CalSAWS

California Statewide Automated Welfare System

Design Document

CA-234949

Suppress CF Disc NOA, and Updates to Journal and Status Reasons when Discontinuing Due to Missing or Late Report

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Justin Bourbonniere
	Reviewed By	Caroline Bui, Tiffany Huckaby, Ramakrishna Kuchibhotla, Chitra Barsagade, Sunitha Sampathkumar, William Baretsky

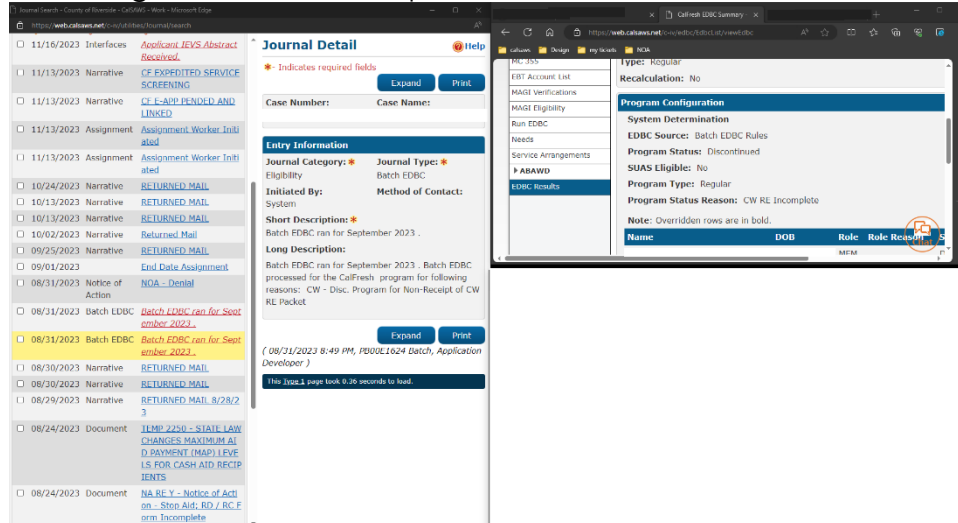| DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/06/2023	1.0	Initial Draft	Justin Bourbonniere, Howard Suksanti (Section 2.4)
3/19/2024	1.1	Added status reason updates, Section 2.1	Paul Galloway
4/3/2024	1.2	Updated eligibility sections based on feedback from build review	Paul Galloway
04/25/2024	1.3	Correspondence Committee Feedback: Update CF 377.4 SAR suppression conditions to include "incomplete"	Justin Bourbonniere
05/23/2024	1.4	Design Clarification: Add technical notes to 2.2.4 per Build team request	Justin Bourbonniere
05/28/2024	1.5	Design Clarification 1: Update snippet id	Justin Bourbonniere
06/04/2024	1.6	Design Clarification 3: Update section 2.1.3: Programs Impacted	Paul Galloway
07/03/2024	1.7	Content Revision 1: Updates to remove the SAR 7 "Received" status from NOA suppression logic.	Justin Bourbonniere

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1 OVERVIEW

1. Remove "CW" from the display text of the status reason that is set when a program is discontinued due to an incomplete or not received packet.
2. This effort will be to update the logic that currently sends out Discontinuance NOAs to no longer generate a CF 377.4 SAR (06/13) NOA when there is a SAR 7 that is at "Sent", ~~"Received"~~ or "Incomplete" status and the NA 960 X/Y has been sent.
3. Align the journal and EDBC failure reason to match when a program fails for a missing or incomplete RE. The text of the status reason when a program fails for a missing or incomplete RE should not include "CW".

1.1 Current Design

1. Currently when EDBC fails for "CW RE Incomplete" the journal entry will state "Batch EDBC processed for CalFresh program for the following reasons: CW – Disc. Program for Non-Receipt of CW RE Packet."

2. Currently CF 377.4 SAR (06/13) is generating when SAR 7 and NA 960 X/Y is sent.
3. Currently when a program is discontinued for an incomplete or not received packet, the discontinuance status reason description includes "CW" (i.e., "CW RE Incomplete" or "CW RE Not Received") even if the program is not "CW".

1.2 Requests

1. Remove "CW" from the display text of the status reason that is set when a program is discontinued due to an incomplete or not received packet.
2. Update the logic that currently sends out Discontinuance NOAs to no longer generate a CF 377.4 SAR (06/13) NOA when there is a SAR 7 that is at "Sent", ~~"Received"~~ or "Incomplete" status and the NA 960 X/Y has been sent.
3. Update the journal and EDBC failure reason to match when failed at RE. The text of the status reason when a program fails for a missing or incomplete RE should not include "CW".

1.3   Overview of Recommendations

1. Remove "CW" from the status reasons "CW RE Incomplete" and "CW RE Not Received" that are set when a program is discontinued due to an incomplete or not received packet.
2. Update the logic that currently sends out Discontinuance NOAs to no longer generate a CF 377.4 SAR (06/13) NOA when there is a SAR 7 that is at "Sent", "~~Received~~" or "Incomplete" status and the NA 960 X/Y has been sent.
3. When EDBC fails for an incomplete packet, update the journal entry reason to state incomplete rather than non-received. This is applicable to CalWORKs and CalFresh.

1.4   Assumptions

1. There are no other changes to the form's generation conditions or variable population logic, unless otherwise stated in this design document.
2. Currently PB00E141 CW RE Discontinuance job discontinue CW/CF program when the CW RE packet / CW/CF combo packet is in Review Ready to Run EDBC status. PB00E141 will discontinue CW/CF case if the status is anything but 'Complete'/'Not Applicable'.
3. PB00E139 CalFresh (CF) RE Discontinuance job discontinue CF program when the RE due is not advance.
4. Removing "CW" from the status reason text will only affect how it displays online in the system. It will not change any other functionality related to that status in CalSAWS.
   When this SCR is implemented, the "CW" will be removed from all existing instances of the two affected status reasons, as well as from all new ones that are created after this SCR is implemented. This change will <u>not</u> affect the text of existing journal entries created prior to the implementation of this SCR.
5. The SCR CA-280104 will handle the SAR 7 "Received" suppression logic.

2   RECOMMENDATIONS

2.1   Eligibility: Update Discontinuance Reason Display Text

2.1.1   Overview

Update the status reason description for a missing or incomplete RE to no longer include "CW". This update will be made on the existing rows in the code table so that it will apply when viewing any existing occurrences of those statuses in CalSAWS, as well as when viewing new statuses created after this SCR is implemented.

2.1.2   Description of Changes

1. For all occurrences of these two status reasons in the code table (i.e. expired ones with an end date in the past as well as high-dated ones):

CATGRY_ID	CODE_NUM_IDENTIF	SHORT_DECODE_NAME & LONG_DECODE_NAME
73	YA	CW RE Incomplete
73	YB	CW RE Not Received

…remove "CW" from the SHORT_DECODE_NAME and LONG_DECODE_NAME fields so they display as shown below:

CATGRY_ID	CODE_NUM_IDENTIF	SHORT_DECODE_NAME & LONG_DECODE_NAME
73	YA	RE Incomplete
73	YB	RE Not Received

2.1.3   Programs Impacted

CalWORKs/CalFresh (Also in Negative Action dropdowns for RCA, Diversion, Immediate Need, and General Assistance/General Relief).

2.1.4   Performance Impacts

None.

2.2 Correspondence: Update the logic that currently sends out Discontinuance NOAs

2.2.1 Overview

Update the logic that currently sends out Discontinuance NOAs to no longer generate a CF 377.4 SAR (06/13) NOA when there is a SAR 7 that is at "Sent", "<mark>Received</mark>" or "Incomplete" status and the NA 960 X/Y has been sent.

State Form/NOA: CF 377.4 SAR (06/13)
Known County NOA: CF 377.4 SAR (06/13)
Existing Template Revision Date: 06/2013
Current Program(s): CalFresh
Include NA Back 9: Yes
Existing Languages: English, Spanish

2.2.2 Form/NOA Verbiage

There are no changes to this section.

2.2.3 Form/NOA Variable Population

There are no changes to this section.

2.2.4 Form/NOA Generation Conditions

Update the logic that currently sends out Discontinuance NOAs to no longer generate a CF 377.4 SAR (06/13) NOA when there is a SAR 7 that is at "Sent", "<mark>Received</mark>" or "Incomplete" status and the NA 960 X/Y has been sent.

Technical Note: Currently CF 377.4 SAR is triggered by the status reasons, CT 10548.

Column	REF_TBL_3	REF_TBL_4	REF_TBL_5	REF_TBL_6
Fragment ID Action Type	Approval	Change	Denial	Discontinuance

Technical Note: Build team to check in (discontinuance month -1) month for NA 960X or NA 960Y generation and the SAR 7 latest status in "Sent", "<mark>Received</mark>" or "Incomplete"

Technical Note: Snippets related to suppressing CF 377.4 SAR NOA.
7236, 7237, 7238, 6480, 6004, 6009, 6109, 6110, 6111, 6487, 6490, 6492, 7233, 6073, 6075, 6077, 6030, 6035, 6040, 6041, 6042, 6045, 6047, 6049, 6012, 6016, 6020, 6023, 6027, 7224, 6029, 6104, 7222, 6845, 7445, 7441, 7443, 6079, 7838

2.3   Batch: Update CW/CF Disc Journal Entry

2.3.1   Overview

The following are the existing CW/CF RE Discontinuance jobs.

1.   PB00E141 CW RE Discontinuance job.
2.   PB00E139 CalFresh (CF) RE Discontinuance job.

Trigger conditions on the PB00E141:

1. Case that has the following RE packets (Customer Report Type of CT329_CW_RE_PACKET, CT329_CWF_RE_PACKET)

2. Program status is Active.

3. RE Due month is on the current month.

4. Customer Report Effective date is on the current month.

5. RE is not completed.

6. Customer Report is not in NA status.

The following is an example of the existing journal entry created by PB00E141.

Entry Information		
Journal Category: *		Journal Type: *
Eligibility		Batch EDBC
Initiated By:		Method of Contact:
System		
Short Description: *		
Batch EDBC ran for March 2024 .		
Long Description:		
Batch EDBC ran for March 2024 . Batch EDBC processed for the CalFresh program for following reasons: CW - Disc. Program for Non-Receipt of CW RE Packet		

Trigger conditions on the PB00E139:

1. Program status is Active.

2. RE Due month is on the current month.

3. RE is not completed.

4. CF program was not picked by the PB00E141 job.

The following is an example of the existing journal entry created by PB00E139. (EDBC Failure reason - CF Recert Expired)

Entry Information

Journal Category: *	**Journal Type:** *
Eligibility	Batch EDBC
Initiated By:	**Method of Contact:**
System	
Short Description: *	
Batch EDBC ran for March 2024 .	
Long Description:	
Batch EDBC ran for March 2024 . Batch EDBC processed for the CalFresh program for following reasons: Program Disc - CF Past Recertification	

2.3.2 Description of Change

1. Update PB00E141 batch jobs to create journal entry with the following details. This table is for a case that the following RE packet is generated on the case 1) CW RE Paket, 2) CW/CF RE Packet.

Scenario	Journal	EDBC Failure Reason	Program
When the packet status is in Sent, Generated	CW - Disc. Program for Non-Receipt of RE Packet	RE Not Received*	CW
When the packet is in "In Complete", "Review Ready to Run EDBC", Received	CW - Disc. Program for RE Incomplete	RE Incomplete*	CW
When the packet is in Sent, Generated	CF - Disc. Program for Non-Receipt of RE Packet	RE Not Received*	CF
When the packet is in "In Complete", "Review Ready to Run EDBC", Received	CF - Disc. Program for RE Incomplete	RE Incomplete*	CF

*This is the new text that will display based on changes in section 2.1.

2. Update the journal entry of the PB00E139 batch to "CF Recert Expired". This is for a scenario that CF RE Packet is generated on the case.

2.3.3 Execution Frequency

No change.

2.3.4 Key Scheduling Dependencies

No Change.

2.3.5 Counties Impacted

All counties.

2.3.6 Category

Core.

2.3.7 Data Volume/Performance

N/A

2.3.8 Failure Procedure/Operational Instructions

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

2.4 Automated Regression Test

2.4.1 Overview

Create automated regression test scripts to verify the "RE Incomplete" and "RE Not Received" values are available on the Negative Action Detail page for the affected programs.

2.4.2 Description of Changes

1. Create regression scripts to verify that the values "RE Incomplete" and "RE Not Received" are available from the Negative Action Reason field on the Negative Action Detail page for the following programs:
   a. CalFresh
   b. CalWORKs
   c. General Assistance/General Relief ("RE Not Received" only)
   d. Immediate Need
   e. RCA

   Technical Note: This value should be available for programs in "Pending" status. This scenario does not require an "Active" program status.

2. Create regression scripts to verify that when Negative Action EDBC is run for each of the following programs with Negative Action Reason "RE Incomplete", this value displays as the Program Status Reason and person level Status Reason for the denial or discontinuance:
   a. CalFresh
   b. CalWORKs
   c. Immediate Need
   d. RCA

3. Create regression scripts to verify that when Negative Action EDBC is run for each of the following programs with Negative Action Reason "RE Not Received~~RE Incomplete~~", this value displays as the Program Status Reason and person level Status Reason for the denial or discontinuance:
   a. CalFresh
   b. CalWORKs
   c. General Assistance/General Relief
   d. Immediate Need
   e. RCA

3   REQUIREMENTS

3.1   Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.2.1 CAR-1223	The LRS shall include standard electronic templates for all notices, NOAs, forms, letters, stuffers, and flyers that can be easily maintained by non-technical COUNTY-specified Users.	Suppress CF Disc NOA, and Updates to Journal and Status Reasons when Discontinuing Due to Missing or Late Report

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California Statewide Automated Welfare System

Design Document

CA-249992

Add Available Translations for WTW 10 to CalSAWS.

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Mohammed Arija Begum
	Reviewed By	Kavitha M R

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
06/03/2024	1.0	Initial Draft	Mohammed Arija Begum
07/12/2024	2.0	Content Revision	M R Kavitha

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1 OVERVIEW

The purpose of this SCR is to add all available threshold languages for WTW 10 Request for Welfare to Work Third Party Assessment.

1.1 Current Design

Currently WTW 10 (7/99) is available only in English and Spanish languages in CalSAWS.

1.2 Requests

- Update the form in English and Spanish languages for following Text fields - City, Zip Code & Address to match with the State Mockup and add an Editable Text field for the existing section next to the Phone Number field to match with the State Mockup.
- Add available threshold languages of WTW 10 Request for Welfare to Work Third-Party Assessment to CalSAWS.

    Update available programs include: REP

    Languages Include: Armenian, Cambodian, Chinese, Korean, Lao, Russian, Vietnamese.

1.3 Overview of Recommendations

- Update the form in English and Spanish languages for following Text fields - City, Zip Code & Address to match with the State Mockup and add an Editable Text field for the existing section next to the Phone Number field to match with the State Mockup.
- Add available threshold languages of the WTW 10- Request for Welfare to Work Third-Party Assessment to CalSAWS.

    Update available programs include: REP

    Languages Include: Armenian, Cambodian, Chinese, Korean, Lao, Russian, Vietnamese.

1.4 Assumptions

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

2   RECOMMENDATIONS

2.1   Update WTW 10 Form in English and Spanish languages.

2.1.1   Overview

This section will cover the requirements to update the form in English and Spanish languages for following Text fields -City, Zip Code & Address to match with the State Mockup and add an Editable Text field for the existing section next to the Phone Number field to match with the State Mockup.

State Form: WTW 10(7/99)

Form Title (Document List Page Displayed Name): Request for Welfare to Work Third-Party Assessment

Current Programs: Welfare to Work

Add Programs: REP

Current Forms Category: Form

Current Template Repository Visibility: All counties

Existing Languages: English, Spanish

Template Description: It's utilized by EW to request for third-party assessment.

Imaging Form Name: Request for WTW Third-Party Assessment

Imaging Document Type: Welfare to Work (WTW)

2.1.2   Form Verbiage

Update the English and Spanish forms XDP to match the State Mockup.

2.1.3   Form Variable Population

No changes Applicable to this section.

2.2 Add available threshold languages for WTW 10 Form to CalSAWS

2.2.1 Overview

This section will cover the requirements for adding WTW 10 form in available threshold languages.

State Form: WTW 10(7/99)

Form Title (Document List Page Displayed Name): Request for Welfare to Work Third-Party Assessment

Current Programs: Welfare to Work

Add Programs: REP

Current Forms Category: Form

Current Template Repository Visibility: All counties

Existing Languages: English, Spanish

Template Description: It's utilized by EW to request for third-party assessment.

Imaging Form Name: Request for WTW Third-Party Assessment

Imaging Document Type: Welfare to Work (WTW)

2.2.2 Form Verbiage

Create WTW 10 (7/99) XDP.

Add threshold languages for WTW 10 form with version (7/99).

Added Languages: Armenian, Cambodian, Chinese*, Korean, Lao, Russian, Vietnamese.

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

Note: The verbiage added will be in its respective threshold language.

Form Mockups/Examples: See Supporting Documents #1
Form Number: WTW 10

2.2.3 Form Variable Population

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

2.2.4 Form Generation Conditions

This form can be generated through Template repository.

Form Print/Mailing Options

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

Print Options:

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

Mailing Options:

Mailing Options	Option for WTW 10 Form
Mail-To (Recipient)	N/A
Mailed From (Return)	N/A
Mail-back-to Address	N/A
Outgoing Envelope Type	N/A
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	N/A

Form Control:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Additional Options:

Requirement	Option for WTW 10 Form
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	WTW 10 English and Threshold Languages	WTW10_AE.pdf WTW10_CA.pdf WTW10_CH.pdf WTW10_EN.pdf WTW10_KO.pdf WTW10_LA.pdf WTW10_RU.pdf WTW10_SP.pdf WTW10_VI.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices; p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices; t. Corrective NOAs on State Fair Hearing decisions; u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices.	Adding Current Version of the WTW 10 in English and Threshold Languages

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Design Document

CA-271404

Add NA 200 in threshold languages to NA 840 and NA 845

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Deepika Babu
	Reviewed By	Kavitha M R

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
05/30/2024	1.0	Initial Draft	Deepika Babu
07/10/2024	2.0	2.1 Update NA 840 to replace the budget sheet with NA 200. 2.2 Update NA 845 to replace the budget sheet with NA 200.	Prashanth Kumar

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1   OVERVIEW

The purpose of this change is to add NA 200 (7/21) Multipurpose - Include Budget in threshold languages in threshold languages to NA 840 (3/14) Welfare to Work Plan and NA 845 (3/14) Sanction and Removal of The Other Parent's Needs and to Generate NA 840 for aid codes 3W, 33, R1.

1.1   Current Design

Currently English version of NA 200 is added to NA 845 and NA 840 in all the available threshold languages.

NA 840 generates via customer scheduling detail page only when the CalWORKs program has the following Aid codes 30, K1, 3E, 3L, 3P, 4P, 32. NA 840 is not generated when the CalWORKs program Aid code is 3W, R1, 33.

1.2   Requests

1.   Update NA 840 to replace the budget sheet with NA 200 in Threshold languages.

Languages included for NA 840: Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Tagalog, Vietnamese.

2.   Update NA 845 to replace the budget sheet with NA 200 in Threshold languages.

Languages included for NA 845: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese.

3.   Generate NA 840 for aid codes 3W, 33, R1.

1.3   Overview of Recommendations

1.   Update NA 840 to replace the budget sheet with NA 200 in Threshold languages.

Languages included for NA 840: Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Tagalog, Vietnamese.

2.   Update NA 845 to replace the budget sheet with NA 200 in Threshold languages.

Languages included for NA 845: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese.

3.   Generate NA 840 for aid codes 3W, 33, R1.

1.4   Assumptions

1.   There will be no updates to existing variable population on NA 200.
2.   Generation Logic for threshold forms will be the same as the existing English and Spanish forms of NA 840.

3. Generation Logic for threshold forms will be the same as the existing English and Spanish forms of NA 845.
4. All fields (blank or prepopulated) will be editable.
5. Supporting Documents section references attachments found on Jira.

2   RECOMMENDATIONS

2.1   Update NA 840 to replace the budget sheet with NA 200 in threshold languages.

2.1.1   Overview

CalSAWS sends an NA 840 – Notice of Action – Welfare to Work Plan – when a client fails or refuses to cooperate with the WTW/REP requirements and is a mandatory participant, and to schedule a good cause determination interview appointment.

State Form: NA 840
Current Programs: CalWORKs, WTW, REP.
Current Forms Category: NOA
Current Template Repository Visibility: All counties
Included Forms: NA Back 9.

2.1.2   Form Verbiage

Update NA 840
Update NA 840 to replace the budget sheet with NA 200.
Threshold Languages for NA 840: Arabic, Armenian, Cambodian, Chinese*, Farsi, Korean, Russian, Tagalog, Vietnamese.

*One translation is provided to support the three Chinese threshold languages: Cantonese, Chinese, and Mandarin
Form Header: CalSAWS Standard Header (HEADER_1_EN)
Form Mockups/Examples: See supporting document #2.

2.1.3   Form Generation Conditions

There will be no updates to the Form Generation, Form Control, nor Print/Mailing Options.

2.2 Update NA 845 to replace the budget sheet with NA 200 in threshold languages.

2.2.1 Overview

This form is used when the first parent is non-compliance or sanctioned and the second parent is mandatory and he/she fails or refuses to cooperate with the WTW/REP requirements; fail to sign the Welfare to Work Plan, and schedule for a good cause determination interview appointment. It provides the participant with an appointment date, time and location as well as their hearing rights.

State Form: NA 845

Current Programs: CalWORKs, WTW, REP.

Current Forms Category: NOA

Current Template Repository Visibility: All counties

Included Forms: NA Back 9.

2.2.2 Form Verbiage

Update NA 845

Update NA 845 to replace the budget sheet with NA 200.

Threshold Languages for NA 845: Arabic, Armenian, Cambodian, Chinese*, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese.

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

Form Header: CalSAWS Standard Header (HEADER_1_EN)

Form Mockups/Examples: See supporting document #2.

2.2.3 Form Generation Conditions

There will be no updates to the Form Generation, Form Control, nor Print/Mailing Options.

2.3 Generate NA 840 for aid codes 3W, 33, R1.

2.3.1 Overview

Generate NA 840 for aid codes 3W, 33, R1.

2.3.2 Form Verbiage

There will be no updates to the Form verbiage.

2.3.3 Form Generation Conditions

Currently NA 840 generates via customer scheduling detail page only when the CalWORKs program has the following Aid codes 30, K1, 3E, 3L. 3P, 4P, 32. Along with existing online trigger NA 840 should generate when the CalWORKs program also has the below Aid codes: 3W, R1, 33.

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Forms	Notice of Action - Multipurpose - Incl Budget	NA200_SP.pdf NA200_AR.pdf NA200_AE.pdf NA200_CA.pdf NA200_CH.pdf NA200_FA.pdf NA200_HM.pdf NA200_KO.pdf NA200_LA.pdf NA200_RU.pdf NA200_TG.pdf NA200_VI.pdf

4   REQUIREMENTS

4.1   Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices;	Adding NA 200 budget sheet to NA 845 and NA 840.

	b. Redetermination, Recertification, and/or Annual Agreement notices and forms;	
	c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);	
	d. Periodic reporting notices;	
	e. Contact letters;	
	f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;	
	g. Information notices and stuffers;	
	h. Case-specific verification/referral forms;	
	i. GR Vendor notices;	
	k. Court-mandated notices, including Balderas notices;	
	l. SSIAP appointment notices;	
	m. Withdrawal forms;	
	n. COLA notices;	
	o. Time limit notices;	
	p. Transitioning of aid notices;	
	q. Interface triggered forms and notices (e.g., IFDS, IEVS);	
	r. Non-compliance and sanction notices;	
	s. Benefit issuance and benefit recovery forms and notices, including reminder notices;	
	t. Corrective NOAs on State Fair Hearing decisions;	
	u. CSC paper ID cards with LRS-generated access information; and	
	v. CSC PIN notices.	

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-274174

CalOAR - Update criteria for SCH_NACT
(variable #38) per SIRFRA 3949

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Howard Suksanti, Shining Liu
	Reviewed By	Edgars Reinholds, Chitra Barsagade, Sunitha Sampathkumar

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
4/23/2024	1.0	Initial draft	Howard Suksanti, Shining Liu
7/8/2024	1.1	Content Revision – SCH_NACT criteria update, example explanations updated, minor formatting updates	Shining Liu
7/16/2024	1.2	Content Revision update – Orientation activities are also excluded from counting as "next" activities	Shining Liu

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1   OVERVIEW

SCH_NACT (variable 38) identifies individuals who were or were not scheduled for their next activity within 30 days of OCAT/Appraisal completion (i.e., the first approved activity scheduled after OCAT/Appraisal completion). SCH_NACT is the numerator of the OCAT/Appraisal to next activity timeliness rate.

1.1   Current Design

The logic to populate SCH_NACT (variable 38) in Cal-OAR 19A looks for an activity where the Created date is populated within 30 days of OCAT/Appraisal completion date.

1.2   Requests

Update the logic of SCH_NACT in Cal-OAR 19A.

1.3   Overview of Recommendations

1. Update the criteria of SCH_NACT to the following:
   1. ~~Status of next Activity is 'Active', 'Closed', or 'Completed'.~~
      a. ~~To order activities from most recent to least recent, activities are first sorted by the scheduled start date of the activity (in descending order), then by activity status, with 'Active' first, then 'Completed', then 'Closed'.~~
      b. ~~The "next Activity" cannot be another OCAT/Appraisal activity.~~
   1. There exists a "next" activity with a created date ~~of the next Activity is populated~~ on the same day as or within 30 days of OCAT/Appraisal completion date.
      a. "Created date" refers to the date the activity was created.
      b. "OCAT/Appraisal completion date" refers to the activity status begin date of the 'Completed' status on an OCAT/Appraisal Activity. An OCAT/Appraisal activity is an activity of Type = 'Appraisal' or 'Orientation/Appraisal'.
      c. For a given activity status begin date of the 'Completed' status on an OCAT/Appraisal activity, the created date of the next activity must be the same day or within 30 days for this measure to return 02.
      d. If there are multiple OCAT/Appraisal completion dates within a measurement month, this measure can return 02 as long as at least one of them has a next activity with a created date on the same day as or within 30 days.
   2. The "next" activity is not an activity of Type = 'Appraisal', 'Orientation', or 'Orientation/Appraisal'.
   3. Individual has a WTW/REP program in the measurement month.

4

1.4 Assumptions

1. All existing functionalities will remain unchanged unless called out as part of this SCR.

2 RECOMMENDATIONS

2.1 Update criteria of SCH_NACT in Cal-OAR 19A

2.1.1 Overview

SCH_NACT variable will be updated based on the criteria in section 2.1.2.

2.1.2 Description of Change

1. Modify the logic of SCH_NACT to the following:
    1. ~~Status of next Activity is 'Active', 'Closed', or 'Completed'.~~
        a. ~~To order activities from most recent to least recent, activities are first sorted by the scheduled start date of the activity (in descending order), then by activity status, with 'Active' first, then 'Completed', then 'Closed'.~~
        b. ~~The "next Activity" cannot be another OCAT/Appraisal activity.~~
    1. There exists a "next" activity with a created date ~~of the next Activity is populated~~ on the same day as or within 30 days of an OCAT/Appraisal completion date.
        a. "Created date" refers to the date the activity was created.
        b. "OCAT/Appraisal completion date" refers to the activity status begin date of the 'Completed' status on an OCAT/Appraisal Activity. An OCAT/Appraisal activity is an activity of Type = 'Appraisal' or 'Orientation/Appraisal'.
        c. For a given activity status begin date of the 'Completed' status on an OCAT/Appraisal activity, the created date of the next activity must be the same day or within 30 days for this measure to return 02.
        d. If there are multiple OCAT/Appraisal completion dates within a measurement month, this measure can return 02 as long as at least one of them has a next activity with a created date on the same day as or within 30 days.
    2. The "next" activity is not an activity of Type = 'Appraisal', 'Orientation', or 'Orientation/Appraisal'.
    3. Individual has a WTW/REP program in the measurement month.

Response options:

01 = Individual has a WTW/REP program in the measurement month but does not meet rest of the criteria.

02 = Meets all criteria.

99 = Individual does not have a WTW/REP program in the measurement month.

Example 1:

Appraisal activity with scheduled start date 11/25/2023 and scheduled end date 11/25/2023. 'Active – Referred' status with begin date of 11/9/2023 and end date of 11/24/2023. The status of 'Completed – Completed Satisfactory' has a begin date of 11/25/2023.

There is no activity ~~scheduled after~~ created after 11/25/2023.

Outcome: ~~The expected comparison is between the completed Appraisal activity start date and the created date of the next activity.~~ Since there is no ~~next~~ activity created after the OCAT/Appraisal activity 'Completed' status begin date of 11/25/2023, SCH_NACT should return 01 for the report month of November 2023.

Example 2:

Appraisal activity was created on 11/15/2023 with scheduled activity begin date of 11/16/2023 and scheduled activity end date of 11/16/2023. 'Completed' status was created on 11/19/2023 with activity status begin date of 11/17/2023.

Employment activity was created on 11/20/2023 with a scheduled activity begin date of 11/21/2023 and scheduled activity end date of 11/22/2024.

Outcome: ~~The expected comparison is between the 'Completed' activity status begin date of 11/17/2023 for the Appraisal activity and the created date of 11/20/2023 for the Employment activity.~~ There exists an activity created within 30 days of the OCAT/Appraisal activity 'Completed' status begin date of 11/17/2023, which is the Employment activity that was created on 11/20/2023. Since the Employment activity is not another OCAT/Appraisal activity, SCH_NACT should return 02 for the report month of November 2023.

Example 3:

Appraisal activity was created on 11/15/2023 with scheduled activity begin date of 11/16/2023 and scheduled activity end date of 11/16/2023. 'Completed' status was created on 11/19/2023 with activity status begin date of 11/17/2023.

Appraisal activity was created on 11/20/2023 with a scheduled activity begin date of 11/21/2023 and scheduled activity end date of 11/22/2024.

Outcome: There exists an activity created within 30 days of the OCAT/Appraisal activity 'Completed' status begin date of 11/17/2023, which is the Appraisal activity that was created on 11/20/2023. Since the "next activity" cannot be another OCAT/Appraisal activity and there is no

SCH_NACT should return 01 for the report month of November 2023.

Example 4:

Appraisal activity was created on 11/15/2023 with scheduled activity begin date of 11/16/2023 and scheduled activity end date of 11/16/2023. 'Completed' status was created on 11/19/2023 with activity status begin date of 11/17/2023.

For the same individual, there is another Appraisal activity that was created on 11/22/2023 with scheduled activity begin date of 11/23/2023 and scheduled activity end date of 11/23/2023. 'Completed' status was created on 11/25/2023 with activity status begin date of 11/24/2023.

Employment activity was created on 11/26/2023 with a scheduled activity begin date of 11/27/2023 and scheduled activity end date of 11/28/2024.

Outcome: For the first Appraisal activity, there is no valid "next activity". For the second Appraisal activity, the expected comparison is between the 'Completed' activity status begin date of 11/24/2023 for the Appraisal activity and the created date of 11/26/2023 for the Employment activity. Since there are two Appraisal activities with a 'Completed' status begin date within the measurement month of November 2023, both 11/17/2023 and 11/24/2023 can be used to check whether there exists an activity created on or within 30 days of OCAT/Appraisal completion. The Employment activity was created on 11/26/2023, which is within 30 days of both 11/17/2023 and 11/24/2023, SCH_NACT should return 02 for the report month of November 2023.

Example 5:

Appraisal activity was created on 11/15/2023 with scheduled activity begin date of 11/16/2023 and scheduled activity end date of 11/16/2023. 'Completed' status was created on 11/19/2023 with activity status begin date of 11/17/2023.

Employment activity was created on 11/18/2023 with a scheduled activity begin date of 11/18/2023 and scheduled activity end date of 11/28/2024.

For the same individual, there is another Appraisal activity that was created on 11/22/2023 with scheduled activity begin date of 11/23/2023 and scheduled activity end date of 11/23/2023. 'Completed' status was created on 11/25/2023 with activity status begin date of 11/24/2023.

Outcome: Since there are two Appraisal activities with a 'Completed' status begin date within the measurement month of November 2023, both 11/17/2023 and 11/24/2023 can be used to check whether there exists an activity created on or within 30 days of OCAT/Appraisal completion. The

2. See attached supporting document for updated SCH_NACT criteria.

2.1.3 Partner Integration Testing

Yes. After programming changes are made, CalSAWS will generate outbound Cal-OAR 19A test files for the report month of November 2023 and send to CDSS. CDSS will review the files and send to a small cohort of counties to review and validate that the data is satisfactory.

2.1.4 Execution Frequency

No change.

2.1.5 Key Scheduling Dependencies

No change.

2.1.6 Counties Impacted

All counties.

2.1.7 Category

No change.

2.1.8 Data Volume/Performance

N/A

2.1.9 Interface Partner

California Department of Social Services (CDSS).

2.1.10 Failure Procedure/Operational Instructions

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

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Cal-OAR	Updated Cal-OAR Data Element Specifications Tracker for SCH_NACT	CA-274174 Cal-OAR Data Element Specifications Tracker 1.xlsx

4   REQUIREMENTS

4.1   Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.20.1.1	The LRS shall provide for the support of system interfaces and integration necessary for the coordination of services with other federal, State, and COUNTY agencies and other external agencies, for the purposes of reducing paperwork, verification of LRS Data, and preventing the duplication of LRS Data entry.	Update SCH_NACT from Cal-OAR file.