CalSAWS

California Statewide Automated Welfare System

Design Document

CA-234742

CMS Certification Recommendations (OCB/ORR) – e-Verifications Phase I

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Maria Feliciano
	Reviewed By	Appalaraju Indala, Tisha Mutreja, Renee Gustafson, Maksim Volf, Jeyasundari Murugan, Geetha Ramalingam, Harish Nagendraprasad

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
3/4/2024	1.0	Draft design document	Maria Feliciano
4/22/2024	1.1	Reviewed with Dev Team	Maria Feliciano
4/24/2024	1.2	Reviewed with Medi-Cal and Batch/Interfaces Analysts	Maria Feliciano
5/15/2024	1.3	Reviewed with Medi-Cal Analysts	Maria Feliciano
5/17/2024	1.4	Updated per feedback from Medi-Cal Analysts to remove e-data approach and go with auto-create Vital Stats from Solicited DER/DER-U with Reviewed Status.	Maria Feliciano
05/20/2024	1.5	Added details to populate Vital Stats with 'Retrieve e-Verification' button. Updated eHIT and MC Rules recommendations. Added Data Change and journal recommendations.	Renee Gustafson
05/28/2024	1.6	Updated Page Mockups and document sections based on feedback received by BAs	Tisha Mutreja
6/5/2024	1.7	Reviewed with Medi-Cal/CMSP Committee	Maria Feliciano
6/6/2024	1.8	Updated document to delete Negative Action EDBC page from warning message recommendation 2.4	Maria Feliciano
6/6/2024	1.9	- Updated recommendation 2.4.2.2 - Added Recommendation 2.4.2.3 - Updated current design for warning messages - Updated Document Numbering and Formatting	Tisha Mutreja
6/10/2024	1.10	Updated Assumptions	Maria Feliciano
6/10/2024	1.11	- Removed Recommendation 2.4.2.3, and current design with respect to the recommendation - Added section 2.11 Automated	Tisha Mutreja

		Regression Test	
6/13/2024	1.12	Design Clarification for Recommendations 2.1.3.1, 2.2.3.5 and 2.10.2.a: Update language to include 'the oldest DER based on date received' Design Clarification for Recommendation 2.2.3.5 and 2.10.2.b: Deleted Transaction history recommendation as it is current functionality. Design Clarification for Recommendation 2.5.2.b and 2.10.2.b: Create the Vital Statistics and Verification records with data the same as Recommendation 2.2.3.5.a & 2.2.3.5.b, respectively.	Maria Feliciano
6/19/2024	1.13	Updated Current Design section for Validation message Design Clarification for Recommendations 2.2.3.5.a & 2.2.3.5.b. Design Clarification for Recommendation 2.4.2 to add update for Validation message criteria	Maria Feliciano
6/20/2024	1.14	Corrected 1.2.3 and corrected typo for Overview of recommendations 1.3.5.a. US Citizen Ind = Yes will be sent in eHIT if Vital Stats 3E exists. Updated Current Design for exception for Run EDBC and Manual EDBC page messages. Added mockup for Manual EDBC. Added note to 2.3.3.1. Clarified criteria in 2.4.2.2 for Run EDBC page. Added 2.4.2.3 for Manual EDBC and 2.4.2.4 for both Run EDBC and Manual EDBC.	Renee Gustafson, Tisha Mutreja
7/2/2024	1.15	Design Clarification: - Updated recommendation 2.4.2.2 and 2.4.2.3 to remove Identity verification from Message Trigger Conditions - Updated recommendation 2.9.2.1 to match validation criteria in 2.4.2.3	Tisha Mutreja

7/16/2024	1.16	Design Clarification: - Updated Journal criteria for eHIT and DCR	Tisha Mutreja
8/21/2024	1.17	Technical Note added for eHIT auto Journal	Tisha Mutreja
8/28/2024	1.18	- Design Clarification added to 2.4.2.3 - Updated Current functionality to add Event Streaming functionality and updated recommendation 2.5.2.1.a.i and 2.10.2.1.a.ii	Tisha Mutreja
8/30/2024	1.19	- Design Clarification: Updated recommendation 2.4.2.2, 2.4.2.3 and 2.9.2.1	Tisha Mutreja

Table of Contents

1 Overview 8
1.1 Current Design 8
1.2 Requests 11
1.3 Overview of Recommendations 12
1.4 Assumptions 12
2 Recommendations 13
2.1 Vital Statistics List Page 13
2.1.1 Overview 13
2.1.2 Vital Statistics List Page Mockup 13
2.1.3 Description of Changes 14
2.1.4 Page Location 15
2.1.5 Security Updates 15
2.1.6 Page Mapping 15
2.1.7 Accessibility 15
2.1.8 Page Usage/Data Volume Impacts 15
2.2 Vital Statistics Detail Page 16
2.2.1 Overview 16
2.2.2 Vital Statistics Detail Page Mockup 16
2.2.3 Description of Changes 19
2.2.4 Page Location 22
2.2.5 Security Updates 22
2.2.6 Page Mapping 22
2.2.7 Accessibility 22
2.2.8 Page Usage/Data Volume Impacts 22
2.3 Individual Demographics Page 23
2.3.1 Overview 23
2.3.2 Individual Demographics Detail Page Mockup 23
2.3.3 Description of Changes 24
2.3.4 Page Location 24
2.3.5 Security Updates 24
2.3.6 Page Mapping 24
2.3.7 Accessibility 24

2.3.8 Page Usage/Data Volume Impacts 24
2.4 Eligibility Rules Updates 25
2.4.1 Overview 25
2.4.2 Description of Changes 25
2.4.3 Programs Impacted 26
2.4.4 Performance Impacts 26
2.5 eHIT 26
2.5.1 Overview 26
2.5.2 Description of Change 27
2.5.3 Interface Partner 28
2.5.4 eHIT Schema Version 28
2.6 Batch - Regression test MEDS outbound Data Element (DE) 2081 28
2.6.1 Overview 28
2.6.2 Description of Change 28
2.6.3 Execution Frequency 28
2.6.4 Key Scheduling Dependencies 29
2.6.5 Counties Impacted 29
2.6.6 Category 29
2.6.7 Data Volume/Performance 29
2.6.8 Failure Procedure/Operational Instructions 29
2.7 Batch - Regression test MEDS outbound DE 2086 29
2.7.1 Overview 29
2.7.2 Description of Change 29
2.7.3 Execution Frequency 30
2.7.4 Key Scheduling Dependencies 30
2.7.5 Counties Impacted 30
2.7.6 Category 30
2.7.7 Data Volume/Performance 30
2.7.8 Failure Procedure/Operational Instructions 30
2.8 Batch - Regression test MEDS outbound DE 2009 30
2.8.1 Overview 30
2.8.2 Description of Change 31
2.8.3 Execution Frequency 31
2.8.4 Key Scheduling Dependencies 31
2.8.5 Counties Impacted 31

2.8.6 Category 31
2.8.7 Data Volume/Performance 31
2.8.8 Failure Procedure/Operational Instructions 31
2.9 Batch - Update Batch EDBC Skip Logic 31
2.9.1 Overview 31
2.9.2 Description of Change 32
2.9.3 Execution Frequency 32
2.9.4 Key Scheduling Dependencies 32
2.9.5 Counties Impacted 32
2.9.6 Category 32
2.9.7 Data Volume/Performance 32
2.9.8 Failure Procedure/Operational Instructions 32
2.10 Data Change 33
2.10.1 Overview 33
2.10.2 Description of Change 33
2.10.3 Estimated Number of Records Impacted/Performance 34
2.11 Automated Regression Test 35
2.11.1 Overview 35
2.11.2 Description of Change 35
3 Requirements 35
3.1 Project Requirements 35
4 Appendix 36

1 OVERVIEW

The purpose of this SCR is to limit the amount of intervention required by a caseworker to ensure real time Modified Adjusted Gross Income (MAGI) applications are completed following electronic verification received via California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS) Federal Data Services Hub.

1.1 Current Design

CalSAWS leverages CalHEERS for e-verification of attested MAGI application data and to provide a MAGI Medi-Cal eligibility determination.

The CalSAWS data collection pages of attested application data are shared among Non-MAGI Medi-Cal and other CalSAWS-managed programs; therefore, CalSAWS does not have a one-to-one mapping of attested MAGI application data to the CalSAWS data collection pages. This sometimes requires the user to interpret the attested MAGI application data to fit into the CalSAWS data collection pages or to request more information from the applicant/beneficiary. The lack of a one-to-one mapping can also cause the CalSAWS data collection to be mapped to something different in CalHEERS when the user sends a new Eligibility Determination Request (EDR) to CalHEERS for a new MAGI Medi-Cal eligibility determination.

The CalSAWS Medi-Cal EDBC rules use the verification status specified in the CalSAWS data collection pages to determine Non-MAGI Medi-Cal eligibility and to communicate Administrative Verifications to CalHEERS in the eHIT interface. The CalSAWS data collection pages do not have an option for the user to specify the data collection is e-Verified through CalHEERS, so the user sometimes requests the applicant to provide verification, or the user manually indicates the Verification Status as 'Verified'. If the user marks the Verification Status as 'Verified', the future EDRs will show this data collection as Administratively Verified by SAWS. Also, the CalSAWS EDBC rules do not consider a CalHEERS-provided e-Verification as 'Verified' for Non-MAGI Medi-Cal. With ACWDL 20-17, DHCS provided guidance that CalHEERS-provided e-Verifications can be used for Non-MAGI Medi-Cal eligibility determinations except for the e-verification for Income.

CalSAWS eHIT logic will send an individual in an EDR as "US Citizen Indicator = Yes" based on the following:

- Individual Demographics Birth Country is either US or US territory, or
- Individual Demographics Birth Country is not US or US Territory, and their Citizenship Immigration document is for a Naturalized or Derived US Citizen

Otherwise, send "US Citizen Indicator = No"

The CalSAWS eHIT logic does not consider the Vital Stats records for determining the US Citizen Indicator value in an EDR.

Per CalHEERS Interpretation of MEDS Interface Definition Document (IDD), CalHEERS sends 3E 'U.S. Citizenship verified via CalHEERS Federal Data Services Hub (FDSH) Social Security Administration (SSA) Composite Service to MEDS in the data elements for US Citizen Verification (DE 2081) and Identity Verification (DE 2081) when an individual is e-verified as a US Citizen through the Federal Services Hub: Social Security Administration.

There is no Birth Country element in eHIT so there is no e-data, and this leaves the user to have to determine the Individual Demographics, 'Birth Country' by other means.

CalSAWS eHIT logic will send an individual as "US Citizenship Admin Verification = Yes" based on the following:

- Individual Demographics 'Birth Country' is either US or US territory and the Birth Country verification status is 'Verified', or
- Individual Demographics 'Birth Country' is not US or US Territory, and their Citizenship Immigration document is for a Naturalized or Derived US Citizen, and the Citizenship Immigration record status is 'Verified'

CalSAWS eHIT logic will send an individual as "US Citizenship Admin Verification = No" based on the following:

- Individual Demographics 'Birth Country' is either US or US territory and the Birth Country verification status is 'Refused', or
- Individual Demographics 'Birth Country' is not US or US Territory, and either
    - their Citizenship Immigration document effective for the EDR benefit month is for a Naturalized or Derived US Citizen, and the Citizenship Status Detail Verification status is 'Refused', or
    - their Citizenship Status Detail record has 'Pending' Verification status AND the 'Medi-Cal Reasonable Opportunity Period' "Expired" value is 'Yes', or
    - there is no Citizenship Status Detail record effective for the EDR benefit month

If neither of the above are met, then eHIT logic will not send anything for US Citizenship Admin Verification.

CalSAWS Event Streaming functionality looks for information such as Vital Statistics records to communicate with Medi-Cal Eligibility Data System (MEDS).

If a Vital Statistics record was created and communicated to MEDS and was later removed by the user, CalSAWS will mark that Vital Statistics record for deletion and retain it until the Event Streaming job communicates the deletion of that record to MEDS.

CalSAWS MEDS logic will send the Values for Data Elements US Citizen Verification (DE 2086), Identity Verification (DE 2081) and Citizen/Alien Indicator (DE 2009) first based on Citizenship records, then based on Vital Statistics, then based on Birth Country in Individual Demographics.

CalSAWS Non-MAGI Medi-Cal EDBC rules will determine an individual as a US Citizen first based on the Individual Demographics 'Birth Country'. If the Birth Country is US or US Territory, then the rules check the Vital Stats US Citizenship Document Type and Verification Status. If the Individual Demographics 'Birth Country' is not US or US Territory, then the rules check the Citizenship Immigration Document Type, Section Code and other factors in the Citizenship Immigration record itself; Vital Stats is not used when the Birth Country is not US or US Territory.

CalSAWS EDBC rules for all other EDBC-managed programs also use the Individual Demographics 'Birth Country' and Citizenship Immigration Document information to determine a US Citizen. No other EDBC program uses Vital Stats in their EDBC rules.

Individual Demographics has Birth Country option of 'Unknown' which is not considered as US or US Territory in all EDBC programs.

The Run EDBC ~~and Manual EDBC~~ pages display a warning message alerting the user that the Country of Birth/High-dated Immigration record is missing for a person and therefore Medi-Cal EDBC will process in MAGI Only mode when 'Birth Country' is not in 'US or US Territory', Full-Medi-Cal Hierarch is set as 'Yes' and there is no Citizenship record.

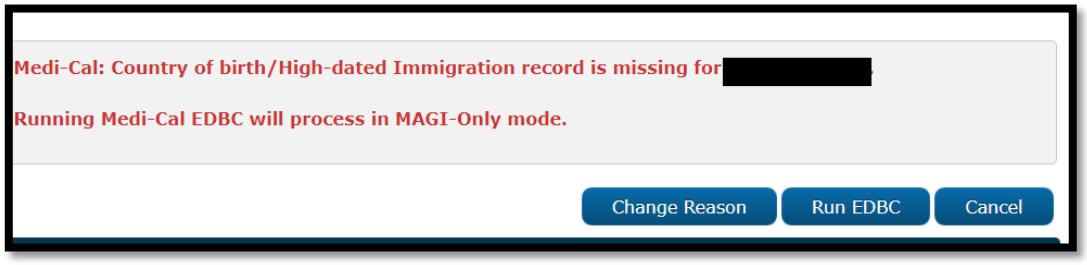


Figure 1-Run EDBC page warning message for Birth Country

The Run EDBC and Manual EDBC pages display a validation message alerting the user that the Country of Birth/High-dated Immigration record is missing for a person when 'Birth Country' is not in 'US or US Territory' and there is no Citizenship record.

Figure 2-Manual EDBC page validation message for Birth Country

Currently, if any individual on the Medi-Cal program has Birth Country as 'Non-US or US Territory' with No Citizenship record and has Vital Statistics record for US Citizenship and Identity as 'Exempt from Verification', then all individuals with Birth Country as 'Non-US or US Territory' with No Citizenship record must also have Vital Statistics record for US Citizenship and Identity as 'Exempt from Verification' or else Run EDBC page and Manual EDBC page will trigger ~~below~~ above message.~~s –~~

CalSAWS will skip a program from Batch EDBC processing if an open Medi-Cal individual is missing a Birth Country in Individual Demographics except when there is a Citizenship record

1.2 Requests

The variance in attested MAGI data collection and the use of MAGI e-Verifications creates an opportunity for user error when processing the case, potential issues with timeliness, incorrect eligibility determinations, and limits the amount of real-time or near real-time eligibility determinations. Users should not have to manually gather or verify data when an e-verification has taken place.

CalHEERS can electronically verify a person's US Citizenship and Identity from SSA via the Federal Services Hub.

1. Update CalSAWS to automatically create a Vital Statistics record for US Citizenship and Identity when an individual is e-Verified by CalHEERS Federal Data Services Hub (FedHub) Social Security Administration (SSA).
2. Update CalSAWS Non-MAGI Medi-Cal EDBC rules to use the new Vital Statistics record for US Citizens.
3. Update eHIT logic to consider the Vital Statistics US Citizenship Verification record for '3E' to send US Citizen Indicator = Y; there are no changes to eHIT logic when determining an Admin Verification of US Citizenship in an EDR.

4. Update e-Data for the Individual Demographics page to populate Birth Country 'Unknown' for Unsolicited DERs.

1.3 Overview of Recommendations

1. Update the Vital Statistics List page to display the CalHEERS Verifications received for US Citizenship.
2. Update the Vital Statistics page to document when Identity and US Citizenship is e-Verified from CalHEERS via FedHub SSA by adding a new value: '3E U.S. Citizenship verified via CalHEERS FDSH: SSA'.
3. Update the e-data functionality for the Individual Demographics page to default 'Birth Country' as 'Unknown' from an unsolicited DER from CalHEERS.
4. Update the Medi-Cal EDBC rules to consider Vital Statistics for US Citizenship check when the Individual Demographics Birth Country is not 'US' or 'US Territory'.
5. Update eHIT logic to create Vital Statistics records when a DER with US Citizenship e-verified by source of FDSH: SSA is received.
    a. Update logic to send the US Citizen indicator = Yes when there is a Vital Statistics record with '3E U.S. Citizenship verified via CalHEERS FDSH: SSA'.
6. Regression test MEDS transactions to ensure new value of 3E is populated correctly in outbound files for DE 2081, DE2086 and DE 2009.
7. Update the Batch EDBC skip logic to add an exception if the program is Medi-Cal and there is a Vital Statistics '3E' record.
8. With a one-time data change, create Vital Statistics records for individuals who do not already have a Vital Statistics record and CalSAWS has received a DER with an e-verification for US Citizenship from CalHEERS FDSH: SSA.

1.4 Assumptions

1. CalSAWS will continue to use the CalSAWS attested data collection and Verification Status in Medi-Cal EDBC.
2. There will be no e-Data changes for BenefitsCal or ICT.
3. Fields not mentioned to be modified within the online pages 'Description of Changes' will retain their current functionality.
4. Updates to utilize Birth Country 'Unknown' apply to the Medi-Cal Program only. Where other programs utilize birth country, the user is expected to determine the value and update the Individual Demographics page accordingly.
5. There will be no changes to existing Reports.
6. There will be no changes to existing CalSAWS eHIT logic to send US Citizenship Admin Verification to CalHEERS.
7. This SCR does not affect Foster Care, Adoption Assistance Program or KinGAP.

2 RECOMMENDATIONS

2.1 Vital Statistics List Page

2.1.1 Overview

Update the Vital Statistics List page to display the CalHEERS Verifications received for US Citizenship.

2.1.2 Vital Statistics List Page Mockup

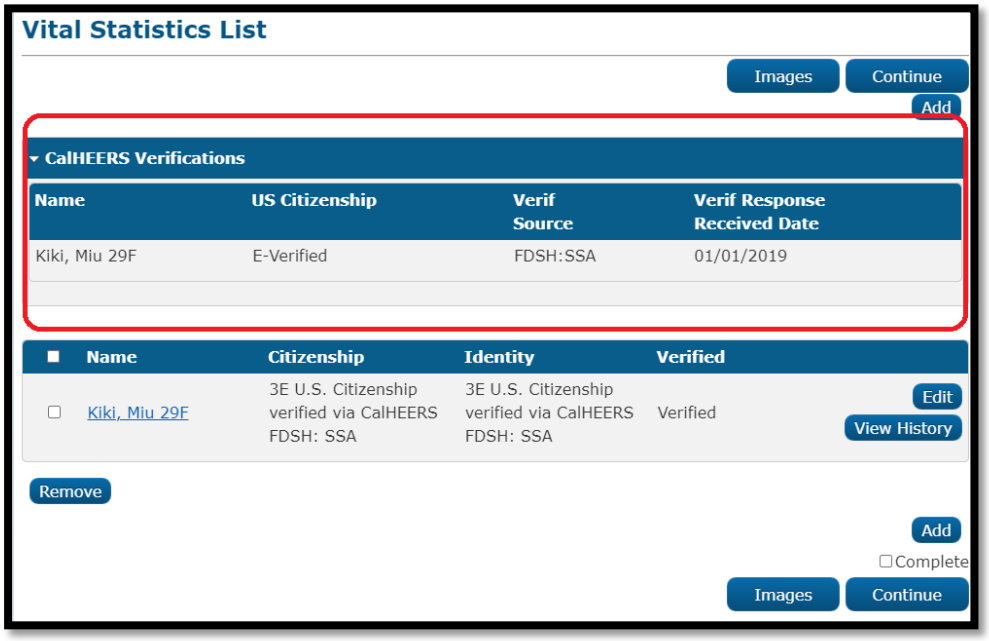


Figure 2.1.2.1 – Vital Statistics List Page with E-Verified record

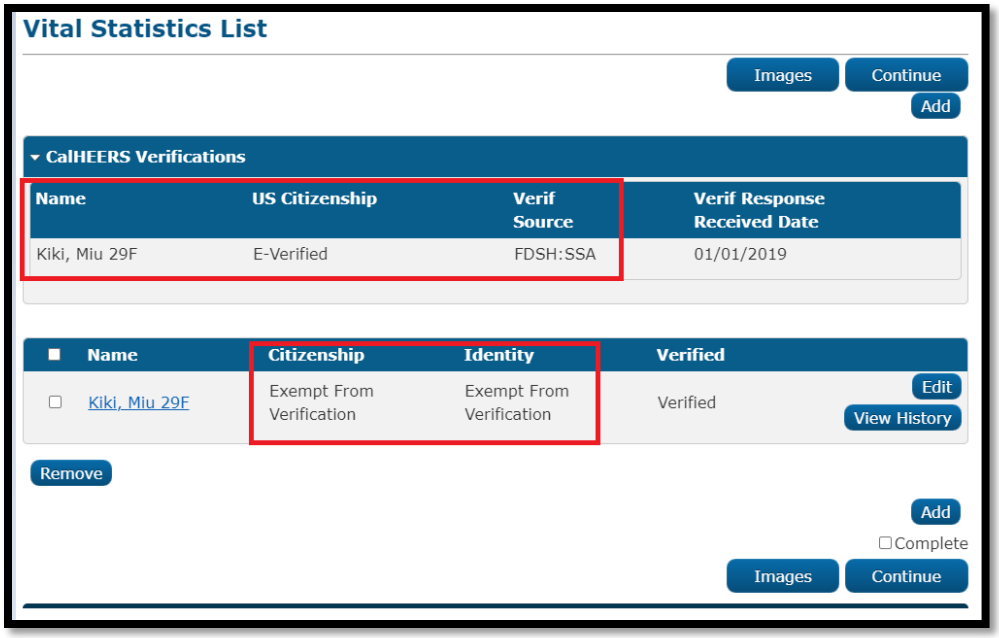


Figure 2.1.2.2 – Vital Statistics List Page with existing record

2.1.3 Description of Changes

1. Add a 'CalHEERS Verifications' expandable section to the Vital Statistics List page to display 'US Citizenship' e-verification information from CalHEERS.

   If the individual is e-verified as a US Citizen by FDSH: SSA, then display the values based on the oldest DER based on date received where this individual is e-verified as a US Citizen by FDSH: SSA. There will be no hyperlink to the specific DER.

Field Name	Description
Name	Displays the standard CalSAWS name format "Last Name, First Name <age in years> and the Gender (F/M)
US Citizenship	the e-verification 'Verif Status' of US Citizenship from the DER
Verif Source	the e-verification 'Verif Source' from the DER
Verif Response Received Date	'Verif Response Received Date' from the DER

   If the individual is not e-verified as a US Citizen by FDSH: SSA, then do not display the individual in the section.

Note: The CalHEERS Verification section only displays e-verifications from FDSH:SSA and may not match the actual Vital Statistics record for an individual if the Individual has Vital Statistics with other values.

2.1.4 Page Location

- **Global: Eligibility**
- **Local: Customer Information**
- **Task: Vital Statistics**

2.1.5 Security Updates

No Updates

2.1.6 Page Mapping

Update to include the new fields added to the page.

2.1.7 Accessibility

No Updates

2.1.8 Page Usage/Data Volume Impacts

No Updates

2.2 Vital Statistics Detail Page

2.2.1 Overview

Update the Vital Statistics page to document when Identity and US Citizenship is e-Verified from CalHEERS via FedHub SSA by adding a new value: '3E U.S. Citizenship verified via CalHEERS FDSH: SSA'.

2.2.2 Vital Statistics Detail Page Mockup

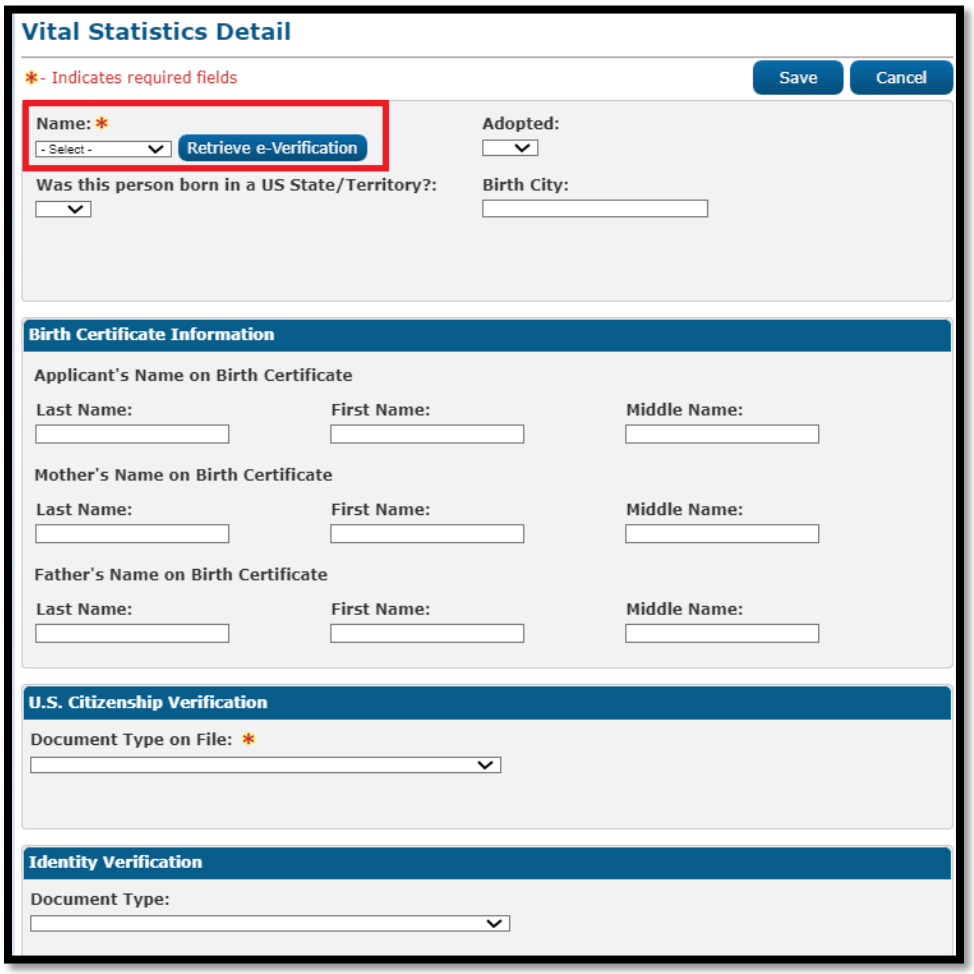


Figure 2.2.2.1 – Vital Statistics Detail Page with Retrieve e-Verification Functionality

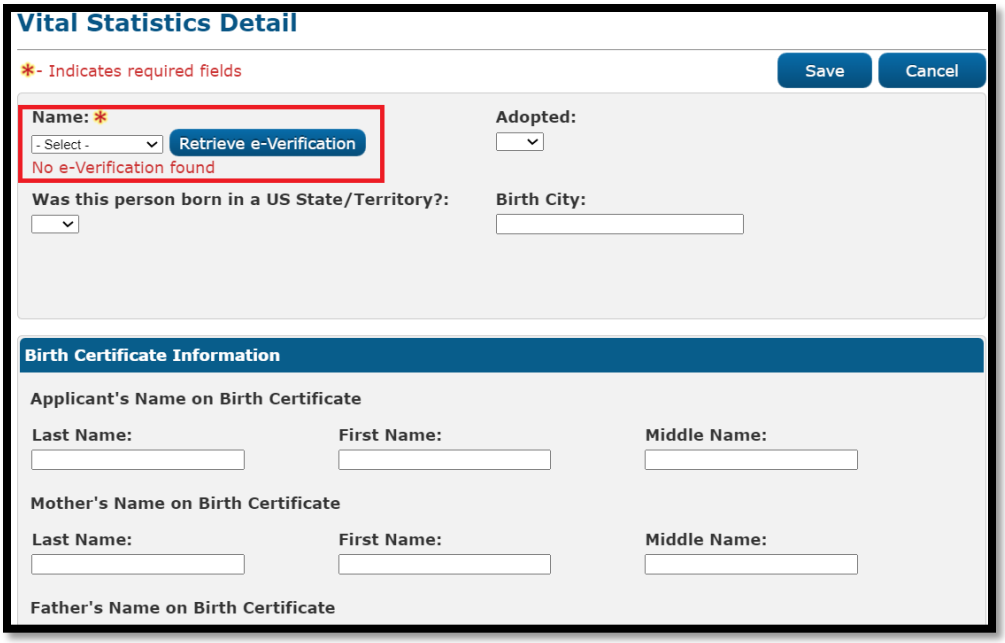


Figure 2.2.2.2 – Vital Statistics Detail Page with Retrieve e-Verification when No e-Verification is found

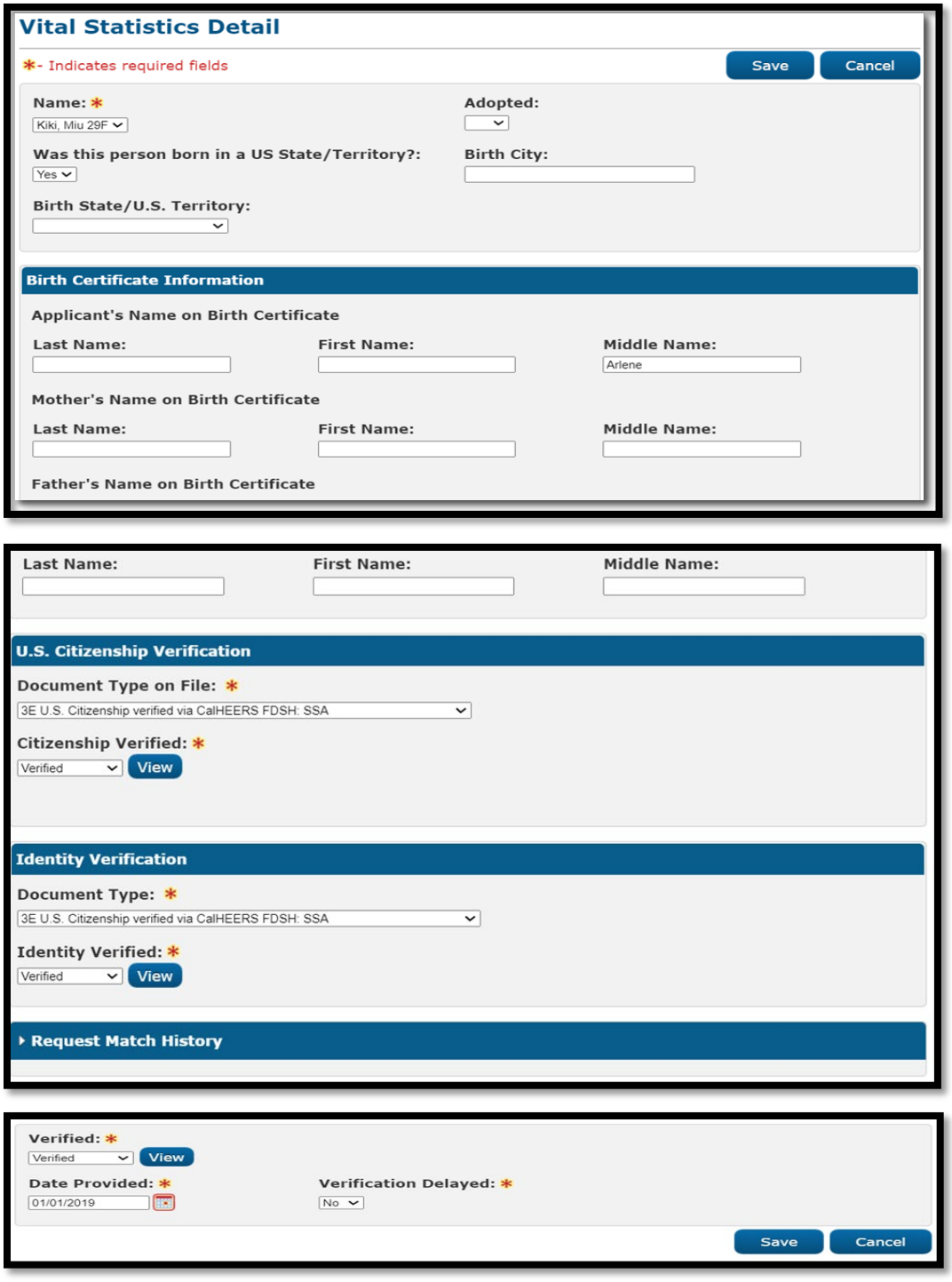


Figure 2.2.2.3 – Vital Statistics Detail Page with New U.S. Citizenship Verification and Identity Verification Type option for '3E U.S. Citizenship verified via CalHEERS FDSH: SSA'

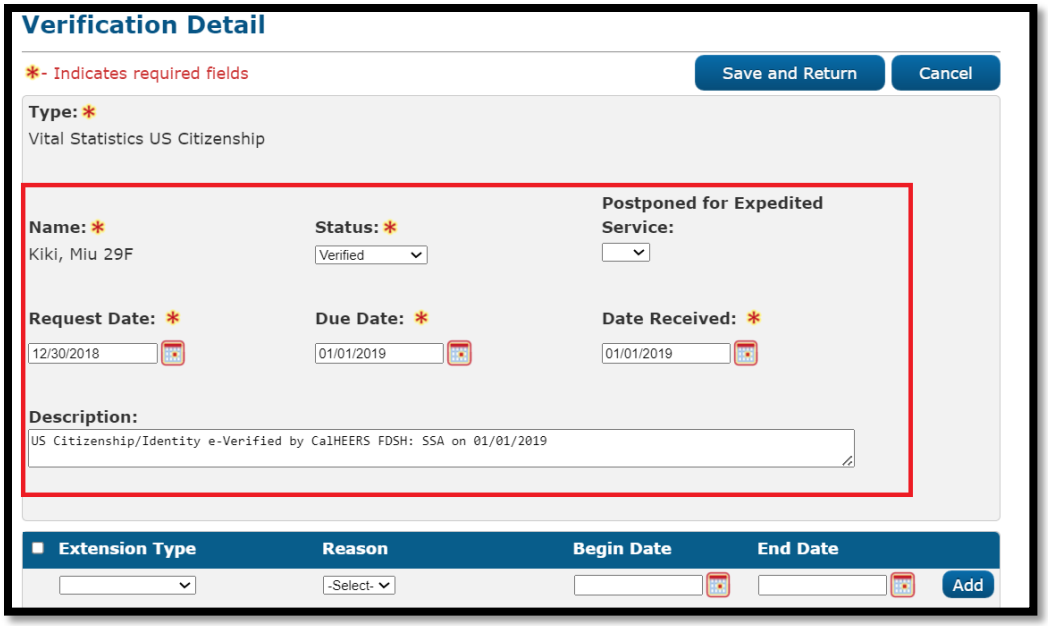


Figure 2.2.2.4 – Verification Detail Page with New U.S. Citizenship Verification

2.2.3 Description of Changes

1. Add a new Document Type option for both US Citizenship Verification and Identity Verification on the Vital Statistics page as follows (CT_2400):

Field	Value
Code Num Identif	TBD
Short Decode Name	U.S. Citizenship verified via CalHEERS FDSH: SSA
Long Decode Name	U.S. Citizenship verified via CalHEERS Federal Data Services Hub Social Security Administration Composite Service
MEDS Codes	3E
US Citizenship	Y
Identity	Y
Citizenship Tier	3
Doc Num Identif Required	N
MEDS Birth Certificate Req	N
EICT Doc Type	<Blank>

Note: The current Vital Statistics page functionality will display the new Document Type as '3E U.S. Citizenship verified via CalHEERS FDSH: SSA' by prepending the MEDS Code to the Short Decode Name.

2. Update the Vital Statistics page to display the U.S. Citizenship Verification 'Document Type on File' and Identity Verification 'Document Type' drop list sorted by the MEDS code, then by alpha if there is no MEDS code.
3. Update the Vital Statistics page to not require Birth Certificate Information, nor a Document Number for either the US Citizenship Verification or Identity Verification when the new '3E U.S. Citizenship verified via CalHEERS FDSH: SSA' Document Type is selected in the respective section.
4. Update the Vital Statistics page to default Identity Verification Document Type to '3E U.S. Citizenship verified via CalHEERS FDSH: SSA' when '3E U.S. Citizenship verified via CalHEERS FDSH: SSA' is selected as the US Citizenship Verification Document Type.
    a. Do not grey out the Identity Document Type and allow other Identity Document Types to be specified if the user chooses to change it.
5. For Vital Statistics in create mode, add a new button named, 'Retrieve e-Verification' to the right of the 'Name:' dropdown.
    a. **Vital Statistics**: After the user selects the individual's name from the dropdown and clicks the 'Retrieve e-Verification' button, retrieve the oldest DER based on date received where the individual has US Citizenship e-verification from Source 'CalHEERS FDSH: SSA' and populate the page as follows:

Field Name	Value
Was this person born in a US State/Territory?	Yes
US Citizenship Verification Document Type on File:	3E U.S. Citizenship verified via CalHEERS FDSH: SSA
Citizenship Verified:	'Verified'
Identity Verification Document Type:	3E U.S. Citizenship verified via CalHEERS FDSH: SSA
Identity Verified:	'Verified'
Verified	'Verified'
County of Record	County of the CalSAWS case in the DER

Field Name	Value
Date Provided:	'Verif Response Received Date' in the DER. For older DERs, the 'Verif Response Received Date' may be Null. If so, use the 'Initiated Date' of the DER instead. This is equivalent to the BRE Run Date in CalHEERS.
Verification Delayed:	'No'

All other fields that display on the Vital Statistics page that are not specified in the table above will not be populated from the 'Retrieve e-Verification' functionality.

b. **Verification Detail:** Create a Verification Detail record to support the 'Verified' Status for each of the 'Vital Statistics US Citizenship' and 'Vital Statistics Identity' Verification Types and as a whole 'Vital Statistics' verification when the Vital Statistics record is created.

Section Header	Description
Type	'Vital Statistics US Citizenship' (CT170_61), 'Vital Statistics Identity' (CT170_62), and 'Vital Statistics' (CT170_60)
Status	'Verified'
Request Date	'Verif Response Received Date' in the DER For older DERs, the 'Verif Response Received Date' may be Null. If so, use the 'Initiated Date' of the DER instead. This is equivalent to the BRE Run Date in CalHEERS.
Due Date	10 days after Request Date based on current functionality
Date Received	'Verif Response Received Date' in the DER
Description	US Citizenship/Identity e-Verified by CalHEERS FDSH: SSA on <Verif Response Received Date>

All other fields that display on the Verification Detail page that are not specified in the table above will not be populated from the 'Retrieve e-Verification' functionality.

c. After the user selects the individual's name from the dropdown and clicks the 'Retrieve e-Verification' button, if there is no DER with the person e-verified as US Citizen via FDSH: SSA, display 'No e-verification found' message below to the button.

2.2.4 Page Location

- **Global: Eligibility**
- **Local: Customer Information**
- **Task: Vital Statistics**

2.2.5 Security Updates

No Updates

2.2.6 Page Mapping

No Updates

2.2.7 Accessibility

No Updates

2.2.8 Page Usage/Data Volume Impacts

No Updates

2.3 Individual Demographics Page

2.3.1 Overview

Update the e-data functionality for the Individual Demographics page to default 'Birth Country' as 'Unknown' from an unsolicited DER from CalHEERS.

2.3.2 Individual Demographics Detail Page Mockup

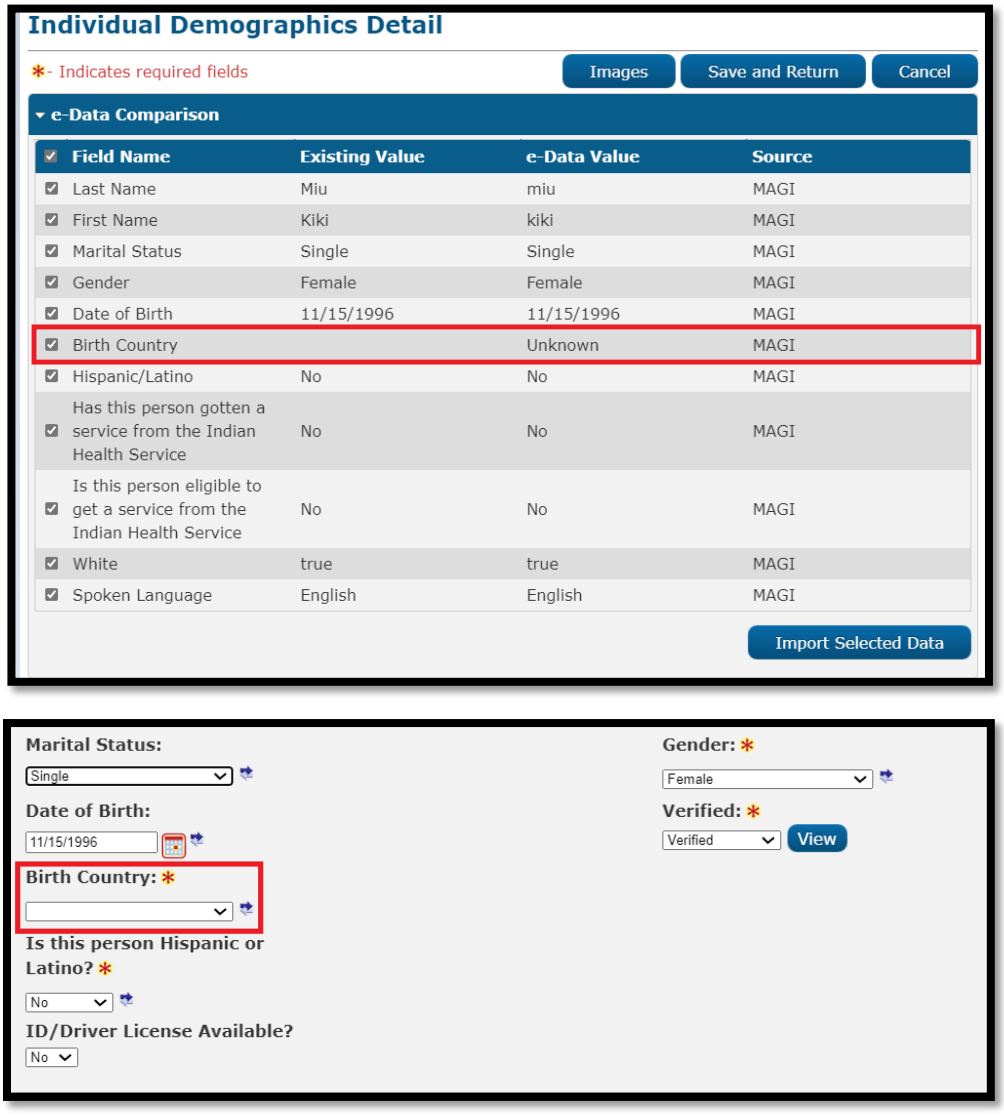


Figure 2.3.2 – Individual Demographics Detail Page

2.3.3 Description of Changes

1. Update existing e-data functionality on Individual Demographics Detail Page to default 'Birth Country' to 'Unknown' for an Unsolicited DER when the individual is e-verified as a US Citizen by FDSH: SSA.

   Note: The e-data value will not automatically populate in the "Birth Country" field on the Individual Demographics Detail page; the user can choose to import the 'Unknown' birth country or select it from the e-data arrow as displayed in the screenshot above (Figure 2.3.2 – Individual Demographics Detail Page)

2.3.4 Page Location

- **Global: Eligibility**
- **Local: Customer Information**
- **Task: Individual Demographics Detail**

2.3.5 Security Updates

No Updates

2.3.6 Page Mapping

Update to include the new fields added to the page.

2.3.7 Accessibility

No Updates

2.3.8 Page Usage/Data Volume Impacts

No Updates

2.4 Eligibility Rules Updates

2.4.1 Overview

Update the Medi-Cal EDBC rules to consider Vital Statistics for US Citizenship check when the Individual Demographics Birth Country is not 'US' or 'US Territory'. Update the existing criteria for displaying the warning messages in the Run EDBC page, and Manual EDBC page.

2.4.2 Description of Changes

1. Update Non-MAGI Medi-Cal EDBC rules to consider an individual as US Citizen if the individual has below:
    a. 'Birth Country' on the Individual Demographics page `is not US or US Territory, including when 'Birth Country' is set to 'Unknown' or 'Undeclared', and
    b. Vital Statistics "U.S. Citizenship Verification" Document Type on File as '3E U.S. Citizenship verified via CalHEERS FDSH: SSA' with "Citizenship Verified" as verified, otherwise use the existing Medi-Cal Citizenship criteria.
    Note: US Citizenship verification is not considered a mandatory verification for Medi-Cal.
2. Add to the existing exception criteria for the Warning message: "Medi-Cal: Country of birth/High-dated Immigration record is missing for <Person Name> Running Medi-Cal EDBC will process in MAGI-Only mode." to not display on Run EDBC page for an individual that meets all of the below criteria:
    a. Is an Active/Pending MEM
    b. 'Birth Country' on the Individual Demographics page is not 'US or US Territory', including when 'Birth Country' is set to 'Unknown' or 'Undeclared'~~, and~~
    c. ~~No~~ A high-dated Citizenship record exists on the Citizenship page,
    OR
    No Citizenship record exists on the Citizenship page and,
    Vital Statistics record has below:
    "U.S. Citizenship Verification" Document Type on File as '3E U.S. Citizenship verified via CalHEERS FDSH: SSA' with "Citizenship Verified" as verified.
    ~~d. Vital Statistics record has below:~~
        ~~i. "U.S. Citizenship Verification" Document Type on File as '3E U.S. Citizenship verified via CalHEERS FDSH: SSA' with "Citizenship Verified" as verified~~
3. Add to the existing exception criteria for the validation message: "Medi-Cal: Country of birth/High-dated Immigration record is missing for <Person Name> EDBC cannot be run for this program." to not

display on Manual EDBC and Run EDBC page for an individual that meets all of the below criteria:

a. Is an Active/Pending MEM
b. 'Birth Country' on the Individual Demographics page is not 'US or US Territory', including when 'Birth Country' is set to 'Unknown' or 'Undeclared'~~, and~~
c. ~~No~~ A high-dated Citizenship record exists on the Citizenship page,
   OR
   No Citizenship record exists on the Citizenship page and,
   Vital Statistics record has below:
   "U.S. Citizenship Verification" Document Type on File as '3E U.S. Citizenship verified via CalHEERS FDSH: SSA' with "Citizenship Verified" as verified.
~~d. Vital Statistics record has below:~~
   ~~i. "U.S. Citizenship Verification" Document Type on File as '3E U.S. Citizenship verified via CalHEERS FDSH: SSA' with "Citizenship Verified" as verified~~

4. Update messages in recommendations 2.4.2.2 and 2.4.2.3 to no longer require all individuals on the Medi-Cal program with Birth Country as 'Non-US or US Territory', and with No Citizenship record to have Vital Statistics record for US Citizenship and Identity as 'Exempt from Verification', if at least one individual on the same Medi-Cal program has Birth Country as 'Non-US or US Territory' with No Citizenship record and has Vital Statistics record for US Citizenship and Identity as 'Exempt from Verification'~~; the messages will trigger per individual~~.

2.4.3 Programs Impacted

Medi-Cal

2.4.4 Performance Impacts

N/A

2.5 eHIT

2.5.1 Overview

Update eHIT logic to create Vital Statistics records when a DER with US Citizenship e-verified by source of FDSH: SSA is received. Update logic to send the US Citizenship indicator when there is a Vital Statistics record with US Citizenship e-verified by source of FDSH: SSA.

2.5.2 Description of Change

1. Update eHIT logic to create a new Vital Statistics record for an individual on the CalSAWS case as follows:
    a. **Criteria:**
        i. the individual does not have a Vital Statistics record, or
        the individual has a Vital Statistics record marked for deletion,
        and
        ii. either of the following are true:
            1. a Solicited DER is received after the implementation of this SCR with the individual's US Citizenship e-verified by Source = "FDSH:SSA" (CT10592_FDS), or
            2. an Unsolicited DER is received with the individual's US Citizenship e-verified by Source = "FDSH:SSA" (CT10592_FDS) and after the implementation of this SCR the user updates and saves the DER status from 'In Process' to 'Reviewed'
    b. **Data**: Create the Vital Statistics and Verification records with data the same as Recommendation 2.2.3.5.a & 2.2.3.5.b, respectively.
    c. **Journal:**
    Create one journal per case with an open Medi-Cal program when a Vital Statistics record is created per recommendation 2.5.2.1.a by the CalHEERS WebService with the following:
    i. Do not create Journal for hidden individuals

    Journal Category: Interfaces
    Journal Type: Activity
    Short Description: US Citizenship/Identity e-Verified by FDSH:SSA
    Long Description: A Vital Statistics record for US Citizenship/Identity was created based on the electronic verification from CalHEERS via FDSH: SSA for the following individuals:

    < Last Name, First Name <age in years> and the Gender (F/M)>
    < Last Name, First Name <age in years> and the Gender (F/M)>

    CalHEERS Case: <CalHEERS Case Number>
    CalSAWS Case: <CalSAWS Case Number>
    County: <County>

    DER ID Reference: <DER ID>
    DER Initiated Date: <Initiated Date>
    Technical Note: Use New Journal Service Framework

2. Update CalSAWS eHIT logic that sends an individual in an EDR as "US Citizen Indicator = Yes" when there is an e-verified Vital Statistics US Citizenship 'Document Type on File' = '3E' with 'Vital Statistics US Citizenship' Verification Status = Verified.
   Technical Note: CalSAWS existing eHIT logic to send US Citizenship Admin Verification 'Yes/No' to CalHEERS will not change when Vital Statistics e- verified record with US Citizenship 'Document Type on File' = '3E' and 'Vital Statistics US Citizenship' Verification Status = Verified exists.

2.5.3 Interface Partner

CalHEERS

2.5.4 eHIT Schema Version

eHIT Schema Version 20

2.6 Batch - Regression test MEDS outbound Data Element (DE) 2081

2.6.1 Overview

CalSAWS sends DE 2081 (CITIZENSHIP_DOC_TYPE) in the outbound file to MEDS.

The overview of the current logic to populate DE 2081 is as follows.

1. If the Vital Statistics Citizenship Document Type is 'Exempt' or 'Unable to obtain', look up the Vital Statistics Citizenship Document Type Reasons (CT2401) and send the MEDS Code in CT 2401 - refer table 1.
2. If the Vital Statistics Citizenship Document Type is other than above condition, look up the Vital Statistics Citizenship Document Type (CT2400) and send the MEDS Code in CT 2400 - refer table 1.
   a. If the look up value is 2Z, do not send the value.

2.6.2 Description of Change

1. The logic will populate DE 2081 of 3E for the new document type. The logic will automatically use the Code detail value in CT 2400.
   DE 2081 is in the following MEDS transactions:
   a. MEDS AP19

2.6.3 Execution Frequency

N/A.

2.6.4 Key Scheduling Dependencies

N/A.

2.6.5 Counties Impacted

All CalSAWS Counties.

2.6.6 Category

Core-Off Prime.

2.6.7 Data Volume/Performance

N/A.

2.6.8 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…)

2.7 Batch - Regression test MEDS outbound DE 2086

2.7.1 Overview

CalSAWS sends DE 2086 (IDENTITY_DOC_TYPE) in the outbound file to MEDS.

The overview of the current logic to populate DE 2086 is as follows.

1. If the Vital Statistics Identity Document Type is 'Exempt' or 'Unable to Obtain', look up the Vital Statistics Identity Document Type Reason (CT2401) and send the MEDS Code in CT 2401 - refer table 1.
2. If the Vital Statistics Identity Document Type is other than above, look up the Vital Statistics Identity Document Type (CT2400) and send the MEDS Code in CT 2400 - refer table 1.
    a. If the look up value is 2Z, do not send the value.

2.7.2 Description of Change

1. The logic will populate DE 2086 of 3E for the new document type. The logic will automatically use the Code detail value in CT 2400.
   DE 2086 is in the following MEDS transactions:
    a. MEDS AP19

2.7.3 Execution Frequency

N/A.

2.7.4 Key Scheduling Dependencies

N/A.

2.7.5 Counties Impacted

All CalSAWS Counties.

2.7.6 Category

Core-Off Prime.

2.7.7 Data Volume/Performance

N/A.

2.7.8 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…)

2.8 Batch - Regression test MEDS outbound DE 2009

2.8.1 Overview

CalSAWS sends DE 2009 (CITIZEN_ALIEN_INDICATOR) in the outbound file to MEDS.

The overview of the current logic to populate DE 2009 when the information is not entered on the Citizenship page and the data is in Vital Statistic page.

a. If the person has both Citizenship document type (CT 2400 – REFER TABLE 2 = Y) and Identity document type (CT 2400 – REFER TABLE 3 = Y), send a value of 'A' (both documents are verified) or 'B' (one or both document is/are not in Verified status).
b. If the document type is UNABLE TO OBTAIN DOCUMENT, send a value of 'B'.

2.8.2 Description of Change

1. Regression tests the DE 2009 logic with the new document type 3E. There is no change on the logic to populate DE 2009.

   DE 2009 is in the following MEDS transactions:
   a. MEDS AP18
   b. MEDS AP19
   c. MEDS AP34
   d. MEDS EW05
   e. MEDS EW12
   f. MEDS EW20

2.8.3 Execution Frequency

N/A.

2.8.4 Key Scheduling Dependencies

N/A.

2.8.5 Counties Impacted

All CalSAWS Counties.

2.8.6 Category

Core-Off Prime.

2.8.7 Data Volume/Performance

N/A.

2.8.8 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…)

2.9 Batch - Update Batch EDBC Skip Logic

2.9.1 Overview

CalSAWS will skip a program from Batch EDBC processing if an open Medi-Cal individual is missing a Birth Country in Individual Demographics except when there is a Citizenship record. Update the skip logic to add an

exception if the program is Medi-Cal and there is a Vital Statistics '3E' record.

2.9.2 Description of Change

1. Update the Batch EDBC skip logic to add an exception for an individual that meets all of the below criteria:
    a. Is an Active/Pending MEM
    b. 'Birth Country' on the Individual Demographics page is not 'US or US Territory', including when 'Birth Country' is set to 'Unknown' or 'Undeclared'~~, and~~
    c. ~~No~~ A high-dated Citizenship record exists on the Citizenship page,
    OR
    No Citizenship record exists on the Citizenship page and,
    Vital Statistics record has below:
    "U.S. Citizenship Verification" Document Type on File as '3E U.S. Citizenship verified via CalHEERS FDSH: SSA' with "Citizenship Verified" as verified.

2.9.3 Execution Frequency

N/A

2.9.4 Key Scheduling Dependencies

N/A

2.9.5 Counties Impacted

All CalSAWS Counties

2.9.6 Category

Core-On Prime

2.9.7 Data Volume/Performance

N/A

2.9.8 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…)

2.10 Data Change

2.10.1 Overview

Create Vital Statistics records for individuals who do not already have a Vital Statistics record and CalSAWS has received a DER with an e-verification for US Citizenship from CalHEERS FDSH: SSA.

2.10.2 Description of Change

1. With a one-time data change, create Vital Statistics records for individuals that meet the following criteria:
   a. **Criteria:**
      i. the individual is on a CalSAWS case with an open Medi-Cal program
      ii. the individual does not have a Vital Statistics record
      or
      the individual has a Vital Statistics record marked for deletion,
      and
      iii. the individual is in a DER:
         1. received prior to the implementation of this SCR, and
         2. the individual's US Citizenship is e-verified in the DER by Source = "FDSH:SSA" (CT10592_FDS)

   For each identified individual, use the oldest DER based on date received that meets all the criteria above to populate their Vital Statistics record.

   b. **Data:** Create the Vital Statistics and Verification records with data the same as Recommendation 2.2.3.5.a & 2.2.3.5.b, respectively.

   c. **Journal:**
   Create one journal per case per applicable e-verified DER ID with an open Medi-Cal program when a Vital Statistics record is created per recommendation 2.10.2.1.a by the CalHEERS WebService with the following:
   i. Do not create Journal for hidden individuals

   Journal Category: Interfaces
   Journal Type: Activity
   Short Description: US Citizenship/Identity e-Verified by FDSH:SSA
   Long Description: A Vital Statistics record for US Citizenship/Identity was created based on the electronic verification from CalHEERS via FDSH: SSA for the following individuals:

   < Last Name, First Name <age in years> and the Gender (F/M)>

< Last Name, First Name <age in years> and the Gender (F/M)>

CalHEERS Case: <CalHEERS Case Number>
CalSAWS Case: <CalSAWS Case Number>
County: <County>

DER ID Reference: <DER ID>
DER Initiated Date: <Initiated Date>

2.10.3 Estimated Number of Records Impacted/Performance

~150K Vital Statistics records will be created

2.11 Automated Regression Test

2.11.1 Overview

Create new automated regression test scripts to verify U.S. Citizenship and Identity Verification document type '3E U.S. Citizenship verified via CalHEERS FDSH: SSA' is available for selection on the Vital Statistics Detail page, and that this same value displays on the Vital Statistics List page upon save.

2.11.2 Description of Change

1. Create regression scripts to verify that the '3E U.S. Citizenship verified via CalHEERS FDSH: SSA' value:
    a. Is selectable from the 'Document Type on File' dropdown in the U.S. Citizenship Verification section of the Vital Statistics Detail page in create mode.
    b. Is selectable from the 'Document Type' dropdown in the Identity Verification section of the Vital Statistics Detail page in create mode.
    c. Displays in the 'Citizenship' column of the Vital Statistics List page for a detail record with this value selected.
    d. Displays in the 'Identity' column of the Vital Statistics List page for a detail record with this value selected.

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.20.1.9	The LRS Shall display summary and detailed interface LRS Data that has been received from external systems, as specified by COUNTY.	CalSAWS will send, receive, and display MAGI case, application, and person information via the CalHEERS-SAWS Interface with CalHEERS.

4 APPENDIX

Term	Definition
EDR	Eligibility Determination Request
DER	Determination Eligibility Response
Solicited DER	A Determination Eligibility Response received after sending an Eligibility Determination Request (EDR)from CalSAWS
Unsolicited DER (DER-U)	A Determination Eligibility Response received/originated from CalHEERS without initial contact from CalSAWS
Current US Territories	Virgin Island (US) GUAM American Samoa Puerto Rico

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-254559

LA GROW Activity Numbers

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Tom Lazio, Erika Kusnadi
	Reviewed By	Michael Wu, William Baretsky, Himanshu Jain, Chitra Barsagade, Jason Francis, Ramakrishna Kuchibhotla

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/23/2024	1.0	Initial Draft	Tom Lazio Erika Kusnadi
07/17/2024	1.1	Design Clarification: Added to section 2.1.3 #1b that the new Service Type will not be associated to a GROW non-compliance reason	Kusnadi.E
08/26/2024	2.0	Content Revision: • Updated Section 1.3 for the Online recommendation. • Added to Section 2.1.3 to make the new Service Type for GROW to not be visible from the Online pages along with a Note. • Added an assumption that the new Service Type for GROW will not available until CA-281036 is in production.	Kusnadi.E

Table of Contents

1 Overview 4
1.1 Current Design 4
1.2 Requests 4
1.3 Overview of Recommendations 4
1.4 Assumptions 4
2 Recommendations 5
2.1 Online- Select Activity Page 5
2.1.1 Overview 5
2.1.2 Select Activity Page Mockup 5
2.1.3 Description of Changes 5
2.1.4 Page Location 6
2.1.5 Security Updates 6
2.1.6 Page Mapping 6
2.1.7 Accessibility 6
2.1.8 Page Usage/Data Volume Impacts 6
2.2 Eligibility – Customer GROW Activities Countable for ABAWD Work Requirement 6
2.2.1 Overview 6
2.2.2 Description of Changes 7
2.2.3 ABAWD Work Requirement Detail Page Mockup 10
2.2.4 Programs Impacted 10
2.2.5 Performance Impacts 10
2.3 Automated Regression Test 11
2.3.1 Overview 11
2.3.2 Description of Changes 11
3 Supporting Documents 12
4 Requirements 13
4.1 Project Requirements 13

1 OVERVIEW

1.1 Current Design

There are several new activities for the General Relief Opportunities for Work (GROW) Program that are not currently in CalSAWS and therefore cannot be tracked to determine if the Able-Bodied Adult Without Dependents (ABAWD) has met the Work Requirements. Furthermore, there are existing activities for the GROW Program that are not being tracked to determine ABAWD work requirements.

1.2 Requests

Per CalSAWS Enhancement Request (CER) CA-233289, LA county has requested new GROW activities be added into CalSAWS and count towards the ABAWD work requirements. Also, existing GROW activities that are not currently counting towards ABAWD work requirements should also be included in the logic update.

The GROW activities in this SCR will be mapped to the CFET components in STAT 47 as part of SCR CA-264616.

1.3 Overview of Recommendations

1. Online: ~~Update the Select Activities page with the necessary modifications to the selectable GROW activities.~~ Add new Service Type for GROW into CalSAWS, but not make it available through the Online pages.
2. Eligibility: Update ABAWD Work Requirement Detail page to display new GROW customer activities.
3. Eligibility: Update EDBC logic for counting hours towards the ABAWD Work Requirement to include new and existing GROW customer activities.

1.4 Assumptions

1. Report changes to the STAT 47 will be developed in SCR CA-264616.
2. Fields not mentioned to be modified within the description of changes will retain their current functionality and logic.
3. CA-281036 will make the Service Type for GROW that is being added to the system in this SCR to display on the Online pages.
4. Since Case Management, Assessment and Orientation are not counted towards ABAWD Work requirement for CFET, the following GROW activities will not be counted towards ABAWD Work requirement:
    - Assessment
    - Day Reporting Center
    - START Connect
    - START ORIENTATION

5. The following GROW activities were added with previous SCR CA-207637 and already count towards ABAWD Work requirement:
    - Career Opportunities Resources & Employment (G07)
    - Computer Application Class (G33)
    - Education & Training (G08)
    - GED (G09)
    - Job Readiness Training (G04)
    - Job Readiness Training for Youth (G05)
    - Literacy (G10)
    - Offices Occupations (G32)
    - Pathways to Success (G06)
    - Post Employment Services (G17)
    - Security Officer Training (G30)
    - Self-Initiated Program (SP)
    - Short-Term Training (ST)

2 RECOMMENDATIONS

2.1 Online- Select Activity Page

2.1.1 Overview

The Select Activity page is used to indicate which activities a customer is participating in. New GROW customer activities will be added to this page with this SCR.

2.1.2 Select Activity Page Mockup

N/A

2.1.3 Description of Changes

1. Add new Service Type to the GROW Service Category (Activity Number on the Select Activity page) as listed on CA-254559 New GROW Service Type to be added.xlsx
    a. These new Service Type will only be available the GROW Service Category.
    b. These new Service Type will not be associated to a GROW non-compliance reason.
    c. These new Service Type will not be displayed as an option on all the pages in CalSAWS where Service Type for GROW Service Category is applicable.
    Note: These Service Types will be added to the Database, but it won't be available for users to select from the Online pages until SCR CA-281036.

2. Make 'Assessment' and 'Workfare' Service Type available for the GROW Service Category.
    a. These Service Type already exist in CalSAWS but not available for the GROW Service Category.

Note: The change is to add new Service Type for the GROW Service Category and will be applied to all the pages in CalSAWS where Service Type for GROW Service Category is applicable (ex: Resource Databank pages, Select Activity, etc.)

2.1.4 Page Location

- **Global: Resource Databank/Empl.Services**
- **Local: Resources/Activities**
- **Task: Resource Search/Customer Activities**

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

N/A

2.1.7 Accessibility

N/A

2.1.8 Page Usage/Data Volume Impacts

N/A

2.2 Eligibility – Customer GROW Activities Countable for ABAWD Work Requirement

2.2.1 Overview

The existing logic for determining whether the ABAWD has met the Work Requirements will be updated to include the new countable GROW customer activities added with this SCR. Also, the logic update will include existing countable GROW customer activities that are currently not counting towards ABAWD work requirement.

2.2.2 Description of Changes

1. The GROW customer activities displayed in the table below will be added to the existing ABAWD Work Requirement Detail page. The table columns describe the following information:
    i. **Name – Page Display**: This defines the verbiage that will be used display the name of the customer activity on the existing ABAWD Work Requirement Detail page (see Mockup in Section 2.3.3 below).
    ii. **Customer Service Type**: This identifies the countable customer service type activity.
    iii. **Program Association**: This identifies the program associated with the customer service type activity.
    iv. **Service Type Code-CT56:** This identifies the code number identifier for existing service types in the CT56 (Service Type Code) table. TBD* value is for new CT56 service type codes that will be determined during implementation by Online.
    v. **Page Category**: This defines the category of the ABAWD Work Requirement Detail page in which the activity will be listed. The rule for counting hours is also based on this category.

2. The GROW customer activities displayed in the table below will be added to the existing **Non-Limited, Limited,** or **Workfare** logic based on category (see 'Page Category' in table Figure 2.2.2.1) for counting hours towards the ABAWD Work Requirement and will display under '**Non-Limited Activity Hours**', '**Limited Activity Hours**', or '**Workfare Activities'** (see 'Page Category' in table Figure 2.2.2.1) on the existing ABAWD Work Requirement Detail page (see Mockup in Section 2.2.3 below).

   Technical Note: Statewide ABAWD waiver needs to be turned off to test the ABAWD Work Requirement functionality.

Countable Customer Activities

Figure 2.2.2.1 Customer Activities Table

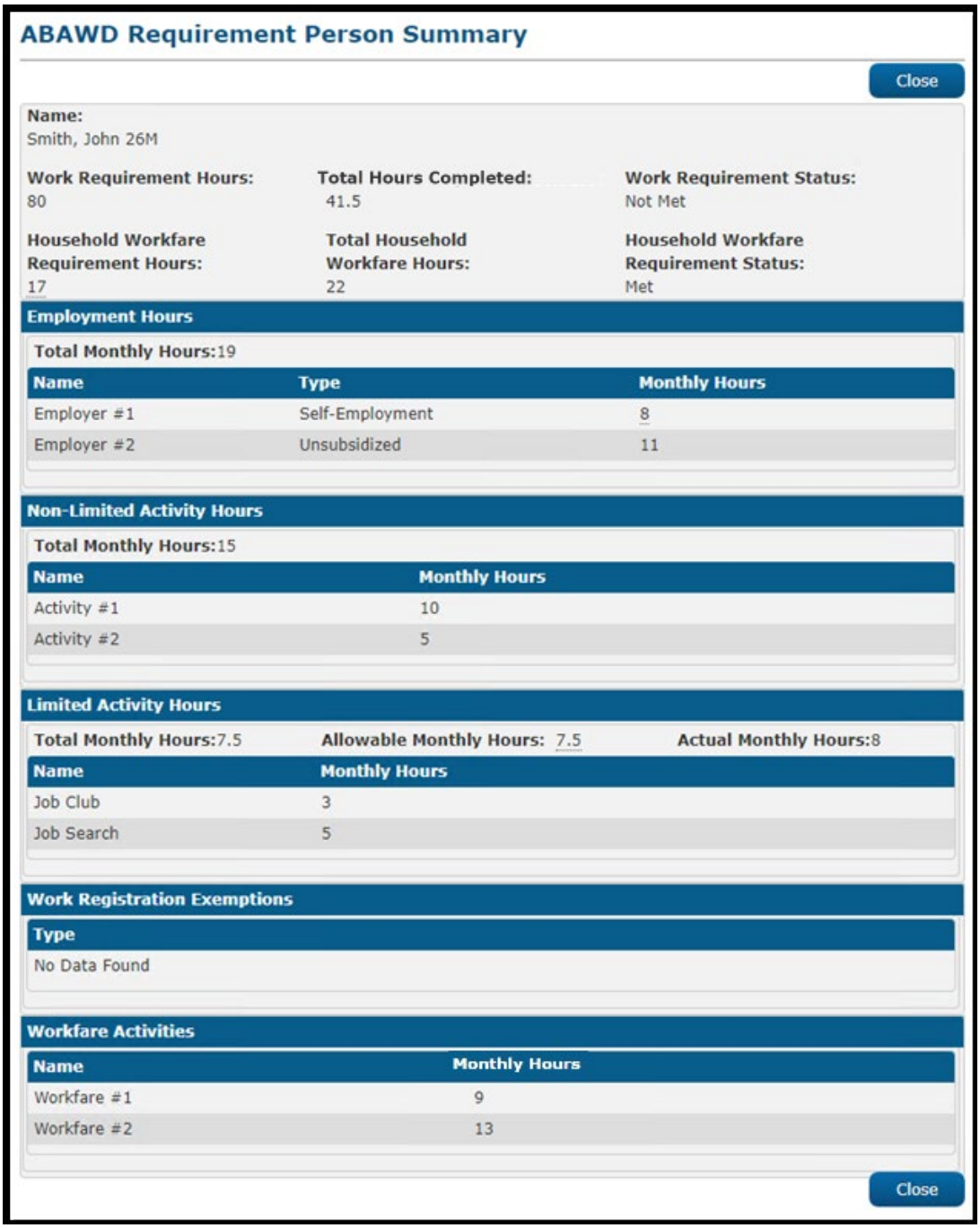
Name - Page Display	Customer Service Type	Program Association	Service Type Code – CT56	Page Category
Intensive Case Management	Intensive Case Management	GROW	G12	Limited
Job Fair	Job Fair	GROW	G15	Limited
One Stop	One Stop	GROW	G34	Non-Limited

Name - Page Display	Customer Service Type	Program Association	Service Type Code – CT56	Page Category
GROW Transition-Age Youth Employment Program (GTEP)	GROW Transition-Age Youth Employment Program (GTEP)	GROW	G39	Non-Limited
GROW Youth Employment Program (GYEP)	GROW Youth Employment Program (GYEP)	GROW	G40	Non-Limited
Vocational Assessment	Vocational Assessment	GROW	G03	Non-Limited
CFET Retention Services	CFET Retention Services	GROW	TBD*	Non-Limited
TAYPortunity Program	TAYPortunity Program	GROW	TBD*	Non-Limited
TAYPortunity Transitional Subsidized Employment	TAYPortunity Transitional Subsidized Employment	GROW	TBD*	Non-Limited
Financial Literacy	Financial Literacy	GROW	TBD*	Non-Limited
Life Skills	Life Skills	GROW	G27	Non-Limited
Subsidized Employment	Subsidized Employment	GROW	TBD*	Non-Limited
Entrepreneurship	Entrepreneurship	GROW	TBD*	Non-Limited
Apprenticeship	Apprenticeship	GROW	TBD*	Non-Limited
Workfare	Workfare	GROW	WF	Workfare
Unsubsidized Employment	Unsubsidized Employment	GROW	TBD*	Non-Limited
Careers for a Cause (C4C)	Careers for a Cause (C4C)	GROW	TBD*	Non-Limited
RightWay	RightWay	GROW	TBD*	Non-Limited
License/Certificate/Exam (LCE)	License/Certificate/Exam (LCE)	GROW	TBD*	Non-Limited
START Learning	START Learning	GROW	TBD*	Non-Limited
Community College	Community College	GROW	TBD*	Non-Limited
Career Exploration Month #1	Career Exploration Month #1	GROW	TBD*	Limited
Career Exploration Month #2	Career Exploration Month #2	GROW	TBD*	Limited
Career Exploration Month #3	Career Exploration Month #3	GROW	TBD*	Limited
Ready, Set, START!	Ready, Set, START!	GROW	TBD*	Limited
Activity #1 - EDU	Activity #1 - EDU	GROW	TBD*	Non-Limited
Activity #2 - EDU	Activity #2 - EDU	GROW	TBD*	Non-Limited
Activity #3 - EDU	Activity #3 - EDU	GROW	TBD*	Non-Limited
Activity #4- WEP	Activity #4- WEP	GROW	TBD*	Non-Limited
Activity #5- WEP	Activity #5- WEP	GROW	TBD*	Non-Limited
Activity #6- WEP	Activity #6- WEP	GROW	TBD*	Non-Limited
Activity #7-WEP	Activity #7-WEP	GROW	TBD*	Non-Limited

Name - Page Display	Customer Service Type	Program Association	Service Type Code – CT56	Page Category
Activity #8-SJS	Activity #8-SJS	GROW	TBD*	Limited
Activity #9-SJS	Activity #9-SJS	GROW	TBD*	Limited
Activity #10- SET	Activity #10- SET	GROW	TBD*	Non-Limited

TBD* - New CT56 service type code that will be determined during implementation by Online.

2.2.3 ABAWD Work Requirement Detail Page Mockup



2.2.4 Programs Impacted

CalFresh, GA/GR (LA), GROW

2.2.5 Performance Impacts

N/A

2.3 Automated Regression Test

2.3.1 Overview

Create new automated regression test scripts to verify that the new and re-associated Type / Service Type values are available on the Select Activity and Service Detail pages when Category is set to 'GROW'.

2.3.2 Description of Changes

1. Create a new regression script to verify that the following values are available for selection in the Type dropdown on the Select Activity page when Category 'GROW' is selected:
    a. Assessment
    b. Workfare
       Note: The two Service Types above are pre-existing.
    c. Activity #1 - EDU
    d. Activity #10- SET
    e. Activity #2 - EDU
    f. Activity #3 - EDU
    g. Activity #4- WEP
    h. Activity #5- WEP
    i. Activity #6- WEP
    j. Activity #7-WEP
    k. Activity #8-SJS
    l. Activity #9-SJS
    m. Apprenticeship
    n. Career Exploration Month #1
    o. Career Exploration Month #2
    p. Career Exploration Month #3
    q. Careers for a Cause (C4C)
    r. Community College
    s. Entrepreneurship
    t. Financial Literacy
    u. License/Certificate/Exam (LCE)
    v. Ready, Set, START!
    w. RightWay
    x. START Connect
    y. START Learning
    z. START ORIENTATION
    aa. Subsidized Employment
    bb. Unsubsidized Employment
    cc. TAYPortunity Program
    dd. TAYPortunity Transitional Subsidized Employment
    ee. CFET Retention Services

2. Create a new regression script to verify that the following values are available for selection in the Service Type dropdown on the Service Detail page when Category 'GROW' is selected:
    a. Assessment
    b. Workfare
       Note: The two Service Types above are pre-existing.
    c. Activity #1 - EDU
    d. Activity #10- SET
    e. Activity #2 - EDU
    f. Activity #3 - EDU
    g. Activity #4- WEP
    h. Activity #5- WEP
    i. Activity #6- WEP
    j. Activity #7-WEP
    k. Activity #8-SJS
    l. Activity #9-SJS
    m. Apprenticeship
    n. Career Exploration Month #1
    o. Career Exploration Month #2
    p. Career Exploration Month #3
    q. Careers for a Cause (C4C)
    r. Community College
    s. Entrepreneurship
    t. Financial Literacy
    u. License/Certificate/Exam (LCE)
    v. Ready, Set, START!
    w. RightWay
    x. START Connect
    y. START Learning
    z. START ORIENTATION
    aa. Subsidized Employment
    bb. Unsubsidized Employment
    cc. TAYPortunity Program
    dd. TAYPortunity Transitional Subsidized Employment
    ee. CFET Retention Services

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.0	Online	New Service Type to be added for GROW Service Category	CA-254559 New GROW Service Type to be added.xlsx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.28.3.9	The LRS shall provide summary report on component(s) participation, selected and/or sorted by work participation program component or Cal-Learn program component status, User, unit, section, and/or office.	This SCR will allow users to select new and existing GROW activities that will be countable towards the ABAWD work requirements.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-264181

Allow Deactivation of Task Banks

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Vallari Bathala, Justin Dobbs, Jennifer Muna, Soundarya Ramesh
	Reviewed By	Justin Dobbs, Sarah Rich, Carlos Albances, Dymas Pena, Connie Buzbee, Anthony Cheung, Nue Nelson

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
01/29/2024	1.0	Initial Revision	Vallari Bathala, Justin Dobbs, Jennifer Muna, Soundarya Ramesh
07/17/2024	1.1	Removed assumption #4 Enhancement CA-272460 is implemented in the same release or sooner than this enhancement from section 1.4 Assumptions. Added additional validation for Document Routing Rule Detail Page Included Accessibility sub-section in section 2.6 Additional Page Modifications. Updated section 2.17 Automated Regression Test to include test scenarios for Bank Deactivation and FDS API changes.	William Baretsky, Vallari Bathala

Table of Contents

1 Overview 8
1.1 Current Design 8
1.2 Requests 8
1.3 Overview of Recommendations 8
1.4 Assumptions 8
2 Recommendations 10
2.1 Bank Search Page 10
2.1.1 Overview 10
2.1.2 Bank Search Page Mockup 10
2.1.3 Description of Changes 10
2.1.4 Page Location 11
2.1.5 Security Updates 11
2.1.6 Page Mapping 11
2.1.7 Accessibility 11
2.1.8 Page Usage/Data Volume Impacts 11
2.2 Bank Detail Page 11
2.2.1 Overview 11
2.2.2 Bank Detail Page Mockup 12
2.2.3 Description of Changes 13
2.2.4 Page Validations 13
2.2.5 Page Location 14
2.2.6 Security Updates 14
2.2.7 Page Mapping 14
2.2.8 Accessibility 14
2.2.9 Page Usage/Data Volume Impacts 14
2.3 Select Bank Page 14
2.3.1 Overview 14
2.3.2 Select Bank Page Mockup 15
2.3.3 Description of Changes 15
2.3.4 Page Location 16
2.3.5 Security Updates 16
2.3.6 Page Mapping 16
2.3.7 Accessibility 16

2.3.8 Page Usage/Data Volume Impacts 16
2.4 Task Search Page 16
2.4.1 Overview 16
2.4.2 Task Search Page Mockup 17
2.4.3 Description of Changes 17
2.4.4 Page Validations 18
2.4.5 Page Location 18
2.4.6 Security Updates 18
2.4.7 Page Mapping 18
2.4.8 Accessibility 18
2.4.9 Page Usage/Data Volume Impacts 18
2.5 My Banks Page 18
2.5.1 Overview 18
2.5.2 Description of Changes 19
2.5.3 Page Validations 19
2.5.4 Page Location 19
2.5.5 Security Updates 19
2.5.6 Page Mapping 19
2.5.7 Accessibility 19
2.5.8 Page Usage/Data Volume Impacts 19
2.6 Additional Page Modifications 19
2.6.1 Overview 19
2.6.2 Description of Changes 20
2.6.3 Accessibility 21
2.7 Task Upload 21
2.7.1 Templates 21
2.7.2 Preview Processing 21
2.7.3 Mass Closure Void Processing 22
2.8 Processing Modifications 23
2.8.1 Overview 23
2.8.2 Description of Changes 23
2.9 Self-Service Portal: Update EBT Theft API Task Bank Assignment Logic 24
2.9.1 Overview 24
2.9.2 Description of Change 24
2.9.3 Execution Frequency 24

2.9.4 Key Scheduling Dependencies 24
2.9.5 Counties Impacted 24
2.9.6 Category 24
2.9.7 Data Volume/Performance 24
2.9.8 Failure Procedure/Operational Instructions 25
2.10 Self-Service Portal: Update Support Request API Task Bank Assignment Logic 25
2.10.1 Overview 25
2.10.2 Description of Change 25
2.10.3 Execution Frequency 25
2.10.4 Key Scheduling Dependencies 25
2.10.5 Counties Impacted 25
2.10.6 Category 25
2.10.7 Data Volume/Performance 26
2.10.8 Failure Procedure/Operational Instructions 26
2.11 Self-Service Portal: Update Report a Change API Task Bank Assignment Logic 26
2.11.1 Overview 26
2.11.2 Description of Change 26
2.11.3 Execution Frequency 26
2.11.4 Key Scheduling Dependencies 26
2.11.5 Counties Impacted 26
2.11.6 Category 27
2.11.7 Data Volume/Performance 27
2.11.8 Failure Procedure/Operational Instructions 27
2.12 Self-Service Portal: Update Application Transfer API Task Bank Assignment Logic 27
2.12.1 Overview 27
2.12.2 Description of Change 27
2.12.3 Execution Frequency 27
2.12.4 Key Scheduling Dependencies 27
2.12.5 Counties Impacted 28
2.12.6 Category 28
2.12.7 Data Volume/Performance 28
2.12.8 Failure Procedure/Operational Instructions 28
2.13 Self-Service Portal: Update CBO Account API Task Bank Assignment Logic 28
2.13.1 Overview 28

2.13.2 Description of Change 28
2.13.3 Execution Frequency 28
2.13.4 Key Scheduling Dependencies 28
2.13.5 Counties Impacted 29
2.13.6 Category 29
2.13.7 Data Volume/Performance 29
2.13.8 Failure Procedure/Operational Instructions 29
2.14 Self-Service Portal: Update Task API – Schedule, Reschedule Appointment Task Bank Assignment Logic 29
2.14.1 Overview 29
2.14.2 Description of Change 29
2.14.3 Execution Frequency 29
2.14.4 Key Scheduling Dependencies 30
2.14.5 Counties Impacted 30
2.14.6 Category 30
2.14.7 Data Volume/Performance 30
2.14.8 Failure Procedure/Operational Instructions 30
2.15 FDS-API: Task API – Update Task (V1/V2) 30
2.15.1 Overview 30
2.15.2 Description of Change 30
2.15.3 Execution Frequency 30
2.15.4 Key Scheduling Dependencies 31
2.15.5 Counties Impacted 31
2.15.6 Category 31
2.15.7 Data Volume/Performance 31
2.15.8 Failure Procedure/Operational Instructions 31
2.16 FDS-API: Task API – Create Task (V1/V2) 31
2.16.1 Overview 31
2.16.2 Description of Change 31
2.16.3 Execution Frequency 31
2.16.4 Key Scheduling Dependencies 32
2.16.5 Counties Impacted 32
2.16.6 Category 32
2.16.7 Data Volume/Performance 32
2.16.8 Failure Procedure/Operational Instructions 32

2.17 Automated Regression Test 32
2.17.1 Overview 32
2.17.2 Description of Change 32
3 Supporting Documents 34
4 Requirements 35
4.1 Project Requirements 35
5 Migration Impacts 36
6 Outreach 37
7 Appendix 38

1 OVERVIEW

This design outlines modifications to Task Management functionality within the CalSAWS System to allow Users to deactivate the Task Bank after being created.

1.1 Current Design

Task Banks are repositories within the county that can hold Tasks. The Bank Search and Bank Detail pages within the CalSAWS System allow Task Banks to be created and configured. Once a Task Bank is created it cannot be removed or deactivated.

Tasks can be created and assigned to Task Banks manually via worker transactions, by automated action trigger events, certain Self Service Portal actions and processing via the Task API (Application Programming Interface).

1.2 Requests

1. Add functionality to support the deactivation of Task Banks.
2. Update FDS (Functional Design Specification) Task API functionality to modify the existing Task Bank logic assignment to check if Task Bank Id has an Active status for the County prior to updating/creating a task.
3. Update BenefitsCal Task Assignment processing which evaluates for a Task Bank to consider the Bank status.

1.3 Overview of Recommendations

1. Add a Status field to Task Banks allowing a Task Bank to be deactivated.
2. Update Task Management online pages and processing which utilizes Task Banks to consider the Status of a Task Bank.
3. Update the FDS Task API update and create endpoints in both versions v1 and v2 to modify the existing Task Bank logic assignment logic to check if Task Bank has an Active status for the County prior to updating/creating a task.
4. Update BenefitsCal API Task Bank Assignment logic to check the Task Bank status prior to assigning a task.

1.4 Assumptions

1. An Inactive Task Bank cannot hold an open task.
2. There will be no front-end changes to the Task Reassignment functionality.
3. There are no modifications to the front-end and processing of QA/QC Task Sample logic. There is no impact to this functionality because a QA/QC Task Sample is based on Completed/Voided Tasks, which can reside in a Bank that has since become Inactive.
4. Existing Task Management assignment functionality is to only create a Task when a valid assignment exists. If an existing Task trigger such as an Automated

Action is configured to assign to a Task Bank that has become Inactive, a Task will not be created if the Automated Action is invoked due to lack of a valid assignment (Active Task Bank).

5. All existing Self-Service Portal API functionalities will remain unchanged that are not mentioned in this SCR. There is no update to API Swagger Documentation.
6. Release of Information API is currently disabled in CalSAWS. The ROI Automated Action update will be addressed in CA-258275 upon the re-enablement of the ROI API.
7. CA-264180 implemented enhancement to Application Transfer API to utilize the Automated Action framework.
8. No changes are required for the Self-Service Portal (BenefitsCal); however, end-to-end testing support will be needed. CSPM-73908 has been logged for the end-to-end testing support.

2 RECOMMENDATIONS

This section will outline recommendations to introduce the Bank deactivation functionality to the CalSAWS System.

2.1 Bank Search Page

2.1.1 Overview

This section describes recommendations to include a Status field in the Bank Search page.

2.1.2 Bank Search Page Mockup

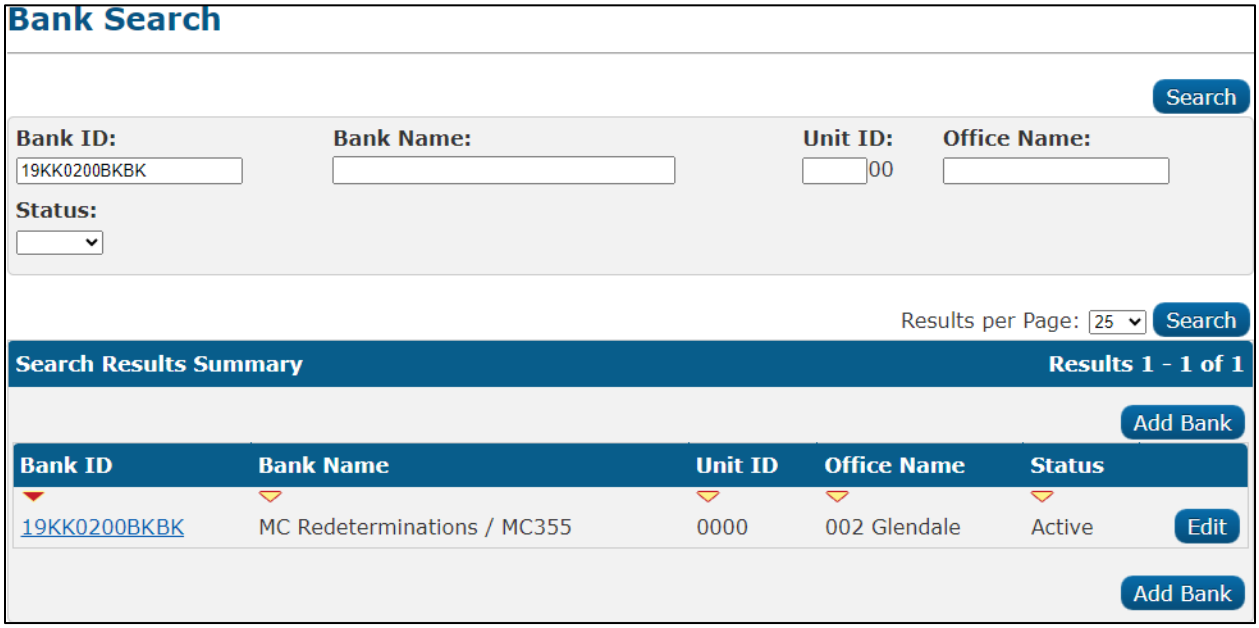


Figure 2.1.2 – Bank Search Page

2.1.3 Description of Changes

1. Search Parameters
    a. Status – Add a dropdown field which will filter the Banks based on the Status. Options included are:
        i. BLANK
        ii. Active (Default)
        iii. Inactive

        The Default value of "Active" will only display the Banks which are active at the time of the search. The value of 'BLANK' allows all Task Banks (Active or Inactive) to be displayed.
2. Search Results Summary
    a. Status – Add a sortable column to display the current status of the Bank.

2.1.4 Page Location

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

The Task Navigation will display if the user profile contains the "BankSearchView" security right.

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

Update page mapping for the new Status field.

2.1.7 Accessibility

The following accessibility enhancements have been identified:

- iFrames must have an accessible name.

2.1.8 Page Usage/Data Volume Impacts

N/A

2.2 Bank Detail Page

2.2.1 Overview

This section describes recommendations to include a Status field in the Bank Detail page.

2.2.2 Bank Detail Page Mockup

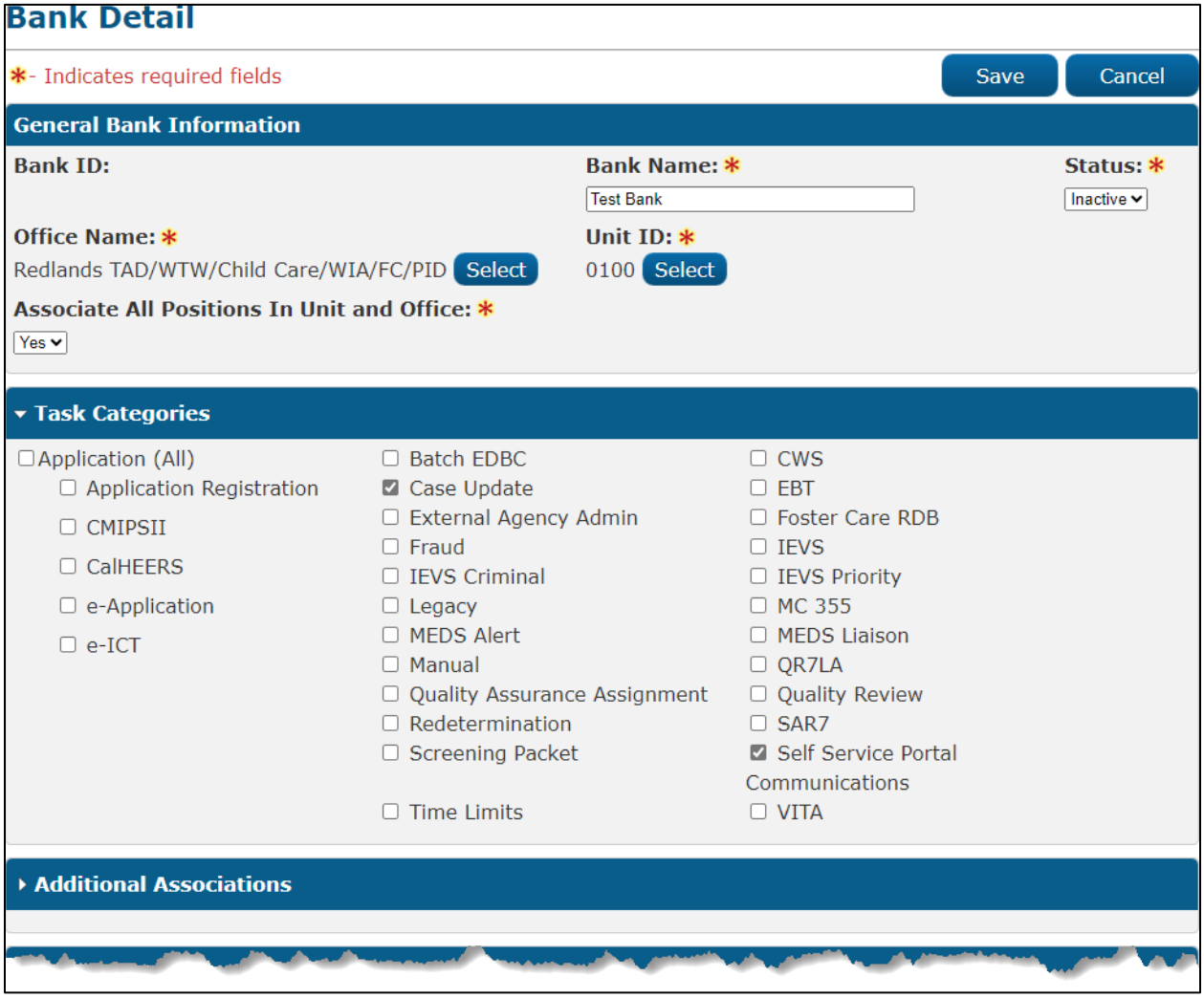


Figure 2.2.2-1 – Bank Detail Page – Create Mode

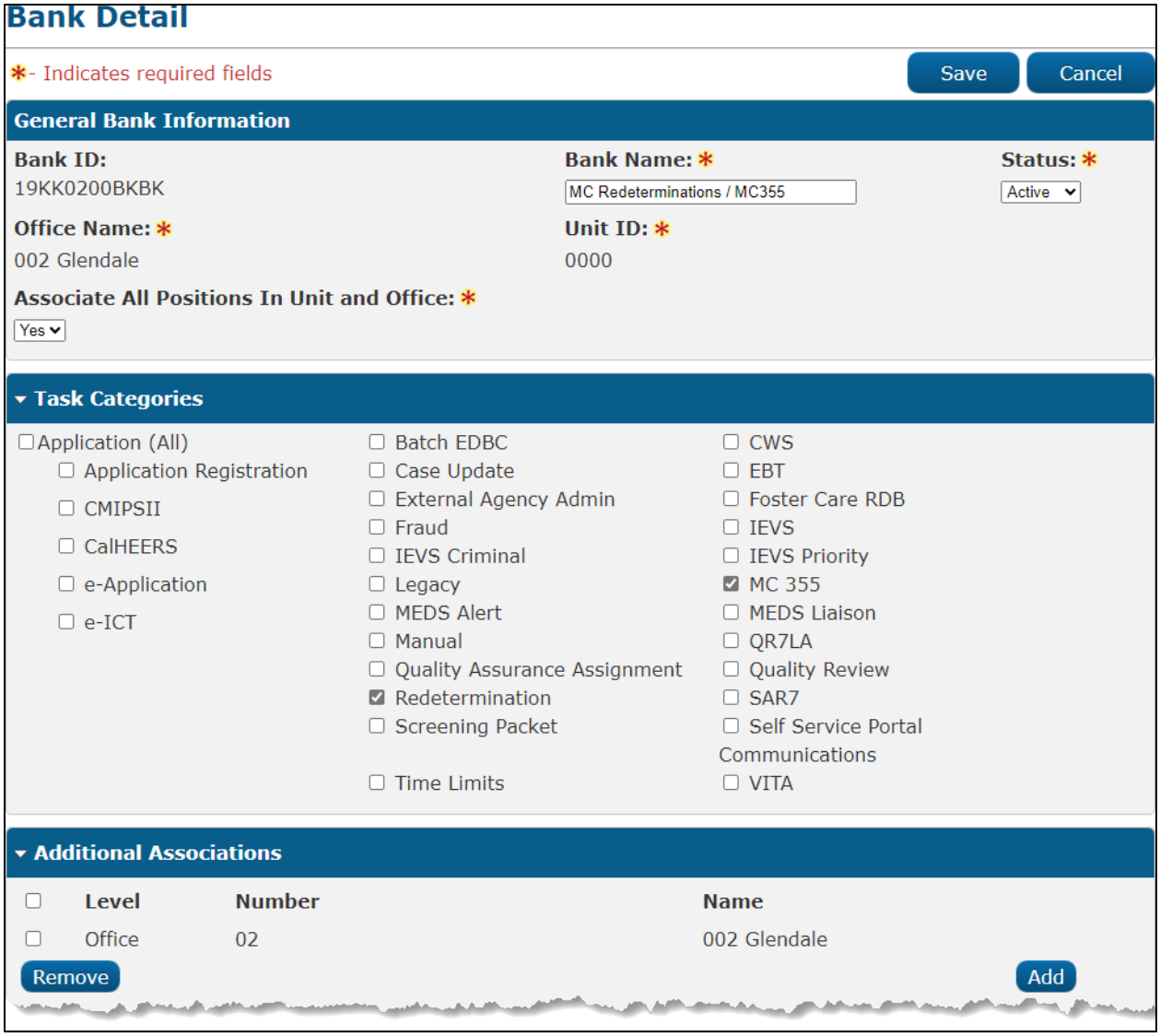


Figure 2.2.2-2 – Bank Detail Page – Edit Mode

2.2.3 Description of Changes

1. General Bank Information
    a. Status **(required)** – Add new a dropdown menu, in Create and Edit modes, that indicates the status of the Bank. Options included are:
        i. Active (Default)
        ii. Inactive

2.2.4 Page Validations

Add page validations to the Bank Detail page when the Status is set to Inactive and one or more of the following scenarios are true:

1. The Bank is associated to one or more open Tasks in 'Assigned' or 'In Process' status, display the following validation:
    a. "Status - The Bank is currently configured to one or more open Tasks."

Any and all applicable validations will display at once at the top of the Bank Detail page.

2.2.5 Page Location

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

Click on a hyperlink of the desired result displayed in the Bank Search page or the "Add Bank" button to navigate to the Bank Detail page.
The Task Navigation will display if the user profile contains the "BankSearchView" security right.

2.2.6 Security Updates

N/A

2.2.7 Page Mapping

Update page mapping for the new Status field.

2.2.8 Accessibility

The following accessibility enhancements have been identified:

- iFrames must have an accessible name.

2.2.9 Page Usage/Data Volume Impacts

N/A

2.3 Select Bank Page

2.3.1 Overview

This section describes recommendations to include a Status field in the Select Bank page.

2.3.2 Select Bank Page Mockup

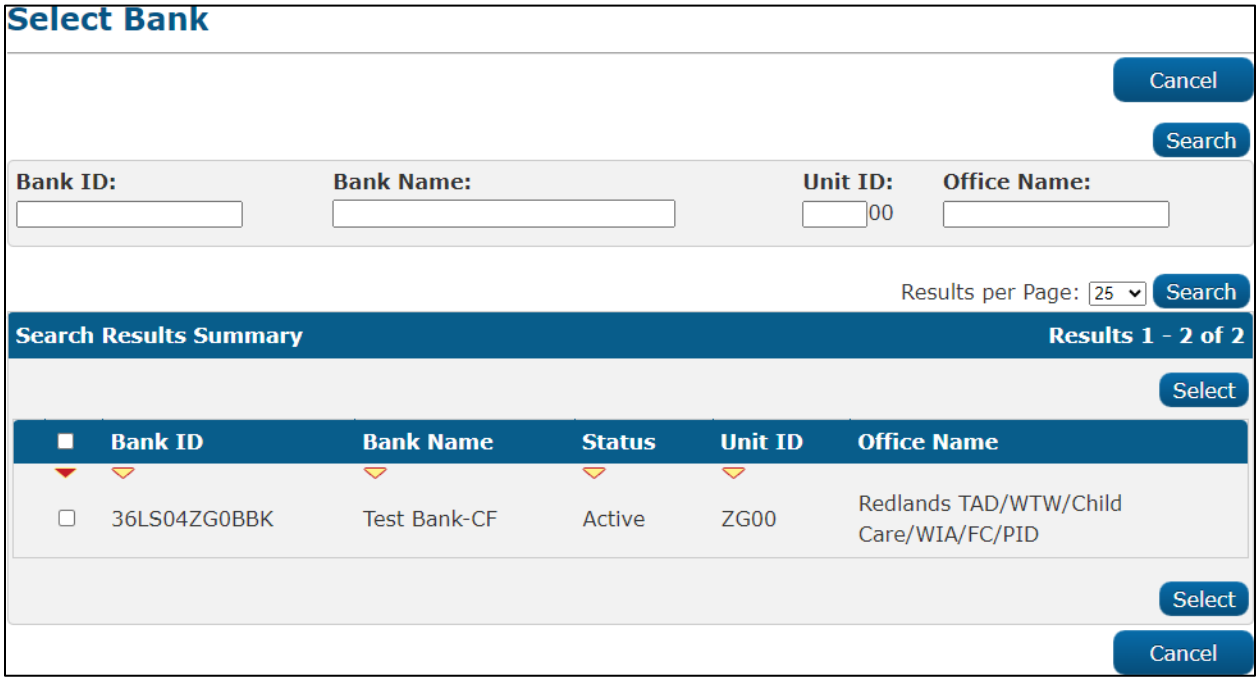


Figure 2.3.2-1 – Select Bank Page – Active Banks

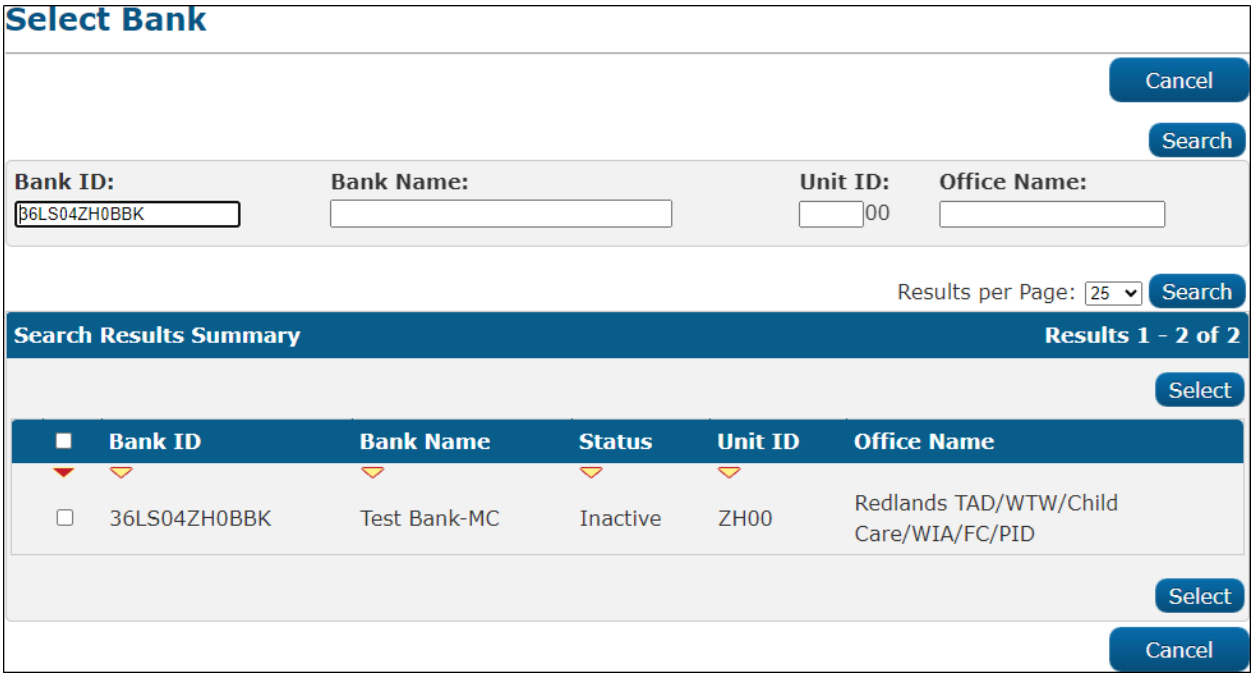


Figure 2.3.2-2 – Select Bank Page – Inactive Banks

2.3.3 Description of Changes

Functional Note: Inactive Banks will be included and searchable on the Select Bank page to allow for selection of an Inactive Bank from pages

such as Task Search. Historical Tasks that were closed while assigned to the Bank when it was Active will still be searchable after the Bank becomes Inactive. Including Inactive banks in this page will support this.

1. Search Results Summary
    a. Status – Add a column to display the status of the Bank.

Note: These recommendations apply to the Select Bank page which allows selection of a single Task Bank and the Select Bank page which allows for multi select (i.e., QA/QC Task Sample).

2.3.4 Page Location

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

Select Bank Page is discoverable through multiple pages.

2.3.5 Security Updates

N/A

2.3.6 Page Mapping

Update page mapping for the new Status field.

2.3.7 Accessibility

The following accessibility enhancements have been identified:

- iFrames must have an accessible name.

2.3.8 Page Usage/Data Volume Impacts

N/A

2.4 Task Search Page

2.4.1 Overview

This section outlines the modifications required to display validation messages when an action attempts to assign a Task to an Inactive Task Bank.

2.4.2 Task Search Page Mockup

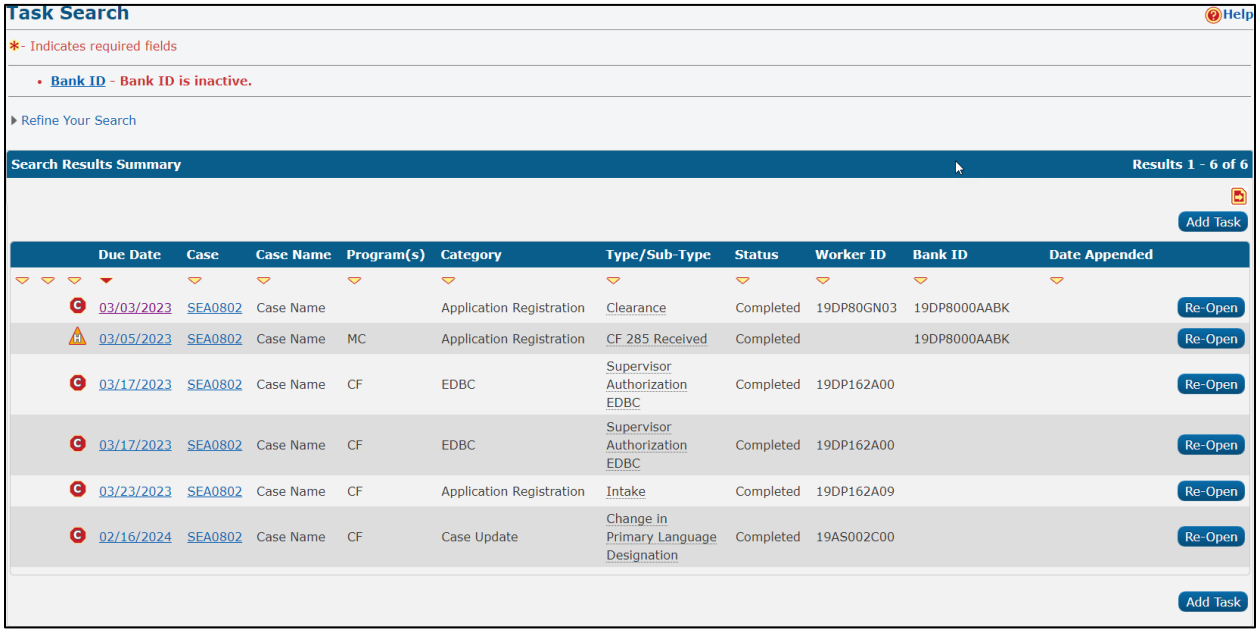


Figure 2.3.2 – Task Search Re-Open Validation

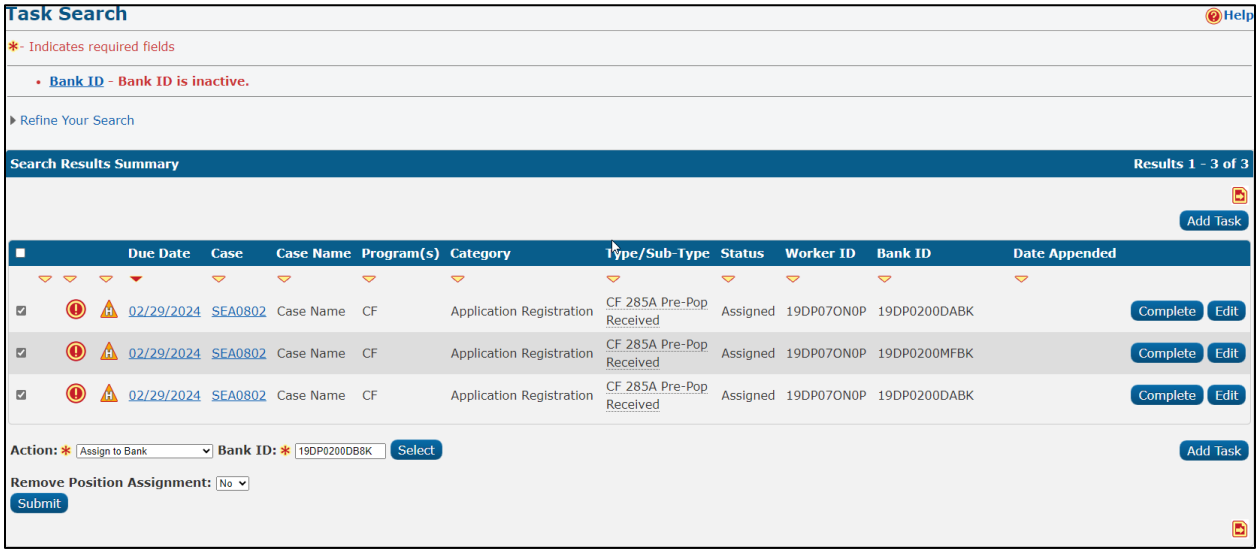


Figure 2.3.2 – Task Search Action Validation

2.4.3 Description of Changes

1. Implement validations listed in section 2.4.4 Page Validations.

   Functional Note: CA-214923 introduced the 'Re-Open' functionality which, upon the click of the 'Re-Open' button sets the status of the Task to "Assigned" and assigns the Task to the previous owner. If the previous assignee is a Task Bank and that Bank is now inactive, the Task cannot be re-opened.

2.4.4 Page Validations

Add page validations to Task Search page when a User attempts an action that will result in assigning a Task to an inactive Task Bank in the following scenarios:

1. A User manually enters an inactive Bank ID in the Bank ID field for Action of 'Assign to Bank' and clicks Submit:
    a. "Bank ID - Bank ID is inactive."
2. A User clicks the Re-Open button for a closed Task that is assigned to a now Inactive Bank:
    a. "Bank ID - Bank ID is inactive."

2.4.5 Page Location

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

Task Search Page is accessible through Utility bar's Tasks Option.

2.4.6 Security Updates

N/A

2.4.7 Page Mapping

N/A

2.4.8 Accessibility

The following accessibility enhancements have been identified:

- iFrames must have an accessible name.

2.4.9 Page Usage/Data Volume Impacts

N/A

2.5 My Banks Page

2.5.1 Overview

This section outlines the modifications to the My Banks page to not display Inactive Task Banks.

2.5.2 Description of Changes

The My Banks page displays information of all Banks that the viewing worker is associated to as a paginated list.

1. Modify the My Banks page to not include Inactive Banks.

2.5.3 Page Validations

N/A

2.5.4 Page Location

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

  My Banks Page is accessible through Utility bar's Tasks Option.

2.5.5 Security Updates

N/A

2.5.6 Page Mapping

N/A

2.5.7 Accessibility

The following accessibility enhancements have been identified:

- iFrames must have an accessible name.

2.5.8 Page Usage/Data Volume Impacts

N/A

2.6 Additional Page Modifications

2.6.1 Overview

This section outlines additional modifications to Task Management functionality to only allow selection of 'Active' Task Banks in pages currently utilizing the Bank attribute.

2.6.2 Description of Changes

1. Add the following page validations to Task Management pages when a User selects or manually enters an 'Inactive' Task Bank:

Page(s)	Field(s)	Action Scenario	Validation(s)
Task Detail Page	Bank ID	Assigning an Assigned or In-Process Task to an Inactive Bank.	Bank ID - Bank ID is inactive.
Document Routing Rule Detail Page	Bank ID	Configuring a Document Routing Rule with Task assignment to an Inactive Bank.	Bank ID - Bank ID is inactive.
Document Routing Rule Program Detail Page	Bank ID	Configuring a Document Routing Program Based Rule to an Inactive Bank.	Bank ID - Bank ID is inactive.
MEDS Alert Admin Detail Page	Default Bank ID	Configuring the Task Information panel of the MEDS Alert Admin Detail page with Task assignment to an Inactive Bank.	Default Bank ID - Bank ID is inactive.
Automated Action Detail Page	Default Bank ID	Configuring the Task Information panel of the Automated Action Detail page with Task assignment to an Inactive Bank.	Default Bank ID - Bank ID is inactive.
Task Reassignment Detail Page	Task Sources(s)	Configuring a Task Reassignment with one or more Source Banks that are Inactive.	Source Bank(s) – One or more source Banks are inactive.
Task Reassignment Detail Page	Task Destination(s)	Configuring a Task Reassignment with one or more Destination Banks that are Inactive.	Destination Bank(s) – One or more destination Banks are inactive.
Task Type Detail	Bank ID	Configuring the Resulting Task Information panel to assign to an Inactive Bank.	Bank ID - Bank ID is inactive.
Task Sub-Type Detail	Bank ID	Configuring the Resulting Task Information panel to assign to an Inactive Bank.	Bank ID - Bank ID is inactive.

2.6.3 Accessibility

The following accessibility enhancements have been identified:

- iFrames must have an accessible name.

2.7 Task Upload

2.7.1 Templates

1. Update the "Manual Assignment – Bank ID" column instructions in the Task Upload templates to specify that the Bank entries must have an "Active" status.

   The templates that require updates are listed in section 3. Supporting Documents.

Column	Required	Instructions
Manual Assignment – Bank ID	No	If manual Task assignment is applicable, enter a Bank ID to assign the Task to. This value must be a valid Bank ID for the county. The Bank must have an "Active" status. This field may be left blank if either the "Automated Assignment" or "Manual Assignment - Worker ID" field has a valid entry. An entry in this field with a simultaneous entry in the "Manual Assignment - Worker ID" field is acceptable. In this case, the Task will be assigned to both the Worker ID and Bank ID.

2.7.2 Preview Processing

1. Update the Closest Bank assignment logic to only evaluate Active Banks for all Task Upload types. The templates that require updates are listed in section 3. Supporting Documents.

2. If available, evaluate the Bank ID value entered in the Bank ID column within the Task Upload template and generate a Preview Error Message if the Bank ID is Inactive.

Field	Validation	Error Message
Manual Assignment - Bank ID	1. If the Bank ID is valid for the county of the Task Upload, confirm that the Bank ID Status is set to 'Active'.	Inactive Bank ID.

3. If a Task Upload preview has been generated and has Tasks queued up for Task creation to be assigned to a Task Bank that has been set to Inactive Status AFTER the preview has been generated, these Tasks will not be created if the preview is Approved.

   As a simplified example, if an uploaded template contains:

Case Number	Task Type	Manual Assignment - Bank ID
1234567	Case Review	99ABC1230BBK
0000011	Case Review	99DEF4560BBK

Both Banks are in the 'Active' Status at the time of Preview Processing. The Preview Processing successfully completes and moves to 'Preview Complete'. At this point the User sets Bank 99DEF4560BBK to 'Inactive' and then the User approves the generated preview.

Only the Tasks for Bank 99ABC1230BBK will be created.

2.7.3 Mass Closure Void Processing

For "Closure" Task Uploads that have been processed, if the Task Upload closed a Task that was assigned to a Task Bank that has since been deactivated; if the Task Upload is Voided, the Task(s) assigned to the Inactive Bank will not be reopened.

2.8 Processing Modifications

2.8.1 Overview

This section outlines additional modifications to Task Management processing functionality to respect the Task Bank Status.

2.8.2 Description of Changes

1. Modify the following processing functions to respect the Task Bank Status:

Functionality	Modification
Get Next	Modify Get Next processing logic to only consider Active Task Banks.
Office Distribution Assignment	Modify Office Distribution assignment logic to only consider Active Task Banks.
Closest Bank Assignment	Modify Closest Bank assignment logic to only consider Active Task Banks.
Task Reassignment Processing	Modify the Task Reassignment instruction processing to only consider Active Task Banks when distributing or reclaiming Tasks.
Task Reassignment Run Result Processing	Update the following Task Reassignment Run Result Detail reason "Task Destination(s) Do Not Have Active/Available Workers" to "Task Destination(s) Do Not Have Active/Available Workers or Active Banks". If a Task Reassignment is configured with Destination Workers and/or Destination Banks and processing cannot identify at least one valid Worker or Bank, the Run Result Reason is logged, and Tasks are not reassigned.

NOTE: If a Task Bank is set to Inactive status, and an Automated Task trigger such as an Automated Action, Document Routing Rule or MEDS Alert are configured to route directly into this Task Bank, these automated events will NOT create a Task if they are triggered.

For example, if a Document Routing Rule is configured to assign Tasks into Bank 123BK and Bank 123BK is set to Inactive status, this Document Routing Rule will no longer produce Tasks due to lack of a valid assignment location for the Tasks.

2.9 Self-Service Portal: Update EBT Theft API Task Bank Assignment Logic

2.9.1 Overview

The EBT Theft API is a RESTful webservice that will allow CalSAWS to do the following:

- Retrieve the EBT 2259 form information from the Self-Service Portal and store in the CalSAWS new EBT Theft pages.
- Create an automated Journal Entry upon receiving an electronic form of EBT 2259/EBT 2259A.
- Create an Automated Action that will create a task for the worker upon receiving an electronic form of EBT 2259/EBT 2259A.

This section outlines the necessary modifications in the EBT Theft API to update the Task Bank task assignment logic when attempting to assign the task to a Task Bank.

2.9.2 Description of Change

1. Update the EBT Theft API by modifying the existing Task Bank logic assignment to check if Task Bank Id has an Active status for the County prior to assigning a task. If a valid task assignment cannot be determined, the task will not be created. **Note**: No error response code will be returned to the Self-Service Portal, thus the data transfer from the Self-Service Portal will still occur regardless of the task generation outcome.

2.9.3 Execution Frequency

Real Time

2.9.4 Key Scheduling Dependencies

N/A

2.9.5 Counties Impacted

CalSAWS Counties

2.9.6 Category

Real Time API

2.9.7 Data Volume/Performance

N/A

2.9.8 Failure Procedure/Operational Instructions

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

2.10 Self-Service Portal: Update Support Request API Task Bank Assignment Logic

2.10.1 Overview

The Support Request API is a RESTful webservice that is used to send a customer's Self-Service Portal request for additional services and/or support to CalSAWS, including the generation of an Automated Action task for the worker or bank assigned to the case.

This section outlines the necessary modifications in the Support Request API to update the Task Bank task assignment logic when attempting to assign the task to a Task Bank.

2.10.2 Description of Change

1. Update the Support Request API by modifying the existing Task Bank logic assignment to check if Task Bank Id has an Active status for the County prior to assigning a task.
    a. If a valid assignment is not found for the task, return a 422 error response with the following to the Self-Service Portal:
        i. benefitscal-00009: The worker or Task Bank cannot be found to create a task.

2.10.3 Execution Frequency

Real Time

2.10.4 Key Scheduling Dependencies

N/A

2.10.5 Counties Impacted

CalSAWS Counties

2.10.6 Category

Real Time API

2.10.7 Data Volume/Performance

N/A

2.10.8 Failure Procedure/Operational Instructions

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

2.11 Self-Service Portal: Update Report a Change API Task Bank Assignment Logic

2.11.1 Overview

The Report a Change (RAC) is a RESTful webservice that creates a Report a Change task and journal entry in CalSAWS when a change is reported from the Self-Service Portal.

This section outlines the necessary modifications in the RAC API to update the Task Bank task assignment logic when attempting to assign the RAC task to a Task Bank.

2.11.2 Description of Change

1. Update the RAC API by modifying the existing Task Bank logic assignment to check if Task Bank Id has an Active status for the County prior to assigning a task.
    a. If a valid assignment is not found for the task, return existing 404 response code to the Self-Service Portal.
        i. 404 response code description: Could not find a valid assignment.

2.11.3 Execution Frequency

Real Time

2.11.4 Key Scheduling Dependencies

N/A

2.11.5 Counties Impacted

CalSAWS Counties

2.11.6 Category

Real Time API

2.11.7 Data Volume/Performance

N/A

2.11.8 Failure Procedure/Operational Instructions

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

2.12 Self-Service Portal: Update Application Transfer API Task Bank Assignment Logic

2.12.1 Overview

The Application Transfer API is a RESTful webservice which purpose is to save an applicant's information into the CalSAWS system. Once the applicant information is successfully saved in CalSAWS, a task will generate to alert the worker of the received E-application.

This section outlines the necessary modifications in the Application Transfer API to update the Task Bank task assignment logic when attempting to assign the E-App task to a Task Bank.

2.12.2 Description of Change

1. Update the Application Transfer API by modifying the existing Task Bank logic assignment to check if Task Bank Id has an Active status for the County prior to assigning a task. If a valid task assignment cannot be determined, the task will not be created. **Note**: No error response code will be returned to the Self-Service Portal, thus the data transfer from the Self-Service Portal will still occur regardless of the task generation outcome.

2.12.3 Execution Frequency

Real Time

2.12.4 Key Scheduling Dependencies

N/A

2.12.5 Counties Impacted

CalSAWS Counties

2.12.6 Category

Real Time API

2.12.7 Data Volume/Performance

N/A

2.12.8 Failure Procedure/Operational Instructions

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

2.13 Self-Service Portal: Update CBO Account API Task Bank Assignment Logic

2.13.1 Overview

The CBO Account API is a RESTful webservice that creates a task when a CBO request an account creation in CalSAWS.

This section outlines the necessary modifications in the Application Transfer API to update the Task Bank task assignment logic when attempting to assign the E-App task to a Task Bank.

2.13.2 Description of Change

1. Update the CBO Account API by modifying the existing Task Bank logic assignment to check if Task Bank Id has an Active status for the County prior to assigning a task.
    a. If a valid assignment is not found for the task, return the existing 404 response code to the Self-Service Portal.
        i. 404 response code description: Could not find a worker or a bank to create a task.

2.13.3 Execution Frequency

Real Time

2.13.4 Key Scheduling Dependencies

N/A

2.13.5 Counties Impacted

CalSAWS Counties

2.13.6 Category

Real Time API

2.13.7 Data Volume/Performance

N/A

2.13.8 Failure Procedure/Operational Instructions

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

2.14 Self-Service Portal: Update Task API – Schedule, Reschedule Appointment Task Bank Assignment Logic

2.14.1 Overview

The Task API – Schedule, Reschedule Appointment API is a RESTful webservice that creates a task in CalSAWS when a customer sends an appointment request from Self-Service Portal.

This section outlines the necessary modifications in the Application Transfer API to update the Task Bank task assignment logic when attempting to assign the E-App task to a Task Bank.

2.14.2 Description of Change

1. Update the Task API – Schedule, Reschedule Appointment API by modifying the existing Task Bank logic assignment to check if Task Bank Id has an Active status for the County prior to assigning a task.
    a. If a valid assignment is not found for the task, return the existing 404 response code to the Self-Service Portal.
        i. 404 response code description: Could not find a worker or a bank to create a task.

2.14.3 Execution Frequency

Real Time

2.14.4 Key Scheduling Dependencies

N/A

2.14.5 Counties Impacted

CalSAWS Counties

2.14.6 Category

Real Time API

2.14.7 Data Volume/Performance

N/A

2.14.8 Failure Procedure/Operational Instructions

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

2.15 FDS-API: Task API – Update Task (V1/V2)

2.15.1 Overview

This API will allow for the update of Task data in CalSAWS.

This section outlines the necessary modifications in the Task API to update the Task details if active Task Bank details are provided.

2.15.2 Description of Change

The Task API will include the following data elements. Please refer to the **tasks.html** document for the technical specifications and data element definitions.

Update the Task API update endpoint (v1 and v2) to modify the existing Task Bank logic assignment to check if Task Bank Id has an Active status for the County prior to updating a task.

2.15.3 Execution Frequency

Real Time

2.15.4 Key Scheduling Dependencies

N/A

2.15.5 Counties Impacted

CalSAWS Counties

2.15.6 Category

Real Time API

2.15.7 Data Volume/Performance

N/A

2.15.8 Failure Procedure/Operational Instructions

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

2.16 FDS-API: Task API – Create Task (V1/V2)

2.16.1 Overview

This API will allow for the creation of Task data in CalSAWS.

This section outlines the necessary modifications in the Task API to create the Task details if active Task Bank details are provided.

2.16.2 Description of Change

The Task API will include the following data elements. Please refer to the **tasks.html** document for the technical specifications and data element definitions.

Update the Task API create endpoint (v1 and v2) to modify the existing Task Bank logic assignment to check if Task Bank Id has an Active status for the County prior to creating a task.

2.16.3 Execution Frequency

Real Time

2.16.4 Key Scheduling Dependencies

N/A

2.16.5 Counties Impacted

CalSAWS Counties

2.16.6 Category

Real Time API

2.16.7 Data Volume/Performance

N/A

2.16.8 Failure Procedure/Operational Instructions

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

2.17 Automated Regression Test

2.17.1 Overview

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

Note: The search result restriction of the My Banks page, Task Upload functionality, and new status-based page validations are out of scope.

2.17.2 Description of Change

Bank Search & Bank Detail:

1. Create regression scripts to verify the following:
    a. The Status of a Bank can be updated and saved on the Bank Detail page.
    b. Search results can be filtered by Status on the Bank Search page.
    c. The Search Results Summary section of the Bank Search page displays the Status of each matching record.
    d. The Search Results Summary section of the Select Bank page displays the Status of each matching record.
    e. Inactive Banks display in the search results of the Select Bank page and can be selected.

FDS-API: Task API

2. Update the expected results of any existing scripts that leverage the Task API create or update endpoints to exclude inactive Banks as outlined in sections 2.15 and 2.16.
   Technical Notes:
   a. No new scripts will be created to verify the updated task assignment functionality.
   b. No applicable automated regression test scripts existed at the time of design approval. This recommendation is only applicable to new scripts created between the approval and implementation of this SCR.

Self-Service Portal:

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

3 SUPPORTING DOCUMENTS

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

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.19.1.4	The LRS shall generate alerts, reminders, and controls that may not directly affect eligibility.	This modification allows Banks to be deactivated as long as the Bank is not associated to any additional Task configurations.

5 MIGRATION IMPACTS

N/A

6 OUTREACH

N/A

7 APPENDIX

N/A

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-271707

Enhance Pickup Location to Be Available for Multiple Payees Under a Program

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Eric Wu
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
1/9/2024	1.0	Initial Draft	Eric Wu
3/21/2024	1.1	Updates based on SFO inputs. 1. Rename 'Daily Issuance Location' field to 'Supplemental Issuance Location'. 2. List all programs can set up a Pickup Location in Appendix 3. Change 2.5 Skip Issuance Logic to also consider Deliver Method.	Eric Wu
4/3/2024	1.2	Update 2.2 1. Make Monthly Benefits Location not mandatory. 2. Add validation when both locations are blank. 3. Add a mockup of 'Select A Resource' page. Update 2.5 Use more descriptive Skip Issuance Reason	Eric Wu
4/14/2024	1.3	Update 2.6 based on SFO inputs	Eric Wu

Table of Contents

1 Overview 5
1.1 Current Design 5
1.2 Requests 5
1.3 Overview of Recommendations 5
1.4 Assumptions 5
2 Recommendations 7
2.1 Warrant Pickup Location List 7
2.1.1 Overview 7
2.1.2 Warrant Pickup Location List Mockup 7
2.1.3 Description of Changes 8
2.1.4 Page Location 9
2.1.5 Security Updates 9
2.1.6 Page Mapping 10
2.1.7 Page Usage/Data Volume Impacts 11
2.2 Warrant Pickup Location Detail 11
2.2.1 Overview 12
2.2.2 Warrant Pickup Location Detail Mockup 12
2.2.3 Description of Changes 13
2.2.4 Page Location 15
2.2.5 Security Updates 15
2.2.6 Page Mapping 15
2.2.7 Page Usage/Data Volume Impacts 16
2.3 Issuance Method Detail 17
2.3.1 Overview 17
2.3.2 Description of Changes 17
2.3.3 Page Location 17
2.3.4 Security Updates 17
2.3.5 Page Mapping 17
2.3.6 Page Usage/Data Volume Impacts 17
2.4 CalWIN Warrant Print Writer 17
2.4.1 Overview 17
2.4.2 Description of Change 18

2.4.3 Execution Frequency....18
2.4.4 Key Scheduling Dependencies....18
2.4.5 Counties Impacted....18
2.4.6 Data Volume/Performance....18
2.4.7 Interface Partner....18
2.4.8 Failure Procedure/Operational Instructions....18
2.5 Issuance Batch....19
2.5.1 Overview....19
2.5.2 Description of Change....19
2.5.3 Execution Frequency....20
2.5.4 Key Scheduling Dependencies....20
2.5.5 Counties Impacted....20
2.5.6 Data Volume/Performance....20
2.5.7 Failure Procedure/Operational Instructions....20
2.6 DCR to migrate Pickup Locations....20
2.6.1 Overview....**Error! Bookmark not defined.**
2.6.2 Description of Change....**Error! Bookmark not defined.**
2.6.3 Estimated Number of Records Impacted/Performance....**Error! Bookmark not defined.**
2.7 Automated Regression Test....22
2.7.1 Overview....22
2.7.2 Description of Change....22
3 Supporting Documents....23
4 Requirements....23
4.1 Project Requirements....23
5 Outreach....25
5.1 Lists....25
6 Appendix....25

1 OVERVIEW

1.1 Current Design

San Francisco County requires a Pickup Location in their warrant issuance process. The field provides additional instructions to sort and print warrants for clients especially those with unstable housing situations.

SCR CA-236812 introduce a Pickup Location field in Issuance Method Detail page. It allows users to assign the location for the designated payee of the program. In addition, the system also defaults the location of Welfare to Work Routine Warrants to '170 Otis' since the Issuance Method Detail page is not available for the program.

1.2 Requests

County would like to be able to assign a Pickup Location in below scenarios:

1. Warrants are issued to an entity other than payee of the program such as vendors of Money Management.
2. Warrants are issued under Welfare to Work, Child Care, GA/GR Employment Services and CFET where Issuance Method Detail page is not available.
3. Different Pickup Locations between monthly benefits and supplemental payments for one payee.

1.3 Overview of Recommendations

1. Add a new Pickup Location List page that will allow users to manage pickup locations under a program.
2. Remove Pickup Location field on Issuance Detail page.
3. Update CalWIN Warrant Print Writer to generate the Pickup Location based on the Pickup Location List page.
4. For San Francisco County only, update Issuance Batch to skip a warrant issuance when the Pickup Location is blank and the deliver method is Pickup or when the Pickup Location is specified and deliver method is Mail.
5. Perform one-time DCR to migrate existing Pickup Locations from Issuance Method Detail to the new Pickup Location List.

1.4 Assumptions

1. The new page allows users to set up pickup location based on Issuance Categories. The field 'Monthly Benefits Location' is designated for Monthly Benefits, and the 'Supplemental Issuance Location' is for 'Collections Refund', 'Supplemental Benefit', 'Service Payment', and 'Customer Non-Benefit'.
2. Based on the SFO request, the SCR will migrate the existing pickup locations of Issuance Detail page to the new 'Supplemental Issuance Location', but not 'Monthly Benefits Location', for the following main payroll programs – Homeless Perm, Homeless Temp, CalWORKs, Immediate Need, and RCA. Any monthly

benefits of these programs with Pickup as delivery method will be skipped during the upcoming main payroll run after the implementation of the SCR.

3. New Pickup Location functionalities do not apply to Rush Warrant and Auxiliary Payments. SFO has submitted CER 'CA-275777 Add Delivery Method option on the Auxiliary Authorization page.

2 RECOMMENDATIONS

2.1 Warrant Pickup Location List

2.1.1 Overview

This page will allow users to view, add and remove Pickup Locations for all payees under a case.

2.1.2 Warrant Pickup Location List Mockup

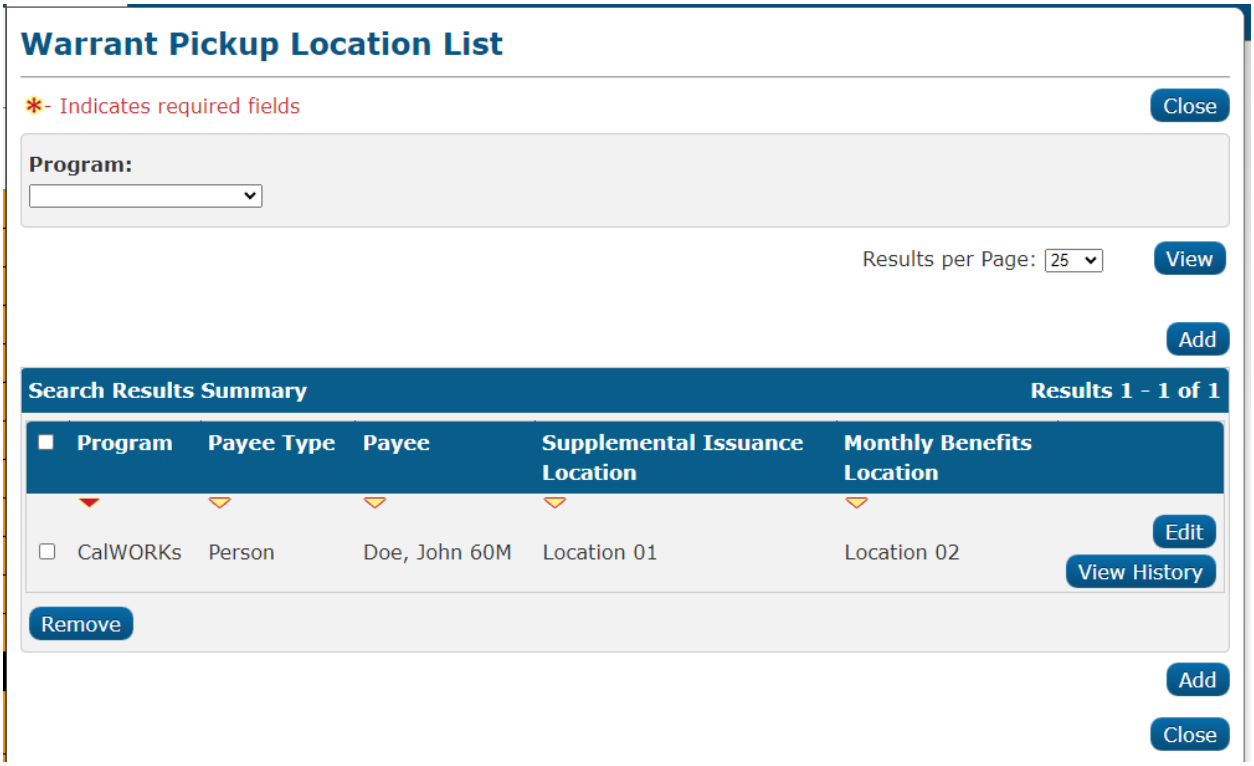


Figure 2.1.1 – Warrant Pickup Location List page

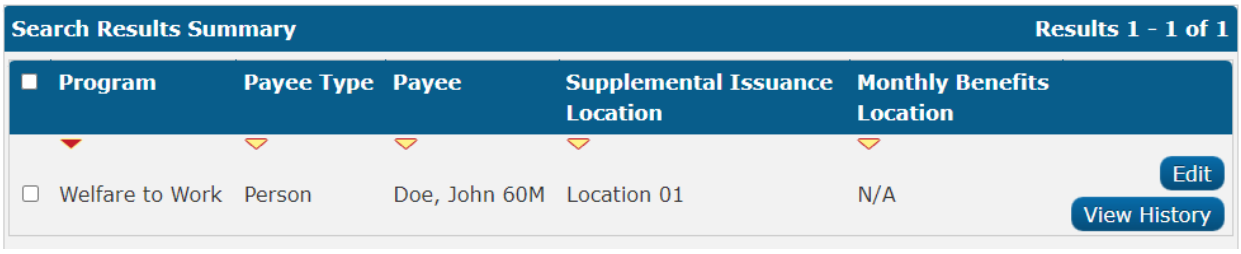


Figure 2.1.2 – Warrant Pickup Location List page – Non main payroll program

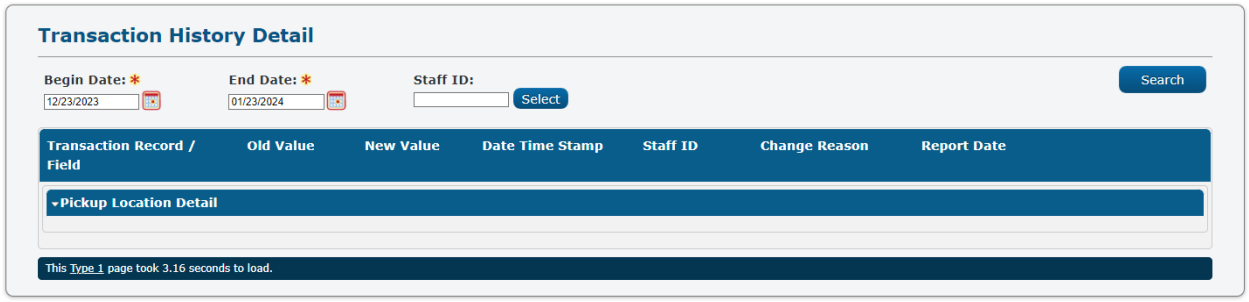


Figure 2.1.1 – Transaction History Detail – Pickup Location Detail

2.1.3 Description of Changes

1. Create a new Warrant Pickup Location List page that will be visible to users with the 'WarrantPickupLocationListView' security right.
2. Users will be able to navigate to this page from "Warrant Pickup Location List" on the left-hand sidebar under the Case Summary context. The link will be available below "Auxiliary Authorization List".
3. The top section of the page includes the following:
    a. Program:
        i. This is a drop-down field to filter the results in this page based on the program.
        ii. The field will be blank as default value.
        iii. The field will have all cash programs associated to the case. Please refer to Appendix 1 for the list of cash programs available.
    b. Results per Page:
        i. This field indicates the number of records to be displayed per page. The selectable options are 25, 50, 75, and 100. The default value is 25.
    c. View button:
        i. This button will filter the results in this page based on values of above fields.
4. The following section of the page includes the following:
    a. Check Box:
        i. This checkbox is visible to users with 'WarrantPickupLocationDetailEdit' security rights and allows them to remove a record.
    b. Program:
        i. This indicates the program of the Warrant Pickup Location.
        ii. Please see Appendix 1 for the list of programs available.
    c. Payee Type:
        i. Possible value are 'Person' and 'Resource'.
    d. Payee:

i. This indicates the payee whom the Warrant Pickup Location sat up for.

e. Supplemental Issuance Location:
   i. This field indicates the location where all **non**-Monthly Benefits warrants should be assigned.
   ii. Possible values are from Category Pickup Location (ID 112421) and are county specific.

f. Monthly Benefits Location:
   i. This field indicates the location where all Monthly Benefits warrants should be assigned for a main payroll program. Please see the list of main payroll programs in Appendix.
   ii. For a non-main payroll program, it will display 'N/A.' Please see Figure 2.1.2.

g. Edit Button:
   i. This button will navigate users to Warrant Pickup Location Detail in edit mode.
   ii. It is visible when users have the 'WarrantPickupLocationDetailEdit' security right.

h. View History Button:
   i. This button will open the Transaction History Detail page to display update history made by users.
   ii. It is visible when users have the 'WarrantPickupLocationDetailEdit' security right.

5. The page will have the following buttons:
   a. Add:
      i. This button will navigate users to Warrant Pickup Location Detail in Create mode.
      ii. It is visible when users have the 'WarrantPickupLocationDetailEdit' security right.
   b. Remove:
      i. This button will remove selected record. It is visible when:
         1. Users have the 'WarrantPickupLocationDetailEdit' security right.
         2. There are records displayed on the page.
   c. Close:
      i. This button will navigate users to Case Summary page.

2.1.4 Page Location

- **Global: Case Info**
- **Local: Case Summary**
- **Task: Warrant Pickup Location List**

2.1.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
WarrantPickupLocationListView	Ability to view Pickup Location List page	Warrant Pickup Location List View Pickup Location Detail Edit
WarrantPickupLocationDetailEdit	Ability to add/Edit/remove Pickup Location Details. Ability to view history of changes on a Pickup Location Detail	Warrant Pickup Location Detail Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Warrant Pickup Location List View	Give users the ability to access Pickup Location List page.	County discretion
Warrant Pickup Location Detail Edit	Give users the ability to add/edit/remove Pickup Location Details. Give users the ability to view update history of a Pickup Location Detail	County discretion

2.1.6 Page Mapping

Add page mapping for this page.

2.1.7 Accessibility

The new page will be accessed for Accessibility requirements and should meet the Accessibility requirements.

2.1.8 Page Usage/Data Volume Impacts

N/A

2.2 Warrant Pickup Location Detail

2.2.1 Overview

This page will allow users to add/Edit a Pickup Location for a payee under a program.

2.2.2 Warrant Pickup Location Detail Mockup

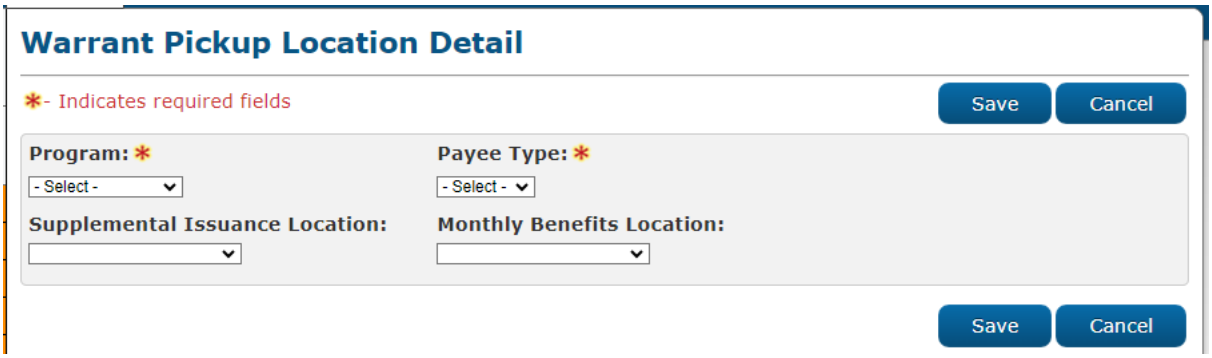


Figure 2.2.1 – Warrant Pickup Location Detail Create

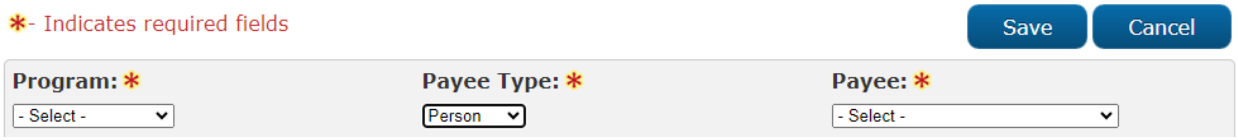


Figure 2.2.2 – 'Person' Payee Type

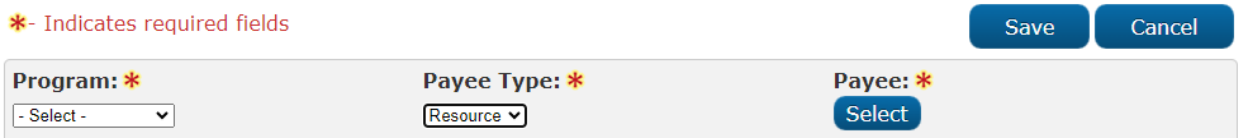


Figure 2.2.3 – 'Resource' Payee Type

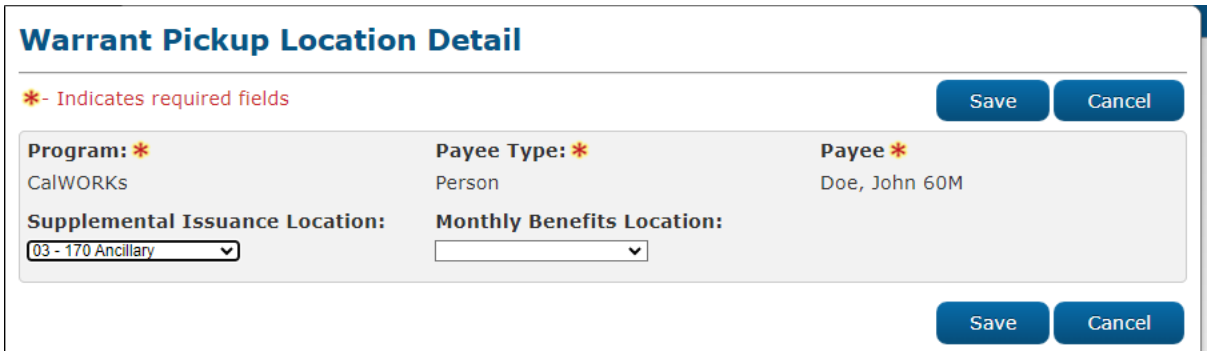


Figure 2.2.4 – Warrant Pickup Location Detail Edit

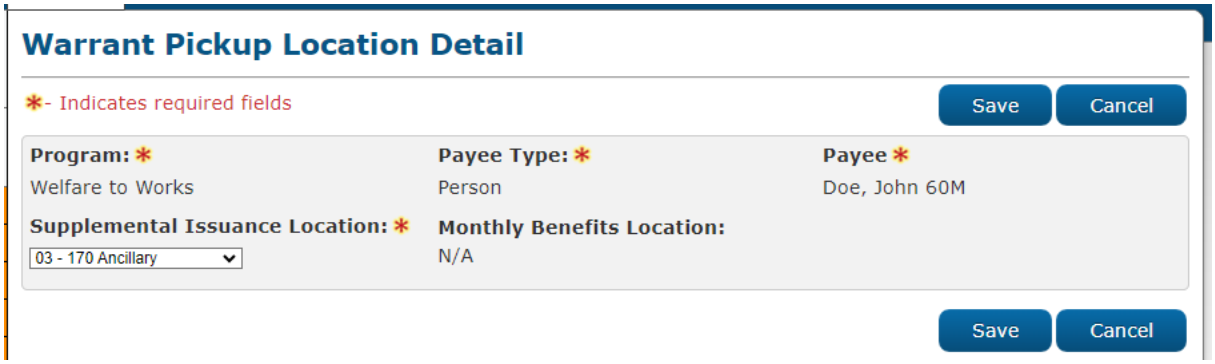


Figure 2.2.5 – Warrant Pickup Location Detail Edit

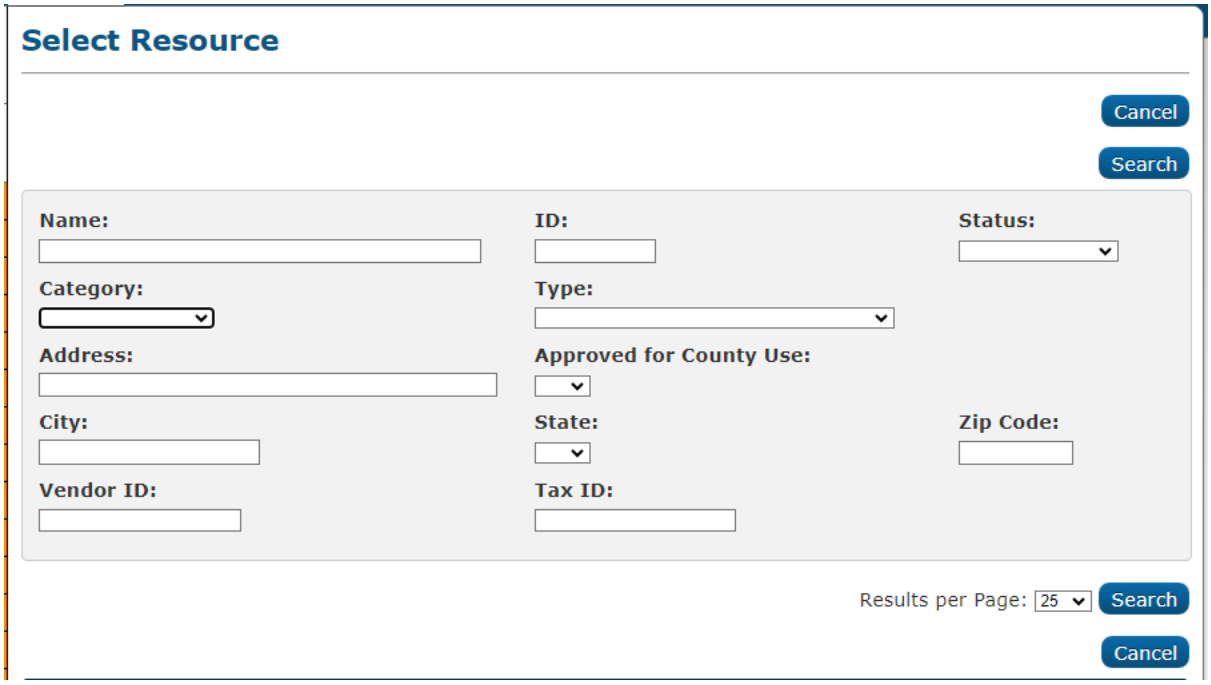


Figure 2.2.6 – Select Resource

2.2.3 Description of Changes

1. Create a new Warrant Pickup Location Detail page that will be visible to users with the 'WarrantPickupLocationDetailEdit' security right.
2. The page includes the following field:
    a. Program:
        i. This field will provide a list of all cash programs associated to the case. Please see Appendix 1 for the list of cash programs.
        ii. This field is mandatory and is editable only in create mode.

b. Payee Type:
    i. Selectable options are 'Person' and 'Resource'.
    ii. This field is mandatory and is editable only in create mode.
c. Payee:
    i. When 'Person' is selected as Payee Type, the field will provide a list of all persons associated to the case. Please see figure 2.2.2.
    When 'Resource' is selected as Payee Type, an 'Select' button will be displayed. Please see figure 2.2.3.
    When the program is Foster Care, Kin-GAP, or AAP, it will navigate the users to the 'Select Foster Care Resource' page. For other programs, it will navigate the users to the 'Select Resource' page which allow users to search and select any Resource - including Money Management Resources and Foster Care Resources. Please see Figure 2.2.6
    ii. This field is mandatory and is editable only in create mode.
d. Supplemental Issuance Location:
    i. Selectable values are from Category Pickup Location (ID 112421) and are county-based.
    ii. This field is mandatory only when a **non**-main payroll program is selected and is editable in both create and edit mode.
e. Monthly Benefits Location:
    i. Selectable values are from Category Pickup Location (ID 112421) and are county-based.
    ii. This field is **non-mandatory** and editable in both create and edit mode when a main payroll program is selected. It will display 'N/A' and become non-editable for a **non**-main payroll program.

Note: Only San Franciso County currently has locations set up.

3. Add a new validation message 'Supplemental Issuance Location or Monthly Benefits Location is required. Please make a selection.'
    i. The validation will be triggered when:
        1. A main payroll program is selected.
        2. Supplemental Issuance Location and Monthly Benefits Location are blank.
4. Add a new validation message 'Warrant Pickup Location already exists for the payee and the program' when users try to save a record for the payee and the program that already exists.
5. The page will have the following buttons:
    a. Save:
        i. This button will save the record and navigate users to Warrant Pickup Location List page.
    b. Cancel:

i. This button will **not** save the record and navigate users to Warrant Pickup Location List page.

2.2.4 Page Location

- **Global: Case Info**
- **Local: Case Summary**
- **Task: Pickup Location List**

2.2.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
WarrantPickupLocationListView	Ability to view Pickup Location List page	Warrant Pickup Location List View Pickup Location Detail Edit
WarrantPickupLocationDetailEdit	Ability to add/Edit/remove Pickup Location Details. Ability to view history of changes on a Pickup Location Detail	Warrant Pickup Location Detail Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Warrant Pickup Location List View	Give users the ability to access Pickup Location List page.	County discretion

Security Group	Group Description	Group to Role Mapping
Warrant Pickup Location Detail Edit	Give users the ability to add/edit/remove Pickup Location Details. Give users the ability to view update history of a Pickup Location Detail	County discretion

2.2.6 Page Mapping

Add page mapping for Pickup Location Detail page.

2.2.7 Accessibility

The new page will be accessed for Accessibility requirements and should meet the Accessibility requirements.

2.2.8 Page Usage/Data Volume Impacts

N/A

2.3 Issuance Method Detail

2.3.1 Overview

The Issuance Method Detail page determine how benefits are issued for a particular program. The page is accessed via Program Detail page. The user can view the current issuance method information or click the Edit button to make changes.

2.3.2 Description of Changes

1. Remove the drop-down field "Pickup Location" and its page mapping.

2.3.3 Page Location

- **Global: Eligibility**
- **Local: Case Summary**
- **Task: Program Detail**

2.3.4 Security Updates

No changes.

2.3.5 Page Mapping

Remove the page mapping of the "Pickup Location" field.

2.3.6 Accessibility

The page has been accessed for Accessibility requirements and meets the Accessibility requirements.

2.3.7 Page Usage/Data Volume Impacts

No changes.

2.4 CalWIN Warrant Print Writer

2.4.1 Overview

The CalWIN Warrant Print Writer will send necessary information for CalWIN counties to print and issue warrants.

2.4.2 Description of Change

1. Update the writer to determine a pickup location from the new Warrant Pickup Location List page when the following conditions are met:
    a. The program of the Warrant Pickup Location matches the program of the warrant.
    b. The Payee of the Warrant Pickup Location matches the payee of the warrant.
    c. The deliver method is 'Pickup'.
    d. 'Monthly Benefits Location' will be assigned to Monthly Benefits warrants, and 'Supplemental Issuance Location' will be assigned to other non-Monthly Benefits warrants.

    Note: The system assign 'Mail' as the delivery method for Auxiliary Payments and Collection Refund. Hence, the warrant print writer will not include the pickup location for these warrants.
2. Remove the logic that defaults the location of Welfare to Work Routine Warrants to '170 Otis'.

2.4.3 Execution Frequency

No changes.

2.4.4 Key Scheduling Dependencies

No changes.

2.4.5 Counties Impacted

CalWIN Counties.

2.4.6 Data Volume/Performance

No changes.

2.4.7 Interface Partner

CalWIN Counties.

2.4.8 Failure Procedure/Operational Instructions

No changes

2.5 Issuance Batch

2.5.1 Overview

Issuance Batch is responsible for creating an Issuance record for each authorization that is subject to be paid on a Monthly/Nightly basis.

2.5.2 Description of Change

1. Update the Skip Issuance logic to:
    a. apply new actionable skip issuance when authorizing EDBC or Payment Requests met the following conditions:
        i. The Immediacy is Routine.
        ii. The Type is Warrant.
        iii. The deliver method is 'Pickup'.
        iv. The County issuing benefits is San Francisco.
        v. If the location is missing for a Monthly Benefits warrant, skip the issuance with the reason 'Missing Monthly Benefits Location for the warrant to be picked up'.
        If the location is missing for a non-Monthly Benefits warrant, skip the issuance with the reason 'Missing Supplemental Issuance Location for the warrant to be picked up'.
    b. apply new actionable skip issuance reasons when authorizing EDBC or Payment Requests met the following conditions:
        i. The Immediacy is Routine.
        ii. The Type is Warrant.
        iii. The deliver method is 'Mail'.
        iv. The County issuing benefits is San Francisco.
        v. If a location is set up for a Monthly Benefits warrant, skip the issuance with the reason 'Monthly Benefits Location is **not** allowed for the warrant delivered by mail'.
        If the location is set up for a non-Monthly Benefits warrant, skip the issuance with the reason 'Supplemental Issuance Location is **not** allowed for the warrant delivered by mail'.

    Please refer to Appendix 3 for scenarios of Skip Issuance behaviors.

Note:

- Money Management allows benefits to be split between the customer and vendor(s). The system will not issue any payments tied to an EDBC if one payment is skipped because of the missing Pickup Location.
- Section 2.6 will migrate existing default locations and add default locations to minimize issuances being skipped when the SCR is implemented.

2.5.3 Execution Frequency

No changes.

2.5.4 Key Scheduling Dependencies

No changes.

2.5.5 Counties Impacted

San Francisco County.

2.5.6 Data Volume/Performance

No changes.

2.5.7 Failure Procedure/Operational Instructions

No changes

2.6 DCR to migrate Pickup Locations

2.6.1 Overview

Perform a one-time DCR to migrate Pickup Locations from Issuance Detail page. Below programs will have both Monthly Benefits Location and Supplemental Issuance Location migrated:

a. Foster Care
b. AAP
c. Kin-GAP
d. GA/GR Automated Solution
e. CAPI

Below programs will have only Supplemental Issuance Location migrated.

a. Homeless – Perm
b. Homeless – Temp
c. CalWORKs
d. RCA
e. Diversion
f. Welfare to Work
g. Immediate Need

2.6.2 Description of Change

1. Insert a new Pickup Location Detail when the follow conditions are met:

a. The program is one of the following:
    - Foster Care
    - AAP
    - Kin-GAP
    - GA/GR Automated Solution
    - CAPI
b. There is an Accepted and Saved EDBC authorizing benefits for the upcoming main payroll after the implementation. For example, if the SCR is implemented on 9/23/2024 for 24.09 release. The next Cash and Food Main Pay roll run is 10/25/2024 to issue 11/2024 benefits, and the next Foster Care Main Pay roll run is 10/2/2024 to issue 9/2024 benefits. The DCR will look for Kin-GAP, AAP, CAPI and GA/GR EDBC with 11/2024 benefit month and FC EDBC with 9/2024 benefit month.
c. The authorizing EDBC has Pickup as the Delivery Method.
d. A valid Pickup Location is specified in Issuance Method Detail page for the respective program.

Insert a new Pickup Location Detail with information-

a. Program: The program of EDBC.
b. Payee: The Payee(s) of the EDBC. For GA/GR and CAPI, the DCR will also create pickup locations for vendors who will receive payments authorized via Money Managements.
c. Payee Type: Based on the payee, it can be Person or Resource.
d. Supplemental Issuance Location: for GA/GR Automated Solution , use '26 - 1235 Mission'. For other programs, use the location specified in Issuance Method Detail.
e. Monthly Benefits Location: The location specified in Issuance Method Detail.

2. Insert a new Pickup Location Detail when the follow conditions are met:
    a. The program is one of the following:
        - Homeless – Perm
        - Homeless – Temp
        - CalWORKs
        - RCA
        - Diversion
        - Welfare to Work
        - Immediate Need
    b. A valid Pickup Location is specified in Issuance Method Detail page.

    Insert a new Pickup Location Detail with information-
    a. Program: Program of the Issuance Method Detail

b. Payee: The Payee (admin role) of the program
c. Payee Type: Based on the payee, it can be Person or Resource.
d. Supplemental Issuance Location: The location specified in Issuance Method Detail.
e. Monthly Benefits Location: Blank

2.6.3 Estimated Number of Records Impacted/Performance

Approximately 2000 records.

2.7 Automated Regression Test

2.7.1 Overview

Create automated regression test scripts to verify the Program selection and filtering on the Warrant Print Location List page, and core functionality of the Warrant Pickup Location Detail page.

Note: San Francisco County will be used for execution due to the code category dependency.

2.7.2 Description of Change

1. Create regression scripts to verify the Program dropdown on the Warrant Pickup Location List page:
    a. Contains only applicable cash aid programs.
    b. Contains only programs associated to the case in context.
    c. Restricts search results based on the selected value.
2. Create regression scripts to verify the following on the Warrant Pickup Location Detail page:
    a. Monthly Benefits Location displays a static 'N/A' text value for non-main payroll programs.
    b. Supplemental Issuance Location is required for non-main payroll programs.
    c. Monthly Benefits Location is selectable for main payroll programs.
    d. The page can be saved with a Supplemental Issuance Location selected and no Monthly Benefits Location selected for a main payroll program.
    e. The page can be saved with a Monthly Benefits Location selected and no Supplemental Issuance Location selected for a main payroll program.
    f. The page can be saved with both Supplemental Issuance Location and Monthly Benefits Location values selected for a main payroll program.
    g. A validation error message displays when attempting to save the page with neither Supplemental Issuance Location nor

Monthly Benefits Location values selected for a main payroll program.

h. A validation error message displays when attempting to save the page when another record for the same payee and program already exists.

Technical Note: At least one applicable program will be verified for each scenario above. The scenarios will not be repeated for each applicable program.

3. Create regression scripts to verify that clicking the 'Select' button on the Warrant Pickup Location Detail page navigates the user to the Select Foster Care Resource page when the Payee field is set to 'Resource' and the Program field is set to each of the following values:
    a. AAP
    b. Foster Care
    c. Kin-GAP
4. Create regression scripts to verify that clicking the 'Select' button on the Warrant Pickup Location Detail page navigates the user to the Select Foster Care Resource page when the Payee field is set to 'Resource' and the Program field is set to each of the following values:
    a. CalWORKs
    b. RCA
5. Create regression scripts to verify the page mapping field names for each of the following pages:
    a. Issuance Method Detail
    b. Warrant Pickup Location Detail
    c. Warrant Pickup Location List

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

2.10.1.2	The LRS shall include the ability to issue benefits via EBT, direct deposit, or warrants and/or checks distributed to the payee and shall issue appropriate notices.	Add a new Warrant Pickup Location List and Detail pages to be available for multiple payees under a program.

5 OUTREACH

5.1 Lists

Provide a list of Added Pickup Locations from section 2.6 to San Francisco County.

List Name: Pickup Locations by DCR
List Criteria: Please see requirement 2.6.
Standard Columns:

- Case Number
- Program
- Payee
- Payee Type
- Supplemental Issuance Location
- Monthly Benefits Location

Frequency: One-time

The list will be posted to the following location: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2024>CA-271707

6 APPENDIX

1. Below are Programs available for users to set up Pickup Locations:

   - AA - Adoptions Assistance Program
   - CW - CalWORKs
   - CP - Cash Assistance Program for Immigrants
   - CC - Child Care
   - DV - Diversion
   - WT - Welfare to Work
   - FC - Foster Care
   - KG - Kin-GAP
   - RC - Refugee Cash Assistance
   - CL - Cal-Learn
   - IN - Immediate Need
   - HT - Homeless Assistance - Temporary
   - HP - Homeless Assistance - Permanent
   - RE - Refugee Employment Program
   - GR - GA/GR Automated Solution
   - GE - GA/GR Employment Services
   - GI - General Assistance/General Relief Immediate Need

2. Below are Main Payroll Programs for SFO:
   - AAP

- CAPI
- CalFresh
- CalWORKs
- Foster Care
- GA/GR Automated Solution
- Homeless – Perm
- Homeless – Temp
- Immediate Need
- Kin-GAP
- RCA

3. Skip Issuance Scenarios:

Delivery Method of Warrants	A Pickup Location set up for the Payee on the new page.	Issuance Batch to Skip Issuance	Pick up location on Writer File
Mail	Yes	Yes with the reason 'Monthly Benefits Location is not allowed for the warrant delivered by mail' or 'Supplemental Issuance Location is not allowed for the warrant delivered by mail'	
Mail	No	No	blank
Pick up	Yes	No	Based on the location set up on the new page
Pick up	No	Yes with the reason 'Missing Supplemental Issuance Location for the warrant to be picked up' or 'Missing Monthly Benefits Location for the warrant to be picked up'	

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-275300

Update EDBC Logic to Not Exempt 'Title IV Funded JOBS Program' From CF Student Requirements

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Tom Lazio
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
07/12/2024	1.0	Initial Draft	Tom Lazio
09/06/2024	2.0	Content Revision: - Add additional column 'List of CF Student Cases Enrolled In Title IV Funded JOBS Program' - Additional Listing for 'List of CF Student Cases Enrolled In Programs No Longer Exempt'	Tom Lazio

Table of Contents

1 Overview 4

1.1 Current Design 4

1.2 Requests 4

1.3 Overview of Recommendations 4

1.4 Assumptions 4

2 Recommendations 5

2.1 CalFresh (CF) Eligible Student Logic Update To No Longer Exempt 'Title IV Funded JOBS Program' 5

2.1.1 Overview 5

2.1.2 Description of Changes 5

2.1.3 Programs Impacted 5

3 Requirements 5

3.1 Project Requirements 5

4 Outreach 6

4.1 Lists 6

1 OVERVIEW

The 'Title IV Funded JOBS Program' is a program option on the 'School Attendance Detail' page. CDSS has stated that 'Title IV Funded JOBS Program' no longer exists. This SCR will update the CF EDBC student work requirement logic to not exempt the CalFresh (CF) student participants with this program type option selected on the School Attendance Detail' page.

1.1 Current Design

Currently 'Title IV Funded JOBS Program' is a program option on the 'School Attendance Detail' page. This program type is currently exempt from CF student work requirements.

1.2 Requests

Per ACL 24-31, 'Title IV Funded JOBS Program' no longer exists so the Consortium is requesting that CalSAWS no longer exempts CalFresh (CF) student participants with this program type option selected on the School Attendance Detail' page.

1.3 Overview of Recommendations

1. Update CF EDBC Student Eligibility logic to no longer exempt participants who are enrolled in 'Title IV Funded JOBS Program' effective 05/2024.
2. Generate case listing of CF Student Cases Enrolled in 'Title IV Funded JOBS Program'.

1.4 Assumptions

1. The 'Title IV Funded JOBS Program' will remain as a 'Program Type' option on the School Attendance Detail' page.
2. The RE Due Month for the listings in the Outreach 4.1 will display the due month of the currently unprocessed REDETER record.

2 RECOMMENDATIONS

2.1 CalFresh (CF) Eligible Student Logic Update To No Longer Exempt 'Title IV Funded JOBS Program'

2.1.1 Overview

An update will be made to the eligible CF student logic to no longer automatically exempt CF student recipients that participate in 'Title IV Funded JOBS Program' effective 05/2024.

2.1.2 Description of Changes

1. Effective 05/2024, update CF EDBC Student Eligibility logic to not exempt CF participant from 'Ineligible CF Student' status reason with 10-day notice when the following are true:
    a. 'Participating in Program that Increases Employability' = 'Yes' on the School Attendance Detail page
    -AND-
    b. Program Type' on the School Attendance Detail page is 'Title IV Funded JOBS Program'.

2.1.3 Programs Impacted

CalFresh

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.2.14	The LRS shall determine which individuals must be included in the eligibility determination and take appropriate action(s), based on program rules. - Eligibility Determination and Benefit Calculation (EDBC)	This SCR will update the CF student eligibility exemption logic to no longer exempt CF student participants in 'Title IV Funded JOBS Program'.

4 OUTREACH

4.1 Lists

1. **List Name:** List of CF Student Cases Enrolled In Title IV Funded JOBS Program
   List Criteria: All CF cases with student participants that meet the following criteria:
   i. Participant has an 'Active' CF program person status.
   ii. Participant is in a 'Active' CF program.
   iii. CF Participant has an effective (high dated) School Attendance Detail record where all the following are true:
      a. 'Participating in Program that Increases Employability' (formerly-labeled-as 'Employment & Training Program Participation') = 'Yes'
      b. 'Program Type' (formerly-labeled-as 'Employment & Training Program') = 'Title IV Funded JOBS Program'
      c. 'Attendance Status' is either 'Attending Full Time' or 'Attending Half Time' and 'Status End Date' is high dated.

Standard Columns:

- Case Name
- Case Number
- County
- Unit
- Unit Name
- Office Name
- Worker ID

Additional Column(s):

- CF Participant Name
- School Name
- RE Due Month (MM/YYYY)

Frequency: One-time

2. **List Name:** List of CF Student Cases Enrolled In Programs No Longer Exempt
   List Criteria: All CF cases with student participants that meet the following criteria:
   i. Participant has an 'Active' CF program status.
   ii. Participant is in a 'Active' CF program.
   iii. CF Participant has an effective (high dated) School Attendance Detail record where all the following are true:
      a. 'Participating in Program that Increases Employability' (formerly-labeled-as

'Employment & Training Program Participation') = 'Yes'

b. 'Program Type' (formerly-labeled-as 'Employment & Training Program') is one of the following:
    - AB 12/AB 212
    - CAFYES
    - CARE
    - Chafee ETV
    - EOP
    - EOPS
    - FYSI
    - Guardian Scholars Program
    - McNair Scholars Program
    - MESA
    - Puente Project
    - Student Academic Services
    - Unaccompanied Refugee Minors
c. 'Attendance Status' is either 'Attending Full Time' or 'Attending Half Time' and 'Status End Date' is high dated.

Standard Columns:

- Case Name
- Case Number
- County
- Unit
- Unit Name
- Office Name
- Worker ID

Additional Column(s):

- CF Participant Name
- School Name
- RE Due Month (MM/YYYY)

Frequency: One-time

The list will be posted to the following location: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2024>CA-275300

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-277324

Add Statewide Welfare Rights Offices from Counties to CalSAWS

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Phong Xiong
	Reviewed By	P Madhan Kumar, Chitra Barsagade, Sunitha Sampathkumar, Suneetha Minnekanti

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
06/11/2024	1.0	Initial Draft	Phong Xiong
08/02/2024	2.0	Updates as per committee feedback	Phong Xiong
08/29/2024	3.0	Content Revision – Updates to remove the recommendation to create a new office type, and explicitly state that the updates to the NA Back 9 are for forms and NOAs.	Phong Xiong

Table of Contents

1 Overview 4
1.1 Current Design 4
1.2 Requests 4
1.3 Overview of Recommendations 4
1.4 Assumptions 4
2 Recommendations 6
2.1 Add Welfare Rights Offices for Counties 6
2.1.1 Overview 6
2.1.2 Description of Change 6
2.2 Update NA Back 9 Form Recommendation 7
2.2.1 Overview 7
2.2.2 Form Verbiage 7
2.2.3 Form Variable Population 7
2.2.4 Form Generation Conditions 8
2.3 Update MAGI NA Back 9 Form Recommendation 9
2.3.1 Overview 9
2.3.2 Form Verbiage 9
2.3.3 Form Variable Population 9
2.3.4 Form Generation Conditions 10
3 Supporting Documents 11
4 Requirements 12
4.1 Project Requirements 12

1 OVERVIEW

1.1 Current Design

Currently, only LA County has a Welfare Rights Office listed in CalSAWS. This office is not populated on the NA Back 9.

The MAGI NA Back 9 used for all MC NOAs and forms continue to use the CDSS State Hearings Division, ACAB address.

1.2 Requests

1. Add the Welfare Rights offices from all the counties into CalSAWS.

   a. Populate the Welfare Rights offices on the NA Back 9. As per ACL 23-81, the NA Back 9 "Get Help" section should populate both the legal aid address and statewide welfare rights offices.

2. Update the MAGI NA Back 9 'In-Person' address as per ACWDL 23-19 - ACWDL 17-31. The existing California Department of Social Services State Hearings Division, ACAB address is no longer necessary on the MAGI NA Back 9.

3. Add new addresses for legal aid, welfare rights offices, and hearing addresses in DOC_DATA to populate on NA Back 9.

4. Modify formatting to the appeals unit information and update Alameda's 1-800 ph. # to 1-800-743-8525.

5. Modify formatting to the Legal Aid Ref. information by re-locating the Ph # to display below the city and zip code for all counties, if not already formatted.

1.3 Overview of Recommendations

1. Add Welfare Rights Offices for Counties
2. Update NA Back 9 variable population logic
3. Update MAGI NA Back 9 variable population logic

1.4 Assumptions

1. There are no changes to the existing generation logic or variable population logic of the NA BACK 9 and MAGI NA BACK 9 unless specified in this design document.
2. There are no changes to the following NA Back 9s:
   a. CMSP Form NA Back 9,
   b. DCFS NA Back 9, and

c. GA/GR NA Back 9

2 RECOMMENDATIONS

2.1 Add Welfare Rights Offices for Counties

2.1.1 Overview

This recommendation will be to update the DOC_DATA table to add the welfare rights offices to be populated on the NA Back 9s.

2.1.2 Description of Change

~~1. CTCR to the CODE_DETL table for Category 257 (Correspondence Office Types) to create a new office type of "Welfare Rights Office."~~

2. DCR to DOC_DATA to add the new entries for the Welfare Rights offices listed in supporting document #1.
    a. Note: Alameda County offices listed in the supporting document are added as Legal Aid addresses.
3. Update Alameda County's toll-free phone number to '1-800-743-8525'.
4. DCR to DOC_DATA to add the following Legal Aid addresses to be populated for Alameda County:
    a. Bay Area Legal Aid
    Health Consumer Center
    1735 Telegraph Avenue
    Oakland, CA 94612
    855-693-7285

    b. Homeless Action Center
    2601 San Pablo Avenue
    Oakland, CA 94612
    (510) 695 2260

    c. Homeless Action Center
    3126 Shattuck Avenue
    Berkeley, CA 94705
    (510) 540 0878

    Note: The NA Back 9 will populate 5 total Legal Aid addresses for Alameda County (2 from the existing logic, plus the 3 new addresses listed above).

2.2 Update NA Back 9 Form Recommendation

2.2.1 Overview

The NA Back 9 is used to notify a customer of their hearing rights and the ability to send the form back to request a hearing.

State Form: NA Back 9 (05/22)

Programs: CalWORKs, CalFresh, CAPI, Cal-Learn, Welfare-to-Work, and REP

Attached Forms: None

Forms Category: Forms/NOAs

Template Repository Visibility: All Counties

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

Note: The Hindi, Japanese, Mien, Punjabi, Thai, and Ukrainian versions will only be available in the Template Repository.

Note: These changes are for all forms and NOAs that have an NA Back 9 attached.

2.2.2 Form Verbiage

Update Form XDP

Update the NA Back 9 XDP "To Get Help" text box with the following changes:

1. Separate the text box into 2 separate text boxes.
    a. The first text box is for the legal aid address.
    b. The second box is for either additional legal aid addresses that does not fit the first text box, or for Welfare Rights Office addresses if the Welfare Rights Office is different from the legal aid address.

2.2.3 Form Variable Population

The variable population logic of the NA Back 9 will have the following updates. Only the updated variables are displayed, all other variables that are pre-populated on the NA Back 9 are not changed and not listed in this design document.

Variable Name	Population	Formatting	Editable/ Field Type	Template Repository Population	Populates with Form Generation
1. To Get Help Box 1	Populates with the legal aid address. This is existing functionality will follow the existing logic for legal aid address pre-population.	Arial Font Size 10	Yes / Text field	Yes	Yes
2. To Get Help Box 2	Populates with the welfare rights office address if it is not the same as the legal aid address. Otherwise, the legal aid address will populate if the county has multiple legal aid addresses. If there is no welfare rights office address or legal aid address to populate, the box is left blank.	Arial Font Size 10	Yes / Text field	Yes	Yes

Note: All phone numbers that are associated to an address is displayed directly after/under the city, state, and zip code of the address.

2.2.4 Form Generation Conditions

There are no changes to the generation conditions of the NA Back 9.

2.3 Update MAGI NA Back 9 Form Recommendation

2.3.1 Overview

The MAGI NA Back 9 is used to notify a customer of their hearing rights and the ability to send the form back to request a hearing for Medi-Cal cases.

State Form: NA Back 9 (05/22)

Programs: Medi-Cal

Attached Forms: None

Forms Category: Forms/NOAs

Template Repository Visibility: All Counties

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

Note: These changes are for all MC forms and NOAs that have an NA Back 9 attached.

2.3.2 Form Verbiage

This section will follow the updates as mentioned in section 2.2.

2.3.3 Form Variable Population

The variable population logic of the MAGI NA Back 9 will have the following updates. Only the updated variables are displayed, all other variables that are pre-populated on the MAGI NA Back 9 are not changed and not listed in this design document.

Variable Name	Population	Formatting	Editable/ Field Type	Template Repository Population	Populates with Form Generation
1. In Person	Populates with the MAGI Hearing Address as listed in the supporting document #1.	Arial Font Size 10	Yes / Text field	Yes	Yes
2. To Get Help Box 1	Populates with the legal aid address.	Arial Font Size 10	Yes / Text field	Yes	Yes

	This is existing functionality will follow the existing logic for legal aid address pre-population.				
3. To Get Help Box 2	Populates with the welfare rights office address if it is not the same as the legal aid address. Otherwise, the legal aid address will populate if the county has multiple legal aid addresses. If there is no welfare rights office address or legal aid address to populate, the box is left blank.	Arial Font Size 10	Yes / Text field	Yes	Yes

Note: All phone numbers are associated to an address is displayed directly after/under the city, state, and zip code of the address.

2.3.4 Form Generation Conditions

There are no changes to the generation conditions of the form.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Spreadsheet	List of welfare rights office addresses and hearing addresses for MAGI NA Back 9 for all counties	CA-269577 Addresses to be Added.xlsx
2	Forms	NA Back 9 PDF Mockup	NA_Back9_Mockup_EN.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;	Updated NA Back 9 variable population.

	u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices.	