMMENDATIONS

---

### 2.1 Payment Request Detail Page

#### 2.1.1 Overview

This change will update the Payment Request Detail page to select the correct pay code for WTW Cal-OAR Customer Incentive Survey results.

#### 2.1.2 Payment Request Detail Page Mockup

No Change.

#### 2.1.3 Description of Changes

1. Update the Payment Request Detail page to update the 'Pay Code' dropdown to be selectable. Pay Codes displayed will be specific for the need category of 'Incentives' and need type of 'Cal-OAR Customer Incentives'.

#### 2.1.4 Page Location

- **Global:** Fiscal
- **Local:** Payment Request
- **Task:** Payment Request Search

#### 2.1.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping

2. Security Groups

Security Group	Group Description	Group to Role Mapping
----------------	-------------------	-----------------------

Security Group	Group Description	Group to Role Mapping

### 2.1.6 Page Mapping

No Change.

### 2.1.7 Page Usage/Data Volume Impacts

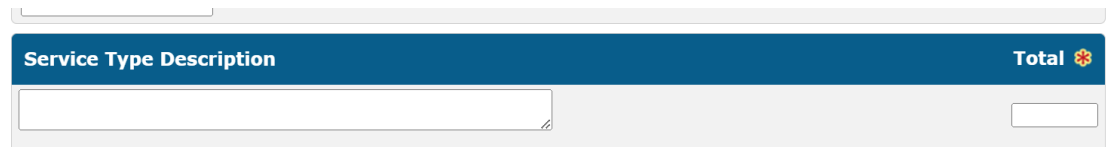
No Change.

## 2.2 Service Arrangement Detail Page

### 2.2.1 Overview

This change will update the Service Arrangement Detail page to show the default service type description for the category of 'Incentives' with the need type of 'Cal OAR Customer Incentives'.

### 2.2.2 Service Arrangement Detail Page Mockup



The mockup shows a form with a dark blue header bar. The header bar contains the text 'Service Type Description' on the left and 'Total' followed by a small icon on the right. Below the header bar, there is a large white input field for the service type description and a smaller white input field for the total value.

**Figure 2.1.1 – Service Type Description – Default**

### 2.2.3 Description of Changes

1. Update the Service Arrangement Detail page to have the default Service Type Description (please refer to Figure 2.1.1) for the customer category of 'Incentives' and need type of 'Cal OAR Customer Incentives'.

### 2.2.4 Page Location

- **Global:** Empl Services

- **Local:** Supportive Services
- **Task:** Service Arrangements

### 2.2.5 Security Updates

N/A.

### 2.2.6 Page Mapping

No Changes.

### 2.2.7 Page Usage/Data Volume Impacts

N/A.

## 2.3 Code Table Change Request

### 2.3.1 Overview

This is to update the Code Table for Pay Codes to include a new record for Cal-OAR Client Satisfaction Survey Incentives.

### 2.3.2 Description of Change

1. Update Code Detail Table Category 623 to Include a new Pay Code for 'Cal-OAR Client Satisfaction Survey Incentives'.
2. Update Code Detail Table Category 163 with the new Need Category: 'Incentives'.
3. Update Code Detail Table Category 164 with the new Need Type: 'Cal-OAR Customer Incentives'.
4. Update Code Detail Table Category 1870 to include the following Customer Need to Program Mapping:

Category ID	Short Decode Name	Long Decode Name	Beg Date	End Date	Need Category Code (Refer Table 1 Descr)	Need Type Code (Refer Table 2 Descr)	Program Code (Refer Table 3 Descr)	Issuance Category (Refer Table 4 Descr)	County Code (Refer Table 10 Descr)
1870	Incentives : Cal-OAR	Incentives : Cal-OAR	1/1/1000	12/31/999	Incentives	Cal-OAR Customer	WT	SP	

	Custo mer Incenti ves : WT	Custo mer Incenti ves : WT				Incenti ves			
1870	Incenti ves : Cal- OAR Custo mer Incenti ves : RE	Incenti ves : Cal- OAR Custo mer Incenti ves : RE	1/1/10 00	12/31/9 999	Incenti ves	Cal- OAR Custo mer Incenti ves	RE	SP	19
1870	Incenti ves : Cal- OAR Custo mer Incenti ves : CW	Incenti ves : Cal- OAR Custo mer Incenti ves : CW	1/1/10 00	12/31/9 999	Incenti ves	Cal- OAR Custo mer Incenti ves	CW	SP (SB)	

### 2.3.3 Estimated Number of Records Impacted/Performance

~3 Record impacted.

## 2.4 Data Change Request

### 2.4.1 Overview

This is to update the Fund Code Map table to include a new Fund Code for Cal-OAR Client Satisfaction Survey Incentives.

### 2.4.2 Description of Change

1. Update Fund Code Map table to include a new Fund Code for 'Cal-OAR Client Satisfaction Survey Incentives'.
  - a. Please see Section 3.0 for attachment 'CA-258405 Fund Codes.xlsx'
2. Update Code Hierarchy (Code Hierchy) table to include Customer Need Category to Customer Need Type mappings.

PARNT_CODE_ID	CHILD_CODE_ID	PARNT_CATGRY_ID
---------------	---------------	-----------------



TBD - Incentives	TBD - Cal OAR Client Satisfaction Survey Incentives	163
------------------	---	-----

### 2.4.3 Estimated Number of Records Impacted/Performance

58 Records impacted.

## 2.5 Partner Integration Testing

### 2.5.1 Overview

This section is to complete partner integration testing Counties for their new fund codes.

### 2.5.2 Description of Changes


1. Perform Partner Integration testing with LA, Merced, Riverside, Stanislaus, San Bernardino, Kern and Placer counties for the new fund codes.

### 2.5.3 Counties Impacted

LA, Merced, Riverside, Stanislaus, San Bernardino, Kern and Placer.

### 3 SUPPORTING DOCUMENTS

---

Number	Functional Area	Description	Attachment
1	2.2.2	Fund Codes for Cal-OAR Client Satisfaction Survey Incentives	 CA-258405 ACL 23-25 Fund Codes.xls:

## 4 REQUIREMENTS

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### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

### 4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

## 5 MIGRATION IMPACTS

---

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?

## 6 OUTREACH

---

N/A.

## 7 APPENDIX

---

N/A.

# CalsAWS

California Statewide Automated Welfare System

## **Design Document**

CA-263040

Task Mgmt: Admin Functionality for Mass Task  
Closure

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Vallari Bathala, Justin Dobbs
	Reviewed By	Justin Dobbs, Sarah Rich, Carlos Albances, Dymas Pena

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
11/20/2023	1.0	Initial Revision	Vallari Bathala, Justin Dobbs



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# 1 OVERVIEW

---

This design outlines modifications to Task Management functionality within the CalSAWS System to allow mass closure of Tasks via the Task Upload framework.

## 1.1 Current Design

Within the CalSAWS System, the Task Pop-Up: Task Search page is the only page which allows more than one Task to be Completed simultaneously. The page allows one or more Tasks to be selected and then processed with an Action of "Complete" to close out the Tasks. This processing is limited to the number of Tasks that are displayed on the page.

The Task Upload functionality provides a framework to upload and process an action on up to 10 thousand Tasks. This functionality only supports Task creation. There is no functionality available for counties to close Tasks in mass.

## 1.2 Requests

1. Modify the Task Upload functionality to allow for upload information for Tasks to be closed in mass.
2. Modify CalSAWS Task Management pages as necessary to support the Task Upload modifications.

## 1.3 Overview of Recommendations

1. Incorporate a "Closure" template to the Task Upload pages and processing framework that will allow counties to upload up to 10 thousand Tasks to be closed (Completed or Voided) in mass.
2. Add a unique identifier (Task ID) display to the Task Detail page.
3. Modify Task Export templates with the addition of Task ID column.

## 1.4 Assumptions

1. SCR CA-253606 will update Qlik ID to Task ID in the Task Management Dashboards. The SCR will be implemented with the same release as this enhancement and will be reflected in the Task Management Dashboard.
2. The Task Upload List will reflect the new "Closure" Template Type automatically without modification.
3. The Task Upload processing flow as defined in Figure 2.1.2 of SCR CA-214901 will not be modified.

## 2 RECOMMENDATIONS

This section will outline recommendations to introduce Task mass closure functionality to the CalSAWS System.

### 2.1 Task Pop-Up: Task Detail Page

#### 2.1.1 Overview

This section describes recommendations to include a Task ID attribute on the Task Detail page.

#### 2.1.2 Task Detail Page Mockup

**Task Detail** Help

Result 1 of 1 - 1

\*- Indicates required fields

Task ID: 4763746352

Start Watching Edit Print Close

<b>Case Number</b> <a href="#">L004726</a>	<b>Case Name:</b> Case Name	<b>Program(s): *</b> Foster Care - ELDRED POSKEY	<b>Status:</b> *	<b>Reference Number:</b>
<b>Category: *</b> Application Registration	<b>Type: *</b> CF 285A Pre-Pop Received	<b>Sub-Type:</b>	<b>Priority:</b> High	<b>Expedited:</b>
<b>Due Date: *</b> 11/30/2023	<b>Date Created:</b> 11/27/2023	<b>Worker Assigned Date:</b> 11/27/2023	<b>Start Date:</b>	
<b>Assign to Program Worker:</b> No	<b>Worker ID:</b> 19AS002B00	<b>Bank ID:</b>	<b>Automated Action:</b> No	
<b>Long Description:</b>				

▸ Instructions

▸ Task History

Figure 2.1.2-1 – Task Detail page – View Mode

## Task Detail

Result 1 of 1 - 1

\*- Indicates required fields

Task ID: 4763746352

Save and Return
Save
Cancel

<b>Case Number:</b> L004726	<b>Case Name:</b> Case Name	<b>Program(s): *</b> Foster Care - ELDRED POSKEY	<b>Status: *</b> Assigned
<b>Category: *</b> Application Registration	<b>Type: *</b> CF 285A Pre-Pop Received	<b>Sub-Type:</b> ▼	<b>Priority:</b> High
<b>Due Date: *</b> 11/30/2023	<b>Date Created:</b> 11/29/2023	<b>Worker Assigned Date:</b> 11/29/2023	<b>Expedited:</b> ▼
<b>Assign to Program Worker:</b> No	<b>Worker ID:</b> 90AS002D00	<b>Bank ID:</b>	<b>Start Date:</b>
		<b>Automated Action:</b> No	

**Long Description:**

▶ Instructions

▶ Task History

Figure 2.1.2-2 – Task Detail page – Edit Mode

## Task Detail

Result 1 of 1 - 1

\*- Indicates required fields

Task ID: 4763746352

Start Watching
Edit
Print
Close

✓ General

<b>Case Number</b>	<b>Case Name:</b>	<b>Program(s):</b>	<b>Status:</b> *
			Assigned
<b>Category: *</b> Case Update	<b>Type: *</b> Eight Month Follow-Up	<b>Sub-Type:</b>	<b>Priority:</b> High
<b>Due Date: *</b> 11/30/2023	<b>Date Created:</b> 11/27/2023	<b>Worker Assigned Date:</b> 11/27/2023	<b>Expedited:</b>
<b>Assign to Program Worker:</b> No	<b>Worker ID:</b> 00AS003D00	<b>Bank ID:</b>	<b>Start Date:</b>
		<b>Automated Action:</b> No	

**Long Description:**

▶ Instructions

▶ Task History

Figure 2.1.2-3 – Task Detail page – General View Mode

**Task Detail**
Help

← Result 1 of 1 - 1 →

\* - Indicates required fields

Task ID: 4763746352

Save and Return

Save

Cancel

Case Number:

Case Name:

Program(s):

Status: \* Assigned

Reference Number:

Category: \* Case Update

Type: \* Eight Month Follow-Up

Sub-Type:

Priority: High

Expedited:

Due Date: \* 11/30/2023

Date Created: 11/27/2023

Worker Assigned Date: 11/27/2023

Start Date:

Assign to Program Worker: No

Worker ID: 00AS003D00 Select

Bank ID:  Select

Automated Action: No

▶ Instructions

▶ Task History

**Figure 2.1.2-4 – Task Detail page – General Edit Mode**

### 2.1.3 Description of Changes

1. Update the Task Detail page to include a Task ID attribute. This field is read only, is not modifiable and is a unique identifier for each individual Task.
  - a. This attribute value will be available for all pre-existing Tasks and for all Tasks created from the time of this enhancement forward.
  - b. When the page is in Create mode, this attribute will not be displayed; a Task ID is not assigned until successful creation of a new Task.

### 2.1.4 Page Location

- **Global:** N/A
- **Local:** N/A
- **Task:** N/A

Page is accessible through Utility bar's Tasks Option.

### 2.1.5 Security Updates

N/A



### **2.1.6 Page Mapping**

Update page mapping for the new Task ID field.

### **2.1.7 Accessibility**

The following accessibility enhancements have been identified:

- iFrames must have an accessible name.

### **2.1.8 Page Usage/Data Volume Impacts**

N/A

## **2.2 Task Pop-Up: Task Search Page**

### **2.2.1 Overview**

This section outlines the modifications to the Task Search page to allow searching by Task ID.

## 2.2.2 Task Search Mockup

Task Search

Help

\*- Indicates required fields

Refine Your Search

Search

Display Mode:

Standard

Case Number:

Select

Program:

Worker ID:

00AS002D00

Select

Bank ID:

Select

Office Name:

Select

Unit ID:

00

Status:

Assigned/In Process

Category:

Type:

Sub-Type:

Priority:

Newly Assigned:

Expedited:

Due Date

From:

To:

Advanced Search

Assign Date

From:

To:

Completed/Voiced/Expired Date

From:

To:

Created Date

From:

To:

Created By:

Select

Long Description:

General:

Language:

Submit Month:

Task ID:

Results per Page:

100

Search

Add Task

Due Date	Case	Case Name	Program(s)	Category	Type/Sub-Type	Status	Worker ID	Bank ID	Date Appended
No Data Found									

Add Task

Figure 2.2.2 – Task Search page

## 2.2.3 Description of Changes

### Advanced Search

1. Update the Task Pop-Up: Task Search page to include a Task ID search field allowing a search to be performed for a specific Task ID. When a Task ID is provided, the search will look specifically for the provided Task ID. Results will be displayed if the Task ID is valid for the county. Additional search parameters (if entered) will not apply.

## 2.2.4 Page Validations

If Task ID is provided, no other page validation rules will apply.

## 2.2.4 Page Location

- **Global:** N/A
- **Local:** N/A
- **Task:** N/A

Page is accessible through Utility bar's Tasks Option.

## 2.2.5 Security Updates

N/A

## 2.2.6 Page Mapping

Update page mapping for the new Task ID field.

## 2.2.7 Accessibility

N/A

## 2.2.8 Page Usage/Data Volume Impacts

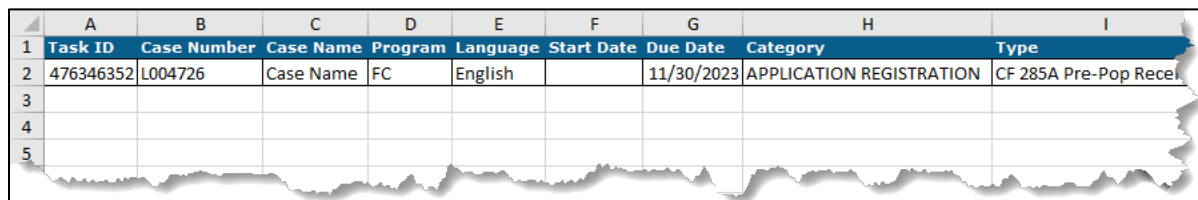
N/A

## 2.3 Task Exports

### 2.3.1 Overview

This section outlines the modifications to the Task Management related Export templates to include a Task ID column.

### 2.3.2 Task Exports Mockup



	A	B	C	D	E	F	G	H	I
1	Task ID	Case Number	Case Name	Program	Language	Start Date	Due Date	Category	Type
2	476346352	L004726	Case Name	FC	English		11/30/2023	APPLICATION REGISTRATION	CF 285A Pre-Pop Recei
3									
4									
5									

Figure 2.3.2-1 – Task Search/My Search Task Export

	A	B	C	D	E	F	G
1	Task ID	Case Numb	Case Name	Program	Due Date	Category	Type
2	476346352	L004726	Case Name	FC	11/30/2023	APPLICATION REGISTRATION	CF 285A Pre-Pop Received
3							
4							
5							
6							
7							

**Figure 2.3.2-2 – Task Reassignment Results Export**

	A	B	C	D	E	F	G	H	I
1	Task ID	Case Numb	Case Name	Worker ID	Bank ID	Program	Completed/Void	Category	Type
2	476346352	L004726	Case Name	00AB00C00		FC	Complete	APPLICATION REGISTRATION	CF 285A Pre-Pop Received
3									
4									
5									
6									
7									

**Figure 2.3.2-3 – QA/QC Task Sample Results Export**

### 2.3.3 Description of Changes

1. Task ID column – Add a column to show the Task ID value for each Task in the exported list.
  - a. The new column will be available as the first column (column A) in the following Export templates:
    - i. Task Search
    - ii. My Tasks
    - iii. Task Reassignment Results
    - iv. QA/QC Task Sample Results

### 2.3.4 Page Location

- **Global:** N/A
- **Local:** N/A
- **Task:** N/A

Page is accessible through Utility bar's Tasks Option.

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Task Reassignment

Click Task Reassignment hyperlink in the expandable Tasks section of the Task navigation bar to access the Task Reassignment Search page then a Task Reassignment Title. Click the View Results button to access the Task Reassignment Results List page in View mode.

- **Global:** Special Units
- **Local:** Quality Review
- **Task:** QA/QC Tasks

Click the Title hyperlink to access the QA/QC Task Sample Detail page in View mode then the View Results button to access the QA/QC Task Sample Results List page.

### 2.3.5 Security Updates

N/A

### 2.3.6 Page Mapping

N/A

### 2.3.7 Accessibility

N/A

### 2.3.8 Page Usage/Data Volume Impacts

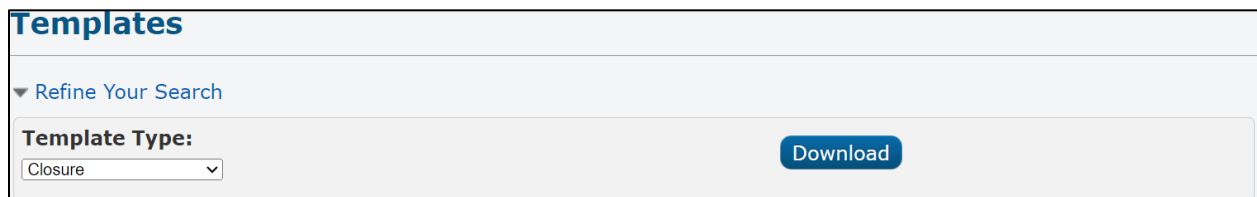
N/A

## 2.4 Task Upload Pop-Up: Templates Page

### 2.4.1 Overview

The Templates page has a dedicated tab in the Task Upload Pop-Up window that will allow users to download Task Closure template.

### 2.4.2 Task Upload Pop-Up: Templates Mockup



**Templates**

▼ Refine Your Search

**Template Type:**

Closure ▼

Download

Figure 2.4.2 – Templates Page

### 2.4.3 Description of Changes

1. Template Type – Add a “Closure” template to the dropdown menu that can be downloaded to be used for a Task Upload instruction. See Section 2.5 for the specifics of the Closure template.

### 2.4.4 Page Location

- **Global:** Admin Tools

- **Local:** Admin
- **Task:** Tasks > Task Upload
  - Select the Templates tab at the top of the Task Upload Pop-Up page.

## 2.4.5 Security Updates

N/A

## 2.4.6 Page Mapping

N/A

## 2.4.7 Accessibility

N/A

## 2.4.8 Page Usage/Data Volume Impacts

N/A

## 2.5 Task Upload Template: Closure

### 2.5.1 Overview

This section defines a new Task Upload template to facilitate mass Task closure.

### 2.5.2 Task Upload: Task Closure Template Mockup

	A	B	C	D	E	F	G
1							
2	Task Upload						
3	Closure						
4							
5	Task Number	Case Number	Program	Task Type	Task Sub-Type	Due Date	Complete/Void
6	12345678	1765374		Intake		11/17/2023	Complete
7	76483746	5489785					Complete
8	26354789		CW	Document Received	Income	11/27/2023	Complete
9	17837467	8896588					Void

Figure 2.5.2-1 – Closure Template

	A	B	C
1			
2	<b>Instructions</b>		
3	Do not enter any more than 10,000 rows of information in the "Tasks" worksheet. Only the first 10,000 rows will be processed.		
	When providing a Case Number attribute for a Task in the template, the following fields are required:		
	a. Task ID		
	b. Case Number		
	c. Complete/Void		
	When NOT providing a Case Number attribute for a Task in the template, the following fields are required:		
	a. Task ID		
	b. Task Type		
	c. Task Sub-Type (if applicable)		
	d. Due Date		
4	e. Complete/Void		
5	Column	Required	Instructions
6	Task Number	Yes	Enter the Task ID of the Task. Task ID can be found on the Task Detail page and on the Task Export list.
7	Case Number	No	Enter a 7 digit CalSAWS Case Number that is valid for the county and Task Number.
8	Program	No	This field is optional and only serves as a reference data point in the template.
9	Task Type	No	This field is only required when a Case Number value is not provided. If a Case Number is provided, this field only serves as a reference data point in the template.
10	Task Sub-Type	No	This field is only required when a Case Number value is not provided and a Task Sub-Type is applicable for the Task. If a Case Number is provided, this field only serves as a reference data point in the template.
11	Due Date	No	This field is only required when a Case Number value is not provided. If required, enter the Due Date of the Task formatted as "mm/dd/yyyy". If a Case Number is provided, this field only serves as a reference data point in the template.
12	Complete/Void	Yes	Enter one of the following Task Status values in this field: Completed Void

**Figure 2.5.2-2 – Closure Template – Instructions Sheet Mockup**

### 2.5.3 Description of Changes

1. This template contains the basic information necessary to close Tasks. The Template will also include an "Instructions" sheet that will contain general instructions for each field that the User may reference during data entry.

Column	Required	Instructions
Task ID	Yes	Enter the Task Number of the Task.  Task Number can be found on the Task Detail page and on the Task Export list.
Case Number	No	Enter a 7 digit CalSAWS Case Number that is valid for the county and Task Number.
Program	No	This field is optional and only serves as a reference data point in the template.

Task Type	No	This field is only required when a Case Number value is not provided. If a Case Number is provided, this field only serves as a reference data point in the template.
Task Sub-Type	No	This field is only required when a Case Number value is not provided, and a Task Sub-Type is applicable for the Task. If a Case Number is provided, this field only serves as a reference data point in the template.
Due Date	No	This field is only required when a Case Number value is not provided. If required, enter the Due Date of the Task formatted as "mm/dd/yyyy". If a Case Number is provided, this field only serves as a reference data point in the template.
Complete/Void	Yes	Enter one of the following Task Status values in this field: Complete Void

2. The "Closure" template "Tasks" sheet will contain the following columns:

Column	Required	Definition
Task ID	Yes	The Task ID unique identifier for the Task.
Case Number	No	The 7digit Case Number of the Case that the Task is associated to. If Case Number is provided, the only other required field is "Complete/Void". If Case Number is NOT provided, the "Task Type", "Task Sub-Type" (if applicable), "Due Date" and "Complete/Void" fields are required.
Program	No	The Program associated to the Task. This attribute serves as a reference data point in the template for the User. There are no format restrictions to this field.



Task Type	No	<p>The Name of the Task Type that the Task is associated to.</p> <p>If Case Number is provided, this attribute serves as a reference data point in the template for the User, it is not used as part of the preview processing/Task identification.</p> <p>If Case Number is NOT provided, the preview processing will validate that the Task Type is valid for the provided Task ID.</p>
Task Sub-Type	No	<p>The Name of the Task Sub-Type that the Task is associated to (if applicable).</p> <p>If Case Number is provided, this attribute serves as a reference data point in the template for the User, it is not used as part of the preview processing/Task identification.</p> <p>If Case Number is NOT provided and this field contains a value, the preview processing will validate that the Task Sub-Type is valid for the provided Task ID.</p>
Due Date	No	<p>The Due Date of the Task.</p> <p>If Case Number is provided, this attribute serves as a reference data point in the template for the User, it is not used as part of the preview processing/Task identification.</p> <p>If Case Number is NOT provided, the preview processing will validate that the Due Date is valid for the provided Task ID.</p>
Complete/Void	Yes	The end Status (Complete or Void) that the Task is to be updated with.

#### 2.5.4 Page Location

- **Global:** N/A
- **Local:** N/A
- **Task:** N/A

#### 2.5.5 Security Updates

N/A

## 2.5.6 Page Mapping

N/A

## 2.5.7 Accessibility

N/A

## 2.5.8 Page Usage/Data Volume Impacts

N/A

## 2.6 Task Upload Detail Page – Task Closure Upload - Status New

### 2.6.1 Overview

This section outlines modifications to the Task Upload Detail page to allow a user to create a new Task Closure Upload or View/Edit Task Closure Uploads.

### 2.6.2 Task Upload Detail Page – Task Closure Upload - Status New Mockup

The mockup shows a web form titled "Task Upload Detail". At the top, there is a legend: "\*- Indicates required fields". To the right of the legend are three buttons: "Save And Generate Preview", "Save and Return", and "Cancel". Below the legend is a section titled "Task Upload Information". This section contains several fields: "Name:" with a text input field containing "Task Closure Template"; "Status:" with a text input field containing "New"; "Template Type:" with a dropdown menu showing "Closure"; "File Name:" with a text input field containing "Closure Template.xlsx" and a "Remove" button; "Created By:" with a text input field containing "Vallari Bathala"; "Updated On:" with a text input field containing "11/22/2023"; and "Notes:" with a large text area. At the bottom of the form, there are three buttons: "Save And Generate Preview", "Save and Return", and "Cancel".

Figure 2.6.2-1 – Task Upload Detail Page – Closure Template - Create Mode

**Task Upload Detail**

\*- Indicates required fields

Edit Close

**Task Upload Information**

<b>Name: *</b> Task Closure Template	<b>Status:</b> New
<b>Template Type: *</b> Closure	<b>File Name:</b> Closure Template.xlsx
<b>Created By:</b> Vallari Bathala	<b>Updated On:</b> 12/05/2023
<b>Notes:</b> Task Closure for November.	

Edit Close

This Type 1 page took 0.33 seconds to load.

Figure 2.6.2-2 – Task Upload Detail Page – Closure Template – View Mode

**Task Upload Detail**

\*- Indicates required fields

Save and Return Cancel

**Task Upload Information**

<b>Name: *</b> Task Closure Template	<b>Status:</b> New
<b>Template Type: *</b> Closure	<b>File Name:</b> Closure Template.xlsx
<b>Created By:</b> Vallari Bathala	<b>Updated On:</b> 11/30/2023
<b>Notes:</b> Task Closure for November.	

Save and Return Cancel

This Type 1 page took 0.58 seconds to load.

Figure 2.6.2-3 – Task Upload Detail Page – Closure Template – Edit Mode

## 2.6.3 Description of Changes

### Task Upload Information

1. Template Type – Add the “Closure” template to the dropdown menu.

## 2.6.4 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Task Upload

## 2.6.5 Security Updates

N/A

### 2.6.6 Page Mapping

N/A

### 2.6.7 Accessibility

N/A

### 2.6.8 Page Usage/Data Volume Impacts

N/A

## 2.7 Task Upload Detail Page – Task Closure Upload – Preview Processing

### 2.7.1 Overview

This section will specifically describe the modifications of this page when the Status of a Task Upload of the “Closure” template is “Preview Processing”.

### 2.7.2 Task Upload Detail Page – Task Closure Upload – Preview Processing Mockup

**Task Upload Detail**

\* - Indicates required fields

**Task Upload Information**

<b>Name: *</b> Task Closure Template	<b>Status:</b> Preview Processing
<b>Template Type: *</b> Closure	<b>File Name:</b> Closure Template.xlsx
<b>Created By:</b> Vallari Bathala	<b>Updated On:</b> 12/05/2023
<b>Notes:</b> Task Closure for November.	

This Type\_1 page took 0.24 seconds to load.

Figure 2.7.2 – Task Upload Detail Page – Closure Preview Processing - View Mode

### 2.7.3 Description of Changes

The Status of “Preview Processing” indicates that the “Generate Preview” or “Save and Generate Preview” button was selected when the Status was “New” to run initial preview processing on the Closure file uploaded for the Task Upload. The page is only available in View mode when the Task Upload is in this Status.

#### 2.7.4 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Task Upload

#### 2.7.5 Security Updates

N/A

#### 2.7.6 Page Mapping

N/A

#### 2.7.7 Accessibility

N/A

#### 2.7.8 Page Usage/Data Volume Impacts

N/A

### 2.8 Task Upload Detail Page – Task Closure Upload – Preview Complete

#### 2.8.1 Overview

This section will specifically describe the modifications of this page when the Status of a Task Upload with a Template Type of "Closure" is "Preview Complete".

## 2.8.2 Task Upload Detail Page – Task Closure Upload – Preview Complete Mockup

**Task Upload Detail**

\* - Indicates required fields

EditClose

**Task Upload Information**

**Name: \***  
Task Closure Template

**Status:**  
Preview Complete

**Template Type: \***  
Closure

**File Name:**  
Closure Template.xlsx

**Created By:**  
Vallari Bathala

**Updated On:**  
12/05/2023

**Notes:**

▼ Preview Information

Value	Number of Tasks
Tasks without Errors	<u>1</u>
Tasks with Errors	<u>1</u>
Total Tasks	2

ApproveReject

EditClose

Figure 2.8.2 – Task Upload Detail Page – Closure Preview Complete – View Mode

### 2.8.3 Description of Changes

The Status of “Preview Complete” indicates that the Task Upload has proceeded through the Preview Processing step (See [Section 2.7](#)) and completed the preview logic. At this point, the page will display additional information for the outcome of the preview processing.

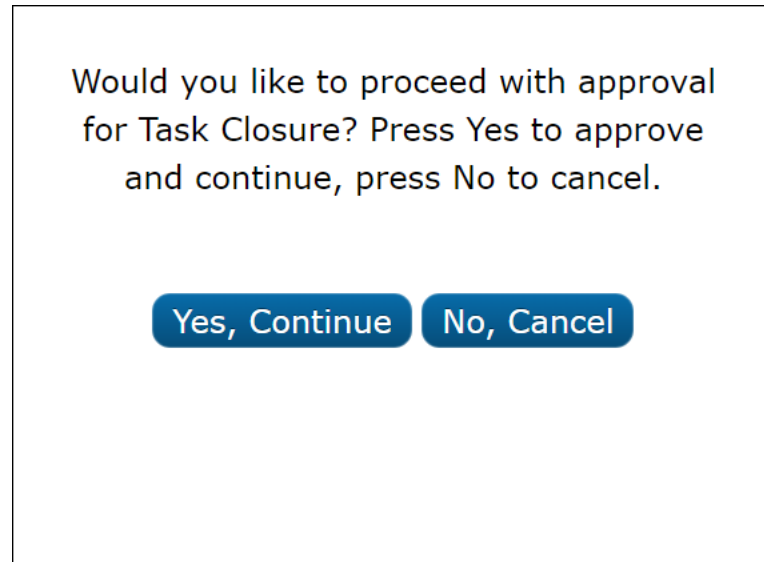
1. Task Upload Information: Refer to [Section 2.6.3](#) for specifics.

2. Preview Information

“Tasks without Errors” will indicate a “Number of Tasks” value with the number of rows within the uploaded template that did not produce an error as part of the preview processing. Similarly, “Tasks with Errors” will indicate a “Number of Tasks” value greater than 0 if one or more rows within the uploaded template identify an error as part of the preview processing (see section 2.11).

- BUTTON:** Approve – Update this button for closure processing such that once it is clicked, a message displays as an overlay confirming that the user wants to proceed with Task closure. This button is only available when the page is in View mode. The message within this overlay is “Would you like to proceed with

approval for Task Closure? Press Yes to approve and continue, press No to cancel."



Pressing "Yes, Continue" will set the Task Upload status to "Approved – Tasks Processing". Refer to [Section 2.12](#) for Approval Processing specifics.

Pressing "No, Cancel" will close the overlay and leave the Task Upload status in "Preview Complete".

#### 2.8.4 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Task Upload

#### 2.8.5 Security Updates

N/A

#### 2.8.6 Page Mapping

N/A

#### 2.8.7 Accessibility

N/A

## 2.8.8 Page Usage/Data Volume Impacts

N/A

## 2.9 Task Upload Detail Page – Task Closure Upload – Upload Complete

### 2.9.1 Overview

This section will specifically describe the modifications of this page when the Status of a Task Upload with a Template Type of “Closure” is “Upload Complete”.

### 2.9.2 Task Upload Detail Page – Task Closure Upload – Upload Complete Mockup

**Task Upload Detail**

\* - Indicates required fields

VoidClose

**Task Upload Information**

**Name: \***  
Task Closure Template

**Template Type: \***  
Closure

**Created By:**  
Vallari Bathala

**Notes:**

**Status:**  
Upload Complete

**File Name:**  
Closure Template.xlsx

**Updated On:**  
11/22/2023

**▼ Preview Information**

Upload approved on 11/22/2023 12:46:28 PM by Vallari Bathala (90AS002H6Q)

Value	Number of Tasks
Tasks without Errors	<u>1</u>
Tasks with Errors	<u>1</u>
Total Tasks	2

**▼ Upload Information**

Upload completed on 11/22/2023 12:46:29 PM

Value	Number of Tasks
Tasks without Errors	1
Tasks with Errors	0
Total Tasks	1

VoidClose

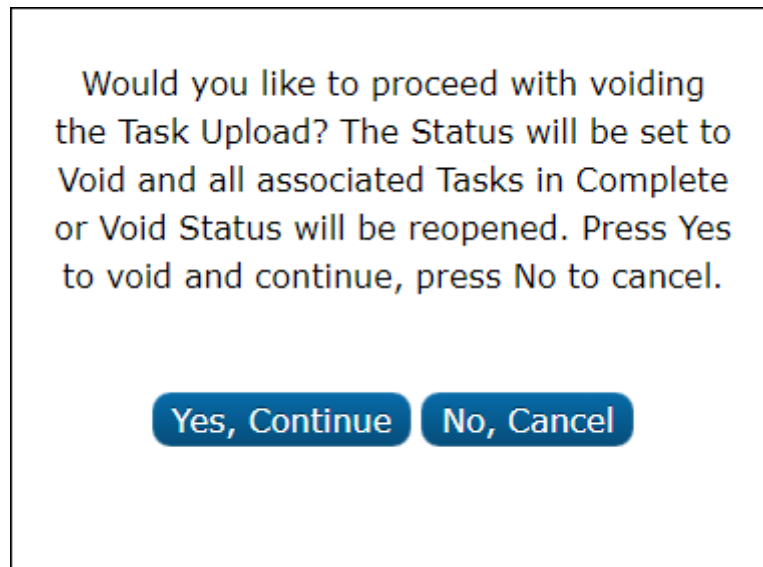
Figure 2.9.2 – Task Upload Detail Page – Closure Upload Complete



### 2.9.3 Description of Changes

The Status of "Upload Complete" indicates that Task closure processing has completed. At this stage, the page is only available in View mode.

1. Task Upload Information: Refer to [Section 2.6.3](#) for specifics.
2. Preview Information: Refer to [Section 2.6.3](#) for specifics.
3. **BUTTON**: Void – Update this button for Task Uploads with a Template Type value of "Closure such that once it is clicked, a message displays as an overlay confirming that the user wants to proceed with voiding the Task closure. This button is only available when the page is in View mode. The message within this overlay is "Would you like to proceed with voiding the Task Upload? The Status will be set to Void and all associated Tasks in a Completed or Void Status will be reopened. Press Yes to void and continue, press No to cancel."



Pressing "Yes, Continue" will void the Task Upload. Refer to [Section 2.13](#) for specifics.

Pressing "No, Cancel" will close the overlay and leave the Task Upload status in "Upload Complete".

### 2.9.4 Page Location

- **Global**: Admin Tools
- **Local**: Admin
- **Task**: Task Upload

## 2.9.5 Security Updates

N/A

## 2.9.6 Page Mapping

N/A

## 2.9.7 Accessibility

N/A

## 2.9.8 Page Usage/Data Volume Impacts

N/A

## 2.10 Preview Errors Page

### 2.10.1 Overview

This section will specifically describe the modification of this page when User clicks on the field: "Tasks with Errors" within the "Preview Information" panel.

### 2.10.2 Preview Errors Page Mockup

Preview Errors								
Name: Task Closure Template								Close
Summary								Results 1 - 1 of 1
Row	Task Number	Case Number	Program	Task Type	Task Sub-Type	Due Date	Complete/Void	Error Message
6	123456789	123456789					Completed	Invalid Case Number
								Close

Figure 2.10.2 – Preview Errors Page

### 2.10.3 Description of Changes

#### Summary

1. Update this section of the page to display the following columns for Task Uploads with a Template Type of "Closure":
  - a. Row – The row number that corresponds to the Row Number in the upload file that was processed for the Task Upload. This value serves as a reference to the original file to identify specific rows with the identified errors.

- b. Task ID – The Task ID attribute for the row.
- c. Case Number – The Case Number attribute for the row.
- d. Task Type – The Task Type attribute for the row.
- e. Task Sub-Type – The Task Sub-Type attribute for the row.
- f. Due Date – The Due Date attribute for the row.
- g. Complete/Void – The Complete/Void attribute for the row.
- h. Error Message – A comma-separated list of errors detected for the row during preview processing. Reference [Section 2.11](#) for specifics of preview processing.

#### 2.10.4 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Tasks > Task Upload

Click one of the hyperlinks or buttons available on the Task Upload List Page to access the Task Upload Detail page. Then, when the Status is Preview Complete or Upload Complete, click on the hyperlink next to the field "Tasks with Errors" within the Preview Information panel.

#### 2.10.5 Security Updates

N/A

#### 2.10.6 Page Mapping

Update Page Mapping with the new Task ID, Due Date and Complete/Void columns.

#### 2.10.7 Accessibility

N/A

#### 2.10.8 Page Usage/Data Volume Impacts

N/A

### 2.11 Preview Processing

#### 2.11.1 Overview

This section outlines modifications to the processing of a Task Closure Upload.

### 2.11.2 Preview Processing

Once a Task Upload with Template Type of "Closure" is moved into the "Preview Processing" Status, the CalSAWS System will begin evaluating the information that has been uploaded via the template file. A series of evaluations will take place for each row within the file to confirm the validity of information for each row as defined, determine a preview of the assignment distribution for those Tasks to be closed and indicate any warnings for invalid information that may require review.

Once this processing has been completed, the uploaded file will be removed from the CalSAWS file store as the information has been read from the file and stored into the database.

#### Preliminary Preview Processing/Error Evaluation:

Preview processing will attempt to access the uploaded file and specifically look for the existence of a worksheet titled "Tasks" and begin reading rows of data within this worksheet beginning with row #6, which is the first row for data entry beneath the column headers.

#### Data Validity Preview Processing/Error Evaluation:

The following table illustrates the evaluations that will take place for each attribute within the template. Leading and trailing blank spaces will be ignored, and upper/lower case does not matter.

Field	Validation	Error Message
Task ID	1. Confirm that the Task ID value is valid and that the Task ID is associated to a Task within the county.	Invalid Task ID
	2. If a valid Case Number value is provided, confirm that the Task ID is associated to the Case Number Provided.	Invalid Task ID for provided Case Number
	3. If the Task ID is valid for the county and the Task is NOT in an Assigned or In Process status.	Task is closed
Case Number	1. Confirm that the Case Number is valid for the County associated to the Task Upload.	Invalid Case Number

Program	N/A	N/A
Task Type	<p>If a Case Number value is NOT provided:</p> <p>1. Confirm that the Task Type is valid, exists for the County associated to the Task Upload AND that the Task Type is valid for the Task ID.</p>	Invalid Task Type
Task Sub-Type	<p>If a Case Number value is NOT provided:</p> <p>1. Confirm that the Task Sub-Type is associated to the Task Type identified in the Task Type column AND the Task Sub-Type is valid for the Task ID.</p>	Invalid Task Sub-Type
Due Date	<p>If a Case Number value is NOT provided:</p> <p>1. Confirm that the Due Date value is valid. Due Date entered must be in MM/DD/YYYY format.</p>	Invalid Due Date
	<p>If a Case Number value is NOT provided:</p> <p>2. Confirm that the Due Date value entered matches the Due Date for the associated Task.</p>	Invalid Due Date for the associated Task
Complete/Void	<p>1. Confirm the value is not null and is either "Completed" or "Void".</p>	Invalid Complete/Void status.

If a Case Number IS provided, the only fields that will process preview validations are:

- Task ID
- Case Number
- Complete/Void

If a Case Number is NOT provided, the following fields will be evaluated for preview validations:

- Task ID
- Task Type
- Task Sub-Type
- Due Date
- Complete/Void

## **2.12 Preview Approved/Upload Processing**

### **2.12.1 Overview**

This section outlines the processing once a preview is Approved.

### **2.12.2 Preview Processing**

Once a Task Upload with Template Type of "Closure" is moved into the "Approved – Tasks Processing" Status, the CalSAWS System will update the following attributes for the valid Tasks:

- The Task Status will be set to "Complete", or "Void" as specified in the Closure template.
- The Task History transaction will be logged to indicate the change in Status.
- The Completed/Void Date will be set.

## **2.13 Void Processing**

### **2.13.1 Overview**

This section outlines the processing if a completed Task Upload is Voided.

### **2.13.2 Preview Processing**

Once a Task Upload with Template Type of "Closure" is moved into the "Void – Processing" Status, the CalSAWS System will update the following attributes:





- The Status for all Tasks closed by the Task Upload will be set to Assigned.
- The Task History transaction will be logged to indicate the change in Status.
- The Completed/Expiration/Void Date will be cleared out (Task History will preserve the previous closure event).

The Assign to Program Worker attribute will be re-evaluated and updated if necessary. The re-evaluation of the Assign to Program Worker attribute is necessary in the scenario where a Task may have been assigned to the Program Worker at the time of expiration/void/complete, but the program worker may have since changed.

- iv. The Task Upload Status will be set to Void.

The above Void processing will not re-process a Task that has already been re-opened manually since the Task Upload closed the Task.

### 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Tasks	Task Upload – Closure Template	 Closure Template.xlsx
2	Tasks	Task Search/My Tasks	 Task Search Export.xlsx
3	Tasks	Task Reassignment Results	 Task Reassignment Results Export.xlsx
4	Tasks	QA/QC Task Sample Results	 Quality Task Sample Results Export.xlsx



## 4 REQUIREMENTS

---

### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.19.1.5	<p>The LRS shall allow COUNTY-specified Users to access alerts, reminders, and controls by using the following criteria in order to initiate a search:</p> <ul style="list-style-type: none"><li>a. All alerts, reminders, and controls on a case or a file;</li><li>b. A specified due date or a range of due dates;</li><li>c. Type of alert, reminder, or control; and</li><li>d. Status of alert, reminder, or control.</li></ul>	<ul style="list-style-type: none"><li>1. Incorporate a "Closure" template to the Task Upload pages and processing framework that will allow counties to upload up to 10 thousand Tasks to be closed (Completed or Voided) in mass.</li><li>2. Modify Task Export templates and the Task Detail page to display a unique identifier (Task ID) for a Task to support the mass closure processing.</li></ul>

## 5 MIGRATION IMPACTS

---

N/A.

## 6 OUTREACH

---

N/A.

## 7 APPENDIX

---

N/A.

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-264180

Clearance e-Application Automated Action  
Enhancements

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Vallari Bathala, Justin Dobbs
	Reviewed By	Justin Dobbs, Dymas Pena, Sarah Rich, Carlos Albances

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
10/17/2023	1.0	Initial Revision	Vallari Bathala

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# 1 OVERVIEW

---

This design outlines modifications to Clearance BenefitsCal e-Application processing to utilize the Clearance: e-Application task functionality.

## 1.1 Current Design

When an e-Application is submitted from BenefitsCal, processing will determine an Office to associate to the e-Application. This office is used to evaluate for a Task Bank within the county (that is associated to the same office) that is configured to receive "e-Application" category Tasks. If a Task Bank exists, a Clearance BenefitsCal Task will be created and assigned to the Bank.

The Application Transfer API which creates these Tasks does not utilize the Automated Action framework.

## 1.2 Requests

Update the Clearance e-Application Automated Action to be utilized by the Application Transfer API when creating Clearance e-Application Tasks.

Introduce an additional Automated Action assignment option that will allow Clearance e-Application Tasks to be routed into a specific Task Bank.

## 1.3 Overview of Recommendations

1. Update the BenefitsCal e-Application Task service to utilize the Clearance: e-Application Automated Action.
2. Update the Clearance: e-Application Automated Action attributes to be up to date and to allow Task routing into a specific Task Bank.

## 1.4 Assumptions

1. There are no impacts to the existing Task functionality/configurations for e-Application Tasks with this implementation. Counties with Task Banks configured to receive e-Application Tasks will continue to receive these Tasks in the same manner.
2. e-Application Task functionality outside of the recommendations defined in this document will not be modified.
3. There are no modifications to functionality within BenefitsCal.



## 2 RECOMMENDATIONS

### 2.1 Automated Action Detail

#### 2.1.1 Overview

The Automated Action framework allows county users a level of configurability for automated task generation on the Automated Action Detail page.

This section outlines the modifications required to update the Clearance: e-Application Automated Actions in the CalSAWS System.

#### 2.1.2 Automated Action Detail Mockup

**Automated Action Detail**

Save And ReturnCancel

**Action Information**

**Name:**  
Clearance: e-Application

**Type:**  
Create Task

**Status:** \*  
Inactive▼

**Program(s):**  
CW, CF, GR, MC

**Run Date:**  
Real Time

**Source:**  
Online

**Scenario:**  
An e-Application has been received for the clearance process. Please review and take appropriate action.

**Task Information**

**Task Type:**  
Clearance e-Application

**Due Date:**  
Default Due Date

**Initial Assignment:**  
Default Assignment

**Sibling Assignment:**  
No

**Guided Navigation:** \*  
No

**Long Description:**  
Clearance e-Application

**Default Due Date:**  
1 day

**Default Assignment:**  
e-Application Distribution

Save And ReturnCancel

Figure 2.1.2 - 1 – Automated Action Detail – Clearance: e-Application View Mode

## Automated Action Detail

Save And Return
Cancel

### Action Information

<b>Name:</b> Clearance: e-Application	<b>Type:</b> Create Task	<b>Status:</b> * Active
<b>Program(s):</b> CW, CF, DC, GR, MC	<b>Run Date:</b> Real Time	<b>Source:</b> Online
<b>Scenario:</b> An e-Application has been received for the clearance process. Please review and take appropriate action.		

### Task Information

<b>Task Type:</b> Clearance e-Application	
<b>Due Date:</b> Default Due Date	<b>Default Due Date:</b> 1 day
<b>Initial Assignment:</b> Specific Bank	<b>Bank ID:</b> * 19DP0000BKBK
<b>Sibling Assignment:</b> No	
<b>Guided Navigation:</b> * Yes	
<b>Long Description:</b> Clearance: {PROGRAMS}	

Edit
Close

**Figure 2.1.2 - 2 – Automated Action Detail – Clearance: e-Application Edit Mode**

### 2.1.3 Description of Changes

The Automated Action will be set to Active for all counties with the default assignment. This approach is to preserve existing functionality that is in place prior to implementation.

The only immediate change that will occur from the date of implementation is that e-Application Tasks will be created with a Task Type of "Clearance e-Application" ongoing. Tasks with type "Clearance BenefitsCal" will no longer be created. Tasks of Type Clearance BenefitsCal that exist will not be modified in order to preserve historical information. There are also no configuration adjustments needed by counties that have Task Banks set up for these Tasks; the routing logic is not impacted because both the previous "Clearance BenefitsCal" and new "Clearance e-Application" Task Type share the same Task Category value of "e-Application".

After implementation, if a county would like to disable the Clearance: e-Application Automated Action, they may simply set the status to Inactive.

1. Action Information:
  - a. Program(s) – Update this attribute value to be “CW, CF, DC, GR, MC”.
2. Task Information:
  - a. Initial Assignment – Make the ‘Initial Assignment’ dropdown menu editable with the following options:
    - i. Default Assignment – This option is the default value, which is “e-Application Distribution”. This is the same assignment method that is used prior to implementation which is to look for a Task Bank that can accept e-Applications within the county that is associated to the same Office that the e-Application is associated to.
    - ii. Specific Bank – Selecting this option will dynamically display a “Bank ID” field.
      1. The Bank ID (**required**) field displays a “Select” button that navigates to the Select Bank page where a Bank can be chosen for the Bank ID field. When a specific Bank is specified, all e-Application Tasks for the county will route to the configured Task Bank.
  - b. Long Description – Update this field to read “Clearance: {PROGRAMS}”  
Example Task Long Description: “Clearance: CalFresh, CalWORKs, Medi-Cal”

Note: If the Automated Action is invoked and cannot find a valid assignment, a Task is not generated.

#### 2.1.4 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Automated Actions > Task Admin  
Click on a hyperlink of the desired result displayed in the Automated Actions Search to navigate to the Automated Action Detail page.  
The Task Navigation will display if the user profile contains the “AutomatedActionsListView” security right.

#### 2.1.5 Security Updates

N/A.

#### 2.1.6 Page Mapping

N/A.

### **2.1.7 Accessibility**

N/A.

### **2.1.8 Page Usage/Data Volume Impacts**

N/A.

## 2.2 Application Transfer API

### 2.2.1 Overview

The Application Transfer API is a RESTful service that accepts the e-Application information from the Self-Service Portal and stores it in CalSAWS.

### 2.2.2 Description of Change

1. Modify the logic of the Application Transfer API to invoke the "Clearance: e-Application" Automated Action detailed in section [2.1 Automated Action Detail](#). If the Automated Action is Inactive for the county, Task processing will stop. If the Automated Action is Active for the county, Task processing will proceed. Task Assignment processing will not be modified if the Initial Assignment is set to Default Assignment. If the Automated Action is configured to assign to a Specific Bank, the resulting Clearance e-Application Task will be assigned to the specified Task Bank.

Technical Note: When a task cannot be generated due to a lack of a valid Bank to assign the Task to or because the Automated Action is Inactive for the county, do not log an error transaction in the Splunk logging tool. The transaction details are already recorded into the CalSAWS database.

### 2.2.3 Partner Integration Testing

No.

### 2.2.4 Execution Frequency

Real-time.

### 2.2.5 Key Scheduling Dependencies

N/A.

### 2.2.6 Counties Impacted

CalSAWS counties.

### 2.2.7 Category

N/A.

### **2.2.8 Data Volume/Performance**

N/A.

### **2.2.9 Interface Partner**

BenefitsCal.

### **2.2.10 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.)

### 3 SUPPORTING DOCUMENTS

---

N/A.

## 4 REQUIREMENTS

---

### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.19.1.3	The LRS shall include the ability to take automatic action on specified case maintenance activity.	Update the Task Type attribute in Clearance: e-Application Automated Action.



## 5 MIGRATION IMPACTS

---

N/A.

## 6 OUTREACH

---

N/A.

## 7 APPENDIX

---

N/A.



California Statewide Automated Welfare System

## **Design Document**

CA-264678

Updates to variable population on overpayment packets

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Raj Devidi
	Reviewed By	Priya Sridharan

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/04/2023	0.1	Initial Draft	Raj Devidi

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# 1 OVERVIEW

---

This effort will populate overpayment reason in all available threshold languages on the Overpayment notices.

## 1.1 Current Design

When the following forms are generated in a threshold language, Overpayment reason text is populated in English.

- ABP 4023 C
- CF 377.7F1
- CalFresh IPV Packet
- CalFresh AE Packet
- CalFresh IHE Packet
- CalWORKs Overpayment Packet
- DFA 377.7F
- M44-350ISAR
- CW OP ADJ A405C
- CF 377.7D
- CF 377.7D2
- CF 377.7D3
- CF 377.7B
- CF 377.7B1

## 1.2 Requests

Add translations for the overpayment reason populated on the following forms:

- ABP 4023 C
- CF 377.7F1
- CalFresh IPV Packet
- CalFresh AE Packet
- CalFresh IHE Packet
- CalWORKs Overpayment Packet
- DFA 377.7F
- M44-350ISAR
- CW OP ADJ A405C
- CF 377.7D
- CF 377.7D2
- CF 377.7D3
- CF 377.7B

- CF 377.7B1

### 1.3 Overview of Recommendations

1. Add translations for the overpayment reason.

### 1.4 Assumptions

1. There are no trigger changes for the impacted forms/notices in this SCR.
2. There are no verbiage/version changes to the Forms/Notices listed in this SCR.
3. Supporting Documents section references attachments found on Jira website.
4. This SCR CA-264678 has to go after the SCR CA-262687.

## 2 RECOMMENDATIONS

---

### 2.1 Overpayment Reason translation

#### 2.1.1 Overview

The overpayment reason is populated on the below listed forms/notices.

- ABP 4023 C
- CF 377.7F1
- CalFresh IPV Packet
- CalFresh AE Packet
- CalFresh IHE Packet
- CalWORKs Overpayment Packet
- DFA 377.7F
- M44-350ISAR
- CW OP ADJ A405C
- CF 377.7D
- CF 377.7D2
- CF 377.7D3
- CF 377.7B
- CF 377.7B1

Update CT119 overpayment reason with translated verbiage. Refer to #1 and #2 in the Supporting Documents section for the translations.

Refer to #3 in the Supporting Documents section for the mockups where overpayment reason is populated.



### 2.1.2 Form Variable Population

Translate the overpayment reasons that are available in CT119 in the missing threshold languages.

Variable Name	Population	Formatt ing	Editable* /Field Type	Template Repository Population	Online Population	Batch Population
Overpaym ent Reason	The reason why an over issuance occurred. Pulls from the Recovery Account Details page, in the Account Details section, next to the Reason line.  Populate overpayment reason from CT119 table.	Arial Font Size 10	Y	Y	Y	Y

Note: There no change from where overpayment reason is populated. This change is only to translate in available threshold languages.

### 2.1.3 Form Generation Conditions

There are no changes to the form generation conditions and mailing requirements.

### 3 SUPPORTING DOCUMENTS

---

Number	Functional Area	Description	Attachment
1	Form	CT119 Translations in 8 missing languages	CT119_Request1_8 Langs.xlsx
2	Form	CT119 Translations in 12 missing languages	CT119 - Request2_12 Langs.xlsx
3	Form	Mockups	Mockup PDFs.zip

## 4 REQUIREMENTS

---

### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.1.3 CAR-1207	The LRS shall include the ability to add threshold languages for written material, including notices, NOAs, forms, flyers, letters, and stuffers, as required by COUNTY, as well as for any other language for which the State provides a translation.	OI/OP Packet's overpayment reason text is being populated in threshold languages.



California Statewide Automated Welfare System

## **Design Document**

CA-264923

Enable E-Signature Functionality for Non-State Forms

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Justin Bourbonniere
	Reviewed By	Jain Himanshu, Priya Sridharan

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/18/2023	1.0	Initial Draft	Justin Bourbonniere

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# 1 OVERVIEW

---

CSF 100 form will have several updates including XDP, document parameters, print options and visibility. LA County PA 1913 will be marked obsolete.

## 1.1 Current Design

1. CSF 100
  - a. CSF 100: No Central or Local printing.
  - b. CSF 100: No BRM header.
  - c. CSF 100: Does not populate values.
  - d. CSF 100: Not visible to LA County.
  - e. CSF 100: No document parameters.
2. PA 1913
  - a. PA 1913: Document enabled.

## 1.2 Requests

1. Update CSF 100
  - a. CSF 100: Add Central and Local printing.
  - b. CSF 100: XDP will be updated with a coversheet and BRM header.
  - c. CSF 100: Make form visible to LA county.
  - d. CSF 100: Add CalWORKs, Cal-Learn, WTW, and REP Program field on the Document Parameters page.
2. Obsolete PA 1913
  - a. NOTE: LA county needs to be informed when the form will be turned off to make sure staff is instructed of the release and replacement of PA 1913 w/ the CSF 100.

## 1.3 Overview of Recommendations

1. Update CSF 100
  - a. CSF 100: Add Central and Local printing.
  - b. CSF 100: XDP will be updated with a coversheet and BRM header.
  - c. CSF 100: Make form visible to LA county.
  - d. CSF 100: Add CalWORKs, Cal-Learn, WTW, and REP Program field on the Document Parameters page.
2. Obsolete LA County PA 1913

## 1.4 Assumptions

1. There are no other changes to the form's generation conditions or variable population logic, unless otherwise stated in this design document.
2. CSF 100 already has E-signature enabled in the database, but the E-signature buttons cannot be accessed until Central and Local printing are added to the form.
3. CSF 100 does not currently have any variable population logic.
4. CSF 100 does not have any batch or online generation logic.

5. The verbiage on the coversheet and BRM for CSF 100 follows the CW 2200, including all threshold languages.
6. Any translations update for the forms or BRM/Coversheet verbiage will be updated in a future effort with SCR CA-260302.
7. Cal-Learn (CL), Welfare-to-Work (WTW) programs are currently associated with CSF 100.

## 2 RECOMMENDATIONS

---

### 2.1 Update CSF 100.

#### 2.1.1 Overview

CSF 100 already has E-signature enabled in the database. Central and Local printing is currently disabled. CSF 100 does not currently have any variable population logic. CSF 100 does not have any batch or online generation logic.

Central and Local printing will be added to CSF 100. The XDP files for CSF 100 will be updated with a coversheet and BRM header, including threshold languages. A prepaid return envelope will be provided for the customer. CSF 100 should populate the Business Reply Address (BRM) for the county the form generates. CSF 100 will be made visible to LA county. Cal-Learn (CL), CalWORKs (CW), Welfare-To-Work (WTW) and Refugee Employment Program (REP) Program fields will be added on the CSF 100 Document Parameters page.

**State Form:** CSF 100 (07/2020)

**Current Programs:** Cal-Learn (CL), Welfare-to-Work (WTW)

**Current Attached Form(s):** None

**Current Forms Category:** Form

**Current Template Repository Visibility:** Migration counties

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

#### 2.1.2 Form/NOA Verbiage

CSF 100 will be updated with a coversheet and BRM header including threshold languages.

**Update Form XDP**

**Updated Languages:** No changes in this SCR.



**Form Header:** Add coversheet and move the CalSAWS Standard Header (Header\_1) to the coversheet. Add BRM header to the back of the coversheet. Add Agency Header (Header\_3-1) to the pages of the form.

Include verbiage 'On the back of this sheet is the address for returning your form' on the coversheet right below the standard header to instruct the customer to use the next page to return the form.

**Note:** *The verbiage added will be in its respective threshold language.*

The form itself will begin on page 3, directly after the BRM header.

**Form Title:**

- **Title listed on Template Repository/Document List page:** No changes in this SCR.
- **Title printed on the Form:** No changes in this SCR.

**Form Number:** No changes in this SCR.

**Forms Category:** Form

**Template Repository Visibility:** Add LA County Visibility

- **Technical Note:** DCR to DOC\_TEMPL table to set TEMPL\_COUNTY\_CATGRY\_CODE to all

**Include NA Back 9:** N/A

**Imaging Form Name:** No changes in this SCR.

### 2.1.3 Form Variable Population

There are no changes to this section.

### 2.1.4 Form Generation Conditions

1. **Add/Update Form to Template Repository**

**Required Document Parameters:** CalWORKs (CW), and Refugee Employment Program (REP) will be available in the programs dropdown in the document parameters page.

- **Technical Note:** DCR to DOC\_TEMPL\_PGM table to PGM\_CODE column adding REP, CW.
- **Technical Note:** DCR to DOC\_TEMPL table to PARAMTR\_PAGE\_IDENTIF column to Standard.jsp.

2. **Update Form Control**

A BRM barcode and Imaging Barcodes are needed as we are adding a BRM header to the form.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	Y	Y

### 3. **Update Form Print Options**

CSF 100 indicator to allow E-Signature is already enabled in the database. Local and Central Printing will be added to CSF 100, which will allow the user to access the E-signature button via the distributed documents page.

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):** Customer Name selected from Document Parameters

**Mailed From (Return):** Sending Office

**Mail-back-to Address:** County BRM address which generated the form

**Outgoing Envelope Type:** SM

**Return Envelope Type:** Returned Prepaid Envelope

#### **Additional Options:**

**Special Paper Stock:** N/A

**Enclosures:** N/A

**Electronic Signature:** Y

**Electronic Signature (IVR/Text):** Y

**Check to Sign:** N

**Post to Self Service Portal (SSP):** N

## 2.2 **Obsolete PA 1913.**

### 2.2.1 **Overview**

PA 1913 form will be disabled and replaced by CSF 100.

NOTE: LA county needs to be informed when the form will be turned off to make sure staff is instructed of the release and replacement of PA 1913 w/ the CSF 100.

**State Form:** PA 1913 (08/01/12)

**Current Programs:** CalWORKs (CW), Refugee Employment Program (RE), Welfare to Work (WT)

**Current Attached Form(s):** None

**Current Forms Category:** Form

**Current Template Repository Visibility:** LA County

**Existing Languages:** Armenian, Chinese, English, Korean, Russian, Spanish

### 2.2.2 Form/NOA Verbiage

There are no changes to this section.

### 2.2.3 Form Variable Population

There are no changes to this section.

### 2.2.4 Form Generation Conditions

Obsolete LA County PA 1913

- **Technical Note:** DCR to DOC\_TEMPL\_LANG table to end date LA County PA 1913 including threshold languages (Armenian, Chinese, Korean, Russian, Spanish). Update column PERIOD\_END\_DATE & set FORMAT\_CODE to FN.

### 3 REQUIREMENTS

---

#### 3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.16 CAR-1465	The LRS shall provide summary reports of notices, NOAs, forms, letters, stuffers, and flyers generated, which can be sorted by case, program, notice type, file number, and worker.	<ol style="list-style-type: none"><li>1. Update CSF 100</li><li>2. Obsolete PA 1913</li></ol>



California Statewide Automated Welfare System

## **Design Document**

**CA-265524**

**(LobbyKiosk/Fact-1.0 - Upgrade Kiosk  
and dependent libraries)**

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Prashant Goel

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
01/15/2024	1.0	Initial Draft	Prashant Goel/Ken

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# 1 OVERVIEW

---

This SCR will upgrade LobbyKiosk/Fact-1.0 application and dependent libraries to adhere to the N-1 software update strategy.

## 1.1 Request

Refer the below table that will upgrade the libraries within LobbyKiosk/Fact-1.0 application to adhere N-1 software update strategy.

Open Source Software	Latest Version	N-1 Version	CalSAWS Version	Application Name
javafx-controls	21-ea+17	20.0.1	11.02	LobbyKiosk/FACT1.0
javafx-graphics	21-ea+17	20.0.1	11.02	LobbyKiosk/FACT1.0
javafx-base	21-ea+17	20.0.1	11.02	LobbyKiosk/FACT1.0

## 1.2 Overview of Recommendations

The LobbyKiosk/Fact-1.0 application will be compiled with the latest libraries and will be deployed using the latest platform. Breaking changes should be resolved if the application code is using an old library. Following application will receive an upgrade:

Application Name
LobbyKiosk/Fact-1.0

## 1.3 Assumptions

- This upgrade should not change the functional behavior of the LobbyKiosk/Fact-1.0 applications.



## 2 RECOMMENDATIONS

---

This SCR will upgrade LobbyKiosk/Fact-1.0 application and other open-source libraries to adhere to the N-1 software update strategy

### 2.1 Security Updates

N/A

## 3 SUPPORTING DOCUMENTS

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N/A

Number	Functional Area	Description	Attachment

## 4 REQUIREMENTS

---

N/A

### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

### 4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

## 5 MIGRATION IMPACTS

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N/A

## 6 OUTREACH

---

N/A

## 7 APPENDIX

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N/A



California Statewide Automated Welfare System

## **Design Document**

CA-268173

AP18 and AP34 Batch Transactions with APP  
FLAG O for GA/GR Applications

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Howard Suksanti
	Reviewed By	Yuga Teja

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
1/8/2024	1.0	Initial Revision	Howard Suksanti
2/5/2024	1.1	Updated the Assumption based on the review comment.	Howard Suksanti

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# 1 OVERVIEW

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## 1.1 Current Design

Currently, when a GA/GR application is registered in CalSAWS, AP18 transactions only send APP FLAG (Application Flag – DE 3024) “N” and/or “P” to MEDS. The APP FLAG “N” only indicates pending CalFresh application and APP FLAG “P” only indicates pending Medi-Cal application. Neither APP FLAG can indicate that a GA/GR application exists in the case. Per the State’s designation of specific APP FLAG codes for each program, APP FLAG “G” or “O” is needed in the MEDS record for the GA/GR program.

## 1.2 Requests

When a GA/GR application is registered, send the correct APP FLAG in the AP18/AP34 transactions to MEDS. This will allow the e-IAR (electronic Interim Assistance Reimbursement) process to read the MEDS record as having a GA/GR application.

The e-IAR (for GA/GR) process looks for APP FLAG of “G” or “O” and/or GA/GR aid code and SSI application date in MEDS to initiate the e-IAR process with SSA. For MEDS to recognize the existence of GA/GR applications on the INQP (PENDING/DENIED APPLICATIONS & APPEALS) screen or IAPP (APPLICATION TRACKING INQUIRY MENU) screen in MEDS, CalSAWS must send APP FLAG of “O” or “G” in the batch AP18/AP34 transactions.

The legacy system, CalWIN, always sent APP FLAG of “O” in batch for all GR applications without issue. Even though APP FLAG “G” is designated for GR and MC applications, CalWIN opted to forego using “G” because APP FLAG “O” will work with a separate AP18 transaction with APP FLAG “P” if the case includes MC. Likewise, sending APP FLAG of “O” will work in all scenarios, including CalFresh.

CalSAWS to be programmed to send AP18/AP34 transactions with APP FLAG “O” to MEDS when there is a GA/GR application. Since the case flag is not being sent by CalSAWS, we will not be reimbursed for our county funds and adding the flag manually is a workload issue. Additionally, if the flag is not entered timely with the application, it will also not be reimbursed as there is a strict timeframe that the flag code must be added.

## 1.3 Overview of Recommendations

CalSAWS to be programmed to send AP18/AP34 transactions with APP FLAG “O” to MEDS when there is a GA/GR application.

## 1.4 Assumptions

1. No change to the existing logic of triggering AP18 and AP34 when GA/GR program is not in the case or GA/GR program is denied/discontinued while other programs are in pending/active.
2. No change to the existing logic of displaying the APP FLAG on AP18 and AP34 when GA/GR program is not in the case or GA/GR program is denied/discontinued while other programs are in pending/active.
3. GA/GR program is equivalent to GA/GR/GM code in the backend database.
4. No change to the existing logic: Manual 'IEVS' requests will trigger AP18 with the Application Date (DE3020) of the active program based on the Program hierarchy but will always display APP FLAG 'I'.
5. No change to the existing logic: Manual 'IEVS and SAVE' requests will trigger AP18 with the Application Date (DE3020) of the active program based on the Program hierarchy and will display that program's APP FLAG.
6. No change to the existing logic: Manual 'AVP', 'AVP and IEVS', or 'AVP, IEVS, and SAVE' requests will trigger AP18 with the Application Date (DE3020) of the pending or active program (based on the Program hierarchy) and will display that program's APP FLAG.
7. No change to existing logic: When update an Alien # on a case (GA/GR and other programs), there will be one AP18 based on an existing hierarchy logic of the program.
8. No change to existing logic: When update the Person # on a case that GA/GR program is discontinued/denied but other programs are still in pending/active, there will be one AP18 based on an existing hierarchy logic of the program.

## 2 RECOMMENDATIONS

---

### 2.1 Update MEDS AP18 transaction

#### 2.1.1 Overview

The AP18 can be used to report new applicants to MEDS or to report a new application for a client already known to MEDS. It also triggers when updating an Alien #, Person # or requesting 'IEVS' or 'IEVS and SAVE' and more.

Currently CalSAWS sends an APP FLAG of "I" on the AP18 when requesting an IEVS Applicant.

CalSAWS sends a single AP18 transaction to MEDS when there are multiple applications on the same day.

Modify AP18 to send APP FLAG of "O" when the program code is GA/GR.

### 2.1.2 Description of Change

- Modify AP18 to send APP FLAG of "O" when the program is GA/GR.
- When requesting only GA/GR application, the AP18 will have an APP FLAG of "O".
- AP18 will send an APP FLAG of "I" when the transaction is for requesting IEVS only transaction. This AP18 can be requested manually by the worker or there is an existing batch job that request AP18 one month prior to RE/RD due date.
- When there are new applications for multiple programs that included GA/GR program, AP18 will be triggered for each program.
- Application Date (DE 3020) on AP18 and AP34 will be displayed with corresponding to each of program block when GA/GR program is associated with other programs case.
- When there is an 'IEVS' request, the AP18 always send APP FLAG of "I". This is when there is an active GA/GR program case.
- When there is an 'IEVS' request on a multiple program including GA/GR, the AP18 will be a single transaction and the hierarchy will be used to determine the active program that will be sent. This is like the existing functionality even though the case is associated with GA/GR program.
- When requesting the 'IEVS and SAVE' on an active GA/GR program only case, AP18 will have the APP FLAG of "O".
- For determining the APP FLAG when requesting the 'IEVS'/'IEVS and SAVE' or AVP scenario, the logic should follow the hierarchy of the active program that the person is associated to.
- Denied scenario – when GA/GR program is denied on the same day when the application is created, the AP18 will have an APP\_FLAG of "O".
- When GA/GR program and other program are denied on the same day when applications are created, there will be a separate AP18 for each program. AP18 for GA/GR program will have an APP FLAG of "O".
- When rescind only GA/GR program, AP18 will be triggered with an APP FLAG of "O".
- When rescind GA/GR program and other programs on the same day, AP18 will be triggered for each program.
- When rescind/reapply other programs (e.g. MC, CF) on a pending/active GA/GR case, AP18 will be triggered for each program.
- When update an Alien # on a pending/active GA/GR only case, AP18 will be triggered with APP FLAG of "O".
- When update an Alien # on a case (GA/GR and other programs), there will be one AP18 based on an existing hierarchy logic of the program.



- When update the Person # on a pending/active GA/GR only case, AP18 will be triggered with APP FLAG of "O".
- When update the Person # on a pending/active case (GA/GR and other programs), AP18 will be triggered for each program.
- When update the Person # on a case that GA/GR program is discontinued/denied but other programs are still in pending/active, there will be one AP18 based on an existing hierarchy logic of the program.

Please find more details in the supporting document.

Technical notes: the AP18 connector logic will be updated as part of this SCR.

### **2.1.3 Partner Integration Testing**

No.

### **2.1.4 Execution Frequency**

No Change.

### **2.1.5 Key Scheduling Dependencies**

No Change.

### **2.1.6 Counties Impacted**

All counties.

### **2.1.7 Data Volume/Performance**

N/A

### **2.1.8 Category**

Core-Off Prime.

### **2.1.9 Interface Partner**

MEDS

### **2.1.10 Failure Procedure/Operational Instructions**

Batch Support 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.).

## **2.2 Update MEDS AP34 transaction**

### **2.2.1 Overview**

The AP34 is used to report denial on a pending application which has been previously reported to MEDS via an AP18.

Modify AP34 to send APP FLAG of "O" when the program code is GA/GR.

### **2.2.2 Description of Change**

- Modify AP34 to send APP FLAG of "O" when the program code is GA/GR.
- When GA/GR program and other program are denied on the same day, there will be a separate AP34 transaction for each program. AP34 for GA/GR program will have an APP FLAG of "O".

Please find more details in the supporting document.

### **2.2.3 Partner Integration Testing**

No.

### **2.2.4 Execution Frequency**

No Change. Daily.

### **2.2.5 Key Scheduling Dependencies**

No Change.

### **2.2.6 Counties Impacted**

All counties.

### **2.2.7 Data Volume/Performance**

N/A

### 2.2.8 Category

Core-Off Prime.

### 2.2.9 Interface Partner

MEDS

### 2.2.10 Failure Procedure/Operational Instructions

Batch Support 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.).

## 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	AP18 and AP34	Scenarios for sending APP FLAG of "O"	Application Flag__Scenarios__CER 265203.xlsx

## 4 REQUIREMENTS

### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.20.1.1	The LRS shall provide for the support of system interfaces and integration necessary for the coordination of services with other federal, State, and COUNTY agencies and other external agencies, for the purposes of reducing paperwork, verification of LRS Data, and preventing the duplication of LRS Data entry.	This SCR updates MEDS AP18 and AP34 transactions to send APP FLAG of "O" for GA/GR.



# CalsAWS

California Statewide Automated Welfare System

## **Design Document**

CA-268448

Automate Fiscal Warrant Print Inbound File  
Process

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Anusha Gangishetty
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
1/4/2024	1.0	Initial Version	Anusha Gangishetty

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# 1 OVERVIEW

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## 1.1 Current Design

The CalSAWS Project at present applies manual DCR process to accomplish processing delayed Warrant Print inbound/return file from any partner.

## 1.2 Requests

1. Update Inbound Warrant Print Reader job to automate warrant print process for delayed warrant prints from Ready for Manual Issuance to Submitted status.
2. Create new Warrant Email Notification Job to notify the consortium with list of warrants which would move to Ready for Manual Issuance from Submitted status in upcoming two business working days.

## 1.3 Overview of Recommendations.

1. Update Inbound Warrant Reader job to automate warrant print process for delayed warrants prints from Ready for Manual Issuance to Submitted status.
2. Create new Warrant Email Notification Job to notify the consortium with list of warrants which would move to Ready for Manual Issuance from Submitted status in upcoming two business days.

## 1.4 Assumptions

None.



## 2 RECOMMENDATIONS

---

### 2.1 Warrant Print Reader Job

#### 2.1.1 Overview

This batch Below describes the required changes to update a Warrant Printer reader.

#### 2.1.2 Description of Change

Update Warrant Printer reader logic to identify Issuances based on the following criteria.

- a. Status as "Ready for Manual Issuance".
- b. Status Reason as "File not Found".
- c. Latest Issuance detail records moved to 'Ready for Manual Issuance' by SubmittedIssuanceUpdateBatch job.
- Update Status from "Ready for Manual Issuance" to "Issued".  
Note: Issuance History would be having two records one from 'Ready for Manual Issuance' to Submitted and other record from Submitted to Issued status.
- Update Issue Date based on the inbound file.
- Update Stale Date based on the counties' Warrant Expiration timeframe.
- Update Control Number based on the inbound file.

#### 2.1.3 Execution Frequency

N/A

#### 2.1.4 Key Scheduling Dependencies

N/A

#### 2.1.5 Counties Impacted

Butte, El Dorado, Glenn, Humboldt, Imperial, Inyo, Kern, Kings, Lassen, Madera, Marin, Mendocino, Merced, Mono, Monterey, **Riverside**, San Bernardino, San Francisco, San Joaquin, Santa Cruz, Shasta, **Sierra**, Siskiyou, Stanislaus, Sutter, Yuba.

#### 2.1.6 Data Volume/Performance

N/A

### 2.1.7 Failure Procedure/Operational Instructions

There is no restartability for the interface. If the batch process fails, any unprocessed warrants will be picked up and sent in the next successful batch process.

## 2.2 Daily Warrant Print Email Notification Job

### 2.2.1 Overview

This batch job will automatically notify the consortium with list of warrants which would move to Ready for Manual Issuance from Submitted status in upcoming four business days.

### 2.2.2 Description of Change

1. Create a new email notification batch job, to automatically notify with the list of warrant issuances which would move to Ready for Manual Issuance from Submitted status in upcoming four business days.
2. The email format of the list warrants is shown in the figure **2.2.2.1**.

File Message Insert Draw Options Format Text Review Help Table Design Layout Tell me what's new

Calibri (Body) 10 B I U [Color Picker] [Background Color] [Link] [Image] [Redo] [Undo]

**Send** To: xxxxx@CalSAWS.org

Cc:

Subject: Daily Delayed Warrant Print Report

On [mm/dd/YYYY] Delayed Warrant Print Report is listed as below :

Total Number of Warrants will be moved to Ready for Manual Issuance in four business days : 23

County Name	Issuance Category	Total Count
San Francisco	Supplemental Benefit	10
Marin	Monthly Benefit	2
Marin	Supplemental Benefit	10
Yuba	Customer Non-Benefit	1

**Figure 2.2.2.1**

### 2.2.3 Execution Frequency

Daily

### 2.2.4 Key Scheduling Dependencies

N/A

### 2.2.5 Counties Impacted

Butte, El Dorado, Glenn, Humboldt, Imperial, Inyo, Kern, Kings, Lassen, Madera, Marin, Mendocino, Merced, Mono, Monterey, Riverside, San Bernardino, San Francisco, San Joaquin, Santa Cruz, Shasta, Sierra, Siskiyou, Stanislaus, Sutter, Yuba.

### 2.2.6 Data Volume/Performance

N/A

### 2.2.7 Failure Procedure/Operational Instructions

N/A

## 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

## 4 REQUIREMENTS

### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

## 4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

## 5 MIGRATION IMPACTS

---

None.

## 6 OUTREACH

---

None.

## 7 APPENDIX

---

None.

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-268946

Cal-OAR 19D - WTW\_V\_EN update logic

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Shining Liu
	Reviewed By	Edgars Reinholds, Chitra Barsagade, Himanshu Jain

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
10/23/2023	1.0	Initial draft	Shining Liu

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# 1 OVERVIEW

---

Per ACL 19-40, WTW\_V\_EN (variable 41) in Cal-OAR 19D identifies individuals who were or were not enrolled in any approved education or training activity or program in the measurement quarter. WTW\_V\_EN is the numerator in the education skills and development access and utilization rates. A revision in the logic for this variable is needed so that participants who are enrolled at any point during the measurement quarter are included.

## 1.1 Current Design

The definition of criteria for WTW\_V\_EN provided in SCR CA-204569 captured only individuals who were newly enrolled in the measurement period. SCR CA-255713 revised the logic for WTW\_V\_EN such that newly enrolled and “carryovers” from previous measurement periods are included in the variable. Currently, WTW\_V\_EN looks only at the following activity types: 'Voc/Ed Training', 'Job Skills Training-Empl', 'Education-Empl', and 'Satisfactory School Attendance (REM)'.

Additionally, the variable only considers participants whose earliest education activity status is 'Active' with a status reason of 'Attending' or 'Referred'.

## 1.2 Requests

WTW\_V\_EN is the numerator of the education skills and development access and utilization rates. WTW\_V\_EN should capture all participants who were enrolled at any point during the measurement period. Additionally, the variable should also consider participants whose earliest education activity status is 'Completed' with an activity status begin date within the measurement period.

## 1.3 Overview of Recommendations

1. Modify the logic of WTW\_V\_EN to do the following:
  - a. Capture all participants who were enrolled at any point during the measurement period.
  - b. Additionally include participants whose earliest education activity status is 'Completed' with an activity status begin date within the measurement period.

## 1.4 Assumptions

1. All existing functionalities will remain unchanged unless called out as part of this SCR. Consider the following:
  - a. Enrollment within the measurement period should be determined using the scheduled activity start and end date, not the activity status begin and end date.
  - b. The earliest activity begin date is the earliest begin date of the activity status, not the earliest scheduled start date of the activity.



## 2 RECOMMENDATIONS

---

### 2.1 Update criteria of WTW\_V\_EN in Cal-OAR 19D

#### 2.1.1 Overview

WTW\_V\_EN should capture all participants who were enrolled at any point during the measurement period. Additionally, the variable should also consider participants whose earliest education activity status is 'Completed' with an activity status begin date within the measurement period.

Note: WTW\_V\_EN looks only at the following activity types: 'Voc/Ed Training', 'Job Skills Training-Empl', 'Education-Empl', and 'Satisfactory School Attendance (REM)'.

#### 2.1.2 Description of Change

1. Modify the logic of WTW\_V\_EN to do the following. Please refer to the supporting document CA-268946 Cal-OAR Data Element Specifications Tracker for additional information. Examples have been included in a new Notes column.
  1. Capture all participants who were enrolled in an approved education or training activity at any point during the measurement period. This means that the scheduled activity start date is before or during the measurement period, the scheduled activity end date is during or after the measurement period, and there exists an activity with an activity status of 'Active' or 'Completed' within the measurement period. In addition to 'Active', include participants whose earliest education activity status is 'Completed' with an activity status begin date within the measurement period.
    - i. Example 1
      1. Consider a person Voc/Ed activity with a scheduled start date of 4/1/2023 and a scheduled activity end date of 8/31/2023. Worker has added the following statuses:
        - a. 'Active - Referred' with an activity status begin date of 5/2/2023 and an activity status end date of 6/9/2023
        - b. 'Active - Attending' with an activity status begin date of 6/10/2023
      2. For the Cal-OAR 19D files containing the measurement period April to June 2023 and July to September 2023, this individual should be counted.

ii. Example 2

1. Consider a person with a Voc/Ed activity that has a scheduled activity start date of 4/1/2023 and a scheduled activity end date of 8/31/2023. Worker has added the following statuses:
  - a. 'Completed - Completed Satisfactory' with an activity status begin date of 5/2/2023
2. For the Cal-OAR 19D file containing the measurement period April to June 2023, this individual should be counted. For the Cal-OAR 19D file containing measurement period July to September 2023, this individual should not be counted.

iii. Example 3

1. Consider a person with a Voc/Ed activity that has a scheduled activity start date of 6/1/2023 and a scheduled activity end date of 12/31/2023. Worker has added the following statuses:
  - a. 'Active - Referred' with an activity status begin date of 5/2/2023 and an activity status end date of 6/9/2023
  - b. 'Active - Attending' with an activity status begin date of 6/10/2023 and an activity status end date of 6/29/2023
  - c. 'Closed - Dropped' with an activity status begin date of 6/30/2023
2. For the Cal-OAR 19D file containing the measurement period April to June 2023, this individual should be counted. However, for the Cal-OAR 19D file containing the measurement period July to September 2023, this individual should not be counted toward WTW\_V\_EN since the activity has already been 'Closed', even though the activity is not scheduled to end until 12/31/2023.

2. See attached supporting document for updated WTW\_V\_EN criteria.

### 2.1.3 Partner Integration Testing

Yes. After programming changes are made, CalSAWS will generate 2 outbound Cal-OAR 19D test files and send to CDSS. CDSS will review the files and send to a small cohort of counties to review and validate that the data is satisfactory. The test file will be generated with unmasked data.

#### **2.1.4 Execution Frequency**

No change. Quarterly on the 1<sup>st</sup> of March, June, September, and December.

#### **2.1.5 Key Scheduling Dependencies**

No change. Cal-OAR 19D sweep (PB00C108) must complete before Cal-OAR 19D outbound writer (PO00C109) and Cal-OAR 19D FTP (PO00C149).

#### **2.1.6 Counties Impacted**

All counties.

#### **2.1.7 Category**

No change.

#### **2.1.8 Data Volume/Performance**

N/A

#### **2.1.9 Interface Partner**


California Department of Social Services (CDSS).

#### **2.1.10 Failure Procedure/Operational Instructions**

Batch Support 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.)

### 3 SUPPORTING DOCUMENTS

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Number	Functional Area	Description	Attachment
1	Cal-OAR	Updated Cal-OAR Data Element Specifications Tracker for WTW_V_EN	CA-268946 Cal-OAR Data Element Specifications Tracker.xlsx  CA-268946 Cal-OAR Data Element Specific

## 4 REQUIREMENTS

---

### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.20.1.1	The LRS shall provide for the support of system interfaces and integration necessary for the coordination of services with other federal, State, and COUNTY agencies and other external agencies, for the purposes of reducing paperwork, verification of LRS Data, and preventing the duplication of LRS Data entry.	Update WTW_V_EN from Cal-OAR 19D file.

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-270826

REQ\_CAPP and COM\_ADAY - OCAT Appraisal  
Completion Timeliness Rate programming  
change per SRFRA 3922

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Howard Suksanti, Shining Liu
	Reviewed By	Edgars Reinholds

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/19/2023	1.0	Initial draft	Howard Suksanti, Shining Liu

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# 1 OVERVIEW

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Per ACL 19-40, REQ\_CAPP (variable 35) identifies individuals who were or were not granted aid in the measurement month who are required to complete an OCAT/Appraisal. REQ\_CAPP is the denominator of the OCAT/Appraisal Completion Timeliness Rate. COM\_ADAY (variable 36) identifies individuals who did or did not complete an OCAT/Appraisal within 30 days after aid is granted. COM\_ADAY is the numerator of the OCAT/Appraisal Completion Timeliness Rate. WTW\_PRO (variable 19) is the WTW program status of the individual and is used to calculate rates such as the OCAT/Appraisal Completion Timeliness Rate and the Sanction Resolution Rate.

This SCR will update the logic of REQ\_CAPP, COM\_ADAY, and WTW\_PRO in the Cal-OAR 19A report.

## 1.1 Current Design

The current CalSAWS programming for variable REQ\_CAPP (the denominator for OCAT/Appraisal Completion Timeliness Rate) and COM\_ADAY (the numerator for OCAT/Appraisal Completion Timeliness Rate) includes criteria that checks for program status and requires that the EDBC approval date and WTW program status update to Active or Exempt Volunteer must take place in the same measurement month.

## 1.2 Requests

1. Update the logic for REQ\_CAPP and COM\_ADAY per SIRFRA 3922.
2. Update WTW\_PRO variable logic.

## 1.3 Overview of Recommendations

1. Modify the criteria of REQ\_CAPP variable.
2. Modify the criteria of COM\_ADAY variable.
3. Modify the criteria for WTW\_PRO variable.

## 1.4 Assumptions

N/A.

## 2 RECOMMENDATIONS

---

### 2.1 Update criteria of REQ\_CAPP

#### 2.1.1 Overview

Modify the criteria of REQ\_CAPP (variable 35), the denominator of the OCAT/Appraisal Completion Timeliness Rate, based on SIRFRA 3922.

#### 2.1.2 Description of Change

1. The updated criteria for REQ\_CAPP variable is as follows. Please refer to the supporting document CA-270826 Cal-OAR Data Element Specifications Tracker for additional information. Examples have been included in a new Notes column.

1. EDBC action date for most recent application that moved CW program to 'Approved' status within the measurement month (previous status was not 'Active'/Ineligible for at least 6 months or greater; or has never received CW benefits before)

Example 1:

CalWORKs program Denied for 4/2018 - 03/2019 and 4/2019 - 05/2021. On 06/02/2021, the worker ran EDBC to approve CalWORKs person to 'Active'. The EDBC action date is 06/02/2021.

2. WTW program status relevant to this measure - (WTW Active (01, 1a, 1b), Exempt Volunteer (3a)) exists after the application date.

Example 2:

A person is added in CalWORKs for the first time on October 2023, the logic will only send 02 for the measurement month that the person is added into CalWORKs. The logic will not pick up this case again as a duplicate on the next measurement month.

Example 3:

September 2023 – 2 participants are active.

October 2023 – run EDBC. The 2 participants are included in the current measurement month only.

January 2024 – run EDBC for a person newly added to case. It is the first time they are on the case, and they are approved. The third person only will be included on the next reporting period.

Response options:

- Response 01 – Meets only criteria 1 or meets only criteria 2

Note: Criteria 1 is specified in section 2.1.2.1.1 above. Criteria 2 is specified in section 2.1.2.1.2.

- Response 02 – Meets all criteria
- Response 99 – Did not meet criteria 1 and 2

Example 4:

Cash aid is granted to a CalWORKs person on 2/28/24 and the OCAT/Appraisal is completed on 3/15/24. This person would be a 02 in the measurement month of February 2024, since they meet the 30-day timeliness limit.

### **2.1.3 Partner Integration Testing**

Yes. After programming changes are made, CalSAWS will generate one outbound test file with March 2023 report month data and send to CDSS. CDSS will review the Cal-OAR 19A file and send to a small cohort of counties to review and validate that the data is satisfactory. The test file will be generated with unmasked data. There will only be one Cal-OAR 19A file generated in this entire SCR, since all recommendations affect Cal-OAR 19A only.

### **2.1.4 Execution Frequency**

No change.

### **2.1.5 Key Scheduling Dependencies**

No change. Before Cal-OAR 19A outbound writer job (PO00C103).

### **2.1.6 Counties Impacted**

All counties.

### **2.1.7 Category**

Core.

### **2.1.8 Data Volume/Performance**

N/A

### 2.1.9 Interface Partner

California Department of Social Services (CDSS).

### 2.1.10 Failure Procedure/Operational Instructions

Batch Support 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.).

## 2.2 Update criteria of COM\_ADAY

### 2.2.1 Overview

Modify the criteria of COM\_ADAY (variable 36), the numerator of the OCAT/Appraisal Completion Timeliness Rate, based on SIRFRA 3922.

### 2.2.2 Description of Change

1. The updated criteria for COM\_ADAY variable is as follows. Please refer to the supporting document CA-270826 Cal-OAR Data Element Specifications Tracker for additional information. Examples have been included in a new Notes column.
  1. Variable 35 (REQ\_CAPP) = 02
  2. Appraisal Activity scheduled start date less than or equal to 30 days from EDBC approval date and has activity status 'Completed'. Note: Activity Type = 'Appraisal' or 'Orientation/Appraisal'. If both activity types are present, check if one of them has met the 30-day limit and has status 'Completed'.

Example 1:

EDBC run on 09/20/23 to approve CalWORKs.

'Appraisal' scheduled start date 10/24/23 with status 'Completed'.

'Orientation/Appraisal' scheduled start date 10/19/23 with status 'Completed'.

The logic will pick the 'Orientation/Appraisal' activity with scheduled start date 10/19/23 since it met the 30-day limit and has status 'Completed'.

The logic will look for appointment start date (the scheduled start date of the customer activity), not status begin date.

Example 2:

EDBC run on 09/20/23 to approve CalWORKs.  
'Appraisal' scheduled start date 10/24/23 with status 'Completed'.  
'Orientation/Appraisal' scheduled start date 10/19/23 with status 'No Show'.  
The logic will not pick either activity.

Example 3:  
EDBC run on 09/20/23 to approve CalWORKs.  
'Appraisal' scheduled start date 10/19/23 with status 'No Show'.  
'Orientation/Appraisal' scheduled start date 10/19/23 with status 'Completed'.  
The logic will pick the 'Orientation/Appraisal' activity with scheduled start date 10/19/23 since it met the 30-day limit and has status 'Completed'.

Example 4:  
EDBC run on 09/20/23 to approve CalWORKs.  
'Appraisal' scheduled start date 10/19/23 with status 'Completed'.  
'Orientation/Appraisal' scheduled start date 10/19/23 with status 'Completed'.  
The logic will pick either activity since both the 'Appraisal' and the 'Orientation/Appraisal' activity meet the 30-day limit and have status 'Completed'. The logic should not double count the activities for the individual for COM\_ADAY variable.

#### Response options:

- Response 01 - Individual meets criteria 1 but does not meet criteria 2
  - Note: Criteria 1 is specified in section 2.2.2.1.1 above. Criteria 2 is specified in section 2.2.2.1.2 above.
- Response 02 - Meets all criteria
- Response 99 - Individual does not meet any criteria (Variable 35 (REQ\_CAPP) = '01' or '99' and/or does not meet criteria 2)

### **2.2.3 Partner Integration Testing**

Yes. After programming changes are made, CalSAWS will generate one outbound test file with March 2023 report month data and send to CDSS. CDSS will review the Cal-OAR 19A file and send to a small cohort of counties to review and validate that the data is satisfactory. The test file will be generated with unmasked data. There will only be one Cal-OAR 19A file generated in this entire SCR, since all recommendations affect Cal-OAR 19A only.

#### **2.2.4 Execution Frequency**

No change.

#### **2.2.5 Key Scheduling Dependencies**

Cal-OAR 19D sweep (PB00C108) must complete before Cal-OAR 19D outbound writer (PO00C109) and Cal-OAR 19D FTP (PO00C149).

#### **2.2.6 Counties Impacted**

All counties.

#### **2.2.7 Category**

No change.

#### **2.2.8 Data Volume/Performance**

N/A

#### **2.2.9 Interface Partner**

California Department of Social Services (CDSS).

#### **2.2.10 Failure Procedure/Operational Instructions**

Batch Support 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.).

### **2.3 Update criteria of WTW\_PRO**

#### **2.3.1 Overview**

Update the population logic of WTW\_PRO (variable 19) when REQ\_CAPP (variable 35) = 02, in Cal-OAR 19A file only. The change does not affect any other variables, including the calculation of the Sanction Resolution Rate.

### 2.3.2 Description of Change

1. Modify the logic of WTW\_PRO to populate the WTW program status within 30 days from the EDBC action date to approve CalWORKs instead of using the WTW\_PRO for the report month, only if REQ\_CAPP = 02 (Please refer to section 2.1.2 for more details on the EDBC action date.).

#### Response options:

Response 01=WTW Active

Response 1a=Good Cause

Response 1b=Non-Compliance

Response 02=Sanction

Response 03=Exempt

Response 3a=Exempt Volunteer

Response 99=Not Applicable

Note: This change applies only to WTW\_PRO in Cal-OAR 19A file and does not affect any other variables.

#### Example 1:

Assume a report month of October 2023. CalWORKS is approved 10/15/2023. WTW program status is 'Pending' from 10/15/2023 to 11/13/2024 and is 'WTW Active' starting 11/14/2023.

If REQ\_CAPP is determined to be '02', WTW\_PRO would be '01' for October 2023 report month, based on the response options.

If REQ\_CAPP is determined to not be '02', WTW\_PRO would be '99' for October 2023 report month, based on the response options.

### 2.3.3 Partner Integration Testing

Yes. After programming changes are made, CalSAWS will generate one outbound test file with March 2023 report month data and send to CDSS. CDSS will review the Cal-OAR 19A file and send to a small cohort of counties to review and validate that the data is satisfactory. The test file will be generated with unmasked data. There will only be one Cal-OAR 19A file generated in this entire SCR, since all recommendations affect Cal-OAR 19A only.

### 2.3.4 Execution Frequency

No change.



### 2.3.5 Key Scheduling Dependencies

No change. Before Cal-OAR 19A outbound writer job (PO00C103).

### 2.3.6 Counties Impacted

All counties.

### 2.3.7 Category

No change.

### 2.3.8 Data Volume/Performance

N/A


### 2.3.9 Interface Partner

California Department of Social Services (CDSS).

### 2.3.10 Failure Procedure/Operational Instructions

Batch Support 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.)

## 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Cal-OAR	Updated Cal-OAR Data Element Specifications Tracker for REQ_CAPP, COM_ADAY, and WTW_PRO	CA-270826 Cal-OAR Data Element Specifications Tracker.xlsx  CA-270826 Cal-OAR Data Element Specific

## 4 REQUIREMENTS

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### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.20.1.1	The LRS shall provide for the support of system interfaces and integration necessary for the coordination of services with other federal, State, and COUNTY agencies and other external agencies, for the purposes of reducing paperwork, verification of LRS Data, and preventing the duplication of LRS Data entry.	Update REQ_CAPP, COM_ADAY, and WTW_PRO from Cal-OAR 19A file.

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-271959

Prevent Non-County Staff from changing their  
Classification to 'Child Support Statewide'

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Trevor Torres
	Reviewed By	Pete Quijada, Michael Wu, Himanshu Jain

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
02/16/2024	1.0	Initial Design	Trevor Torres

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# 1 OVERVIEW

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Currently, users that are provisioned through the Non-County Staff page can edit the Classification of Non-County Staff to 'Child Support Statewide' and once this change is made, that staff is unable to be changed to a different Classification. This SCR will remove the option to select the Classification Title in Edit mode to prevent this from happening.

## 1.1 Current Design

Currently, users that are provisioned through the Non-County Staff page can edit the Classification of Non-County Staff to 'Child Support Statewide'.

Once this change is made, that staff is unable to be changed to a different Classification.

## 1.2 Requests

Prevent users that are provisioned through the Non-County Staff page from being able to change the Classification to 'Child Support Statewide'.

## 1.3 Overview of Recommendations

1. Update the Non-County Staff Detail page to not include the value of "Child Support Statewide" when the option to select a new value is present on the Classification Title field when the page is in Edit mode.  
Note: The option of "Child Support Statewide" will only be available when the Non-County Staff Detail page is in Create mode.
2. Users that are provisioned through the Non-County Staff page with the "Child Support Statewide" Classification but are not assigned to the Security Role "Child Support View Only" will have all of their currently assigned Security Roles and Security Groups removed and will be assigned to the "Child Support View Only" Security Role.

## 1.4 Assumptions

1. Existing functionalities will remain unchanged unless called out as part of this SCR.

## 2 RECOMMENDATIONS

Currently, users that are provisioned through the Non-County Staff page can edit the Classification of Non-County Staff to 'Child Support Statewide' and once this change is made, that staff is unable to be changed to a different Classification. This SCR will remove the option to select the Classification Title in Edit mode to prevent this from happening.

### 2.1 Non-County Staff

#### 2.1.1 Overview

This page allows you to search for a Non-County Staff Worker profile. This SCR will update the page to remove the option to select the Classification Title "Child Support Statewide" in Edit mode.

#### 2.1.2 Non-County Staff Mockup

##### Non-County Staff Detail

\*- Indicates required fields

Save Cancel

**General Staff Information**

<b>First Name: *</b>	<b>Middle Name:</b>	<b>Last Name: *</b>	<b>Suffix:</b>
<input type="text" value="Anita"/>	<input type="text"/>	<input type="text" value="Maxwin"/>	<input type="text" value=""/>

<b>Classification Title: *</b>	<b>Staff ID:</b>
<div><div>CalFresh Auditor</div><div>CalFresh Auditor</div><div>Child Care Auditor</div><div>CMSP Auditor</div><div>GA/GR Correspondence Staff</div><div>IEVS Auditor</div><div>Medi-Cal Auditor</div><div>Other External Agency</div><div>QC Auditor</div></div>	<input type="text" value="11111"/>

**Comments:**

Figure 2.1.1 – Non-County Staff Edit Mode Mockup

#### 2.1.3 Description of Changes

1. Update the Non-County Staff Detail page to not include the value of "Child Support Statewide" when the option to select a new value is present on the Classification Title field when the page is in Edit mode, as shown in Figure 2.1.1.

Note: The option of "Child Support Statewide" will only be available when the Non-County Staff Detail page is in Create mode.

2. Users that are provisioned through the Non-County Staff page with the "Child Support Statewide" Classification but are not assigned to the Security Role "Child Support View Only" will have all of their currently assigned Security Roles and Security Groups removed and will be assigned to the "Child Support View Only" Security Role.

#### 2.1.4 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Non-County Staff

#### 2.1.5 Page Mapping

N/A

#### 2.1.6 Page Usage/Data Volume Impacts

N/A



## 3 REQUIREMENTS

---

### 3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
3.4.1.1.9 CAR- 2067	The LRS shall include an online means for authorized security personnel to assign, update, or remove User access rights at the individual User level.	Updating who is able to Edit a Classification Title.



California Statewide Automated Welfare System

## **Design Document**

CA-272531

Update CalSAWS Texting Campaign Name to  
BenefitsCal

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Trevor Torres, Sri Keerthanaa Muruganantham, Shining Liu
	Reviewed By	Michael Wu, Edgars Reinholds, Sivagami Nachiyappan, Jared Kuester, Anand Dattatri Kulkarni, Chitra Barsagade, Himanshu Jain

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
1/17/2024	1.0	Initial draft; added Recommendations for Emergency Text Detail page at 2.1	Trevor Torres, Sri Keerthanaa Muruganantham, Shining Liu

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# 1 OVERVIEW

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CalSAWS has several text message campaigns that are sent to customers in certain scenarios, such as confirmation of customer opt-in to text messaging or when certain forms are not received. An update to the templates for these text messages is required.

## 1.1 Current Design

Currently, all CalSAWS text messages begin with the campaign name of 'CalSAWS'. Customers are unaware what CalSAWS is and mistake text messages coming from CalSAWS as scam.

## 1.2 Requests

Update text messages to start with 'BenefitsCal', which is the customer facing self-service portal that the customers are more familiar with.

## 1.3 Overview of Recommendations

1. Update Emergency Text Message online page with the new campaign name.
2. Update all text messages to start with campaign name of 'BenefitsCal' instead of 'CalSAWS'.
  - a. For text messages which exceed 160 characters, update the message verbiage to avoid exceeding 160 characters.
  - b. Remove unused text messages.
3. Update verbiage from 'CalSAWS' to 'BenefitsCal' for (844) 859-2100.
4. Update verbiage on the Terms and Conditions page on CalSAWS.org to refer to 'BenefitsCal' instead of 'CalSAWS'.

## 1.4 Assumptions

1. Only the text help line at (844) 859-2100 needs to have verbiage updated from 'CalSAWS' to 'BenefitsCal'.
2. There are no changes to the trigger conditions or target populations of any text message.
3. There are no changes to the existing CalSAWS batch sweep text campaign framework, as defined in SCR CA-207106 (CA-224051). All batch sweep text campaigns are expected to follow framework definitions, including but not limited to:
  - a. Text messages that have a <Phone Number> parameter in the message will use (844) 859-2100.
  - b. A Customer Contact History entry will be added for sent texts, except Emergency Texts, which includes a status on whether it was successfully sent or not. No journal entry will be created.

- c. Counties may choose to turn on or off the corresponding Automated Action. Turning on the Automated Action means the new text message will be sent to participants in the county, but it will not generate notifications or tasks within CalSAWS. Turning off the Automated Action means the new text message will not be sent to participants in the county. All new Automated Actions are set to Active by default.
- d. All batch text messages will be sent during normal business hours (8:00 AM to 6:00 PM).
- e. Text message will be sent in Spanish if the person's written language preference is 'Spanish', otherwise the text message will be sent in 'English'.

## 2 RECOMMENDATIONS

### 2.1 Emergency Text Detail

#### 2.1.1 Overview

This page allows you to send one-time text messages to a group of customers for emergency information outside of the normal texting campaigns.

#### 2.1.2 Emergency Text Detail Mockup

**Emergency Text Detail**

\*- Indicates required fields

Save and Return Cancel

Recipient Information		
Program:	Zip Code:	Total Recipients:
Child Care		1968

**Text Message**

Text Name: \* Status: \*  
- Select -

English Text Message: \* English Link:

Maximum characters allowed is 145 including link. Current character count is: 0

Spanish Text Message: \* Spanish Link:

Maximum characters allowed is 145 including link. Current character count is: 0

Save and Return Cancel

This Type\_1 page took 101.76 seconds to load.

Figure 2.1.1 – Emergency Text Detail Mockup

#### 2.1.3 Description of Changes

1. Update the text message in the record saved to "EMRGNCY\_TEXT" when saving for custom Emergency Text messages to prepend with "BenefitsCal: " instead of "CalSAWS: ".  
Note: A space will follow the colon after BenefitsCal.
2. Update the user-entered character limit in the "English Text Message:" and "Spanish Text Message:" text area fields from "150" characters to "145" characters.
  - a. Update the wording below the "English Text Message:" and "Spanish Text Message:" text area fields to match with the new user-entered character limit, as shown in Figure 2.1.1.

Note: The user-entered limit of “145” characters will use current functionality and count the characters used in the English and Spanish “Link” text boxes.

#### **2.1.4 Page Location**

- **Global: Admin Tools**
- **Local: Admin**
- **Task: Emergency Text**

#### **2.1.5 Page Mapping**

N/A

#### **2.1.6 Page Usage/Data Volume Impacts**

N/A



## 2.2 Update text message templates

### 2.2.1 Overview

Update the templates of all text message campaigns to begin with 'BenefitsCal' instead of 'CalSAWS'. Update the verbiage of select text message campaigns to avoid exceeding 160 characters, or to ensure reusability. Remove the unused 'YBN to BenefitsCal Migration' text message campaign.

### 2.2.2 Description of Change

1. Create a CTR to update the templates of all text message campaigns in CT2806. Refer to the supporting document 'CA-272531 - Text Messages - Revised Verbiage.xlsx' for further details.
2. Remove the unused 'YBN to BenefitsCal Migration' text message campaign by end-dating records from CT2806 and CT2804.

Note: Ensure that the text message templates visible for the corresponding Automated Actions match the new text message templates.

### 2.2.3 Execution Frequency

No change. Varies per text message campaign. Please refer to the supporting document 'CA-272531 - Text Messages - Revised Verbiage.xlsx' for further details.

### 2.2.4 Key Scheduling Dependencies

No change. Batch sweep text message campaigns run before PO00V200 (text thread load balancer) and PO00V201 – PO00V210 (text processing threads). Real-time text campaigns are sent immediately. Please refer to the supporting document 'CA-272531 - Text Messages - Revised Verbiage.xlsx' for further details.

### 2.2.5 Counties Impacted

All counties.

### 2.2.6 Category

No change.

### **2.2.7 Data Volume/Performance**

N/A

### **2.2.8 Failure Procedure/Operational Instructions**

Batch Support 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.).

The Text Notification Report, located under Reports>Scheduled>Administrative>Text Notification Report, is a monthly report that runs on the first business day of the month and is available for viewing starting the day after. It contains a summary of text messages sent during the previous report month (e.g. the January 2024 report is for the reporting period of December 2023), including which text messages were ultimately undeliverable.

## **2.3 Update Text Help Line Verbiage from 'CalSAWS' to 'BenefitsCal'**

### **2.3.1 Overview**

Update verbiage from 'CalSAWS' to 'BenefitsCal' for the text help line at (844) 859-2100.

### **2.3.2 Description of Change**

1. Update verbiage from 'CalSAWS' to 'BenefitsCal' for text help line at (844) 859-2100. See attached supporting document 'CA-272531 - Text and Outbound Help Line.vsdX' for details.

## **2.4 Update Terms & Conditions on CalSAWS.org**

### **2.4.1 Overview**

Update Terms and Conditions on CalSAWS.org.

### **2.4.2 Description of Changes**


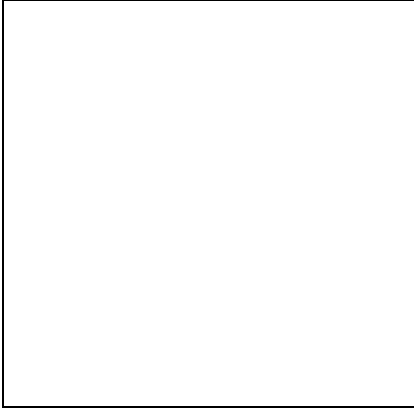

1. Update Terms and Conditions on CalSAWS.org, replacing 'CalSAWS' with 'BenefitsCal'. Please refer to the supporting document 'CA-272531 - Terms and Conditions - New Text.docx' for the updated verbiage.

### **2.4.3 Page Location**

- [www.calsaws.org/thlp/](http://www.calsaws.org/thlp/)

### 3 SUPPORTING DOCUMENTS

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Number	Description	Attachment
1	B&I/Online – Update verbiage for text message templates	CA-272531 - Text Messages - Revised Verbiage.xlsx  CA-272531 - Text Messages - Revised V
2	Contact Center/IVR – Update Text Help Line verbiage	CA-272531 - Text and Outbound Help Line.vsd 
3	Prod Ops – Update Terms and Conditions verbiage	CA-272531 - Terms and Conditions - New Text.docx  CA-272531 - Terms and Conditions - New

## 4 REQUIREMENTS

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### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.20	The LRS shall support multiple means of communicating appointments, appointment reminders, and critical dates and/or information that may affect a participant's eligibility, using the following means: a. E-Mail; b. Text messaging; d. Automated phone reminder; e. USPS mail	Text notifications from CalSAWS will be updated.
2.20.1.3	The LRS shall include the ability to exchange LRS Data residing on external systems and communicate the results of any automated LRS Data matches.	Text notifications from CalSAWS will be updated.

# CalsAWS

California Statewide Automated Welfare System

## **Design Document**

CA-273295

Add MC 372 in 6 additional languages

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Sahana Ramesh
	Reviewed By	Ramya HS

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
01/02/2024	1.0	Initial Draft	Sahana Ramesh



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# 1 OVERVIEW

The purpose of this change is to add MC 372 in 6 additional languages to CalSAWS.

## 1.1 Current Design

Currently the MC 372 is available in English and all CalSAWS supported threshold languages.

## 1.2 Requests

1. Add 6 additional languages to MC 372 to CalSAWS Template Repository.

**Languages include:** Hindi, Japanese, Mien, Punjabi, Thai and Ukrainian.

## 1.3 Overview of Recommendations

1. Add 6 additional languages to MC 372 to CalSAWS Template Repository.

**Languages include:** Hindi, Japanese, Mien, Punjabi, Thai and Ukrainian.

## 1.4 Assumptions

1. No Updates to the existing trigger conditions.
2. Supporting Documents section references attachments found on Jira.

## 2 RECOMMENDATIONS

### 2.1 Add 6 additional languages to MC 372.

### 2.2 Overview

Add MC 372 in the following languages.

**State Form:** MC 372

**Programs:** Medi-Cal

**Forms Category:** Forms

**Form Header:** DHCS standard header (Header\_3-4)

**Form Number:** MC 372

**Include NA Back 9:** No

**Template Repository Visibility:** All Counties

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

#### 2.2.1 Form Verbiage

**Add MC 372 in the following languages.**

**Add languages :** Hindi, Japanese, Mien, Punjabi, Thai and Ukrainian.

**Form Mockups/Examples:** See supporting document #1

#### 2.2.2 Form/NOA Variable Population

This form has no variables.

#### 2.2.3 Form/NOA Generation Conditions

There will be no updates to the Form Generation, Form Control and Print/Mailing Options.

### 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.	Correspondence	MC 372	MC372_HI.pdf MC372_JA.pdf MC372_ML.pdf MC372_PU.pdf MC372_TH.pdf MC372_UK.pdf

### 4 REQUIREMENTS

#### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices;	MC 372 is added in Hindi, Japanese, Mein, Punjabi , Thai and Ukrainian languages.

	<p>p. Transitioning of aid notices;</p> <p>q. Interface triggered forms and notices (e.g., IFDS, IEVS);</p> <p>r. Non-compliance and sanction notices;</p> <p>s. Benefit issuance and benefit recovery forms and notices, including reminder notices;</p> <p>t. Corrective NOAs on State Fair Hearing decisions;</p> <p>u. CSC paper ID cards with LRS-generated access information; and</p> <p>v. CSC PIN notices.</p>	
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