

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-208406

Identify SSA Assisted Applications Identification  
from Self-Service Portal

<b>CalSAWS</b>	<b>DOCUMENT APPROVAL HISTORY</b>	
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# 1 OVERVIEW

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This System Change Request (SCR) documents the changes required to store and display information on e-Applications that have been submitted by a Social Security Administration (SSA) worker.

## 1.1 Current Design

Before the CalSAWS migration, C-IV counties were able to view when the application was "SSA-assisted". After C-IV migrated to CalSAWS, the information is no longer accessible to the counties.

Currently, applicants can submit applications with the help of an SSA worker at the SSA office. The workers utilize the Get CalFresh (GCF) website which calls the Application Transfer service in CalSAWS. The SSA-assisted indicator is not sent and stored in CalSAWS.

## 1.2 Requests

Allow the Self-Service Portal (SSP) to indicate that an e-Application is "SSA-assisted" and display this information in CalSAWS.

## 1.3 Overview of Recommendations

1. Update the e-Application Summary page to display the "SSA-assisted" indicator and display a new origin type.
2. Update the Case Summary page to display the "SSA-assisted" indicator under the e-Applications subsection of the Self-Service Portal section.
3. Update the Application Transfer API to accept and store the SSA-assisted indicator for an e-Application.
4. Add the 'Social Security Administration' organization in ForgeRock.

## 1.4 Assumptions

1. Existing functionality not documented in this SCR will be unchanged.
2. Existing e-Applications will not display a value under the new SSA-assisted field on the e-Application Summary page and Case Summary page under the Self-Service Portal e-Applications section.

## 2 RECOMMENDATIONS

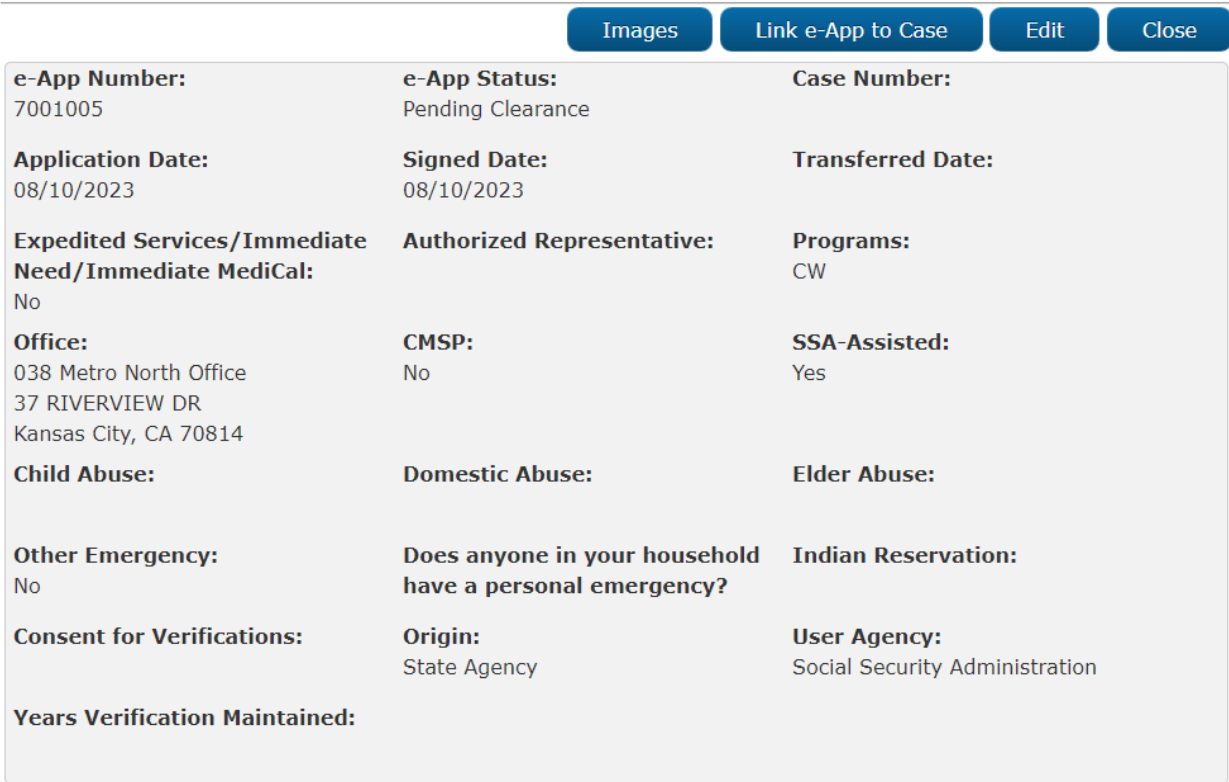
### 2.1 e-Application Summary

#### 2.1.1 Overview

The e-Application Summary page is the landing page of all e-Applications submitted from the SSP and allows the worker to review and link an approved e-Application to a case.

#### 2.1.2 E-Application Mockup

### e-Application Summary



The screenshot shows a form titled "e-Application Summary" with a header bar containing four buttons: "Images", "Link e-App to Case", "Edit", and "Close". The form is divided into three columns of fields:

<b>e-App Number:</b> 7001005	<b>e-App Status:</b> Pending Clearance	<b>Case Number:</b>
<b>Application Date:</b> 08/10/2023	<b>Signed Date:</b> 08/10/2023	<b>Transferred Date:</b>
<b>Expedited Services/Immediate Need/Immediate MediCal:</b> No	<b>Authorized Representative:</b>	<b>Programs:</b> CW
<b>Office:</b> 038 Metro North Office 37 RIVERVIEW DR Kansas City, CA 70814	<b>CMSP:</b> No	<b>SSA-Assisted:</b> Yes
<b>Child Abuse:</b>	<b>Domestic Abuse:</b>	<b>Elder Abuse:</b>
<b>Other Emergency:</b> No	<b>Does anyone in your household have a personal emergency?</b>	<b>Indian Reservation:</b>
<b>Consent for Verifications:</b>	<b>Origin:</b> State Agency	<b>User Agency:</b> Social Security Administration
<b>Years Verification Maintained:</b>		

Figure 2.1.1 – e-Application Summary with SSA-Assisted information

#### 2.1.3 Description of Changes

1. Update the e-Application Summary page to add the "SSA-Assisted" field (as shown in Figure 2.1.1).
  - a. The field is uneditable and displays one of the following:
    1. Yes
    2. No
    3. <Blank>

2. Display a new value of 'State Agency' under the 'Origin' field when an e-Application is marked 'Yes' under the 'SSA-Assisted' field.
  - a. Technical Note: The 'User Agency' field is populated with 'Social Security Administration' as set by the SSP.

#### **2.1.4 Page Location**

- **Global: Case Info**
- **Local: e-Tools**
- **Task: e-Application Search**

#### **2.1.5 Security Updates**

No impact to this section.

#### **2.1.6 Page Mapping**

Update the page mapping to include the new 'SSA-assisted' field.

#### **2.1.7 Accessibility**

The page has been assessed and there are no impacts to this section.

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

No impact to this section.

### **2.2 Case Summary**

#### **2.2.1 Overview**

The Case Summary page displays the case information and associated programs information. It has a section that displays the SSP information associated with the case and case person.

## 2.2.2 Case Summary Mockup


<b>Case Name</b> <a href="#">Case Name</a>	<b>County</b> Los Angeles				
<b>▼ Companion Cases</b>					
<b>Case Number</b> <input type="checkbox"/> <a href="#">B15H126</a> <b>Remove</b>	<b>Case Name</b> Case Name	<b>Add</b>			
<b>▼ Self-Service Portal</b>					
<b>e-Applications</b>					
<b>e-App Number</b>	<b>Applicant Name</b>	<b>ES/IN</b>	<b>Application Date</b>	<b>e-App Status</b>	<b>SSA-Assisted</b>
<a href="#">LRS2348677</a>	MOUSE, MIGGY 56M	No	01/02/2019	Transferred to System	
<a href="#">LRS2238719</a>	Mouse, Miggy 56M	No	10/25/2018	Transferred to System	
<a href="#">LRS3606241</a>	Mouse, Miggy 56	No	05/14/2020	Transferred to System	
<a href="#">1052076</a>	MOUSE, MIGGY 56M	IN	04/28/2022	Transferred to System	No
<a href="#">5937554</a>	Mouse, Miggy 56M	IN	07/07/2023	Data Transfer	Yes
<b>Linked Persons</b>					
<b>Person Name</b>					
MOUSE, MIGGY					

Figure 2.1.1 – Mockup Name

## 2.2.3 Description of Changes

1. Add a new column 'SSA-Assisted' under the 'e-Applications' subsection in the 'Self-Service Portal' section.
  - a. The field is uneditable and displays one of the following based on the corresponding e-Application record:
    1. Yes
    2. No
    3. <Blank>

## 2.2.4 Page Location

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



### **2.2.5 Security Updates**

No impact to this section.

### **2.2.6 Page Mapping**

Update the Page Mapping to include the SSA-Assisted field.

### **2.2.7 Accessibility**

The page has been assessed and the following issues are found:

1. ARIA commands must have an accessible name
2. IDs of active elements must be unique
3. IDs use in ARIA and labels must be unique
4. Id attribute value must be unique

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

No impact to this section.

## **2.3 Application Transfer API**

### **2.3.1 Overview**

The Application Transfer API is a RESTful service accepts and stores the e-Application submitted by applicant from the SSP to CalSAWS.

### **2.3.2 Description of Change**

1. Add a new field titled 'ssalnd' in the request which accepts a value of true or false. The default value is false.
2. Add a new business validation returned under the 422 response code when the user agency in the request is not 'Social Security Administration' and the ssalnd is set to true:
  - a. benefitscal-00005: The user agency passed is invalid for an SSA application.

### **2.3.3 Partner Integration Testing**

Yes – BenefitsCal with masked data

### **2.3.4 Execution Frequency**

Real-Time service

### **2.3.5 Key Scheduling Dependencies**

No impact to this section.

### **2.3.6 Counties Impacted**

CalSAWS counties

### **2.3.7 Category**

No impact to this section.

### **2.3.8 Data Volume/Performance**

No impact to this section.

### **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 ForgeRock

### 2.4.1 Overview

The ForgeRock system manages the user log-in information for the SSP and CalSAWS. The information relating to different organizations that use the SSP is also stored in ForgeRock.

### 2.4.2 Description of Change

1. Add a new organization with the organization name as 'Social Security Administration'.

### 2.4.3 Partner Integration Testing

Yes – BenefitsCal with masked data

### 2.4.4 Execution Frequency

Real-Time service

### 2.4.5 Key Scheduling Dependencies

No impact to this section.

### 2.4.6 Counties Impacted

CalSAWS counties

### 2.4.7 Category

No impact to this section.

### 2.4.8 Data Volume/Performance

No impact to this section.

### 2.4.9 Interface Partner

BenefitsCal

## 2.4.10 Failure Procedure/Operational Instructions

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

## 2.5 Automated Regression Test

### 2.5.1 Overview

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

### 2.5.2 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
  - b. Targetability: The script must fully and accurately verify the actual result against the expected result of the scenario

### 3 SUPPORTING DOCUMENTS

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Number	Functional Area	Description	Attachment
1	Interfaces	Application Transfer – YAML file	<a href="#">ApplicationTransfer.yaml</a>
2	Interfaces	Application Transfer – HTML file	<a href="#">ApplicationTransfer.html</a>

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## 4 REQUIREMENTS

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### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.27.1.5	LRS shall expose an interface for the transfer of Data from the Los Angeles Self Service Portal, eliminating the necessity for the applicant to re-enter information.	The Application Transfer API sends and stores the application submitted by the applicant from the SSP.

### 4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

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