

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-264282

Foster Care - Implement SCI has  
started for Non-CCR (FC & KG)

<b>CalSAWS</b>	<b>DOCUMENT APPROVAL HISTORY</b>	
	Prepared By	Mohammad Dabbagh
	Reviewed By	Tiffany Huckaby

<b>DATE</b>	<b>DOCUMENT VERSION</b>	<b>REVISION DESCRIPTION</b>	<b>AUTHOR</b>
12/04/2023	1.0	Initial Design Setup	Mohammad Dabbagh

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# 1 OVERVIEW

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This SCR is to create two NOAs that generate when a Special Care Increment is issued in a Non-CCR rate structured case for the Foster Care and Kin-GAP Programs.

## 1.1 Current Design

Currently Special Care Increment has started is not available in a Non-CCR rate structure for both FC & KG program.

## 1.2 Requests

Implement new NOA's for FC and KG for SCI has started for Non-CCR rate structure.

Note: CCR Snippet Id's

FC: 7486

KG: 7491

## 1.3 Overview of Recommendations

1. Create a new NOA that generates when an active or ongoing case in the Foster Care program is issued an SCI payment and the placement type is based on Non-CCR rate, this will use the existing NOA that generates for CCR rate.
2. Create a new NOA that generates when an active or ongoing case in the Kin-GAP program is issued an SCI payment and the placement type is based on Non-CCR rate, this will use the existing NOA that generates for CCR rate.

## 1.4 Assumptions

1. These NOAs are not generated by any other conditions outside the ones outlined in the design.

## 2 RECOMMENDATIONS

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### 2.1 Add a New NOA Foster Care Action Fragment Recommendation

#### 2.1.1 Overview

Create a new Foster Care NOA Action for the issuance of Special Care Increment for Non-CCR. The verbiage was taken from existing County forms.

**State NOA:** NA 290 (4/17) REQUIRED FORM - SUBSTITUTES PERMITTED

**NOA Template:** NA 290

**Program(s):** Foster Care

**Action Type(s):** Change

**Fragment Level:** Program

**Repeatable:** No

**Include NA Back 9:** Yes

**Languages:** English, Spanish

#### 2.1.2 NOA Verbiage

This effort will not be updating the NOA verbiage.

#### 2.1.3 NOA Variable Population

This effort will not be updating the NOA variable population.

#### 2.1.4 NOA Generation Conditions

##### 1. Add Fragment Generation

Generate the new Foster Care Change NOA when there is a change in SCI payment for a program person.

### Current NOA CCR Generation

**State NOA:** NA 403 (4/17) REQUIRED FORM - SUBSTITUTES PERMITTED

**NOA Template:** NA 403

Section	Fragment ID	Fragment Filename
Action	4111	FC_KG_CH_ACTION3
Message	5092	FC_CH_MESSAGE1

### New NOA Non-CCR Generation

**State NOA:** NA 290 (4/17) REQUIRED FORM - SUBSTITUTES PERMITTED

**NOA Template:** NA 290

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

Section	Fragment ID	Fragment Filename
Action	4128	FC_KG_CH_COLA_ACTIONS5
Message	N/A	N/A

## 2.2 Add a New NOA Kin-GAP Action Fragment Recommendation

### 2.2.1 Overview

Create a new Kin-GAP NOA Action for the issuance of Special Care Increment for Non-CCR. The verbiage was taken from existing County forms.

**State NOA:** NA 290 (4/17) REQUIRED FORM - SUBSTITUTES PERMITTED

**NOA Template:** NA 290

**Program(s):** Kin-GAP

**Action Type(s):** Change

**Fragment Level:** Program

**Repeatable:** No

**Include NA Back 9:** Yes

**Languages:** English, Spanish

### 2.2.2 NOA Verbiage

This effort will not be updating the NOA verbiage.

### 2.2.3 NOA Variable Population

This effort will not be updating the NOA variable population.

### 2.2.4 NOA Generation Conditions

#### 1. **Add Fragment Generation**

Generate the new Kin-GAP Change NOA when there is a change in SCI payment for a program person.

#### **Current NOA CCR Generation**

**State Form/NOA:** NA 403A (4/17)REQUIRED FORM - SUBSTITUTES PERMITTED

**NOA Template:** NA 403

Section	Fragment ID	Fragment Filename
Action	4111	FC_KG_CH_ACTION3
Message	5092	FC_CH_MESSAGE1

#### **New NOA Non-CCR Generation**

**State NOA:** NA 290 (4/17) REQUIRED FORM - SUBSTITUTES PERMITTED

**NOA Template:** NA 290

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

Section	Fragment ID	Fragment Filename
Action	4128	FC_KG_CH_COLA_ACTION5
Message	N/A	N/A

### 3 SUPPORTING DOCUMENTS

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Number	Functional Area	Description	Attachment
#1	NOA	New Foster Care Non-CCR NOA Mockup PDF	NA 290 Foster_Care_Mockup.pdf
#2	NOA	New Foster Care Non-CCR NOA Mockup PDF	NA 290 Kin_Gap_Mockup.pdf

## 4 REQUIREMENTS

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### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
CAR-1213	CalSAWS shall use standard text for all notices, NOAs, forms, letters, stuffers, and flyers.	The form is using text that has been approved by the County.

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-215801

Additional 5L aid Code Updates for FC NOAs

<b>CalSAWS</b>	<b>DOCUMENT APPROVAL HISTORY</b>	
	Prepared By	Sujit Neupane
	Reviewed By	[individual(s) from Build and Test teams that reviewed document]

<b>DATE</b>	<b>DOCUMENT VERSION</b>	<b>REVISION DESCRIPTION</b>	<b>AUTHOR</b>
09/06/2023	1.0	Initial Draft	Sujit Neupane
02/21/2024	1.1	Updated recommendations to include only approval NOA	Sujit Neupane
02/28/2024	1.2	Updated based on Committee Comments	Tiffany Huckaby

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# 1 OVERVIEW

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This effort is to update what generates for aid code '5L' at approval. The current approval NOA that generates for '5L' is out of date and should instead generate a RFA 105.

## 1.1 Current Design

The verbiage that generates for '5L' approvals is outdated.

## 1.2 Requests

Add and update the NOA reason fragments related to "Emergency Caregiver Funding Approval".

## 1.3 Overview of Recommendations

1. Add a new Approval reason fragment for Emergency Caregiver Funding Approval NOA.
2. Update the existing Emergency Caregiver Funding Approval NOA reason fragment to not generate when aid code is '5L'.
3. Add a new message fragment for Emergency Caregiver Funding Approval NOA.
4. Add a new action fragment for Emergency Caregiver Funding Approval NOA.

## 1.4 Assumptions

1. SCR CA-212926 will add discontinuance reasons related to RFA 105A. According to ACL 19-84, RFA 100 and RFA 100A are to be used only for cases prior to 7/1/2019.

## 2 RECOMMENDATIONS

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### 2.1 Add a new **Approval** reason fragment for Emergency Caregiver Funding Approval NOA

#### 2.1.1 Overview

Add a new **Approval** NOA reason fragment and generate it only when aid code is 5L for Foster Care program. **This verbiage is from the State version of the RFA 105.**

**Note:** This request is to update specifically NOAs for the '5L' aid code. The '5K' aid code will be updated with CA-212926 along with updating RFA 100 to RFA 100A.

**State Form/NOA:** **RFA 105 (11/19)**

**NOA Template:** **FC\_NOA\_TEMPLATE** (Fragment ID: 3030)

**Program(s):** Foster Care

**Action Type(s):** Approval

**Fragment Level:** Program

**Repeatable:** No

**Include NA Back 9:** Yes

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

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

**Languages:** English and Spanish

#### 2.1.2 Form/NOA Verbiage

##### Create Fragment XDP

Create a new XDP for this reason fragment.

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

Description	Text	Formatting*
Static	The county has approved the child or NMD <PersonName> for cash aid under the Emergency Caregiver Funding program. The child or NMD was placed in your home on <MonthDayYear> and the RFA 01A has been submitted or the TAH process has been initiated:	Arial Font Size 10

	<p>The cash aid payment for your first month of aid is based on the date the child or NMD was placed in your home.</p> <p>The cash aid payment for your first month of aid is &lt;BenefitAmount&gt;.</p> <p>The cash aid payment for your first month of aid may only be for a part of the month based on the date the child or NMD was placed with you.</p> <p>Thereafter your monthly cash aid amount will be &lt;SecondMonthBenefitAmount&gt; until you become ineligible.</p>	
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\*English only, Spanish will generate based on project standards for that language.

### 2.1.3 Form/NOA Variable Population

#### 1. Add Fragment Variable Population

Variable Name	Population	Formatting*
<PersonName>	Name of the Child or NMD who is getting the cash aid	Arial Font Size 10
<MonthDayYear>	The date when the child or NMD was placed in the home for Emergency Caregiver Funding program	Arial Font Size 10
<BenefitAmount>	Cash aid amount for the first month of aid	Arial Font Size 10
<SecondMonthBenefitAmount>	Cash aid amount for rest of the months except first month	Arial Font Size 10

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

**Variables Requiring Translations:** N/A

\*Technical Note: Refer to reason fragment FC\_AP\_RFA\_APPROVAL\_T903, ID: 7542 for variable population.

## 2. Add Fragment Regulations

Welfare and Institutions Code Sections: 11461.36. All County Letter 19-84

## 3. Add NOA Title and Footer Reference for new Reason

The following are the references that will be included for the new reason fragment when aid code is '5L'.

**NOA Reference on Document List Page:** EMERGENCY CAREGIVER FUNDING APPROVAL

**NOA Title:** ISSUANCE EMERGENCY CAREGIVER FUNDING

*NOA Title Requires Translations:* Yes. Spanish is already available in State website.

**NOA Footer:** RFA 105 (11/19)

*NOA Footer Requires Translations:* N

### 2.1.4 Form/NOA Generation Conditions

#### Add Fragment Generation

**Generate** this reason fragment when the following conditions are true:

- The program type is Foster Care  
AND
- The aid code is '5L'  
AND
- There is no existing EDBC for the current or prior Benefit month.  
OR  
there is at least one existing EDBC for the current Benefit month and in the most recently run and saved EDBC the program was not active for the current placement.  
OR  
there is not a prior EDBC for the current Benefit Month but there is at least one EDBC for the prior Benefit Month and in the most recently run and saved EDBC for that month the program was not active for the current placement.

**Note:** This should match the current generation conditions of the existing RFA 100 (FC\_AP\_RFA\_APPROVAL\_T903). No change other than this fragment based on RFA 105 will start generating instead of the existing of the RFA 100. See Recommendation 2.2 for suppression of the existing RFA 100.

**Action Fragment:** Add action fragment which is getting added in recommendation 2.4.

**Message Fragment:** Add message fragment which is getting added in recommendation 2.3.

**Ordering on NOA:** This reason fragment should generate after the action fragment.

## 2.2 Update the existing Emergency Caregiver Funding Approval NOA reason fragment to not generate when aid code is '5L'

### 2.2.1 Overview

Update the existing Emergency Caregiver Funding Approval NOA reason to not generate for '5L' aid code.

**Reason Fragment Name and ID:** FC\_AP\_RFA\_APPROVAL\_T903, ID: 7542

**State Form/NOA:** RFA 100 (9/18)

**Current NOA Template:** FC\_NOA\_TEMPLATE (Fragment ID: 3030)

**Current Program(s):** Foster Care

**Current Action Type(s):** Approval

**Current Fragment Level:** Program

**Currently Repeatable:** No

**Include NA Back 9:** Yes

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

**Existing Languages:** English, Spanish

### 2.2.2 Form/NOA Verbiage

There is no change to the verbiage.

### 2.2.3 Form/NOA Variable Population

There is no change to the variable population.

### 2.2.4 Form/NOA Generation

Currently it generates for Foster Care program when aid code is '5L' or '5K'. With this effort, do not generate this reason fragment anymore for aid code '5L'.

## 2.3 Add a new message fragment for Emergency Caregiver Funding Approval NOA

### 2.3.1 Overview

Add a new NOA message fragment for Emergency Caregiver Funding Approval (RFA 105).

**State Form/NOA:** RFA 105 (11/19)

**Program(s):** Foster Care

**Action Type(s):** Approval

**Fragment Level:** Program

**Repeatable:** No

**Languages:** English and Spanish

### 2.3.2 Form/NOA Verbiage

#### Create Fragment XDP

Create a new XDP for this new message fragment.

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

Description	Text	Formatting*
Static	<b>Here's why:</b> Senate Bill 80 (Ch. 27, Statutes 2019) authorizes funding for emergency caregivers who have received placement of children or NMDs prior to RFA approval or prior to TAH approval.	Arial Font Size 10

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

### 2.3.3 Form/NOA Variable Population

There is no variable population for this message fragment.

### 2.3.4 Form/NOA Generation Conditions

#### Add Fragment Generation

This message fragment generates with the reason fragment added in recommendation 2.1.

**Ordering on NOA:** This message fragment generates after the reason fragment.

## 2.4 Add a new action fragment for Emergency Caregiver Funding Approval NOA

### 2.4.1 Overview

Add a new NOA action fragment for Emergency Caregiver Funding Approval (RFA 105) NOA.

**State Form/NOA:** RFA 105 (11/19)

**Program(s):** Foster Care

**Action Type(s):** Approval

**Fragment Level:** Program

**Repeatable:** No

**Languages:** English and Spanish

### 2.4.2 Form/NOA Verbiage

#### Create Fragment XDP

Create a new XDP for this action fragment.

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

Description	Text	Formatting*
Static	<b>For caregivers of children or non-minor dependents (NMD) placed on an emergency basis or on a compelling reason prior to and pending Resource Family Approval (RFA) or pending approval as a Tribally Approved Home (TAH).</b>	Arial Font Size 10, Bold

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

### 2.4.3 Form/NOA Variable Population

There is no variable population for this fragment.

### 2.4.4 Form/NOA Generation Conditions

#### **Add Fragment Generation**

This action fragment generates with the reason fragment added in recommendation 2.1.

**Ordering on NOA:** It should be the first fragment in the NOA and should generate before the reason fragment.

## 3 SUPPORTING DOCUMENTS

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**Note:** The back of the NOA will generate with the current CalSAWS NA Back 9.

Number	Functional Area	Description	Attachment
1.	NOA	NOA Mockup with new action, reason and message verbiages for emergency care giver funding approval	FC_AP_ECF_APPROVAL_Mockup.pdf

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-251475

Modify the CalSAWS Pending Unassigned  
Employment Services Program List

<b>CalSAWS</b>	<b>DOCUMENT APPROVAL HISTORY</b>	
	Prepared By	Shining Liu, Gerald Limbrick
	Reviewed By	Michael Wu, Aaron Fowler, William Baretzky

<b>DATE</b>	<b>DOCUMENT VERSION</b>	<b>REVISION DESCRIPTION</b>	<b>AUTHOR</b>
09/14/2023	1.0	Initial Draft	Gabriellia Venegas-Johnson, Shining Liu, Gerald Limbrick
3/20/2024	1.1	2 <sup>ND</sup> Draft with Mockups	Shining Liu, Gerald Limbrick
4/2/2024	1.2	Removed sort capability from new panel. Updated logic so that edits are not saved until the user presses the 'Save' button	Gerald Limbrick, Shining Liu

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# 1 OVERVIEW

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This SCR will update the Pending Unassigned Employment Services Program List to automatically assign Welfare-to-Work (WTW) cases to designated GAIN Regional Offices' Unassigned Pool based on zip code.

## 1.1 Current Design

During 2021, due to the office closure of former LA County Cudahy district #06 and the conversion of former Southwest Family district #83 and former Paramount district #62, case programs were reassigned to neighboring districts. Once reassigned to the new CalWORKs offices, cases were reassigned to new GAIN Regional Offices for WTW program participation. GAIN Region I was impacted due to a lower caseload, while GAIN Region IV, V and VI experienced an increase in caseloads. Existing batch runs to identify newly approved CalWORKs cases is now assigning CalWORKs cases to other GAIN Regional offices. System assigns the newly approved cases to a GAIN Regional offices' Unassigned Pool. GAIN Staff are manually reassigning cases to Regional offices closest to the participant's physical address.

The Pending Unassigned Employment Services Program List page allows users to search by office (this is the WTW Office; however, the page displays the District Office).

## 1.2 Requests

Modify the Pending Unassigned Employment Service List page to assign WTW cases to designated GAIN Regional Offices' Unassigned Pool based on zip code and allow CalSAWS to identify the zip code of a participant's physical address and assign them to designated GAIN Regional Offices.

## 1.3 Overview of Recommendations

1. Update batch job PB19M112 to associate offices to the Pending Unassigned Programs based on zip code, automatically assigning newly active WTW cases to designated GAIN Regional Offices' Unassigned Pool.
2. Update page mapping for all fields on the page.
3. Add a column on the Pending Unassigned Employment Services Program List Page to identify zip codes of GAIN program participants.
4. Add 'Not Assigned to District Office' as another selection for office searching. This will allow GAIN (WTW/REP) staff to identify cases designated for their Regional Office.

5. Update the Office Detail page to allow county workers with security rights to update the office to zip code mapping. This will allow GAIN (WTW/REP) staff to identify zip codes designated for their Regional Office.

#### **1.4 Assumptions**

1. The method in which PB19M112 finds offices for REP, Cal-Learn, and GROW programs will not be modified.
2. Fields and functionality not mentioned will not be changed.
3. The U.S. Postal Service controls which zip codes belong to L.A. County, if the U.S. Postal Service adds or removes any Zip Codes for L.A. County, it will require a SCR/Work Item to add or remove them from this page.

## 2 RECOMMENDATIONS

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### 2.1 Pending Unassigned Employment Services Program List

#### 2.1.1 Overview

The Pending Unassigned Employment Services List page allows users to view a list of participants who have an Employment Services Program in pending status and have not been assigned to a case manager. The page does not allow users to identify zip codes of GAIN participants. There is also no option to search by 'Not Assigned to Office'.

Update the Pending Unassigned Employment Services List page to allow users to identify zip codes of GAIN services program participants, this will allow GAIN (WTW/REP) staff to identify cases with a physical address near their office.

Add an option on the Pending Unassigned Employment Services List page to search by 'Not Assigned to Office'.

## 2.1.2 Pending Unassigned Employment Services Program List ~~page~~Page Mockup

### Pending Unassigned Employment Services Program List

▼ Refine Your Search

Search

<b>Search By: *</b>	<b>County: *</b>	<input type="checkbox"/> Not Assigned to Office		
County ▼	Los Angeles ▼			
<b>Program: *</b>	<b>Language:</b>	<b>Failure Reason:</b>	<b>Appointment Type:</b>	
WTW ▼	Spanish ▼	▼	2 - Specialized Suppc ▼	

Results per Page: 25 ▼ Search

Search Results Summary							Results 1 - 4 of 4	
Name	Case Number	Zip Code	Language	Start Date	Number of Days	Priority	CW/GR District Office	
<a href="#">30 Characters long_lenght_last, 30 Characters max_lenght_first 38F</a>	B10JJ85	54321	Spanish	01/04/2024	70	SS	026 Compton	
<a href="#">BOBBIT, JANINE 45F</a>	B0B2Z97	54321	Spanish	01/04/2024	70	SS	DPSS Customer Service Center VII	
<a href="#">EPLER, RETTA 46F</a>	B0XBY57	54321	Spanish	01/04/2024	70	SS	082 West Valley	
<a href="#">Oley, Cosimo 31F</a>	L305B50	54321	Spanish	01/04/2024	70	SS	051 Santa Clarita Branch	

Figure 2.1.2.1 – New Search Criteria and New Zip Code Column

### 2.1.3 Description of Changes

1. Add 'Not Assigned to Office' as a search criterion:
  - a. Only display this field when 'Search By' is set to "County"
  - b. Display as a checkbox; when the checkbox is selected, only return result rows that have not been assigned to an office
2. Move the sortable column icons to a separate row, under the header row.
3. Add the following new column to the search results
  - a. 'Zip Code' (The 5-digit zip code from the Physical Address of the associated person)

**Note:** See Accessibility Section

#### 2.1.4 Page Location

- **Global: Employment Services**
- **Local: Workload Inventory**
- **Task: Pending Unassigned Employment Services Program**

#### 2.1.5 Security Updates

N/A

#### 2.1.6 Page Mapping

Add page mapping for this page.

#### 2.1.7 Accessibility

1. Update the sortable column table header icons with unique mouse-over/hover titles so that the titles end with the same text as the header's text.  
**e.g.**, "Sort Ascending – Name" or "Sort Descending – Name" for the 'Name' column
2. Add unique Aria/Accessibility Tool labels to each sortable column table header icon so that the labels end with the same text as the header's text.
3. **e.g.**, "Sort Ascending – Name" or "Sort Descending – Name" for the 'Name' column

#### 2.1.8 Page Usage/Data Volume Impacts

N/A

## 2.2 Office Detail

### 2.2.1 Overview

Update the Office Detail page to allow county admins to update the office to zip code mapping used (by the Pending Unassigned Pool batch) to identify the zip codes designated to a displayed GAIN Regional Office.

### 2.2.2 Office Detail page Mockup

Zip Code	Office Priority	Effective Date	Updated By
90031	2	02/22/2024	<a href="#">1355815</a>
90037	1	02/22/2024	<a href="#">1355815</a>
90038	1	02/22/2024	<a href="#">1355815</a>
90039	2	02/26/2024	<a href="#">1355815</a>
90041	2	03/01/2024	<a href="#">1355815</a>
90042	2	03/01/2024	<a href="#">1355815</a>
90050	2	03/12/2024	<a href="#">1355815</a>
90057	1	03/12/2024	<a href="#">1355815</a>
90062	1	01/01/2024	<a href="#">1355815</a>
90065	2	01/02/2024	<a href="#">1355815</a>
90068	1	01/02/2024	<a href="#">1355815</a>
90071	1	01/02/2024	<a href="#">1355815</a>
90076	1	01/11/2024	<a href="#">1355815</a>
90089	1	01/11/2024	<a href="#">1355815</a>

Figure 2.2.2.1 – GAIN Zip Codes Panel View Mode

GAIN - CENTRAL COUNTY REGION	4 - GAIN to GAIN Region's Cashier Office	GAIN - CENTRAL COUNTY REGION
GAIN - CENTRAL REGION SUB-OFF	4 - GAIN to GAIN Region's Cashier Office	GAIN - CENTRAL COUNTY REGION

GAIN Services Zip Codes			
Zip Code	Office Priority	Effective Date	Updated By
No Data Found			

Last Updated On 03/18/2024 3:55:59 PM By: [1355815](#)

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

Figure 2.2.2.2 – No GAIN Services Zip Codes Found / View mode – partial page

Zip Code	Office Priority	Effective Date	Updated By	
<input type="checkbox"/> GAIN - CENTRAL COUNTY REGION	4 - GAIN to GAIN Region's Cashier Office		GAIN - CENTRAL COUNTY REGION	<a href="#">Edit</a>
<input type="checkbox"/> GAIN - CENTRAL REGION SUB-OFF	4 - GAIN to GAIN Region's Cashier Office		GAIN - CENTRAL COUNTY REGION	

[Remove](#) [Add](#)

GAIN Services Zip Codes			
Zip Code	Office Priority	Effective Date	Updated By
<input type="text"/>	1		

[Add Zip Code](#)

Last Updated On 03/18/2024 3:55:59 PM By: [1355815](#)

[Save](#) [Cancel](#)

Figure 2.2.2.3 – No GAIN Services Zip Codes Found / Edit mode – partial page

GAIN Services Zip Codes			
Zip Code	Office Priority	Effective Date	Updated By
<input type="text"/>	1		

[Add Zip Code](#)

Last Updated On 03/18/2024 3:55:59 PM By: [1355815](#)

[Save](#) [Cancel](#)

Figure 2.2.2.4 - Office Priority Dropdown (same for Add or Edit)

GAIN Services Zip Codes				
	Zip Code	Office Priority	Effective Date	Updated By
<input type="checkbox"/>	90001	1	01/01/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90002	1	01/02/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90003	1	01/02/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90004	1	01/02/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90005	1	01/11/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90006	1	01/11/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90007	1	01/15/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90010	1	01/15/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90011	1	01/18/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90012	1	01/22/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90013	1	01/22/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90014	1	01/25/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90015	1	01/25/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90016	1	01/25/2024	<a href="#">1355815</a>
	<input type="text"/>	1		<a href="#">Add Zip Code</a>

[Remove](#)

Figure 2.2.2.5 – GAIN Zip Codes Panel Edit Mode

GAIN Services Zip Codes				
	Zip Code	Office Priority	Effective Date	Updated By
<input type="checkbox"/>	90001	1	01/01/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90002	1	01/02/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90003	1	01/02/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90004	1	01/02/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90008	1	01/11/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90009			
<input type="checkbox"/>	90016	1	01/11/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90019			
<input type="checkbox"/>	90022	1	01/15/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90023			
<input type="checkbox"/>	90024	1	01/15/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90025			
<input type="checkbox"/>	90030	1	01/18/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90032			
<input type="checkbox"/>	90033	1	01/22/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90034			
<input type="checkbox"/>	90035	1	01/22/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90036			
<input type="checkbox"/>	90040	1	01/25/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90043			
<input type="checkbox"/>	90044	1	01/25/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90045			
<input type="checkbox"/>	90046	1	01/25/2024	<a href="#">1355815</a>
		1		

[Add Zip Code](#)

Figure 2.2.2.6 – Zip Code Dropdown Options

## Office Detail

\*- Indicates required fields

Save

Cancel

- **Zip Code** - The selected Zip Code is already associated to 5 offices, for GAIN services (GAIN - CUDAHY 06, GAIN - SOUTH FAMILY 31, GAIN - ONE STOP HARBOR SUB-OFF, GAIN - CENTRAL REGION SUB-OFF, GAIN - METRO EAST 15). Please remove the GAIN Services Zip Code from at least 1 Office Detail page first.

Figure 2.2.2.7 – Add Zip Code Validation Message – partial page

GAIN Services Zip Codes				
Zip Code	Office Priority	Effective Date	Updated By	
<input type="checkbox"/>	90037	1	02/22/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90038	1	02/22/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90039	2	02/26/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90041	2	03/01/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90042	2	03/01/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90050	2	03/12/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90057	1	03/12/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90062	1	01/01/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90065	2	01/02/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90068	1	01/02/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90071	1	01/02/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90076	1	01/11/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90089	1	01/11/2024	<a href="#">1355815</a>
<input type="checkbox"/>	90008	1	04/02/2024	<a href="#">1355815</a>
<input type="text"/>	<input type="text"/>	1		

Buttons: Remove, Add Zip Code

Figure 2.2.2.8 - New Zip Code Row

### 2.2.3 Description of Changes

1. Update The System to store all L.A. County zip codes and any associated GAIN office(s) for each Zip Code, with their 'Office Priority' setting.  
**Note:** See Supporting Documents for a list of L.A. County zip codes and a list of GAIN Regions and Feeder Districts having offices associated to, and prioritized for, GAIN; in case of any discrepancy between the two lists i.e., if one list has a Zip Code that the other list does not, use all Zip Codes.
2. Update the logic of the 'Remove' and 'Add' buttons on the 'Office Relationship' panel to require users to press the 'Save' button after the add or removal, before the edit is permanently saved/committed to the database.
3. Update the CalSAWS system to store a **Max\_Offices** value representing the maximum number of offices that may be associated to a particular zip code, for GAIN Services program assignments. Set the **Max\_Offices** value as (5).
4. Add a new 'GAIN Services Zip Codes' panel to the Office Detail page. This panel will hold an inner table with column headers only (the outer panel's title will act as the table's title):

**Note:** This panel will only be available to L.A. County.

**Note:** Users with security rights to access the page will be allowed to access this new panel/page section.

a. Add column headers:

i. <Blank> (Leave a blank/no text header column)

1. This column will hold a checkbox to select each individual row for removal)

2. Display the checkbox(es) only in Edit mode

**Note:** There will be **no** main checkbox to select all rows, but, multiple rows may be selected, individually, and removed at the same time.

ii. Zip Code (the 5-digit zip code associated to the selected/displayed office); sort the table by 'Zip Code' in ascending order

iii. Office Priority

1. When in Edit mode, display the 'Office Priority' as a dropdown selector:

a. Add options from 1 thru the Max\_Offices value, **e.g.**, 1-5

b. Add validation on this field, triggered on the 'Save' button:

When/if the office is given the same priority as another office associated to the same zip code:

Show a validation message as:

as: "Office Priority – Office **<Identif>** (**<Office\_Name>**) is already set to priority **<Office Priority>** for this Zip Code. Please select a different value.

**e.g.**, "Office Priority – Office **GN (GAIN - SOUTH FAMILY 31)** is already set to priority 1 for this Zip Code. Please select a different value."

c. Clicking the link on the validation message will put focus on this selector dropdown

2. When in View mode, display the 'Office Priority' as static text

iv. Effective Date (the date the zip code was associated to the office, for GAIN services)

v. Updated By

1. This field will hold the Staff ID of the user who added the zip code association

2. Clicking a link on this field will navigate to the Worker Detail page

b. Populate the table with all zip codes associated to the displayed office, sorted by 'Zip Code' in ascending order

- c. Add a table and table row, outside of the scrollable results table, for selecting a new zip code, to associate with the office, for GAIN:

**Note:** This row will display below the results table so that a new row may be added without the need to scroll.

- i. Add a Zip Code selector dropdown:
  1. Populate this dropdown with each L.A. County Zip Code that is not already associated to the selected office
  2. Add a validation on this field, triggered on the 'Add Zip Code' button; when/if the button is pressed without selecting a Zip Code to add:
    - a. Display the validation as: "Zip Code – Please Select a Zip Code to Add."
    - b. Clicking the link on the validation message will put focus on this selector dropdown
  3. Add a 2nd validation on this field, triggered on the 'Add Zip Code' button; when/if the selected zip code is already associated to the maximum number of offices, for GAIN services, represented by the Max\_Offices value:
    - a. Display the validation as: "Zip Code – The selected Zip Code is already associated to **<Max\_Offices>** offices, for GAIN services (**<Office\_Name, Office\_Name, Office\_Name, Office\_Name, Office\_Name>**). Please remove the GAIN Services Zip Code from at least 1 Office Detail page first."  
**e.g.**, "Zip Code – The selected Zip Code is already associated to **5** offices, for GAIN services (**GAIN - CUDAHY 06, GAIN - SOUTH FAMILY 31, GAIN - ONE STOP HARBOR SUB-OFF, GAIN - CENTRAL REGION SUB-OFF, GAIN - METRO EAST 15**). Please remove the GAIN Services Zip Code from at least 1 Office Detail page first." (see figure 2.2.2.7)
    - b. Clicking the link on the validation message will put focus on this selector dropdown
- ii. Add a dropdown selector populated with options 1-5 for selecting the office's priority, for the zip code (default to 1)
  1. Add validation on this field, triggered on the 'Add Zip Code' button:
    - a. When/if the office is given the same priority as another office associated to the same zip code, show a validation message as: "Office Priority – Office **<Identif>**

**<Office\_Name>** is already set to priority <Office Priority> for this Zip Code. Please select a different value.

**e.g.**, "Office Priority – Office GN (GAIN - SOUTH FAMILY 31) is already set to priority 1 for this Zip Code. Please select a different value."

- b. Clicking the link on the validation message will put focus on this selector dropdown
- iii. Add an 'Add Zip Code' button. This button will:
  1. Validate the 'Zip Code' dropdown and the 'Office Priority' dropdown selections
  2. Display the new row at the bottom of the existing results

**Note:** The newly added record will be at the bottom of the list and unsorted until/unless the user saves the page.
- d. When no results were returned:
  - i. In View mode, populate the table with static text 'No Data Found'
  - ii. In Edit mode, show the table row for selecting a new zip code (see above)
5. Add a 'Remove' button, outside of the new table but inside of the new panel. This button will:
  - a. Display only when at least 1 result was returned for the table
  - b. Remove the selected row(s), but, the removal will not be saved until/unless the user saves the page with the 'Save' button
  - c. Validate at least one row was selected for removal; when/if the button is pressed without selecting a zip code to remove:
    - i. Display the validation as: "Remove – Please Select a Zip Code to Remove."
    - ii. Clicking the link on the validation message will put focus on this button

#### 2.2.4 Page Location

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

#### 2.2.5 Security Updates

N/A

### 2.2.6 Page Mapping

Add page mapping for this page.

### 2.2.7 Accessibility

1. Add ARIA / Accessibility tool labels to each remove row checkbox, including those already existing on the page, as: "Remove Check Box"
2. Update each active page elements' ID attribute to be unique, for example, 'SaveTop' or 'SaveBottom' for the top and bottom save buttons. **Note:** These are examples only; the ID attributes will be chosen by the developers or chosen programmatically by developer's tools; they do not show on the page but are used by accessibility tools such as screen readers.

### 2.2.8 Page Usage/Data Volume Impacts

N/A

## 2.3 Modify Pending Unassigned Pool Batch

### 2.3.1 Overview

PB19M112 is the Pending Unassigned Pool batch, which inserts all pending programs (WTW, REP, Cal-Learn, and GROW) that don't have a worker assigned into the pending unassigned pool. Modify assignment logic for WTW programs to associate offices to pending unassigned programs based on zip code.

### 2.3.2 Description of Change

1. Modify batch job PB19M112 to do the following:
  - a. Automatically assign the Employment Service Office of newly pending WTW participants to designated GAIN Regional Offices' Unassigned Pool, based on the zip code of the participant's physical address. The initial list of zip codes and regions can be found in the GAIN Regions and Feeder Districts supporting document and will be added as a table in this SCR.
    - i. If a zip code is associated to more than 1 office, attempt to make assignments in a round robin fashion, starting with the office with the highest priority, with 1 indicating the highest priority.
    - ii. Consider the following example. There are 10 participants with zip code 90000, and zip code 90000 is associated with office A, B, and C, which are ranked 1, 2, and 3. In the first round, the batch job should assign 1 to office A, 1 to office B, and 1 to office C. In the second round, the batch job should again assign 1 to office A, 1 to office B, and 1 to office C. At the end of assignments for zip code 90000, office A should have 4 participants, and office B and office C should have 3 participants each.

### 2.3.3 Execution Frequency

No change.

### 2.3.4 Key Scheduling Dependencies

No change.

### **2.3.5 Counties Impacted**

Los Angeles County only

### **2.3.6 Category**

Core.

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

N/A

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

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

## 2.4 Automated Regression Test

### 2.4.1 Overview

Create new automated regression test scripts to verify the display of the new fields on the Pending Unassigned Employment Services Program List page, and the functionality of the GAIN Services Zip Codes section of the Office Detail page.

### 2.4.2 Description of Change

Create new regression scripts to cover the following scenarios:

1. Verify that the 'Not Assigned to Office' checkbox displays on the Pending Unassigned Employment Services Program List page when the 'Search By' selection is "County" and does not display when another value is selected.
2. Verify that the 'Zip Code' column displays in the search results on the Pending Unassigned Employment Services Program List page.
3. Verify that a page mapping exists for each applicable field on the Pending Unassigned Employment Services Program List page.
4. Verify that the GAIN Services Zip Codes section displays on the Office Detail page for a Los Angeles County office.
5. Verify that the GAIN Services Zip Codes section does not display on the Office Detail page for an office not in Los Angeles County.
6. Verify that records can be added to the GAIN Services Zip Codes section of the Office Detail page while in edit mode, and that:
  - a. When the page is saved, any new or updated records display in view mode.
  - b. When the page is not saved, any changes are discarded.
7. Verify that records can be removed from the GAIN Services Zip Codes section of the Office Detail page while in edit mode, and that:
  - a. When the page is saved, any removed records no longer display in view mode.
  - b. When the page is not saved, any records that were selected for removal continue to display in view mode.
8. Verify that the Zip Code field in the GAIN Services Zip Codes section contains all Zip Code values associated to Los Angeles County.
9. Verify that a validation message displays on the Office Detail page in each of the following situations:
  - a. 'Save' is clicked when multiple records for the same Zip Code and Office Priority exist in the GAIN Services Zip Codes section.
  - b. 'Add Zip Code' is clicked when a previous GAIN Services Zip Codes record is incomplete (ex., either Zip Code or Office Priority is selected, but not both).
  - c. 'Remove' is clicked when no GAIN Services Zip Codes records were selected for removal.

### 3 SUPPORTING DOCUMENTS

Number	Description	Attachment
1	GAIN Regions and Feeder Districts	CA-251475 GAIN Regions and Feeder Districts.xlsx  CA-251475 GAIN Regions and Feeder D
2	LA_County_ZIP_Codes from <a href="#">LA County ZIP Codes   County of Los Angeles Open Data</a>	 LA_County_ZIP_Codes.xlsx

## 4 REQUIREMENTS

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### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.28.1.12	The LRS shall maintain a real-time online list of potential participants (e.g., unassigned pool or participant pool) that can be viewed, sorted, and/or printed by COUNTY-specified Users, including: a. Participant demographic data; b. Plan counter for program-specific work participation program plan (e.g., GAIN 90-day WtW Plan or GROW Vocation Assessment Employment Plan); c. Time clock information for program-specific time limits; d. Prior work participation program activities; e. Prior work participation program activity dates; and f. Participant assignment priority.	This SCR is adding the functionality for cases to be assigned based on Zip Code.

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-254796

Automated EBT Card Replacement

<b>CalSAWS</b>	<b>DOCUMENT APPROVAL HISTORY</b>	
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	Reviewed By	Michael T. Wright, Darcy Alexander, Logan Pratt

<b>DATE</b>	<b>DOCUMENT VERSION</b>	<b>REVISION DESCRIPTION</b>	<b>AUTHOR</b>
01/09/2023	1.0	Initial Draft	Korey Edwards, Jared Kuester

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## 1 OVERVIEW

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This robotic process automation (RPA) will allow customers to request an electronic benefits transfer (EBT) card replacement via interactive voice response (IVR). This document covers the IVR call flow in which customers will select the EBT replacement option, their method of delivery and the steps the RPA will take to complete this request within CalSAWS.

### 1.1 Current Design

There is no automated option to replace an EBT card in the IVR.

### 1.2 Requests

Add a self-service option in the Inbound IVR to request a replacement EBT card for all 58 counties.

### 1.3 Overview of Recommendations

1. Modify the County IVR call flows with the following additions:
  - a. Callers will have a new EBT Card replacement option
  - b. The IVR (via Amazon Connect) will check the county preferences to see if county has opted into EBT Card mail delivery and pickup
  - c. The IVR (via Amazon Connect) will check the request history to confirm the customer has not requested an EBT Card within the last 90 days
  - d. The customer selects the EBT Card delivery option:
    - i. Mail – The card is mailed to the customer's mailing address noted in CalSAWS.
    - ii. Pickup – The card is available to be printed at a district office nearest to the customer's location on file.
  - e. The IVR (via Amazon Connect) relays the customer request details (listed) to the RPA.
    - i. Case Id
    - ii. Delivery Method
2. RPA receives the request and reissues the card within CalSAWS.

Commented [KE1]: "an EBT Card"

Commented [KE2]: nearest to the customer's on file location

### 1.4 Assumptions

1. No core CalSAWS application changes are required. The RPA interacts with the CalSAWS front end webpage.
2. EBT card replacements will be issued for the primary account holder.
3. EBT card replacements can only be requested by the primary applicant on the case
4. The RPA uses the customer's current name and address within CalSAWS to mail the request or determine the nearest office for pick up. Any changes will require speaking to an agent.
  - a. There is an option in the IVR to verify if the customer's name or address has changed.

5. The customer authentication process will not change.
6. The global case self-service options will be updated to include EBT Replacement
7. Individual County pick up option will be deployed based on the county response to CRFI 23-086.
8. Individual County EBT Transfer for multiple requests will be deployed based on the county response to CRFI 23-086.
9. This change will not include any reporting
10. BIC automated replacement functionality is not part of this SCR
11. The process is the same for all counties. When the reissue button is pressed and the page is saved, a real time Host to Host transaction is sent to the EBT vendor Fidelity Information Services (FIS) to add a new EBT card for the same client. FIS cancels the previous card and issues a new card and sends a success response to CalSAWS with the new EBT card number. When the success response is received by CalSAWS, the previous card is canceled in CalSAWS and the new card (received in the response message) is added in the CalSAWS database. All this happens real-time.
12. A separate SCR will be created for each Contact Center County deployment.
13. Anytime a caller is transferred to the EBT line, they are transferred to +1 877-328-9677.

Commented [AH3]: Move this later in the design doc

Commented [AH4R3]: This is addressed later in the design document.

Commented [AH5]: Move this later in the design doc

Commented [AH6R5]: This is addressed later in the design document.

## 2 RECOMMENDATIONS

### 2.1 IVR Application

#### 2.1.1 Overview

Update the County IVR Call Flows to include the option to request a replacement EBT Card. That option will send the customer to a new contact flow that will ask the customer some follow up questions and submit the request to replace the EBT through the RPA solution.

#### 2.1.2 Description of Changes

1. Modify the Case Self Service Page
  - a. Add the Self-Service Option to request an EBT Card replacement. In the IVR, the customer will hear:
 

**“To hear current benefits information, press 1. To request a copy of a form or your verification of benefits, press 2. To check the status of a document requested or submitted, press 3. To request a replacement EBT, press 4. To change your IVR PIN, press 5. To speak to an eligibility worker, press 6. To hear these choices again, press 7.”**

- b. When the customer selects 4, send them to the new "EBT Card" Flow.
- 2. Create a new table called "EBT Card Delivery Options" in a central account that stores information about the county preferences for whether EBT Card pick up will be available through the automated RPA system.

Property	Value
countyCode	<countyCode>
pickUp	"Yes" or "No"

Commented [AH7]: Type column was removed

- 3. Create a new table "EBT Card Request History" in a central account that stored EBT Card requests from the last 90 days.

Property	Value
personId	<personId>
requestDate	<Date of EBT Card Replacement Request>

Commented [HA8]: Type column was removed

- 4. Query the "EBT Card Delivery Options" table to determine the county-specific preference for pick up requests. Based off the county preferences, pick up requests will either be:
  - a. Automated within the IVR
  - b. Transferred to speak to a worker.
- 5. Query the "EBT Card Request History" table to check if the customer has requested an EBT card within the last 90 days
  - a. If the customer has not requested an EBT card within the last 90 days, continue to step 6.
  - b. If the customer has requested an EBT card within the last 90 days, they will be transferred to speak to a worker based on the county preference. They will either be:
    - i. Transferred to the EBT line (877-328-9677)
    - ii. Transferred to a county worker:
      - 1. In a Contact Center county, the customer will be transferred to the queue that corresponds with their exit reason flow. For most counties, this will be their CalFresh Queue
      - 2. In a Non-Contact Center county, the customer will be transferred to their case worker.
        - The customer will be routed to their CalWORKs worker if they are active. In the

case they are not active, they will be transferred to their CalFresh worker.

6. The customer will hear the following prompts:
  - "To request a new EBT card, you will need to confirm a couple questions."**
  - "If your name is the same as it appears on your EBT card, press 1. If your name is different, press 2. To hear these choices again, press 7."**
  - a. If the customer selects option 1, continue to step 7.
  - b. If the customer selects option 2, they will be transferred to speak to a county worker.
  - c. If the customer makes no selection or makes an invalid selection, they will hear the prompt menu twice and then will be transferred to the General queue or to the county equivalent. Callers in Non-CSC counties will be sent to the direct EBT line.
7. The customer will hear the following prompt:
  - "If your mailing address is the same, press 1. If your mailing address has recently changed, press 2. If you do not have a mailing address or do not have a permanent address, press 3. To hear these choices again, press 7."**
  - i. If the customer selects option 1, continue to step 8.
  - ii. If the customer selects option 2, they will be transferred to speak to a county worker. Callers in Non-CSC counties will be sent to the direct EBT line.
  - iii. If the customer selects option 3 and the customer is in a county where pick up requests can be placed via the automated system, then continue to step 8. Otherwise, they will be transferred to speak to a county worker.
  - iv. If the Customer makes no selection or makes an invalid selection, they will hear the prompt menu twice and then will be transferred to the General queue or the county equivalent. Callers in Non-CSC counties will be sent to the direct EBT line.
8. The customer will hear the following prompt:
  - "If you want your new EBT card mailed to your address on file, press 1. If you want to pick up your new EBT card at your local district office, press 2. To hear these choices again, press 7."**
  - i. If the customer selects option 1, record the delivery selection as mail delivery and continue to step 10.
  - ii. If the customer selects option 2, check the county preference for pick up.
    1. If the county preference is to automate pick up requests in the IVR, record the delivery selection as pickup and continue to step 10. Note, when customers select pick up as their delivery preference in the IVR, the card is queued to be printed at the customer's nearest district office.

Commented [AH9]: Non-CSC - Identify where Non-CSC are routed

Commented [AH10]: Non-CSC - Identify where Non-CSC are routed

Commented [HA11]: Addressing CRFI concerns regarding pick up

- The nearest district office is based on the customer's location on file in CalSAWS.
2. If the county preference is to transfer pick up requests to a worker, continue to step 9.
  - iii. If the Customer makes no selection or makes an invalid selection, they will hear the prompt menu twice and then will be transferred to the General queue or the county equivalent. Callers in Non-CSC counties will be sent to the direct EBT line.
9. If the caller has chosen "Pick up" and the county has chosen to transfer pick up requests to a worker, the following routing logic will be followed:
- a. In a Contact Center county, the customer will be transferred to the queue that corresponds with their exit reason flow.
    - i. Note: For most counties, this will be their CalFresh Queue
  - b. In a Non-Contact Center county, the customer will be transferred to their case worker.
    - i. The customer will be routed to their CalWORKs worker if they are active.
    - ii. In the case they are not active, they will be transferred to their CalFresh worker.
10. The automated EBT replacement request will be placed. The following information will be sent to the RPA to place the request.

Commented [AH12]: Non-CSC - Identify where Non-CSC are routed

Property	Value
Queue	Dev: EBTRepacementProcess_AZ_Connect UAT: EBTRepacementProcess_AZ_Connect Production: EBTRepacementProcess
Priority	Normal
Defer Date	<Time of request>
DueDate	<Time of request plus 24 hours>
Reference	{{Guid}}_CaseNumber
Case Number	<Case Number>
EBT Replacement	Y
Replacement Type	"Pickup" or "Mail"
Status	Pending

11. If the request was successful, the request will be logged in the "EBT Card Request History" table. The customer will hear one of the following prompts, depending on their delivery choice:

Mail - **"Thank you. Your EBT card replacement request has been received. Please allow two to three business days for it to be sent to your address on file."**

Pick up - **"Thank you. Your EBT card replacement request has been received. Please allow 2 hours for processing for pickup."**

12. If the request is not successful, the customer will hear the following prompt:

**"We're sorry, we are unable to process your request at this time"**

The customer will be sent to the General Queue or the county equivalent. Callers in Non-CSC counties will be sent to the direct EBT line.

Commented [AH13]: Non-CSC - Identify where Non-CSC are routed

For more information see the attached document "CA-254796 – Automated EBT Card Replacement Call Flow".

## 2.2 Robotic Process Automation

### 2.2.1 Overview

Implement the RPA to process the EBT replacement card requests from the Inbound IVR. The RPA will automatically navigate CalSAWS and reissue a card using the existing process in the application.

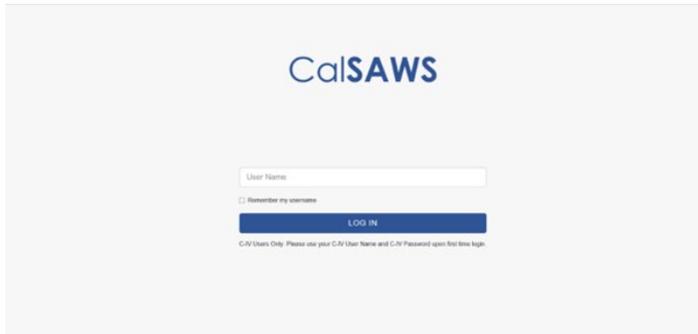
### 2.2.2 Robotic Process Automation Mockup

Please refer to the screenshots in Section 2.2.3 for the Robotic Process Automation Mockup.

### 2.2.3 Description of Changes

The RPA will take the following steps when the IVR requests an EBT Card replacement:

1. Access CalSAWS - <https://web.calsaws.net/c-iv/utilities/Homepage/view>.



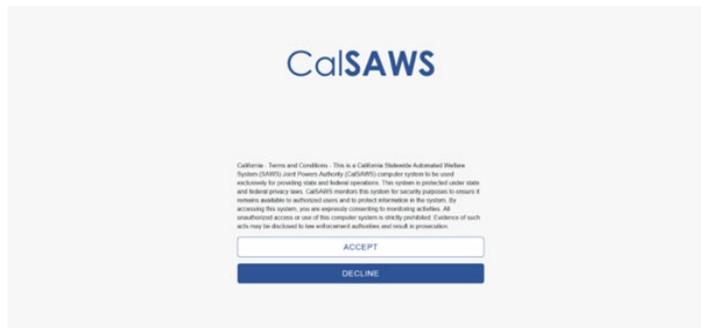
**Figure 2.2.3.1 – CalSAWS Login Screen**

2. Enter the RPA Account username.



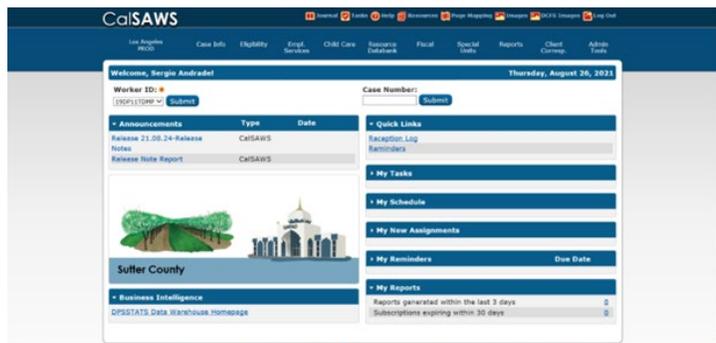
**Figure 2.2.3.2 – CalSAWS Password Screen**

3. Click the "Log In" button.
  - a. See Figure 2.2.3.2 above
4. Enter the RPA Account Password.
5. Click the "Log In" button.
  - a. See Figure 2.2.3.2 above
6. Click on the Accept button on the CalSAWS Security Screen.



**Figure 2.2.3.3 – CalSAWS Security Screen**

7. Click on Case Number Field on the CalSAWS Home Page.



**Figure 2.2.3.4 – CalSAWS Home Page**

8. Enter Case Number.
  - a. See Figure 2.2.3.4 above
9. Click "Submit" button.
  - a. See Figure 2.2.3.4 above
10. Click on "EBT Account List" on the CalSAWS Case Summary Page.

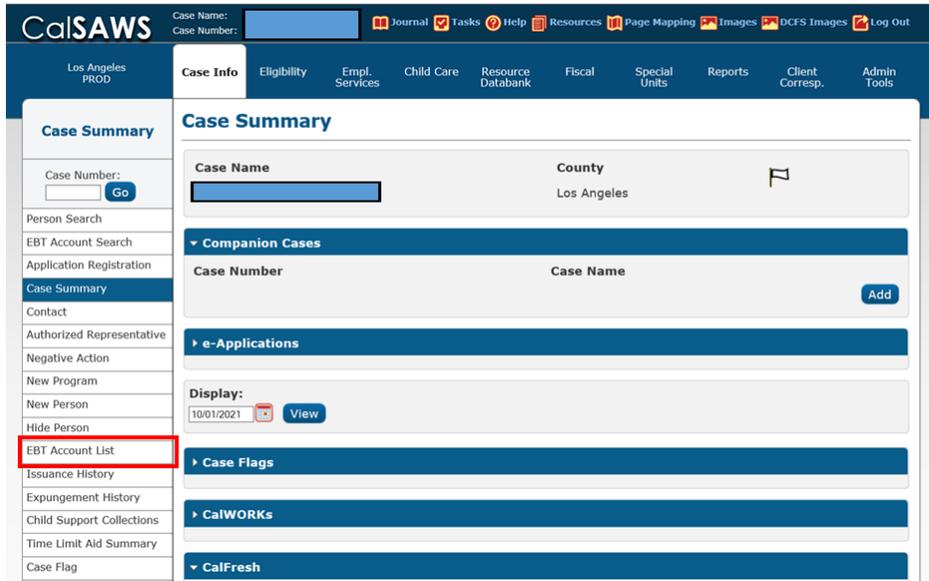


Figure 2.2.3.5 – CalSAWS Case Summary Page

11. Click on Account number hyperlink on the EBT Account List Page.

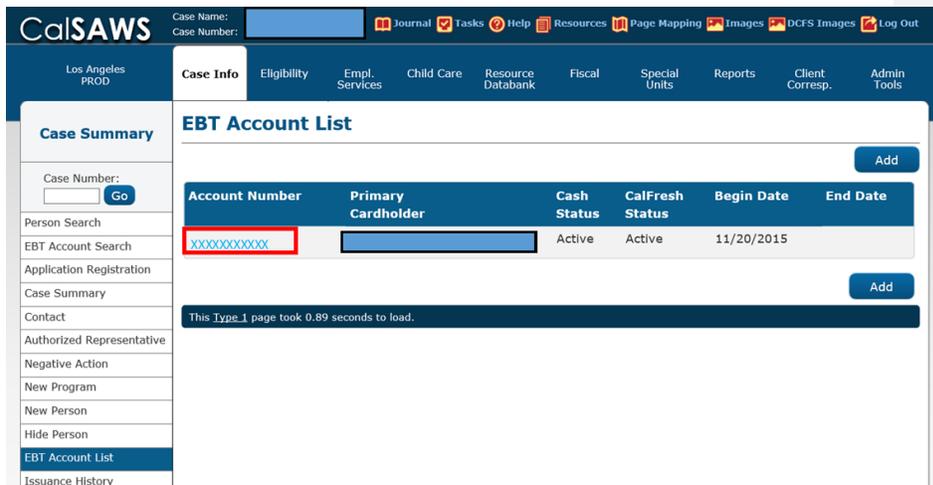


Figure 2.2.3.6 – CalSAWS EBT Account List Page

12. Click on Card Number hyperlink on the EBT Account Details Page.

**Case Summary**

Case Number:  **Go**

Person Search

EBT Account Search

Application Registration

Case Summary

Contact

Authorized Representative

Negative Action

New Program

New Person

Hide Person

EBT Account List

EBT Repayment List

EBT Card Transaction Search

Issuance History

Expungement History

Child Support Collections

Time Limit Aid Summary

**EBT Account Detail**

**Add Card** **Close**

**Account Number:**  **Begin Date:** 11/20/2015 **End Date:**

**Card Holder:** \*  **Card Access Type:** \* Cash & CalFresh **Card Status:** Issued

**Cash**

**Status:** Active **Balance:** \$30.01

**CalFresh**

**Status:** Active **Balance:** \$12.57

▶ **EBT Account History**

**Current Cards**

Name	Recipient Type	Card Number	Access Type	Status
<input type="text"/>	Primary	<input style="border: 2px solid red;" type="text"/>	Cash & CalFresh	Issued

**Figure 2.2.3.7 – CalSAWS EBT Account Detail Page**

13. Click the Reissue Button on the EBT Card Detail Page. At this point, the EBT card will be queued in a batch for mailing to the customer's address on file or pick up delivery at the district office nearest to the customer's location on file.

Commented [HA14]: Addressing CRFI concerns regarding pick up location.

**Case Summary**

Case Number:  **Go**

Person Search

EBT Account Search

**EBT Card Detail**

\* - Indicates required fields

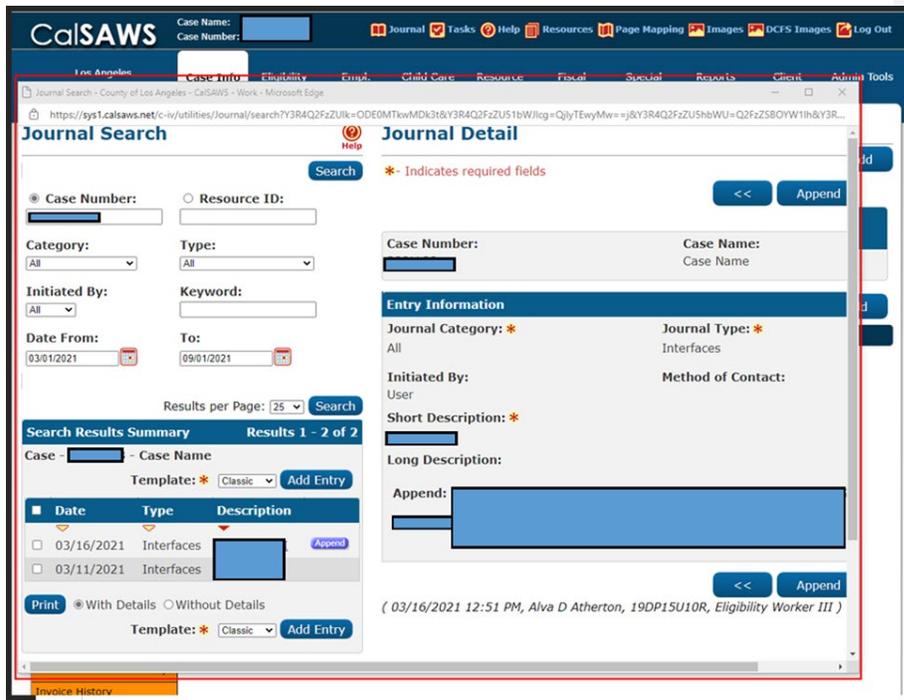
**Reissue** **Edit** **Close**

**Card Number:**  **Account Number:**

**Card Information**

**Figure 2.2.3.8 – CalSAWS EBT Card Detail Page**

14. Next the RPA will create a journal entry. Click the Journal tab in CalSAWS.



**Figure 2.2.3.9 – CalSAWS Journal Detail Page**

15. Click Add Entry on the Journal Detail Page.
  - a. See Figure 2.2.3.9 above
16. Populate Journal Entry details.

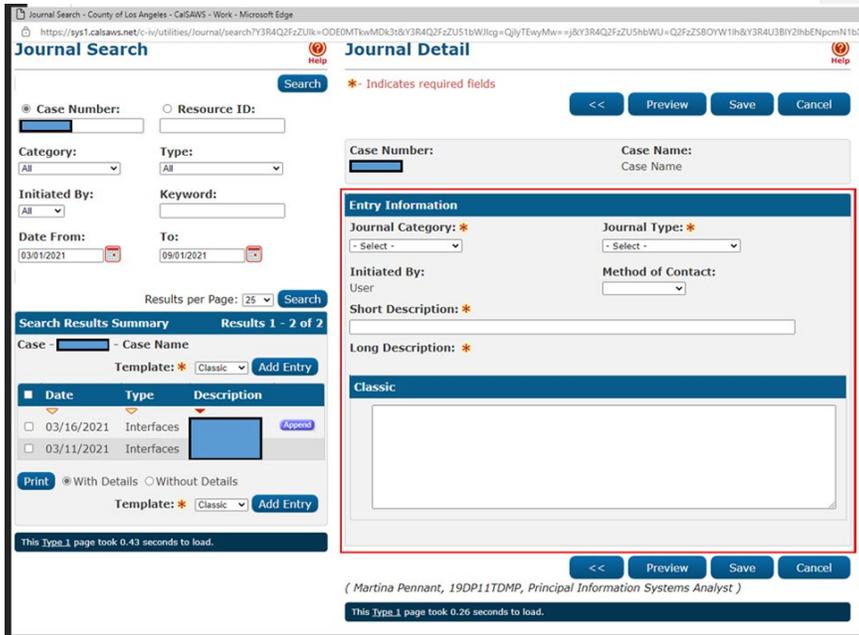


Figure 2.2.3.10 – CalSAWS Journal Entry Information Page

17. Click Save on Journal Entry. A journal entry will be created.

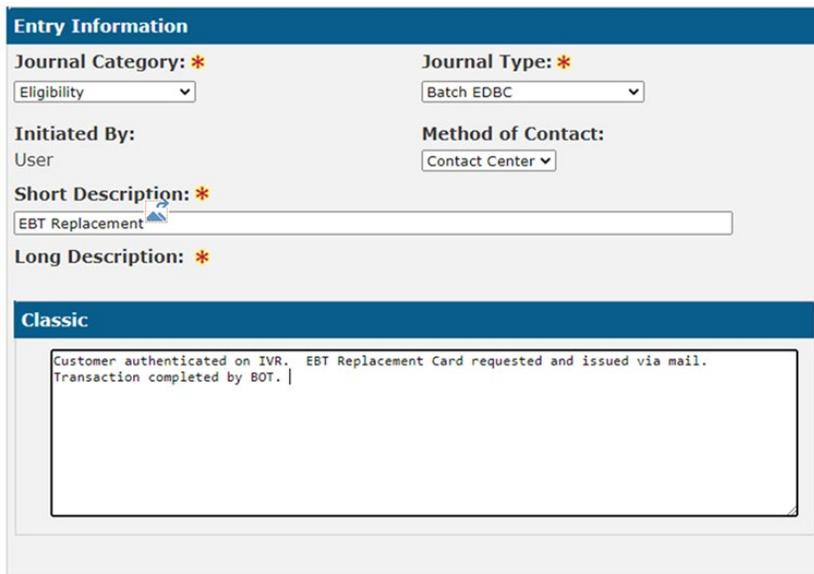
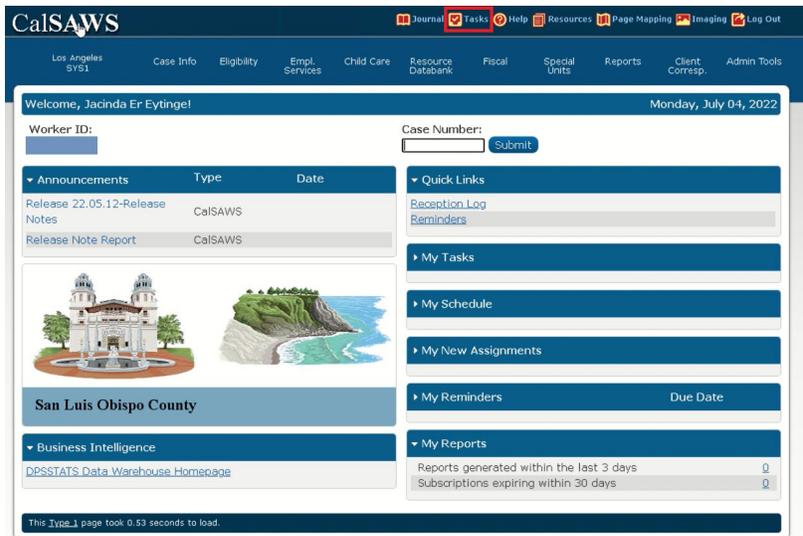


Figure 2.2.3.11 – CalSAWS Journal Detail Page

If there is a failure at any point in the process of re-issuing a card and creating a journal entry, an exception task will be created following the steps below.

1. Click on the 'Tasks' tab on the CalSAWS home page.

Figure 2.2.3.12 – CalSAWS Home Page



2. Click on 'Task Search' on the My Tasks page.

**Figure 2.2.3.13 – CalSAWS My Tasks Page**



3. Click on 'Add Task' on the Task Search page.

**Figure 2.2.3.13 – CalSAWS Tasks Search Page**

4. Populate case details and exception reason on the Task Details page. Click Save and Return to submit the task.

Figure 2.2.3.14 – CalSAWS Task Details page

### 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
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1	IVR Application	Call Flow Updates to county inbound IVR	 CA-254796 - Automated EBT Card

## 4 REQUIREMENTS

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### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

### 4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

## 5 MIGRATION IMPACTS

---

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

## 6 APPENDIX

---

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-254796

Automated EBT Card Replacement

<b>CalSAWS</b>	<b>DOCUMENT APPROVAL HISTORY</b>	
	Prepared By	Korey Edwards, Jared Kuester
	Reviewed By	Michael T. Wright, Darcy Alexander, Logan Pratt

<b>DATE</b>	<b>DOCUMENT VERSION</b>	<b>REVISION DESCRIPTION</b>	<b>AUTHOR</b>
01/09/2023	1.0	Initial Draft	Korey Edwards, Jared Kuester

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## 1 OVERVIEW

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This robotic process automation (RPA) will allow customers to request an electronic benefits transfer (EBT) card replacement via interactive voice response (IVR). This document covers the IVR call flow in which customers will select the EBT replacement option, their method of delivery and the steps the RPA will take to complete this request within CalSAWS.

### 1.1 Current Design

There is no automated option to replace an EBT card in the IVR.

### 1.2 Requests

Add a self-service option in the Inbound IVR to request a replacement EBT card for all 58 counties.

### 1.3 Overview of Recommendations

1. Modify the County IVR call flows with the following additions:
  - a. Callers will have a new EBT Card replacement option
  - b. The IVR (via Amazon Connect) will check the county preferences to see if county has opted into EBT Card mail delivery and pickup
  - c. The IVR (via Amazon Connect) will check the request history to confirm the customer has not requested an EBT Card within the last 90 days
  - d. The customer selects the EBT Card delivery option:
    - i. Mail – The card is mailed to the customer's mailing address noted in CalSAWS.
    - ii. Pickup – The card is available to be printed at a district office nearest to the customer's location on file.
  - e. The IVR (via Amazon Connect) relays the customer request details (listed) to the RPA.
    - i. Case Id
    - ii. Delivery Method
2. RPA receives the request and reissues the card within CalSAWS.

Commented [KE1]: "an EBT Card"

Commented [KE2]: nearest to the customer's on file location

### 1.4 Assumptions

1. No core CalSAWS application changes are required. The RPA interacts with the CalSAWS front end webpage.
2. EBT card replacements will be issued for the primary account holder.
3. EBT card replacements can only be requested by the primary applicant on the case
4. The RPA uses the customer's current name and address within CalSAWS to mail the request or determine the nearest office for pick up. Any changes will require speaking to an agent.
  - a. There is an option in the IVR to verify if the customer's name or address has changed.

5. The customer authentication process will not change.
6. The global case self-service options will be updated to include EBT Replacement
7. Individual County pick up option will be deployed based on the county response to CRFI 23-086.
8. Individual County EBT Transfer for multiple requests will be deployed based on the county response to CRFI 23-086.
9. This change will not include any reporting
10. BIC automated replacement functionality is not part of this SCR
11. The process is the same for all counties. When the reissue button is pressed and the page is saved, a real time Host to Host transaction is sent to the EBT vendor Fidelity Information Services (FIS) to add a new EBT card for the same client. FIS cancels the previous card and issues a new card and sends a success response to CalSAWS with the new EBT card number. When the success response is received by CalSAWS, the previous card is canceled in CalSAWS and the new card (received in the response message) is added in the CalSAWS database. All this happens real-time.
12. A separate SCR will be created for each Contact Center County deployment.
13. Anytime a caller is transferred to the EBT line, they are transferred to +1 877-328-9677.

Commented [AH3]: Move this later in the design doc

Commented [AH4R3]: This is addressed later in the design document.

Commented [AH5]: Move this later in the design doc

Commented [AH6R5]: This is addressed later in the design document.

## 2 RECOMMENDATIONS

### 2.1 IVR Application

#### 2.1.1 Overview

Update the County IVR Call Flows to include the option to request a replacement EBT Card. That option will send the customer to a new contact flow that will ask the customer some follow up questions and submit the request to replace the EBT through the RPA solution.

#### 2.1.2 Description of Changes

1. Modify the Case Self Service Page
  - a. Add the Self-Service Option to request an EBT Card replacement. In the IVR, the customer will hear:
 

**“To hear current benefits information, press 1. To request a copy of a form or your verification of benefits, press 2. To check the status of a document requested or submitted, press 3. To request a replacement EBT, press 4. To change your IVR PIN, press 5. To speak to an eligibility worker, press 6. To hear these choices again, press 7.”**

- b. When the customer selects 4, send them to the new "EBT Card" Flow.
- 2. Create a new table called "EBT Card Delivery Options" in a central account that stores information about the county preferences for whether EBT Card pick up will be available through the automated RPA system.

Property	Value
countyCode	<countyCode>
pickUp	"Yes" or "No"

Commented [AH7]: Type column was removed

- 3. Create a new table "EBT Card Request History" in a central account that stored EBT Card requests from the last 90 days.

Property	Value
personId	<personId>
requestDate	<Date of EBT Card Replacement Request>

Commented [HA8]: Type column was removed

- 4. Query the "EBT Card Delivery Options" table to determine the county-specific preference for pick up requests. Based off the county preferences, pick up requests will either be:
  - a. Automated within the IVR
  - b. Transferred to speak to a worker.
- 5. Query the "EBT Card Request History" table to check if the customer has requested an EBT card within the last 90 days
  - a. If the customer has not requested an EBT card within the last 90 days, continue to step 6.
  - b. If the customer has requested an EBT card within the last 90 days, they will be transferred to speak to a worker based on the county preference. They will either be:
    - i. Transferred to the EBT line (877-328-9677)
    - ii. Transferred to a county worker:
      - 1. In a Contact Center county, the customer will be transferred to the queue that corresponds with their exit reason flow. For most counties, this will be their CalFresh Queue
      - 2. In a Non-Contact Center county, the customer will be transferred to their case worker.
        - The customer will be routed to their CalWORKs worker if they are active. In the

case they are not active, they will be transferred to their CalFresh worker.

6. The customer will hear the following prompts:
  - "To request a new EBT card, you will need to confirm a couple questions."**
  - "If your name is the same as it appears on your EBT card, press 1. If your name is different, press 2. To hear these choices again, press 7."**
  - a. If the customer selects option 1, continue to step 7.
  - b. If the customer selects option 2, they will be transferred to speak to a county worker.
  - c. If the customer makes no selection or makes an invalid selection, they will hear the prompt menu twice and then will be transferred to the General queue or to the county equivalent. Callers in Non-CSC counties will be sent to the direct EBT line.
7. The customer will hear the following prompt:
  - "If your mailing address is the same, press 1. If your mailing address has recently changed, press 2. If you do not have a mailing address or do not have a permanent address, press 3. To hear these choices again, press 7."**
  - i. If the customer selects option 1, continue to step 8.
  - ii. If the customer selects option 2, they will be transferred to speak to a county worker. Callers in Non-CSC counties will be sent to the direct EBT line.
  - iii. If the customer selects option 3 and the customer is in a county where pick up requests can be placed via the automated system, then continue to step 8. Otherwise, they will be transferred to speak to a county worker.
  - iv. If the Customer makes no selection or makes an invalid selection, they will hear the prompt menu twice and then will be transferred to the General queue or the county equivalent. Callers in Non-CSC counties will be sent to the direct EBT line.
8. The customer will hear the following prompt:
  - "If you want your new EBT card mailed to your address on file, press 1. If you want to pick up your new EBT card at your local district office, press 2. To hear these choices again, press 7."**
  - i. If the customer selects option 1, record the delivery selection as mail delivery and continue to step 10.
  - ii. If the customer selects option 2, check the county preference for pick up.
    1. If the county preference is to automate pick up requests in the IVR, record the delivery selection as pickup and continue to step 10. Note, when customers select pick up as their delivery preference in the IVR, the card is queued to be printed at the customer's nearest district office.

Commented [AH9]: Non-CSC - Identify where Non-CSC are routed

Commented [AH10]: Non-CSC - Identify where Non-CSC are routed

Commented [HA11]: Addressing CRFI concerns regarding pick up

- The nearest district office is based on the customer's location on file in CalSAWS.
2. If the county preference is to transfer pick up requests to a worker, continue to step 9.
  - iii. If the Customer makes no selection or makes an invalid selection, they will hear the prompt menu twice and then will be transferred to the General queue or the county equivalent. Callers in Non-CSC counties will be sent to the direct EBT line.
9. If the caller has chosen "Pick up" and the county has chosen to transfer pick up requests to a worker, the following routing logic will be followed:
- a. In a Contact Center county, the customer will be transferred to the queue that corresponds with their exit reason flow.
    - i. Note: For most counties, this will be their CalFresh Queue
  - b. In a Non-Contact Center county, the customer will be transferred to their case worker.
    - i. The customer will be routed to their CalWORKs worker if they are active.
    - ii. In the case they are not active, they will be transferred to their CalFresh worker.
10. The automated EBT replacement request will be placed. The following information will be sent to the RPA to place the request.

Commented [AH12]: Non-CSC - Identify where Non-CSC are routed

Property	Value
Queue	Dev: EBTReplacementProcess_AZ_Connect UAT: EBTReplacementProcess_AZ_Connect Production: EBTReplacementProcess
Priority	Normal
Defer Date	<Time of request>
DueDate	<Time of request plus 24 hours>
Reference	{{Guid}}_CaseNumber
Case Number	<Case Number>
EBT Replacement	Y
Replacement Type	"Pickup" or "Mail"
Status	Pending

11. If the request was successful, the request will be logged in the "EBT Card Request History" table. The customer will hear one of the following prompts, depending on their delivery choice:

Mail - **"Thank you. Your EBT card replacement request has been received. Please allow two to three business days for it to be sent to your address on file."**

Pick up - **"Thank you. Your EBT card replacement request has been received. Please allow 2 hours for processing for pickup."**

12. If the request is not successful, the customer will hear the following prompt:

**"We're sorry, we are unable to process your request at this time"**

The customer will be sent to the General Queue or the county equivalent. Callers in Non-CSC counties will be sent to the direct EBT line.

Commented [AH13]: Non-CSC - Identify where Non-CSC are routed

For more information see the attached document "CA-254796 – Automated EBT Card Replacement Call Flow".

## 2.2 Robotic Process Automation

### 2.2.1 Overview

Implement the RPA to process the EBT replacement card requests from the Inbound IVR. The RPA will automatically navigate CalSAWS and reissue a card using the existing process in the application.

### 2.2.2 Robotic Process Automation Mockup

Please refer to the screenshots in Section 2.2.3 for the Robotic Process Automation Mockup.

### 2.2.3 Description of Changes

The RPA will take the following steps when the IVR requests an EBT Card replacement:

1. Access CalSAWS - <https://web.calsaws.net/c-iv/utilities/Homepage/view>.



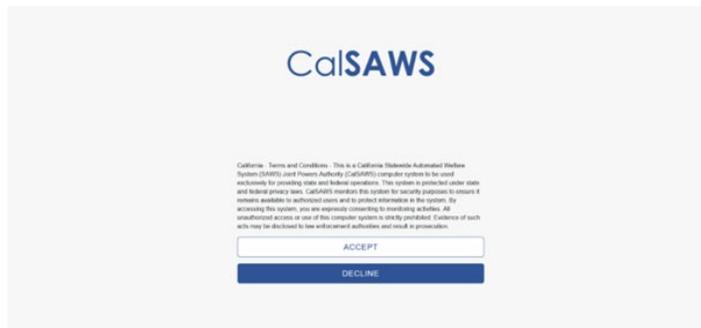
**Figure 2.2.3.1 – CalSAWS Login Screen**

2. Enter the RPA Account username.



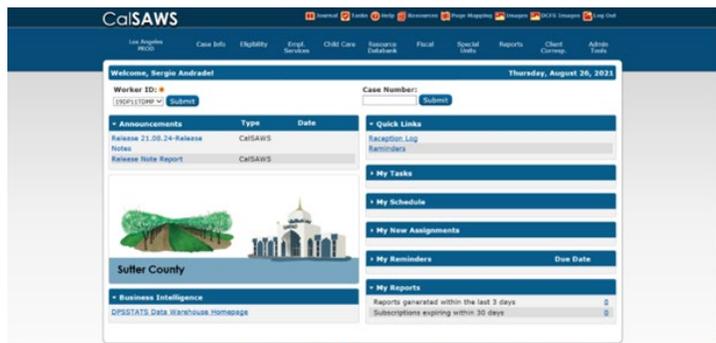
**Figure 2.2.3.2 – CalSAWS Password Screen**

3. Click the "Log In" button.
  - a. See Figure 2.2.3.2 above
4. Enter the RPA Account Password.
5. Click the "Log In" button.
  - a. See Figure 2.2.3.2 above
6. Click on the Accept button on the CalSAWS Security Screen.



**Figure 2.2.3.3 – CalSAWS Security Screen**

7. Click on Case Number Field on the CalSAWS Home Page.



**Figure 2.2.3.4 – CalSAWS Home Page**

8. Enter Case Number.
  - a. See Figure 2.2.3.4 above
9. Click "Submit" button.
  - a. See Figure 2.2.3.4 above
10. Click on "EBT Account List" on the CalSAWS Case Summary Page.

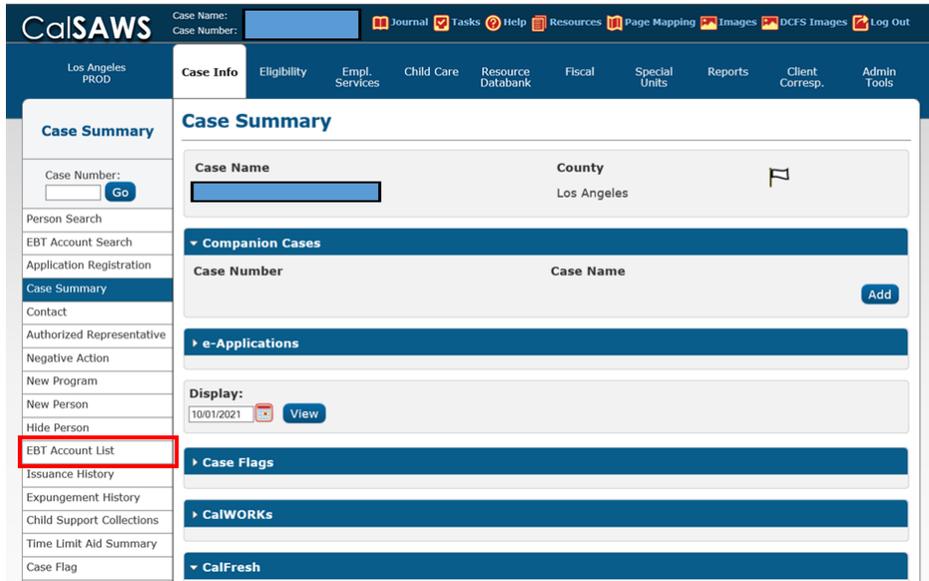


Figure 2.2.3.5 – CalSAWS Case Summary Page

11. Click on Account number hyperlink on the EBT Account List Page.

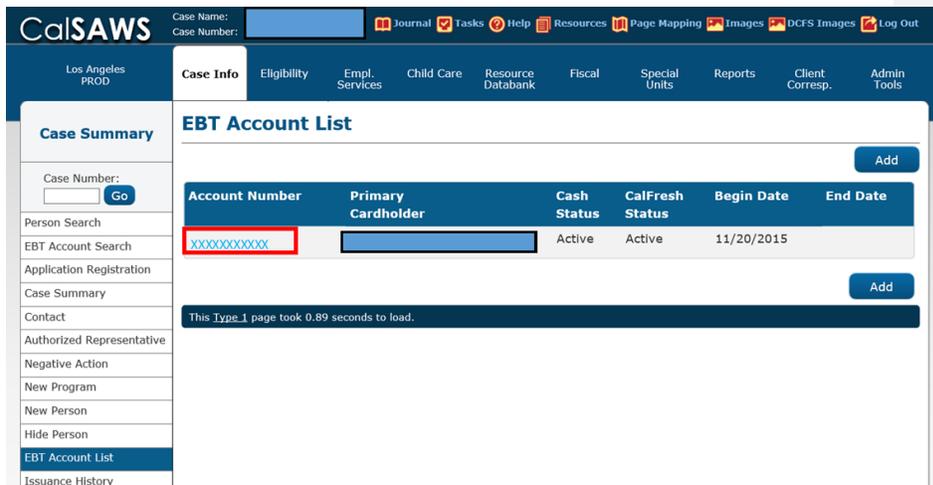


Figure 2.2.3.6 – CalSAWS EBT Account List Page

12. Click on Card Number hyperlink on the EBT Account Details Page.

**Case Summary**

Case Number:  **Go**

Person Search

EBT Account Search

Application Registration

Case Summary

Contact

Authorized Representative

Negative Action

New Program

New Person

Hide Person

EBT Account List

EBT Repayment List

EBT Card Transaction Search

Issuance History

Expungement History

Child Support Collections

Time Limit Aid Summary

**EBT Account Detail**

**Add Card** **Close**

**Account Number:**  **Begin Date:** 11/20/2015 **End Date:**

**Card Holder:** \*  **Card Access Type:** \* Cash & CalFresh **Card Status:** Issued

**Cash**

**Status:** Active **Balance:** \$30.01

**CalFresh**

**Status:** Active **Balance:** \$12.57

▶ **EBT Account History**

**Current Cards**

Name	Recipient Type	Card Number	Access Type	Status
<input type="text"/>	Primary	<input style="border: 2px solid red;" type="text"/>	Cash & CalFresh	Issued

**Figure 2.2.3.7 – CalSAWS EBT Account Detail Page**

13. Click the Reissue Button on the EBT Card Detail Page. At this point, the EBT card will be queued in a batch for mailing to the customer's address on file or pick up delivery at the district office nearest to the customer's location on file.

Commented [HA14]: Addressing CRFI concerns regarding pick up location.

**Case Summary**

Case Number:  **Go**

Person Search

EBT Account Search

**EBT Card Detail**

\* - Indicates required fields

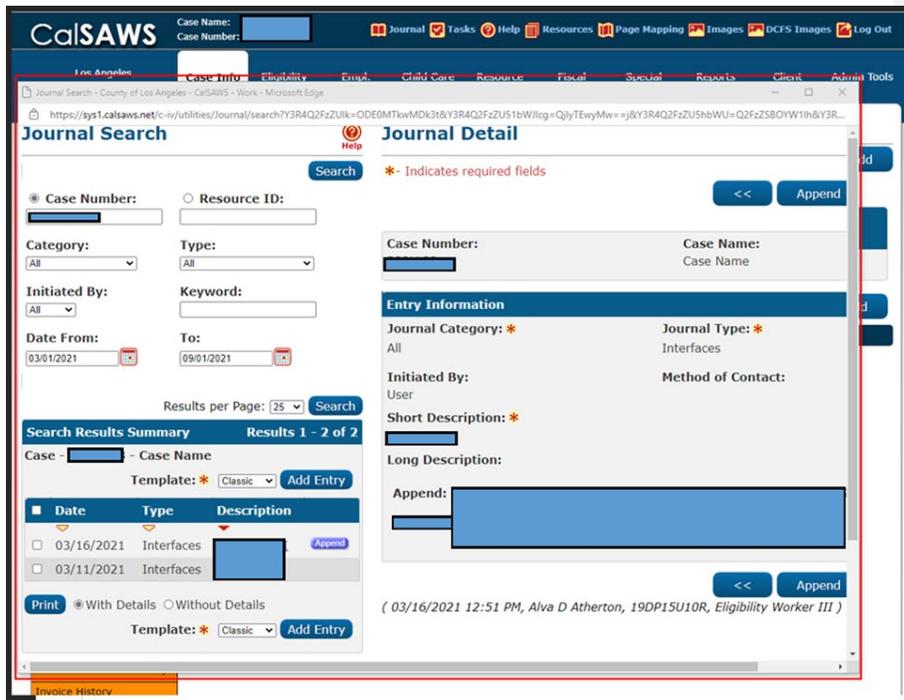
**Reissue** **Edit** **Close**

**Card Number:**  **Account Number:**

**Card Information**

**Figure 2.2.3.8 – CalSAWS EBT Card Detail Page**

14. Next the RPA will create a journal entry. Click the Journal tab in CalSAWS.



**Figure 2.2.3.9 – CalSAWS Journal Detail Page**

15. Click Add Entry on the Journal Detail Page.
  - a. See Figure 2.2.3.9 above
16. Populate Journal Entry details.

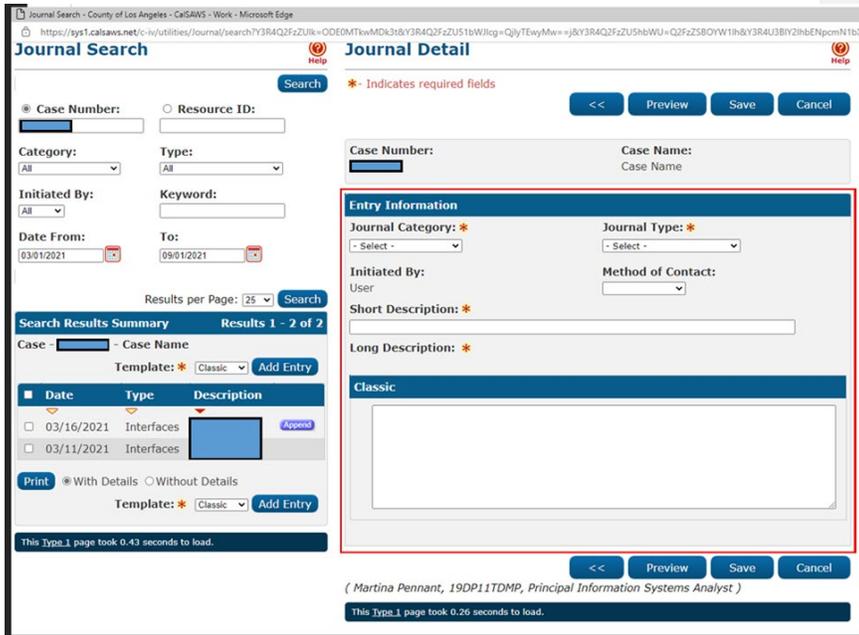


Figure 2.2.3.10 – CalSAWS Journal Entry Information Page

17. Click Save on Journal Entry. A journal entry will be created.

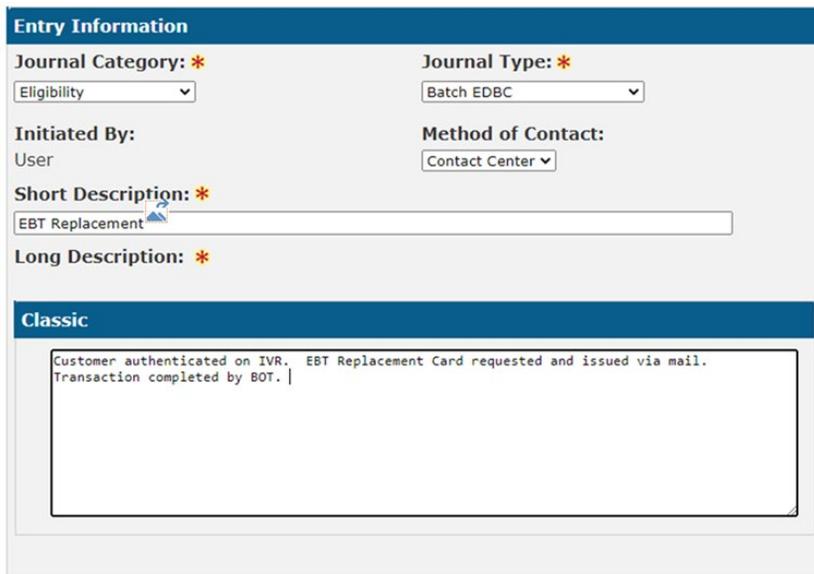
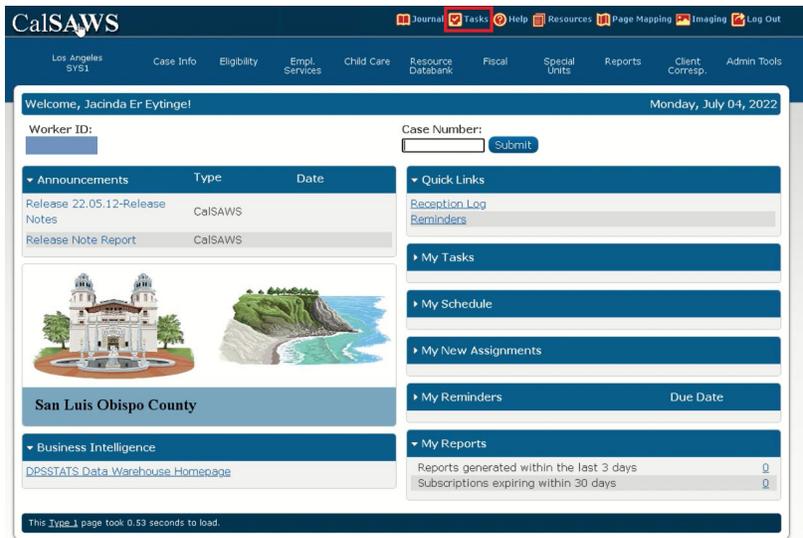


Figure 2.2.3.11 – CalSAWS Journal Detail Page

If there is a failure at any point in the process of re-issuing a card and creating a journal entry, an exception task will be created following the steps below.

1. Click on the 'Tasks' tab on the CalSAWS home page.

Figure 2.2.3.12 – CalSAWS Home Page



2. Click on 'Task Search' on the My Tasks page.

**Figure 2.2.3.13 – CalSAWS My Tasks Page**



3. Click on 'Add Task' on the Task Search page.

**Figure 2.2.3.13 – CalSAWS Tasks Search Page**

4. Populate case details and exception reason on the Task Details page. Click Save and Return to submit the task.

Figure 2.2.3.14 – CalSAWS Task Details page

### 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
--------	-----------------	-------------	------------

1	IVR Application	Call Flow Updates to county inbound IVR	 CA-254796 - Automated EBT Card

## 4 REQUIREMENTS

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### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

### 4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

## 5 MIGRATION IMPACTS

---

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

## 6 APPENDIX

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# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-254796

Automated EBT Card Replacement

<b>CalSAWS</b>	<b>DOCUMENT APPROVAL HISTORY</b>	
	Prepared By	Korey Edwards, Jared Kuester
	Reviewed By	Michael T. Wright, Darcy Alexander, Logan Pratt

<b>DATE</b>	<b>DOCUMENT VERSION</b>	<b>REVISION DESCRIPTION</b>	<b>AUTHOR</b>
01/09/2023	1.0	Initial Draft	Korey Edwards, Jared Kuester

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## 1 OVERVIEW

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This robotic process automation (RPA) will allow customers to request an electronic benefits transfer (EBT) card replacement via interactive voice response (IVR). This document covers the IVR call flow in which customers will select the EBT replacement option, their method of delivery and the steps the RPA will take to complete this request within CalSAWS.

### 1.1 Current Design

There is no automated option to replace an EBT card in the IVR.

### 1.2 Requests

Add a self-service option in the Inbound IVR to request a replacement EBT card for all 58 counties.

### 1.3 Overview of Recommendations

1. Modify the County IVR call flows with the following additions:
  - a. Callers will have a new EBT Card replacement option
  - b. The IVR (via Amazon Connect) will check the county preferences to see if county has opted into EBT Card mail delivery and pickup
  - c. The IVR (via Amazon Connect) will check the request history to confirm the customer has not requested an EBT Card within the last 90 days
  - d. The customer selects the EBT Card delivery option:
    - i. Mail – The card is mailed to the customer's mailing address noted in CalSAWS.
    - ii. Pickup – The card is available to be printed at a district office nearest to the customer's location on file.
  - e. The IVR (via Amazon Connect) relays the customer request details (listed) to the RPA.
    - i. Case Id
    - ii. Delivery Method
2. RPA receives the request and reissues the card within CalSAWS.

Commented [KE1]: "an EBT Card"

Commented [KE2]: nearest to the customer's on file location

### 1.4 Assumptions

1. No core CalSAWS application changes are required. The RPA interacts with the CalSAWS front end webpage.
2. EBT card replacements will be issued for the primary account holder.
3. EBT card replacements can only be requested by the primary applicant on the case
4. The RPA uses the customer's current name and address within CalSAWS to mail the request or determine the nearest office for pick up. Any changes will require speaking to an agent.
  - a. There is an option in the IVR to verify if the customer's name or address has changed.

5. The customer authentication process will not change.
6. The global case self-service options will be updated to include EBT Replacement
7. Individual County pick up option will be deployed based on the county response to CRFI 23-086.
8. Individual County EBT Transfer for multiple requests will be deployed based on the county response to CRFI 23-086.
9. This change will not include any reporting
10. BIC automated replacement functionality is not part of this SCR
11. The process is the same for all counties. When the reissue button is pressed and the page is saved, a real time Host to Host transaction is sent to the EBT vendor Fidelity Information Services (FIS) to add a new EBT card for the same client. FIS cancels the previous card and issues a new card and sends a success response to CalSAWS with the new EBT card number. When the success response is received by CalSAWS, the previous card is canceled in CalSAWS and the new card (received in the response message) is added in the CalSAWS database. All this happens real-time.
12. A separate SCR will be created for each Contact Center County deployment.
13. Anytime a caller is transferred to the EBT line, they are transferred to +1 877-328-9677.

Commented [AH3]: Move this later in the design doc

Commented [AH4R3]: This is addressed later in the design document.

Commented [AH5]: Move this later in the design doc

Commented [AH6R5]: This is addressed later in the design document.

## 2 RECOMMENDATIONS

### 2.1 IVR Application

#### 2.1.1 Overview

Update the County IVR Call Flows to include the option to request a replacement EBT Card. That option will send the customer to a new contact flow that will ask the customer some follow up questions and submit the request to replace the EBT through the RPA solution.

#### 2.1.2 Description of Changes

1. Modify the Case Self Service Page
  - a. Add the Self-Service Option to request an EBT Card replacement. In the IVR, the customer will hear:
 

**“To hear current benefits information, press 1. To request a copy of a form or your verification of benefits, press 2. To check the status of a document requested or submitted, press 3. To request a replacement EBT, press 4. To change your IVR PIN, press 5. To speak to an eligibility worker, press 6. To hear these choices again, press 7.”**

- b. When the customer selects 4, send them to the new "EBT Card" Flow.
- 2. Create a new table called "EBT Card Delivery Options" in a central account that stores information about the county preferences for whether EBT Card pick up will be available through the automated RPA system.

Property	Value
countyCode	<countyCode>
pickUp	"Yes" or "No"

Commented [AH7]: Type column was removed

- 3. Create a new table "EBT Card Request History" in a central account that stored EBT Card requests from the last 90 days.

Property	Value
personId	<personId>
requestDate	<Date of EBT Card Replacement Request>

Commented [HA8]: Type column was removed

- 4. Query the "EBT Card Delivery Options" table to determine the county-specific preference for pick up requests. Based off the county preferences, pick up requests will either be:
  - a. Automated within the IVR
  - b. Transferred to speak to a worker.
- 5. Query the "EBT Card Request History" table to check if the customer has requested an EBT card within the last 90 days
  - a. If the customer has not requested an EBT card within the last 90 days, continue to step 6.
  - b. If the customer has requested an EBT card within the last 90 days, they will be transferred to speak to a worker based on the county preference. They will either be:
    - i. Transferred to the EBT line (877-328-9677)
    - ii. Transferred to a county worker:
      - 1. In a Contact Center county, the customer will be transferred to the queue that corresponds with their exit reason flow. For most counties, this will be their CalFresh Queue
      - 2. In a Non-Contact Center county, the customer will be transferred to their case worker.
        - The customer will be routed to their CalWORKs worker if they are active. In the

case they are not active, they will be transferred to their CalFresh worker.

6. The customer will hear the following prompts:
  - "To request a new EBT card, you will need to confirm a couple questions."**
  - "If your name is the same as it appears on your EBT card, press 1. If your name is different, press 2. To hear these choices again, press 7."**
  - a. If the customer selects option 1, continue to step 7.
  - b. If the customer selects option 2, they will be transferred to speak to a county worker.
  - c. If the customer makes no selection or makes an invalid selection, they will hear the prompt menu twice and then will be transferred to the General queue or to the county equivalent. Callers in Non-CSC counties will be sent to the direct EBT line.
7. The customer will hear the following prompt:
  - "If your mailing address is the same, press 1. If your mailing address has recently changed, press 2. If you do not have a mailing address or do not have a permanent address, press 3. To hear these choices again, press 7."**
  - i. If the customer selects option 1, continue to step 8.
  - ii. If the customer selects option 2, they will be transferred to speak to a county worker. Callers in Non-CSC counties will be sent to the direct EBT line.
  - iii. If the customer selects option 3 and the customer is in a county where pick up requests can be placed via the automated system, then continue to step 8. Otherwise, they will be transferred to speak to a county worker.
  - iv. If the Customer makes no selection or makes an invalid selection, they will hear the prompt menu twice and then will be transferred to the General queue or the county equivalent. Callers in Non-CSC counties will be sent to the direct EBT line.
8. The customer will hear the following prompt:
  - "If you want your new EBT card mailed to your address on file, press 1. If you want to pick up your new EBT card at your local district office, press 2. To hear these choices again, press 7."**
  - i. If the customer selects option 1, record the delivery selection as mail delivery and continue to step 10.
  - ii. If the customer selects option 2, check the county preference for pick up.
    1. If the county preference is to automate pick up requests in the IVR, record the delivery selection as pickup and continue to step 10. Note, when customers select pick up as their delivery preference in the IVR, the card is queued to be printed at the customer's nearest district office.

Commented [AH9]: Non-CSC - Identify where Non-CSC are routed

Commented [AH10]: Non-CSC - Identify where Non-CSC are routed

Commented [HA11]: Addressing CRFI concerns regarding pick up

- The nearest district office is based on the customer's location on file in CalSAWS.
2. If the county preference is to transfer pick up requests to a worker, continue to step 9.
  - iii. If the Customer makes no selection or makes an invalid selection, they will hear the prompt menu twice and then will be transferred to the General queue or the county equivalent. Callers in Non-CSC counties will be sent to the direct EBT line.
9. If the caller has chosen "Pick up" and the county has chosen to transfer pick up requests to a worker, the following routing logic will be followed:
- a. In a Contact Center county, the customer will be transferred to the queue that corresponds with their exit reason flow.
    - i. Note: For most counties, this will be their CalFresh Queue
  - b. In a Non-Contact Center county, the customer will be transferred to their case worker.
    - i. The customer will be routed to their CalWORKs worker if they are active.
    - ii. In the case they are not active, they will be transferred to their CalFresh worker.
10. The automated EBT replacement request will be placed. The following information will be sent to the RPA to place the request.

Commented [AH12]: Non-CSC - Identify where Non-CSC are routed

Property	Value
Queue	Dev: EBTReplacementProcess_AZ_Connect UAT: EBTReplacementProcess_AZ_Connect Production: EBTReplacementProcess
Priority	Normal
Defer Date	<Time of request>
DueDate	<Time of request plus 24 hours>
Reference	{{Guid}}_CaseNumber
Case Number	<Case Number>
EBT Replacement	Y
Replacement Type	"Pickup" or "Mail"
Status	Pending

11. If the request was successful, the request will be logged in the "EBT Card Request History" table. The customer will hear one of the following prompts, depending on their delivery choice:

Mail - **"Thank you. Your EBT card replacement request has been received. Please allow two to three business days for it to be sent to your address on file."**

Pick up - **"Thank you. Your EBT card replacement request has been received. Please allow 2 hours for processing for pickup."**

12. If the request is not successful, the customer will hear the following prompt:

**"We're sorry, we are unable to process your request at this time"**

The customer will be sent to the General Queue or the county equivalent. Callers in Non-CSC counties will be sent to the direct EBT line.

Commented [AH13]: Non-CSC - Identify where Non-CSC are routed

For more information see the attached document "CA-254796 – Automated EBT Card Replacement Call Flow".

## 2.2 Robotic Process Automation

### 2.2.1 Overview

Implement the RPA to process the EBT replacement card requests from the Inbound IVR. The RPA will automatically navigate CalSAWS and reissue a card using the existing process in the application.

### 2.2.2 Robotic Process Automation Mockup

Please refer to the screenshots in Section 2.2.3 for the Robotic Process Automation Mockup.

### 2.2.3 Description of Changes

The RPA will take the following steps when the IVR requests an EBT Card replacement:

1. Access CalSAWS - <https://web.calsaws.net/c-iv/utilities/Homepage/view>.



**Figure 2.2.3.1 – CalSAWS Login Screen**

2. Enter the RPA Account username.



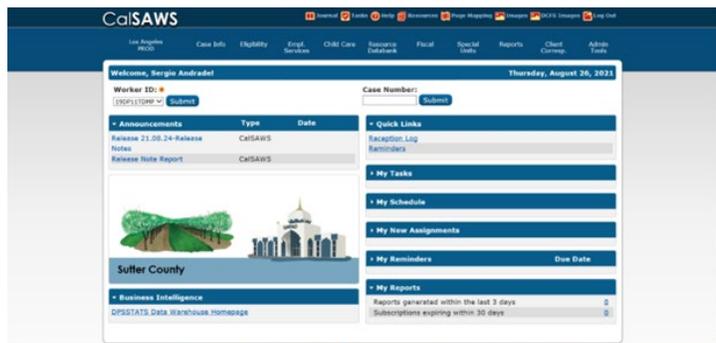
**Figure 2.2.3.2 – CalSAWS Password Screen**

3. Click the "Log In" button.
  - a. See Figure 2.2.3.2 above
4. Enter the RPA Account Password.
5. Click the "Log In" button.
  - a. See Figure 2.2.3.2 above
6. Click on the Accept button on the CalSAWS Security Screen.



**Figure 2.2.3.3 – CalSAWS Security Screen**

7. Click on Case Number Field on the CalSAWS Home Page.



**Figure 2.2.3.4 – CalSAWS Home Page**

8. Enter Case Number.
  - a. See Figure 2.2.3.4 above
9. Click "Submit" button.
  - a. See Figure 2.2.3.4 above
10. Click on "EBT Account List" on the CalSAWS Case Summary Page.

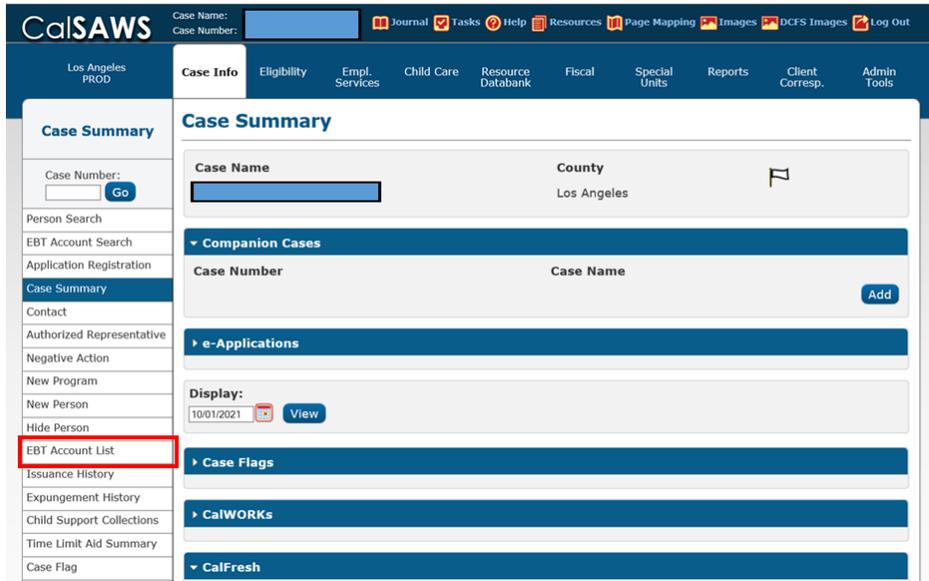


Figure 2.2.3.5 – CalSAWS Case Summary Page

11. Click on Account number hyperlink on the EBT Account List Page.

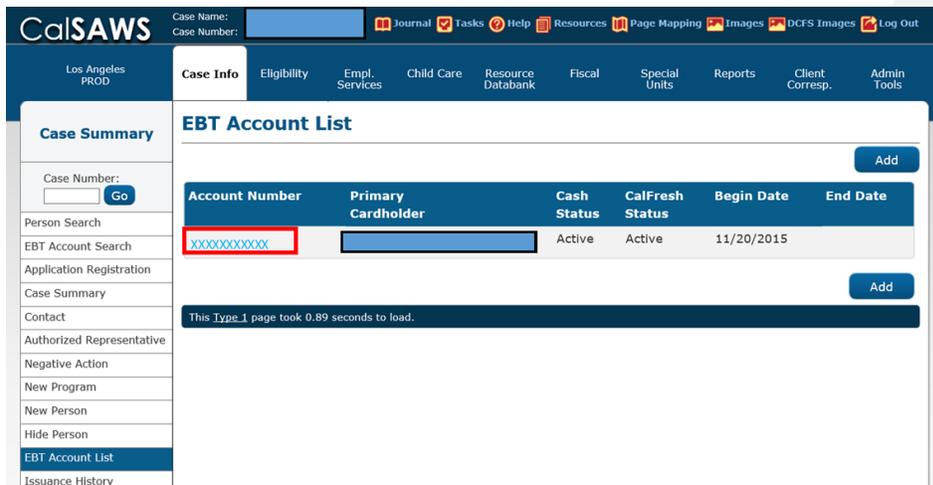


Figure 2.2.3.6 – CalSAWS EBT Account List Page

12. Click on Card Number hyperlink on the EBT Account Details Page.

**Case Summary**

Case Number:  **Go**

Person Search

EBT Account Search

Application Registration

Case Summary

Contact

Authorized Representative

Negative Action

New Program

New Person

Hide Person

EBT Account List

EBT Repayment List

EBT Card Transaction Search

Issuance History

Expungement History

Child Support Collections

Time Limit Aid Summary

**EBT Account Detail**

**Add Card** **Close**

**Account Number:**  **Begin Date:** 11/20/2015 **End Date:**

**Card Holder:** \*  **Card Access Type:** \* Cash & CalFresh **Card Status:** Issued

**Cash**

**Status:** Active **Balance:** \$30.01

**CalFresh**

**Status:** Active **Balance:** \$12.57

▶ **EBT Account History**

**Current Cards**

Name	Recipient Type	Card Number	Access Type	Status
<input type="text"/>	Primary	<input type="text" value="XXXXXXXXXXXX"/>	Cash & CalFresh	Issued

**Figure 2.2.3.7 – CalSAWS EBT Account Detail Page**

13. Click the Reissue Button on the EBT Card Detail Page. At this point, the EBT card will be queued in a batch for mailing to the customer's address on file or pick up delivery at the district office nearest to the customer's location on file.

Commented [HA14]: Addressing CRFI concerns regarding pick up location.

**Case Summary**

Case Number:  **Go**

Person Search

EBT Account Search

**EBT Card Detail**

\* - Indicates required fields

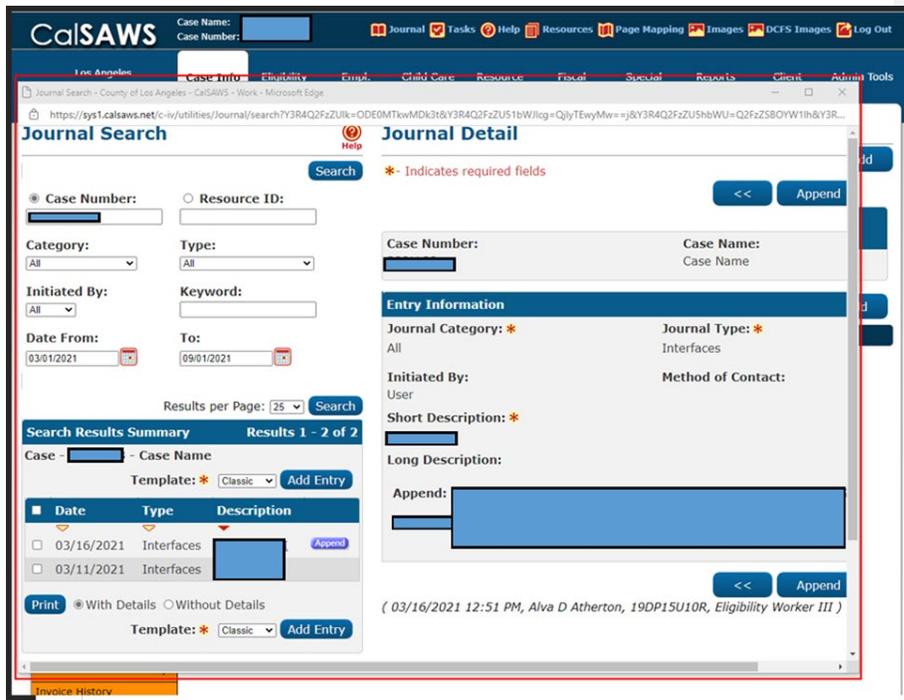
**Reissue** **Edit** **Close**

**Card Number:**  **Account Number:**

**Card Information**

**Figure 2.2.3.8 – CalSAWS EBT Card Detail Page**

14. Next the RPA will create a journal entry. Click the Journal tab in CalSAWS.



**Figure 2.2.3.9 – CalSAWS Journal Detail Page**

15. Click Add Entry on the Journal Detail Page.
  - a. See Figure 2.2.3.9 above
16. Populate Journal Entry details.

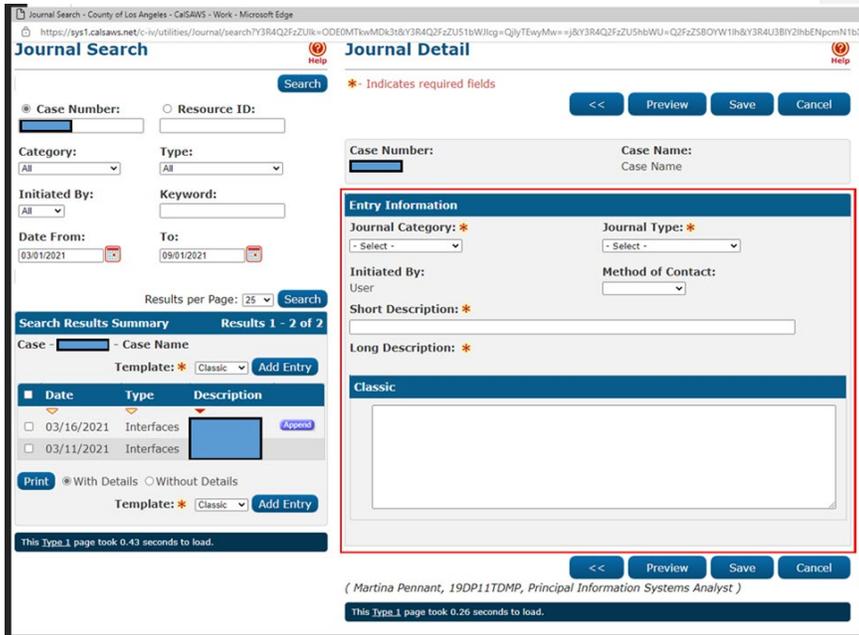


Figure 2.2.3.10 – CalSAWS Journal Entry Information Page

17. Click Save on Journal Entry. A journal entry will be created.

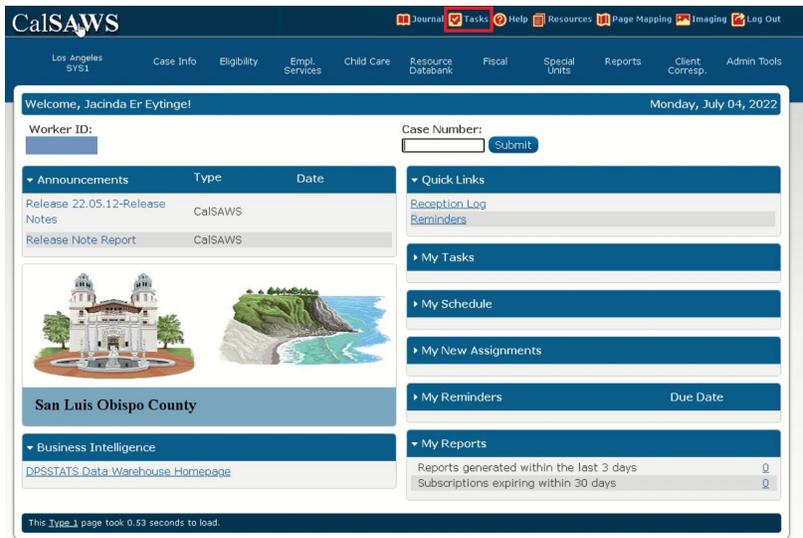


Figure 2.2.3.11 – CalSAWS Journal Detail Page

If there is a failure at any point in the process of re-issuing a card and creating a journal entry, an exception task will be created following the steps below.

1. Click on the 'Tasks' tab on the CalSAWS home page.

Figure 2.2.3.12 – CalSAWS Home Page



2. Click on 'Task Search' on the My Tasks page.

**Figure 2.2.3.13 – CalSAWS My Tasks Page**



3. Click on 'Add Task' on the Task Search page.

**Figure 2.2.3.13 – CalSAWS Tasks Search Page**

4. Populate case details and exception reason on the Task Details page. Click Save and Return to submit the task.

Figure 2.2.3.14 – CalSAWS Task Details page

### 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
--------	-----------------	-------------	------------

1	IVR Application	Call Flow Updates to county inbound IVR	 CA-254796 - Automated EBT Card

## 4 REQUIREMENTS

---

### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

### 4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

## 5 MIGRATION IMPACTS

---

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

## 6 APPENDIX

---

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-254796

Automated EBT Card Replacement

<b>CalSAWS</b>	<b>DOCUMENT APPROVAL HISTORY</b>	
	Prepared By	Korey Edwards, Jared Kuester
	Reviewed By	Michael T. Wright, Darcy Alexander, Logan Pratt

<b>DATE</b>	<b>DOCUMENT VERSION</b>	<b>REVISION DESCRIPTION</b>	<b>AUTHOR</b>
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## 1 OVERVIEW

---

This robotic process automation (RPA) will allow customers to request an electronic benefits transfer (EBT) card replacement via interactive voice response (IVR). This document covers the IVR call flow in which customers will select the EBT replacement option, their method of delivery and the steps the RPA will take to complete this request within CalSAWS.

### 1.1 Current Design

There is no automated option to replace an EBT card in the IVR.

### 1.2 Requests

Add a self-service option in the Inbound IVR to request a replacement EBT card for all 58 counties.

### 1.3 Overview of Recommendations

1. Modify the County IVR call flows with the following additions:
  - a. Callers will have a new EBT Card replacement option
  - b. The IVR (via Amazon Connect) will check the county preferences to see if county has opted into EBT Card mail delivery and pickup
  - c. The IVR (via Amazon Connect) will check the request history to confirm the customer has not requested an EBT Card within the last 90 days
  - d. The customer selects the EBT Card delivery option:
    - i. Mail – The card is mailed to the customer's mailing address noted in CalSAWS.
    - ii. Pickup – The card is available to be printed at a district office nearest to the customer's location on file.
  - e. The IVR (via Amazon Connect) relays the customer request details (listed) to the RPA.
    - i. Case Id
    - ii. Delivery Method
2. RPA receives the request and reissues the card within CalSAWS.

Commented [KE1]: "an EBT Card"

Commented [KE2]: nearest to the customer's on file location

### 1.4 Assumptions

1. No core CalSAWS application changes are required. The RPA interacts with the CalSAWS front end webpage.
2. EBT card replacements will be issued for the primary account holder.
3. EBT card replacements can only be requested by the primary applicant on the case
4. The RPA uses the customer's current name and address within CalSAWS to mail the request or determine the nearest office for pick up. Any changes will require speaking to an agent.
  - a. There is an option in the IVR to verify if the customer's name or address has changed.

5. The customer authentication process will not change.
6. The global case self-service options will be updated to include EBT Replacement
7. Individual County pick up option will be deployed based on the county response to CRFI 23-086.
8. Individual County EBT Transfer for multiple requests will be deployed based on the county response to CRFI 23-086.
9. This change will not include any reporting
10. BIC automated replacement functionality is not part of this SCR
11. The process is the same for all counties. When the reissue button is pressed and the page is saved, a real time Host to Host transaction is sent to the EBT vendor Fidelity Information Services (FIS) to add a new EBT card for the same client. FIS cancels the previous card and issues a new card and sends a success response to CalSAWS with the new EBT card number. When the success response is received by CalSAWS, the previous card is canceled in CalSAWS and the new card (received in the response message) is added in the CalSAWS database. All this happens real-time.
12. A separate SCR will be created for each Contact Center County deployment.
13. Anytime a caller is transferred to the EBT line, they are transferred to +1 877-328-9677.

Commented [AH3]: Move this later in the design doc

Commented [AH4R3]: This is addressed later in the design document.

Commented [AH5]: Move this later in the design doc

Commented [AH6R5]: This is addressed later in the design document.

## 2 RECOMMENDATIONS

### 2.1 IVR Application

#### 2.1.1 Overview

Update the County IVR Call Flows to include the option to request a replacement EBT Card. That option will send the customer to a new contact flow that will ask the customer some follow up questions and submit the request to replace the EBT through the RPA solution.

#### 2.1.2 Description of Changes

1. Modify the Case Self Service Page
  - a. Add the Self-Service Option to request an EBT Card replacement. In the IVR, the customer will hear:
 

**“To hear current benefits information, press 1. To request a copy of a form or your verification of benefits, press 2. To check the status of a document requested or submitted, press 3. To request a replacement EBT, press 4. To change your IVR PIN, press 5. To speak to an eligibility worker, press 6. To hear these choices again, press 7.”**

- b. When the customer selects 4, send them to the new "EBT Card" Flow.
- 2. Create a new table called "EBT Card Delivery Options" in a central account that stores information about the county preferences for whether EBT Card pick up will be available through the automated RPA system.

Property	Value
countyCode	<countyCode>
pickUp	"Yes" or "No"

Commented [AH7]: Type column was removed

- 3. Create a new table "EBT Card Request History" in a central account that stored EBT Card requests from the last 90 days.

Property	Value
personId	<personId>
requestDate	<Date of EBT Card Replacement Request>

Commented [HA8]: Type column was removed

- 4. Query the "EBT Card Delivery Options" table to determine the county-specific preference for pick up requests. Based off the county preferences, pick up requests will either be:
  - a. Automated within the IVR
  - b. Transferred to speak to a worker.
- 5. Query the "EBT Card Request History" table to check if the customer has requested an EBT card within the last 90 days
  - a. If the customer has not requested an EBT card within the last 90 days, continue to step 6.
  - b. If the customer has requested an EBT card within the last 90 days, they will be transferred to speak to a worker based on the county preference. They will either be:
    - i. Transferred to the EBT line (877-328-9677)
    - ii. Transferred to a county worker:
      - 1. In a Contact Center county, the customer will be transferred to the queue that corresponds with their exit reason flow. For most counties, this will be their CalFresh Queue
      - 2. In a Non-Contact Center county, the customer will be transferred to their case worker.
        - The customer will be routed to their CalWORKs worker if they are active. In the

case they are not active, they will be transferred to their CalFresh worker.

6. The customer will hear the following prompts:
  - "To request a new EBT card, you will need to confirm a couple questions."**
  - "If your name is the same as it appears on your EBT card, press 1. If your name is different, press 2. To hear these choices again, press 7."**
  - a. If the customer selects option 1, continue to step 7.
  - b. If the customer selects option 2, they will be transferred to speak to a county worker.
  - c. If the customer makes no selection or makes an invalid selection, they will hear the prompt menu twice and then will be transferred to the General queue or to the county equivalent. Callers in Non-CSC counties will be sent to the direct EBT line.
7. The customer will hear the following prompt:
  - "If your mailing address is the same, press 1. If your mailing address has recently changed, press 2. If you do not have a mailing address or do not have a permanent address, press 3. To hear these choices again, press 7."**
  - i. If the customer selects option 1, continue to step 8.
  - ii. If the customer selects option 2, they will be transferred to speak to a county worker. Callers in Non-CSC counties will be sent to the direct EBT line.
  - iii. If the customer selects option 3 and the customer is in a county where pick up requests can be placed via the automated system, then continue to step 8. Otherwise, they will be transferred to speak to a county worker.
  - iv. If the Customer makes no selection or makes an invalid selection, they will hear the prompt menu twice and then will be transferred to the General queue or the county equivalent. Callers in Non-CSC counties will be sent to the direct EBT line.
8. The customer will hear the following prompt:
  - "If you want your new EBT card mailed to your address on file, press 1. If you want to pick up your new EBT card at your local district office, press 2. To hear these choices again, press 7."**
  - i. If the customer selects option 1, record the delivery selection as mail delivery and continue to step 10.
  - ii. If the customer selects option 2, check the county preference for pick up.
    1. If the county preference is to automate pick up requests in the IVR, record the delivery selection as pickup and continue to step 10. Note, when customers select pick up as their delivery preference in the IVR, the card is queued to be printed at the customer's nearest district office.

Commented [AH9]: Non-CSC - Identify where Non-CSC are routed

Commented [AH10]: Non-CSC - Identify where Non-CSC are routed

Commented [HA11]: Addressing CRFI concerns regarding pick up

- The nearest district office is based on the customer's location on file in CalSAWS.
2. If the county preference is to transfer pick up requests to a worker, continue to step 9.
  - iii. If the Customer makes no selection or makes an invalid selection, they will hear the prompt menu twice and then will be transferred to the General queue or the county equivalent. Callers in Non-CSC counties will be sent to the direct EBT line.
9. If the caller has chosen "Pick up" and the county has chosen to transfer pick up requests to a worker, the following routing logic will be followed:
- a. In a Contact Center county, the customer will be transferred to the queue that corresponds with their exit reason flow.
    - i. Note: For most counties, this will be their CalFresh Queue
  - b. In a Non-Contact Center county, the customer will be transferred to their case worker.
    - i. The customer will be routed to their CalWORKs worker if they are active.
    - ii. In the case they are not active, they will be transferred to their CalFresh worker.
10. The automated EBT replacement request will be placed. The following information will be sent to the RPA to place the request.

Commented [AH12]: Non-CSC - Identify where Non-CSC are routed

Property	Value
Queue	Dev: EBTReplacementProcess_AZ_Connect UAT: EBTReplacementProcess_AZ_Connect Production: EBTReplacementProcess
Priority	Normal
Defer Date	<Time of request>
DueDate	<Time of request plus 24 hours>
Reference	{{Guid}}_CaseNumber
Case Number	<Case Number>
EBT Replacement	Y
Replacement Type	"Pickup" or "Mail"
Status	Pending

11. If the request was successful, the request will be logged in the "EBT Card Request History" table. The customer will hear one of the following prompts, depending on their delivery choice:

Mail - **"Thank you. Your EBT card replacement request has been received. Please allow two to three business days for it to be sent to your address on file."**

Pick up - **"Thank you. Your EBT card replacement request has been received. Please allow 2 hours for processing for pickup."**

12. If the request is not successful, the customer will hear the following prompt:

**"We're sorry, we are unable to process your request at this time"**

The customer will be sent to the General Queue or the county equivalent. Callers in Non-CSC counties will be sent to the direct EBT line.

Commented [AH13]: Non-CSC - Identify where Non-CSC are routed

For more information see the attached document "CA-254796 – Automated EBT Card Replacement Call Flow".

## 2.2 Robotic Process Automation

### 2.2.1 Overview

Implement the RPA to process the EBT replacement card requests from the Inbound IVR. The RPA will automatically navigate CalSAWS and reissue a card using the existing process in the application.

### 2.2.2 Robotic Process Automation Mockup

Please refer to the screenshots in Section 2.2.3 for the Robotic Process Automation Mockup.

### 2.2.3 Description of Changes

The RPA will take the following steps when the IVR requests an EBT Card replacement:

1. Access CalSAWS - <https://web.calsaws.net/c-iv/utilities/Homepage/view>.



**Figure 2.2.3.1 – CalSAWS Login Screen**

2. Enter the RPA Account username.



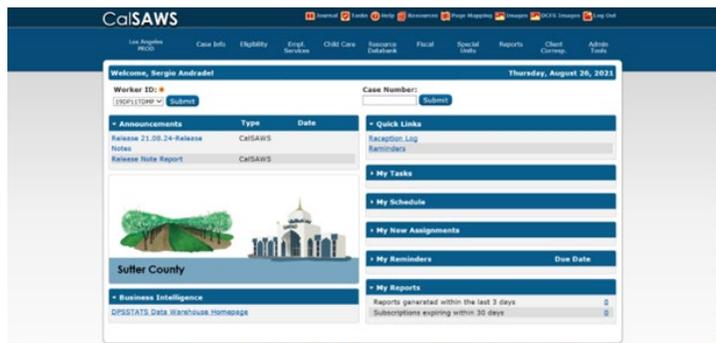
**Figure 2.2.3.2 – CalSAWS Password Screen**

3. Click the "Log In" button.
  - a. See Figure 2.2.3.2 above
4. Enter the RPA Account Password.
5. Click the "Log In" button.
  - a. See Figure 2.2.3.2 above
6. Click on the Accept button on the CalSAWS Security Screen.



**Figure 2.2.3.3 – CalSAWS Security Screen**

7. Click on Case Number Field on the CalSAWS Home Page.



**Figure 2.2.3.4 – CalSAWS Home Page**

8. Enter Case Number.
  - a. See Figure 2.2.3.4 above
9. Click "Submit" button.
  - a. See Figure 2.2.3.4 above
10. Click on "EBT Account List" on the CalSAWS Case Summary Page.

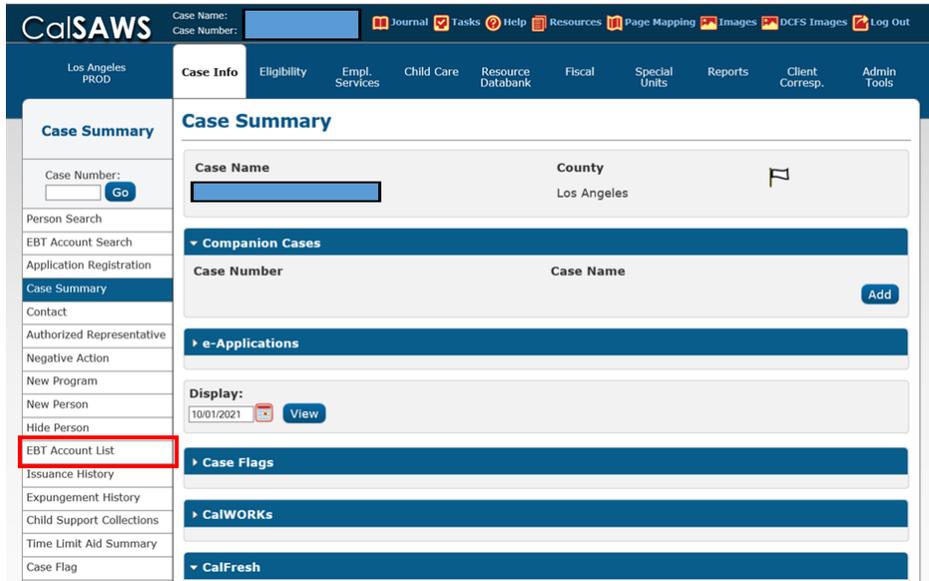


Figure 2.2.3.5 – CalSAWS Case Summary Page

11. Click on Account number hyperlink on the EBT Account List Page.

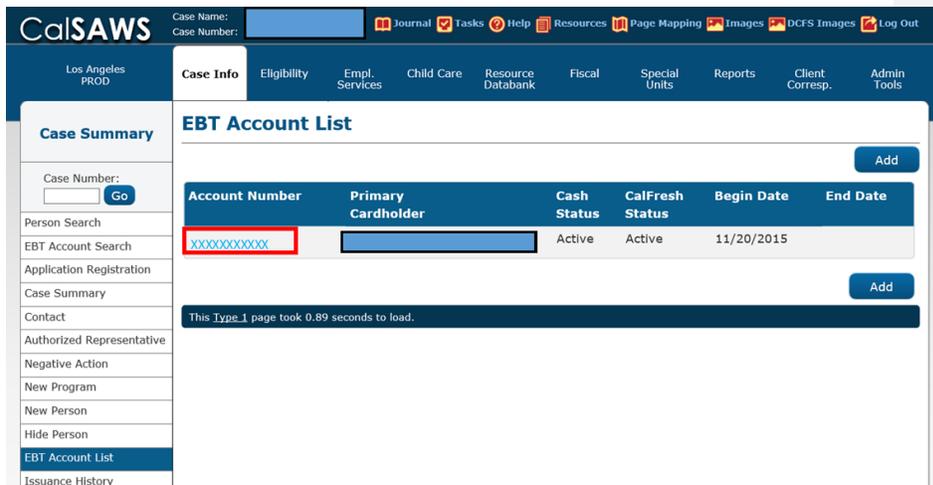


Figure 2.2.3.6 – CalSAWS EBT Account List Page

12. Click on Card Number hyperlink on the EBT Account Details Page.

**Case Summary**

Case Number:  **Go**

Person Search

EBT Account Search

Application Registration

Case Summary

Contact

Authorized Representative

Negative Action

New Program

New Person

Hide Person

EBT Account List

EBT Repayment List

EBT Card Transaction Search

Issuance History

Expungement History

Child Support Collections

Time Limit Aid Summary

**EBT Account Detail**

**Account Number:**  **Begin Date:** 11/20/2015 **End Date:**

**Card Holder:** \*  **Card Access Type:** \* Cash & CalFresh **Card Status:** Issued

**Cash**

**Status:** Active **Balance:** \$30.01

**CalFresh**

**Status:** Active **Balance:** \$12.57

▶ **EBT Account History**

**Current Cards**

Name	Recipient Type	Card Number	Access Type	Status
<input type="text"/>	Primary	<input type="text"/>	Cash & CalFresh	Issued

**Figure 2.2.3.7 – CalSAWS EBT Account Detail Page**

13. Click the Reissue Button on the EBT Card Detail Page. At this point, the EBT card will be queued in a batch for mailing to the customer's address on file or pick up delivery at the district office nearest to the customer's location on file.

Commented [HA14]: Addressing CRFI concerns regarding pick up location.

**Case Summary**

Case Number:  **Go**

Person Search

EBT Account Search

**EBT Card Detail**

\* - Indicates required fields

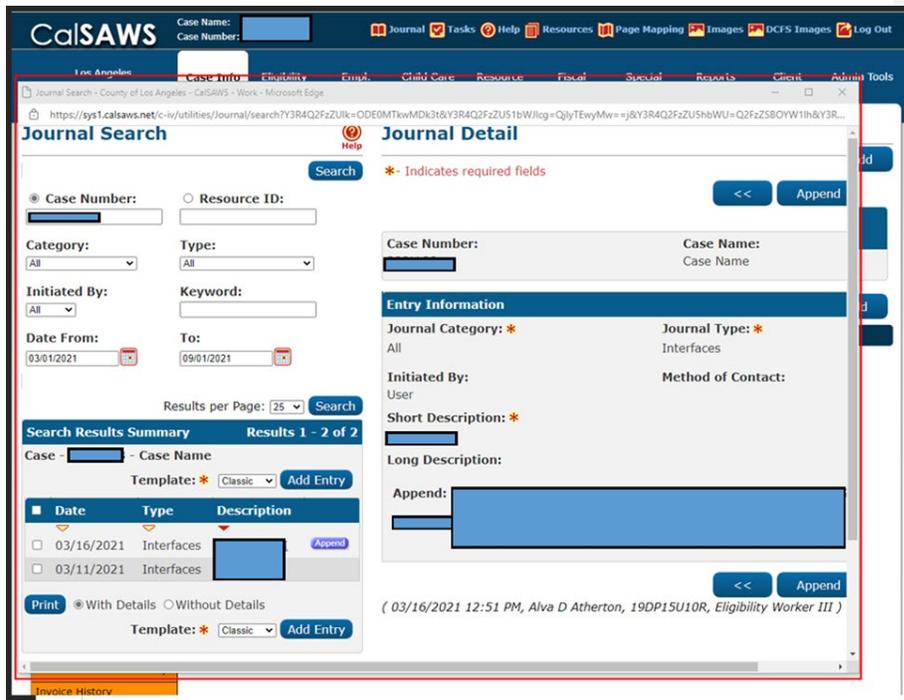
**Card Number:**  **Account Number:**

**Card Information**

**Reissue** **Edit** **Close**

**Figure 2.2.3.8 – CalSAWS EBT Card Detail Page**

14. Next the RPA will create a journal entry. Click the Journal tab in CalSAWS.



**Figure 2.2.3.9 – CalSAWS Journal Detail Page**

15. Click Add Entry on the Journal Detail Page.
  - a. See Figure 2.2.3.9 above
16. Populate Journal Entry details.

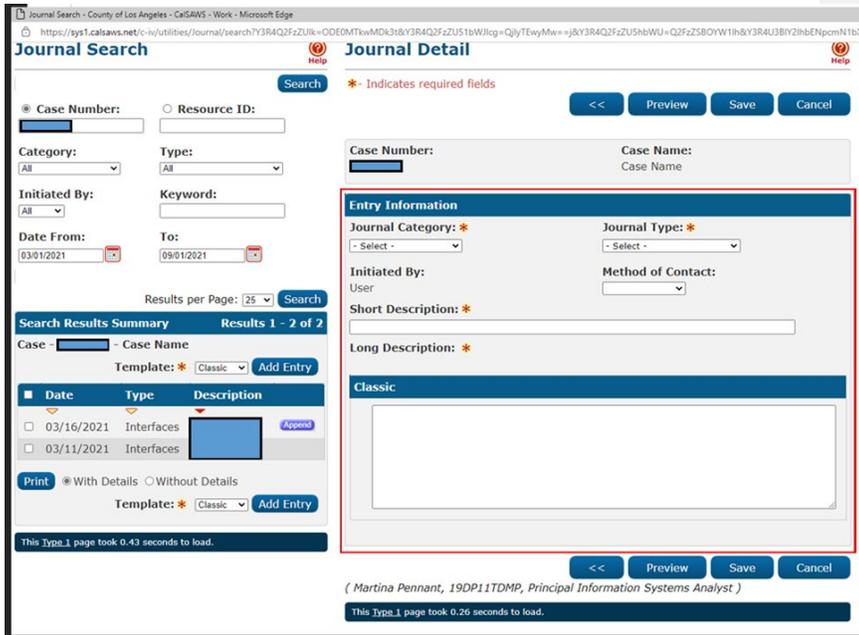


Figure 2.2.3.10 – CalSAWS Journal Entry Information Page

17. Click Save on Journal Entry. A journal entry will be created.

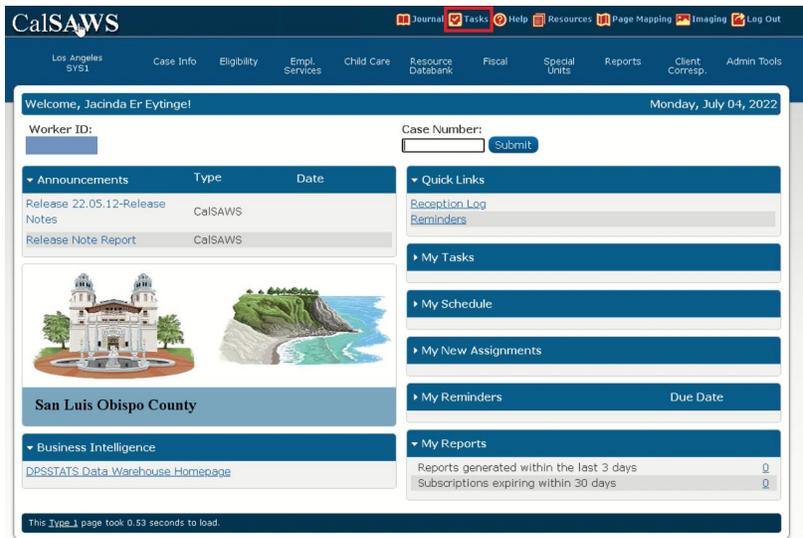


Figure 2.2.3.11 – CalSAWS Journal Detail Page

If there is a failure at any point in the process of re-issuing a card and creating a journal entry, an exception task will be created following the steps below.

1. Click on the 'Tasks' tab on the CalSAWS home page.

Figure 2.2.3.12 – CalSAWS Home Page



2. Click on 'Task Search' on the My Tasks page.

**Figure 2.2.3.13 – CalSAWS My Tasks Page**



3. Click on 'Add Task' on the Task Search page.

**Figure 2.2.3.13 – CalSAWS Tasks Search Page**

4. Populate case details and exception reason on the Task Details page. Click Save and Return to submit the task.

Figure 2.2.3.14 – CalSAWS Task Details page

### 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
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1	IVR Application	Call Flow Updates to county inbound IVR	 CA-254796 - Automated EBT Card

## 4 REQUIREMENTS

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### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

### 4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

## 5 MIGRATION IMPACTS

---

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

## 6 APPENDIX

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# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-259526

Update Post Adoption Services (PAS) address to  
be County Editable

<b>CalSAWS</b>	<b>DOCUMENT APPROVAL HISTORY</b>	
	Prepared By	Lalitha Valamarthi
	Reviewed By	Priya Sridharan

<b>DATE</b>	<b>DOCUMENT VERSION</b>	<b>REVISION DESCRIPTION</b>	<b>AUTHOR</b>
11/01/2023	1.0	Initial Document	Lalitha Valamarthi

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# 1 OVERVIEW

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## 1.1 Current Design

In CalSAWS, County administrators use the Admin's Correspondence Detail page to add and edit their own county's correspondence office information with office types such as legal aid, hearing, and collections. However, not all address is available to edit.

## 1.2 Requests

1. Update the Correspondence Detail page to display 'Post Adoption Services' (PAS) correspondence office type in the Type dropdown for all counties.
2. Update the sweep condition of NA 791 to pick the PAS record with the new type.

## 1.3 Overview of Recommendations

1. Update the Correspondence Detail page to include 'Post Adoption Services' under the Type dropdown.
2. Update the sweep and form generation conditions of the form NA 791 to look at the new PAS type.

## 1.4 Assumptions

1. Forms and NOA logic will remain the same. All county's current processes to add correspondence records will remain the same, whether it is via administrators using the online pages or submitting a County Enhancement Request (CER).
2. All other non-editable types on the Correspondence Detail page will be taken care of by SCR CA-218725.
3. The county can add the "Post Adoption Services (PAS)" type from the correspondence detail page if one does not already exist. When a PAS does not exist, current functionality will set the NOA to incomplete status. The NA 791 can be generated from template repository if PAS was not available at the time of NOA generation.

## 2 RECOMMENDATIONS

### 2.1 Correspondence Detail Page

#### 2.1.1 Overview

Update the Correspondence Detail page to include 'Post Adoption Services' to Type dropdown.

#### 2.1.2 Mockup

The screenshot displays the 'Correspondence Detail' form. On the left is a navigation sidebar with categories like 'Admin', 'Automated Actions', 'Tasks', and 'GA/GR County Admin'. The main form area is titled 'Correspondence Detail' and includes a 'General Information' section. A dropdown menu for 'Type' is open, listing various service categories. 'Post Adoption Services' is highlighted in blue. Other fields include 'Priority', 'Toll-Free Number', 'Additional Number', 'Address Line 2', 'City', 'State', and 'ZIP Code'. 'Save and Return' and 'Cancel' buttons are present at the top and bottom of the form.

#### 2.1.3 Description of Changes

Add to the Type dropdown 'Post Adoption Services'.

**Note:** Post Adoption Services will display for all counties.

#### 2.1.4 Page Location

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

#### 2.1.5 Security Updates

N/A

### 2.1.6 Page Mapping

N/A

### 2.1.7 Page Usage/Data Volume Impacts

N/A

## 2.2 Form, Updates to NA 791

### 2.2.1 Overview

This effort is updating the NA 791 form populate module and the form generation batch with the 'Post Adoption Services' type.

### 2.2.2 Description of Changes

#### 1. Update to Form Generation Batch

The existing batch sweep trigger conditions of PB00R2001 for the scenario of 'NMD Turning Age 18', check if the county of context has a PAS phone number. Update the query to check for the new PAS type.

**Technical Note:** Update the query to reference the new PAS OFFICE\_TYPE\_CODE and remove the check for 'org\_name'.

#### 2. Update to form Variable Population

The NA 791 form dynamically populates the PAS phone number based on the county in context currently. Update the query that populates the PAS phone number to check for the new PAS type.

**Technical Note:** Update the query to reference the new PAS OFFICE\_TYPE\_CODE and remove the check for 'org\_name'.

## 2.3 DCR to update the PAS phone number type for the existing records.

### 2.3.1 Overview

1. DCR: Update the database for the county's record with the organization name 'Post Adoption Services' with the new 'Post Adoption Services' type added.

**Technical Note:** Update the column OFFICE\_TYPE\_CODE for the existing records with the new type added.

## 2.4 Regression Test NOA Reasons 'NMD Turning Age 18, 'Signed Deferred Agreement'

### 2.4.1 Description

Regression test the 2 AAP NOA reasons 'NMD Turning Age 18' and 'Signed Deferred Agreement'.

**Reason Fragment(s) Name and ID:**

- AA\_TN\_NMD\_TURNED18\_P025 (Fragment ID: 7648)  
**Existing Languages:** English, Spanish
- AA\_TN\_SIGND\_DFRD\_AGG\_P006 (Fragment ID: 7508)  
**Existing Languages:** English, Spanish

Note: There are no changes to the existing generation and variable population logics of above reason fragment(s).

## 3 REQUIREMENTS

---

### 3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
	Currently counties can edit various address on the Correspondence Detail page. However, the Post Adoption Services (PAS) address is not available to edit.	Update Post Adoption Services (PAS) address to be editable on the Correspondence Detail page.

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-259733

TEMP NA 1238 Form Updates for Armenian Language.

<b>CalSAWS</b>	<b>DOCUMENT APPROVAL HISTORY</b>	
	Prepared By	Mohan Kishore Pulamarasetty
	Reviewed By	Nagesha S

<b>DATE</b>	<b>DOCUMENT VERSION</b>	<b>REVISION DESCRIPTION</b>	<b>AUTHOR</b>
03/26/2024	1.0	Initial Draft	Mohan Kishore Pulamarasetty

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# 1 OVERVIEW

---

The purpose of this SCR is to Add form TEMP NA 1238 (4/23) for Armenian Language.

## 1.1 Current Design

Currently TEMP NA 1238 (4/23) is available in English, Spanish, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese for Template Repository.

## 1.2 Requests

Add form TEMP NA 1238 (4/23) for Armenian Language and make available in the Template Repository.

## 1.3 Overview of Recommendations

Add form TEMP NA 1238 (4/23) for Armenian Language and make available in the Template Repository.

## 1.4 Assumptions

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

## 2 RECOMMENDATIONS

---

### 2.1 Add form TEMP NA 1238 (4/23) for Armenian Language

#### 2.2 Overview

This section will cover the requirements for updating TEMP NA 1238 in Armenian Language.

**State Form:** TEMP NA 1238 (4/23).

**Current Programs:** CalFresh

**Current Forms Category:** NOA

**Current Template Repository Visibility:** All counties

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

**Template Description:** This form is used to notify the participant that their request for an account adjustment to be added to their Electronic Benefit Transfer (EBT) Card was denied and provides the reason for denial.

**Form Title:** CalFresh Notice of Action EBT Account Adjustment

**Imaging Form Name:** CF NOA EBT Account Adjustment

**Imaging Document Type:** Electronic Benefit Transfer (EBT)

**Imaging Case/Person:** Case

#### 2.2.1 Form Verbiage

Add form TEMP NA 1238 (4/23) for Armenian Language

**Threshold Language:** Armenian

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

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

**Form Number:** TEMP NA 1238 (4/23)

**Include NA BACK9:** Yes

#### 2.2.2 Form Variable Population

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

#### 2.2.3 Form Generation Conditions

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

Update Dynamic Form generation batch job (Batch Sweep Job: P119F413) to generate the TEMP NA 1238 (4/23) form in existing and newly added threshold languages.

Tech Note: Update CT942\_236

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

**Form Print/Mailing Options**

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

**Print Options:**

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

**Mailing Options:**

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

**Form Control:**

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

**Additional Options:**

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

### 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	TEMP NA 1238 Armenian language.	TEMP_NA_1238_AE.pdf

### 4 REQUIREMENTS

#### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	<p>The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <ul style="list-style-type: none"> <li>a. Appointment notices;</li> <li>b. Redetermination, Recertification, and/or Annual Agreement notices and forms;</li> <li>c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);</li> <li>d. Periodic reporting notices;</li> <li>e. Contact letters;</li> <li>f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;</li> <li>g. Information notices and stuffers;</li> <li>h. Case-specific verification/referral forms;</li> <li>i. GR Vendor notices;</li> <li>k. Court-mandated notices, including Balderas notices;</li> <li>l. SSIAP appointment notices;</li> <li>m. Withdrawal forms;</li> <li>n. COLA notices;</li> <li>o. Time limit notices;</li> <li>p. Transitioning of aid notices;</li> <li>q. Interface triggered forms and notices (e.g., IFDS, IEVS);</li> <li>r. Non-compliance and sanction notices;</li> </ul>	TEMP NA 1238 is being added to the (4/23) in Armenian Language to CalSAWS Template Repository.

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

California Statewide Automated Welfare System

## **Design Document**

CA-266070

Archive Phase 2 - Journal

<b>CalSAWS</b>	<b>DOCUMENT APPROVAL HISTORY</b>	
	Prepared By	ZhaoA
	Reviewed By	LeS, KrishnamoorthyK, MunaJ

<b>DATE</b>	<b>DOCUMENT VERSION</b>	<b>REVISION DESCRIPTION</b>	<b>AUTHOR</b>
11/9/2023	1.0	Initial Draft	ZhaoA
3/4/2024	1.1	Added BenefitsCal API necessary modifications to use Journal API services	Jennifer Muna

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# 1 OVERVIEW

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Currently, CalSAWS hosts all journal data in the primary Oracle database. This SCR will introduce a PostgreSQL database to store all journal tables and data. The tables comprise the following –

JOURNAL_ENTRY
JOURNAL_ENTRY_APPEND
RPTD_CASE_CHNG
JOURNAL_TEMPL
JOURNAL_TEMPL_GRP
JOURNAL_TEMPL_SECT
JOURNAL_ITEM
JOURNAL_SECT_ITEM
JOURNAL_SECT
JOURNAL_TEMPL_GRP_SECT

New lambda APIs will be introduced to manipulate the journal tables in the PostgreSQL DB based on existing access patterns. Online pages, batch jobs, and other APIs which currently access the journal tables will now interact with these tables by queuing requests for the new lambda APIs.

While this SCR is targeted for 24.07 baseline release, there will be a consortium validation period before the code is approved to be enabled in production. To accommodate this validation period, there are two considerations made –

1. The tables will exist in both the existing Oracle and new PostgreSQL DB until approval is granted. The tables will be kept in sync by new batch jobs. These batch jobs will be delivered to production ahead of this SCR via SCR CA-274767. Once approved for enablement, the tables will be dropped from the Oracle database.
2. Flags will be implemented to disable new code changes to online pages, batch jobs, and other APIs from queuing requests to new lambda APIs. While flagged, these components will continue to execute existing code which accesses the journal tables in Oracle database directly. Once approved for enablement, the flag will be removed to enable new code.

## 1.1 Current Design

Currently, CalSAWS hosts all journal data in the primary Oracle database. These tables are directly accessed by online pages, batch jobs, and APIs.

## 1.2 Requests

Prepare scripts to drop the journal tables from the Oracle database, which will be deployed to production upon approval. Develop lambda APIs to manipulate journal data in PostgreSQL database based on existing access patterns from online pages, batch jobs, and APIs. Update online, batch, and API code to queue requests to the lambda APIs wherever they currently access the journal tables. Implement flagging to disable the new online, batch, and API code upon production deployment, so that it can be enabled upon approval. Rework existing batch jobs which access the journal tables to access them in a centralized DAO to reduce efforts to update code to queue to new lambda APIs and simplify future work. Update queries used in online, batch, and API code which join tables in Oracle database with the journal tables so that the queries are split into two new components – one query which continues to query only tables in the Oracle database and one request to lambda API to retrieve journal data.

## 1.3 Overview of Recommendations

1. Prepare scripts to drop the journal tables from the Oracle database.
2. Develop lambda APIs to manipulate journal data in PostgreSQL database based on existing access patterns from online pages, batch jobs, and APIs.
3. Update online, batch, and API code to queue requests to the lambda APIs wherever they currently access the journal tables.
4. Implement flagging to disable the new online, batch, and API code upon production deployment.
5. Rework existing batch jobs which access the journal tables to access them in a centralized DAO.
6. Update queries used in online, batch, and API code which join tables in Oracle database with the journal tables so that the queries are split into two new components – one query which continues to query only tables in the Oracle database and one request to lambda API to retrieve journal data.

## 1.4 Assumptions

1. Data move will be handled in SCR CA-274767 along with creation of the production PostgreSQL database and scripts to create the journal tables in the new database.
2. Journals linked to cases considered inaction for six or more years will continue to be purged per existing requirements (reference SCR CA-229298), and workers would be able to see only the remaining shell case.
3. Unlike archive phase 1, all data for the identified journal tables will be moved to the new PostgreSQL database. The tables will be dropped from Oracle database upon approval after the validation period.

## 2 RECOMMENDATIONS

### 2.1 Journal Architecture

#### 2.1.1 Overview

The update to journal tables and how to access them from online pages requires implementation of new lambda APIs to handle current access patterns and queues for requests to the new lambda APIs.

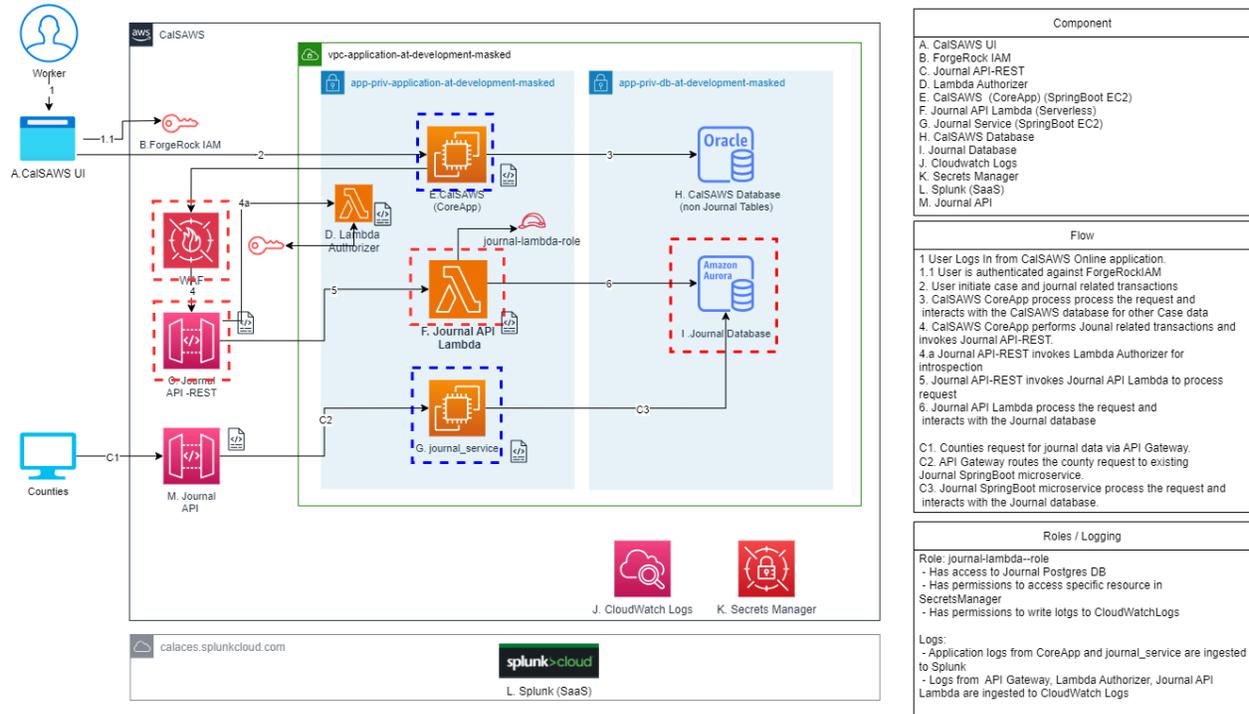
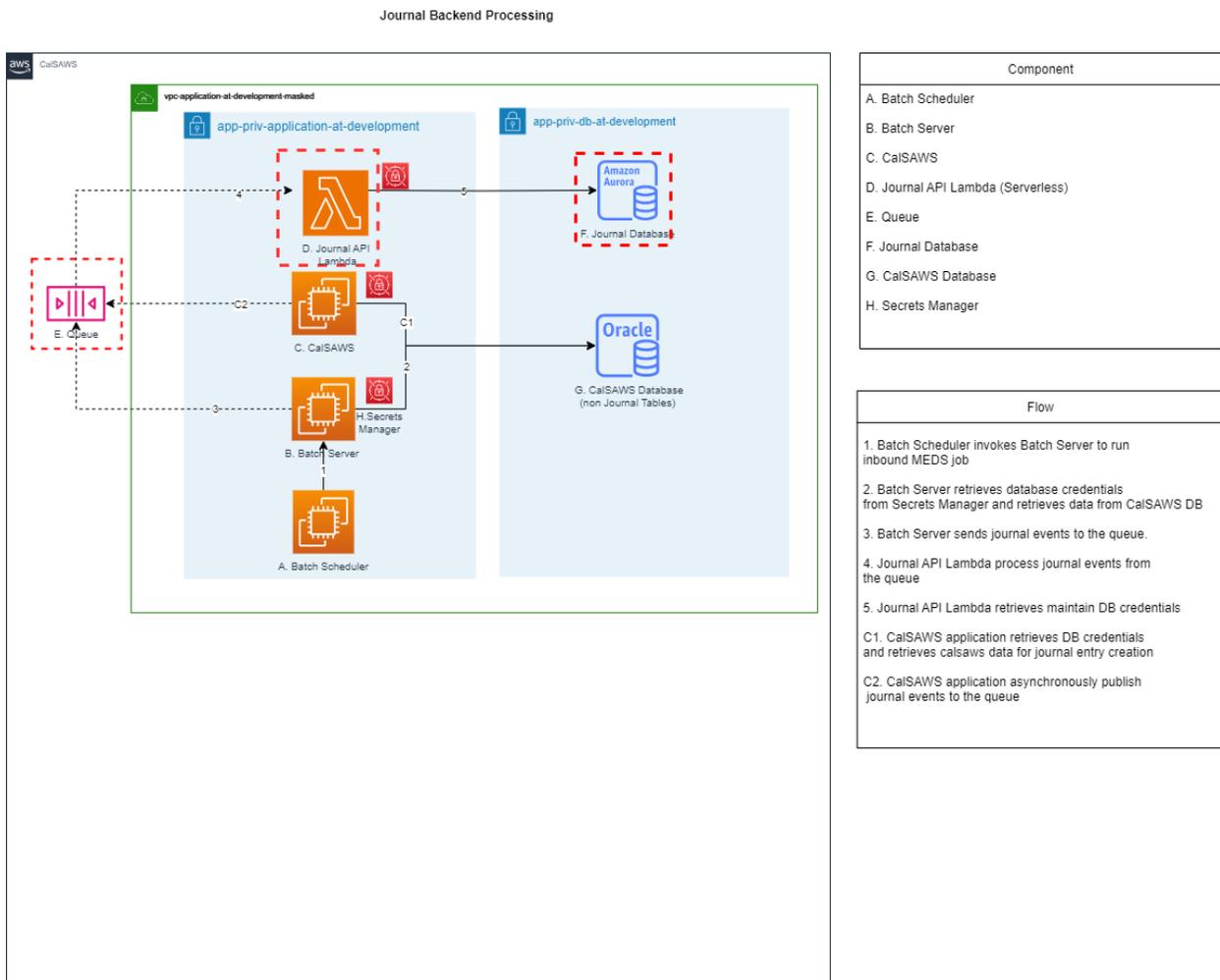


Figure 1 – Architecture Diagram for Online Access to Journal Tables

The same queue will be used to queue requests to the new lambda APIs from batch jobs.



**Figure 2 – Architecture Diagram for Batch Job Access to Journal Tables**

### 2.1.2 Description of Change

1. Reference figure 1 for following descriptions of the online flow for journal database access.
  - a. Online page – Worker accesses journal related page (i.e. page triggers journal creation, journal search, etc.)
  - b. Queue – Journal related access request is pushed to queue from online page
  - c. Journal Service – Journal service processes the events from the queue, accessing the Journal RDS database
2. Reference figure 2 for following descriptions of the batch flow for journal database access.
  - a. Batch job – Job pushes journal event to queue
  - b. Queue – Same queue as 1(b)
  - c. Journal Service – Same as 1(c)

## 2.2 Journal API - Search

### 2.2.1 Overview

This API will allow for retrieval of journal entries satisfying search criteria that workers input in the journal search online page. This service is intended to populate the journal entry results for the journal search online page.

### 2.2.2 Description of Change

The Journal API will include the following data elements. Please refer to the journalsMS.yaml document for the technical specifications and data element definitions.

### 2.2.3 Request Body

The following data elements are included in the Journal API request for the search operation.

```
[
  {
    "startDate": "2024-02-29",
    "endDate": "2024-02-29",
    "category": "string",
    "journalType": "string",
    "countyCode": "string",
    "offsetParam": 0,
    "limitParam": 1,
    "sortParam": "string",
    "orderParam": "string"
  }
]
```

### 2.2.4 Response

The search operation will return the following data elements for each journal entry that meets the criteria specified in the request:

```
[
  {
    "journalId": 0,
    "orgId": 0,
    "caseNum": "string",
    "caseName": "string",
    "countyCode": "string",
    "typeCode": "string",
    "shortDescr": "string",
    "longDescr": "string",
    "workerNum": "string",
    "classCode": "string",
    "contactTypeCode": "string",
    "filterCode": "string",
    "createdOn": "2024-02-29",
    "initiatedBy": "string",
    "entryAppend": [{
      "appendId": "string",
      "appendDescr": "string",
      "createdOn": "2024-02-29",
      "createdBy": "string",
      "supprInd": "string",
      "workerNum": "string",
    }]
  }
]
```

### 2.2.5 Headers

The following headers are required and included in all operations by the application gateway and do not need to be included in the request.

**X-County-Code:** This header is added to all requests by the application gateway. The county code header is used to limit returned values to be specific to the county.

**X-App-Id:** This header is added to all requests by the application gateway. This is a unique App-id that is created for each county application during the onboarding process. This Id should be referenced against a mapping table with staff Ids (one App-Id per staff id) that will in turn be used for database audit fields (created\_by, updated\_by) when an application creates or updates data in the CalSAWS system.

## 2.3 Journal API - Find

### 2.3.1 Overview

This API will allow for retrieval of a journal entry given the journal entry ID.

### 2.3.2 Description of Change

The Journal API will include the following data elements. Please refer to the journalsMS.yaml document for the technical specifications and data element definitions.

### 2.3.3 Request Body

The following data element is included in the Journal API request for the search operation: journalId.

### 2.3.4 Response

The find operation will return the same data elements as the search operation (see section 2.2.4). In contrast to search, data elements will be returned for only one journal entry.

### 2.3.5 Headers

The following headers are required and included in all operations by the application gateway and do not need to be included in the request.

**X-County-Code:** This header is added to all requests by the application gateway. The county code header is used to limit returned values to be specific to the county.

**X-App-Id:** This header is added to all requests by the application gateway. This is a unique App-id that is created for each county application during the onboarding process. This Id should be referenced against a mapping table with staff Ids (one App-Id per staff id) that will in turn be used for database audit fields (created\_by, updated\_by) when an application creates or updates data in the CalSAWS system.

## 2.4 Journal API - Create

### 2.4.1 Overview

This API will allow for creation of a journal entry.

### 2.4.2 Description of Change

The Journal API will include the following data elements. Please refer to the journalsMS.yaml document for the technical specifications and data element definitions.

### 2.4.3 Request Body

The following data element is included in the Journal API request for the create operation:

```
[
  {
    "countyCode": "string",
    "caseNum": "string",
    "category": "string",
    "journalType": "string",
    "shortDescr": "string",
    "longDescr": "string",
    "changeTypes": ["string"],
    "methodOfContact": "string",
    "recoveryAcctId": 0,
    "ssaapId": 0,
    "ssiapId": 0
  }
]
```

#### 2.4.4 Response

The create operation will return the following data elements.

```
[
  {
    "journalId": 0,
    "caseNum": "string",
    "caseName": "string",
    "countyCode": "string",
    "category": "string",
    "journalType": "string",
    "shortDescr": "string",
    "longDescr": "string",
    "changeTypes": ["string"],
    "methodOfContact": "string",
    "recoveryAcctId": 0,
    "ssaapId": 0,
    "ssiapId": 0,
    "initiatedBy": "string"
  }
]
```

#### 2.4.5 Headers

The following headers are required and included in all operations by the application gateway and do not need to be included in the request.

**X-County-Code:** This header is added to all requests by the application gateway. The county code header is used to limit returned values to be specific to the county.

**X-App-Id:** This header is added to all requests by the application gateway. This is a unique App-id that is created for each county application during the onboarding process. This Id should be referenced against a mapping table with staff Ids (one App-Id per staff id) that will in turn be used for database audit fields (created\_by, updated\_by) when an application creates or updates data in the CalSAWS system.

## 2.5 Journal API - Update

### 2.5.1 Overview

This API will allow for appending of a journal entry.

### 2.5.2 Description of Change

The Journal API will include the following data elements. Please refer to the journalsMS.yaml document for the technical specifications and data element definitions.

### 2.5.3 Request Body

The following data element is included in the Journal API request for the update operation:

```
[
  {
    "journalId": "string",
    "appendDescription": "string",
    "suppressIndicator": "string",
    "classificationCode": "string",
    "creatorName": "string"
  }
]
```

### 2.5.4 Response

The update operation will return the following data elements.

```
[
  {
    "journalId": "string",
    "appendDescription": "string",
    "id": "string",
    "suppressIndicator": "string",
    "classificationCode": "string",
    "creatorName": "string"
  }
]
```

### 2.5.5 Headers

The following headers are required and included in all operations by the application gateway and do not need to be included in the request.

**X-County-Code:** This header is added to all requests by the application gateway. The county code header is used to limit returned values to be specific to the county.

**X-App-Id:** This header is added to all requests by the application gateway. This is a unique App-id that is created for each county application during the onboarding process. This Id should be referenced

against a mapping table with staff Ids (one App-Id per staff id) that will in turn be used for database audit fields (created\_by, updated\_by) when an application creates or updates data in the CalSAWS system.

## 2.6 Journal API - Delete

### 2.6.1 Overview

This API will allow for deletion of a journal entries for a case. This is intended to support existing case purge deletion logic.

### 2.6.2 Description of Change

The Journal API will include the following data elements. Please refer to the journalsMS.yaml document for the technical specifications and data element definitions.

### 2.6.3 Request Body

The following data element is included in the Journal API request for the delete operation: caseld.

### 2.6.4 Response

The delete operation will not return any data elements.

### 2.6.5 Headers

The following headers are required and included in all operations by the application gateway and do not need to be included in the request.

**X-County-Code:** This header is added to all requests by the application gateway. The county code header is used to limit returned values to be specific to the county.

**X-App-Id:** This header is added to all requests by the application gateway. This is a unique App-id that is created for each county application during the onboarding process. This Id should be referenced against a mapping table with staff Ids (one App-Id per staff id) that will in turn be used for database audit fields (created\_by, updated\_by) when an application creates or updates data in the CalSAWS system.

## 2.7 Update Online Pages and Batch Jobs to Queue Journal Events

### 2.7.1 Overview

Currently, all online pages and most batch jobs that access journal tables access them through the same DAO. There are 77 additional batch jobs which access the journal tables through custom DAOs. These additional jobs will be updated to use the centralized DAO to make journal access changes more maintainable.

The centralized DAO will be updated as follows:

- a. Existing queries which join tables that will remain in the Oracle database to tables that will be moved to the Journal database will be reworked such that the query only selects from tables in the Oracle database and journal data will be manipulated through the Journal APIs.
- b. Methods which access journal tables will instead pass parameters in a request pushed to a new queue for the Journal APIs to process.
- c. Existing queries and code will be enabled via flagging until this functionality is approved for production. The flag will be stored in the database so that on approval, the flag can be removed via DCR.

### 2.7.2 Description of Change

1. The batch jobs and corresponding changes can be found in the following supplemental document "CentralizeBatchInventory.xlsx."
2. Update queries in JournalDaoImpl.java file and helper files so that they do not join tables that will remain in the Oracle database to tables that will be moved to the Journal database. Rework these queries so that they only select from tables in the Oracle database and journal data will be manipulated through the Journal APIs.
3. Access journal table by pushing requests to the new queue for Journal API.
4. Add a flag for journal in the DATA\_GRWTH\_PARAMTR table to indicate that the functionality is initially disabled.
5. Implement flagging in the JournalDaoImpl.java file so that while disabled, the online pages and batch jobs continue to access the journal tables from the Oracle database using their existing queries. Once flagging is removed, the online pages and batch jobs should access the journal tables via Journal APIs.

## 2.8 BenefitsCal – Update existing APIs to call Journal API when creating Journal Entry

### 2.8.1 Overview

CalSAWS has four APIs which creates an automatic Journal Entry based on a specific trigger from the Self-Service Portal which includes the following:

BenefitsCal API	Journal Entry Creation Trigger
Report A Change	When customer reports a change for their case from their Self Service Portal account.
Customer Contact	When customer makes and update from their Self Service Portal account. This includes e-mail address update, e-notification opt-in/opt-out, Phone number update, text notification opt-in.
EBT Theft	When a customer submits a EBT 2259 form from the Self-Service Portal and the data transfer into CalSAWS is successful.
Release of Information (ROI)	When a customer submits a ABCDM 229 form from the Self-Service Portal and the data transfer into CalSAWS is successful.

This section outlines the necessary modifications for the above APIs to begin creating Journal entries through the Journal API.

### 2.8.2 Description of Change

1. Update the Report a Change, Customer Contact, and EBT Theft API to call the Journal API service when triggered to create a Journal Entry.

**Note:** All Journal details (i.e. Journal Category, Journal Short description, etc.) will remain unchanged for this implementation.

a.

## 2.9 Report/Analytics Journal Solutioning

### 2.9.1 Overview

This document outlines the update to the Reports ingestion pipeline by ingesting data only from Postgres database for 10 tables mentioned in the scope below.

Scope of Archive Phase 2 - Journal:

1. JOURNAL\_ENTRY, JOURNAL\_ENTRY\_APPEND, JOURNAL\_ITEM, JOURNAL\_SECT, JOURNAL\_SECT\_ITEM, JOURNAL\_TEMPL, JOURNAL\_TEMPL\_GRP, JOURNAL\_TEMPL\_GRP\_SECT, JOURNAL\_TEMPL\_SECT and RPTD\_CASE\_CHNG will be completely moved to journal Postgres database.

The existing ingestion jobs will be updated for the above mentioned tables to read the data from the respective Postgres database.

### 2.9.2 Requests

- Update full load and incremental ingestion jobs to read source data only from journal Postgres database for JOURNAL\_ENTRY, JOURNAL\_ENTRY\_APPEND, JOURNAL\_ITEM, JOURNAL\_SECT, JOURNAL\_SECT\_ITEM, JOURNAL\_TEMPL, JOURNAL\_TEMPL\_GRP, JOURNAL\_TEMPL\_GRP\_SECT, JOURNAL\_TEMPL\_SECT and RPTD\_CASE\_CHNG.
- Handle schema changes for the above tables from journal Postgres database if any.
- Identify and rectify Reports and Ingestion impacts which might occur due to these changes.
- Identify oracle based on-request reports which are using above mentioned tables and update the logic to read the data from Postgres database in Qlik app.
- Identify oracle-based Dashboards which are using above mentioned tables and update the logic to read the data from Postgres database in Qlik app.
- Validate the ingestion job for all the journal tables and the reports/Dashboards that are impacted.

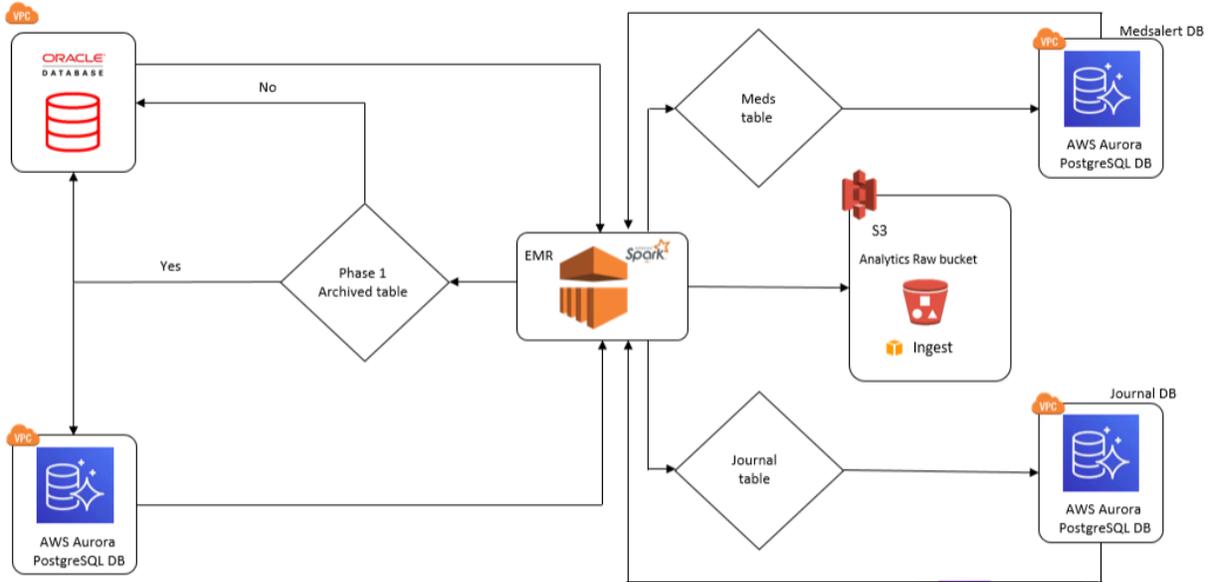
### 2.9.3 Overview of Recommendations

- Update the secrets manager code to read the credentials for journal Postgres database.  
**Technical Note:** Read the configuration details as DBConf object.
- Update the full load ingestion job to read the source data only from journal Postgres database for JOURNAL\_ENTRY, JOURNAL\_ENTRY\_APPEND, JOURNAL\_ITEM, JOURNAL\_SECT, JOURNAL\_SECT\_ITEM, JOURNAL\_TEMPL, JOURNAL\_TEMPL\_GRP, JOURNAL\_TEMPL\_GRP\_SECT, JOURNAL\_TEMPL\_SECT and RPTD\_CASE\_CHNG tables and load it to AWS S3 raw bucket.
- Update the incremental load ingestion job to read the source data only from journal Postgres database for JOURNAL\_ENTRY, JOURNAL\_ENTRY\_APPEND, JOURNAL\_ITEM, JOURNAL\_SECT, JOURNAL\_SECT\_ITEM, JOURNAL\_TEMPL, JOURNAL\_TEMPL\_GRP, JOURNAL\_TEMPL\_GRP\_SECT, JOURNAL\_TEMPL\_SECT and RPTD\_CASE\_CHNG tables and load newly added records to AWS S3 raw bucket or update the existing record in AWS S3 raw bucket with new values from source. Deletion

of records from S3 for these should be based on DW\_DELETE\_TRK from journal Postgres database.

- Handle the Schema changes for the data from journal Postgres database if any.
- The change will be applicable for both monthly DB ingestion and secondary DB ingestion.
- Identify and update the Oracle based on-request reports and Dashboards to read source data from journal database for the impacted table.

**Technical note:** Separate QVD will be created for impacted tables and will be reused for oracle based on-request reports and Dashboards.



**Figure 1.4.1-Proposed ingestion architecture.**

### 2.9.4 Assumptions

- Platform availability: Amazon Aurora PostgreSQL database (journal database) should be available with all the required configuration details. EMR Serverless should have access to the Database.
- Secrets in AWS Secrets Manager: Credentials should be stored in secrets manager. EMR Serverless should have access to read the secrets from secrets manager.
- Qlik connectivity should be available to read journal tables from Qlik. Qlik connection parameter should be created for establishing the connection.
- Source data should be available in journal database for testing the change for the impacted tables.
- DW\_DELETE\_TRK table will be available in journal database with required triggers to track the deleted data for the impacted tables since the entire data is completely being moved to journal database for the impacted tables. This table is required for Incremental logic.

- Separate Monthly Database for journal will be available for generating Monthly Report generation which will only get refreshed once a month, it can also be used if any re-run requests are asked for Journal Reports.
- A one-time full load ingestion is required in every environment once the SCR changes goes live.
- DW\_DELETE\_TRK for journal database will not be ingested to S3 raw bucket post this migration as the name is identical to the Oracle DW\_DELETE\_TRK table for other source.

### 3 SUPPORTING DOCUMENTS

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Number	Functional Area	Description	Attachment
1	Journal API	API specifications for new Journal lambdas	Refer to journalsMS.yaml attachment in JIRA

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-270446

Archive Phase 2 - MEDS Alert

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

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Currently, CalSAWS hosts all MEDS alert data in the primary Oracle database. This SCR will introduce a PostgreSQL database to store all MEDS alert tables and data. The tables comprise the following –

MEDS_ALERT
MEDS_ALERT_CONFIG_HST
MEDS_ALERT_DETL
MEDS_ALERT_MSG
MEDS_ALERT_CONFIG

New lambda APIs will be introduced to manipulate the MEDS alert tables in the PostgreSQL DB based on existing access patterns. Online pages which currently access the MEDS alert tables will now interact with these tables by queuing requests for the new lambda APIs. Batch jobs which currently access the MEDS alert tables will now interact with these tables by connecting directly to the new PostgreSQL database to query them.

While this SCR is targeted for 24.07 baseline release, there will be a consortium validation period before the code is approved to be enabled in production. To accommodate this validation period, there are two considerations made –

1. The tables will exist in both the existing Oracle and new PostgreSQL DB until approval is granted. The tables will be kept in sync by new batch jobs. These batch jobs will be delivered to production ahead of this SCR via SCR CA-274767. Once approved for enablement, the tables will be dropped from the Oracle database.
2. Flags will be implemented to disable new code changes to online pages and batch jobs from queuing requests to new lambda APIs or accessing the new database. While flagged, these components will continue to execute existing code which accesses the MEDS alert tables in Oracle database directly. Once approved for enablement, the flag will be removed to enable new code.

## 1.1 Current Design

Currently, CalSAWS hosts all MEDS alert data in the primary Oracle database. These tables are directly accessed by online pages and batch jobs.

## 1.2 Requests

Prepare scripts to drop the MEDS alert tables from the Oracle database, which will be deployed to production upon approval. Develop lambda APIs to manipulate MEDS alert data in PostgreSQL database based on existing access patterns from online pages and batch jobs. Update online to queue requests to the lambda APIs wherever they currently access the MEDS alert tables. Update batch jobs to connect to the new MEDS alert database and modify queries that currently access MEDS alert data. Implement flagging to disable the new online and batch upon production deployment, so that it can be enabled upon approval. Update queries used in online and batch which join tables in Oracle database with the

MEDS alert tables so that the queries are split into two new components – one query which continues to query only tables in the Oracle database and one request to lambda API to retrieve MEDS alert data.

### **1.3 Overview of Recommendations**

1. Prepare scripts to drop the MEDS alert tables from the Oracle database.
2. Develop lambda APIs to manipulate MEDS alert data in PostgreSQL database based on existing access patterns from online pages and batch jobs.
3. Update online and batch to queue requests to the lambda APIs wherever they currently access the MEDS alert tables.
4. Implement flagging to disable the new online and batch upon production deployment.
5. Update queries used in online and batch which join tables in Oracle database with the MEDS alert tables so that the queries are split into two new components – one query which continues to query only tables in the Oracle database and one request to lambda API to retrieve MEDS alert data.

### **1.4 Assumptions**

1. Data move will be handled in SCR CA-274767 along with creation of the production PostgreSQL database and scripts to create the MEDS alert tables in the new database.
2. Unlike archive phase 1, all data for the identified MEDS alert tables will be moved to the new PostgreSQL database. The tables will be dropped from Oracle database upon approval after the validation period.

## 2 RECOMMENDATIONS

### 2.1 MEDS Alert Architecture

#### 2.1.1 Overview

The update to MEDS alert tables and how to access them from online pages requires implementation of new lambda APIs to handle current access patterns and queues for requests to the new lambda APIs.

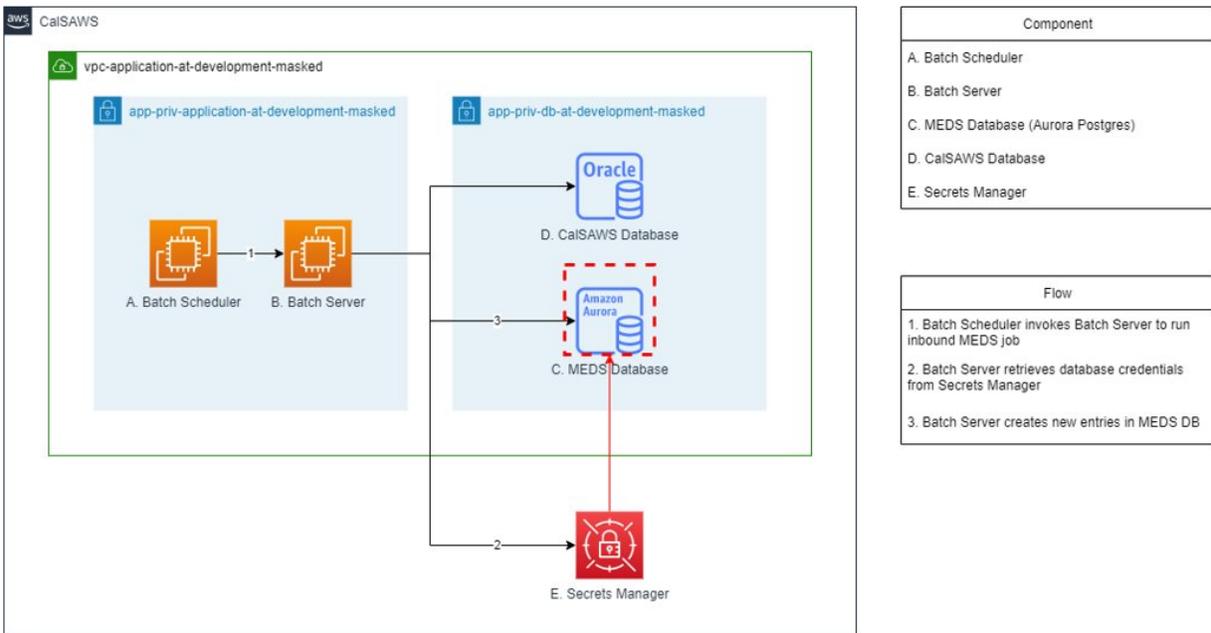


Figure 1 – Architecture Diagram for Batch Access to MEDS Alert Tables

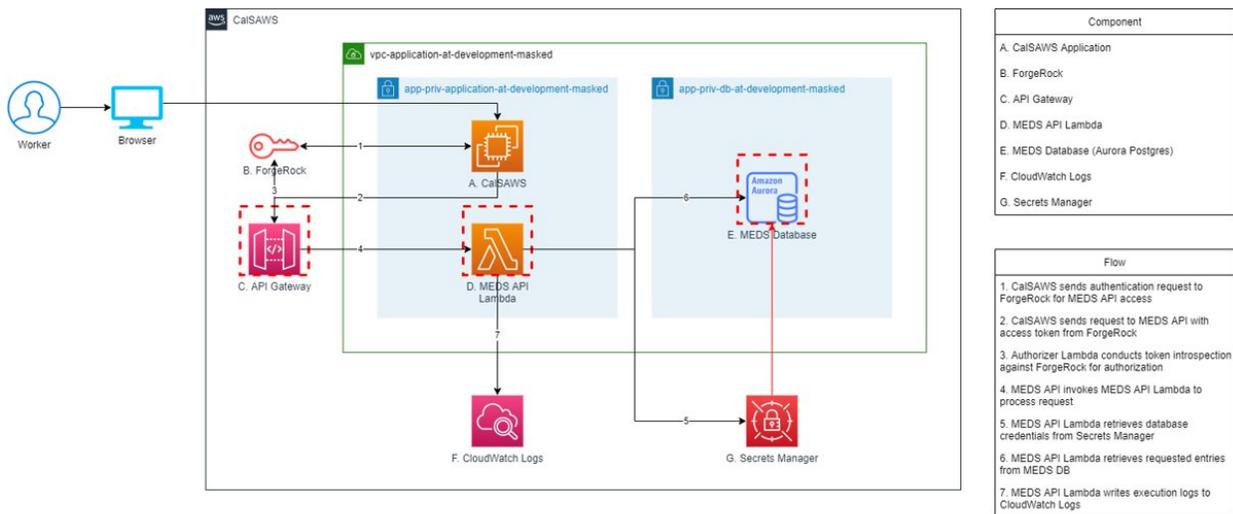


Figure 2 - Architecture Diagram for Online Access to MEDS Alert Tables

## 2.1.2 Description of Change

1. Reference figure 1 for following descriptions of the batch flow for MEDS alert database access.
  - a. Batch job – Job has connectivity to existing CalSAWS database to access non-MEDS alert data.
  - b. Batch job – Job has connectivity to new MEDS alert database to access MEDS alert data.
2. Reference figure 2 for following descriptions of the online flow for MEDS alert database access.
  - a. Online page – Worker accesses MEDS alert related page (i.e. MEDS alert search pages, MEDS alert admin pages)
  - b. Queue – MEDS alert related access request is pushed to queue from online page
  - c. MEDS alert service – MEDS alert service processes the events from the queue, accessing the MEDS alert RDS database

## 2.2 MEDS Alert API - Search

### 2.2.1 Overview

This API will allow for retrieval of MEDS alerts satisfying search criteria.

### 2.2.2 Description of Change

The MEDS Alert API will include the following data elements. Please refer to medsV2.yaml document for the technical specifications and data element definitions.

### 2.2.3 Request Body

The following data elements are included in the MEDS Alert API request for the search operation.

```
{
  searchBy: 'string',
  countyCode: 'string',
  doIncludeCompletedRecords: 'string',
  alertNumIdentif: 'string',
  aidCode: 'string',
  reportType: 'string',
  messageType: 'string',
  transactionCode: 'string',
  maxRowNumber: 'string',
  orderBy: 'string',
  orderByDirection: 'string',
  ssn: 'string',
}
```

### 2.2.4 Response

The search operation will return the following data elements for each MEDS alert that meets the criteria specified in the request:

```

{
  meds_alert_id: 0,
  alert_compl_ind: 'string',
  alert_date: '2024-02-29',
  transact_code_identif: 'string',
  transact_date: '2024-02-29',
  county_code: 'string',
  serial_num_identif: 'string',
  ssn: 'string',
  cin_num_identif: 'string',
  last_name: 'string',
  first_name: 'string',
  mid_name: 'string',
  dob: '2024-02-29',
  rpt_type_code: 'string',
  alert_num_identif: 'string',
  alert_type_code: 'string',
  distr: 'string',
  elig_wrkr_identif: 'string',
  meds_alert_created_by: 'string',
  meds_alert_updated_by: 'string',
  meds_alert_created_on: '2001-12-15T02:59:43.1Z',
  meds_alert_updated_on: '2001-12-15T02:59:43.1Z',
  meds_alert_detl_id: 0,
  data_num_identif: 'string',
  data_src: 'string',
  data_content: 'string',
  meds_alert_detl_created_by: 'string',
  meds_alert_detl_updated_by: 'string',
  meds_alert_detl_created_on: '2001-12-15T02:59:43.1Z',
  meds_alert_detl_updated_on: '2001-12-15T02:59:43.1Z',
  title_descr: 'string',
  actn_descr: 'string',
  msg_type: 'string',
  internal_num_identif: 'string',
  alert_source: 'string',
  county_id: 'string',
  ch_case_num: 0,
  case_serial_num_identif: 'string',
  case_name: 'string',
}

```

## 2.2.5 Headers

The following headers are required and included in all operations by the application gateway and do not need to be included in the request.

**X-County-Code:** This header is added to all requests by the application gateway. The county code header is used to limit returned values to be specific to the county.

**X-App-Id:** This header is added to all requests by the application gateway. This is a unique App-id that is created for each county application during the onboarding process. This Id should be referenced against a mapping table with staff Ids (one App-Id per staff id) that will in turn be used for database audit fields (created\_by, updated\_by) when an application creates or updates data in the CalSAWS system.

## 2.3 MEDS Alert API - Find

### 2.3.1 Overview

This API will allow for retrieval of MEDS alerts given the MEDS alert ID.

### 2.3.2 Description of Change

The MEDS Alert API will include the following data elements. Please refer to medsv2.yaml document for the technical specifications and data element definitions.

### 2.3.3 Request Body

The following data elements are included in the MEDS Alert API request for the find operation: medAlertId.

### 2.3.4 Response

The find operation will return the following data elements for the requested MEDS alert. See section 2.2.4.

### 2.3.5 Headers

The following headers are required and included in all operations by the application gateway and do not need to be included in the request.

**X-County-Code:** This header is added to all requests by the application gateway. The county code header is used to limit returned values to be specific to the county.

**X-App-Id:** This header is added to all requests by the application gateway. This is a unique App-id that is created for each county application during the onboarding process. This Id should be referenced against a mapping table with staff Ids (one App-Id per staff id) that will in turn be used for database audit fields (created\_by, updated\_by) when an application creates or updates data in the CalSAWS system.

## 2.4 MEDS Alert API - Update

### 2.4.1 Overview

This API will allow for workers to mark MEDS alerts completed given the MEDS alert ID.

### 2.4.2 Description of Change

The MEDS Alert API will include the following data elements. Please refer to medsV2.yaml document for the technical specifications and data element definitions.

### 2.4.3 Request Body

The following data elements are included in the MEDS Alert API request for the find operation: medsAlertId, updatedBy.

### 2.4.4 Response

The update operation will not return any data elements.

### 2.4.5 Headers

The following headers are required and included in all operations by the application gateway and do not need to be included in the request.

**X-County-Code:** This header is added to all requests by the application gateway. The county code header is used to limit returned values to be specific to the county.

**X-App-Id:** This header is added to all requests by the application gateway. This is a unique App-id that is created for each county application during the onboarding process. This Id should be referenced against a mapping table with staff Ids (one App-Id per staff id) that will in turn be used for database audit fields (created\_by, updated\_by) when an application creates or updates data in the CalSAWS system.

## 2.5 MEDS Alert API – Admin Search

### 2.5.1 Overview

This API will allow for workers to search for MEDS alert configurations from the MEDS alert admin pages.

### 2.5.2 Description of Change

The MEDS Alert API will include the following data elements. Please refer to medsV2.yaml document for the technical specifications and data element definitions.

### 2.5.3 Request Body

The following data elements are included in the MEDS Alert API request for the admin search operation.

```
{
  countyCode: 'string',
  alertNumIdentif: 'string',
  titleDescr: 'string',
  msgType: 'string',
  alertStatCode: 'string'
}
```

### 2.5.4 Response

The search operation will return the following data elements for each MEDS alert that meets the criteria specified in the request:

```
{
  id: 'string',
  alert_num_identif: 'string',
  msg_type: 'string',
  short_decode_name: 'string',
  alert_stat_code: 'string',
  title_descr: 'string',
  task_code: 'string'
}
```

### 2.5.5 Headers

The following headers are required and included in all operations by the application gateway and do not need to be included in the request.

**X-County-Code:** This header is added to all requests by the application gateway. The county code header is used to limit returned values to be specific to the county.

**X-App-Id:** This header is added to all requests by the application gateway. This is a unique App-id that is created for each county application during the onboarding process. This Id should be referenced against a mapping table with staff Ids (one App-Id per staff id) that will in turn be used for database audit fields (created\_by, updated\_by) when an application creates or updates data in the CalSAWS system.

## 2.6 MEDS Alert API – Find Admin Detail

### 2.6.1 Overview

This API will allow for workers to view configuration details on the MEDS alert admin detail page.

## 2.6.2 Description of Change

The MEDS Alert API will include the following data elements. Please refer to medsv2.yaml document for the technical specifications and data element definitions.

## 2.6.3 Request Body

The following data elements are included in the MEDS Alert API request for the view admin detail operation.

```
{
  medsAlertId: 'string',
  countyCode: 'string'
}
```

## 2.6.4 Response

The view admin detail operation will return the following data elements for each MEDS alert that meets the criteria specified in the request:

```
{
  medsMsgId: 'string',
  medsAlertConfigId: 'string',
  alertNumIdentif: 'string',
  alertDescription: 'string',
  alertType: 'string',
  alertStatus
  caseUpdateCode: 'string',
  hasCaseUpdate: 'string',
  caseUpdateStatus: 'string',
  journalEntryCode: 'string',
  taskStatus: 'string',
  taskCode: 'string',
  taskType: 'string',
  taskSubType: 'string',
  assignment: 'string',
  countyCode: 'string',
  isPriorityType: 'string',
  taskDueDateCode: 'string',
  initialAssignment: 'string',
  taskDueDateBusDays: 'string',
  taskDueDateCalDays: 'string',
  defaultAssignment: 'string',
  taskDueDateBusDays: 'string',
  siblingAssignmentIndicator: 'string'
}
```

## 2.6.5 Headers

The following headers are required and included in all operations by the application gateway and do not need to be included in the request.

**X-County-Code:** This header is added to all requests by the application gateway. The county code header is used to limit returned values to be specific to the county.

**X-App-Id:** This header is added to all requests by the application gateway. This is a unique App-id that is created for each county application during the onboarding process. This Id should be referenced against a mapping table with staff Ids (one App-Id per staff id) that will in turn be used for database audit fields (created\_by, updated\_by) when an application creates or updates data in the CalSAWS system.

## 2.7 MEDS Alert API – Save Admin Detail

### 2.7.1 Overview

This API will allow for workers to update configuration details on the MEDS alert admin detail page.

### 2.7.2 Description of Change

The MEDS Alert API will include the following data elements. Please refer to medsV2.yaml document for the technical specifications and data element definitions.

### 2.7.3 Request Body

The following data elements are included in the MEDS Alert API request for the update admin detail operation.

```
{  
  setMedsMsgId: 0,  
  setMedsAlertConfigId: 'string',  
  setAlertStatus: 'string',  
  setCaseUpdateStatus: 'string',  
  setTaskStatus: 'string',  
  setTaskDueDateCode: 'string',  
  setDefaultAssignment: 'string',  
  setInitialAssignment: 'string',  
  setBankBean: 'string',  
  setSiblingAssignmentIndicator: 'string',  
  setTaskDueDateCalDays: 'string',  
  setTaskDueDateBusDays: 'string'  
}
```

### 2.7.4 Response

The view admin detail operation will not return any data elements.

### 2.7.5 Headers

The following headers are required and included in all operations by the application gateway and do not need to be included in the request.

**X-County-Code:** This header is added to all requests by the application gateway. The county code header is used to limit returned values to be specific to the county.

**X-App-Id:** This header is added to all requests by the application gateway. This is a unique App-id that is created for each county application during the onboarding process. This Id should be referenced against a mapping table with staff Ids (one App-Id per staff id) that will in turn be used for database audit fields (created\_by, updated\_by) when an application creates or updates data in the CalSAWS system.

## 2.8 Update Online Pages and Batch Jobs to Access MEDS Alert Data from New Database

### 2.8.1 Overview

The following online pages access the tables which are being moved to the new MEDS alert database:

- MEDS Alert Search
- MEDS Alert Detail
- MEDS Alert Admin Search
- MEDS Alert Admin Detail

The following batch jobs access the tables which are being moved to the new MEDS alert database:

- PIXXE419: Daily MEDS Alert Inbound Reader
- PIXXE421: Recon MEDS Alert Inbound Reader
- PIXXE430: Renewal MEDS Alert Inbound Reader
- PB00E420: MEDS Alert Purge
- POXXE421: Burman Hold Alert for Approved Participant
- PO19E422: Burman Hold Alert for Discontinued Participant
- PB00R1255: MEDS Critical ZZZ Alerts 3 Months Report
- PIXXE432XX: MEDS Automation

These online pages and batch jobs will be updated to access the MEDS alert tables after those tables have been moved to the new database. There will be no frontend changes.

### 2.8.2 Description of Changes

1. Online pages will be updated to call the MEDS alert API to access MEDS alert data on the pages where it is currently accessing that data directly from the existing Oracle database.
2. Batch jobs will be updated to connect to the new MEDS alert database to query for MEDS alert data.
3. Both the online and batch job changes will implement flagging to check whether to access data from the existing Oracle database or the new MEDS alert database by checking the DATA\_GRWTH\_PARAMTR table.

## 2.9 Report/Analytics MEDS Alert Solutioning

### 2.9.1 Overview

This document outlines the update to the Reports ingestion pipeline by ingesting data only from Postgres database for 5 tables mentioned in the scope below.

Scope of Archive Phase 2 – MEDS Alert:

1. MEDS\_ALERT, MEDS\_ALERT\_DETL, MEDS\_ALERT\_MSG, MEDS\_ALERT\_CONFIG and MEDS\_ALERT\_CONFIG\_HST will be completely moved to medsalert Postgres database.

The existing ingestion jobs will be updated for the above mentioned tables to read the data from the respective Postgres database.

### 2.9.2 Requests

- Update full load and incremental ingestion jobs to read source data only from medsalert Postgres database for MEDS\_ALERT, MEDS\_ALERT\_DETL, MEDS\_ALERT\_MSG, MEDS\_ALERT\_CONFIG and MEDS\_ALERT\_CONFIG\_HST.
- Handle schema changes for the above tables from medsalert Postgres database if any.
- Identify and rectify Reports and Ingestion impacts which might occur due to these changes.
- Identify oracle based on-request reports which are using above mentioned tables and update the logic to read the data from Postgres database in Qlik app.
- Identify oracle-based Dashboards which are using above mentioned tables and update the logic to read the data from Postgres database in Qlik app.
- Validate the ingestion job for all the archived tables and the reports/Dashboards that are impacted.

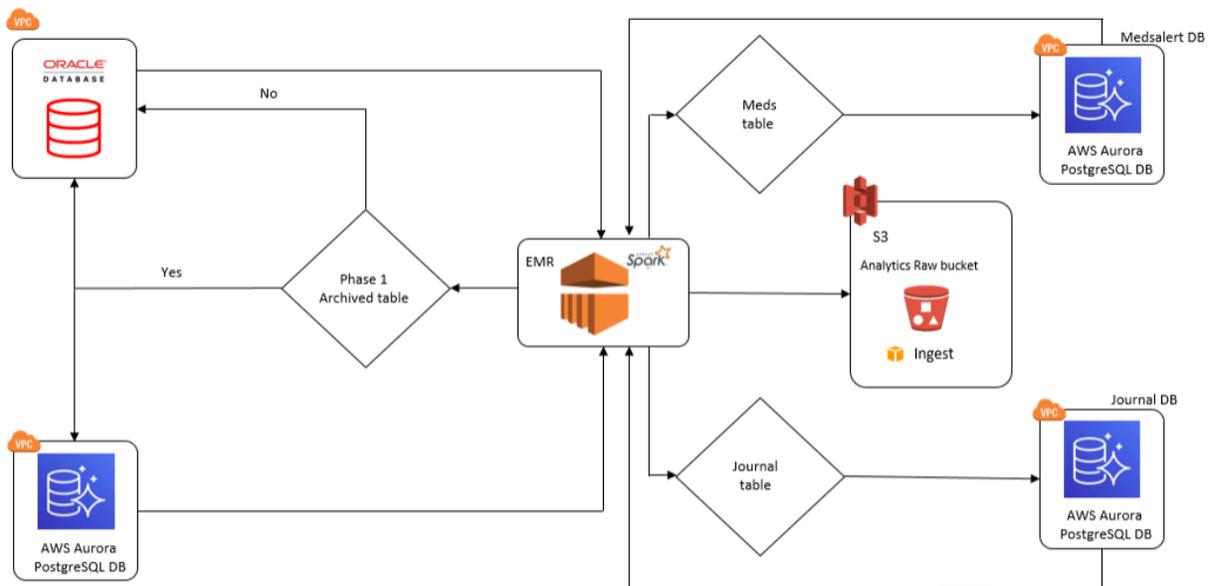
### 2.9.3 Overview of Recommendations

- Update the secrets manager code to read the credentials for medsalert Postgres database.  
**Technical Note:** Read the configuration details as DBConf object.
- Update the full load ingestion job to read the source data only from medsalert Postgres database for MEDS\_ALERT, MEDS\_ALERT\_DETL, MEDS\_ALERT\_MSG, MEDS\_ALERT\_CONFIG and MEDS\_ALERT\_CONFIG\_HST tables and load it to AWS S3 raw bucket.
- Update the incremental load ingestion job to read the source data only from medsalert Postgres database for MEDS\_ALERT, MEDS\_ALERT\_DETL,

MEDS\_ALERT\_MSG, MEDS\_ALERT\_CONFIG and MEDS\_ALERT\_CONFIG\_HST tables and load newly added records to AWS S3 raw bucket or update the existing record in AWS S3 raw bucket with new values from source. Deletion of records from S3 for these tables should be based on DW\_DELETE\_TRK from medsalert Postgres database.

- Handle the Schema changes for the data from medsalert Postgres database if any.
- The change will be applicable for both monthly DB ingestion and secondary DB ingestion.
- Identify and update the Oracle based on-request reports and Dashboards to read source data from medsalert database for the impacted table.

**Technical note:** Separate QVD will be created for impacted tables and will be reused for oracle based on-request reports and Dashboards.



**Figure 1.4.1-Proposed ingestion architecture.**

### 2.9.4 Assumptions

- Platform availability: Amazon Aurora PostgreSQL database (medsalert database) should be available with all the required configuration details. EMR Serverless should have access to the Database.
- Secrets in AWS Secrets Manager: Credentials should be stored in secrets manager. EMR Serverless should have access to read the secrets from secrets manager.
- Qlik connectivity should be available to read medsalert tables from Qlik. Qlik connection parameter should be created for establishing the connection.
- Source data should be available in medsalert database for testing the change for the impacted tables.

- DW\_DELETE\_TRK table will be available in medsalert database with required triggers to track the deleted data for the impacted tables since the entire data is completely being moved to medsalert database for the impacted tables. This table is required for Incremental logic.
- Separate Monthly Databases for medsalert will be available for generating Monthly Report generation which will only get refreshed once a month, it can also be used if any re-run requests are asked for Meds Reports.
- A one-time full load ingestion is required in every environment once the SCR changes goes live.
- DW\_DELETE\_TRK for medsalert database will not be ingested to S3 raw bucket post this migration as the name is identical to the Oracle DW\_DELETE\_TRK table for other source.

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-271664

Update the CF 385 Application for Disaster CalFresh in new threshold languages and central printing capability

<b>CalSAWS</b>	<b>DOCUMENT APPROVAL HISTORY</b>	
	Prepared By	Sai Kumar Kandula
	Reviewed By	Nagesha S

<b>DATE</b>	<b>DOCUMENT VERSION</b>	<b>REVISION DESCRIPTION</b>	<b>AUTHOR</b>
03/29/2024	1.0	Initial Draft	Sai Kumar Kandula

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# 1 OVERVIEW

---

The purpose of this SCR is to add CF 385 (1/24) - Application for Disaster CalFresh in 6 threshold languages provided by state and CF 385 Form to allow Central Print with a BRM coversheet.

## 1.1 Current Design

Currently CF 385 is available in English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Hmong, Lao, Russian, Tagalog and Vietnamese languages.

## 1.2 Requests

1. Add CF 385 in additional 6 languages to CalSAWS Template Repository.  
**Languages Include:** Hindi, Japanese, Mien, Punjabi, Thai and Ukrainian.
2. Add central printing capability with a BRM coversheet.  
**Languages Include:** English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Hmong, Lao, Russian, Tagalog, Vietnamese, Hindi, Japanese, Mien, Punjabi, Thai and Ukrainian.

## 1.3 Overview of Recommendations

1. Add CF 385 in additional 6 languages to CalSAWS Template Repository.  
**Languages Include:** Hindi, Japanese, Mien, Punjabi, Thai and Ukrainian.
2. Add central printing capability with a BRM coversheet.  
**Languages Include:** English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Hmong, Lao, Russian, Tagalog, Vietnamese, Hindi, Japanese, Mien, Punjabi, Thai and Ukrainian.

## 1.4 Assumptions

1. There are no changes to the generation logic of these forms. All triggers for the new threshold forms will be the same as the existing English and Spanish forms.
2. All fields (blank or prepopulated) will be editable.
3. CF 385 is not associated with a batch trigger or online page.
4. Supporting Documents section references attachments found on Jira.
5. As part of CA-274970 below threshold languages for CF 385 Application for Disaster CalFresh are being updated to the 1/24 version.  
**Threshold Languages:** Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Hmong, Lao, Russian, Tagalog and Vietnamese.

## 2 RECOMMENDATIONS

---

### 2.1 Add threshold languages to CF 385.

#### 2.2 Overview

The This effort will add additional 6 languages to the CF 385 form and add central printing capability with a BRM coversheet.

**State Form:** CF 385 (1/24)

**Form number:** CF 385

**Programs:** Disaster CalFresh

**Attached Forms:** N/A

**Forms Category:** Forms

**Template Repository Visibility:** All Counties

**Form Title (Document List Page Displayed Name):** CF 385 -Application For Disaster CalFresh

**Template Description:** This is an application for disaster and form is initiated from the repository.

**Imaging Form Name:** Application For Disaster CF

**Imaging Document Type:** Application, Intake, or Screening

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

#### 2.2.1 Form Verbiage

##### **Create XDP's in Threshold languages.**

Create new XDP' for the threshold languages.

**Threshold Languages:** Hindi, Japanese, Mien, Punjabi, Thai, Ukrainian.

**Form Header:** CalSAWS Standard Header # 3 (HEADER\_3\_EN).

**Include NA Back 9:** NO

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

##### **Add BRM header to the back of the coversheet.**

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

#### 2.2.2 Form Variable Population

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

### 2.2.3 Form Generation Conditions

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

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

#### **Print Options:**

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

#### **Mailing Options:**

Mailing Options	Option for CF 385 Form
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	County BRM address which generated the form
Outgoing Envelope Type	Standard
Return Envelope Type	BRM
Special Paper Stock	N/A

#### **Form Control:**

Tracking Barcode	BRM Barcode	Imaging Barcode
N	Y	Y

#### **Additional Options:**

Requirement	Option for DFA 377.7E Form
Post to Self-Service Portal	Y

### 3 SUPPORTING DOCUMENT

---

Number	Functional Area	Description	Attachment
1	Correspondence	CF 385 mockup	CF385_Hindi.pdf CF385_Mien.pdf CF385_Japanese.pdf CF385_Punjabi.pdf CF385_Ukrainian.pdf CF385_Thai.pdf

### 4 REQUIREMENTS

---

#### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	<p>The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <ul style="list-style-type: none"> <li>a. Appointment notices;</li> <li>b. Redetermination, Recertification, and/or Annual Agreement notices and forms;</li> <li>c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);</li> <li>d. Periodic reporting notices;</li> <li>e. Contact letters;</li> <li>f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;</li> <li>g. Information notices and stuffers;</li> <li>h. Case-specific verification/referral forms;</li> <li>i. GR Vendor notices;</li> <li>k. Court-mandated notices, including Balderas notices;</li> <li>l. SSIAP appointment notices;</li> <li>m. Withdrawal forms;</li> <li>n. COLA notices;</li> </ul>	<p>CF 385 (1/24) is being added in additional 6 languages to CalSAWS and added central printing capability with BRM coversheet.</p>

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

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-273401

Update MEDS Deceased Person Automated  
Action Task Functionality

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

<b>DATE</b>	<b>DOCUMENT VERSION</b>	<b>REVISION DESCRIPTION</b>	<b>AUTHOR</b>
02/27/2024	1.0	Initial Revision	Vallari Bathala, Justin Dobbs

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# 1 OVERVIEW

---

This design outlines modifications to the MEDS Alert Admin Detail page to update the Long Description in the Task Information section for MEDS Alert 9003.

## 1.1 Current Design

Enhancement CA-223832 introduced Task configurability for MEDS Alerts. MEDS Alert 9003 included pre-existing Task functionality for Los Angeles county in the LRS System. This Task processing was preserved in the "Primary Applicant: Deceased" Automated Action for Los Angeles County only per CA-214987.

Task processing for MEDS Alert 9003 does not create Tasks for non-Los Angeles counties because the "Primary Applicant: Deceased" Automated Action does not exist for the additional 57 counties.

## 1.2 Requests

1. Update Task Creation processing for MEDS Alert 9003 to be available for all 58 CalSAWS counties.

## 1.3 Overview of Recommendations

1. Update the Task Information section of MEDS Alert 9003 for all CalSAWS counties to be consistent and process Tasks.

## 1.4 Assumptions

1. The "Primary Applicant: Deceased" Automated Action will remain available and unchanged for Los Angeles County only because this Automated Action is triggered by a county specific interface with the Los Angeles County registrar recorder.
2. This enhancement does not impact any current county configurations of the Task Information panel for MEDS Alert 9003.

## 2 RECOMMENDATIONS

---

This section will describe the modifications that are necessary to update the Task Information section of the MEDS Alert Admin Detail for the 9003 MEDS Alert.

### 2.1 MEDS Alert Admin Detail

#### 2.1.1 Overview

The MEDS Alert Admin Detail page displays configuration information of MEDS Alerts in the CalSAWS System. This section will describe recommendations to update the Long Description attribute of the Task Information section for MEDS Alert 9003 to be general.

## 2.1.2 MEDS Alert Admin Detail Mockup

### MEDS Alert Admin Detail

\*- Indicates required fields

Save and Return Cancel

#### MEDS Alert Information

<b>Alert ID:</b> 9003	<b>Alert Description:</b> DEATH REPORTED TO MEDS-MEDS/CDB ELIGIBILITY TERMINATED
<b>Alert Type:</b> URGENT	<b>Alert Status:</b> Active

#### Case Update Information

**Case Update:**  
Update Household status, deceased date and verification details for a matched person actively enrolled any of the programs (CW, CF, GR, CAPI, RCI and MC); Automation is performed when MEDS reports that the Source of Death Information is any of these: (Medicare Buy-In System Reported Death, SDX Reported Title XVI Death Date or CA Vital Records Reported Death Date).

**Case Update Status: \***  
Active

**Journal Entry:**  
On {fileRunDate}, {Deceased Individual Name} - {CIN} was matched to the {agencyName} file as he/she is deceased as of {deceasedDate}.

#### Task Information

<b>Type:</b> Head of Household/Case Payee Deceased	<b>Status: *</b> Active
<b>Due Date:</b> Default Due Date	<b>Default Due Date:</b> 10 days
<b>Initial Assignment:</b> Default Assignment	<b>Default Assignment:</b> MEDS Alert Task Distribution
<b>Sibling Assignment:</b> No	
<b>Long Description:</b> MEDS Alert {Alert ID} - {Alert Description} has been received.	

#### History

Save and Return Cancel

Figure 2.1.2-1 – MEDS Alert Admin Detail – Edit Mode

### MEDS Alert Admin Detail

\*- Indicates required fields

Edit Close

**MEDS Alert Information**

<b>Alert ID:</b>	9003	<b>Alert Description:</b>	DEATH REPORTED TO MEDS-MEDS/CDB ELIGIBILITY TERMINATED
<b>Alert Type:</b>	URGENT	<b>Alert Status:</b>	Active

**Case Update Information**

**Case Update:**  
Update Household status, deceased date and verification details for a matched person actively enrolled any of the programs (CW, CF, GR, CAPI, RCI and MC); Automation is performed when MEDS reports that the Source of Death Information is any of these: (Medicare Buy-In System Reported Death, SDX Reported Title XVI Death Date or CA Vital Records Reported Death Date).

**Case Update Status: \***  
Active

**Journal Entry:**  
On {fileRunDate}, {Deceased Individual Name} - {CIN} was matched to the {agencyName} file as he/she is deceased as of {deceasedDate}.

**Task Information**

<b>Type:</b>	Head of Household/Case Payee Deceased	<b>Status: *</b>	Active
<b>Due Date:</b>	Default Due Date	<b>Default Due Date:</b>	10 days
<b>Initial Assignment:</b>	Default Assignment	<b>Default Assignment:</b>	MEDS Alert Task Distribution
<b>Sibling Assignment:</b>	No		
<b>Long Description:</b>	MEDS Alert {Alert ID} - {Alert Description} has been received.		

**▶ History**

Edit Close

**Figure 2.1.2-2 – MEDS Alert Admin Detail – View Mode**

### 2.1.3 Description of Changes

1. Update the Long Description within the Task Information panel of the 9003 MEDS Alert to be consistent with other MEDS Alerts. The Long Description text will be: "MEDS Alert {Alert ID} - {Alert Description} has been received."

#### 2.1.4 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** MEDS Alert Admin > Search for an Alert > Click on the desired results from the List page to navigate to the MEDS Alert Admin Detail 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

### 3 SUPPORTING DOCUMENTS

---

N/A

## 4 REQUIREMENTS

---

### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.19.2.1	The LRS shall include alerts and reminders for pending and ongoing work.	Update the Long Description of the 9003 MEDS Alert Task to: MEDS Alert {Alert ID} - {Alert Description} has been received.

## 5 MIGRATION IMPACTS

---

N/A

## 6 OUTREACH

---

N/A

## 7 APPENDIX

---

N/A

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-274557

Add New Line Items in Manual EDBC Aid  
Payment Section for GR Managed Program

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

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## 1.1 Current Design

Manual EDBC for the GAGR Managed program doesn't have additional line items to capture the deductions, income, and shared housing deductions while calculating the allotment amount.

## 1.2 Requests

Add the below additional line items in Manual EDBC for the GAGR Managed program to capture additional information when calculating the allotment amount.

- Deductions
- Shared Housing Reduction Amount
- Income Amount after Disregards

## 1.3 Overview of Recommendations

1. Update Allotment section to capture the below line items in Manual EDBC detail page for the GAGR Managed program. The values from these line items shall be used when calculating the allotment amount.
  - a. Full/Prorated Month Allotment
  - b. Deductions
  - c. Shared Housing Reduction Amount
  - d. Income Amount after Disregards
  - e. Potential Benefit
2. DBCR to add new columns to EDBC table to capture the new line items added to the manual EDBC page.

## 1.4 Assumptions

1. No impact to existing validations on the EDBC page for General Assistance (Managed) program.

## 2 RECOMMENDATIONS

### 2.1 General Assistance (Managed) EDBC (Manual) Page

#### 2.1.1 Overview

Update aid payment section to capture additional line items in Manual EDBC detail page for the GAGR Managed program. The values from these line items shall be used when calculating the allotment amount.

#### 2.1.2 General Assistance (Managed) EDBC (Manual) -Aid Payment Section Mockup

Aid Payment	
Full/Prorated Month Allotment:	\$ 500.00
<b>Deductions:</b>	- 200.00
Shared Housing Reduction Amount:	- 50.00
<b>Income Amount after Deduction:</b>	- 50.00
Potential Benefit	\$ 200.00
<b>Previous Potential Benefit:</b>	\$ 50.00
Overpayment Adjustment Amount	\$ 0.00
Authorized Amount	\$ 150.00
Overpayment	\$ 0.00
	<a href="#">Calculate</a>
<b>Pay Code:*</b>	<input type="text"/>

Figure 2.1.1

General Assistance (Managed) EDBC (Manual) -Aid Payment Section Mockup

Aid Payment	
Full/Prorated Month Allotment:	\$ 0.00
<b>Deductions:</b>	- 0.00
Shared Housing Reduction Amount:	- 0.00
<b>Income Amount after Deduction:</b>	- 0.00
Potential Benefit	\$ 200.00
<b>Previous Potential Benefit:</b>	\$ 50.00
Overpayment Adjustment Amount	\$ 0.00
Authorized Amount	\$ 150.00
Overpayment	\$ 0.00

Figure 2.1.2

General Assistance (Managed) EDBC (Manual) -Aid Payment Section Mockup for Historical EDBCs

### 2.1.3 Description of Changes

1. Update the aid payment section for General Assistance (Managed) EDBC (Manual) page as displayed in the above mockup.
  - a. Add new line items 'Full/Prorated Month Allotment'. The value for new line item shall be user enterable and shall be preceded with a '\$' sign. The value shall be defaulted to '0.00'. This value shall be stored in the COMBINE\_BEN\_AMT column on the EDBC table.
  - b. Add new line items as mentioned below. The values for each of the new line items shall be user enterable and shall be preceded with a '-' (negative) sign. The value shall be defaulted to '0.00'. These values shall be stored in the new columns created through DBCRs from recommendation 2.2.
    - i. Deductions
    - ii. Shared Housing Reduction Amount
    - iii. Income Amount after Disregards
  - c. Add new line item 'Potential Benefit' below the new line item 'Income Amount after Disregards'. This line item shall display the benefit amount the AU is eligible for after the deductions entered by the user. The value shall be defaulted to '0.00'. This line item shall be calculated upon user clicking the 'Calculate' button. The calculated value shall be stored in 'FINAL\_BEN\_AMT' on the EDBC table.

Potential Benefit = Full Month Allotment – Deductions - Shared Housing Reduction Amount - Income Amount after Disregards.

Technical Note: Current fiscal logic to calculate authorized amount uses the 'final benefit amount' set at the EDBC level. Potential benefit calculated here shall be set to 'final benefit amount' that shall be used to calculate the authorized amount.
- Note: Functionality for the existing line items displayed in the mockups shall remain unchanged.
2. Existing page validation '**EDBC must be recalculated before Accepting new changes. Click the Calculate button to update the EDBC.**' applies to the below line items when the user enters/updates the value in the field and does not click 'Calculate' before 'Accept' on the EDBC page.
  - a. Full/Prorated Month Allotment
  - b. Deductions
  - c. Shared Housing Reduction Amount
  - d. Income Amount after Disregards
3. When viewing Historical General Assistance (Managed) EDBCs, the aid payment section shall display the new layout implemented through this SCR. If the values for the new line items are null, '0' shall be displayed as shown in the mockup 2.1.2.

### 2.1.4 Page Location

- **Global: Customer Information**
- **Local: Manual EDBC**
- **Task: General Assistance (Managed) EDBC (Manual)**

### 2.1.5 Security Updates

None

### 2.1.6 Page Mapping

Add page mapping for the new fields.

Page	Field	Table	Column	Comments
Manual EDBC Detail	Full/Prorated Month Allotment	EDBC	COMBINE_BEN_AMT	The full/prorated month allotment amount that is considered in this Eligibility Determination and Benefit Calculation (EDBC) when determining the authorized amount and overpayment amount.
Manual EDBC Detail	Deductions	EDBC	New column from rec 2.2	The deduction amount that is considered in this Eligibility Determination and Benefit Calculation (EDBC) when determining the authorized amount and overpayment amount.
Manual EDBC Detail	Shared Housing Reduction Amount	EDBC	New column from rec 2.2	The shared housing reduction amount that is considered in this Eligibility Determination and Benefit Calculation (EDBC) when determining the authorized amount and overpayment amount.
Manual EDBC Detail	Income Amount after Disregards	EDBC	New column from rec 2.2	The income amount after disregards is considered in this Eligibility Determination and Benefit Calculation (EDBC) when determining the authorized amount and overpayment amount.

Manual EDBC Detail	Potential Benefit	EDBC	FINAL_BEN_AMT	The potential benefit amount that is calculated after all deductions and disregards from full/prorated month allotment. This amount is considered in this Eligibility Determination and Benefit Calculation (EDBC) when determining the authorized amount and overpayment amount.
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### 2.1.7 Accessibility

None

### 2.1.8 Page Usage/Data Volume Impacts

None

## 2.2 DBCR to Store the New Manual EDBC Values

### 2.2.1 Overview

Create DBCR to store the new line times from the aid payment section of the 'General Assistance (Managed) EDBC (Manual)' page.

### 2.2.2 Description of Changes

1. Add new columns on the EDBC table to capture the values from the below new line items added in recommendation 2.1.3.
  - a. Deductions
  - b. Shared Housing Reduction Amount
  - c. Income Amount after Disregards

These new fields can be null.

### 2.2.3 Programs Impacted

General Assistance (Managed).

### 2.2.4 Performance Impacts

None.



### 3 REQUIREMENTS

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#### 3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.2.19	The LRS shall apply all sanctions, penalties, and disregards when performing benefit calculation(s).	Added new line items to capture the deductions and disregards for GAGR managed program manual EDBC. These values shall be used when calculating the authorized amount.

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-274767

Data Move for Archive Phase 2 Journal and  
MEDS Alert

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

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Currently, CalSAWS hosts journal and MEDS Alert data in a primary Oracle database. This data is not archived as part of changes in SCR CA-263291 to a secondary PostgreSQL DB.

This SCR will introduce a new PostgreSQL database to host journal data and one to host MEDS Alert data. To distinguish between this effort and archival, for the following tables, all data is hosted in the new databases, there is no criteria checked to move that data, and there is no way to “retrieve” the data back to the Oracle database as in SCR CA-263291:

JOURNAL Tables	MEDS Alert Tables
JOURNAL_ENTRY	MEDS_ALERT
JOURNAL_ENTRY_APPEND	MEDS_ALERT_CONFIG_HST
RPTD_CASE_CHNG	MEDS_ALERT_DETL
JOURNAL_TEMPL	MEDS_ALERT_MSG
JOURNAL_TEMPL_GRP	MEDS_ALERT_CONFIG
JOURNAL_TEMPL_SECT	
JOURNAL_ITEM	
JOURNAL_SECT_ITEM	
JOURNAL_SECT	
JOURNAL_TEMPL_GRP_SECT	

The CalSAWS application will be updated to interact with the new databases as part of SCR CA-266070 (Journal) and SCR CA-270446 (MEDS Alert), which are targeted for the 24.05 release. Before these SCRs are enabled in production, the data must be copied to the new databases. Once the SCRs are enabled, the tables will be dropped from the Oracle database. For details on changes the application and enablement, refer to SCR CA-266070 and SCR CA-270446.

## 1.1 Current Design

Currently, CalSAWS hosts all journal and MEDS alert data in the Oracle database.

## 1.2 Requests

Introduce two new secondary PostgreSQL databases to host journal and MEDS alert data respectively. Develop batch jobs to copy the data from the Oracle database to the new PostgreSQL databases.

### 1.3 Overview of Recommendations

1. Add a secondary PostgreSQL database to CalSAWS for journal data.
2. Add a secondary PostgreSQL database to CalSAWS for MEDS alert data.
3. Create batch jobs to copy data from Oracle database to the new PostgreSQL databases.

### 1.4 Assumptions

1. Existing components of the CalSAWS application will not be updated to interact with the new PostgreSQL databases as part of this SCR. They will be updated as part of SCR CA-266070 and CA-270446, which is targeted for 24.05.
2. Changes to the CalSAWS application will be deployed but not enabled in production as part of the 24.05 SCRs. The functionality will be enabled once consortium approves. Changes to enable the functionality will be delivered through SCR CA-275489 and SCR CA-275490.
3. There are no changes to online pages or worker process.
4. Until functionality is fully enabled, journal and MEDS alert data will exist in both the Oracle and new PostgreSQL databases.

## 2 RECOMMENDATIONS

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### 2.1 New Database

#### 2.1.1 Overview

Install one new Amazon RDS PostgreSQL database instance for journal data and one for MEDS Alert data. The following tables will be created in these databases.

JOURNAL Tables	MEDS Alert Tables
JOURNAL_ENTRY	MEDS_ALERT
JOURNAL_ENTRY_APPEND	MEDS_ALERT_CONFIG_HST
RPTD_CASE_CHNG	MEDS_ALERT_DETL
JOURNAL_TEMPL	MEDS_ALERT_MSG
JOURNAL_TEMPL_GRP	MEDS_ALERT_CONFIG
JOURNAL_TEMPL_SECT	
JOURNAL_ITEM	
JOURNAL_SECT_ITEM	

JOURNAL_SECT	
JOURNAL_TEMPL_GRP_SECT	

**Table 1 – Tables to be moved to the new databases**

### 2.1.2 Description of Change

1. Install one new Amazon RDS PostgreSQL database instance for journal data.
2. Install one new Amazon RDS PostgreSQL database instance for MEDS Alert data.
3. Create DBCRs to add the tables from Table 1 to the new databases.

## 2.2 Create New Batch Jobs (PB00MJXX, PB00MAXX)

### 2.2.1 Overview

Create new batch jobs (PB00MJXX for journal, PB00MAXX for MEDS alert) to copy journal and MEDS Alert data to the new databases. The jobs will be parameterized on start and end date of records to target subsets of data to copy per run. Each job will target one table to copy. Tables will be assigned multiple thread jobs based on the size of the tables.

JOURNAL\_ENTRY table is significantly larger than all other tables to be copied. For all other tables, the jobs will run once prior to enablement to avoid copying records which are later manipulated (i.e. updated, deleted, etc.). The jobs to copy the JOURNAL\_ENTRY table will be run daily until enablement to both copy data to the new database and keep that data in sync. Per policy, journals cannot be modified, therefore JOURNAL\_ENTRY records are not updated. However, JOURNAL\_ENTRY records can be deleted through the case purge process.

To handle case purge, the copy job will not copy data for cases currently staged for case purge, which have not been overridden by a worker to suppress the case purge. By 5/1/2024, workers are required to override any cases they want to suppress from case purge. Between 5/1/2024 and the enablement of the new journal functionality, any remaining records which have yet to be copied must be processed by the copy job.

### 2.2.2 Description of Change

1. BPCR – Create a new batch job (PB00MJXX for journal, PB00MAXX for MEDS alert) with configurations for the source database type, the destination database type, the threshold archival age, county code, case creation start date, and case creation end date.

2. DBCR – Create a new status code column in copied tables to track records already copied.
3. Implement the batch job to copy the data from a table specified in the batch property and records from the table created between the start and end date batch properties. If the table copied is JOURNAL\_ENTRY, exclude the records which link to a case staged for purge that has not been overridden.
4. Disable triggers and constraints in the new database to allow parallel copy of data.

**2.2.3 Execution Frequency**

JOURNAL\_ENTRY Jobs: Daily

Other: On Request

**2.2.4 Key Scheduling Dependencies**

N/A.

**2.2.5 Counties Impacted**

All counties.

**2.2.6 Category**

Non-Core.

**2.2.7 Data Volume/Performance**

N/A

**2.2.8 Failure Procedure/Operational Instructions**

N/A

**3 SUPPORTING DOCUMENTS**

Number	Functional Area	Description	Attachment

## 4 OUTREACH

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### 4.1 Lists

N/A