CalSAWS

California Statewide Automated Welfare System

Design Document

CA-267396

ACL 22-71-Add ICT M40-195B State available threshold languages to CalSAWS

© 2023 CalSAWS. All Rights Reserved.

CalSAWS **Case Data Removal Override Report**

Napa
Run Date: FEB-03-22 08:36 AM
Report Month: 07/2021

Row Count	Case Count
5,522	1,368

Case Number	Case Name	Program	Aid Code	Status	Closure Month	Primary Applicant	Identification Date	Recovery Account Closure Date	Override Reason	Override Date	Worker ID
0132052	Case Name	CalWORKs	30 - CW-All Other Families (Fed)	Denied	07/01/2009	BOSTWICK, EUGENE	09/11/2020	-	Under QA/QC Review	04/06/2021	-
0132052	Case Name	Medi-Cal	-	Discontinued	06/01/2011	BOSTWICK, EUGENE	09/11/2020	-	Under QA/QC Review	04/06/2021	-
2001419	Case Name	CalFresh	09 - CalFresh	Discontinued	01/01/2011	BARD, AZUCENA	09/11/2020	-	Under QA/QC Review	04/06/2021	-
2001419	Case Name	Medi-Cal	-	Discontinued	01/01/2011	BARD, AZUCENA	09/11/2020	-	Under QA/QC Review	04/06/2021	-
2001419	Case Name	Welfare to Work	-	Deregistered	08/01/2010	BARD, AZUCENA	09/11/2020	-	Under QA/QC Review	04/06/2021	-
2001419	Case Name	CalWORKs	30 - CW-All Other Families (Fed)	Discontinued	01/01/2011	BARD, AZUCENA	09/11/2020	-	Under QA/QC Review	04/06/2021	-
2001419	Case Name	Immediate Need	-	Discontinued	06/01/2010	BARD, AZUCENA	09/11/2020	-	Under QA/QC Review	04/06/2021	-
0117731	Case Name	Immediate Need	-	Discontinued	05/01/2011	Ogden, Andre	09/11/2020	-	Under QA/QC Review	04/06/2021	-
2005243	Case Name	Immediate Need	-	Discontinued	12/01/2011	OCKLEY, SHIELA	09/11/2020	-	Under QA/QC Review	04/07/2021	-
2005243	Case Name	CalFresh	-	Denied	11/01/2011	OCKLEY, SHIELA	09/11/2020	-	Under QA/QC Review	04/07/2021	-
2005243	Case Name	CalWORKs	35 - CW-Two Parent (Fed)	Denied	11/01/2011	OCKLEY, SHIELA	09/11/2020	-	Under QA/QC Review	04/07/2021	-
2005243	Case Name	Medi-Cal	-	Discontinued	05/01/2013	OCKLEY, SHIELA	09/11/2020	-	Under QA/QC	04/07/2021	-

2.2.5 Batch Jobs

Case Data Removal Identification Job (PB00P800) and Identified Case Data Removal Re-Verification Job (PB00P803) have been created to identify cases that can have data to be removed. These batch jobs will search the CalSAWS database to identify data removal cases and insert into the purge table with an initial status of 'Identified'.

- A database table called CASE_PURGE is used to store the case ID and purge status, along with other information required for auditing and reporting.
- The batch process (PB00P800) will execute the core SQL to identify cases and insert them into the purge table.
- After the PB00P800 is executed, re-verification batch process (PB00P803) will execute and remove the cases as per exception rules from the purge table.
- Later the Report Load Analytics procedures will run on their scheduled monthly dates to generate the Case Data Removal Identification Report for all CalSAWS Counties.
    - AN_CURATION_REPORTS_CASE_PURGE_IDENTIF_REPORT
    - AN_CURATION_REPORTS_CASE_PURGE_IDENTIF_REPORT_RDS
    - AN_CURATION_REPORTS_CASE_PURGE_IDENTIF_REPORT_QLIK
    - AN_CURATION_REPORTS_CASE_PURGE_OVERRD_REPORT

2.2.6 Batch job Schedule

Case Data Removal Batch job will be scheduled on ad hoc basis as per approved schedules.

© 2020 CalSAWS. All Rights Reserved.

Case Data Removal Reporting process is monthly, and reports will be available on the 12th day of every month. If this date lands on a holiday or Sunday, then the report will be available the following day.

2.2.7 Restart Logic

See section 2.5.7

2.3 Case Data Removal Online Page changes

2.3.1 Case Summary Page updates

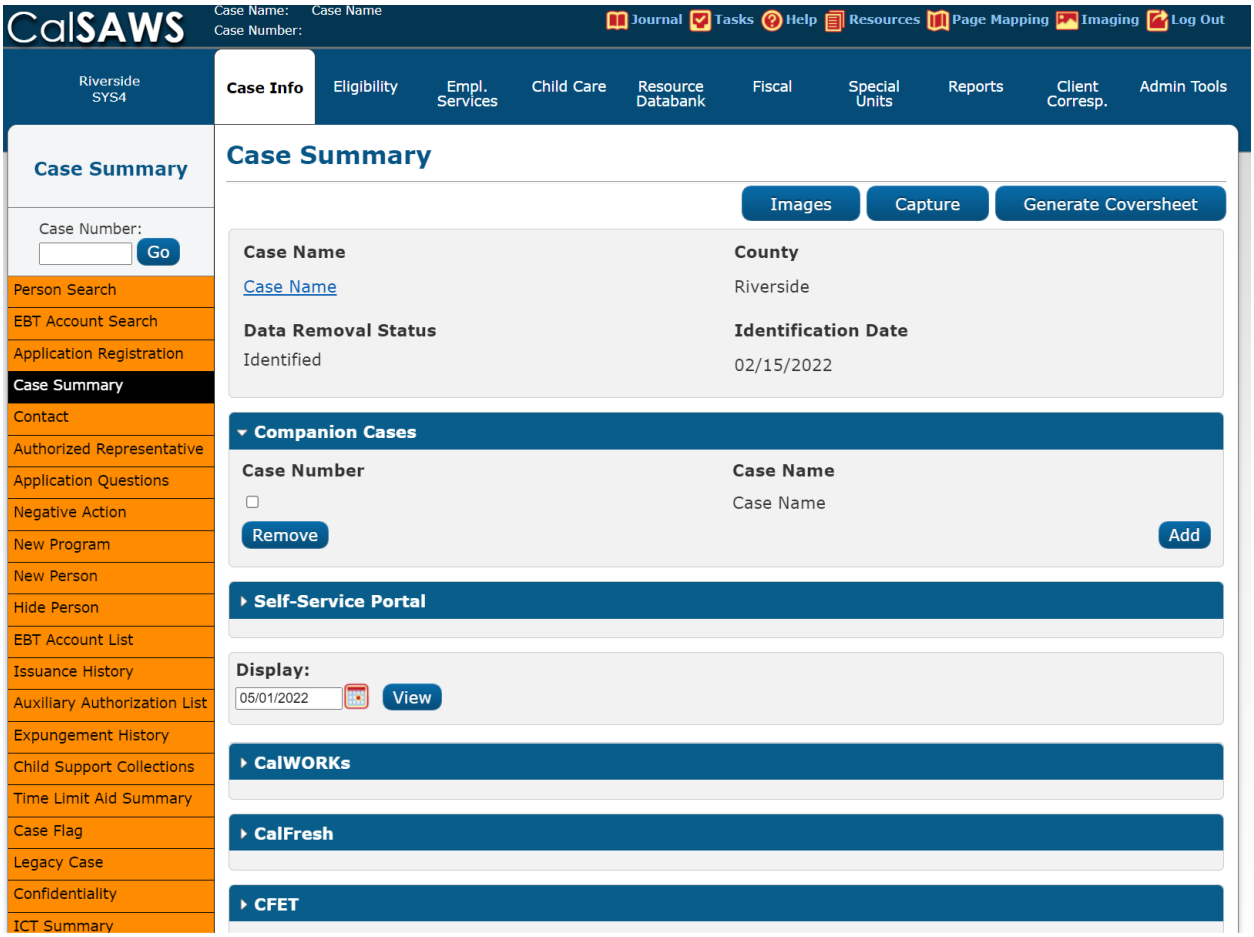
For cases that have been identified for Case Data Removal only, the Case Summary page will now show Case Data Removal Status changes as we progress from Identified to Complete in the deletion process. Refer to section 2.1.1.1 for the Case Data Removal Status.

2.3.2 Case Data Removal Status on Case Summary Page

The Case Summary page will show a Case Data Removal Status, which will be a hyperlink to display the current status in the Case Data Removal process. Clicking on this link will direct the user to the Case Data Removal Detail page.

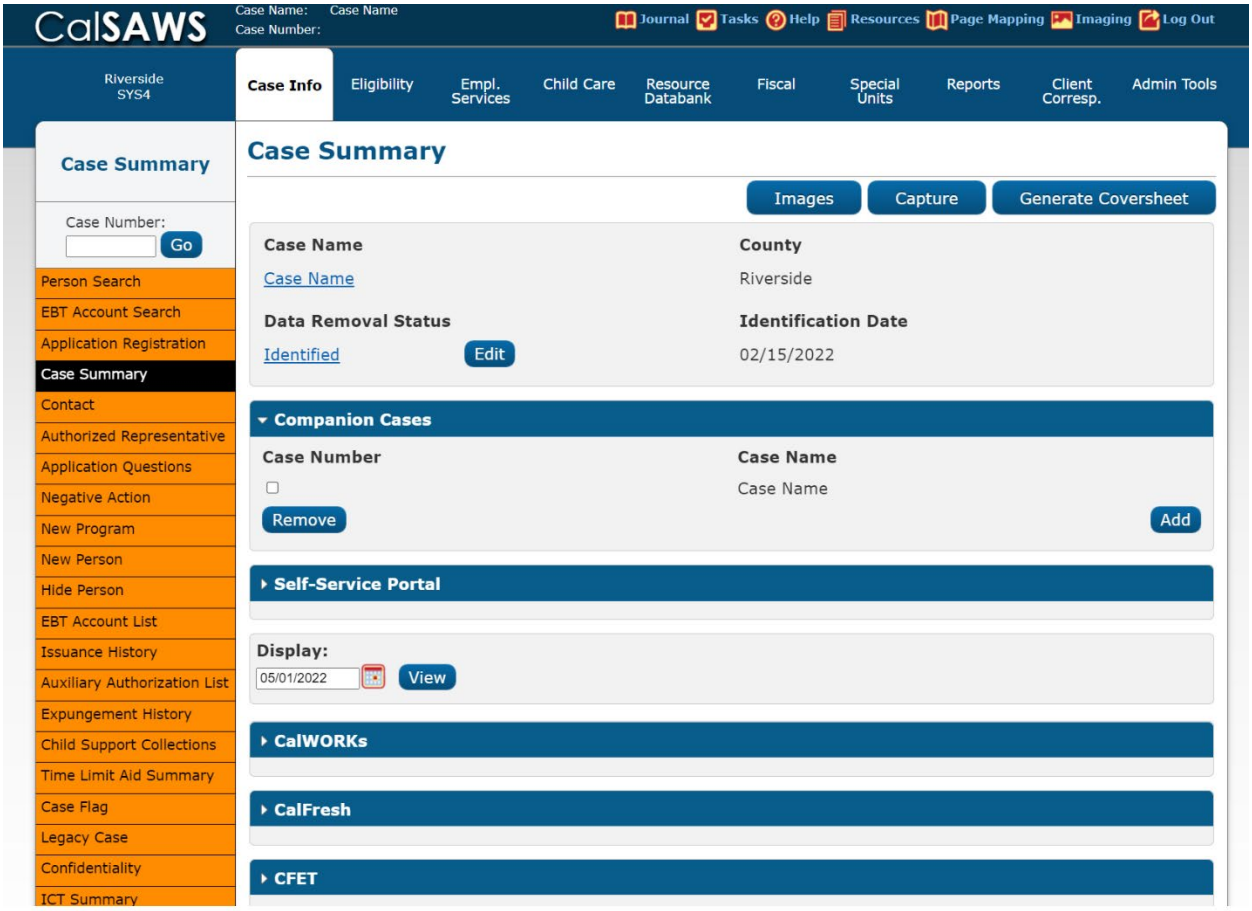
The following image represents the Identified Data Removal Status on the Case Summary page for a County Staff member that does not have rights to edit the Data Removal Status.

© 2020 CalSAWS. All Rights Reserved.



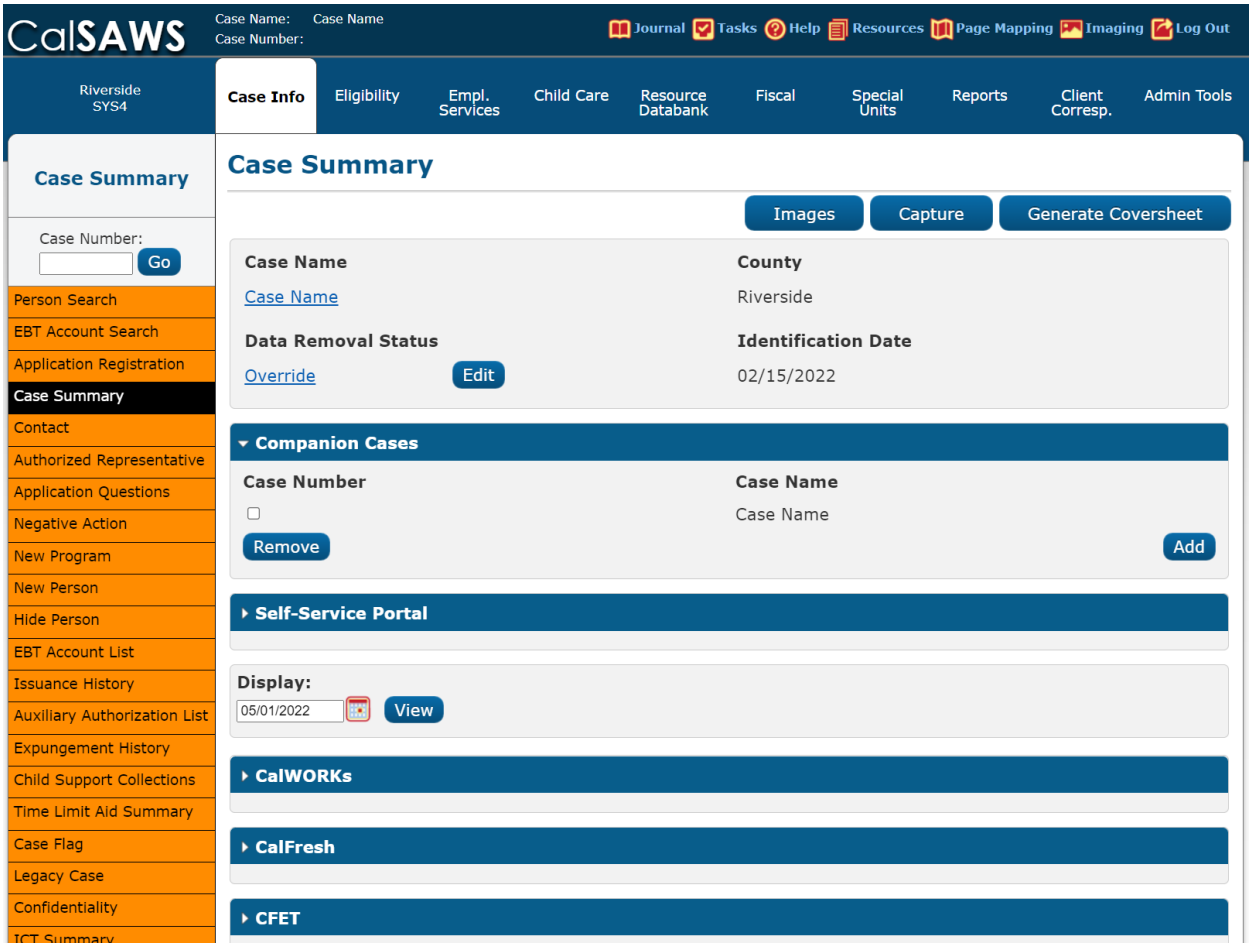
The following image represents the Identified Data Removal Status on the Case Summary page for a County Staff member that has rights to edit the Data Removal Status. The Case must also have a removal status of 'Identified' or 'Override' for this Edit button to appear.

© 2020 CalSAWS. All Rights Reserved.



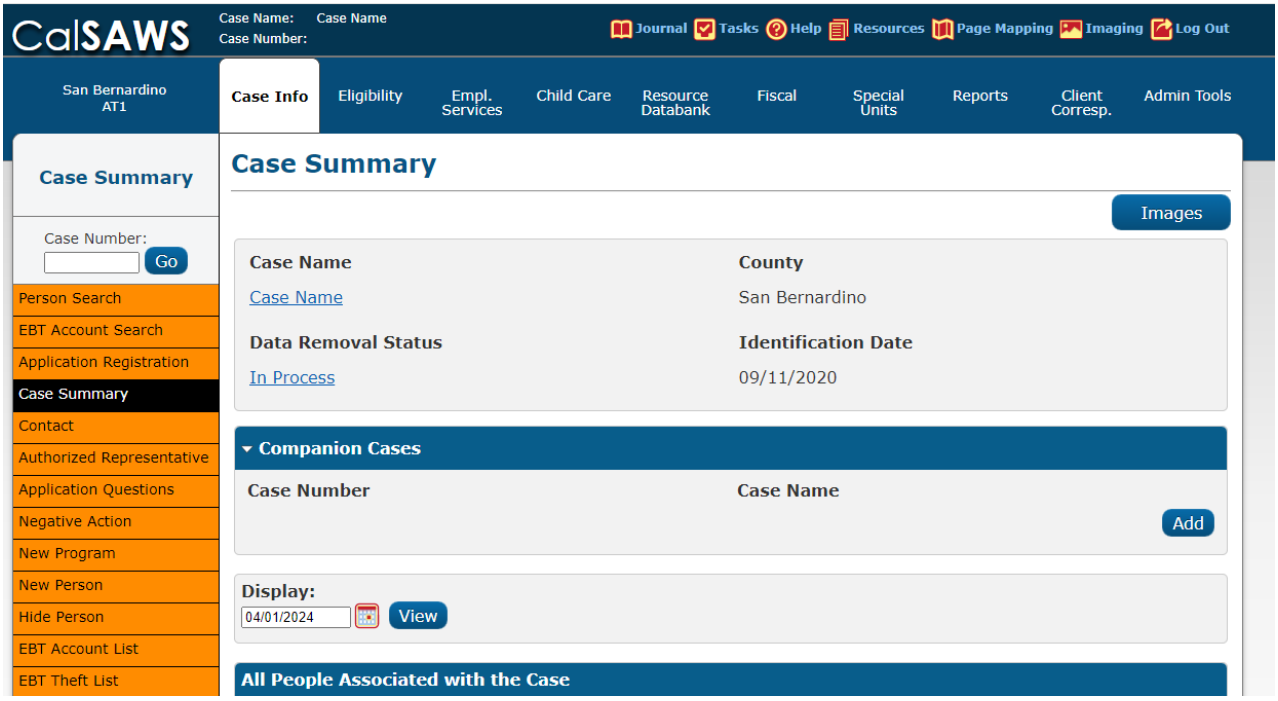
The following image represents the Override Data Removal Status on the Case Summary page for a County Staff member that has rights to edit the Data Removal Status. The Case must also have a removal status of 'Identified' or 'Override' for this Edit button to appear.

© 2020 CalSAWS. All Rights Reserved.



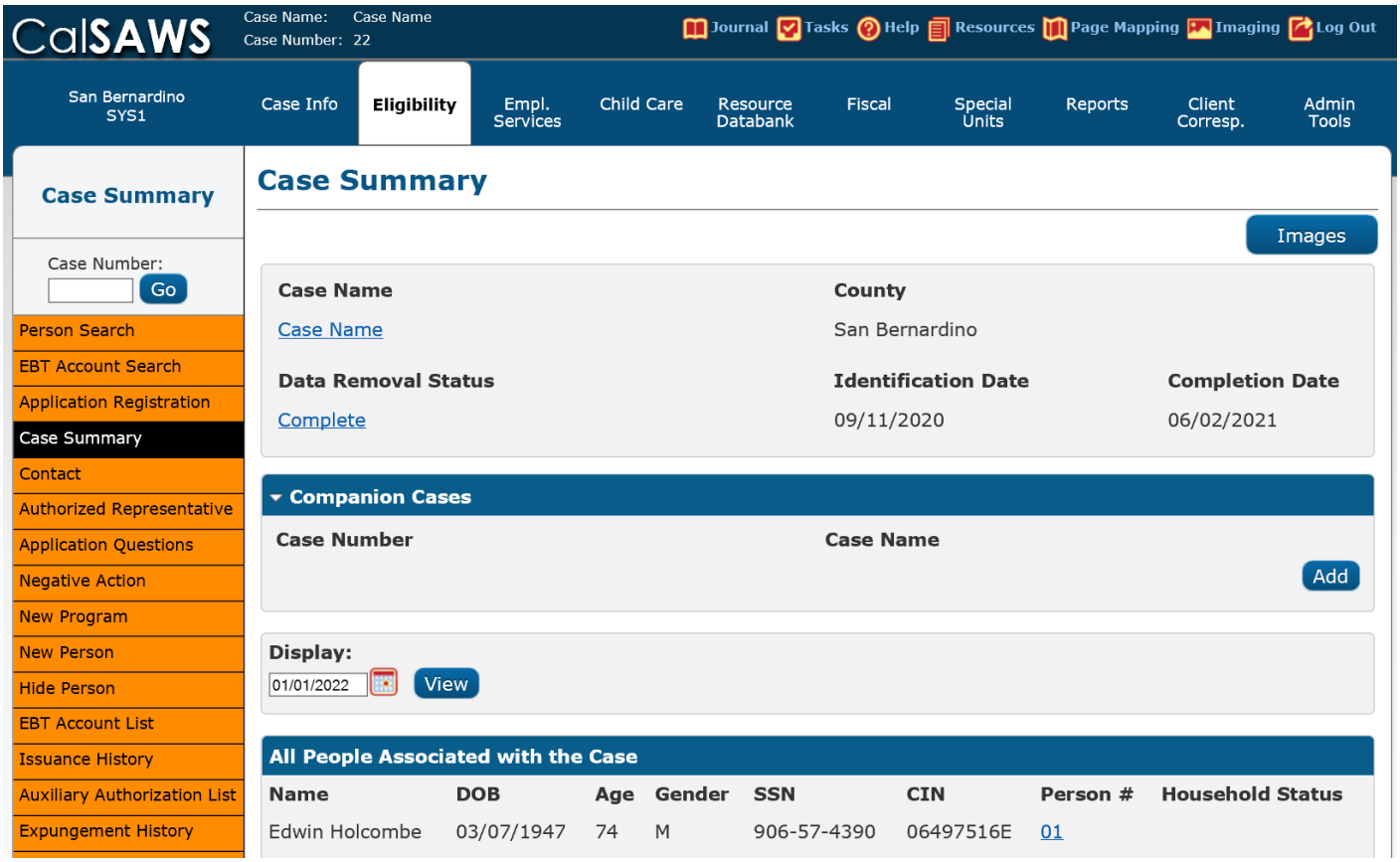
When a case is in a Data Removal status of In Process on the Case Summary page, the status hyperlink of 'In Process' will display in the Data Removal section and can navigate you to the Case Data Removal Detail page where further details are listed. Once this Status has been set, the user cannot Override it.

© 2020 CalSAWS. All Rights Reserved.



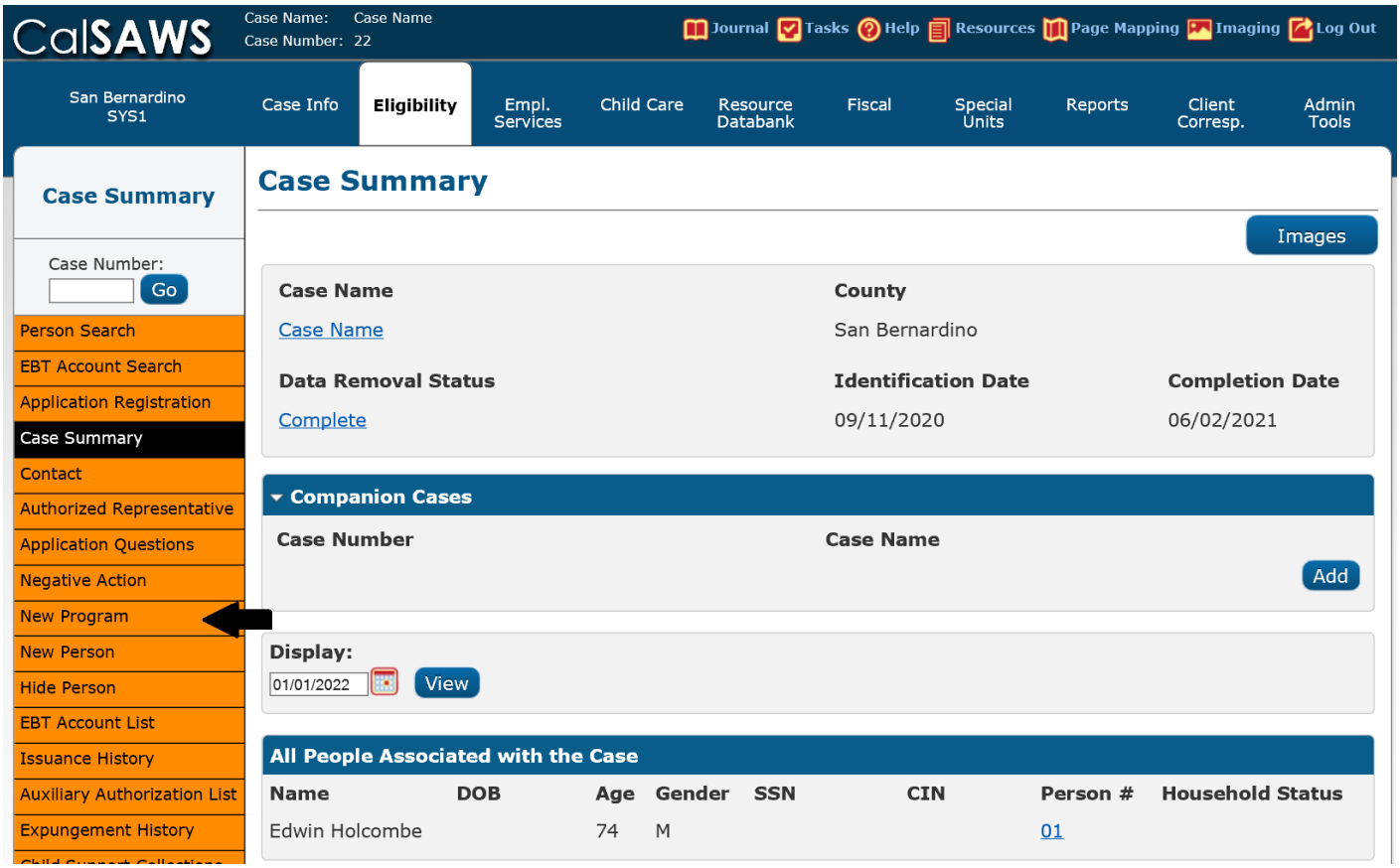
When a case is in a Data Removal status of Complete on the Case Summary page, the status hyperlink of 'Complete' along with Completion Date will display in the Data Removal section and can navigate you to the Case Data Removal Detail page where further details are listed.

© 2020 CalSAWS. All Rights Reserved.

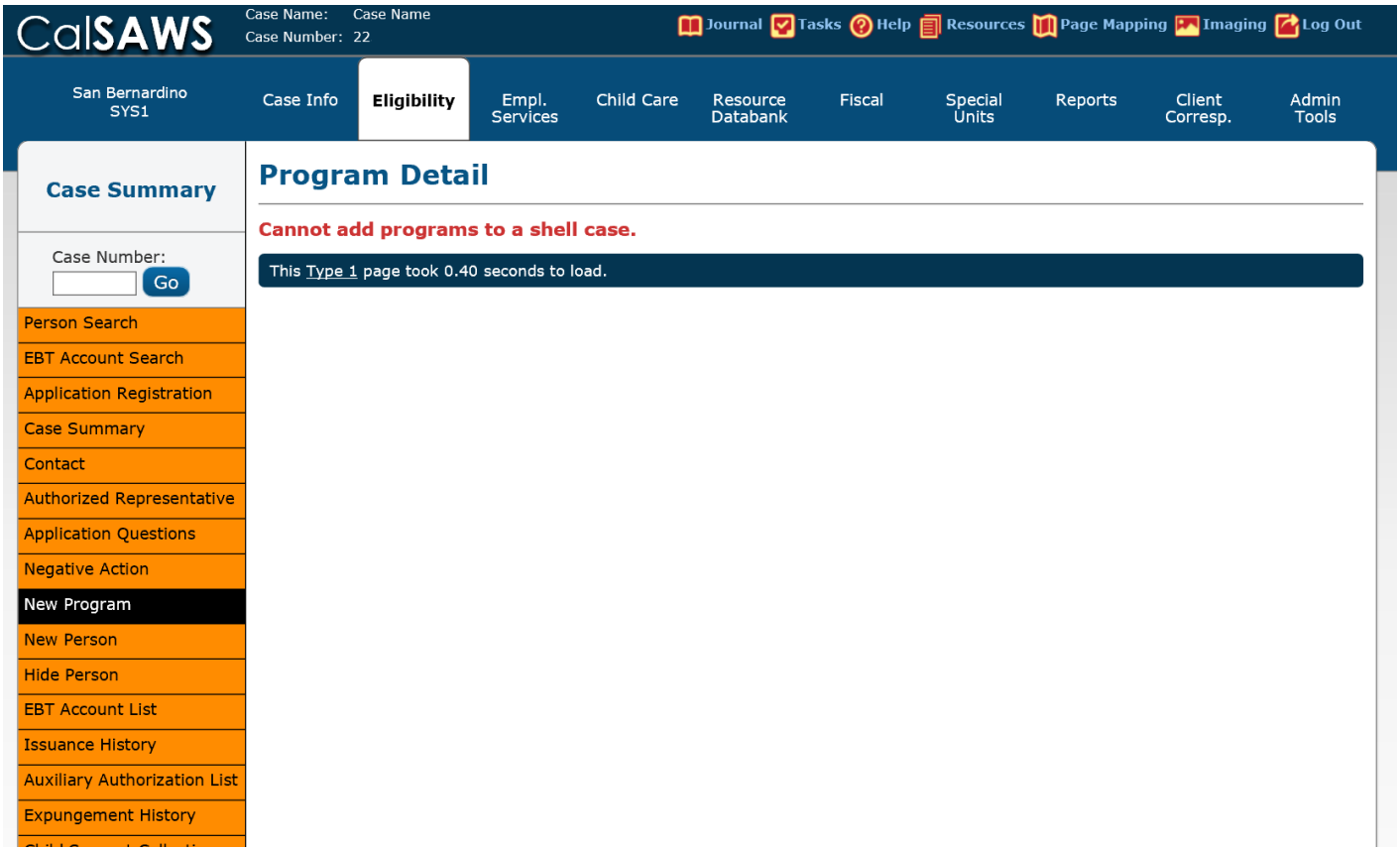


When a case is in the Complete Data Removal status it is known as a Shell Case. When in the context of this type of case while on the Case Summary page, the page option to add a new program will display on the page. Once 'New Program' is clicked a validation message will appear 'Cannot add programs to a shell case' preventing a program from being added to the case, as shown below.

© 2020 CalSAWS. All Rights Reserved.



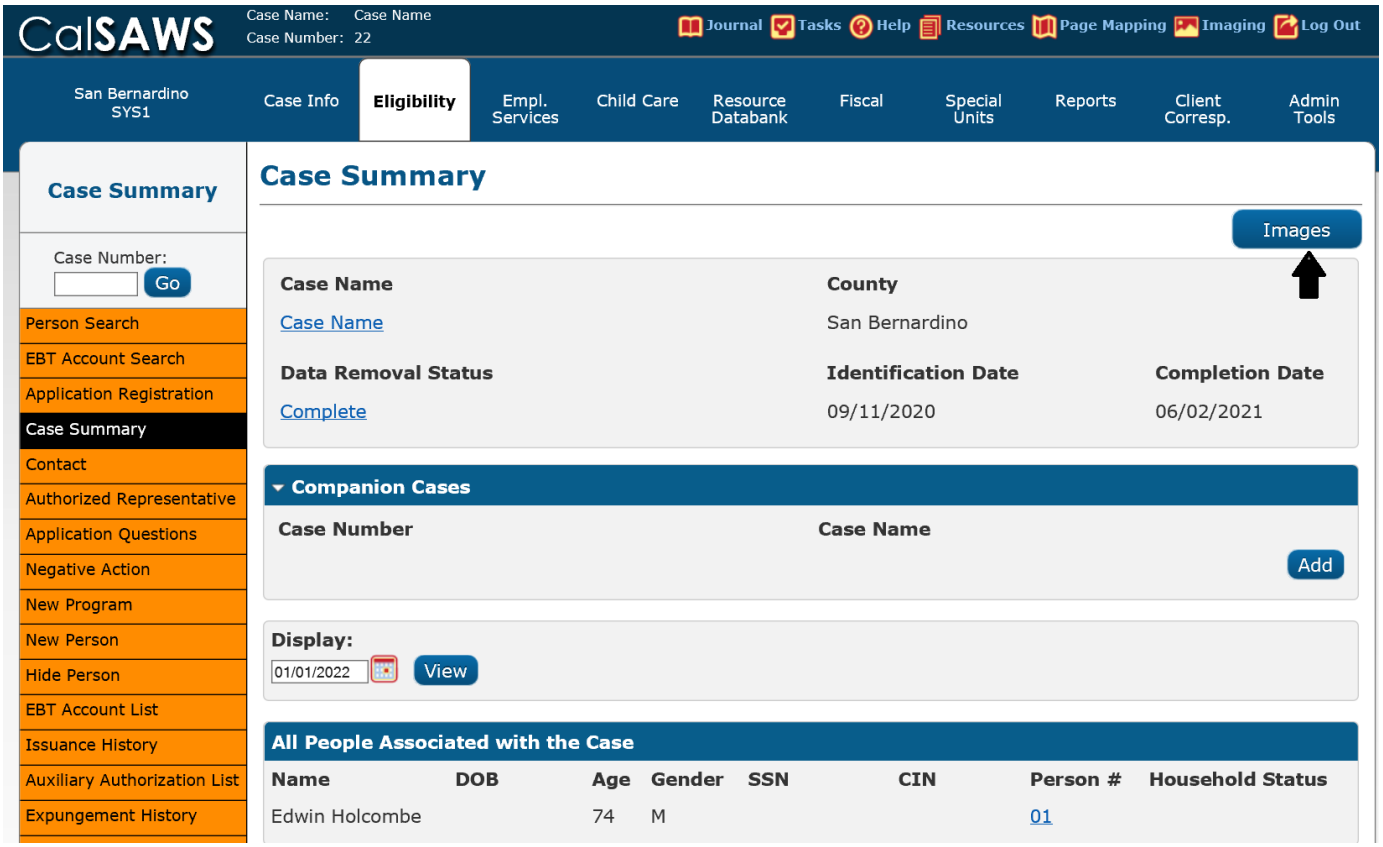
© 2020 CalSAWS. All Rights Reserved.



This feature is in place for Shell Cases in order to lock them down from having any new programs pended or activated on them. In this situation the Worker should create a brand new case, if needed, to add the shell case members and begin activation of a new case, instead of linking the new one to the purged shell case.

In addition to preventing programs from being added to Shell Cases, a new feature to disable the Image 'Scan' and 'Generate Worksheet' buttons has been implemented on the Case Summary page, leaving only the Images button itself as shown below.

© 2020 CalSAWS. All Rights Reserved.

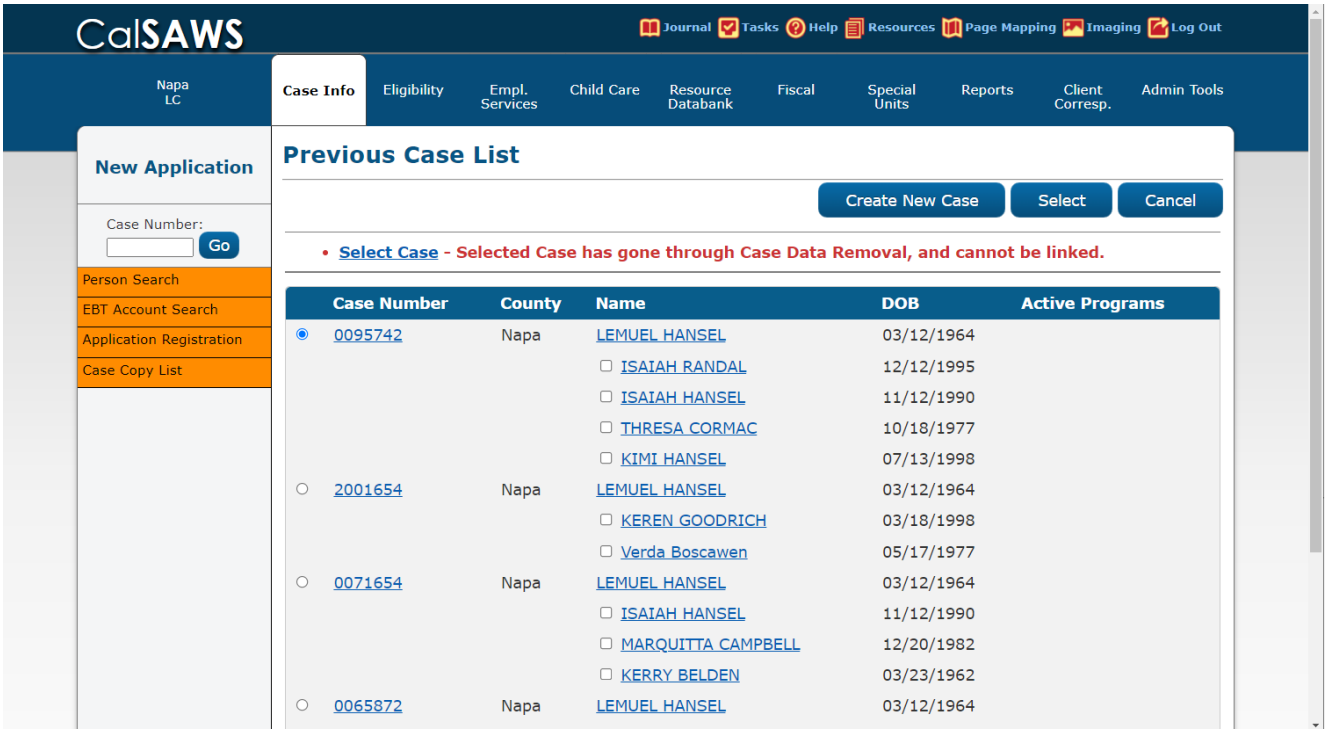


The Images button remains on the Case Summary page for Workers to have access to any of the retained Images required from the Retention Policy –

- Personal images where a person is shared on other cases that have not gone through the Data Removal process.
- Time Limit images attached to the Shell Case

Also, shell cases cannot be linked to a CalHEERs referral. When attempting to select a shell case during the referral linking flow, the following validation message appears: Select Case – Selected Case has gone through Case Data Removal and cannot be linked.

© 2020 CalSAWS. All Rights Reserved.



2.3.3 Case Data Removal Detail page

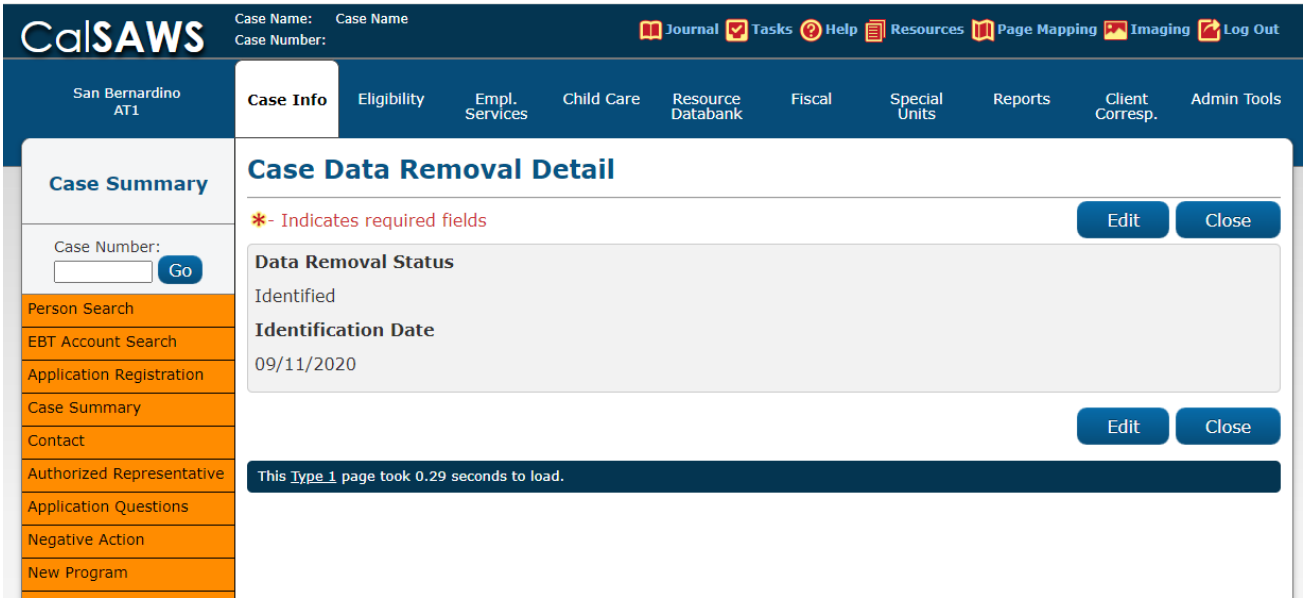
The Case Data Removal Detail page is where County Staff members with the appropriate rights can update the Status from 'Identified' to 'Override', or back to 'Identified' from 'Override'. If the Status on this detail page is changed from the original Status of 'Identified' (as determined by the Data Removal Identification batch job) to the 'Override' status, the case will be excluded from having any case data removed. If the status is left in 'Identified' status, the case will have case data removed once the Deletion Batch is executed.

Security Group for Edit functionality:

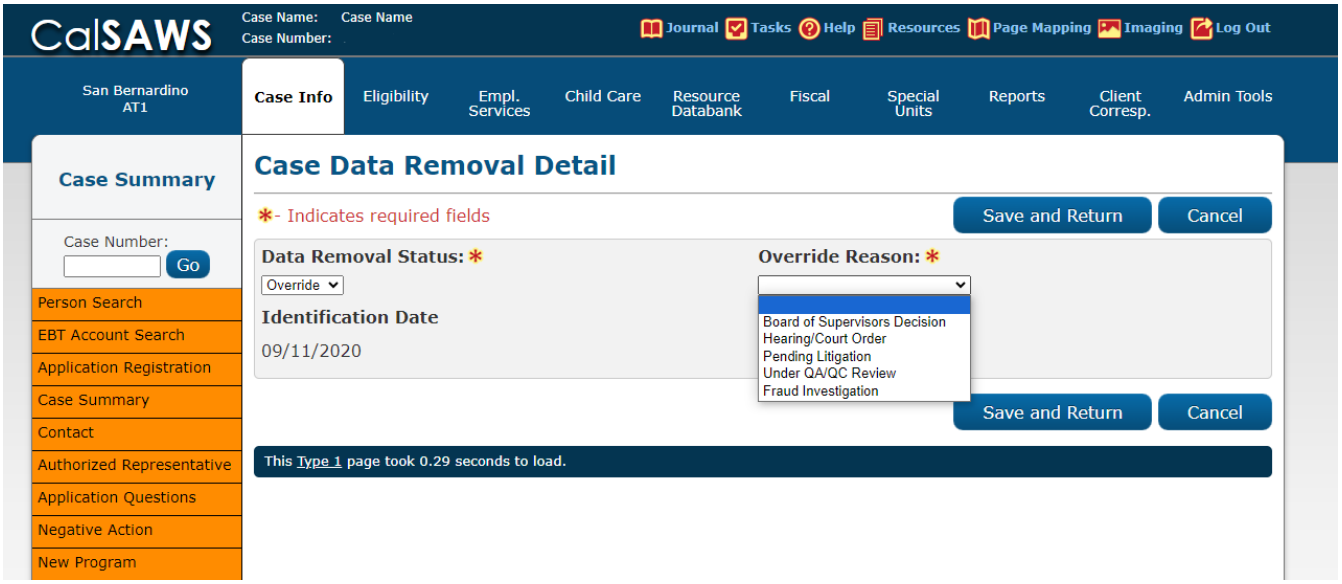
The editing feature on the Case Data Removal Detail page is available to users who belong to the newly created 'Case Data Removal Edit' security group. This also applies to the Edit button on Case Summary, next to the status, for those cases having a Case Data Removal status of 'Identified' or 'Override'. The 'Case Data Removal Edit' group, which contains the 'CaseDataRemovalEdit' right, and is not assigned to any security role. The local Security Administrators will need to add the approved users to this new security group.

The following image represents the Case Data Removal Detail page in Edit mode when left in 'Identified' status.

© 2020 CalSAWS. All Rights Reserved.

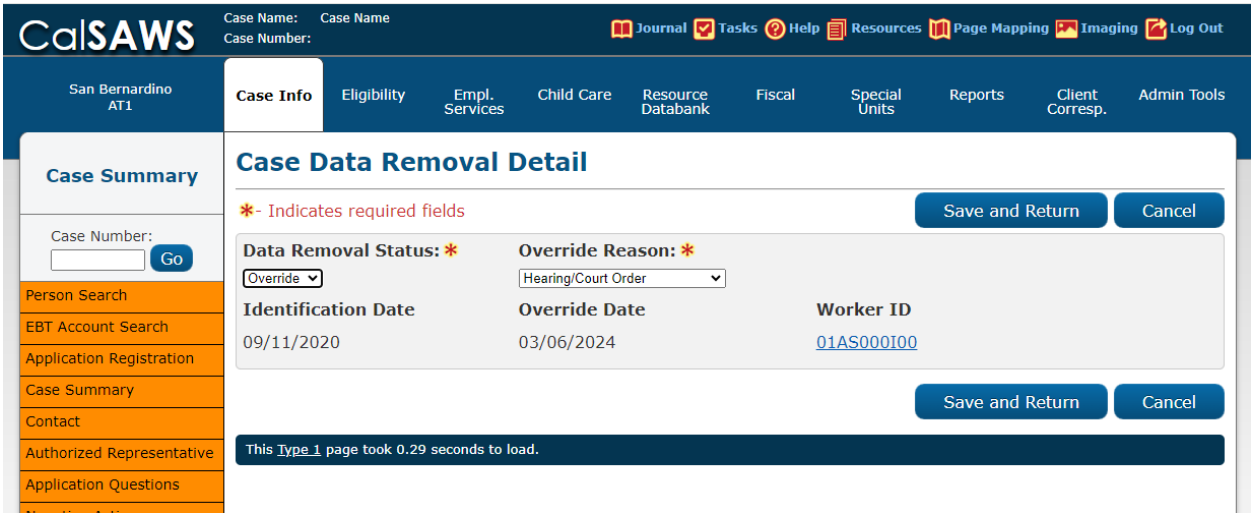


The following image represents the Case Data Removal Detail page in Edit Mode when changing from 'Identified' status to 'Override' status. This status change allows the 'Override Reason' field to display (see Section 2.2.4 for a list of Override Reasons).

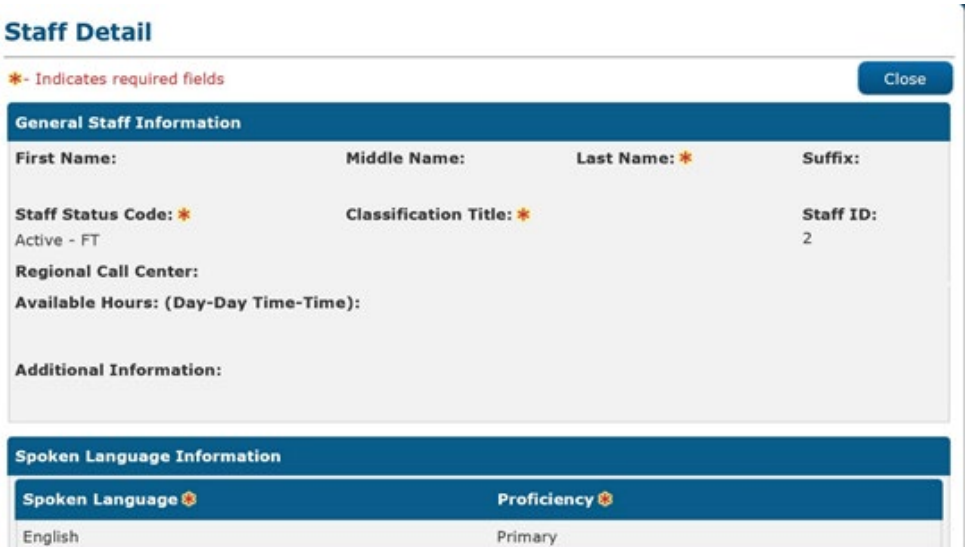


© 2020 CalSAWS. All Rights Reserved.

The following image represents the Case Data Removal Detail page in Edit Mode when the status has already been updated to 'Override'. The County Staff member will be able to see the Override Date the Override was made in addition to the Worker ID that made the change.

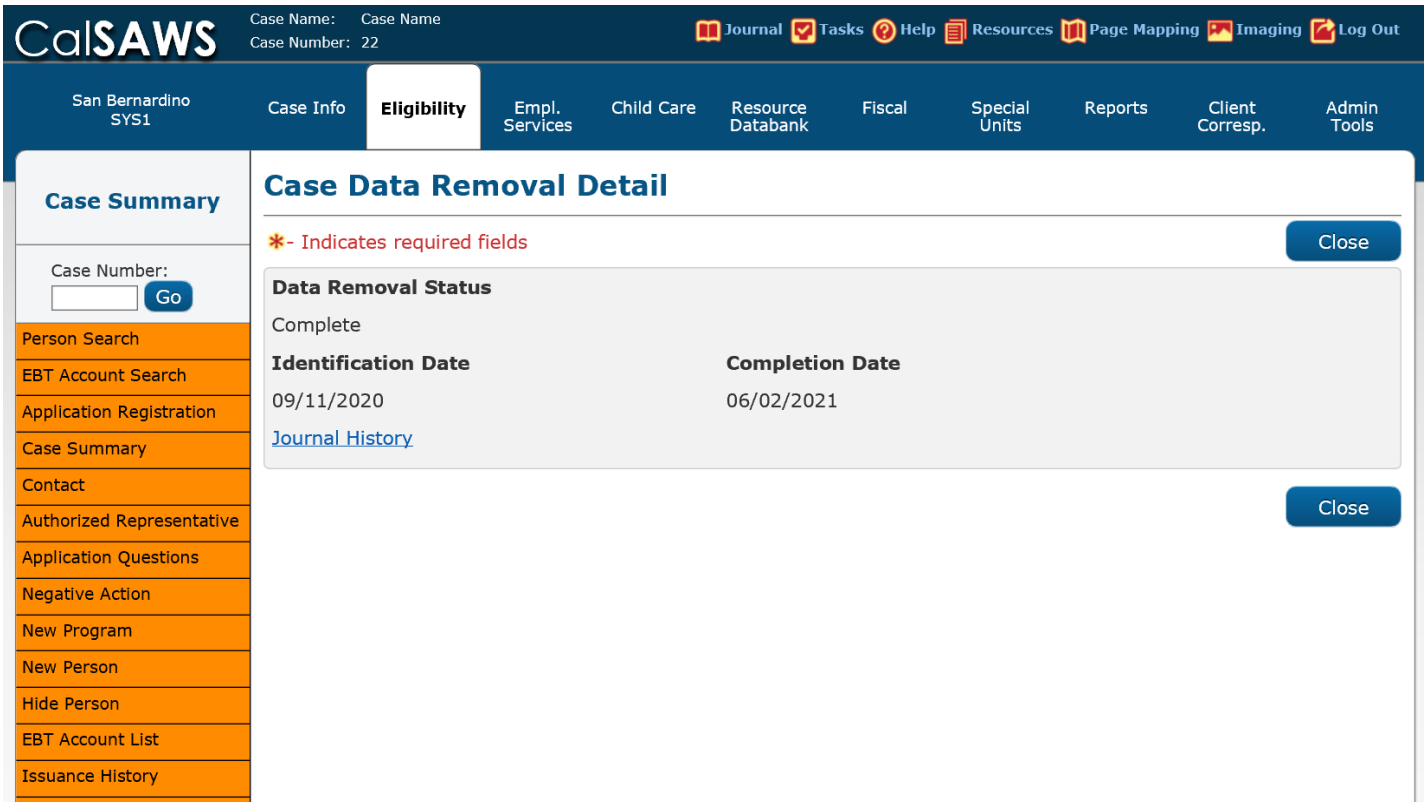


When the Worker switches the Data Removal status between both Identified and Override status, that Worker's ID gets captured on the Detail page as a hyperlink. Clicking on that hyperlink navigates to the Staff Detail page of that Worker that made the change. Once the user click the Close button on the Staff Detail page it will route you back to the Case Data Removal Detail page.



© 2020 CalSAWS. All Rights Reserved.

The Case Data Removal Detail page in Complete status displays as follows –



2.4 Case Verification

Workers have been given time, since the original reporting run date as per the Purge Schedule, to evaluate identified cases before the case data removal is performed. During this time, it is possible that changes on identified cases will make them no longer eligible for the case data removal process. The nightly Re-Verification Job (PB00P803) will evaluate identified cases to confirm their eligibility for the purge.

The Re-verification batch process will execute the same query criteria (section 2.2.2 criteria rules) is run after the PB00P800 (case Identification) job. This is a standalone job that will run daily in Production to identify any of the cases in the CASE_PURGE table that no longer meet the criteria and will remove those cases from the table. Cases removed from this table will not be picked up in any downstream case-purge process.

Note: Cases in Overridden status will be excluded from this nightly Re-verification process.

A batch scheduler change request will deactivate the Re-Verification batch job after the final set of data deletions have taken place.

© 2020 CalSAWS. All Rights Reserved.

Once this batch job runs in Production and removes the cases from the CASE_PURGE table the following will occur in the CalSAWS application:

- These cases will have their Case Data Removal status section on Case Summary removed and they will not have a Detail page.
- For the Case Data Removal Reports, these cases will drop off from the next version of the reports, decreasing the overall record counts and total case counts.

2.5 Data Deletion Process

The final removal of data associated to identified cases has been split into four steps which will be executed as part of Case Data Deletion Batch Job (PB00P801).

1) PDF Generation for Journals and Issuances
2) Removing NOAs and Forms
3) Removing Imaged documents
4) Remove case data

2.5.1 PDF Creation

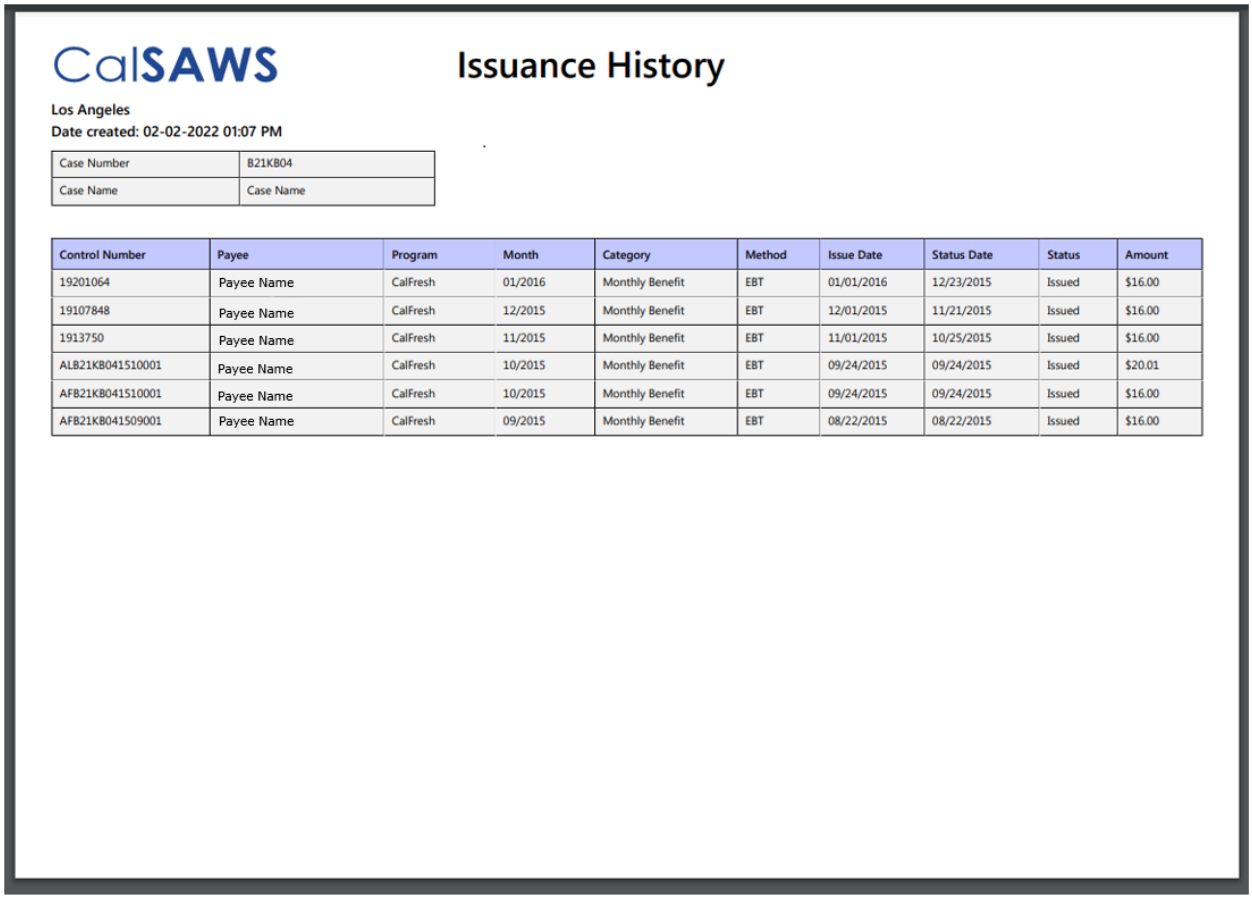
The PDF creation process will write each of the records for the Issuance and Journal History to a separate file for each case and store them to the file server. For cases that have historic information, these PDF files will be accessible on the Case Data Removal Detail page as hyperlinks. These hyperlinks will appear on the page after the case data deletion process has processed the case. Further information and examples of each PDF type can be found below.

The initial steps of the Batch Deletion process are to check each case originally identified for deletion still meets the criteria. If so, the System will generate PDFs to capture any Journal and Issuance History prior to deleting any case data. If there is no data for the PDF in question (e.g., if no Issuance History exists for a case), then no PDF will be generated, else PDF file will be generated by retrieving data from pages based on PDF type.

2.5.1.1 Issuance History PDF

This PDF will retrieve the same data from the Issuance Search Detailed Results Page for every issuance record on that case. An example of the Issuance History PDF is shown below:

© 2020 CalSAWS. All Rights Reserved.



CalSAWS

Issuance History

Los Angeles

Date created: 02-02-2022 01:07 PM

Case Number	B21KB04
Case Name	Case Name

Control Number	Payee	Program	Month	Category	Method	Issue Date	Status Date	Status	Amount
19201064	Payee Name	CalFresh	01/2016	Monthly Benefit	EBT	01/01/2016	12/23/2015	Issued	$16.00
19107848	Payee Name	CalFresh	12/2015	Monthly Benefit	EBT	12/01/2015	11/21/2015	Issued	$16.00
1913750	Payee Name	CalFresh	11/2015	Monthly Benefit	EBT	11/01/2015	10/25/2015	Issued	$16.00
ALB21KB041510001	Payee Name	CalFresh	10/2015	Monthly Benefit	EBT	09/24/2015	09/24/2015	Issued	$20.01
AFB21KB041510001	Payee Name	CalFresh	10/2015	Monthly Benefit	EBT	09/24/2015	09/24/2015	Issued	$16.00
AFB21KB041509001	Payee Name	CalFresh	09/2015	Monthly Benefit	EBT	08/22/2015	08/22/2015	Issued	$16.00

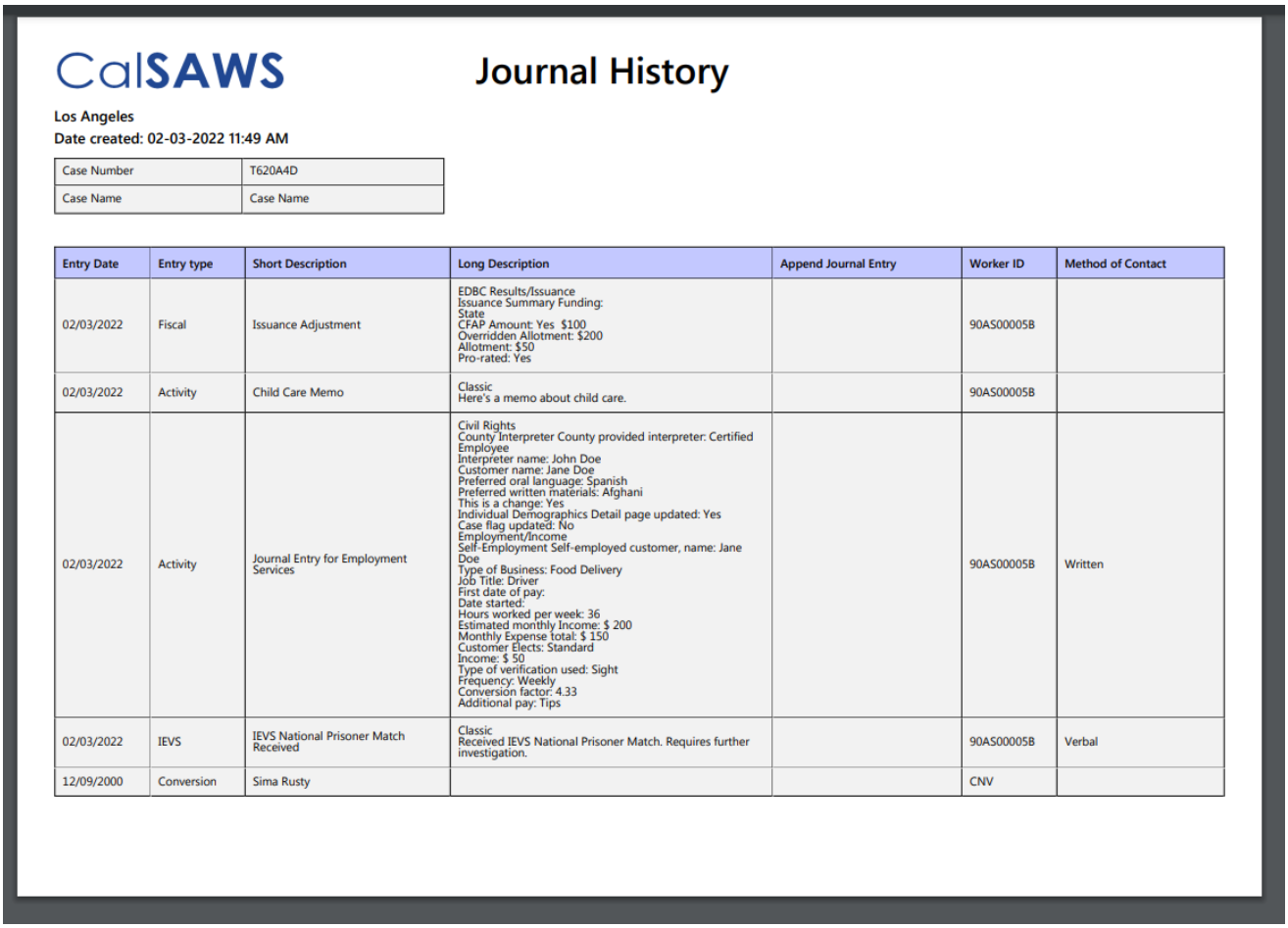
The County, Date Created, Case Number and Case Name will display at the top portion of the document for each file generated.

All data elements within the document are searchable using the 'Find' option within the PDF application.

2.5.1.2 Journal History PDF

This PDF will retrieve the same data from the Journal Detail page results for each journal entry on that case. An example of the Journal History PDF is shown below:

© 2020 CalSAWS. All Rights Reserved.



CalSAWS

Journal History

Los Angeles
Date created: 02-03-2022 11:49 AM

Case Number	T620A4D
Case Name	Case Name

Entry Date	Entry type	Short Description	Long Description	Append Journal Entry	Worker ID	Method of Contact
02/03/2022	Fiscal	Issuance Adjustment	EDBC Results/Issuance Issuance Summary Funding: State CFAP Amount: Yes $100 Overridden Allotment: $200 Allotment: $50 Pro-rated: Yes		90AS00005B	
02/03/2022	Activity	Child Care Memo	Classic Here's a memo about child care.		90AS00005B	
02/03/2022	Activity	Journal Entry for Employment Services	Civil Rights County Interpreter County provided interpreter: Certified Employee Interpreter name: John Doe Customer name: Jane Doe Preferred oral language: Spanish Preferred written materials: Afghani This is a change: Yes Individual Demographics Detail page updated: Yes Case flag updated: No Employment/Income Self-Employment Self-employed customer, name: Jane Doe Type of Business: Food Delivery Job Title: Driver First date of pay: Date started: Hours worked per week: 36 Estimated monthly Income: $ 200 Monthly Expense total: $ 150 Customer Elects: Standard Income: $ 50 Type of verification used: Sight Frequency: Weekly Conversion factor: 4.33 Additional pay: Tips		90AS00005B	Written
02/03/2022	IEVS	IEVS National Prisoner Match Received	Classic Received IEVS National Prisoner Match. Requires further investigation.		90AS00005B	Verbal
12/09/2000	Conversion	Sima Rusty			CNV	

The County, Date Created, Case Number and Case Name will display at the top portion of the document for each file generated.

2.5.1.3 History PDF Hyperlinks

The PDF files behind the hyperlink targets will be stored on the AWS S3 storage after the process completes per each case. Each file will be unique and will exclusively contain journal and issuance history data specific to the case processed. The file names, as created on the file storage, are generated as follows:

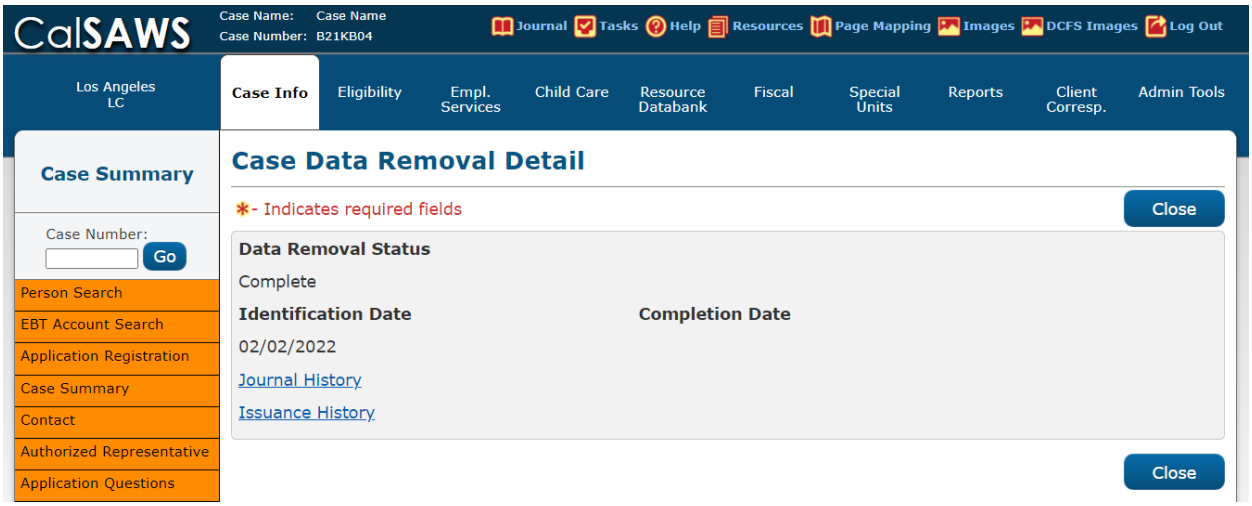
- journalEntry.pdf
- issuance.pdf

They are stored in the following folder structure:

- CasePurge/[county name]/[case_id]/journalEntry.pdf
- CasePurge/[county name]/[case_id]/issuance.pdf

© 2020 CalSAWS. All Rights Reserved.

The Journal and Issuance History PDF hyperlinks will display on the Case Data Removal Detail page and only after the case deletions batch process has completed for a given case. The following screenshot shows where each hyperlink will display on the Detail page.



2.5.2 Document Removal

The Document Removal process will remove generated notice of actions (NOAs) and forms from the file management system passing in the identified set of cases. It considers records discovered by the Case Identification batch that are not in either a "Complete" or "Overridden" status. This job will remove all generated NOAs and forms, with the following exceptions:

1) Retain all documents outlined under section 2.1.1.2, which describes what data remains in the shell case.
2) Retain all documents associated to a person who is associated to a case not eligible for case purge. This may occur when a person is associated to multiple cases in the SAWS system. A case is not considered eligible for case purge if:
    a. The case was not discovered by the Case Identification batch (PB00P800).
    b. The case has been overridden in the case purge process (a.k.a. that Case Purge status is set to "Override").

After removing all eligible documents, this job will update the Document Status on the associated case purge record to indicate that documents have been removed for the case by setting CASE_PURGE.DOC_STAT_IDENTIF = 'Y'.

A small percentage of documents this job attempts to remove from the file store will be unavailable, due to broken links between the database and the document. Two batch properties are used to set an error threshold, which allows for some broken links but will terminate the job if too many are missing (potentially indicating a connection issue with the file store):

© 2020 CalSAWS. All Rights Reserved.

1) maxErrorPercentage: Compare the number of records processed vs the number of records missing. If the percentage of number of records missing is greater than the maxErrorPercentage, the job will terminate. The following property will make sure that the job won't terminate if the first case happens to be missing documents. This threshold is currently set to 5%.
2) minErrorCount: The minimum number of errors that occur before the job terminates. This sets an error threshold, where the job won't terminate until we reach the minimum number of errors. This threshold is currently set to 100 errors.

2.5.3 Image Removal

The Image Removal process removes all images associated to the case people eligible for the purge associated to the case.

This process first identifies all images associated with the case via a service call to the Hyland Imaging System. It will then identify all images associated to people on the case who are eligible for the purge (aka people who only exist on cases that are scheduled to be purge).

The document type is checked for each image in the list. Any Time Limit documents are retained.

Finally, the job issues a delete command to the Hyland Imaging System for every identified case and person image that is still eligible for the purge. Once all images have been deleted, the job updates the IMG_STAT_IDENTIF on the associated case's CASE_PURGE record to "Y" to signify that image removal has completed.

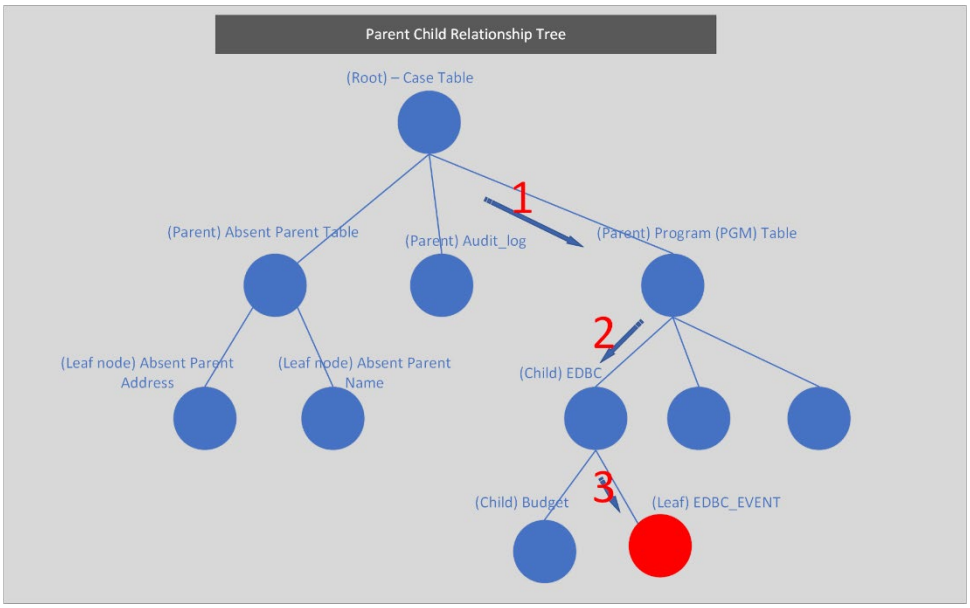
2.5.4 Data Deletion

Data Deletion is an Oracle procedure that physically deletes the data from the database tables for a given Case. The procedure uses configuration tables, defined in the below section, to traverse through the tree to find the leaf node, build the delete SQL statement based on the table key to uniquely identify the data, and execute the SQL statement to physically delete the data. Once the data is deleted from the table, it moves up in the hierarchy to find the next leaf and repeat the process.

The list of database tables that are identified for deletion is loaded into the configuration tables as defined in section 3with parent and child relationships and appropriate keys to identify unique data. The process reads the configuration tables and will traverse through the relationship to find the leaf node (lowest child). Once the leaf node is identified, it starts deleting the data and moves up the hierarchy until the

© 2020 CalSAWS. All Rights Reserved.

data from parent table is deleted. An example of the parent and child relationship (tree structure) and traversing logic is defined in the following diagram.



The above diagram represents the parent and child relationship of database tables in a tree structure. This structure is used to traverse through the branches to find the children (leaf node) to start deleting the data. The highlighted steps in red describe how the deletion leaf node logic identifies the child tables at a high level.

1) When a Case is selected from the CASE_PURGE table, Program IDs associated to the Case are selected from the PGM table.
2) Based on the Program ID, appropriate records from the EDBC table are selected
3) As we traverse through the EDBC tables, the EDBC_EVENT table is a leaf node, and hence the data from EDBC_EVENT table can be deleted.
4) After deleting the data, the logic flow is moved up to find the next child and the leaf node.

The data deletion logic will be driven by two configuration tables. The first configuration table lists the immediate child of the root, and the second table contains the children of the parent and their level. The details of these tables are defined in the technical section 3 of this document.

2.5.4.1 Deletion Logging Mode

The batch deletion process will have an option to turn the deletion logging on or off by passing a parameter in the main batch job. When the logging mode is on, the data deletion module will start logging every action performed in the function, including table name where data is being deleted with the Case ID, Person ID and other key columns to identify a unique record in the table.

© 2020 CalSAWS. All Rights Reserved.

2.5.5 Batch Dependencies

The Case Data Deletion Batch Job (PB00P801) is scheduled to run after Case Data Removal Re-Verification Job (PB00P803) to make sure data is up to date.

2.5.6 Exception Logging

A standard batch framework is used to log all exceptions encountered in the data deletion process. These exceptions will be monitored as part of standard batch operations. Depending on the reason for the exception, Defects or Changes will be logged and tracked in Jira.

2.5.7 Batch Restart

Restartability for all jobs is managed by records inserted and updated in the CASE_PURGE table. Should a job terminate unexpectedly, it should be resubmitted with restart.mode=false. It will continue from the last commit of the previous run.

2.6 Case Data Removal Completion Report

The Case Completion report lists all cases that have successfully completed the case purge process. It will display the following information:

Case Number: Case that has completed the case purge.
Case Name: Name associated to the Case.
Identification Date: The date the case was originally identified for the case purge process.
Completion date: Date that the case was purged from the system.

Navigation to the Report: Homepage > Reports > Scheduled > Case Activity > Title 'Case Data Removal Completion Report'

© 2020 CalSAWS. All Rights Reserved.

	A	B	C	D
1	CalSAWS	**Case Data Removal Completion Report**		
2	**Los Angeles**			
3	**Run Date: MAY-12-22 11:34 AM**			
4	**Report Month: 04/2022**			
5				
6			**Row Count**	**Case Count**
7			8	8
8				
9	**Case Number**	**Case Name**	**Identification Date**	**Completion Date**
10	B1H1343	Case Name	03/29/2022	10/31/2022
11	B0SP4544	Case Name	03/29/2022	10/31/2022
12	B1ABCDEFG	Case Name	03/29/2022	10/31/2022
13	B1W3P42	Case Name	03/29/2022	10/31/2022
14	B1HEYOK1	Case Name	03/29/2022	10/31/2022
15	B1SLA7777	Case Name	03/29/2022	10/31/2022
16	B03B597132	Case Name	03/29/2022	10/31/2022
17	B0XX334342	Case Name	03/29/2022	10/31/2022

2.6.1 Batch Job

The present run frequency for the Case Data Removal Completion Reporting (AN_CURATION_REPORTS_CASE_PURGE_COMPLTN_REPORT) process is monthly and reports will be available on the 12th day of every month.
If this date lands on a holiday or Sunday, then the report will be available the following day.

2.7 Case Data Removal Process Turn Off

Once processing of all Cases identified, the CalSAWS Case Purge is completed. BSCR's will be submitted to turn off batch jobs.

3 TECHNICAL DESIGN

3.1 Delete Process

The case purge process is driven primarily off the CASE_PURGE and the CASE_PURGE_DELETE tables. The Case Purge table identifies the list of cases to be deleted from the CalSAWS database tables and the Case Purge Configuration table

© 2020 CalSAWS. All Rights Reserved.

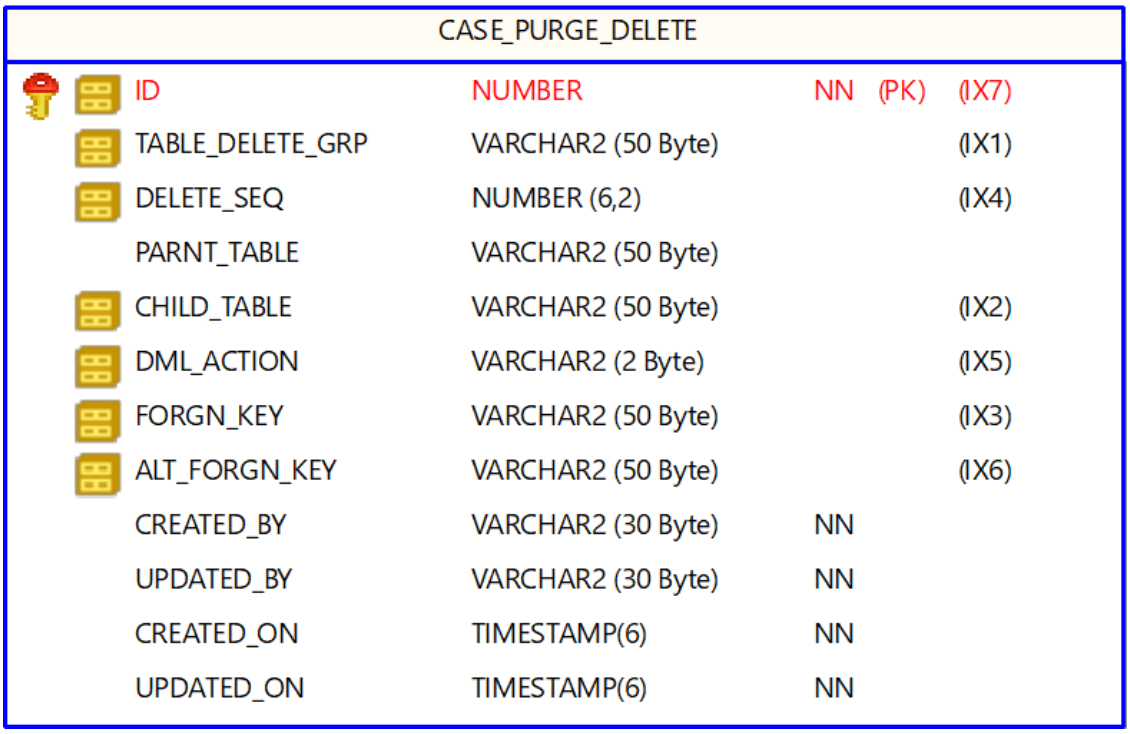
identifies the list of tables where case data will be deleted. The tables' logical structure is as follows:

CASE_PURGE table structure:

CASE_PURGE			
ID	NUMBER	(PK)	(IX3)
CASE_ID	NUMBER	(FK)	(AK0,IX1)
SELECT_DATE	DATE		
START_DATE	DATE		(IX7)
COMPL_DATE	DATE		(IX6)
STAT_CODE	VARCHAR2 (3 Byte)		(IX5)
OVERRD_DATE	DATE		
OVERRD_STAFF_ID	NUMBER	(FK)	(IX4)
OVERRD_RSN_CODE	VARCHAR2 (3 Byte)		(IX2)
CREATED_BY	VARCHAR2 (30 Byte)		
UPDATED_BY	VARCHAR2 (30 Byte)		
CREATED_ON	TIMESTAMP(6)		
UPDATED_ON	TIMESTAMP(6)		
ISSUANCE_FORMS_STAT_IDENTIF	VARCHAR2 (1 Byte)		
ISSUANCE_FORMS_URL	VARCHAR2 (500 Byte)		
JOURNAL_FORMS_STAT_IDENTIF	VARCHAR2 (1 Byte)		
JOURNAL_FORMS_URL	VARCHAR2 (500 Byte)		
DOC_STAT_IDENTIF	VARCHAR2 (1 Byte)		
IMG_STAT_IDENTIF	VARCHAR2 (1 Byte)		

CASE_PURGE_DELETE table structure:

© 2020 CalSAWS. All Rights Reserved.



CASE_PURGE_DELETE				
ID	NUMBER	NN	(PK)	(IX7)
TABLE_DELETE_GRP	VARCHAR2 (50 Byte)			(IX1)
DELETE_SEQ	NUMBER (6,2)			(IX4)
PARNT_TABLE	VARCHAR2 (50 Byte)			
CHILD_TABLE	VARCHAR2 (50 Byte)			(IX2)
DML_ACTION	VARCHAR2 (2 Byte)			(IX5)
FORGN_KEY	VARCHAR2 (50 Byte)			(IX3)
ALT_FORGN_KEY	VARCHAR2 (50 Byte)			(IX6)
CREATED_BY	VARCHAR2 (30 Byte)	NN		
UPDATED_BY	VARCHAR2 (30 Byte)	NN		
CREATED_ON	TIMESTAMP(6)	NN		
UPDATED_ON	TIMESTAMP(6)	NN		

As part of the deletion process, batch job (PB00P801) will perform the following steps to remove the data:

- Executes the same re-verification criteria of nightly Re-Verification Job (PB00P803) to check for any real time transaction exceptions.
- Once the Case is verified to still meet all the deletion criteria, batch job will update the Status to 'In Process' and the PDF creation process is called to create PDF files for Journal Entries and Issuance history data, as defined in section 2.5.1.
- Upon successful creation of PDFs, Document Removal process is called to remove the documents from AWS S3, as defined in section 2.5.2.
- Next would be Image Removal process to delete images, as defined in section 2.5.3.
- Finally, the data deletion process will be executing a PL/SQL stored procedure, as defined in section 2.5. is called for each case to delete the case/person data from identified tables.
- Upon successful deletion of Case data, the process updates the Case Data Removal Status to 'Complete' and will begin processing the next Case for deletion.

The attached spreadsheet contains two tab pages – Delete Tables and Do not Delete Tables. The first tab page contains list of tables configured in CASE_PURGE_DELETE table for data deletion. The second tab page contains the list of tables where case/person data will be retained. For example – Time tracking data

© 2020 CalSAWS. All Rights Reserved.

Case Purge Delete Tables.xlsx

To support the deletion process we have created a series of DBCR's to perform On Delete Set to Null value operations for the following tables:

- On Delete Set EXPNGMNT_ID to Null on ISSUANCE table
- On Delete set ISSUANCE_ID to NULL on ISSUANCE table
- On Delete set RELATED_TRANSACT_ID to NULL on RECOV_ACCT_TRANSACT table
- On Delete set PGM_PERS_ID to Null on TIME_LIMIT_DETL table
- On Delete set TEMP_EDBC_SRC_PGM_ID to Null on PGM table
- On Delete set PGM_ID to Null on GENERATE_DOC table
- On Delete set SERV_ARRGMT_ID to Null on GENERATE_DOC table

3.2 Report Generation

CalSAWS uses Qlik for viewing reports which is developed AWS Analytics Architecture framework. Refer to the below share point link for the details on how this framework is used for the processes behind generating the Case Data Removal Identification, Override and Completion Reports.

https://calacesorg.sharepoint.com/:p:/r/sites/CalACES-Project/Tech/Analytics/Architecture/CalSAWS%20AWS%20Architecture.pptx?d=w3a35ef945e9e4782a117de49cf518d2a&csf=1&web=1&e=LIVRC1

3.3 Stage Document Utility

Testing environments do not include copies of forms and NOAs from the production environment. References to forms and documents stored in GENERATE_DOC end up as broken links since the documents don't exist in the testing file management system.

The Stage Documents Utility (PB00P805) will resolve these broken links by mocking files in the testing file management system. This ultimately allows for more accurate testing.

The Stage Documents utility is also capable of storing mocked image files for the ImageNow system. You can control whether mocked forms or mocked images are generated with the following batch properties:

1) generateDocuments: Set to "Y" if you would like to generate documents.
2) generateImages: Set to "Y" if you would like to generate images.

Generating images also requires setting the following property:

© 2020 CalSAWS. All Rights Reserved.

1) sampleImagePath: The filepath of a sample .TIF image file. Note: it is best to keep the filesize of this image relatively small, since the job will generate several thousand copies of the image.

The Stage Documents Utility will identify all generated documents for a given case ID. Case IDs can be provided to the utility in two ways:

1) caseId: Set this property to match a single case ID which contains documents you would like to mock.
2) caseListPath: You may provide a list of Case IDs to feed into the utility by employing the caseListPath property. First, you need to create a text file that contains all the case IDs you would like to mock with each case ID on its own line. You'll need to upload this file to the batch server, then provide the file's path as the caseListPath parameter. For example: caseListPath=" /export/batch/scripts/CaseList.txt".

Mocked files will appear on the testing file management system under the casePurge/mockedForms. Mocked images will appear in the appropriate test envrionment's Hyland Imaging destination associated to the case.

Note: This utility cannot (and should not) be run in production. All batch properties associated to this job have been labeled as test properties, which prevents the job's execution on production batch servers.

© 2020 CalSAWS. All Rights Reserved.

4 REQUIREMENTS

4.1 Project Requirements

DDID	Description	Notes
CIV-105446	Monthly Batch job - case data removal – Discontinued / Inactive cases.	The scope of this DDID is covered in SCR-107763.
CA-208415	Monthly Batch job - case data removal - Discontinued / Inactive cases.	

5 SUPPORTING DOCUMENTS

Number	Functional Area	Description
107763	SCR	Create Case Data Removal Functionality
107825	SCR	Implement Case Data Removal Sprint 1 Features
107834	SCR	Implement Case Data Removal Sprint 2 Features
107924	SCR	Implement Case Data Removal Sprint 3 Features
107957	SCR	Implement Case Data Removal Sprint 4 Features
108104	SCR	Implement Case Data Removal Sprint 5 Features
108106	SCR	Implement Case Data Removal Sprint 6 Features
108107	SCR	Implement Case Data Removal Sprint 7 Features
108108	SCR	Implement Case Data Removal Sprint 8 Features
108109	SCR	Implement Case Data Removal Sprint 9 Features

© 2020 CalSAWS. All Rights Reserved.

108110	SCR	Implement Case Data Removal Sprint 10 Features
108111	SCR	Implement Case Data Removal Sprint 11 Features
108215	SCR	Data Change - Sutter County - Override 2014 cases from data removal per Board of Supervisors Decision
220458	SCR (CalSAWS)	Create CASE_PURGE table and Codes Table references to align with C-IV
224147	SCR (CalSAWS)	Update CASE_PURGE table to include deletion status fields for documents and images to align with C-IV
108554	SCR	Tehama County - Data Retention Flag Due to Opioid Litigation
108616	SCR	Case Data Removal Sprint 9 On Delete Set Null CR's
108630	SCR	Case Data Removal Sprint 10 On Delete Set Null CR's
CA 229298	SCR (CalSAWS)	Port Case Data Removal Functionality into CalSAWS
CA 229300	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 1
CA 229301	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 2
CA 229302	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 3
CA 229303	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 4
CA 229305	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 5
CA 229306	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 6

© 2020 CalSAWS. All Rights Reserved.

CA 229308	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 7
CA 229309	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 8
CA 235667	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 9
CA 235669	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 10
CA 235670	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 11
CA 243795	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 12
CA-253787	SCR (CalSAWS)	Update Batch Schedule and Reports Calendar for 2023, Case Purge Reports schedule has been updated to 11th calendar day
CA-251337	SCR (CalSAWS)	Prevent linking records to shell cases
CA-255731	SCR (CalSAWS)	Remove Page Validation that Prevents Linking MAGI Case to the Same CalSAWS Case
CA-270510	Defect (CalSAWS)	Implement County Level Purge Configuration so that it can run only for the specified counties
CA-254284	Defect (CalSAWS)	Implement 6 years Retention Period for any CalHEERS Transactions created on the Cases.
CA-253881	Defect (CalSAWS)	Implement 12 months Retention Period for changes in the Recovery Accounts to support reports
CA-259931	Defect (CalSAWS)	Implement Retention Logic for EDBC Recoupment, Related Recovery Accounts, Related/Shared Receipts, Related Active Responsible Party Scenarios.
CA-266992	Defect (CalSAWS)	Implement 6 years Retention Period for Issuance created to Expungement Cases
CA-253636	SCR (CalSAWS)	DDID 2261 - Imaging CalWIN Retention Phase 1
CA-253637	SCR (CalSAWS)	DDID 2261 - Imaging CalWIN Retention Phase 2

© 2020 CalSAWS. All Rights Reserved.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-271979

Update Task Upload Options

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/19/2023	1.0	Initial Revision	Vallari Bathala

Table of Contents

1 Overview 4
1.1 Current Design 4
1.2 Requests 4
1.3 Overview of Recommendations 4
1.4 Assumptions 4
2 Recommendations 5
2.1 Task Upload - Templates 5
2.1.1 Overview 5
2.1.2 Task Upload - Templates Mockup 5
2.1.3 Description of Changes 6
2.1.4 Page Location 6
2.1.5 Security Updates 6
2.1.6 Page Mapping 7
2.1.7 Accessibility 7
2.1.8 Page Usage/Data Volume Impacts 7
2.2 Preview Processing 7
2.2.1 Overview 7
2.2.2 Preview Processing 7
3 Supporting Documents 8
4 Requirements 9
4.1 Project Requirements 9
5 Migration Impacts 10
6 Outreach 11
7 Appendix 12

1 OVERVIEW

This design outlines modifications to Task Management functionality within the CalSAWS System to include an additional Automated Assignment option in the Task Upload files when a User uploads a data file that will be translated into Tasks.

1.1 Current Design

Currently, when completing a task upload using the Task Upload templates, only the following Automated Assignments are available:

1. Office Distribution
2. Closest Bank
3. Last Program Worker

1.2 Requests

Add "Current Program Worker" to the Automated Assignment options in the Task Upload templates to allow processing to route the Task to the Position that is currently assigned to the identified program.

1.3 Overview of Recommendations

1. Update the Task Upload templates to include "Current Program Worker" as an automated assignment option.

1.4 Assumptions

N/A.

2 RECOMMENDATIONS

2.1 Task Upload - Templates

2.1.1 Overview

This section outlines the modifications to the Task Upload templates to include additional Automated Assignment options.

2.1.2 Task Upload - Templates Mockup

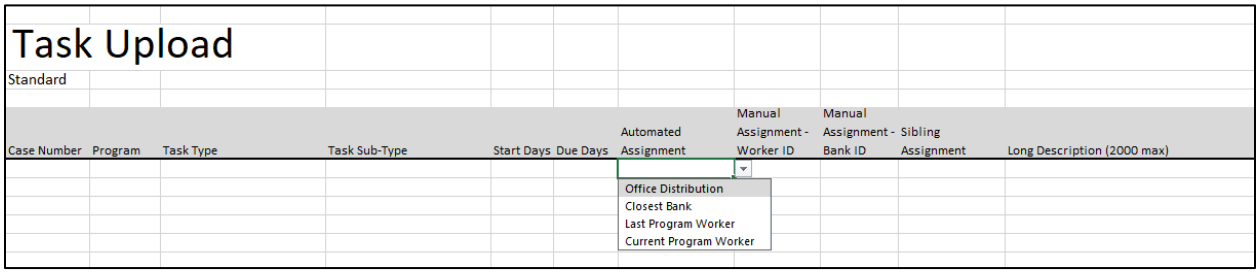


Figure 2.1.1-1 – Standard Template

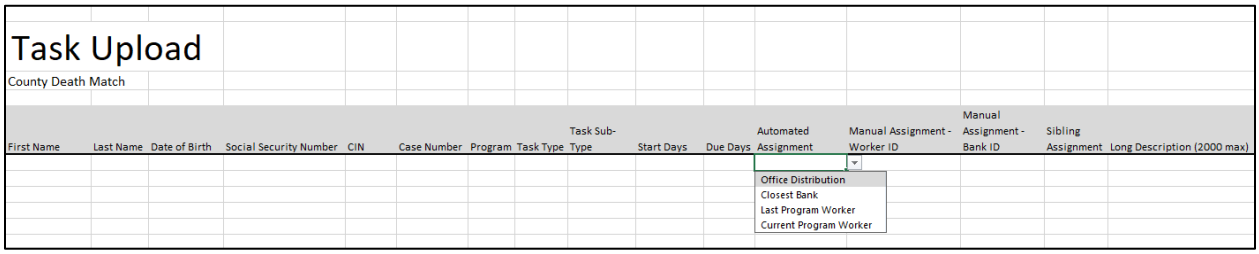


Figure 2.1.1-2 – County Death Match Template

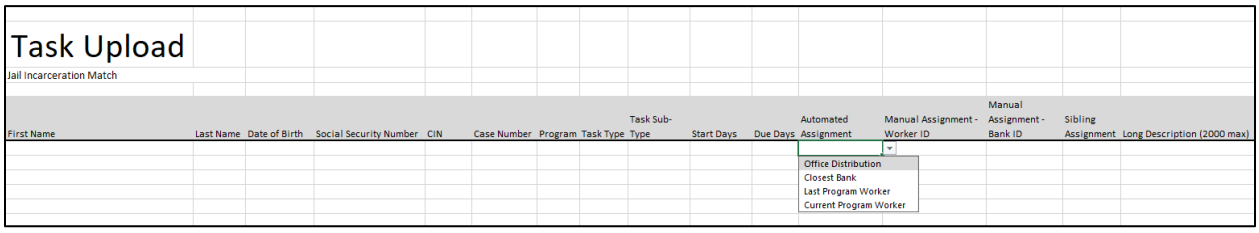


Figure 2.1.1-3 – Jail Incarceration Template

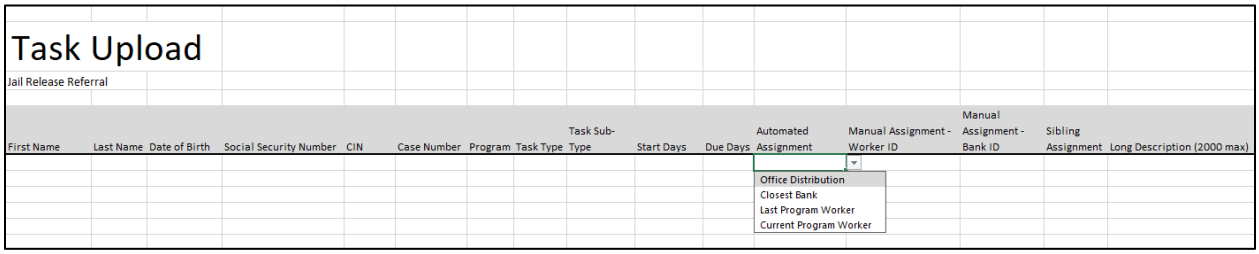


Figure 2.1.1-4 – Jail Release Referral Template

Automated Assignment	No	If automated Task assignment is applicable, enter one of the following values in this field: Office Distribution Closest Bank Last Program Worker Current Program Worker If entering one or both of the Manual Assignment options, it is recommended to leave this field blank. Manual Assignment options will override an Automated Assignment option.

Figure 2.1.1-5 – Instructions

2.1.3 Description of Changes

1. Update the following templates to include "Current Program Worker" as a dropdown option for the Automated Assignment column:
    a. Standard
    b. County Death Match
    c. Jail Incarceration
    d. Jail Release Referral
2. Update the Automated Assignment instruction in the Instructions tab to include "Current Program Worker":

    If automated Task assignment is applicable, enter one of the following values in this field:
    Office Distribution
    Closest Bank
    Last Program Worker
    Current Program Worker

    If entering one or both of the Manual Assignment options, it is recommended to leave this field blank. Manual Assignment options will override an Automated Assignment option.

3. A Task created from Task Upload with the Automated Assignment set to "Current Program Worker" will have an "Assign to Program Worker" attribute value of "Yes".

2.1.4 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.

2.1.5 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 Preview Processing

2.2.1 Overview

This section outlines modifications to the processing of the Task Upload Templates.

2.2.2 Preview Processing

Update the Preview Processing logic to evaluate the validity of the Automated Assignment column with the new "Current Program Worker" option.

Data Validity Preview Processing/Error Evaluation:

Field	Validation	Error Message
Automated Assignment	1. Confirm the value is either "Office Distribution", "Closest Bank", "Last Program Worker" or "Current Program Worker".	Invalid Automated Assignment

Once a Task Upload Template is moved into the "Approved – Tasks Processing" Status, the CalSAWS System will retrieve the Worker assigned to the identified Program as of the Current Date.

Note: When Tasks are processed from a Task Upload with Automated Assignment to Current Program Worker, the Assign to Program Worker attribute for the resulting Tasks will be set to Yes.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Tasks	Task Upload – Standard Template	Standard Template.xlsx
2	Tasks	Task Upload – County Death Match Template	County Death Match Template.xlsx
3	Tasks	Task Upload – Jail Incarceration Template	Jail Incarceration Match Template.xlsx
4	Tasks	Task Upload – Jail Release Referral Template	Jail Release Referral Template.xlsx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.19.1.5	The LRS shall allow COUNTY-specified Users to access alerts, reminders, and controls by using the following criteria in order to initiate a search: a. All alerts, reminders, and controls on a case or a file; b. A specified due date or a range of due dates; c. Type of alert, reminder, or control; and d. Status of alert, reminder, or control.	1. Update the Task Upload templates to include "Current Program Worker".

5 MIGRATION IMPACTS

N/A.

6 OUTREACH

N/A.

7 APPENDIX

N/A.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-272875

Update Office Mapping and Office Detail to include Zip Codes to Support Homeless Apps

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Gillian Noelle Bendicio
	Reviewed By	Rajesh Rudra

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
01/19/2024	.1	Initial Revision	Gillian Noelle Bendicio
03/15/2024	.2	QA comments update and added validation for a missing zip code begin date and duplicate entries in Section 2.1	Gillian Noelle Bendicio

Table of Contents

1 Overview 5
1.1 Current Design 5
1.2 Requests 5
1.3 Overview of Recommendations 5
1.4 Assumptions 5
2 Recommendations 6
2.1 Office Detail 6
2.1.1 Overview 6
2.1.2 Office Detail Mockup 6
2.1.3 Description of Changes 7
2.1.4 Page Location 9
2.1.5 Security Updates 9
2.1.6 Page Mapping 9
2.1.7 Accessibility 9
2.1.8 Page Usage/Data Volume Impacts 9
2.2 Office Mapping API 10
2.2.1 Overview 10
2.2.2 Description of Change 10
2.2.3 Partner Integration Testing 12
2.2.4 Execution Frequency 12
2.2.5 Key Scheduling Dependencies 12
2.2.6 Counties Impacted 12
2.2.7 Category 12
2.2.8 Data Volume/Performance 12
2.2.9 Interface Partner 12
2.2.10 Failure Procedure/Operational Instructions 12
2.3 Application Transfer API 12
2.3.1 Overview 12
2.3.2 Description of Change 13
2.3.3 Partner Integration Testing 15
2.3.4 Execution Frequency 15
2.3.5 Key Scheduling Dependencies 15

2.3.6 Counties Impacted 15
2.3.7 Category 15
2.3.8 Data Volume/Performance 15
2.3.9 Interface Partner 15
2.3.10 Failure Procedure/Operational Instructions 15
2.4 Automated Regression Test 16
2.4.1 Overview 16
2.4.2 Description of Change 16
3 Supporting Documents 17
4 Requirements 18
4.1 Project Requirements 18
4.2 Migration Requirements 18

1 OVERVIEW

This System Change Request (SCR) will update the Office Mapping API to check for a zip code to office mapping when it is called for homeless applications.

1.1 Current Design

The Self-Service Portal (SSP) calls the Office Mapping API to receive and display a list of offices that is applicable given the information passed in the request. During the application submission process, the applicant is prompted to select an office to route their e-Application to from a list of applicable offices returned by the Office Mapping API response.

If the customer is submitting a homeless application, they are not required to provide an address but are prompted to provide a zip code. The Office Mapping API will search for an office that accepts e-Applications for the given program, county, and if there is a matching zip code to route the homeless application. If an office zip code matches, the office is returned in the response. If there are no matches, a list of offices for the given program and county is returned with no determined order.

1.2 Requests

Update the Office Detail page in CalSAWS to include supported zip codes for e-Application routing and update the Office Mapping API to utilize this information in returning the response to the SSP when an e-Application is sent without an address.

1.3 Overview of Recommendations

1. Update the Office Detail page to add a new section that will store and display the zip code to office mapping for e-Application routing.
2. Update the Office Mapping API to check for the zip code to office mapping when the request only contains the zip code, program(s) and county code.
3. Update the Application Transfer API to check for the zip code to office mapping when the request only contains the zip code, program(s) and county code during retry logic when the e-Application is routed to the default office for the given county.

1.4 Assumptions

1. Existing system behavior will remain unchanged unless specifically called out in this SCR.
2. The routing of Medi-Cal applications for Los Angeles county as implemented by CA-232095 will continue to apply even with the changes documented in this SCR.
3. When the full address is provided in the Office Mapping API request, the logic introduced in this SCR does not apply.
4. No additional changes to the SSP are required in this SCR.

2 RECOMMENDATIONS

2.1 Office Detail

2.1.1 Overview

The Office Detail page allows a county worker to view or edit information that pertains specifically to that office. The SSP can display some of this information on the portal by calling the Office Mapping API.

2.1.2 Office Detail Mockup

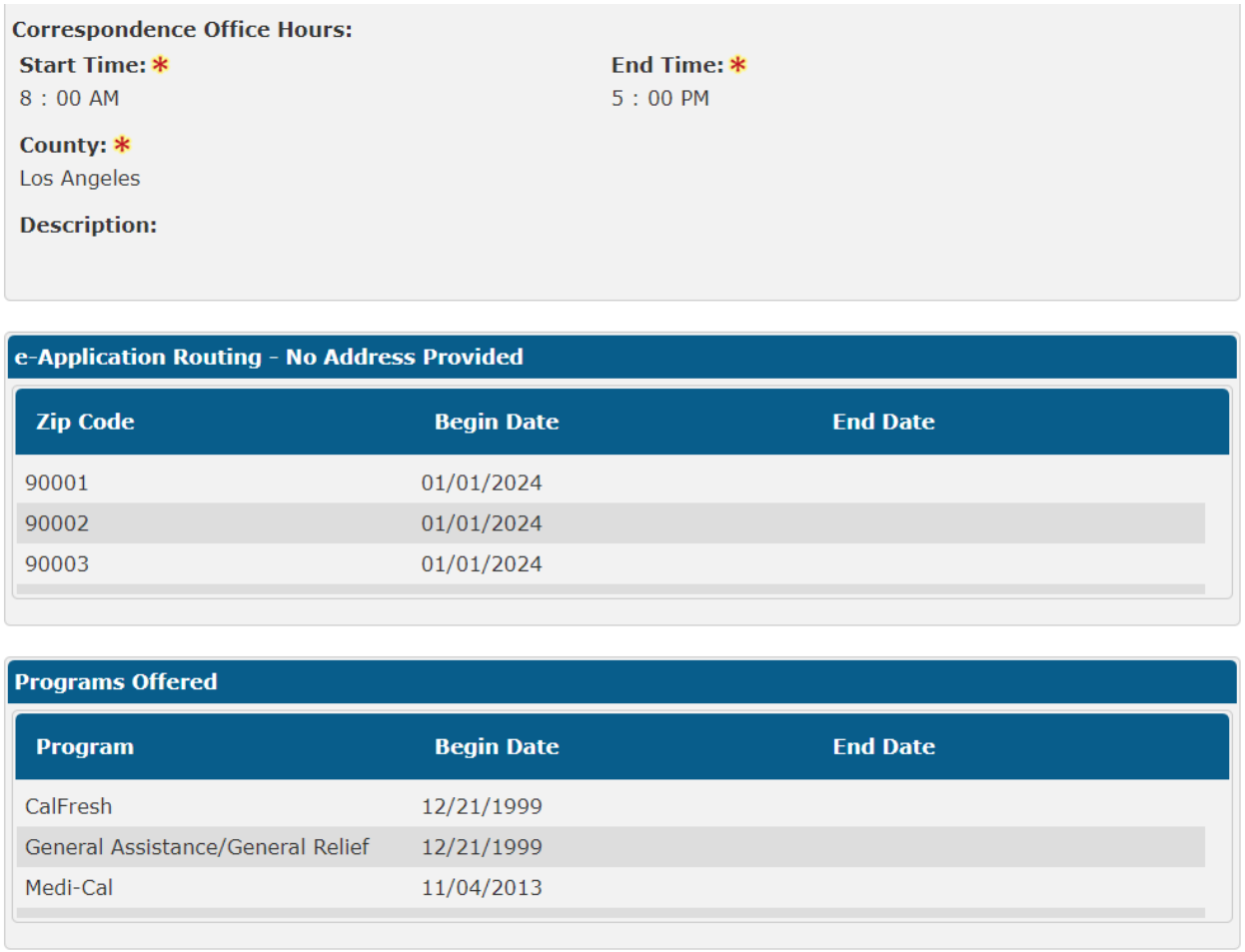


Figure 2.1.1 – e-Application Routing in View Mode

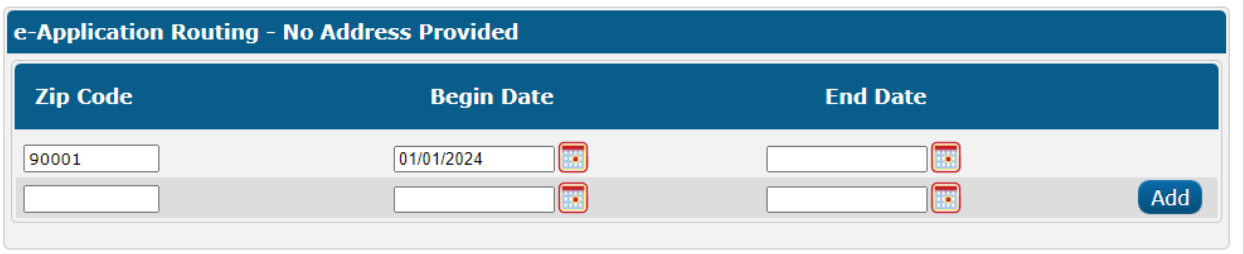


Figure 2.1.2 – e-Application Routing in Create/Edit

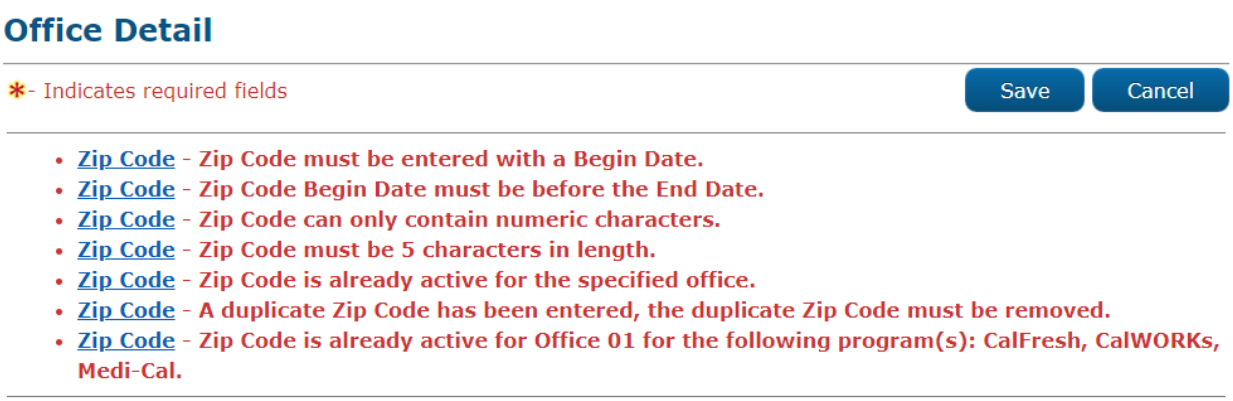


Figure 2.1.3 – e-Application Routing Validation Messages

2.1.3 Description of Changes

1. Update the Office Detail page to add a new section, 'e-Application Routing – No Address Provided' between the General Office Information section and the Programs Offered section (refer to Figures 2.1.1 and 2.1.2). The new section will have the following details:
    a. Columns:
        i. Zip Code
            1. This will be a text field and the maximum number of characters is 5. Once the maximum number of characters is reached, no further characters can be added.
        ii. Begin Date
            1. This is the begin date in which the zip code to office mapping for e-Application routing is activated.
            2. In Create and Edit Mode, this is a text field that expects the date in 'MM/DD/YYYY' format. Clicking the calendar icon displays the date picker.
        iii. End Date
            1. This is the end date for the zip code to office mapping for an e-Application routing. Adding a date on this field means that the zip code to office

mapping for e-Application routing does not apply after the entered date.

2. In Create and Edit Mode, this is a text field that expects the date in 'MM/DD/YYYY' format. Clicking the calendar icon displays the date picker.

b. 'Add' button
   i. This button only displays during Create and Edit mode. Clicking the Add button creates a new row for the worker to enter the zip code to office mapping if the previous row is populated with information.
   ii. This button will not save the information. The worker is expected to click the 'Save' button on the page to store the information in the system.

c. Validations:
   i. Zip Code – Zip Code Begin Date must be before the End Date.
      1. The above validation is triggered when the user clicks the 'Save' button and entered a zip code end date that is before the begin date.
   ii. Zip Code – Zip Code must be entered with a Begin Date.
      1. The above validation is triggered when the user clicks the 'Save' button and entered a zip code that does not have an associated begin date.
   iii. Zip Code – Zip Code can only contain numeric characters.
      1. The above validation is triggered when the user clicks the 'Save' button and entered a zip code with non-numeric character(s).
   iv. Zip Code – Zip Code must be 5 characters in length.
      1. The above validation is triggered when the user clicks the 'Save' button and entered a zip code that is not 5 characters long.
   v. Zip Code – Zip Code is already active for the specified office.
      1. The above validation is triggered when the user clicks the 'Save' button and entered a zip code that already exists and date range overlaps for the given office.
   vi. Zip Code – A duplicate Zip Code has been entered, the duplicate Zip Code must be removed.
      1. The above validation is triggered when the user clicks the 'Save' button and the user is attempting to save duplicate zip codes with overlapping date ranges.
   vii. Zip Code – Zip Code is already active for Office [Office ID] for the following program(s): [Program List].

1. The above validation is triggered when the user clicks the 'Save' button and entered a zip code that already exists in a different office, the begin and end dates overlap, and the office has overlapping active programs.

2.1.4 Page Location

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

2.1.5 Security Updates

No impact to this section.

2.1.6 Page Mapping

Update Page Mapping to include new Homeless e-Application Routing fields.

2.1.7 Accessibility

No impacts to this section.

2.1.8 Page Usage/Data Volume Impacts

No impacts to this section.

2.2 Office Mapping API

2.2.1 Overview

The Office Mapping API is a RESTful API that retrieves a list of offices and their office information from CalSAWS based on the information provided in the request. This API will be updated to use the zip code to office mapping records when the API request only contains the zip code for the address information.

2.2.2 Description of Change

1. Update the Office Mapping API to search for zip code to office mapping records for the provided county if the request only contains the zip code as the address information.
    a. The existing routing of Medi-Cal applications for Los Angeles county logic is applied regardless if only the zip code is provided in the request.
    b. When the request only contains the zip code as the address information, the logic shall check for offices in the county provided with the programs in the request if a zip code to office mapping exists.
        i. If a zip code to office mapping exists, return the offices that has the zip code mapped first, prior to returning to all other applicable offices for the county.
            1. Example: Alameda county (county 01) has the following offices that accepts CalFresh (CF) applications:
                a. 01
                b. 02
                c. 03

            Office 03 has a zip code to office mapping for 94540. The Office Mapping request contains zip code 94540 with program CF and county 01. The example result will be:

                a. 03 (with Office 03 information)
                b. 01 (with Office 01 information)
                c. 02 (with Office 02 information)

            Note: 01 and 02 order may be interchanged depending on the database return logic. Example: 03, 02, 01.

            2. Example: Alameda county (county 01) has the following offices that accepts CalFresh (CF), CalWORKs (CW), and Medi-Cal (MC) applications:
                a. 01
                b. 03

c. 04

Office 03 has a zip code to office mapping for 94540. The Office Mapping request contains zip code 94540 with programs CF, CW, and MC and county 01. The example result will be:

a. 03 (with Office 03 information)
b. 01 (with Office 01 information)
c. 04 (with Office 04 information)

Note: 01 and 04 order may be interchanged depending on the database return logic. Example: 03, 04, 01.

3. Example: Alameda county (county 01) has the following offices that accepts CalFresh (CF), CalWORKs (CW), and Medi-Cal (MC) applications:
   a. 01
   b. 03
   c. 04

   The following offices accept CF applications only:

   a. 02
   b. 05
   c. 06

   The following offices accept MC applications only:

   a. 07
   b. 08

   The following offices accept CF and MC applications:

   d. 09
   e. 10

   Office 02 has a zip code to office mapping for 94540. The Office Mapping request contains zip code 94540 with programs CF and MC and county 01. The example result will be:

   a. 01 (with Office 01 information)
   b. 03 (with Office 03 information)
   c. 04 (with Office 04 information)
   d. 09 (with Office 09 information)
   e. 10 (with Office 10 information)

   Note: 01, 03, 04, 09, and 10 order may be interchanged depending on the database return logic. Example: 03, 04, 09, 10, 01.

ii. If a zip code to office mapping does not exist, the original logic for returning offices without a full address or longitude/latitude is used.

2.2.3 Partner Integration Testing

Not applicable.

2.2.4 Execution Frequency

Real-time.

2.2.5 Key Scheduling Dependencies

Not applicable.

2.2.6 Counties Impacted

CalSAWS counties.

2.2.7 Category

Not applicable.

2.2.8 Data Volume/Performance

No changes to the amount of Office Mapping API calls.

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.)

2.3 Application Transfer API

2.3.1 Overview

The Application Transfer API is a RESTful API that receives and stores the application information submitted by a customer through the SSP. This API

was updated by CA-249896 to use the Office Mapping API logic for retry when the application is routed to the county's default office. Since this SCR is updating the Office Mapping logic to use zip code to office mapping, the same logic will need to be added to the Application Transfer API.

2.3.2 Description of Change

1. Update the Application Transfer API's office mapping logic to search for zip code to office mapping records for the provided county if the request only contains the zip code as the address information.
    a. The existing routing of Medi-Cal applications for Los Angeles county logic is applied regardless if only the zip code is provided in the request.
    b. When the request only contains the zip code as the address information, the logic shall check for offices in the county provided with the programs in the request if a zip code to office mapping exists.
        i. If a zip code to office mapping exists, return the offices that has the zip code mapped first, prior to returning to all other applicable offices for the county.
            1. Example: Alameda county (county 01) has the following offices that accepts CalFresh (CF) applications:
                a. 01
                b. 02
                c. 03

            Office 03 has a zip code to office mapping for 94540. The Office Mapping request contains zip code 94540 with program CF and county 01. The example result will be:

                d. 03 (with Office 03 information)
                e. 01 (with Office 01 information)
                f. 02 (with Office 02 information)

            Note: 01 and 02 order may be interchanged depending on the database return logic. Example: 03, 02, 01.

            2. Example: Alameda county (county 01) has the following offices that accepts CalFresh (CF), CalWORKs (CW), and Medi-Cal (MC) applications:
                a. 01
                b. 03
                c. 04

            Office 03 has a zip code to office mapping for 94540. The Office Mapping request contains zip

code 94540 with programs CF, CW, and MC and county 01. The example result will be:

d. 03 (with Office 03 information)
e. 01 (with Office 01 information)
f. 04 (with Office 04 information)

Note: 01 and 04 order may be interchanged depending on the database return logic. Example: 03, 04, 01.

3. Example: Alameda county (county 01) has the following offices that accepts CalFresh (CF), CalWORKs (CW), and Medi-Cal (MC) applications:
    a. 01
    b. 03
    c. 04

    The following offices accept CF applications only:

    d. 02
    e. 05
    f. 06

    The following offices accept MC applications only:

    c. 07
    d. 08

    The following offices accept CF and MC applications:

    d. 09
    e. 10

    Office 02 has a zip code to office mapping for 94540. The Office Mapping request contains zip code 94540 with programs CF and MC and county 01. The example result will be:

    f. 01 (with Office 01 information)
    g. 03 (with Office 03 information)
    h. 04 (with Office 04 information)
    i. 09 (with Office 09 information)
    j. 10 (with Office 10 information)

    Note: 01, 03, 04, 09, and 10 order may be interchanged depending on the database return logic. Example: 03, 04, 09, 10, 01.

ii. If a zip code to office mapping does not exist, the original logic for returning offices without a full address or longitude/latitude is used.

2.3.3 Partner Integration Testing

Not applicable.

2.3.4 Execution Frequency

Real-time.

2.3.5 Key Scheduling Dependencies

Not applicable.

2.3.6 Counties Impacted

CalSAWS counties.

2.3.7 Category

Not applicable.

2.3.8 Data Volume/Performance

No changes to the amount of Office Mapping API calls.

2.3.9 Interface Partner

BenefitsCal

2.3.10 Failure Procedure/Operational Instructions

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

2.4 Automated Regression Test

2.4.1 Overview

Create new regression test scripts based on the system test scenarios for the permanent functional changes outlined above.

2.4.2 Description of Change

1. Evaluate each system test scenario for the potential of automation. Known exclusionary criteria:
    a. Temporary or one-time changes (ex., Data Change Requests, operational batch job execution)
    b. Technical limitations (ex., visual comparison of a static document against a template)
    c. Security restrictions (ex., access to an external service requiring Multi-Factor Authentication)
    d. Required manual intervention (ex., physical printing, document scanning, forced service outage)
2. For each scenario determined to be an automation candidate, modify the system test scenario to be executable as part of the Regression Test Suite. This may include the following:
    a. Repeatability: The script must be able to execute multiple times between data refreshes
3. Targetability: The script must fully and accurately verify the actual result against the expected result of the scenario

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.27.1.25	The LRS, upon a receipt of a Los Angeles Self Service Portal application, route the information to the appropriate Local Office Site for processing.	The SCR is updating the Office Mapping logic to use a zip code to office mapping when attempting to route a homeless application.

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-272929

Update Reports for CalFresh Replacements with New Benefit Type of 'RPSNAP'

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Susanna Martinez
	Reviewed By	Ravneet Bhatia, Thao Ta

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
02/11/2024	1.0	Initial version	Susanna Martinez

Table of Contents

1 Overview 5
1.1 Current Design 5
1.2 Requests 5
1.3 Overview of Recommendations 5
1.4 Assumptions 5
2 Recommendations 7
2.1 TEMP 2313 EBT THEFT - Scam 7
2.1.1 Overview 7
2.1.2 TEMP 2313 EBT THEFT - Scam Mockup 7
2.1.3 Description of Change 8
2.1.4 Report Location 11
2.1.5 Counties Impacted 11
2.1.6 Security Updates 11
2.1.7 Report Usage/Performance 11
2.2 TEMP 2035 EBT THEFT - Skimming 11
2.2.1 Overview 11
2.2.2 TEMP 2035 EBT THEFT - Skimming Mockup 12
2.2.3 Description of Change 12
2.2.4 Report Location 15
2.2.5 Counties Impacted 15
2.2.6 Security Updates 15
2.2.7 Report Usage/Performance 16
2.3 CalFresh Supplemental Issuance Register 16
2.3.1 Overview 16
2.3.2 CalFresh Supplemental Issuance Register Mockup 17
2.3.3 Description of Change 19
2.3.4 Report Location 19
2.3.5 Counties Impacted 20
2.3.6 Security Updates 20
2.3.7 Report Usage/Performance 20
3 Supporting Documents 20
4 Requirements 21

4.1 Project Requirements....21
4.2 Migration Requirements....21
5 Migration Impacts....21
6 Appendix....21

1 OVERVIEW

In compliance with ACL 23-92 a new EBT Benefit Type 'RPSNAP' and pay code of 'CalFresh EBT Theft Food Replacement' will be added to the system. As of December 1, 2023, the CalFresh replacements due to EBT theft were no longer issued as cash replacements and started being issued as food benefits. The TEMP 2313 and TEMP 2035 state reports will be updated to reflect these additions.

1.1 Current Design

The TEMP 2313 EBT THEFT – Scam and TEMP 2035 EBT THEFT – Skimming reports provide information regarding reimbursement claim for Electronic Benefit Transfer (EBT) replacement, due to electronic theft by scam/skimming for the following programs: CalWORKs, TCVAP, RCA, CAPI, CalFresh, SUAS and GA/GR. The CalFresh cash replacements are captured by aid code 99: '99 - Electronic Theft Replacement Cash Benefit' and pay code of 3T: 'CalFresh EBT Theft Replacements'. These reports do not include issuances that have been claimed with the 'AX' transaction type.

1.2 Requests

1. Update the logic of TEMP 2035 and TEMP 2313 to capture the new pay code being implemented with CA-266899 as well as any additional fiscal reports.
2. Update logic of TEMP 2035 and TEMP 2313 to include replacements of converted CalSAWS issuances that are being claimed as an 'AX' transaction type.

1.3 Overview of Recommendations

1. Update the TEMP 2313 EBT THEFT – Scam and TEMP 2035 EBT THEFT – Skimming reports to capture CalFresh EBT food benefit replacements under the new pay code of '1F' per SCR CA-266899.
2. Update the TEMP 2313 EBT THEFT – Scam and TEMP 2035 EBT THEFT – Skimming reports to include issuances that are being claimed as transaction type of 'AX' for Auxiliary Benefit Issuance.
3. Update the CalFresh Supplemental Issuance Register report to include a new column identifying the pay code of the issuance.

1.4 Assumptions

1. The requests and updates in this design are based upon and depend on the implementation of parent SCR CA-266899.
2. As of December 1, 2023, the CalFresh benefit replacements due to EBT theft were no longer issued as cash replacements and started being issued as food benefit replacements. The cash benefits replacements were formerly

identified with aid code 99 and pay code of 3T, and the new food benefit replacements will be captured under a pay code of 1F.

3. The issuance benefit type of TFSP was a temporary solution to capture the CalFresh food benefit replacements due to EBT theft. TFSP will be utilized until the implementation of parent SCR CA-266899, when the new benefit type of RPSNAP will be introduced as a permanent solution.
4. All Auxiliary Benefit Issuance transactions, despite benefit type, will continue to be reported on the Auxiliary Issuance Daily Report and the Auxiliary Issuance Monthly Report.
5. Updates to capture the CalFresh food benefit replacements with pay code 1F in the Integrated CalFresh Issuance Detail Claiming Report and current DFA 256 and DFA 256 Detailed reports will be addressed via SCR CA-251869.

2 RECOMMENDATIONS

2.1 TEMP 2313 EBT THEFT - Scam

2.1.1 Overview

The TEMP 2313 EBT Theft – Scam report provides information regarding reimbursement claim for Electronic Benefit Transfer (EBT) replacement, due to electronic theft by scam. This is a scheduled report ran on a monthly basis. The report logic will need to be updated to report CalFresh EBT food replacements under the new pay code of '1F' and to include issuances being claimed with a transaction type of 'AX' for Auxiliary Benefit Issuance.

2.1.2 TEMP 2313 EBT THEFT - Scam Mockup

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY — CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

COUNTY REIMBURSEMENT CLAIM FOR ELECTRONIC BENEFIT TRANSFER (EBT) REPLACEMENT DUE TO ELECTRONIC THEFT THEFT BY SCAMS - AB 2313 (2018)

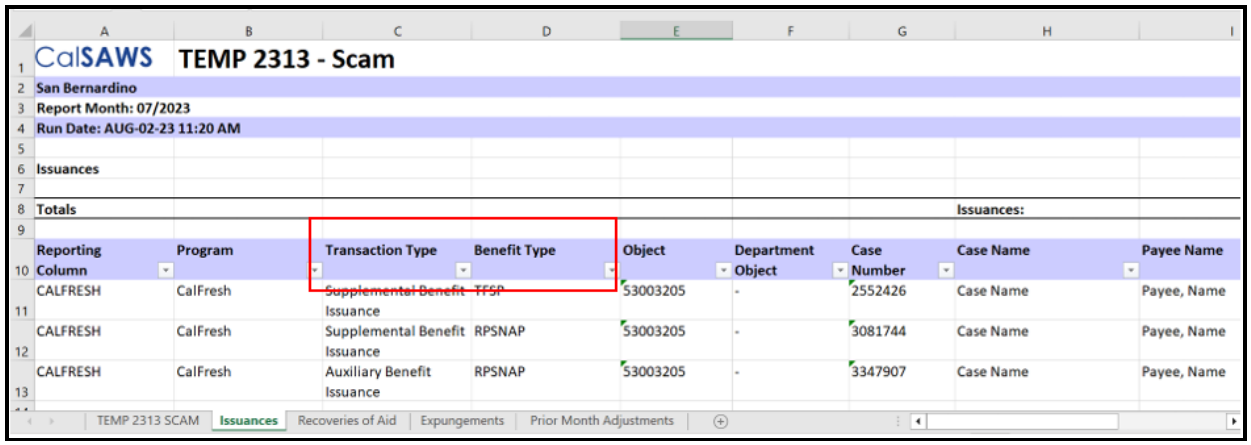
County	Date (Month Year)
San Bernardino	07/2023

EBT THEFT BY PROGRAM

	Select the Program Name	CalWORKs Cash Assistance	CalFresh Cash Assistance	TCVAP Cash Assistance	RCA Cash Assistance	CAPI Cash Assistance	SUAS Cash Assistance	GA/GR Cash Assistance
2	Total reimbursement amount for actual expenditures associated with the theft of EBT cash benefits by scams in current claiming month	$0	$888	$0	$0	$0	$0	$0
3	Recoveries of Aid for Prior AB 2313 issuances:	$159	$139	$0	$0	$0	$0	$0
4	Prior Month Positive Adjustments:	$0	$0	$0	$0	$0	$0	$0
5	Prior Month Negative Adjustments:	$0	$0	$0	$0	$0	$0	$0
6	Total Net Obligations for Reimbursement (Sum Lines #2 and #4, less Line #3 plus Line #5):	($159)	$749	$0	$0	$0	$0	$0
7	**Total Number of Payments Issued:**	0	3	0	0	0	0	0

Figure 2.1.2.1 – TEMP 2313 EBT THEFT – Scam 'TEMP 2313 Scam' Sheet

Note: The full mockup can be found in the supporting documents section



CalSAWS TEMP 2313 - Scam

San Bernardino
Report Month: 07/2023
Run Date: AUG-02-23 11:20 AM

Issuances

Totals — Issuances:

Reporting Column	Program	Transaction Type	Benefit Type	Object	Department Object	Case Number	Case Name	Payee Name
CALFRESH	CalFresh	~~Supplemental Benefit~~ Issuance	~~TFSP~~	53003205	-	2552426	Case Name	Payee, Name
CALFRESH	CalFresh	Supplemental Benefit Issuance	RPSNAP	53003205	-	3081744	Case Name	Payee, Name
CALFRESH	CalFresh	Auxiliary Benefit Issuance	RPSNAP	53003205	-	3347907	Case Name	Payee, Name

TEMP 2313 SCAM | Issuances | Recoveries of Aid | Expungements | Prior Month Adjustments

Figure 2.1.2.2 – TEMP 2313 EBT THEFT – Scam 'Issuances' Sheet with the addition of new 'Transaction Type' and 'Benefit Type' column

Note: The full mockup can be found in the supporting documents section

2.1.3 Description of Change

1. Update the TEMP 2313 EBT THEFT – Scam curation job to capture CalFresh food benefit replacements under the new '1F' pay code.
    a. The Pay Code of the claimed transaction will be '1F' and will no longer use the '3T' pay code.

Category ID	Code Value	Short Decode Value
623	1F	CalFresh EBT Theft Food Replacement

    b. The Aid Code of the claimed transaction will no longer be restricted to '99' and will now utilize the same aid code as the original issuance of the replacement. Therefore, the logic will need to be updated to no longer restrict on the aid code of the CalFresh food benefit replacement.
2. Update the report to include replacements being claimed as Auxiliary Benefit Issuance transactions for all programs included in the report.
    a. The Auxiliary Benefit Issuance transactions will be counted under the 'Total reimbursement amount for actual expenditures associated with the theft of EBT cash benefits by scams in current claiming month' line 2 on the 'TEMP 2313 SCAM' summary sheet.
    b. The Auxiliary Benefit Issuance transactions will follow the current base logic in place for Issuances but will be identified by their transaction type code of 'AX' with an issuance benefit type of 'TFSP', 'EBTSC', or 'RPSNAP'
        i. **Technical Note:** This will be where the CLAIM_HIST.TRANS_TYPE_CODE = 'AX' and the ISSUANCE.BEN_TYPE IN ('29', '55', '56'). In the system the

issuance Benefit Type is displayed by the CODE_DETL.REFER_TABLE_1_DESCR value and the issuance transaction type on the Fiscal History page is displayed by CODE_DETL.CODE_NUM_IDENTIF.

Category ID	Code Value	Short Decode Name	Note
420	AX	Auxiliary Benefit Issuance	CLAIM_HIST.TRANS_TYPE_CODE

Category ID	Code Value	REFER_TABLE_1_DESCR	Note
2055	29	TFSP	ISSUANCE.BEN_TYPE This will be the issuance benefit type of the replacement issuance itself and not of the original issuance.
2055	55	EBTSC	ISSUANCE.BEN_TYPE This will be the issuance benefit type of the replacement issuance itself and not of the original issuance.
2055	56	RPSNAP	ISSUANCE.BEN_TYPE This will be the issuance benefit type of the replacement issuance itself and not of the original issuance.

c. The Auxiliary Benefit Issuance detail records will appear on the existing 'Issuances' sheet.
d. Create new 'Transaction Type' and 'Benefit Type' columns in the 'Issuances' detail sheet to distinguish between the different transaction records being included. See Figure 2.1.2.2 for reference.
    i.

Column Name	Column Description
Transaction Type	This is the transaction type of the issuance. Possible values: • Supplemental Benefit Issuance • Auxiliary Benefit Issuance

	Tech Note: CODE_DETL.SHORT_DECODE_NAME where CODE_DETL.CATGRY_ID = 420 and CODE_DETL.CODE_NUM_IDENTIF = CLAIM_HIST.TRANS_TYPE_CODE
Benefit Type	This is the benefit type of the issuance. Possible values: • TFSP • EBTSC • RPSNAP **Tech Note:** CODE_DETL. REFER_TABLE_1_DESCR where CODE_DETL.CATGRY_ID = 2055 and CODE_DETL.CODE_NUM_IDENTIF = ISSUANCE.BEN_TYPE

e. The Auxiliary Benefit Issuance records will be captured by the following benefit type and program categorization:
   i.

Column Name	Benefit Type	Program Code
CalWORKs Cash Assistance	EBTSC	CL, CW, HP, HT, IN, WT, DV
CalFresh Cash Assistance	TFSP or RPSNAP	FS
TCVAP Cash Assistance	EBTSC	RC Note: There is additional aid code logic in place that looks for aid codes 1V and R1
RCA Cash Assistance	EBTSC	RC Note: There is additional aid code logic in place that looks for aid code 01
CAPI Cash Assistance	EBTSC	CP
SUAS Cash Assistance	EBTSC	FS
GA/GR Cash Assistance	EBTSC	GA, GM, GN, GR Note: The program is dependent on which

		GA/GR solution the county is opted into

2.1.4 Report Location

- **Global: Reports**
- **Local: Scheduled**
- **Task: State**

2.1.5 Counties Impacted

All counties will be impacted by the changes in this section.

2.1.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
N/A	N/A	N/A

2. Security Groups

Security Group	Group Description	Group to Role Mapping
N/A	N/A	N/A

2.1.7 Report Usage/Performance

No significant performance impact is expected.

2.2 TEMP 2035 EBT THEFT - Skimming

2.2.1 Overview

The TEMP 2035 EBT Theft – Skimming report provides information of County reimbursement claims for EBT replacement due to electronic theft by skimming. This report is a scheduled report ran on a monthly basis. The report logic will need to be updated to report CalFresh EBT food replacements under the new pay code of '1F' and to include issuances being claimed with a transaction type of 'AX' for Auxiliary Benefit Issuance.

2.2.2 TEMP 2035 EBT THEFT - Skimming Mockup

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY — CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

COUNTY REIMBURSEMENT CLAIM FOR ELECTRONIC BENEFIT TRANSFER (EBT) REPLACEMENT DUE TO ELECTRONIC THEFT THEFT BY SKIMMING - AB 2035 (2012)	County	Date (Month Year)
	San Bernardino	07/2023

EBT THEFT BY PROGRAM

1	Select the Program Name	CalWORKs Cash Assistance	CalFresh Cash Assistance	TCVAP Cash Assistance	RCA Cash Assistance	CAPI Cash Assistance	SUAS Cash Assistance	GA/GR Cash Assistance
2	Total reimbursement amount for actual expenditures associated with the theft of EBT cash benefits by skimming in current claiming month	$1,111,159	$394,149	$0	$1,327	$6,455	$77	$0
3	Recoveries of Aid for Prior AB 2035 issuances:	$159	$139	$0	$0	$0	$0	$0
4	Prior Month Positive Adjustments:	$0	$0	$0	$0	$0	$0	$0
5	Prior Month Negative Adjustments:	$0	$0	$0	$0	$0	$0	$0
6	Total Net Obligations for Reimbursement (Sum Lines #2 and #4, less Line #3 plus Line #5):	$1,111,000	$394,010	$0	$1,327	$6,455	$77	$0
7	Total Number of Payments Issued:	1332	1005	0	2	9	4	0

Figure 2.2.2.1 – TEMP 2035 EBT THEFT – Skimming 'TEMP 2035 Skimming' Sheet

Note: The full mockup can be found in the supporting documents section

CalSAWS **TEMP 2035 - Skimming**

San Bernardino
Report Month: 07/2023
Run Date: AUG-02-23 11:08 AM

Issuances

Totals — Issuances:

Reporting Column	Program	Transaction Type	Benefit Type	Object	Department Object	Case Number	Case Name	Payee Name
CalFresh	CalFresh	Supplemental Benefit Issuance	TFSP	53003205	-	0149661	Case Name	Payee, Name
CalFresh	CalFresh	Supplemental Benefit Issuance	RPSNAP	53003205	-	0213476	Case Name	Payee, Name
CalFresh	CalFresh	Auxiliary Benefit Issuance	RPSNAP	53003205	-	0238988	Case Name	Payee, Name

TEMP 2035 Skimming | Issuances | Recoveries of Aid | Expungements | Prior Month Adjustments

Figure 2.2.2.2 – TEMP 2035 EBT THEFT – Skimming 'Issuances' Sheet with the addition of new 'Transaction Type' and 'Benefit Type' column

Note: The full mockup can be found in the supporting documents section

2.2.3 Description of Change

1. Update the TEMP 2035 EBT THEFT – Skimming curation job to capture CalFresh food benefit replacements under the new '1F' pay code.
    a. The Pay Code of the claimed transaction will be '1F' and will no longer use the '3T' pay code.

Category ID	Code Value	Short Decode Value
623	1F	CalFresh EBT Theft Food Replacement

b. The Aid Code of the claimed transaction will no longer be restricted to '99' and will now utilize the same aid code as the original issuance of the replacement. Therefore, the logic will need to be updated to no longer restrict on the aid code of the CalFresh food benefit replacement.

2. Update the report to include replacements being claimed as Auxiliary Benefit Issuance transactions for all programs included in the report.
   a. The Auxiliary Benefit Issuance transactions will be counted under the 'Total reimbursement amount for actual expenditures associated with the theft of EBT cash benefits by skimming in current claiming month' line 2 on the 'TEMP 2035 Skimming' summary sheet.
   b. The Auxiliary Benefit Issuance transactions will follow the current base logic in place for Issuances but will be identified by their transaction type code of 'AX' with an issuance benefit type of 'TFSP', 'ETRCB', or 'RPSNAP'
      i. **Technical Note:** This will be where the CLAIM_HIST.TRANS_TYPE_CODE = 'AX' and the ISSUANCE.BEN_TYPE IN ('29', '43', '56'). In the system the issuance Benefit Type is displayed by the CODE_DETL.REFER_TABLE_1_DESCR value and the issuance transaction type on the Fiscal History page is displayed by CODE_DETL.CODE_NUM_IDENTIF.

Category ID	Code Value	Short Decode Name	Note
420	AX	Auxiliary Benefit Issuance	CLAIM_HIST.TRANS_TYPE_CODE

Category ID	Code Value	REFER_TABLE_1_ DESCR	Note
2055	29	TFSP	ISSUANCE.BEN_TYPE This will be the issuance benefit type of the replacement issuance itself and not of the original issuance.
2055	43	ETRCB	ISSUANCE.BEN_TYPE This will be the issuance benefit type of the

			replacement issuance itself and not of the original issuance.
2055	56	RPSNAP	ISSUANCE.BEN_TYPE This will be the issuance benefit type of the replacement issuance itself and not of the original issuance.

c. The Auxiliary Benefit Issuance detail records will appear on the existing 'Issuances' sheet.
d. Create new 'Transaction Type' and 'Benefit Type' columns in the 'Issuances' detail sheet to distinguish between the different transaction records being included. See Figure 2.2.2.2 for reference.
    i.

Column Name	Column Description
Transaction Type	This is the transaction type of the issuance. Possible values: • Supplemental Benefit Issuance • Auxiliary Benefit Issuance **Tech Note:** CODE_DETL.SHORT_DECODE_NAME where CODE_DETL.CATGRY_ID = 420 and CODE_DETL.CODE_NUM_IDENTIF = CLAIM_HIST.TRANS_TYPE_CODE
Benefit Type	This is the benefit type of the issuance. Possible values: • TFSP • ETRCB • RPSNAP **Tech Note:** CODE_DETL. REFER_TABLE_1_DESCR where CODE_DETL.CATGRY_ID = 2055 and CODE_DETL.CODE_NUM_IDENTIF = ISSUANCE.BEN_TYPE

e. The Auxiliary Benefit Issuance records will be captured by the following benefit type and program categorization:
    i.

Column Name	Benefit Type	Program Code
CalWORKs Cash Assistance	ETRCB	CL, CW, HP, HT, IN, WT, DV
CalFresh Cash Assistance	TFSP or RPSNAP	FS
TCVAP Cash Assistance	ETRCB	RC Note: There is additional aid code logic in place that looks for aid codes 1V and R1
RCA Cash Assistance	ETRCB	RC Note: There is additional aid code logic in place that looks for aid code 01
CAPI Cash Assistance	ETRCB	CP
SUAS Cash Assistance	ETRCB	FS
GA/GR Cash Assistance	ETRCB	GA, GM, GN, GR Note: The program is dependent on which GA/GR solution the county is opted into

2.2.4 Report Location

- **Global: Reports**
- **Local: Scheduled**
- **Task: State**

2.2.5 Counties Impacted

All counties will be impacted by the changes in this section.

2.2.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
N/A	N/A	N/A

2. Security Groups

Security Group	Group Description	Group to Role Mapping
N/A	N/A	N/A

2.2.7 Report Usage/Performance

No significant performance impact is expected.

2.3 CalFresh Supplemental Issuance Register

2.3.1 Overview

The CalFresh Supplemental Issuance Register report provides all the supplemental CalFresh issuance transaction information, ordered by Control Number and includes cancellations. This is a scheduled report made available daily. This report will be updated to include a new column for pay code information.

2.3.2 CalFresh Supplemental Issuance Register Mockup

CalSAWS **CalFresh Supplemental Issuance Register**

San Bernardino
Run Date: MAR-12-24 06:15 AM
Date: 03/11/2024

EBT Issuance Summary

Details	Person Count Fed	Person Count Non Fed	FBU Count	Fed Amount	Non Fed Amount	Unclaimed Amount	Amount	Transaction Count
Current Totals:	996	4	492	$211,570.02	$309.99	$0.00	$211,880.01	558
Prior Totals:	284	7	147	$47,205.92	$702.00	$0.00	$47,907.92	200
Future Totals:	0	0	0	$0.00	$0.00	$0.00	$0.00	0
Overall Totals:	1,280	11	639	$258,775.94	$1,011.99	$0.00	$259,787.93	758

Transaction Type	Person Count Fed	Person Count Non Fed	FBU Count	Fed Amount	Non Fed Amount	Unclaimed Amount	Amount	Transaction Count
Issuance	1,280	11	639	$258,775.94	$1,011.99	$0.00	$259,787.93	758
Cancellation	0	0	0	$0.00	$0.00	$0.00	$0.00	0

Manual Issuance Summary

Details	Person Count Fed	Person Count Non Fed	FBU Count	Fed Amount	Non Fed Amount	Unclaimed Amount	Amount	Transaction Count
Current Totals:	0	0	0	$0.00	$0.00	$0.00	$0.00	0
Prior Totals:	0	0	0	$0.00	$0.00	$0.00	$0.00	0
Overall Totals:	0	0	0	$0.00	$0.00	$0.00	$0.00	0

Transaction Type	Person Count Fed	Person Count Non Fed	FBU Count	Fed Amount	Non Fed Amount	Unclaimed Amount	Amount	Transaction Count
Issuance	0	0	0	$0.00	$0.00	$0.00	$0.00	0
Cancellation	0	0	0	$0.00	$0.00	$0.00	$0.00	0

External Issuance Summary

Details	Person Count Fed	Person Count Non Fed	FBU Count	Fed Amount	Non Fed Amount	Unclaimed Amount	Amount	Transaction Count
Current Totals:	0	0	0	$0.00	$0.00	$0.00	$0.00	0
Prior Totals:	0	0	0	$0.00	$0.00	$0.00	$0.00	0
Overall Totals:	0	0	0	$0.00	$0.00	$0.00	$0.00	0

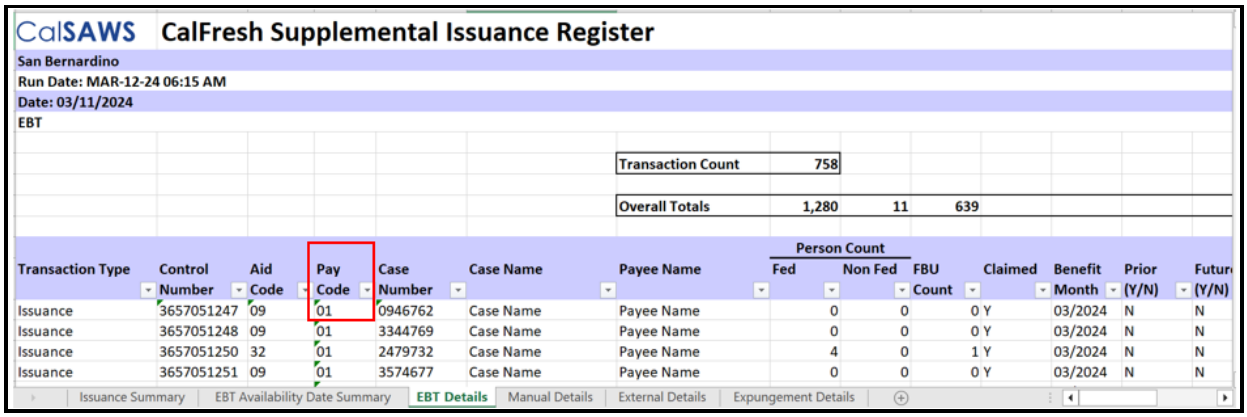
Transaction Type	Person Count Fed	Person Count Non Fed	FBU Count	Fed Amount	Non Fed Amount	Unclaimed Amount	Amount	Transaction Count
Issuance	0	0	0	$0.00	$0.00	$0.00	$0.00	0
Cancellation	0	0	0	$0.00	$0.00	$0.00	$0.00	0

Expungement Summary

Details	Person Count Fed	Person Count Non Fed	FBU Count	Fed Amount	Non Fed Amount	Unclaimed Amount	Amount	Transaction Count
Current Totals:	-6	0	-6	($1,209.00)	$0.00	$0.00	($1,209.00)	6
Prior Totals:	-774	-3	-663	($121,298.42)	($800.74)	$0.00	($122,099.16)	947
Overall Totals:	-780	-3	-669	($122,507.42)	($800.74)	$0.00	($123,308.16)	953

Figure 2.3.2.1 – CalFresh Supplemental Issuance Register Mockup – Issuance Summary Sheet

Note: The full report mockup can be found attached in the Supporting Documents section.



CalSAWS CalFresh Supplemental Issuance Register

San Bernardino
Run Date: MAR-12-24 06:15 AM
Date: 03/11/2024
EBT

Transaction Count	758

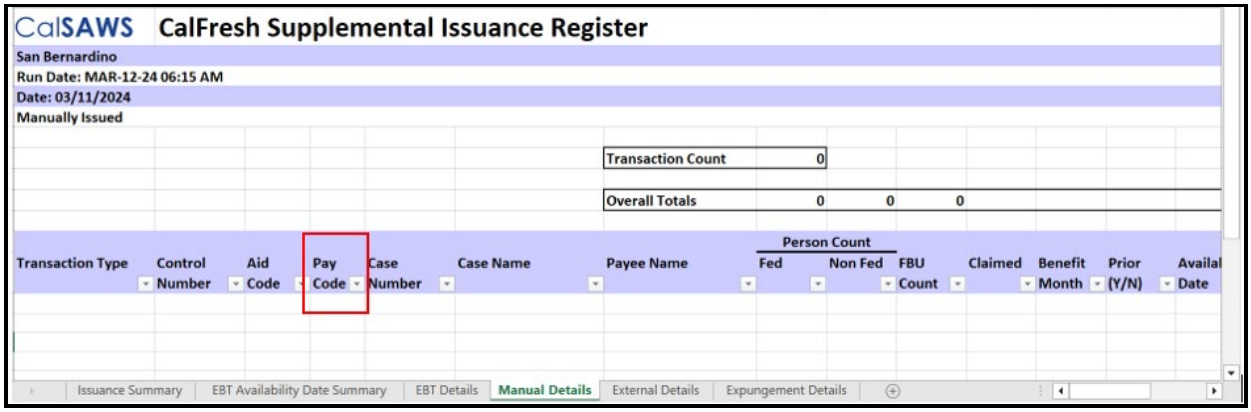
Overall Totals	1,280	11	639

Transaction Type	Control Number	Aid Code	Pay Code	Case Number	Case Name	Payee Name	Person Count Fed	Person Count Non Fed	FBU Count	Claimed	Benefit Month	Prior (Y/N)	Future (Y/N)
Issuance	3657051247	09	01	0946762	Case Name	Payee Name	0	0	0	Y	03/2024	N	N
Issuance	3657051248	09	01	3344769	Case Name	Payee Name	0	0	0	Y	03/2024	N	N
Issuance	3657051250	32	01	2479732	Case Name	Payee Name	4	0	1	Y	03/2024	N	N
Issuance	3657051251	09	01	3574677	Case Name	Payee Name	0	0	0	Y	03/2024	N	N

Issuance Summary | EBT Availability Date Summary | EBT Details | Manual Details | External Details | Expungement Details

Figure 2.3.2.2 – CalFresh Supplemental Issuance Register Mockup – EBT Details Sheet with the addition of new 'Pay Code' column

Note: The full report mockup can be found attached in the Supporting Documents section.



CalSAWS CalFresh Supplemental Issuance Register

San Bernardino
Run Date: MAR-12-24 06:15 AM
Date: 03/11/2024
Manually Issued

Transaction Count	0

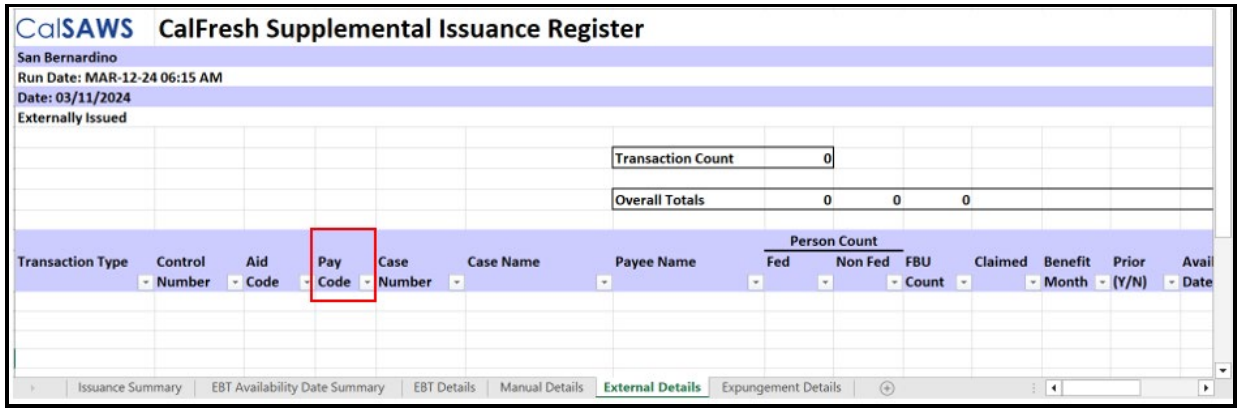
Overall Totals	0	0	0

Transaction Type	Control Number	Aid Code	Pay Code	Case Number	Case Name	Payee Name	Person Count Fed	Person Count Non Fed	FBU Count	Claimed	Benefit Month	Prior (Y/N)	Availal Date

Issuance Summary | EBT Availability Date Summary | EBT Details | Manual Details | External Details | Expungement Details

Figure 2.3.2.3 – CalFresh Supplemental Issuance Register Mockup – Manual Details Sheet with the addition of new 'Pay Code' column

Note: The full report mockup can be found attached in the Supporting Documents section.



CalSAWS CalFresh Supplemental Issuance Register

San Bernardino
Run Date: MAR-12-24 06:15 AM
Date: 03/11/2024
Externally Issued

Transaction Count	0

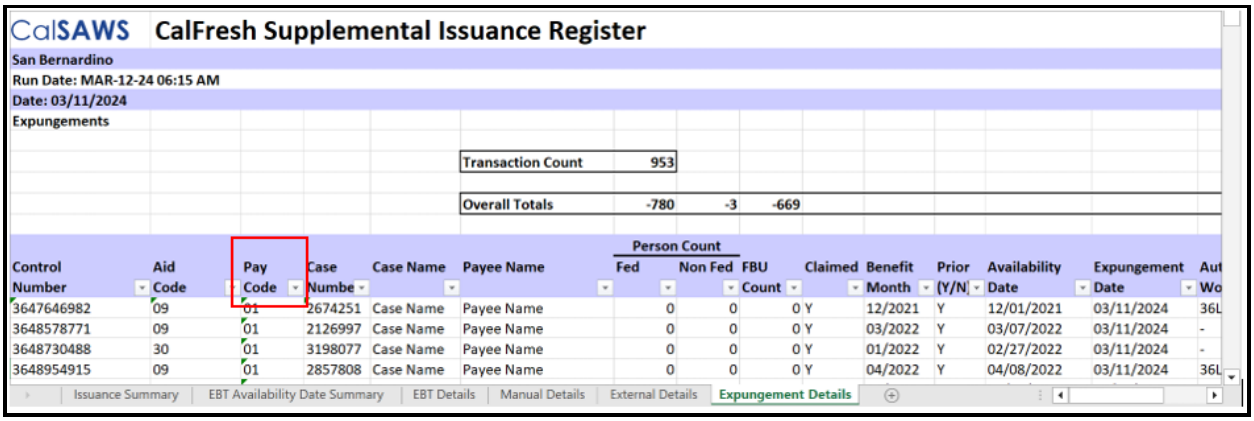
Overall Totals	0	0	0

Transaction Type	Control Number	Aid Code	Pay Code	Case Number	Case Name	Payee Name	Person Count Fed	Person Count Non Fed	FBU Count	Claimed	Benefit Month	Prior (Y/N)	Avail Date

Issuance Summary | EBT Availability Date Summary | EBT Details | Manual Details | External Details | Expungement Details

Figure 2.3.2.4 – CalFresh Supplemental Issuance Register Mockup – External Details Sheet with the addition of new 'Pay Code' column

Note: The full report mockup can be found attached in the Supporting Documents section.



CalSAWS CalFresh Supplemental Issuance Register

San Bernardino
Run Date: MAR-12-24 06:15 AM
Date: 03/11/2024
Expungements

Transaction Count	953
Overall Totals	-780 -3 -669

Control Number	Aid Code	Pay Code	Case Numbe	Case Name	Payee Name	Person Count Fed	Person Count Non Fed	FBU Count	Claimed	Benefit Month	Prior (Y/N	Availability Date	Expungement Date	Aut Wo
3647646982	09	01	2674251	Case Name	Payee Name	0	0	0	Y	12/2021	Y	12/01/2021	03/11/2024	36L
3648578771	09	01	2126997	Case Name	Payee Name	0	0	0	Y	03/2022	Y	03/07/2022	03/11/2024	-
3648730488	30	01	3198077	Case Name	Payee Name	0	0	0	Y	01/2022	Y	02/27/2022	03/11/2024	-
3648954915	09	01	2857808	Case Name	Payee Name	0	0	0	Y	04/2022	Y	04/08/2022	03/11/2024	36L

Issuance Summary | EBT Availability Date Summary | EBT Details | Manual Details | External Details | Expungement Details

Figure 2.3.2.5 – CalFresh Supplemental Issuance Register Mockup – Expungement Details Sheet with the addition of new 'Pay Code' column

Note: The full report mockup can be found attached in the Supporting Documents section.

2.3.3 Description of Change

1. Update the CalFresh Supplemental Issuance Register to include a new 'Pay Code' column to the 'EBT Details', 'Manual Details', 'External Details' and 'Expungement Details' sheets.
    a.

Column Name	Column Description
Pay Code	This is the pay code assigned to the issuance. **Tech Note:** CT-623 CLAIM_HIST.PAY_CODE if the issuance is claimed ISSUANCE_DETL.PAY_CODE if the issuance is unclaimed

2.3.4 Report Location

- **Global: Reports**
- **Local: Scheduled**
- **Task: Fiscal**

2.3.5 Counties Impacted

All counties will be impacted by the changes in this section.

2.3.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
N/A	N/A	N/A

2. Security Groups

Security Group	Group Description	Group to Role Mapping
N/A	N/A	N/A

2.3.7 Report Usage/Performance

No significant performance impact is expected.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
11	Reports	TEMP 2035 EBT THEFT – Skimming	TEMP 2035 EBT THEFT - Skimming Mc
12	Reports	TEMP 2313 EBT THEFT - Scam	TEMP 2313 EBT THEFT - Scam Mockup
16	Reports	CalFresh Supplemental Issuance Register	CalFresh Supplemental Issuanc

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.24.1.11	The CalSAWS shall support all reports required by federal, State, and local laws, rules, regulations, ordinances, guidelines, directives, policies, and procedures, including statistical, operational, workload, and fiscal reports.	The reports shall be updated to correctly report on CalFresh EBT food benefit replacement issuances per ACL 23-92.

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
N/A	N/A	N/A	N/A

5 MIGRATION IMPACTS

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

6 APPENDIX

N/A

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-273124

Add M44-350K EBT Replacement Denial NOA in Threshold Language

© 2023 CalSAWS. All Rights Reserved.

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Deepika Babu
	Reviewed By	Debasmita Patnaik

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
02/21/2024	1.0	Initial Document	Deepika Babu

Table of Contents

1 Overview 4

1.1 Current Design 4

1.2 Requests 4

1.3 Overview of Recommendations 4

1.4 Assumptions 4

2 Recommendations 5

2.1.1 Add Threshold languages to M44-350K (12/23) EBT Replacement Denial NOA Overview 5

2.1.2 Form Verbiage 5

2.1.3 Form Variable Population 5

2.1.4 Form Generation Conditions 5

3 Supporting Documents 7

4 Requirements 8

4.1 Project Requirements 8

1 OVERVIEW

The purpose of this change is to add M44-350K EBT Replacement Denial NOA in Threshold Languages.

1.1 Current Design

Currently, M44-350K EBT Replacement Denial NOA available in English and Spanish.

1.2 Requests

Add Threshold languages to M44-350K (12/23) EBT Replacement Denial NOA.

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

1.3 Overview of Recommendations

Add Threshold languages to M44-350K (12/23) EBT Replacement Denial NOA.

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

1.4 Assumptions

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

2 RECOMMENDATIONS

2.1.1 Add Threshold languages to M44-350K (12/23) EBT Replacement Denial NOA Overview

Add Threshold languages to M44-350K (12/23) EBT Replacement Denial NOA.

State Form: M44-350K (12/23)

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

Current Attached Form(s): N/A

Current Forms Category: Forms

Current Template Repository: All Counties

Existing Languages: English, Spanish

Template Description: This form informs a customer that their request for a EBT cash aid replacement has been denied.

Imaging Form Name: EBT Replacement Denial

2.1.2 Form Verbiage

Create M44-350K XDP's for Threshold Languages

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

Form Mockups/Examples: See Supporting Documents #1
Form Header: CalSAWS Standard Header (Header_1)
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 existing population logic.

2.1.4 Form Generation Conditions

1. The CalSAWS will generate the M44-350K EBT Replacement Denial NOA from Template Repository.

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 M44-350K
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	Same Day Priority

Form Control:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Additional Options:

Requirement	Option for M44-350K
Post to Self-Service Portal	Y

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

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1. 1	Correspondence	M44-350K Threshold Languages	M44_350K_AR.pdf M44_350K_AE.pdf M44_350K_CA.pdf M44_350K_CH.pdf M44_350K_FA.pdf M44_350K_HM.pdf M44_350K_TG.pdf M44_350K_LA.pdf M44_350K_RU.pdf M44-_350K _KO.pdf M44_350K_VI.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. Rede Denial, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices; p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices;	M44-350K are added in available Threshold languages.

	t. Corrective NOAs on State Fair Hearing decisions; u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices.	

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-273273

Update MC RE Packets Variable Population Logic

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Phong Xiong, Justin Bourbonniere
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/27/2023	1.0	Initial Draft	Phong Xiong
07/06/2023	2.0	New Draft	Phong Xiong
02/23/2024	3.0	Update Draft	Justin Bourbonniere, Gillian Bendicio (Section 2.4)
03/05/2024	3.1	Move Requirement #1 to CA-275013 per BAs	Justin Bourbonniere

Table of Contents

1 Overview 4
1.1 Current Design 4
1.2 Requests 4
1.3 Overview of Recommendations 4
1.4 Assumptions 5
2 Recommendations 6
2.1 Updates to Existing MAGI RE Packet for LA County and Migration Counties Recommendation 6
2.1.1 Overview 6
2.1.2 Form Verbiage 6
2.1.3 Form Variable Population 6
2.1.4 Form Generation Conditions 7
2.2 Updates to Existing Non-MAGI RE Packet for LA County and Migration Counties Recommendation 7
2.2.1 Overview 7
2.2.2 Form Verbiage 8
2.2.3 Form Variable Population 8
2.2.4 Form Generation Conditions 8
2.3 Updates to Existing Mixed Household RE Packet for LA County and Migration Counties Recommendation 9
2.3.1 Overview 9
2.3.2 Form Verbiage 9
2.3.3 Form Variable Population 9
2.3.4 Form Generation Conditions 10
2.4 Update the BenefitsCal MC RE Batch query 10
3 Requirements 12
3.1 Project Requirements 12
4 Appendix 13

1 OVERVIEW

The effort of this SCR will be to update the following MC RE Packets: MAGI Redetermination Packet (MAGI RE Packet), Non-MAGI Redetermination Packet (Non-MAGI RE Packet), Mixed Household Redetermination Packet (Mixed Household RE Packet). Information which does affect Medi-Cal should not prepopulate on the MC RE Packets. Variable population will be translated into the correct languages.

1.1 Current Design

Currently Medi-Cal Renewal paperwork auto-populates with expense information, including rent, mortgage, shelter expenses, property taxes, home insurance, or utility information which do not affect the MC.

There is variable population in the Household Members, Tax Household, Income and OHC Coverage Expenses sections that need to be translated into the correct languages.

1.2 Requests

For the following MC RE Packets:

- MAGI Redetermination Packet (MAGI RE Packet)
- Non-MAGI Redetermination Packet (Non-MAGI RE Packet)
- Mixed Household Redetermination Packet (Mixed Household RE Packet)

1. When the RE paperwork pre-populates it should not include rent, mortgage, property taxes, shelter expenses, home insurance, or utility information.

   *Remove rent expense from MC RE paperwork. Request details in attached CER CA-264634.

2. Add translations for existing text variables. See following sections on forms: Household Members, Tax Information, Income, Expenses and deductions, and OHC Coverage Expenses.

1.3 Overview of Recommendations

For the following MC RE Packets:

- MAGI Redetermination Packet (MAGI RE Packet)
- Non-MAGI Redetermination Packet (Non-MAGI RE Packet)
- Mixed Household Redetermination Packet (Mixed Household RE Packet)

1. When the RE paperwork pre-populates it should not include rent, mortgage, property taxes, shelter expenses, home insurance, or utility information.

*Remove rent expense from MC RE paperwork. Request details in attached CER CA-264634.

2. Add translations for existing text variables. See following sections on forms: Household Members, Tax Information, Income, Expenses and deductions, and OHC Coverage Expenses.

3. Update the Self-Service Portal (SSP) Forms Status Batch job logic to only pull the person's data based on if they are in the MC program or have the 'FRI' role and not send the rent, mortgage, property taxes, home insurance, or utility information to the SSP.

1.4 Assumptions

1. All other logic associated to the MC RE Packets listed in this document are not changed unless explicitly specified in the recommendation sections.

2 RECOMMENDATIONS

2.1 Updates to Existing MAGI RE Packet for LA County and Migration Counties Recommendation

2.1.1 Overview

This recommendation is to update the variable population logic of the existing MAGI RE Packet to no longer populate expenses that does not affect a person's MC eligibility. There are separate packets for LA County and Migration Counties. However, only the MC 216 that is within both the MAGI RE Packet for LA County and for Migration counties have variable population logic. Ensure that the populated variables are translated into threshold languages for both LA and non-LA Packets.

Current Program: Medi-Cal

Current Forms Category: Application

Current Languages: English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese, Hindi, Japanese, Mien, Punjabi, Thai, and Ukrainian.

Current Imaging Category: Customer Reporting

Current Imaging Form Name: MAGI RE Packet

Template Repository Visibility: Los Angeles County, Migration Counties

2.1.2 Form Verbiage

There are no changes to this section for the MAGI RE Packet.

2.1.3 Form Variable Population

1. Remove expense types of rent, mortgage, property taxes, shelter expenses, home insurance, and utility information from populating on Expense section of the packet.
    a. Rent
    b. Mortgage
    c. Home Taxes
    d. Home Insurance
    e. Gas
    f. Electricity
    g. Water
    h. Flat Rate Utility Payments
    i. Garbage/Trash Collection Fees
    j. Utility Installation Costs
    k. Room and Board

l. Room

Technical Note: *Expense types are found on CT198.*

2. Populate translated variables in threshold languages for both LA and non-LA Packets when pre-populated in their respective threshold languages. (See appendix section for additional technical details.)
3. Add translations to the 'INCOME_SOURCE' variable for the six new threshold languages (Hindi, Japanese, Mien, Punjabi, Thai, and Ukrainian).
    a. **Technical note:** Update CT186 with new translations. Update CATGRY table FIELD_LABEL_DESCR to include new translations.
4. Add translations for the TAX_FILING_STATUS 'Primary Tax Filer' in all languages.
    a. **Technical note:** Update to CT306 with new translation.

Note: These same changes must also be done to the MC 216 stand-alone form.

2.1.4 Form Generation Conditions

There are no changes to this section for the MAGI RE Packet.

2.2 Updates to Existing Non-MAGI RE Packet for LA County and Migration Counties Recommendation

2.2.1 Overview

This recommendation is to update the variable population logic of the existing Non-MAGI RE Packet to add a check that will pull the information of only MC individuals or if they have the 'FRI' role. There are separate packets for LA County and Migration Counties. However, only the MC 210 RV that is within both the MAGI RE Packet for LA County and for Migration counties have variable population logic. Ensure that the populated variables are translated into threshold languages for both LA and non-LA Packets

Current Program: Medi-Cal

Current Forms Category: Application

Current Languages: English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese, Hindi, Japanese, Mien, Punjabi, Thai, and Ukrainian.

Current Imaging Category: Customer Reporting

Current Imaging Form Name: Non-MAGI RE Packet

Template Repository Visibility: Los Angeles County, Migration Counties

2.2.2 Form Verbiage

There are no changes to this section for the Non-MAGI RE Packet.

2.2.3 Form Variable Population

1. Remove expense types of rent, mortgage, property taxes, shelter expenses, home insurance, and utility information from populating on Expense section of the packet.
    a. Rent
    b. Mortgage
    c. Home Taxes
    d. Home Insurance
    e. Gas
    f. Electricity
    g. Water
    h. Flat Rate Utility Payments
    i. Garbage/Trash Collection Fees
    j. Utility Installation Costs
    k. Room and Board
    l. Room

    Technical Note: *Expense types are found on CT198.*
2. Populate translated variables in threshold languages for both LA and non-LA Packets when pre-populated in their respective threshold languages. (See appendix section for additional technical details.)
3. Add translations to the 'INCOME_SOURCE' variable for the six new threshold languages (Hindi, Japanese, Mien, Punjabi, Thai, and Ukrainian).
    a. **Technical note:** Update CT186 with new translations. Update CATGRY table FIELD_LABEL_DESCR to include new translations.
4. Add translations for the TAX_FILING_STATUS 'Primary Tax Filer' in all languages.
    a. **Technical note:** Update to CT306 with new translation.

Note: These same changes must also be done to the MC 210 RV stand-alone form.

2.2.4 Form Generation Conditions

There are no changes to this section for the Non-MAGI RE Packet.

2.3 Updates to Existing Mixed Household RE Packet for LA County and Migration Counties Recommendation

2.3.1 Overview

This recommendation is to update the variable population logic of the existing Mixed Household RE Packet to add a check that will pull the information of only MC individuals or if they have the 'FRI' role. There are separate packets for LA County and Migration Counties. However, only the MC 217 that is within both the MAGI RE Packet for LA County and for Migration counties have variable population logic. Ensure that the populated variables are translated into threshold languages for both LA and non-LA Packets

Current Program: Medi-Cal

Current Forms Category: Application

Current Languages: English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese, Hindi, Japanese, Mien, Punjabi, Thai, and Ukrainian.

Current Imaging Category: Customer Reporting

Current Imaging Form Name: Mixed Household RE Packet

Template Repository Visibility: Los Angeles County, Migration Counties

2.3.2 Form Verbiage

There are no changes to this section for the Mixed Household RE Packet.

2.3.3 Form Variable Population

1. Remove expense types of rent, mortgage, property taxes, shelter expenses, home insurance, and utility information from populating on Expense section of the packet.
    a. Rent
    b. Mortgage
    c. Home Taxes
    d. Home Insurance
    e. Gas
    f. Electricity
    g. Water
    h. Flat Rate Utility Payments
    i. Garbage/Trash Collection Fees
    j. Utility Installation Costs
    k. Room and Board
    l. Room

Technical Note: *Expense types are found on CT198.*

2. *Populate translated variables in threshold languages for both LA and non-LA Packets when pre-populated in their respective threshold languages.* (See appendix section for additional technical details.)
3. Add translations to the 'INCOME_SOURCE' variable for the six new threshold languages (Hindi, Japanese, Mien, Punjabi, Thai, and Ukrainian).
    a. **Technical note:** Update CT186 with new translations. Update CATGRY table FIELD_LABEL_DESCR to include new translations.
4. Add translations for the TAX_FILING_STATUS 'Primary Tax Filer' in all languages.
    a. **Technical note:** Update to CT306 with new translation.

Note: These same changes must also be done to the MC 217 stand-alone form.

2.3.4 Form Generation Conditions

There are no changes to this section for the Mixed Household RE Packet.

2.4 Update the Form Status batch job to stop sending rent, mortgage, property taxes, shelter expenses, home insurance, or utility information to the portal for MC 210 RV, MC 216, and MC 217

2.4.1 Overview

The Form Status batch (PB00C3XX) sends the Expenses information of a case to the portal so that the portal is able to display pre-populate the Review section of the MC 210 RV, MC 216, and MC 217.

2.4.2 Description of Change

1. Modify the batch job to remove the logic that retrieves and sends the case's rent, mortgage, property taxes, home insurance, or utility information to the portal for the following forms:
    - MC 210 RV
    - MC 216
    - MC 217

2.4.3 Execution Frequency

No Change. Mon-Sat.

2.4.4 Key Scheduling Dependencies

No Change.

2.4.5 Counties Impacted

CalSAWS Counties.

2.4.6 Data Volume/Performance

N/A

2.4.7 Interface Partner

BenefitsCal Portal

2.4.8 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 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.7 CAR-1243	The LRS shall identify case actions that require a notice, NOA, form, letter, stuffer, or flyer, and shall generate that appropriate notice, NOA, form, letter, stuffer, or flyer, using variable case-specific information.	Updating the variable population logic to check for active MC persons for the MC RE Packets.

4 APPENDIX

This Appendix section shows the variables referenced in sections 2.1.3, 2.2.3, and 2.3.3.

Variable name	CODE_DETL	Requires Translation
HH_RELATIONS	CT 166	No
TAX_FILING_STATUS	CT 306	No
INCOME_SOURCE	CT 186	Yes
INCOME_FREQUENCY	CT 199	No
EXPN_TYPE	CT 198	No
EXPN_FREQ	CT 199	No
PLAN_TO_FILE	Hardcoded in Java	Yes
EXPECTED_TO_FILE	Hardcoded in Java	Yes

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-274495

Contact Center Disaster Recovery Prototype

© 2022 CalSAWS. All Rights Reserved.

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Sumeet Patil

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
03/04/2024	1.0	Initial Draft	Sumeet Patil

© 2022 CalSAWS. All Rights Reserved.

Table of Contents

1 Overview 4
1.1 Current Design 4
1.2 Requests 4
1.3 Overview of Recommendations 4
1.4 Assumptions 7
1.5 High Level Architecture 6
2 Supporting Documents 7
3 Requirements 8
3.1 Project Requirements ..... **Error! Bookmark not defined.**
3.2 Migration Requirements ..... **Error! Bookmark not defined.**
4 Migration Impacts ..... **Error! Bookmark not defined.**
5 Outreach 8
6 Appendix 8

© 2022 CalSAWS. All Rights Reserved.

1 OVERVIEW

1.1 Current Design

The CalSAWS Contact Center application is hosted on AWS account in us-west primary region. There is no Disaster Recovery (DR) strategy for Contact Center application.

1.2 Requests

In case of DR event where AWS services in us-west primary region is impacted or Amazon connect service has any issues the Contact center application should be able to provide minimal viable support for end users. This request is to design and prototype the proposed AWS ACGR (Amazon Connect Global Resiliency) architecture to achieve DR for a custom Contact Center flow.

1.3 Recommendations / In Scope

1. Prototype DR solution using ACGR architecture on Los Angeles County Dev account.
2. Create a custom flow to be tested for DR scenario. The custom flow will allow the caller to get routed using selected language (English/Spanish) and program.
3. The user will eventually get routed to an agent queue,
4. Perform the below validations.
   - Default CCP and integration with ForgeRock
   - Replication of all queues and call flows in DR region.
   - One of the existing call flows in DR that gets replicated and record observations.
   - User experience for caller and contact center agent.
5. Document observations and findings from the prototype.
6. Document any county procedures or operational needs required during the DR event.
7. Analyze and identify any operational, monitoring and maintenance activities that will be required to support the solution in Production.

1.4 Out of Scope

The below items are out of scope for this prototype.

- No County specific options or call flows to be made available.
- No integration with CalSAWS Services across regions (except ForgeRock)
- eCCP
- Automatic reporting and monitoring call metrics
- Validation call back features.
- T-sign
- eGain Reporting

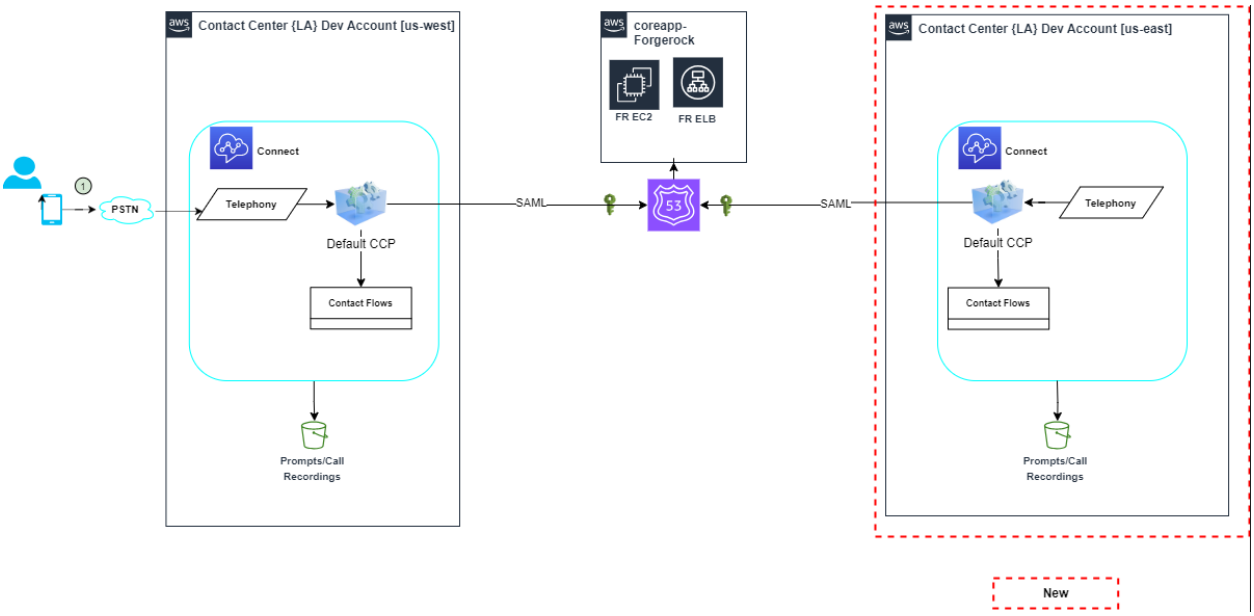
© 2022 CalSAWS. All Rights Reserved.

- Calabrio
- Performance Testing

© 2022 CalSAWS. All Rights Reserved.

1.5 High Level Architecture

The POC will be performed based on the below architecture



Implementation Details:

1. The LA County Dev account will be leveraged for the POC. To enable hosting the AWS Connect in DR region, the account will be whitelisted by the AWS team.
2. A Custom flow will be created and deployed in primary region. This custom flow will allow the user to select Language and Program.
3. The S3 bucket from primary region will be replicated in the DR region, so the static prompt call recordings are available in DR region.
4. The ACGR will be configured as follows –
    a. Create a replica of your existing Amazon Connect instance. Use the ReplicateInstance API.
    b. Create a traffic distribution group.
    c. Use the CreateTrafficDistributionGroup API.
    d. Use DescribeTrafficDistributionGroup API to determine whether the traffic distribution group has been created successfully (Status must be ACTIVE).
    e. Claim phone numbers to your traffic distribution group. After your traffic distribution group has been created successfully (Status is ACTIVE), you can claim phone numbers to it using the ClaimPhoneNumber API.
    f. Update your traffic distribution. Use the UpdateTrafficDistribution API to distribute traffic across the linked instances in 10% increments.

© 2022 CalSAWS. All Rights Reserved.

1.6 Stakeholders

- Accenture
- AWS
- Consortium
- Los Angeles county
- QA

1.7 Assumptions

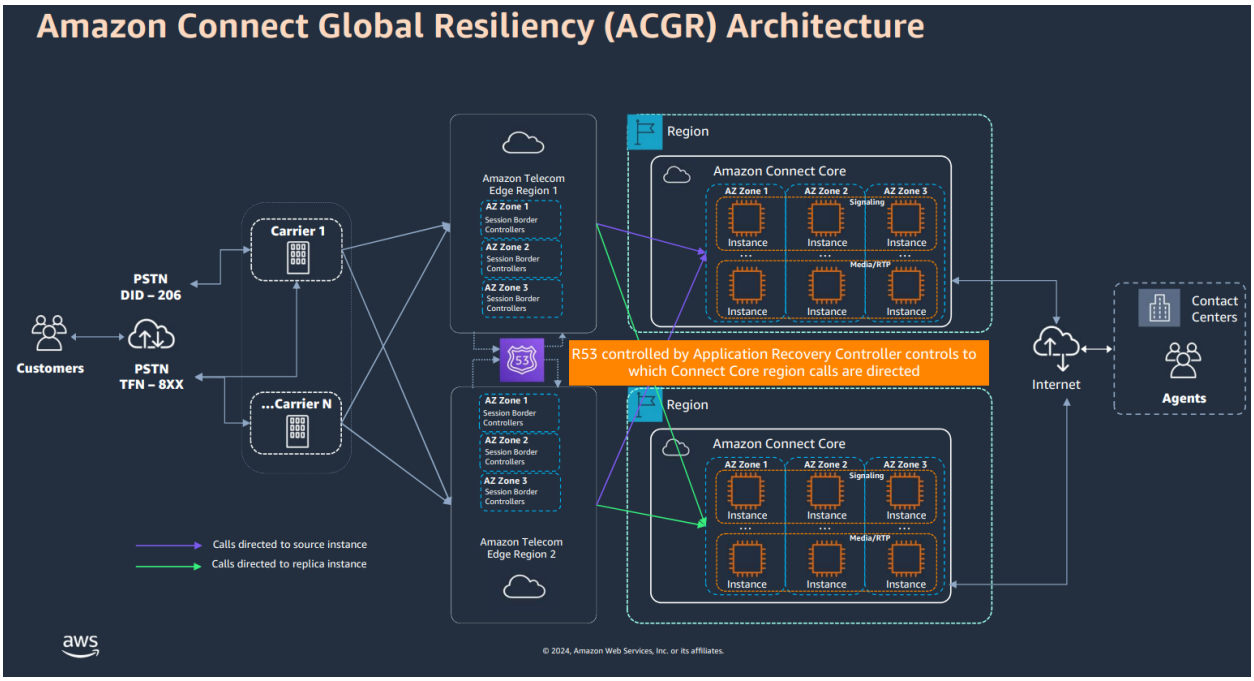
- ACGR will replicate the call flows and queues across regions.
- Reporting on call metrics will be unavailable and needs to be handled manually. eGain will not be collecting metrics in DR scenario. The metrics through Connect console will be available.
- The data generated in the primary region will be unavailable in DR region and vice-versa.
- No impact to existing SDLC activities in the LA Dev account used for prototype.
- AWS credits to be used for this prototype infrastructure cost.
- In DR state, AWS Connect should be able to handle same load as primary region (In production).

2 SUPPORTING DOCUMENTS

ACGR Configuration - Get started with Amazon Connect Global Resiliency - Amazon Connect

ACGR Architecture -

© 2022 CalSAWS. All Rights Reserved.



3 REQUIREMENTS

N/A

4 OUTREACH

N/A

5 APPENDIX

N/A

© 2022 CalSAWS. All Rights Reserved.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-274970

ACL 23-20 Update the CF 385 Application for Disaster CalFresh – Threshold Languages

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Justin Bourbonniere
	Reviewed By	Priya Sridharan, Himanshu Jain, Caroline Bui

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
03/04/2024	1.0	Initial Draft, split from CA-252813 per P Madhan Kumar	Justin Bourbonniere

Table of Contents

1 Overview 4
1.1 Current Design 4
1.2 Requests 4
1.3 Overview of Recommendations 4
1.4 Assumptions 4
2 Recommendations 4
2.1 Update CF 385 to the latest state version. 4
2.1.1 Overview 4
2.1.2 Form/NOA Verbiage 5
2.1.3 Form Variable Population 13
2.1.4 Form Generation Conditions 13
3 Supporting Documents 13
4 Requirements 14
4.1 Project Requirements 14

1 OVERVIEW

This effort will be to update CF 385 Application for Disaster CalFresh to the latest state version 01/24.

1.1 Current Design

The system has CF 385 Application for Disaster CalFresh 10/15 version.

1.2 Requests

Update CF 385 Application for Disaster CalFresh to the latest state version 01/24.

1.3 Overview of Recommendations

1. Update CF 385 Application for Disaster CalFresh to the latest state version 01/24 including threshold languages (Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Hmong, Lao, Russian, Tagalog, Vietnamese).

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. CF 385 is not associated with a batch trigger or online page. CF 385 is available only through the template repository.
3. CF 385 only has print local enabled.
4. CF 385 populates the Case # and Worker name on County Use Section.
5. CF 385 E-Signature (IVR & Telephonic) functionality is already enabled.
6. CF 385 BenefitsCal impacts will be handled with SCR CA-256387.
7. The six new threshold languages (Hindi, Japanese, Mien, Punjabi, Thai, Ukrainian) for CF 385 Application for Disaster CalFresh will be updated to the 01/24 version in a future SCR CA-271664.
8. English and Spanish translations will be updated by CA-252813.
9. The approval for this SCR is being copied from CA-252813.

2 RECOMMENDATIONS

2.1 Update CF 385 to the latest state version.

2.1.1 Overview

Update CF 385 Application for Disaster CalFresh to the latest state version 01/24 including threshold languages (Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Hmong, Lao, Russian, Tagalog, Vietnamese).

State Form: CF 385 (10/15)

Current Programs: Disaster CalFresh (DC)

Current Attached Form(s): None

Current Forms Category: Form

Current Template Repository Visibility: All counties

Existing Languages: English, Spanish

2.1.2 Form/NOA Verbiage

Update CF 385 Application for Disaster CalFresh to the latest state version 01/24.

Updated Languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Hmong, Lao, Russian, Tagalog, Vietnamese

Form Header: n/a

Form Title:

- **Title listed on Template Repository/Document List page:** CF 385 - Application For Disaster CalFresh
- **Title printed on the Form:** CF 385 - Application For Disaster CalFresh

Form Number: CF 385

Template Repository Visibility: All counties

Include NA Back 9: N

- **Includes standard NA Back 9 variable population:** N

Imaging Form Name: Application For Disaster CF

Imaging Case/Person: Case

Form Mockups/Examples: See Supporting Documents #1

Location	Existing Text	Updated Text
Moved from header to form body (moved below double solid line)	Disaster Benefit Period:_____ to _____ COUNTY USE ONLY Case Number _____ Worker _____ Date Received _____	Disaster Benefit Period:_____ to _____ COUNTY USE ONLY Case Number _____ Worker _____ Date Received _____

This section expanded to fit the whole page. Previous version (10/15) has a two-column format.	YOUR RIGHTS AS AN APPLICANT OR RECIPIENT:	YOUR RIGHTS AS AN APPLICANT OR RECIPIENT:
First bullet point under "Your Right as an Applicant or Recipient" section	To be served without regard to race, color, national origin, religion, political affiliation, sex, religion, political affiliation, sex, disability, or age, and to file a complaint if you feel you have been discriminated against.	To be served without regard to race, color, national origin, religion, political affiliation, sex, religion, political affiliation, sex, disability, or age, and to file a complaint if you feel you have been discriminated against.
Bullet point added as last bullet point in the "Your Right as an Applicant or Recipient" section		• You can authorize someone to apply for, receive, or use your Disaster CalFresh benefits. If you would like to authorize someone, complete the information in the section below.
Table Added below "Your Right as an Applicant or Recipient" section		Name of Authorized Representative Telephone Number Address Including City and Zip Code Apply for Disaster CalFresh Pick Up EBT Card Purchase Food for Household
This section expanded to fit the whole page. Previous version (10/15) has a two-column format.	YOUR RESPONSIBILITIES AS AN APPLICANT OR RECIPIENT:	YOUR RESPONSIBILITIES AS AN APPLICANT OR RECIPIENT:
First bullet point in the "Your Responsibilities as an applicant or recipient" section	Answer the questions truthfully and completely, the best you can. If you refuse to provide any of the needed information, you will not get Disaster CalFresh benefits.	Answer the questions truthfully and completely, the best you can.
Second bullet point in the "Your Responsibilities as an applicant or recipient" section	At your interview, you must verify the identity of the head of household, the identity of the person completing the application, and if possible, proof of the household's residence and/or work address at the time of the disaster.	At your interview, you must verify the identity of the head of household, the identity of the person completing the application, and if possible, proof of the household's residence and/or work address at the time of the disaster. If you refuse to provide any of the needed information, you will not get Disaster CalFresh benefits.

Third bullet point in the "Your Responsibilities as an applicant or recipient" section	You must cooperate with county, state and federal staff if you are selected for a review after the disaster period.	You must cooperate with county, state, and federal staff if you are selected for a review after the disaster period.
Fourth bullet point in the "Your Responsibilities as an applicant or recipient" section. This text is removed from 001/24 version.	You can authorize someone to receive, or use your Disaster CalFresh benefits. If you would like to authorize someone, complete the information below: NAME OF AUTHORIZED REPRESENTATIVE TELEPHONE NUMBER ADDRESS INCLUDING CITY AND ZIP CODE PICK UP EBT CARD ONLY PICKUP EBT CARD TO PURCHASE FOOD FOR HOUSEHOLD	
This section expanded to fit the whole page. Previous version (10/15) has a two-column format.	PENALTY WARNING!!	PENALTY WARNING!!
Paragraph under "PENALTY WARNING!!" section	Failing to report information or misrepresentation of facts can result in legal prosecution with penalties of a fine, imprisonment or both.	Intentionally failing to report information or misrepresentation of facts can result in legal prosecution with penalties of a fine, imprisonment or both.
Second bullet point under "PENALTY WARNING!!" section	Do not trade or sell your Disaster CalFresh benefits, or any other issuance device	Do not trade or sell your Disaster CalFresh benefits, or any other issuance device.
New section below "PENALTY WARNING!!" section		**Do Not Send Applications Here** **NON-DISCRIMINATION STATEMENT**: In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity.

		Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf, from any USDA office, by calling (833) 620-1071, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to:
New section. This portion is formatted in a two-column format.		1. Mail Food and Nutrition Service, USDA 1320 Braddock Place, Room 334 Alexandria, VA 22314; or

		2. Fax (833) 256-1665 or (202) 690-7442; or 3. Email FNSCIVILRIGHTSCOMPLAINTS@usda.gov This institution is an equal opportunity provider. CDSS Civil Rights Bureau P.O.BOX 944243, M.S. 9-7-041 Sacramento, CA 94244-2430 Do Not Send Applications Here
Instructions Section, above "PART A – HOUSEHOLD SITUATION"	INSTRUCTIONS: Please complete the questions on this form for your expected circumstances during the disaster benefit period shown above	INSTRUCTIONS: Please complete the questions on this form based on your circumstances during the disaster benefit period. **The disaster benefit period is a 30-day period starting on the date that the disaster struck.**
PART A – HOUSEHOLD SITUATION	(You must check Yes or No for each question)	(You must mark Yes or No for each question)
PART A – HOUSEHOLD SITUATION Question 1	Was anyone in your household living or working or both (check appropriate box) in the disaster area at the time of the disaster?	Was anyone in your household living or working in the disaster area at the time of the disaster? YES NO Note: *The disaster area is defined in the Presidential Declaration of Major Disaster with Individual Assistance*. **During the disaster benefit period:**
PART A – HOUSEHOLD SITUATION Question 2	Are you unable to get to your household's income or cash resources?	Were you unable to get to your household's income or cash resources?
PART A – HOUSEHOLD SITUATION Question 3	Have your income or cash resources been lowered, delayed or stopped because of the disaster?	Was your income or cash resources lowered, delayed, or stopped because of the disaster?
PART A – HOUSEHOLD SITUATION Question 4	Will you be buying food and preparing meals during the disaster benefit period?	Did you buy food and prepare meals?
PART A – HOUSEHOLD SITUATION Question 5	Was anyone in your household employed by _____ ?	Was anyone in your household employed by a County or State CalFresh agency?

PART B – HOUSEHOLD MEMBERS Question 5 (question # updated to 6)	5. List the names of all persons applying for Disaster CalFresh. Include only persons who were living with you at the time of the disaster. If you were temporarily staying with another household because of the disaster, do not list members of that household. * Telling your Social Security Number (SSN) is voluntary. It will be used for identification purposes only.	6. List the names of all persons applying for Disaster CalFresh. Include only persons who were living with you at the time of the disaster. If you were temporarily staying with another household because of the disaster, do not list members of that household. * Providing your Social Security Number (SSN) is voluntary. It will be used for identification purposes only.
PART C – INCOME/RESOURCES/EXPENSES Question 6 a. (question # updated to 7 a.)	What is the total amount of take home pay or other income all persons listed above have received or will get during the disaster benefit period?	What is the total amount of take-home pay or other income all persons listed above have received during the disaster benefit period?
PART C – INCOME/RESOURCES/EXPENSES Question 6 b. (question # updated to 7 b.). Line added for response area.	List all your income sources:	List all your income sources: _____
PART C – INCOME/RESOURCES/EXPENSES Question 7 (question # updated to 8)	List all cash resources the persons listed above will be able to get to during the disaster benefit period. Do not include any money listed in number 6.	List all cash resources the persons listed above will be able to get to during the disaster benefit period. Do not include any money listed in number 7.
PART C – INCOME/RESOURCES/EXPENSES Question 8 (question # updated to 9)	8. Enter the amount of expenses for losses or damages related to the disaster which you have paid or expect to pay during the disaster period. Do not list amounts which will be paid by someone who is not listed above or which will be reimbursed during the disaster period. Eligible expenses may include some of the following:	9. Enter the amount of expenses for losses or damages related to the disaster which you paid during the disaster benefit period. Do not list amounts which were paid by someone who is not listed above, or which were reimbursed during the disaster benefit period. Eligible expenses may include (but not limited to):
PART C – INCOME/RESOURCES/EXPENSES Question 8 a. (question # updated to 9 a.)	a. Expenses to repair damage to the household's home or other property essential to employment or self-employment of a household member.	a. Expenses to repair damage to the household's home or other property needed for employment or self-employment of a household member
PART C – INCOME/RESOURCES/EXPENSES Question 8 b. (question # updated to 9 b.)	Temporary shelter expenses if the home is uninhabitable or the household cannot reach it;	Temporary shelter expenses if the home is uninhabitable or the household cannot reach it

PART C – INCOME/RESOURCES/EXPENSES Question 8 c. (question # updated to 9 c.)	Expenses for moving out of the area which was evacuated due to the disaster;	Expenses for moving out of the area which was evacuated due to the disaster
PART C – INCOME/RESOURCES/EXPENSES Question 8 d. (question # updated to 9 d.)	Expenses related to protection of a home or business from disaster damage;	Expenses related to protection of a home or business from disaster damage
PART C – INCOME/RESOURCES/EXPENSES Question 8 e. (question # updated to 9 e.)	Medical expenses due to personal injury.	Medical expenses due to personal injury
PART C – INCOME/RESOURCES/EXPENSES Question 8 f. (question # updated to 9 f.)	Disaster-related funeral expenses.	Disaster-related funeral expenses
PART C – INCOME/RESOURCES/EXPENSES Question 8 g. (question # updated to 9 g.)	Disaster-related pet boarding fees.	Food loss
PART C – INCOME/RESOURCES/EXPENSES Question 8 h. (question # updated to 9 h.)	Expenses related to replacing necessary personal and household items, such as clothing, appliances, tools and education materials.	Disaster-related pet boarding fees
PART C – INCOME/RESOURCES/EXPENSES Question 8 i. (question # updated to 9 i.)	Fuel for primary heating source.	Expenses related to replacing necessary personal and household items, such as clothing, appliances, tools, and education materials
PART C – INCOME/RESOURCES/EXPENSES Question 8 j. (question # updated to 9 j.)	Clean-up items expense.	Fuel for primary heating source
PART C – INCOME/RESOURCES/EXPENSES Question 8 k. (question # updated to 9 k.)	Disaster-damaged vehicle expenses.	Clean-up items expense
PART C – INCOME/RESOURCES/EXPENSES Question 8 l. (question # updated to 9 l.)	Storage expenses.	Disaster-damaged vehicle expenses
PART C – INCOME/RESOURCES/EXPENSES		Storage expenses

Question 8 m. (question # updated to 9 m.)		
PART C – INCOME/RESOURCES/EXPENSES Question 8 n. (question # updated to 9 n.)		Other expenses
YOUR CERTIFICATION section	I certify that I understand the questions on the application and that my household is in need of Disaster CalFresh benefits. I have read the above Penalty Warning (or had it read to me). I authorize the release of any information necessary to determine the accuracy of my eligibility. If I am selected, I will fully cooperate with county, state and federal staff in a review to be conducted after the disaster benefit period. I also understand that I may be required to repay any benefits which are overpaid because I, another adult household member, or the authorized representative reports incorrect or incomplete information.	I certify that I understand the questions on the application and that my household needs Disaster CalFresh benefits. I have read the above Penalty Warning (or had it read to me). I authorize the release of any information necessary to determine the accuracy of my eligibility. If I am selected, I will fully cooperate with county, state, and federal staff in a review to be conducted after the disaster benefit period. I also understand that I may be required to repay any benefits which are overpaid because I, another adult household member, or the authorized representative reports incorrect or incomplete information.
COUNTY USE ONLY section, right side of page	Can the identify of the Authorized Representative be verified?	Can the identity of the Authorized Representative be verified?
COUNTY USE ONLY section, right side of page. Line added in new version. Text bolded.	Type of verification:	**Type of verification**: _____
COUNTY USE ONLY section, right side of page	Household size for the number of persons listed in 5 _____ .	Household size for the number of persons listed in 6 _____ .
COUNTY USE ONLY section, right side of page (word removed).	Computation	
COUNTY USE ONLY section, right side of page	A. Anticipated Income (from 6)	A. Anticipated Income (from 7)
COUNTY USE ONLY section, right side of page	B. Accessible Cash Resources (from 7)	B. Accessible Cash Resources (from 8)

COUNTY USE ONLY section, right side of page B, C, D, E. Remove +, =, - symbols (circled in red for demonstration purposes)	B. Accessible Cash Resources (from 7) $ _____ C. Total disaster period income (A+B) $ _____ D. Total allowable disaster-related expenses (from 8) $ _____ E. Accessible disaster period income (C-D) $ _____	B. Accessible Cash Resources (from 8) $ _____ C. Total Disaster Period Income (A+B) $ _____ D. Total Allowable Disaster-Related Expenses (from 9) $ _____ E. Accessible Disaster Period Income (C-D) $ _____
COUNTY USE ONLY section, right side of page	D. Total Allowable disaster-related expenses	D. Total Allowable Disaster-Related expenses
COUNTY USE ONLY section, right side of page	E. Accessible disaster period income	E. Accessible Disaster Period Income
COUNTY USE ONLY section, right side of page	F. Maximum Disaster Income Limit for household size (from Table)	F. Maximum Disaster Income Limit for Household size (from Table)
COUNTY USE ONLY section, right side of page. Text removed in new version.	Eligible: YES NO Allotment	
COUNTY USE ONLY section, right side of page 2., 3. Remove =, - symbols (circled in red for demonstration purposes)	2. Regular Allotment Already Received $ _____ 3. Net Disaster Allotment (1–2) $ _____	2. Regular Allotment Already Received $ _____ 3. Net Disaster Allotment (1–2) $ _____

2.1.3 Form Variable Population

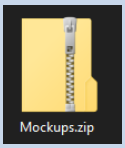
There are no changes to this section.

2.1.4 Form Generation Conditions

There are no changes to this section.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

1	Client Correspondence	Mockups.zip	

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.	Update CF 385 to the latest state version (01/24).

Cal**SAWS** | Enhancement Request (CER)

PPOCs: Please send the completed request to CER@CalSAWS.org and cc your RM.

Submission Date	1/26/2024
Title	Foster Care Direct Deposit

Region #: 3	**County: Tehama**	
Submitter: Matt Sanchez	**Email: msanchez@tcdss.org**	**Phone**: **530-838-1412**

Program(s) Impacted:			
☒ Adoptive Services	☐ ARC	☐ CalFresh	☐ Cal-Learn
☐ CalWORKS / RCA	☐ CAPI	☐ Child Care	☐ CMSP
☒ Foster Care	☐ GA/GR	☐ GAIN/REP/WTW	☐ GROW
☐ Kin-GAP	☐ Medi-Cal / RMA	☐	☐
☐ Other – specify			

Area(s) Impacted:			
☐ Call Center	☐ Case Assignment	☐ Central Print	☐ Client Correspondence
☒ Eligibility	☒ Fiscal / Collections	☐ Hearings	☐ Imaging
☐ Lobby Management	☐ Reports	☒ Resource Data Bank	☐ Schedule Appt
☐ Security	☐ Self Service Portal	☐ Special Investigation	☐ Task Mgmt
☐ Time Limits	☐ Training		
☐ Interface(s) - CalSAWS			
☐ Other – specify			

Cal**SAWS** | Enhancement Request (CER)

Justification / Request Summary:
Issue: Foster Care through CalSAWS is not set up to allow direct deposit to our clients. Foster care payments through the mail is causing undo hardships to our foster care families as they are not receiving their payments in a timely manner.
Proposed Recommendation: Allow foster care payments via direct deposit in CalSAWS. Prioirity/Implementation Consideration(s): High Priority

CalSAWS Response:	
CER Tracking #: (automatically generate by JIRA)	SCR #
Rejected By:	Date:
Rejection Reason(s) or other Comments:	

EDBC – Overriding Program Configuration

Purpose
Override a Program Configuration
Program Configuration Override List Page
Program Configuration Override Detail Page
Saving Program Configuration Override
Override Medi-Cal EDBC Summary
Override Medi-Cal Share of Cost (SOC)
Saving Medi-Cal EDBC Summary Override
Override Foster Care Aid Code
CalWORKs (CW) Family Reunification
Generate a Manual NOA
Add a Journal Entry

Purpose

The purpose of this job aid is to provide instructions for overriding an EDBC program configuration for persons and programs on a case.

Override a Program Configuration

It is recommended that you override the program or persons configuration when the System's determination is incorrect for a reason other than incorrect data entry. Refer to your County's policy for determining when to override an EDBC.

The following steps assume you are in the context of a case.

Step	Action
1.	Place the cursor over **Eligibility** on the **Global** navigation bar.
2.	Select **Customer Information** from the **Local** navigator.
3.	Click **Run EDBC** on the **Task** navigation bar.
4.	On the **Run EDBC** page: a) Confirm or select **<Begin Month>** from the **Begin Month** drop list. b) Confirm or select **<End Month>** from the **End Month** drop list. c) Confirm or select the checkbox next to **<Program>**. d) Click the **Run EDBC** button.
5.	On the **EDBC List** page: a) Click the **<Program>** hyperlink with a **Run Status** of **Not Accepted**.
6.	On the **<Program> EDBC Summary** page: a) Click the **Override Program Configuration** button. **Note:** Depending on assigned security rights, you may or may not have access to this button.

Program Configuration Override List Page

The Program Configuration Override List page displays the System's determination of eligibility to benefits and allows you to override the program configuration. When processing an EDBC override, you must select an EDBC Override Reason.

Depending on the program you are overriding, the System Determination section may display the following information:

- EDBC Source Code
- Aid Code
- Program Status
- Program Status Reason
- Reporting Type
- Reporting Type Reason

The User Override section is where you override the program configuration. If you select a program status other than Active, then a Program Status Reason is required. If a reporting type is displayed in the System Determination section, then one is required in the User Override section.

The Program Configuration section is where you override the configuration for a person. Each person on the program is listed in this section. Click the Override button next to the person you wish to override to access the Program Configuration Override Detail page.

Note: When a person's configuration was previously overridden, the System determined person configuration is bolded.

Program Configuration Override Detail Page

The Program Configuration Override Detail page allows you to override the program configuration for a specific person.

The System Determination section displays the System's determination for the person.

Complete the User Override section to override the person's configuration. When a role other than MEM is selected, a Role Reason is required.

Note: The System automatically assigns roles based on the information entered on the data collection pages. For more information on the System's eligibility roles, refer to **JA Eligibility Role Assignment**.

Complete the Status Reason drop list when a Status other than Active is selected.

When a mixed aid code is selected on the Program Configuration Override List page, Federal or Non-Federal must be selected from the Claiming Code drop list.

Adult or Child must be selected from the Adult Child Code drop list.

Saving Program Configuration Override

To save the override, the following pages must be accepted and saved:

- Program Configuration Override Detail
- Program Configuration Override List
- <Program> EDBC
- EDBC List

Note: If you click the Cancel button on any of these pages, the program configuration override will not be saved.

Override Medi-Cal EDBC Summary

The Medi-Cal EDBC Override Summary page allows you to override the configuration for persons on the Medi-Cal (MC) program. To start the override process, click the Override Medi-Cal Summary button on the Medi-Cal EDBC Summary page. Depending on your assigned security rights, you may or may not have access to this button.

By clicking the Override Medi-Cal Summary button, you access the Medi-Cal EDBC Override List page. On this page, you must select an EDBC Override Reason.

Click the Override button in the Medi-Cal Summary page section to override the person's configuration. On the Medi-Cal EDBC Override Detail page, the following fields are required:

- Test Result
- SOC
- % Obligation
- ~~Aid Code~~
- Members Tested
- Role
- Role Reason
- Aid Code

Note: The Role Reason is only required when FRI or UP is selected as the Role.
When a person is eligible to multiple aid codes, click the Add button to add additional aid codes.

Override Medi-Cal Share of Cost (SOC)

There are situations that require overriding the Share of Cost. ~~For example, the expenses entered for Hunt v Kizer are not accounted for in the System's EDBC. Therefore, you must override the system-determined EDBC.~~

The following step action will walk you through changing the SOC and assumes you are on the Medi-Cal EDBC Summary page.

Step	Action
1.	On the **Medi-Cal Summary** page: a) Click the **Override Medi-Cal Summary** button.
2.	On the **Medi-Cal EDBC Override List** page: ~~a) Select **<Override Reason>** from the **EDBC Override Reason** drop list.~~ ~~b)~~a) Click the **Override** button for the passing **MC Income** budget.
3.	On the **Medi-Cal EDBC Override Detail** page: a) In the **User Override** section, enter **<SOC>** in the **SOC** field. b) Click the **Save and Return** button.
4.	On the **Medi-Cal EDBC Override List** page: a) Select **<EDBC Override Reason>** from the **EDBC Override Reason** drop list. b) Click the **Save and Return** button.
5.	On the **Medi-Cal EDBC Summary** page: a) Click the **Accept** button.
6.	On the **EDBC List** page: a) Click the **Save and Continue** button.

Note: Depending on your role, the EDBC Run Status will update from Not Accepted to Pending Authorization. Follow your County policy for authorizing overridden budgets. Supervisor authorization may be required for overridden budgets.

Saving Medi-Cal EDBC Summary Override

To save the override, the following pages must be accepted and saved:

- Medi-Cal EDBC Override Detail
- Medi-Cal EDBC Override List
- Medi-Cal EDBC Summary
- EDBC List

Note: If you click the Cancel button on any of these pages, the Medi-Cal EDBC Summary override will not be saved.

Override Foster Care Aid Code

The Foster Care EDBC Override Detail page allows you to override an aid code for persons on the Foster Care program.

The following fields are required on the Foster Care Aid Code Override Detail page:

- EDBC Override Reason
- Aid Code
- Begin Date
- Rate Structure

Note: You can only access the Foster Care Override Detail page for a single-month EDBC. The Edit button does not display for multi-month EDBCs. If you need to override multiple months, you will need to complete the process below for each month.

Step	Action
1.	Run EDBC for Foster Care for the desired month.
2.	On the **EDBC List** page: a) Click the **Program** hyperlink with a **Run Status** of Not **Accepted.**
3.	On the **Foster Care EDBC Summary** page: a) Click the **Edit** button in the **Aid Code Information** page section.
4.	On the **Foster Care EDBC Override Detail** page: a) Select **<Override Reason>** from the **EDBC Override Reason** drop list. b) Select **<Aid Code>** from the **Aid Code** drop list. c) Confirm that the correct **Begin Date** populates in the **Begin Date** field. d) Confirm that the correct **Rate Structure** populates in the **Rate Structure** field. e) Click the **Save and Return** button.
5.	On the **Foster Care EDBC** page: a) Review the **EDBC** results. b) Click the **Accept** button.
6.	Review and accept the EDBC results for any other months for which EDBC was run.
7.	On the **EDBC List** page: a) Click the **Save and Continue** button.

CalWORKs (CW) Family Reunification

CW Family Reunification program provides for the continuation of CW services for up to 180 days when a child has been removed from the home and is receiving out-of–home care. CW services include Welfare to Work activities and supportive services.

CW recipients that are eligible to participate in the Family Reunification program are processed using Program Configuration Override.

In order for the parent(s) to receive services through the CW Family Reunification program, they are to remain active members on the CW program.

To set up the case for CW Family Reunification, take the following actions:

- Confirm that the CalWORKs program is assigned to a worker. Reassign the program if necessary (**JA Workload Assignment** for instructions on reassigning a case from one worker to another; or the **Worker Assignment** section in **JA Establish a Case: New Applicant** for instructions on assigning an unassigned program to a worker).
- Add a new household status record for the child. On the Household Status Detail page, select **Permanently Out of the Home** from the **Living in the Home Status** drop list and **Child in Foster Care/Kin-GAP** from the **Change Reason** drop list.
- Then, run EDBC for all programs and complete the following:
  Note: You can only access the override pages for a single-month EDBC. The Override buttons do not display for multi-month EDBCs. If you need to override multiple months, you will need to complete the process below for each month.

Step	Action
1.	On the **EDBC List** page: a) Click the **CalWORKs** hyperlink to access the **CalWORKs EDBC Summary** page.
2.	On the **CalWORKs EDBC Summary** page: a) Click the **Override Program Configuration** button.
3.	On the **Program Configuration List** page: a) Select **CalWORKs Family Reunification** from the **EDBC Override Reason** drop list. b) Select **<Appropriate CW Family Reunification Aid Code>** from the **Aid Code** drop list; either **4P** for a single parent or **4R** for a two-parent household. c) Select **Active** from the **Program Status** drop list. d) Select **<SAR** or **ARCO**, as appropriate**>** from the **Reporting Type** drop list. e) Click the **Override** button for the parent.
4.	On the **Program Configuration Override Detail** page: a) Confirm that **MEM** is selected from the **Role** drop list. b) Select **Active** from the **Status** drop list. c) Confirm that **Adult** is selected from the **Adult Child Code** drop list. d) Click the **Save and Return** button. For a two-parent household, repeat Steps 3e through 4d for the second parent.
5.	On the **Program Configuration List** page: a) Click the **Override** button for the child.

Step	Action
6.	On the **Program Configuration Detail** page: a) Select **UP** from the **Role** drop list. b) Select **CalWORKs Family Reunification** from the **Role Reason** drop list. c) Select **Active** from the **Status** drop list. d) Select **Blank** from the **Status Reason** drop list. e) Select **Blank** from the **Adult Child Code** drop list. f) Click the **Save and Return** button. Repeat Steps 5a through 6f for each child on the program.
7.	On the **Program Configuration Override List** page: a) Click the **Save and Return** button.
8.	On the **CalWORKs EDBC Summary** page: a) Click the **Payment Override** button. **Note:** The Payment Override button does not display on the EDBC Summary page if the Authorized Amount from the online EDBC is zero. In such cases, you do not need to override the payment amount. Proceed to Step 10.
9.	On the **Payment Override Detail** page: a) Select **CalWORKs Family Reunification** from the **Override Reason** drop list. b) Enter **"0.00"** in the **Override Amount** field. c) Click the **Save and Return** button.
10.	On the **CalWORKs EDBC Summary** page: a) Click the **Accept** button.
11.	Review and accept the EDBC results for any other programs for which EDBC was run.
12.	On the **EDBC List** page: a) Click the **Save and Continue** button.

All overridden EDBC results require supervisor authorization. The previous CW program configuration and aid code will continue to display on the Case Summary page until the overridden EDBC is authorized.

Generate a Manual NOA

Once an EDBC is overridden and saved, the System will not auto-generate a NOA. Follow your County policy when generating a NOA when overriding EDBC.

Refer to **JA Forms and NOA's** for step-by-step instructions on generating a NOA.

Add a Journal Entry

Follow County policy when adding journal entries to a case.

Refer to **JA Journal and Reminders** for step-by-step instructions on adding a journal entry to a case.