



California Statewide Automated Welfare System

Design Document

CA-203812

THRESHOLD LANGUAGE NOTICE OF ACTION
SNIPPETS FOR THE COUNTY MEDI-CAL INMATE
PROGRAM

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Rakesh Nalluru
	Reviewed By	Nagesha S

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
10/8/2024	1.0	Initial Draft	Rakesh Nalluru

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1 OVERVIEW

The purpose of this change is to add three Medi-Cal Inmate Program NOAs in threshold languages to the CalSAWS Template Repository. The three NOAs to be added are as follows:

1. MCIEP Approval
2. MC 239 A&D County Compassionate Release Approval
3. MC-MAGI-A County Compassionate Release Approval

1.1 Current Design

Currently CalSAWS does not have Inmate NOAs in threshold languages. Forms for Aid Codes: F3, G3, G5, G7, J1, J2, J5, J7, K6, K8, and N7 are not available in the template repository.

1.2 Requests

Add below three Medi-Cal Inmate programs NOAs in threshold languages to the CalSAWS Template Repository.

1. MCIEP Approval
2. MC 239 A&D County Compassionate Release Approval
3. MC-MAGI-A County Compassionate Release Approval

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

1.3 Overview of Recommendations

Add below three Medi-Cal Inmate programs NOAs in threshold languages to the CalSAWS Template Repository.

1. MCIEP Approval
2. MC 239 A&D County Compassionate Release Approval
3. MC-MAGI-A County Compassionate Release Approval

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

1.4 Assumptions

1. Print options for threshold forms will remain the same as the print options for English and Spanish forms.
2. SCR CA-200866 implemented the MC-MAGI-A, MC 239 A&D, MCIEP Approval NOAs in English language.
3. There are no changes to the generation logic of these forms. All triggers for the new threshold forms will be the same as the English form.

4. All fields (blank or prepopulated) will be editable.
5. The notices added in this effort are available in the template repository and not autogenerated based on aid codes.
6. Supporting Documents section references attachments found on Jira.

2 RECOMMENDATIONS

2.1 Add MCIEP Approval in threshold languages to the Template Repository

2.1.1 Overview

This effort will add MCIEP Approval (Medi-Cal Inmate Eligibility Program) in threshold languages to the Template Repository.

State Form: Not a state form

Programs: Medi-Cal

Attached Form(s): N/A

Forms Category: NOA

Template Repository Visibility: All Counties

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

2.1.2 Form Verbiage

Create XDPs

New XDP will be created MCIEP Approval (Medi-Cal Inmate Eligibility Program) in threshold languages.

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

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

Form Header: CalSAWS Standard Header (Header_1)

Form Title: Medi-Cal Inmate Eligibility Program Approval

Form Number: MCIEP Approval

Template Description: This form is to notify the participant of their approval for the Medi-Cal Inmate Eligibility Program.

Imaging Form Name (40 char. maximum): MCIEP Approval

Imaging Document Type: Notification/NOA

Imaging Case/Person: Case

Include NA Back 9: Yes

Form Mockups/Examples: See Supporting Documents #1

2.1.3 Form Variable Population

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

2.1.4 Form Generation Conditions

The NOA will be available in the template repository to all counties.

Add MCIEP Approval NOA to Template Repository

MCIEP Approval (Medi-Cal Inmate Eligibility Program) can be generated via Template Repository in threshold languages.

Add Form Control

Add an imaging barcode for MCIEP Approval.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Add Form Print Options and Mailing Requirements

The following are the print and mailing requirements for MCIEP Approval

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

Mailing Options:

Mailing Options	Option for MCIEP Approval
Mail-To (Recipient)	When generated through Template Repository - the individual selected from the 'Customer Name' parameter.
Mailed From (Return)	Worker's Office/District Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A
Enclosures	None
Electronic Signature	No

Additional Options:

Requirement	Option for MCIEP Approval
Post to Self-Service Portal	Y

2.2 Add MC 239 A&D County Compassionate Release Approval in threshold languages to the Template Repository

2.2.1 Overview

This effort will add MC 239 A&D County Compassionate Release Approval NOA in threshold languages to the Template Repository.

State Form: Not a state form

Programs: Medi-Cal

Attached Form(s): N/A

Forms Category: NOA

Template Repository Visibility: All Counties

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

2.2.2 Form Verbiage

Create XDP

New XDPs will be created MC 239 A&D County Compassionate Release Approval NOA in threshold languages.

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

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

Form Header: CalSAWS Standard Header (Header_1)

Form Title: Aged & Disabled Approval / County Compassionate Release

Form Number: MC 239 AD Comp Release Approval

Imaging Form Name (40 char. maximum): MC 239 AD Compassionate Release Approval

Imaging Document Type: Notification/NOA

Imaging Case/Person: Case

Include NA Back 9: Yes

Form Mockups/Examples: See Supporting Documents #2

2.2.3 Form Variable Population

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

2.2.4 Form Generation Conditions

The NOA will be available in the template repository to all counties.

Add MC 239 AD Compassionate Release Approval NOA to Template Repository

MC 239 AD Compassionate Release Approval NOA can be generated via Template Repository in threshold languages.

Add Form Control

Add an imaging barcode for MC 239 AD Compassionate Release Approval.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Add Form Print Options and Mailing Requirements

The following are the print and mailing requirements for MC 239 AD Compassionate Release Approval

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

Mailing Options:

Mailing Options	Option for MC 239 A&D
Mail-To (Recipient)	When generated through Template Repository - the individual selected from the 'Customer Name' parameter.
Mailed From (Return)	Worker's Office/District Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A

Mailing Options	Option for MC 239 A&D
Enclosures	None
Electronic Signature	No

Additional Options:

Requirement	Option for MC 239 A&D
Post to Self-Service Portal	Y

2.3 Add MC-MAGI-A County Compassionate Release Approval in threshold languages to the Template Repository

2.3.1 Overview

This effort will add MC-MAGI-A County Compassionate Release Approval NOA in threshold languages to the Template Repository.

State Form: Not a state form

Programs: Medi-Cal

Attached Form(s): N/A

Forms Category: NOA

Template Repository Visibility: All Counties

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

2.3.2 Form Verbiage

Create XDPs

New XDP will be created MC-MAGI-A County Compassionate Release Approval in threshold languages.

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

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

Form Header: CalSAWS Standard Header (Header_1)

Form Title: County Compassionate Release Approval

Form Number: MC-MAGI-A Comp Release Approval

Imaging Form Name (40 char. maximum): MC-MAGI-A Compassionate Release Approval

Imaging Document Type: Notification/NOA

Imaging Case/Person: Case

Include NA Back 9: Yes

Form Mockups/Examples: See Supporting Documents #3

2.3.3 Form Variable Population

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

2.3.4 Form Generation Conditions

The NOA will be available in the template repository to all counties.

Add MC-MAGI-A County Compassionate Release Approval NOA to Template Repository

MC-MAGI-A County Compassionate Release Approval NOA can be generated via Template Repository in threshold languages.

Add Form Control

Add an imaging barcode for MC-MAGI-A County Compassionate Release Approval.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Add Form Print Options and Mailing Requirements

The following are the print and mailing requirements for MC-MAGI-A County Compassionate Release Approval

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

Mailing Options:

Mailing Options	Option for MC-MAGI-A
Mail-To (Recipient)	When generated through Template Repository - the individual selected from the 'Customer Name' parameter.
Mailed From (Return)	Worker's Office/District Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard

Mailing Options	Option for MC-MAGI-A
Return Envelope Type	N/A
Special Paper Stock	N/A
Enclosures	None
Electronic Signature	No

Additional Options:

Requirement	Option for MC-MAGI-A
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Client Correspondence	MCIEP Approval	MCIEP_mockups.zip
2	Client Correspondence	MC 239 AD Compassionate Release Approval	MC239AD_mockups.zip
3	Client Correspondence	MC-MAGI-A Compassionate Release Approval	MC-MAGI-A_mockups.zip

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.2.1 CAR-1223	The LRS shall include standard electronic templates for all notices, NOAs, forms, letters, stuffers, and flyers that can be easily maintained by non-technical COUNTY-specified Users.	MCIEP, MC 239 A&D and MC-MAGI-A Approval NOAs are being added to the CalSAWS Template Repository in threshold languages.



California Statewide Automated Welfare System

Design Document

CA-210302

TRANSLATIONS FOR ANNUAL RENEWAL OR
CHANGE OF CIRCUMSTANCES - NO CHANGE IN
ELIGIBILITY NOA SNIPPETS

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Mogana Priya Palanisamy
	Reviewed By	Pavithra Mayanna

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/14/2024	1.0	Initial Document	Mogana Palanisamy

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1 OVERVIEW

The purpose of this change is to add Threshold Languages for Medi-Cal NOA Generation (MCED 4926).

1.1 Current Design

The purpose of this Medi-Cal Eligibility Division Information Letter (MEDIL) is to provide counties and the Statewide Automated Welfare System (SAWS) with translations for the Annual Renewal or Change of Circumstances – No Change in Eligibility Modified Adjusted Gross Income (MAGI) and Non-MAGI NOA snippets. The English versions of the MAGI and Non-MAGI NOA snippets were provided in All County Welfare Directors Letter (ACWDL) 19-03.

1.2 Requests

1. Add threshold languages to MAGI NO CHANGE RENEWAL NOA with reason code H903A to match with the state version.
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mein, Punjabi, Russian, Tagalog, Thai, Ukrainian and Vietnamese.
2. Add threshold languages to Non-MAGI NO CHANGE RENEWAL NOA with reason code M930A to match with the state version.
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mein, Punjabi, Russian, Tagalog, Thai, Ukrainian and Vietnamese.
3. Add threshold languages to MC_H_NO_CHANGE_ACTION action fragment.
Languages Include: Hindi, Japanese, Mein, Punjabi, Thai and Ukrainian.

1.3 Overview of Recommendations

1. Add threshold languages to MAGI NO CHANGE RENEWAL NOA with reason code H903A to match with the state version.
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mein, Punjabi, Russian, Tagalog, Thai, Ukrainian and Vietnamese.
2. Add threshold languages to Non-MAGI NO CHANGE RENEWAL NOA with reason code M930A to match with the state version.
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mein, Punjabi, Russian, Tagalog, Thai, Ukrainian and Vietnamese.
3. Add threshold languages to MC_H_NO_CHANGE_ACTION action fragment.
Languages Include: Hindi, Japanese, Mein, Punjabi, Thai and Ukrainian.

1.4 Assumptions

1. The triggering conditions of the NOA fragments for threshold generation remain the same and are not being updated.

2. The NOA template remains the same and is not being updated.
3. The existing variable population is not being updated with this effort.

2 RECOMMENDATIONS

2.1 Add threshold Languages for the MAGI NO CHANGE RENEWAL NOA with reason code H903A.

2.1.1 Overview

Add threshold languages to the MAGI NO CHANGE RENEWAL NOA with reason code H903A.

Reason Fragment Name and ID: MAGI Medi-Cal Annual Renewal
(Fragment ID: 7005)

State Form/NOA: MCED 4962 MAGI (Multilingual) (04/19)

Current NOA Template: H_NOA_TEMPLATE

Current Program(s): Medi-Cal

Current Action Type: Approval

Include NA Back 9: Yes

Existing Languages: English and Spanish

2.1.2 Form/NOA Verbiage

Add threshold languages to the MCED 4962 MAGI (Multilingual) (04/19).

Threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mein, Punjabi, Russian, Tagalog, Thai, Ukrainian and Vietnamese.

NOA Mockups/Examples: Supporting Documents #1

Note: Variable translations for few fields are added in missing languages. Refer Supporting Documents #2.

2.1.3 Form/NOA Variable Population

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

2.1.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

2.2 Add threshold languages to Non-MAGI NO CHANGE RENEWAL NOA with reason code M930A.

2.2.1 Overview

Add threshold languages to the Non-MAGI NO CHANGE RENEWAL NOA with reason code M930A.

Reason Fragment Name and ID: Non-MAGI Medi-Cal Annual Renewal (Fragment ID: 7614)

State Form/NOA: MCED 4962 Non-MAGI (Multilingual) (04/19)

Current NOA Template: MC_NOA_TEMPLATE

Current Program(s): Medi-Cal

Current Action Type: Approval

Include NA Back 9: Yes

Existing Languages: English and Spanish

2.2.2 Form/NOA Verbiage

Add threshold languages to the MCED 4962 Non-MAGI (Multilingual) (04/19).

Threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mein, Punjabi, Russian, Tagalog, Thai, Ukrainian and Vietnamese.

NOA Mockups/Examples: Supporting Documents #1

Note: Variable translations for few fields are added in missing languages. Refer Supporting Documents #2.

2.2.3 Form/NOA Variable Population

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

2.2.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

2.3 Add threshold language to MC_H_NO_CHANGE_ACTION action fragment.

2.3.1 Overview

Add threshold languages to MC_H_NO_CHANGE_ACTION action fragment.

Action Fragment Name and ID: MC_H_NO_CHANGE_ACTION

(Fragment ID: 4127)

Current Program(s): Medi-Cal

Current Action Type: Change

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

2.3.2 Form/NOA Verbiage

Add threshold languages to the MC_H_NO_CHANGE_ACTION.

Threshold languages: Hindi, Japanese, Mein, Punjabi, Thai and Ukrainian.

NOA Mockups/Examples: Supporting Documents #1

Note: Variable translations for few fields are added in missing languages. Refer Supporting Documents #2.

2.3.3 Form/NOA Variable Population

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

2.3.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.	Correspondence	MC_H_NO_CHANGE_RENEWAL MC_H_NO_CHANGE_ACTION	Fragments_Verbiage.xlsx
2.	Correspondence	Variable Translation	Variable_Translation.xlsx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
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<p>2.18.3.3 CAR-1239</p>	<p>The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <ul style="list-style-type: none"> a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices; p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices; t. Corrective NOAs on State Fair Hearing decisions; u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices. 	<p>MC_H_NO_CHANGE_RENEWAL and MC_H_NO_CHANGE_ACTION fragments are being added in threshold languages.</p>
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CalsAWS

California Statewide Automated Welfare System

Design Document

CA-227643

Update General Ledger Detail page

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Asha Bhavanam
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
9/09/2024	1.0	Initial Design	Asha Bhavanam

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1 OVERVIEW

1.1 Current Design

1. On the General Ledger detail page, Child Name is not a mandatory field. When users attempt to save the record without selecting a Child Name value, the page will display a Unique Error ID (UEID).
2. Child Name dropdown in General Ledger Detail will have no selectable options if members of the case is/are not enrolled in Foster Care Program.

1.2 Requests

1. Update the Child Name field to be mandatory in General Ledger Detail page.
2. Add a new validation to prevent users from seeing UEID when saving a General Ledger Record without selecting a child name in General Ledger Detail page.

1.3 Overview of Recommendations

1. Update child name field in General Ledger Detail page to be a mandatory field.
2. Update the General Ledger Detail page to trigger the validation when User tries to save a General Ledger record without selecting a value from the Child Name drop down.

1.4 Assumptions

N/A

2 RECOMMENDATIONS

2.1 General Ledger Detail Page

2.1.1 Overview

Child Name field is a non-mandatory field. If no Child Name is selected when saving a General Ledger record, the page displays a UEID. A Foster Care program is required in a case for the field to show selectable options. Below describe changes to prevent UEID.

2.1.2 General Ledger Detail Mockup

General Ledger Detail

• **Child Name** - General Ledger record cannot be created without a Child Name. Case must have Foster Care program to display child Name.

Save Cancel

Child Name: *
▼

Posted Date: *
09/02/2024

Accrual Month: *
09/02/2024

Case Number:
B1YM813

Type: *
Earned Interest

Account Type *
Child Support Trust

Payment Information

Amount: *
100.00

Offset Amount:
0.00

Trust Amount:
0.00

Dedicated Amount:
0.00

Aid Code:

Pay Code:

Receipt Number:

Deposit Permit Date:

Warrant Number:

Issue Date:

Comments:

Status History

Status	Date	Authorized By
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Save Cancel

Figure 2.1.1 – General Ledger Detail – Save Page without Child Name

2.1.3 Description of Changes

1. Update the Child Name field to be a mandatory field.
2. Trigger validation to prevent the user from adding General Ledger Record if a child name is not selected from the dropdown – **“General Ledger record cannot be created without a Child Name. Case must have Foster Care program to display child Name.”**

2.1.4 Page Location

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

2.1.5 Security Updates

No changes.

2.1.6 Page Mapping

No changes.

2.1.7 Accessibility

This page has been assessed for Accessibility requirements and meets the Accessibility standards.

2.1.8 Page Usage/Data Volume Impacts

N/A

2.2 Automated Regression Test

2.2.1 Overview

Create automated regression test scripts to verify the new validation message on the General Ledger Detail page.

2.2.2 Description of Changes

1. Create an automated regression test script to verify that a validation message displays when attempting to save the General Ledger Detail page with no Child Name selected.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

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4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.10.2.32	The LRS shall calculate and maintain a detail ledger for each child receiving income.	Allow users to save General Ledger Detail record without UEID.

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5 MIGRATION IMPACTS

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

6 OUTREACH

None.

7 APPENDIX

None.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-241897

Update to Current Version of the SAWS 2 Plus
Appendices

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Harshita Bhat
	Reviewed By	Nagesha S

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10/14/2024	1.0	Initial Draft	Harshita Bhat

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1 OVERVIEW

The purpose of this change is to update SAWS 2 Plus Appendices to Current Version (4/15) and add threshold languages in CalSAWS Template Repository.

1.1 Current Design

Currently the Template Repository has outdated version of the following forms in English and Spanish:

1. SAWS 2 PLUS - APPX A - Health Coverage From Job (9/13)
2. SAWS 2 PLUS - APPX B - Questions for American Indian and Alaskan Native Individuals (9/13)
3. SAWS 2 PLUS - APPX C - Assistance with Completing This Application (9/13).

1.2 Requests

Update the below SAWS 2 Plus Appendices forms to current version (4/15) and add threshold languages in CalSAWS Template Repository.

1. SAWS 2 PLUS - APPX A - Health Coverage From Jobs (4/15)
2. SAWS 2 PLUS - APPX B - Questions for American Indian and Alaskan Native Individuals (4/15)
3. SAWS 2 PLUS - APPX C - Assistance with Completing This Application (4/15)

Update Languages: English and Spanish.

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

1.3 Overview of Recommendations

Update the below SAWS 2 Plus Appendices forms to current version (4/15) and add threshold languages in CalSAWS Template Repository.

1. SAWS 2 PLUS - APPX A - Health Coverage From Jobs (4/15)
2. SAWS 2 PLUS - APPX B - Questions for American Indian and Alaskan Native Individuals (4/15)
3. SAWS 2 PLUS - APPX C - Assistance with Completing This Application (4/15)

Update Languages: English and Spanish.

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

1.4 Assumptions

1. Print options for threshold forms will remain the same as the print options for English and Spanish forms.
2. There is no variable population with this effort. (aside from the standard header and footer information).
3. All fields (blank or prepopulated) will be editable.
4. Supporting Documents section references attachments found on Jira.

2 RECOMMENDATIONS

2.1 Update and add threshold languages to SAWS 2 PLUS - APPX A (4/15) in CalSAWS Template Repository

2.1.1 Overview

This effort will update the SAWS 2 PLUS - APPX A form to current version (4/15) in English and Spanish and add additional threshold languages in CalSAWS Template Repository.

State Form: SAWS 2 PLUS - APPENDIX A (4/15)

Programs: CalFresh, CalWORKs and Medi-Cal

Attached Forms: N/A

Form Number: SAWS 2 PLUS - APPX A

Forms Category: Application

Template Repository Visibility: All Counties

Form Title (Document List Page Displayed Name): Health Coverage From Jobs

Template Description: This form is used to collect necessary information if someone in the household is eligible for health coverage from a job. The User can select Case, Person, Program, and Language to generate the form. This form can be printed locally and will have an imaging barcode.

Existing Languages: English and Spanish.

2.1.2 Form Verbiage

Update SAWS2PLUS APPENDIXA XDPs

Existing SAWS2PLUS_APPENDIXA xdp's will be updated for the SAWS 2 PLUS - APPX A (4/15) in English and Spanish.

Create SAWS2PLUS APPENDIXA XDPs

A new XDP will be created for the SAWS 2 PLUS - APPX A (4/15) in threshold languages.

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

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

Include NA Back 9: No

Imaging Form Name: Health Coverage From Jobs

Imaging Document Type: Application, Intake, or Screening

Imaging Case/Person: Case

Form Mockups/Examples: See supporting document #1

2.1.3 Form Variable Population

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

2.1.4 Form Generation Conditions

The SAWS 2 PLUS - APPX A can be generated via Template Repository.

Required Document Parameters: Case Number and Language

Form Control

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Form Print Options and Mailing Requirements

The following are the print and mailing requirements for
SAWS 2 PLUS - APPX A

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

Mailing Options:

Mailing Options	Option for SAWS 2 PLUS - APPX A
Mail-To (Recipient)	N/A
Mailed From (Return)	N/A
Mail-back-to Address	N/A
Outgoing Envelope Type	N/A
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	N/A

Additional Options:

Requirement	Option for SAWS 2 PLUS - APPX A Form
Post to Self-Service Portal	Y

2.2 Update and add threshold languages to SAWS 2 PLUS - APPX B (4/15) in CalSAWS Template Repository

2.2.1 Overview

This effort will update the SAWS 2 PLUS - APPX B form to current version (4/15) in English and Spanish and add additional threshold in CalSAWS Template Repository.

State Form: SAWS 2 PLUS - APPENDIX B (4/15)

Programs: CalFresh, CalWORKs and Medi-Cal

Attached Forms: N/A

Form Number: SAWS 2 PLUS - APPX B

Forms Category: Application

Template Repository Visibility: All Counties

Form Title (Document List Page Displayed Name): Questions For American Indian and Alaskan Native Individuals

Template Description: This form is used to collect necessary information if someone in the household is American Indian or Alaskan Native. The User can select Case, Person, Program, and Language to generate the form. This form can be printed locally and will have an imaging barcode.

Existing Languages: English and Spanish

2.2.2 Form Verbiage

Update SAWS2PLUS APPENDIXB XDP

Existing SAWS2PLUS_APPENDIXB xdps will be updated for the SAWS 2 PLUS - APPX B (4/15) in English and Spanish.

Create SAWS2PLUS APPENDIXB XDPs

A new XDP will be created for the SAWS 2 PLUS - APPX B (4/15) in threshold languages.

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

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

Include NA Back 9: No

Imaging Form Name: Qus American Indian/Alaskan Native

Imaging Document Type: Application, Intake, or Screening

Imaging Case/Person: Case

Form Mockups/Examples: See supporting document #2

2.2.3 Form Variable Population

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

2.2.4 Form Generation Conditions

The SAWS 2 PLUS - APPX B can be generated via Template Repository.

Required Document Parameters: Case Number and Language

Form Control

Add an imaging barcode for SAWS 2 PLUS - APPX B.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Form Print Options and Mailing Requirements

The following are the print and mailing requirements for SAWS 2 PLUS - APPX B.

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

Mailing Options:

Mailing Options	Option for SAWS 2 PLUS - APPX B
Mail-To (Recipient)	N/A
Mailed From (Return)	N/A
Mail-back-to Address	N/A
Outgoing Envelope Type	N/A
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	N/A

Additional Options:

Requirement	Option for SAWS 2 PLUS - APPX B Form
Post to Self-Service Portal	Y

2.3 Update and add threshold languages to SAWS 2 PLUS - APPX C (4/15) in CalSAWS Template Repository

2.3.1 Overview

This effort will update the SAWS 2 PLUS - APPX C form to current version (4/15) in English and Spanish and add additional threshold languages in CalSAWS Template Repository.

State Form: SAWS 2 PLUS - APPENDIX C (4/15)

Programs: CalFresh, CalWORKs and Medi-Cal

Attached Forms: N/A

Form Number: SAWS 2 PLUS - APPX C

Forms Category: Application

Template Repository Visibility: All Counties

Form Title (Document List Page Displayed Name): Assistance with Completing This Application

Template Description: This form is used to collect necessary information if Customers want someone to be their authorized representative for the health insurance part of the application. The User can select Case, Person, Program, and Language to generate the form. This form can be printed locally and will have an imaging barcode.

Existing Languages: English and Spanish

2.3.2 Form Verbiage

Update SAWS2PLUS APPENDIXC XDP

Existing SAWS2PLUS_APPENDIXC xdps will be updated for the SAWS 2 PLUS - APPX C (4/15) in English and Spanish.

Create SAWS2PLUS APPENDIXC XDPs

A new XDP will be created for the SAWS 2 PLUS - APPX C (4/15) in threshold languages.

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

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

Include NA Back 9: No

Imaging Form Name: Assistance with Completing This App

Imaging Document Type: Application, Intake, or Screening

Imaging Case/Person: Case

Form Mockups/Examples: See supporting document #3

2.3.3 Form Variable Population

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

2.3.4 Form Generation Conditions

The SAWS 2 PLUS - APPX C can be generated via Template Repository.

Required Document Parameters: Case Number and Language

Form Control

Add an imaging barcode for SAWS 2 PLUS - APPX C.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Form Print Options and Mailing Requirements

The following are the print and mailing requirements for SAWS 2 PLUS - APPX C.

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

Mailing Options:

Mailing Options	Option for SAWS 2 PLUS - APPX C
Mail-To (Recipient)	N/A
Mailed From (Return)	N/A
Mail-back-to Address	N/A
Outgoing Envelope Type	N/A
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	N/A

Additional Options:

Requirement	Option for SAWS 2 PLUS – APPX C Form
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Forms	SAWS 2 PLUS - APPX A (4/15)	SAWS 2 PLUS - APPX A.zip
2	Forms	SAWS 2 PLUS - APPX B (4/15)	SAWS 2 PLUS - APPX B.zip
2	Forms	SAWS 2 PLUS - APPX C (4/15)	SAWS 2 PLUS - APPX C.zip

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	<p>The LRS shall produce various notices, NOAs, forms, letters, stuffers and flyers, including:</p> <ul style="list-style-type: none"> 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; 	SAWS 2 PLUS - APPX A, SAWS 2 PLUS - APPX B and SAWS 2 PLUS - APPX C is being updated to latest version (4/15) in English and Spanish Languages and being added in threshold languages to the CalSAWS Template Repository.

<ul style="list-style-type: none"> i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices; p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices; t. Corrective NOAs on State Fair Hearing decisions; u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices. 	
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CalSAWS

California Statewide Automated Welfare System

Design Document

CA-251613

BREfS #5 High Impact Business Validations

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Cynthia Ridley, Esequiel Herrera-Ortiz
	Reviewed By	Renee Gustafson, Geetha Ramalingam, Noel Acosta, Dylan Patel, Maksim Volf

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
06/19/2024	.01	Original Draft	Cynthia Ridley
09/25/2024	.02	Reviewed with Build/Test	Cynthia Ridley
09/26/2024	.03	Reviewed with Medi-Cal Analysts	Cynthia Ridley
10/01/2024	.04	Reviewed with Medi-Cal Analysts	Cynthia Ridley/Esequiel Herrera-Ortiz
10/8/2024	.05	Submitted for Final review with Build/Test	Cynthia Ridley
10/8/2024	1.0	Submitted for Final review with Medi- Cal Analysts	Cynthia Ridley
10/09/2024	2.0	Made additional corrections then resubmitted for review	Cynthia Ridley

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1 OVERVIEW

The purpose of this document is to satisfy the functional specifications in support of changes with CalHEERS Change Request CR 220303 BREFS #5 High Impact Business Validations.

1.1 Current Design

CalSAWS sends Eligibility Determination Requests (EDR) to CalHEERS to request a Modified Adjusted Gross Income (MAGI) determination. If CalHEERS validation logic detects any errors or Business Validations (BV) in the EDR, they return a Logging transaction indicating why the EDR cannot be processed instead of a Determination of Eligibility Response (DER).

CalSAWS displays the Logging transaction to the user on the MAGI Request Error Detail page.

MAGI Request Error Detail		
Message Details		
Message Type: Determination Request	Request ID: 10019978739	Message Received Date: 12/06/2023 7:20 AM
Case Number: L22A182	MAGI Case Number: 5000025729	Sent By Batch: No
Error Details		
Unique Error ID:	Common Error ID:	Message Processed Date: 12/06/2023 7:20 AM
Error Message: VALIDATION ERROR :145:CalHEERS Case Person:01 does not match on the demographic fields including Last Name,SSN;		
This Type 1 page took 0.24 seconds to load.		

For some BVs, CalHEERS provides very minimal information or multiple reasons in the error message(s) which makes it difficult for the user to quickly identify the reason(s) for the error.

CalHEERS identified the top 6 high-impacting BVs:

- **BV 9:** The combination of CalHEERS Case Number and SAWS Case information, SAWS Case Number, Servicing FIPS County Code, and Sending System, does not match the previously established case linkage information.
- **BV 19:** The EDR included at least one CalHEERSCasePersonNumber, but no CalHEERSCaseNumber was provided, or a CalHEERSCaseNumber was

provided, but the CalHEERSCasePersonNumber was not provided for all active individuals on the CalHEERS Case with ongoing or pending eligibility.

- **BV 77:** CalHEERS Case Person Number XX and SAWS Case Person Number XX does not match or conflicts with existing person linkages in case and the UpdateSAWSPersonAssociation was not provided as 'Y'.
- **BV 86:** CalHEERS cannot process the EDR. Current County of Responsibility is YYY for this CalHEERS case number XXXXXXXXXX.
- **BV 145:** 145: CalHEERS Case Person XX does not match on the demographic's fields including XXXXXXXXXX.
- **BV 159:** 159: An attempt had been made to link to a CalHEERS Case without matching to any existing case person.

In addition to CalHEERS Logging transactions, CalSAWS displays internal errors to users on the MAGI Request Error Detail page if an EDR cannot be sent and on the MAGI Disposition Error Detail page if a Disposition cannot be sent. CalSAWS has the following types of internal errors:

Existing Internal CalSAWS Error Types
Multi-month Cancel
Redelivery Pending
Delivery Failed

MAGI Request Error Detail

Close

Message Type: Determination Request	Request ID: 10020000019	Message Received Date: 09/12/2024 9:19 AM
Case Number: L22A182	MAGI Case Number:	Sent By Batch: No

Error Details

Unique Error ID: 10020000019	Common Error ID: Delivery Failed	Message Processed Date: 09/12/2024 9:19 AM
--	--	--

Error Message:
The system has encountered an error in processing the Outbound eHIT transaction. Final attempt failed. Please contact the Service Desk and report the appropriate details.

Close

This Type 1 page took 0.18 seconds to load.

These internal CalSAWS errors are not clearly marked that they are initiated by CalSAWS, and it may be confusing to users who could interpret these errors or BVs are received by CalHEERS.

CalSAWS has two scheduled reports that display the EDR errors: 'MAGI Error Report' and 'E-HIT Exception Report - Error Message Received from CalHEERS'. These reports have nearly the same information but are generated at different intervals. The MAGI Error Report is generated daily. The E-HIT Exception Report - Error Message Received from CalHEERS is generated weekly and includes a column for the RE Due Date.

1.2 Requests

With CalHEERS Change Request 220303, CalHEERS will update the below BVs and provide additional information in the error details:

- **BV 9:** CalHEERS will update the error message language to include when the EDR did not request an ICT or Case Linkage override and update the BV to include additional information along with the error message.
- **BV 19:** CalHEERS will split this BV into two BVs. CalHEERS will move the condition when the EDR is received that includes at least one CalHEERS Case Person Number but no CalHEERS Case Number to BV 182. BV 19 will now read: The EDR included a CalHEERS Case Number, but the CalHEERS Case Person Number was not provided for the following active individual on the CalHEERS Case with ongoing or pending eligibility; the BV will include additional information along with the error message.
- **BV 77:** CalHEERS will include additional information along with the current error message.
- **BV 86:** CalHEERS will update the error message language to include when the EDR did not request an ICT or Case Linkage Override.
- **BV 145:** CalHEERS will update their logic to consider an existing Null value compared to a Null value in the EDR as 'matching' in the Primary Contact Matching criteria.
- **BV 159:** CalHEERS will update the error message language to be clearer why the user is receiving the BV and update the BV to include additional information along with the error message.

CalHEERS will add the following BVs:

- **BV 180** – This BV will be received when the EDR is received attempting to change the Primary Contact on the CalHEERS case while trying to remove the previous Primary Contact.
- **BV 182** – BV 182 will be received when the EDR is attempting to include at least one CalHEERS Case Person Number but no CalHEERS Case Number is provided.

Note: BV 182 was split from BV 19.

1. Update CalSAWS to receive and display the Business Validations along with the additional information sent from CalHEERS.

2. Update CalSAWS to clearly indicate if the error displayed on the MAGI Request Error Detail page and MAGI Disposition Error Detail page is from a CalSAWS internal error.
3. Update the MAGI Error Report to include the person level CalHEERS' errors. The report will also include any missing datapoint found in the 'E-HIT Exception Report - Error Message Received from CalHEERS'.
4. Disable the 'E-HIT Exception Report - Error Message Received from CalHEERS' report

1.3 Overview of Recommendations

1. The MAGI Request Error Detail and MAGI Disposition Error Detail is a shared page with a dynamic page title based on the transaction type. Update the 'MAGI Request Error Detail' and 'MAGI Disposition Error Detail' pages to display additional information for the Business Validations received from CalHEERS.
2. Create a new 'MAGI Person Error Detail' page to allow user to view MAGI EDR error details known in CalHEERS.
3. Update the MAGI Error Report to account for the person level error messages.
4. Disable the E-HIT Exception Report - Error Message Received from CalHEERS. All historical reports will remain accessible.

1.4 Assumptions

1. CalHEERS will not update any other Business Validations with this change request.
2. eHIT Schema v21 technical changes will be implemented with CA-276363 in the same release.

2 RECOMMENDATIONS

2.1 MAGI Request Error Detail and MAGI Disposition Error Detail

2.1.1 Overview

The MAGI Request Error Detail and MAGI Disposition Error Detail is a shared page with a dynamic page title based on the transaction type. Update the 'MAGI Request Error Detail' and 'MAGI Disposition Error Detail' pages to display additional information for the Business Validations received from CalHEERS.

2.1.2 Page Mockups

MAGI Request Error Detail

Close

Message Type: Determination Request	Request ID: 10019978740	Message Received Date: 12/06/2023 7:26 AM
Case Number: L22A182	MAGI Case Number: 5000025729	Sent By Batch: No

Error Details

Unique Error ID:	Common Error ID:	Message Processed Date: 03/02/2025 1:40 PM
-------------------------	-------------------------	--

BV Number	Error Message	Name
195	CalHEERS is unable to update the person association for SAWS Case Person XX as the SAWSCasePersonNumber provided is already assigned to CalHEERS Case Person XX.	
19	The EDR included a CalHEERS Case Number, but the CalHEERS Case Person Number was not provided for the following active individual on the CalHEERS Case with ongoing or pending eligibility.	Janice Koffman 1
159	The combination of CalHEERS Case Number and SAWS Case information, SAWS Case Number, Servicing FIPS County Code, and Sending System, does not match the previously established case linkage information, and no ICT or Case Linkage Override was requested.	Jennifer Koffman 24

Close

This Type 1 page took 0.23 seconds to load.

Figure 2.1.1 – MAGI Request Error Detail Page with new Business Validation Node details

MAGI Request Error Detail

Close

Message Type: Determination Request	Request ID: 10019978739	Message Received Date: 12/06/2023 7:20 AM
Case Number: L22A182	MAGI Case Number: 5000025729	Sent By Batch: No

Error Details

Unique Error ID:	Common Error ID:	Message Processed Date: 12/06/2023 7:20 AM
-------------------------	-------------------------	--

Error Message:
VALIDATION ERROR :145:CalHEERS Case Person:01 does not match on the demographic fields including Last Name,SSN;

Close

This [Type 1](#) page took 0.20 seconds to load.

Figure 2.1.2 – Current view of MAGI Request Error Detail Page

MAGI Disposition Error Detail

Close

Message Type: Disposition	Disposition ID: 314950	Message Received Date: 06/20/2024 1:40 PM
Case Number: L233505	MAGI Case Number: 5000032910	Sent By Batch: Yes

Error Details

Unique Error ID:	Common Error ID:	Message Processed Date: 03/02/2025 1:40 PM
-------------------------	-------------------------	--

BV Number	Error Message	Name
80	The CalHEERS Case Number was not provided or is invalid.	
81	The SAWS Case Number was not provided or is in valid.	

Close

This [Type 1](#) page took 0.26 seconds to load.

Figure 2.1.3 – MAGI Disposition Error Detail Page with new Business Validation Node details

MAGI Disposition Error Detail

Close

Message Type: Disposition	Disposition ID: 314950	Message Received Date: 06/20/2024 1:40 PM
Case Number: L233505	MAGI Case Number: 5000032910	Sent By Batch: Yes

Error Details

Unique Error ID:	Common Error ID: CalSAWS - Delivery Failed	Message Processed Date: 06/20/2024 1:40 PM
------------------	---	---

Error Message:
CalHEERS Case Person Number # 02 and SAWS Case Person Number # 01 does not match or conflicts with existing person linkages in case .; CalHEERS Case Person Number # 01 and SAWS Case Person Number # 02 does not match or conflicts with existing person linkages in case .;

Close

This Type_1 page took 0.17 seconds to load.

Figure 2.1.4 – Current view of MAGI Disposition Error Detail Page with Internal ‘CalSAWS’ Error title

2.1.3 Description of Changes

- Update the MAGI Request Error Detail page and MAGI Disposition Error Detail page to display dynamically as follows:
 - Display MAGI Request Error Detail page as shown in Figure 2.1.1 and the MAGI Disposition Error Detail page as shown in Figure 2.1.3 described in recommendation 2.1.3.3 when information is received from CalHEERS in the new ‘Business Validation’ node, **Technical Note:** ‘Business Validation’ information is saved in CH_ERR_BV table updated with CA-276363. Otherwise,
 - Display the current view of MAGI Request Error Detail page as shown in Figure 2.1.2 and the MAGI Disposition Error Detail page as shown in Figure 2.1.4 when no data is received in the new ‘Business Validation’ node; this includes all errors received prior to the implementation of the new ‘Business Validation’ node.
- Update the MAGI Request Error Detail page and MAGI Disposition Error Detail page to display CalSAWS Internal EDR and Disposition errors and ACK Errors with Prepended “CalSAWS -”as shown in Figure - 2.1.4.

Technical Note: This is saved in CH_ERR_DETL.PATTERN_DESCR and displays on the MAGI Request Error Detail and MAGI Disposition Error Detail pages.

Existing	Updated
Multi-month Cancel	CalSAWS - Multi-month Cancel

Redelivery Pending	CalSAWS – Redelivery Pending
Delivery Failed	CalSAWS – Delivery Failed

3. Create new dynamic view of the MAGI Request Error Detail page as shown in figure 2.1.1 as follows:
 - a. Remove the 'Error Message' field from the 'Error Details' section
 - b. Add a section under the 'Error Details' section with the following fields:

Note: BV information in the new Business Validation Detail Node is repeatable. If more than one BV is received, each BV will display on its own row.

Column Label	Description
BV Number	<p>Display the BV Number value received in the BusinessValidation node of the Logging transaction from CalHEERS.</p> <p>Note: BV Number Value will be received as a Numerical value when associated to a Business Validation. Otherwise, 'OTH' will be received when no Business Validation is associated and is an Internal error on CalHEERS.</p> <p>Display the BV Number with a Hyperlink to navigate to the 'MAGI Request Error Person Detail' page when any of the below PersonBusinessValidationDetail elements are received in the BusinessValidation node of the Logging transaction from CalHEERS:</p> <ul style="list-style-type: none"> • CalSAWS Case Number in CalHEERS • MAGI Case Number in CalHEERS • CalSAWS County • CalSAWS Person Number • CalHEERS Person Number • CalHEERS Case Person Number Received • SAWS Case Person Number Received • APTC Status • CSR Status • MAGI Medi-Cal Status • Non-MAGI Medi-Cal Status • QHP Status • Awaiting Review • Exchange Enrollment • Primary Aid Code

	<ul style="list-style-type: none"> • Primary Contact • First Name • Middle Name • Last Name • Date of Birth • CIN • SSN <p>Otherwise, display the 'BV Number' in standard format without a hyperlink.</p> <p>Disable the 'BV Number' hyperlink when a solicited DER is received after any EDR logging transaction for the same benefit month.</p>
Error Message	Display the Business Validation Error Message provided in the Business Validation response from CalHEERS.
Name	<p>Display the Name of the individual the Business Validation is associated as provided in the Business Validation response from CalHEERS from the 'PersonBusinessValidationDetail' node elements 'PersonGivenName' and 'PersonSurName' and 'DOB'.</p> <p>The Name format is [First Name] [Last Name] [Age].</p>

2.1.4 Page Location

MAGI Request Error Detail Page:

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** MAGI Eligibility→View -> [Error](#)

MAGI Disposition Error Detail Page:

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** MAGI Eligibility→View -> [Determination](#) -> [Error](#)

- **Global:** Eligibility
- **Local:** Case Summary
- **Task:** IAT Summary→Initiated Date hyperlink -> Dispositions Button -> Disposition List -> [Error](#)

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

Update the Page Mappings from the description of changes in 2.1.3

2.1.7 Accessibility

This page has been assessed for Accessibility requirements and meets the Accessibility standards.

2.1.8 Page Usage/Data Volume Impacts

N/A

2.2 MAGI Request Error Person Detail Page

2.2.1 Overview

Create a new 'MAGI Request Error Person Detail' page to display the MAGI EDR error details as provided by CalHEERS.

2.2.2 MAGI Request Error Person Detail Mockup

MAGI Request Error Person Detail

Close

Name

Last Name:
Koffman

First Name:
Janice

Middle Name:

Maiden Name:

Suffix:

Primary Contact:
Yes

▶ Actively Linked Case Information in CalHEERS

Person Information	MAGI Request (EDR)	CalHEERS Portal
CalSAWS Person Number	01	02
CalHEERS Person Number		02
Primary Contact	Yes	No
First Name	Janice	Jennifer
Middle Name		
Last Name	Koffman	Koffman
Date of Birth	10/15/2000	05/12/2012
SSN	553-15-8210	563-41-4231
CIN	954265170	945215634

▼ CalHEERS Eligibility Details

MAGI Status:
Eligible

Non-MAGI Status:
Ineligible

APTC Status:
Ineligible

CSR Status:
Ineligible

QHP Status:
Ineligible

Exchange Enrollment:
No

Primary Aid Code:
M1

Awaiting Review:
Yes

Close

This Type 1 page took 0.23 seconds to load.

Figure 2.2.1 – MAGI Request Error Person Detail Display of additional elements for BV 19

MAGI Request Error Person Detail

Close

Name

Last Name:Koffman

First Name:Janice

Middle Name:

Maiden Name:

Suffix:

Primary Contact:Yes

Actively Linked Case Information in CalHEERS

CalSAWS Case Number:L123485

MAGI Case Number:

CalSAWS County:Alpine

Person Information	MAGI Request (EDR)	CalHEERS Portal
CalSAWS Person Number		01
CalHEERS Person Number		02
Primary Contact		Yes
First Name		Janice
Middle Name		
Last Name		Koffman
Date of Birth		10/15/2000
SSN		553-15-8210
CIN		954265170

CalHEERS Eligibility Details

Close

This Type_1 page took 0.23 seconds to load.

Figure 2.2.2 – MAGI Request Error Person Detail Display of additional elements for BV 159

2.2.3 Description of Changes

1. Create a new page named, "MAGI Request Error Person Detail" as follows:
 - a. Add a 'Name' section with the following fields:

Field Label	Description
Last Name	Display the 'Last Name' based on the Last Name in the Individual Demographics page.
First Name	Display the 'First Name' based on the First Name in the Individual Demographics page.
Middle Name	Display the 'Middle Name' based on the Middle Name in the Individual Demographics page.

Maiden Name	Display the 'Maiden Name' based on the Maiden Name in the Individual Demographics page.
Suffix	Display the 'Suffix' based on the Suffix in the Individual Demographics page.
Primary Contact	Display the 'Primary Contact' based on the Administrative Role in the Program Detail page.

Technical Note: 'Name' section is displayed from CalSAWS system information. If the DER returns for an individual not known in CalSAWS, this section will display blank.

- a. Add a section named 'Actively Linked Case Information in CalHEERS' under the 'Name' section with the following fields:

Field Label	Description
CalSAWS Case Number	Display the value for 'Actively Linked SAWS Case Number' provided in the Business Validation node returned from CalHEERS.
MAGI Case Number	Display the CalHEERS Case number provided in the Business Validation returned from CalHEERS.
CalSAWS County	Display the county associated with the linked CalSAWS case provided in the Business Validation returned from CalHEERS.

Technical Note: 'Actively Linked Case Information in CalHEERS' section will display collapsed when no data is received from CalHEERS.

- b. Add a section under the 'Actively Linked Case Information in CalHEERS' section with the following:

Column Label	Description
Person Information	Display static row labels in the order listed below: <ul style="list-style-type: none"> • CalSAWS Person Number • CalHEERS Person Number • Primary Contact • First Name • Middle Name • Last Name • Date of Birth • SSN • CIN
MAGI Request (EDR)	Display the values for each row corresponding to the fields displayed in the 'Person Information' column based on the EDR sent to

	<p>CalHEERS for all elements except for the CalSAWS Person Number and CalHEERS Person Number.</p> <p>Display the CalSAWS Person Number from CalHEERS in the 'PersonBusinessValidationDetail' node 'SAWSCasePersonNumberReceived'.</p> <p>Display the CalHEERS Person Number from CalHEERS in the 'PersonBusinessValidationDetail' node 'CalHEERSCasePersonNumberReceived'. Display DOB in (MM/DD/YYYY) and SSN with dashes (###-##-####) format.</p>
CalHEERS Portal	<p>Display the values for each row corresponding to the fields displayed in the 'Person Information' column as received from CalHEERS in the 'PersonBusinessValidationDetail' node of the Logging transaction.</p> <p>Display DOB in (MM/DD/YYYY) and SSN with dashes (###-##-####) format or blank if there is no value provided in the Logging transaction received from CalHEERS. This information represents what CalHEERS reported they have within their system.</p>

- c. Add a 'CalHEERS Eligibility Details' section below the 'Person Information' section that displays the information received in the PersonBusinessValidationDetail' node of the Logging transaction with the following fields:

Field Label	Description
MAGI Status	<p>Display the decode for the 'EligibilityMAGIMediCalStatusCode' value. Possible values are:</p> <ul style="list-style-type: none"> • Blank • Eligible • Ineligible • Conditionally Eligible • Pending Eligible • Discontinue • Potentially Eligible
Non-MAGI Status	<p>Display the decode for the EligibilityNonMAGIMediCalStatusCode value. Possible values are:</p> <ul style="list-style-type: none"> • Blank

	<ul style="list-style-type: none"> • Eligible • Ineligible • Conditionally Eligible • Pending Eligible • Discontinue • Potentially Eligible
APTC Status	<p>Display the decode for the EligibilityAPTCStatusCode value.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Blank • Eligible • Ineligible • Conditionally Eligible • Pending Eligible • Discontinue • Potentially Eligible
CSR Status	<p>Display the decode for the EligibilityCSRStatusCode value.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Blank • Eligible • Ineligible • Conditionally Eligible • Pending Eligible • Discontinue • Potentially Eligible
QHP Status	<p>Display the decode for the EligibilityQHPStatusCode value.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Blank • Eligible • Ineligible • Conditionally Eligible • Pending Eligible • Discontinue • Potentially Eligible
Exchange Enrollment	<p>Display the decode for the ActivelyEnrolledInPlanInd value.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Blank • No • Yes <p>A 'Yes' indicates the individual has ongoing or future Active Enrollment Status for a Covered California program in the CalHEERS system.</p>

	<p>'Active' enrollment refers to the following possible enrollment statuses:</p> <ul style="list-style-type: none"> • Confirmed • Pending • Terminated with an Enrollment End Date in the future (after current system date)
Primary Aid Code	Display the PrimaryAIDCode value.
Awaiting Review	<p>Display the decode for the AwaitingReviewInd value. Possible values are:</p> <ul style="list-style-type: none"> • Blank • No • Yes <p>A 'Yes' indicates the individual is in an Awaiting Review status for MAGI Medi-Cal in the CalHEERS system</p>

Technical Note: 'CalHEERS Eligibility Details' section will display collapsed when no data is received from CalHEERS.

2. Add a button titled 'Close' to the top right and bottom right of the page.
 - a. The 'Close' button will close the 'MAGI Request Error Person Detail' page and navigate user back to the 'MAGI Request Error' Detail Page.
3. Add standard Application for Monitoring Performance (AMP) bar to the bottom of page.

2.2.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** MAGI Eligibility-> View -> [Error](#) -> 'BV Number' [hyperlink](#)

2.2.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
MAGIErrorPersonDetailView	View MAGI Person Error Detail Information	MAGI View MAGI Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
MAGI View	View MAGI Information	No change to current mapping
MAGI Edit	View and EDIT MAGI Information	No change to current mapping

2.2.6 Page Mapping

Add page mapping for the new page

2.2.7 Accessibility

N/A

2.2.8 Page Usage/Data Volume Impacts

N/A

2.3 MAGI Error Report

2.3.1 Overview

Different MAGI batch processes such as the MAGI RE, MAGI RE Discontinuance, and Auto-Rescission run during each month. In some instances, the EDR that is sent to CalHEERS results in an error message being returned.

The MAGI Error Report generates every business day. Each day the report will capture all the errors received in the month and will overwrite the prior day's report until a new month begins.

For example, on 06/01/2023 the report will generate for the Report Month of 06/2023.

On 06/02/2023 a new version of the 06/2023 will be regenerated and will overwrite the report that was generated on 06/01/2023.

...

On 06/30/2023 the final version of the 06/2024 report will be generated and will overwrite the report that was generated on 06/29/2023.

On 07/03/2023 the first report for 07/2023 will be generated.

2.3.2 MAGI Error Report Screenshot

CalSAWS		MAGI Error Report	
San Bernardino			
Run Date: SEP-12-23 01:47 AM			
Report Month: 09/2023			
		Details	
Batch Run Reason Totals		Total	
Age 1 re-evaluation EDR		0	
Age 19 re-evaluation EDR		0	
Age 26 re-evaluation EDR		0	
Age 50 Re-evaluation EDR		0	
Age 6 re-evaluation EDR		0	
Age 65 re-evaluation EDR		0	
Auto-Rescission		0	
Batch MAGI Redetermination EDR		0	
End of Postpartum Re-evaluation		0	
MC Duplicate Clean-up		0	
MC RE Discontinuance		0	
Grand Total		0	

Note: The template is attached to the Supporting Documents Section.

2.3.3 Description of Change

1. Update the 'Summary' sheet to combine the 'Benefit Month' totals and the 'Prior Benefit Months' totals to a single column titled 'Total'. Previously the report split the totals between those Errors with a Benefit Month one month in the future and the errors with a benefit month in the current month or prior months. Please see the attached mockup in the supporting documents section.
2. Update the totals in the 'Summary' sheet to count Error messages at the person level rather than the case level. For example, if one EDR results in an error for three different people in the program then the Batch Run Reason will count this three times.
3. Update the Report Month value in the header to display the month that the report is being generated. Normally the Report Month will be the same month as the run date. The only exception to this is if the report is retroactively generated for a prior month. Note this change will also be reflective in the Report Search page. When this SCR first goes into production, the report will overwrite the latest existing report because the report month will be shifted back one month.

For example, assuming the report goes into production 02/28/2024. The night of 02/28/2024 the report will generate using the old logic for the report month of 03/2024. Post the implementation of this SCR, the first report will be generated on 03/03/2024 for the report month of 03/2024. This will cause the old report to be overwritten.

4. Remove the Current Months Detail sheet and rename the Prior Months Details sheet to Details. All records in the base population will now be reported in the 'Details' sheet. This means there is one row for every person level error.]

5. Update the base population of the Details sheet as follows:

Base Population: The sheet captures any record that meets the following criteria:

- The Error was **created** in the report month. Previously the report captured records based on the Benefit Month.
- The EDR was initiated by a batch run of eligibility.
Technical Note: CH_TRANSACT_INFO.BATCH_IND
- The Batch Run Reason of the EDR is a reportable type.
Technical Note: CT-2813 REFER_TABLE_8_DESCR = 'Y'
- An Error was received due to the Eligibility Determination Request.
Technical Note: A record was added to CH_ERR_DETL.

6. Add the following columns to the 'Details' sheet. The positioning of the columns can be seen in the attached mockup.

Column Label	Description
Office Number	Displays the Office Number of the program assigned worker with the latest end date. The column is left blank if information does not exist. Technical Note: OFFICE.OFFICE_NUM_IDENTIF
MAGI/Mixed	Displays whether the case is a MAGI or a Mixed case based on the latest EDBC for the program by Begin Date. <ul style="list-style-type: none"> • MAGI – The household consists of only individuals with a MAGI aid code. • N - The household consists of individuals with a MAGI and Non-MAGI aid codes. <p>Note: Aid codes are defined as MAGI or Non MAGI by the CalHEERS team though an indicator in the codes table. If there is a change is the categorization of an aid code, the change will need to</p>

	<p>be made by the CalHEERS team for it to reflect on the report.</p> <p>Technical Note: To determine MAGI/Mixed, get the latest EDBC in the report month by Begin Date that meet the following conditions: EDBC Type = RG – Regular EDBC Run Status = AS – Accepted and Saved Role = ME - Member Budget Result Code = PS - Pass Budget Class Code = 01 - Program Person Technical Note: BUDGET_PERS.AID_CODE</p>
RE Due Month	<p>Displays the RE Due Month of the Redetermination that has no completion date. Format: MM/YYYY</p> <p>Technical Note: The completion date is set to high date. Technical Note: REDETER.DUE_DATE</p>
Error Resolved/DER Received Date	<p>Displays the batch date a determination response was received from CalHEERS for the related Error. Format: MM/DD/YYYY</p> <p>Technical: See if a CH_TRANSACT info exists where type_code = DR – Determination Response. The response is linked to the error using the REF_ICT_ID column.</p> <p>Note: This column does not restrict to only batch responses. It includes Errors that are resolved by the worker.</p> <p>Technical Note: CH_ERR_BV_PERS.ERR_MESSG_DESCR</p>

BV Number	<p>Displays the Business Validation Error Number provided in the Business Validation response from CalHEERS.</p> <p>Technical: CH_ERR_BV.BV_NUM_IDENTIF</p>
Person Name	<p>Displays the First Name and Last Name that the error is related to.</p> <p>Format: [First Name] [Last Name]</p> <p>Technical Note: CH_ERR_BV_PERS.FIRST_NAME CH_ERR_BV_PERS.LAST_NAME</p>
CIN	<p>Displays the CIN Number of the person.</p> <p>Technical Note: CH_ERR_BV_PERS.CIN_NUM_IDENTIF</p>
Error Message	<p>Displays the Error Message provided in the Business Validation response from CalHEERS.</p> <p>Technical Note: Previously the report displayed the error message at the case level. The report now pulls the person level error message.</p> <p>Note: This is a repeatable element, and multiple BVs can be displayed</p> <p>Technical Note: CH_ERR_BV_PERS.ERR_MESSG_DESCR</p>

2.3.4 Report Location

- **Global: Reports**
- **Local: Scheduled**
- **Task: Case Activity**

2.3.5 Counties Impacted

All counties are impacted by the changes outlined in this section.

2.3.6 Security Updates

No updates will be made to the report's existing security as part of this SCR.

2.3.7 Report Usage/Performance

The report is expected to have a negligible impact on the system's performance.

2.4 E-HIT Exception Report – Error Message Received from CalHEERS

2.4.1 Overview

Different MAGI batch processes such as the MAGI RE, MAGI RE Discontinuance, and Auto-Rescission run during each month. In some instances, the EDR that is sent to CalHEERS results in an error message being returned.

The E-HIT Exception Report generates every week to capture all the errors received during the week. The information on this report will be consolidated with the MAGI Error Report and this report will be turned off.

2.4.2 E-HIT Exception Report – Error Message Received from CalHEERS screenshot

CalSAWS E-HIT Exception Report - Error Message Received from CalHEERS								
Alpine								
Run Date: SEP-21-24 11:31 PM								
Report Week: 09/09/2024 - 09/16/2024								
List of cases for which an Eligibility Determination Request was sent and an error has been received.								
Case Name	Case Number	Office Number	Unit Number	Worker ID	RE Due Month	Processing Reason	MAGI/Mixed	Error Message

2.4.3 Description of Change

1. Turn off the E-HIT Exception – Error Message Received from CalHEERS report. All historical reports will remain accessible. The MAGI Error Report has been updated to include most of the information found on the E-HIT Exception – Error Message Received from CalHEERS.

2.4.4 Report Location

- Global: Reports
- Local: Scheduled
- Task: Case Activity

2.4.5 Counties Impacted

All counties are impacted by the changes outlined in this section.


2.4.6 Security Updates

No updates will be made to the report's existing security as part of this SCR.

2.4.7 Report Usage/Performance

Turning off this report will improve system performance since resources will not be used to generate the report.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Reports	E-HIT Exception Report	 MAGI Error Report Mockup.xlsx

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-259984

MEDIL I 24-17 - SB 311 Phase 2 – SSI/SSP
QMB/SLMB Discontinuances

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Tisha Mutreja
	Reviewed By	Renee Gustafson, Chad Quan, Noel Acosta, Suneetha Minnekanti, Tiffany Huckaby, Raj Devidi, Narendar Sabbani, Anil Kumar Mishra

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
9/13/2024	0.1	Draft	Tisha Mutreja
9/20/2024	0.2	Updated Documentation per Policy Clarification received by DHCS	Tisha Mutreja
10/10/2024	0.3	Based on comments received by DHCS, replaced SSI with SSI/SSP throughout the design	Tisha Mutreja
10/21/2024	0.4	Automated Regression Test Section added	William Baretsky
10/24/2024	0.5	Update section 2.2.2 to include Batch Exception Criteria to not skip Medi-Cal Programs with Yellow Banner	Tisha Mutreja

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1 OVERVIEW

The purpose of this SCR is to prevent granting QMB (Qualified Medicare Beneficiary)/ SLMB (Specified Low-Income Medicare Beneficiary) eligibility to individuals receiving SSI (Supplemental Security Income)/ SSP (State Supplementary Payment). Per ACWDL 24-01 and MEDIL I 24-17, effective January 01, 2025, the county shall no longer grant QMB/SLMB eligibility for SSI/SSP individuals in CalSAWS. If an SSI/SSP individual applies for QMB/SLMB, the county should deny the application as aided on another case.

1.1 Current Design

Currently, CalSAWS grants MSP (Medicare Savings Program) eligibility with aid code 80/8C to qualified QMB/SLMB individuals with Type of Assistance 'SSI only' or 'SSI/SSP' from the Other Program Assistance Detail page.

CalSAWS Batch EDBC functionality allows Batch EDBC to automatically add a standard Journal entry to cases processed by Batch EDBC with:

Journal Category: Eligibility

Journal Type: Batch EDBC

Short Description: Batch EDBC ran for [MONTH YEAR].

Long Description: Batch EDBC ran for [MONTH YEAR]. Batch EDBC processed for the Medi-Cal program for the following reasons: <Batch EDBC Sweep Code Short Description>

1.2 Requests

1. Prevent granting MSP Eligibility to qualified QMB/SLMB individuals with SSI/SSP effective January 01, 2025.
2. Initiate a one-time process to run Batch EDBC for identified QMB/SLMB individuals with SSI/SSP OPA record to discontinue effective January 01, 2025.
3. Create a Journal for discontinued cases from one-time batch.
4. Provide a one-time county list for County Eligibility Workers to follow-up on any QMB/SLMB individuals who may remain active after the one-time transition batch processing is complete.
5. Suppress any NOAs generated from the one-time batch.

1.3 Overview of Recommendations

1. Update Medi-Cal EDBC rules to deny MSP eligibility to identified QMB/SLMB individuals with SSI/SSP effective January 01, 2025.
2. Create a one-time process to run Batch EDBC for identified QMB/SLMB individuals with SSI/SSP record to discontinue effective January 01, 2025.
3. Add a Batch EDBC Sweep Code to display the Journal Description reason: "Discontinued QMB/SLMB SSI/SSP individual".
4. Generate a one-time county list to aid the counties to discontinue any Active QMB/SLMB individuals with SSI/SSP after Batch EDBC completes.

5. Create a Database Change Request (DCR) to reject all MC NOAs that generated from the one-time batch.

1.4 Assumptions

1. Per DHCS Confirmation, Currently, in policy, there is no Notice of Action (NOA) stating that an individual is being discontinued due to receipt of SSI/SSP.
2. DHCS will be handling the issuance of Approval NOAs for SSI/SSP members enrolled into the QMB program by the state as part of Phase I, starting October 01, 2024, as outlined in MEDIL [24-17](#). This notice will be sent to all individuals upon their SSI approval.
3. No MEDS changes will be required.

2 RECOMMENDATIONS

2.1 Medi-Cal Eligibility Rules Update

2.1.1 Overview

Effective January 01, 2025, CalSAWS should deny eligibility to an SSI/SSP individual that applies for QMB/SLMB.

2.1.2 Description of Changes

1. Effective January 01, 2025, Update the Medi-Cal EDBC rules to no longer grant MSP eligibility to a qualified QMB/SLMB individual that has a high-dated OPA record with "Type of Assistance" as 'SSI Only' or 'SSI/SSP' as of January 01, 2025, or later.
 - a. Save the SSI/SSP individual on the MSP Budget(s) as below:
 - i. **Role:** FRI
 - ii. **Role Reason:** On Aid Another Case

Medi-Cal Summary

Note: Overridden rows are in bold.

Eligible Budgets for MEDS

Test	Result	SOC	% Oblig	FBU	Aid Code	Members Tested	Role	Role Reason
No Data Found								

Failed and Overridden Budgets

Test	Result	SOC	% Oblig	Aid Code	Members Tested	Role	Role Reason
MSP - MC	Fail	\$0	0.00		Kiki, Miu 28F	FRI	On Aid Another Case

Override Medi-Cal Summary

Accept

Cancel

Figure 2.1.2 Medi-Cal EDBC Summary Page

2.1.3 Programs Impacted

Medi-Cal

2.1.4 Performance Impacts

N/A

2.2 One-Time Batch

2.2.1 Overview

Initiate a one-time process to run Batch EDBC for identified QMB/SLMB individuals who are receiving SSI/SSP including Medi-Cal programs with the Yellow Banner, to discontinue effective January 01,2025. Create a Journal entry for the cases processed successfully in the one-time process.

2.2.2 Description of Changes

1. Batch EDBC

Initiate a one-time process to discontinue identified individuals effective January 01,2025

- a. Identify individuals that meet all the following conditions for one-time Batch EDBC processing:
 - i. The individual is on aid code 80 or 8C
 - ii. Has High-Dated OPA record with "Type of Assistance" as 'SSI Only' or 'SSI/SSP' as of January 01, 2025, or later

- b. Run Batch EDBC for the January '2025 benefit month for the Medi-Cal program in Targeted Program mode with Type Code "Batch Eligibility" (BE). Include the new Batch EDBC Sweep Code added in Recommendation 2.2.2.2.

2. Journal Entry

Add a new Batch EDBC Sweep Code (CT_942) for the identified population in recommendation 2.2.2.1.

Code Table	Description
Short Description	Discontinued SSI/SSP QMB/SLMB Individual
Long Description	Discontinued SSI/SSP QMB/SLMB Individual

This will allow CalSAWS to generate an auto-journal with the following information for each case processed successfully through Batch EDBC from Recommendation 2.2.2.1.

Journal Category: Eligibility

Journal Type: Batch EDBC

Short Description: Batch EDBC ran for January 2025.

Long Description: Batch EDBC ran for January 2025. Batch EDBC processed for the Medi-Cal program for the following reason: Discontinued SSI/SSP QMB/SLMB Individual.

3. Batch Exception for Medi-Cal programs with Yellow Banner

Update the following EDBC Skip Reason 'EDBC has not been run since Conversion' (CT707_CN) to not skip the Medi-Cal program if one of the following Batch Eligibility Sweep Codes is applied in addition to the existing criteria in 2.2.2.1:

- a. 'Individual Discontinuance and RE Advanced (CT_942_ID)
- b. 'Discontinue Medi-Cal Program for Non-Receipt or Income RD' (CT_942_MR)

2.2.3 Execution Frequency

This is a one-time batch.

2.2.4 Key Scheduling Dependencies

One-time batch will run on December 05, 2024, before regularly scheduled batch.

2.2.5 Counties Impacted

All counties

2.2.6 Data Volume/Performance

Approximately 283K individuals will be processed with this change.

No NOAs will be sent to Central Print because they will be Rejected with Recommendation 2.3.

2.3 Correspondence – DCR to Reject Batch Generated NOAs

2.3.1 Overview

Create a DCR to set the NOAs generated from this one-time batch with a NOA status of 'Rejected' to prevent any NOAs from being sent out via central-print jobs.

2.3.2 Description of Change

1. Create a DCR query to set all NOAs generated from the one-time batch with a NOA status of 'Rejected' (CT220_RJ).

CC Technical Note: A case that has undergone the one-time batch can be identified in the BATCH_ELIG_LOG.SYS_TRANSACT_CREATED_BY column with value '241413'.

2.4 Automated Regression Test

2.4.1 Overview

Create automated regression test scripts to verify that when Medi-Cal EDBC is run for a QMB (aid code 80) case in benefit month 01/2025 or later:

1. On a case with OPA "Type of Assistance" 'SSI Only' or 'SSI/SSP', the MSP - MC test fails due to 'On Aid Another case'.
2. On a case with no OPA records, the MSP - MC test passes and aid continues under aid code 80.

2.4.2 Description of Change



1. Create regression scripts to verify that MSP eligibility is granted under aid code 80 for MSP applicants who are QMB eligible with no OPA records.

2. Create regression scripts to verify that MSP eligibility is not granted for MSP applicants who are otherwise QMB eligible, but have an OPA record with either of the following "Type of Assistance" values:
 - a. SSI Only
 - b. SSI/SSP

Technical Note: EDBC results for each OPA type shall be verified.

Developer Note: See deprecated 'MC - MSP Property Limit - Single' script for case construct details.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Policy	ACWDL 24-01	 ACWDL Medicare Part A Buy-in.pdf
2	Policy	MEDIL I 24-17	 MEDIL 24-17.pdf

4 OUTREACH

4.1 Lists

Generate a one-time County list for the County Eligibility Workers after Batch EDBC completes.

The list will be generated with the standard columns and additional Individual level columns.

Standard Columns:

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

Additional Column(s):

- Person Name <First Name, Last Name>
- CIN
- Aid Code
<Column will have aid codes 80 or 8C>
- DOB

Frequency: One-time

List Name: QMB/SLMB SSI/SSP Individuals not processed

List Criteria: Generate a list of cases where a QMB/SLMB individual with SSI/SSP remains Active on aid code 80/8C after the one-time Batch EDBC is processed (recommendation 2.2.2.1.a).

County Action: County workers should review the case for the QMB/SLMB individual on the list and determine why they were not processed in the one-time batch. Then, take the appropriate action.

The list will be posted to the following location:

CalSAWS Web Portal>System Changes>SCR and SIR Lists>2024>CA-259984

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-264217

Update CW/CF Read-Only
EDBC Logic When
Processing A Late Report

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Paul Galloway, Vallari Bathala
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
2024.05.01	.01	Initial Draft with elements that were removed from CA-232056. Dates in examples were updated to the current year. Scenarios were added for discontinued programs.	Paul Galloway
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2024.10.24	.07	Added missing re-run reminder message to Figure 2.2.2.2	Paul Galloway

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1 OVERVIEW

Updates are needed to CalSAWS EDBC processing for CW(CalWORKs), RCA (Refugee Cash Assistance), and CF (CalFresh) to prevent a negative change in benefits from being applied at the start of a new reporting period without 10-Day Notice when it is not allowed by policy. The policy differs among the programs.

Most of the changes in this SCR were previously in CA-232056. They were removed from that SCR and moved to this new SCR to add logic for scenarios where a program is discontinued due to a late report and is then rescinded and made active with changes reported that would have a negative effect on benefits.

CalWORKs and RCA:

Ten-day notice is required to apply a negative change on CW/RCA when processing a CW/RCA SAR 7 or a CW RE (RCA only has SAR 7 reports, not RE). A negative change cannot be applied without ten-day notice even when based on a late SAR 7 or RE report. The negative change cannot be applied until the next month when 10-day notice can be provided. After benefits have been issued, a worker can re-run EDBC for the month(s) in the reporting period where the changes were not yet applied to create a Regular EDBC with an overpayment.

CalFresh:

Ten-day notice is required to apply a negative change on CF when processing a CF SAR 7, as it is with CW/RCA. A negative change cannot be applied without ten-day notice even when based on a late CF SAR 7 report. The negative change cannot be applied until the next month when 10-day notice can be provided. After benefits have been issued, a worker can re-run EDBC for the month(s) in the reporting period where the changes were not yet applied to create a Regular EDBC with an overissuance.

Ten-day notice is not required to apply a negative change on CF when processing a CF RE for the first month of a new certification period. This is because it is technically considered an approval of a new certification period for a lesser benefit amount, not a decrease in benefits. This means that even if the RE month is processed after the cut-off date when 10-day notice could have been provided, a negative change can be applied, and no delay for additional notice is required.

1.1 Current Design

1. When a user processes a CW/CF/RCA SAR 7 or a CW/CF RE after the 10-day NOA cut-off in the SAR 7 or RE due month and the result is a negative change, CalSAWS creates a Read-Only EDBC for that month and does not apply the change.
2. When a user processes a CW/CF/RCA SAR7 or a CW/CF RE in the month after the report was due and it results in a negative change, CalSAWS does not

create a Read-Only EDBC for that month. A Regular EDBC is created that applies the negative change even though 10-day notice was not provided.

1.2 Requests

1. Allow CF EDBC to apply changes for the first month of a new CF certification period even if those changes are made after the 10-day NOA deadline and result in a negative change.
2. When processing a late CF SAR 7, CW SAR 7/RE, or RCA SAR 7 in a month after the report was due when benefits have not yet been issued, do not apply negative changes without giving 10-day notice.
 - a. **If the program is active:** EDBC should return a Read Only EDBC until a month is processed where timely notice can be provided even if it is after the month the report was due.
 - b. **If the program is not active:** after the program is rescinded, EDBC should return a Regular EDBC that does not apply negative changes until a month is processed where timely notice can be provided even if it is after the month the report was due (unless the program is rescinded with the Restoration of Aid Waiver reason or a CF Delayed RE Processing reason). Display an indicator on the EDBC list page and create an automated action to remind workers to re-run the EDBC to apply the negative change after benefits have gone out.

1.3 Overview of Recommendations

1. Update EDBC so that when a user processes a CF RE in the month the RE is due and it is after the 10-day NOA cutoff for the next month and the result is a negative change, CalSAWS will create a Regular (not Read Only) EDBC and will apply the negative change and set the EDBC Run Reason to RE.

(Note: This only applies to CF RE. The rest of "Current Design #1" functionality above remains unchanged: when a CW/CF/RCA SAR 7 or CW RE is run in the month the SAR 7/RE is due and it is after the 10-day NOA cut-off for the SAR 7/RE month and the result is a negative change, CalSAWS will still create a Read-Only EDBC and the negative change will not be applied.)

2. Add a Re-Run Reminder indicator to the EDBC database table so a reminder can be displayed on the EDBC List page when workers need to re-run benefit months where all changes were not initially applied by EDBC due to timely notice requirements.
3. Update EDBC so that when a user processes a CW/CF/RCA SAR 7 or a CW RE in a month after the report is due and benefits have not yet been issued for the month and the result is a negative change, CalSAWS will create a Read-Only EDBC for that month with the reason 10-Day Negative Action if the program is active, or a Regular EDBC without the new negative changes applied if the

program is not active (unless the inactive program is rescinded with the Restoration of Aid Waiver reason or a CF Delayed RE Processing reason). If there are changes that were not applied because the program was inactive, set a Re-Run Reminder indicator on the EDBC record to 'true' so it can be displayed to workers on the EDBC List page.

4. Add a new automated action to remind workers to re-run benefit months where all changes were not initially applied by EDBC due to timely notice requirements.
5. Add a column to the EDBC List page where an indicator will display to remind workers to re-run EDBC for months where a Regular EDBC was created but not all the changes were applied due to timely notice requirements. When this indicator displays, an informational message will also display at the top of the page. After benefits have been issued for the month, the EDBC can be re-run to establish an overissuance/ overpayment, if needed, and the indicator will no longer display.

1.4 Assumptions

- There will be no Batch EDBC run to reprocess any existing EDBC's after these changes are implemented.
- This SCR will not change the logic for advancing the RE Due Date for any program. Dates will remain in alignment the same as they are today once the dates are advanced for all programs.
- The changes in this SCR will not affect the display of the Timely Notice Exception dropdown on the Run EDBC page. The changes in this SCR (Recommendation #2) will result in some 10-Day Negative Action Read Only EDBC's being created for the month(s) after a RE or SAR 7 report was due. Workers can set the "Timely Notice Exception" dropdown to "Yes" and select a Reason in the month(s) after the report was due and EDBC will be able to apply a negative change without creating a Read Only EDBC for that month.
- SCR CA-218060, implemented in Release 21.07, updated EDBC logic so that an EDBC for the SAR/RE Month that returns a Read Only result will not set the SAR 7/RE Run Reason in that month. Instead, the SAR/RE Run Reason will be set on the next month that returns a Regular (not Read Only) EDBC. When that EDBC is authorized, the RE due month will be advanced (if an RE is being processed), and packets with the status "Reviewed-Ready to Run EDBC" will be flipped to "Complete-EDBC Accepted".
- No changes are being made for Restoration of Aid functionality which will still be processed the same as it is currently in CalSAWS.
- No changes are being made for CF Delayed RE Processing functionality, added by SCR [CA-200863](#), which will still be processed the same as it is currently in CalSAWS.
- CalSAWS calculates ten-day adequate notice for the programs in this SCR by taking the beginning day of the benefit month and subtracting 11 days, and if the result is a Sunday or a Holiday (based on the County's holiday table),

additional days are subtracted one at a time until it falls on neither a Sunday nor a Holiday.

- Once this SCR is implemented, the procedures outlined in [CIT 0312-21 Processing Late Periodic Report and Redetermination](#) will no longer be required.

2 RECOMMENDATIONS

2.1 Eligibility: Rules Updates

2.1.1 Overview

Update EDBC to prevent a negative EDBC result from being applied when processing a late report and 10-day notice cannot be provided, except when it is allowed by policy in the case of processing a CF RE.

A "Re-run Reminder" indicator will display on the EDBC List page for months that need to be re-run to apply changes that were not initially applied because the report was being processed late.

2.1.2 Description of Changes

1. Update EDBC so that when a user processes a CF RE in the month the RE is due and it is after the 10-day NOA cutoff for the next month and the result is a negative change, CalSAWS will create a Regular (not Read Only) EDBC and will apply the negative change and set the EDBC Run Reason to RE.

BEFORE/AFTER SCENARIOS:

SCENARIO 1: CF Only case processing RE in RE due month after 10-day cutoff

Current Functionality:

1. CF RE Due Month is 10/2024.
2. CF RE packet is returned on 10/25/2024 and data collection is updated with additional income that will reduce future benefits.
3. Report is marked "Reviewed-Ready to Run EDBC" and EDBC is run on 10/25/2024 for 11/2024 and 12/2024 benefit months.
4. The 11/2024 EDBC is Read-Only with reason 10-Day Negative Action. The 12/2024 EDBC is Regular (not Read-Only) with Run Reason RE.
5. When the EDBC is authorized the CF RE Due Month is advanced, and the CF RE packet is marked "Complete-EDBC Accepted".

New Functionality:

Steps 1- 3 are the same

4. The 11/2024 EDBC is Regular (not Read-Only) because we are processing a CF RE. The CF EDBC Run Reason is set to RE. The 12/2024 EDBC is Regular (not Read-Only)
5. When the EDBC is authorized the CF RE Due Month is advanced, and the CF RE packet is marked "Complete-EDBC Accepted".

BEFORE/AFTER SCENARIOS:

SCENARIO 2: CW/CF case processing RE in RE due month after 10-day cutoff

Current Functionality:

1. CW/CF RE Due Month is 10/2024.
2. CW/CF RE packet is returned on 10/25/2024 and data collection is updated with additional income that will reduce future benefits for both CW and CF.
3. Reports for both programs are marked "Reviewed-Ready to Run EDBC" and EDBC is run for CW/CF on 10/25/2024 for 11/2024 and 12/2024 benefit months.
4. The 11/2024 EDBC for CW and CF are both Read-Only with reason 10-Day Negative Action.
The 12/2024 EDBC for CW and CF are both Regular (not Read-Only) and the Run Reason on both is RE.
5. When the EDBC is authorized, the CW and CF RE Due Month are advanced, and the CW and CF RE packets are marked "Complete-EDBC Accepted" because the 12/2024 EDBC had the RE Run Reason.

New Functionality:

- Steps 1- 3 are the same
4. The 11/2024 CW EDBC is Read-Only with reason 10-Day Negative Action.
The 11/2024 CF EDBC is Regular (not Read-Only) with Run Reason RE and uses the previously saved CW benefit amount as Unearned Income.
The 12/2024 CW EDBC is Regular (not Read-Only) with Run Reason RE.
The 12/2024 CF EDBC is Regular and uses the new CW benefit amount as Unearned Income.
 5. When the EDBC is authorized the CF and CW RE Due Month is advanced, and the CF and CW RE packets are marked "Complete-EDBC Accepted".

SCENARIO 3: CW/CF case processing SAR 7 in due month after 10-day cutoff

Current Functionality: (Functionality for SAR 7 will not change with this SCR.)

1. CW/CF SAR 7 Due Month is 10/2024.
2. CW/CF SAR 7 packet is returned on 10/25/2024 and data collection is updated with additional income that will reduce future benefits for both CW and CF.
3. Reports for both programs are marked "Reviewed-Ready to Run EDBC" and EDBC is run for CW/CF on 10/25/2024 for 11/2024 and 12/2024 benefit months.
4. The 11/2024 EDBC for CW and CF are both Read-Only with reason 10-Day Negative Action.
5. The 12/2024 EDBC for CW and CF are both Regular (not Read-Only) and the Run Reason on both is SAR 7.

Note: RCA SAR 7 would have the same result as the CW SAR 7 in this scenario

2. Add a Re-Run Reminder indicator to the EDBC database table that can be set to 'true' to display an indicator on the EDBC List page when there are months that need to be re-run because all changes were not initially applied. This indicator will be blank on all EDBC's created prior to the implementation of this SCR.
3. Update EDBC so that when a user processes a CW/CF/RCA SAR 7 or a CW RE and all the following are 'true':
 - a. the run date is in a month after the report is due and it is too late to give 10-day notice,
 - b. the result is a negative change,
 - c. no issuance has been created yet for that program in that benefit month

...the following will occur:

- **If the program status for the benefit month is Active:**
CalSAWS will create a Read-Only EDBC for that month and will set the reason to 10-Day Negative Action.
- **If the program status for the benefit month is Pending:**
(This assumes the worker has rescinded a discontinued program and set it to Pending.) Running EDBC will create a Regular EDBC for that month and make the program Active. If the worker used a Rescind Reason other than "Restoration of Aid Waiver"* or a CF "Delayed RE Processing"*** reason, new data that would cause a negative change will not be applied, and the Re-Run Reminder indicator on the EDBC record will be set to 'true'.

After the late report has been processed and benefits have been issued for the affected month(s), EDBC can be re-run for the month(s) following the month when the report was due (this is existing functionality that is not changing).

- If the previous result was Read-Only, EDBC should now return a Regular EDBC that applies all changes (Re-Run Reminder indicator will not be set to 'true').
- If the previous result was a Regular EDBC, the new EDBC will also be Regular, all changes will be applied (Re-Run Reminder indicator will not be set to 'true').

(On the EDBC List page the Re-Run Reminder indicator will no longer display on the previous EDBC's once a new one is accepted and saved for the same program and month that does not have the reminder set to 'true'. See details in EDBC List page section, below).

If an issuance has been created for the month, it will be considered a re-run, and the new result can be a Regular EDBC that creates an overissuance/overpayment when the result is a negative change. The re-run month will have the Run Reason set to RE.

Notes:

- This does not affect a CF RE that results in a negative change and is processed in a month after it was due.
- If the worker uses "Restoration of Aid Waiver" or a CF "Delayed RE Processing" rescind reason, EDBC will apply all changes and follow existing functionality for prorating, etc., and will not set the Re-Run Reminder indicator to true.

*** Restoration of Aid Waiver Rescind Reason**

CT 176	RW	Restoration of Aid Waiver
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**** Delayed RE Processing Rescind Reasons**

CT 176	DC	Delayed RE Processing - County Caused
CT 176	DP	Delayed RE Processing - Client Caused
CT 176	DR	Delayed RE Processing - Client/County Caused

BEFORE/AFTER SCENARIOS:

SCENARIO 4: CW only case processing RE in month after RE Due Month

Current Functionality:

1. CW RE Due Month is 10/2024.
2. CW RE packet is returned on 10/25/2024 and data collection is updated with additional income that will reduce future benefits.
3. Report is marked "Reviewed-Ready to Run EDBC" and EDBC is run on 11/01/2024 for 11/2024 and 12/2024 benefit months.
4. The 11/2024 EDBC is Regular (not Read-Only) and the EDBC Run Reason is set to RE. The 12/2024 EDBC is also Regular.
5. When the EDBC is authorized, the CW RE Due Month is advanced, and the CW RE packet is marked "Complete-EDBC Accepted".

New Functionality if program is ACTIVE:

Steps 1- 3 are the same

4. The 11/2024 EDBC is Read-Only with reason 10-Day Negative Action. The 12/2024 EDBC is Regular with an EDBC Run Reason of RE.
5. When the EDBC is authorized, the CW RE Due Month is advanced, and the CW RE packet is marked "Complete-EDBC Accepted".
6. Worker re-runs month of 11/2024 after benefits are issued to create an overpayment for the previously issued amount.

Note: If program is active, RE date is only advanced because 12/2024 CW is Regular and has Run Reason of RE. If only 11/2024 was run and authorized, the RE date would not be advanced because it is Read Only, and the benefits would continue to skip due to there not being a packet in a Complete status.

New Functionality if program is not ACTIVE:

Steps 1- 2 are the same

3. Report is not marked "Reviewed-Ready to Run EDBC":
 - a. Batch discontinues program effective 11/01/2024 for missing report.
 - b. On 11/2/2024, report is marked "Reviewed-Ready to Run EDBC" and worker rescinds program effective 11/2024 which puts program in Pending status.
 - c. EDBC is run on 11/02/2024 for 11/2024 and 12/2024 benefit months.
4. The 11/2024 EDBC is Regular (not Read-Only) with an EDBC Run Reason of RE. Program status becomes Active. New data that would make a negative change to the benefits is not applied. Re-Run Reminder indicator displays on the EDBC List page to remind workers that the EDBC should be re-run after benefits are issued to process all changes, and an automated action is created. The 12/2024 EDBC is Regular with all newly reported data from the report applied.
5. When the EDBC is authorized, the CW RE Due Month is advanced, and the CW RE packet is marked "Complete-EDBC Accepted".
6. Worker re-runs month of 11/2024 after benefits are issued to create an overpayment for the previously issued amount. The Re-Run Reminder indicator on the previous EDBC will no longer display after this new EDBC is run and authorized.

BEFORE/AFTER SCENARIOS:

Note: This scenario would return the same result when processing a SAR 7 for CW or CF or RCA if the program is still Active, or if the program is not active unless it was rescinded with reason: "Restoration of Aid Waiver" (see Restoration scenario, below).

SCENARIO 5: CW/CF case processing RE in month after RE Due Month

Current Functionality:

1. CW/CF RE Due Month is 10/2024.
2. CW/CF RE packet is returned on 10/25/2024 and data collection is updated with additional income that will reduce future benefits for both CW and CF.
3. Reports for both programs are marked "Reviewed-Ready to Run EDBC" and EDBC is run on 11/01/2024 for 11/2024 and 12/2024 benefit months.
4. The 11/2024 CW and CF EDBC are Regular (not Read-Only) with EDBC Run Reason RE.
The 12/2024 EDBC's are also Regular.
5. When the EDBC is authorized, the CW and CF RE Due Month are advanced, and both packets are marked "Complete-EDBC Accepted".

New Functionality if program is ACTIVE:

Steps 1- 3 are the same

4. The 11/2024 CW EDBC is Read-Only with reason 10-Day Negative Action.
The 12/2024 CW EDBC is Regular with Run Reason RE.
The 11/2024 CF EDBC is Regular (not Read-Only) with Run Reason RE and uses the previously saved CW benefit amount as Unearned Income.
The 12/2024 CF EDBC is Regular and uses the new CW benefit amount as Unearned Income.
5. When the EDBC is authorized, the CW and CF RE Due Month are advanced, and both packets are marked "Complete-EDBC Accepted".
6. Worker re-runs CW EDBC for the month of 11/2024 after benefits are issued to create an overpayment for the previously issued amount.

Note: If only 11/2024 was run and authorized, the CW RE date would not be advanced because it is Read Only in 11/2024, and CW benefits would continue to skip due to there not being a packet in a Complete status.

New Functionality if program is not ACTIVE:

Steps 1- 2 are the same

3. Report is not marked "Reviewed-Ready to Run EDBC":
 - a. Batch discontinues CW and CF effective 11/01/2024 for missing reports.
 - b. On 11/2/2024, reports are marked "Reviewed-Ready to Run EDBC" and worker rescinds programs effective 11/2024 putting them in Pending status.
 - c. EDBC for CW and CF is run on 11/02/2024 for 11/2024 and 12/2024 benefit months.
4. The 11/2024 CW EDBC is Regular (not Read-Only) with an EDBC Run Reason of RE. Program status becomes Active. New data that would make a negative change to the benefits is not applied. Re-Run Reminder indicator displays on the EDBC List page for this record, and an automated action is created.
The 12/2024 CW EDBC is Regular and all newly reported data from the report is applied.

BEFORE/AFTER SCENARIOS:

The 11/2024 CF EDBC is Regular (not Read-Only) with Run Reason RE. All new period data is applied. The regular CW EDBC for 11/2024 that did not apply new data that would cause a negative change is used as Unearned Income.

The 12/2024 CF EDBC is Regular and will use the new 12/2024 CW benefit amount as Unearned Income.

5. When the EDBC is authorized, the CW and CF RE Due Months are advanced, and the CW and CF RE packets are marked "Complete-EDBC Accepted".
6. Worker re-runs CW month of 11/2024 after benefits are issued to create an overpayment for the previously issued amount. The Re-Run Reminder indicator on the previous CW EDBC for the month will no longer display after this new EDBC is run and authorized.

SCENARIO 6: CW/CF case processing RE late in the month after RE Due Month: past 10-day cutoff for the next month

Current Functionality:

1. CW/CF RE Due Month is 10/2024.
2. CW/CF RE packet is returned on 10/25/2024 and data collection is updated with additional income that will reduce future benefits for both CW and CF.
3. Reports for both programs are marked "Reviewed-Ready to Run EDBC" and EDBC is run on 12/01/2024 for 11/2024 through 1/2025 benefit months.
4. The 11/2024 CW and CF EDBC are Regular (not Read-Only) with EDBC Run Reason RE. The 12/2024 and 1/2025 EDBC's are also Regular.
5. When the EDBC is authorized, the CW and CF RE Due Month are advanced, and both packets are marked "Complete-EDBC Accepted".

New Functionality if program is ACTIVE:

Steps 1- 3 are the same

4. The 11/2024 CW EDBC is Read-Only with reason 10-Day Negative Action. The 11/2024 CF EDBC is Regular (not Read-Only) with Run Reason RE and will use the previously saved CW benefit amount as Unearned Income.

The 12/2024 CW EDBC is Read-Only with reason 10-Day Negative Action. The 12/2024 CF EDBC is Regular and will use the previously saved CW benefit amount as Unearned Income.

The 1/2025 CW EDBC is Regular with Run Reason RE.

The 1/2025 CF EDBC is Regular and will use the new CW benefit amount.

5. When EDBC's are authorized, the CW and CF RE Due Month are advanced, and both packets are marked "Complete-EDBC Accepted".
6. Worker re-runs CW EDBC for the months of 11/2024 and 12/2024 after benefits are issued to create an overpayment for the previously issued amount.

Note: If only 11/2024 and 12/2024 were run and authorized, the CW RE date would not be advanced because both months are Read Only, and CW benefits would continue to skip due to there not being a packet in a Complete status.

BEFORE/AFTER SCENARIOS:

New Functionality if program is not ACTIVE:

Steps 1- 2 are the same

3. Report is not marked "Reviewed-Ready to Run EDBC":
 - a. Batch discontinues CW and CF effective 11/01/2024 for missing reports.
 - b. On 12/1/2024, reports are marked "Reviewed-Ready to Run EDBC" and worker rescinds programs effective 11/2024 putting them in Pending status.
 - c. EDBC for CW and CF is run on 12/1/2024 for 11/2024 through 1/2025.
4. The 11/2024 CW EDBC is Regular (not Read-Only). Program status becomes Active. New data that would make a negative change to the benefits is not applied. Re-Run Reminder indicator displays on the EDBC List page for this record, and an automated action is created.

The 11/2024 CF EDBC is Regular (not Read-Only) with Run Reason RE and will use the previously saved CW benefit amount as Unearned Income.

The 12/2024 CW EDBC is Read-Only with reason 10-Day Negative Action (because the program is now active in 12/2024).

The 12/2024 CF EDBC is Regular and will use the previously saved CW benefit amount as Unearned Income.

The 1/2025 CW EDBC is Regular with Run Reason RE and all newly reported data from the report is applied.

The 1/2025 CF EDBC is Regular and will use the previously saved CW benefit amount as Unearned Income.

5. When EDBCs are authorized, the CW and CF RE Due Months are advanced, and the CW and CF RE packets are marked "Complete-EDBC Accepted".
6. Worker re-runs CW month of 11/2024 and 12/2024 after benefits are issued to create an overpayment for the previously issued amount. The Re-Run Reminder indicator on the previous CW EDBCs will no longer display after the new EDBCs are authorized.

SCENARIO 7: CW/CF case Discontinued and rescinded using Restoration of Aid Waiver, SAR 7 processed in month after it was due

Current Functionality: (This scenario is included here just to describe this functionality that will **not be changed by this SCR when using this rescind reason.)**

1. CW/CF SAR 7 Due Month is 10/2024.
2. SAR 7 is received with missing verifications and is marked "Incomplete" on 10/7/2024.
3. Batch discontinues CW and CF effective 11/01/2024 with reason "SAR 7 Incomplete".
4. On 11/8/2024, client provides required verifications. Data collection is updated with additional income that will reduce future benefits for both CW and CF.
5. Reports are marked "Reviewed-Ready to Run EDBC".
6. Worker rescinds programs effective 11/1/2024 with Rescind Reason "Restoration of Aid Waiver" and "Comply Date" 11/8/2024 putting programs into Pending status.
7. EDBC for CW and CF is run on 11/08/2024 for 11/2024 and 12/2024.
8. The 11/2024 CW and CF EDBC are Regular (not Read-Only) with EDBC Run Reason **SAR 7**. Benefits are prorated from 11/8/2024 to the end of the month. The 12/2024 EDBC's are also Regular with no prorating of the benefits.
9. When the EDBC is authorized, both **reports** are marked "Complete-EDBC Accepted".

BEFORE/AFTER SCENARIOS:

Scenario 8: Processing CF RE late and program is discontinued. User rescinds CF using "Delayed RE Processing – Client Caused"

Current Functionality: *(This scenario is included here just to describe this functionality that will **not** be changed by this SCR when using this rescind reason.)*

1. CF RE Due Month is 10/2024.
2. CF RE is received with missing verifications and is marked "Incomplete" on 10/7/2024.
3. Batch discontinues CF effective 11/01/2024 for failure to complete CF RE.
4. On 11/8/2024, client provides required verifications. Data collection is updated with additional income that will reduce future CF benefits.
5. CF RE Packet is marked "Reviewed-Ready to Run EDBC".
6. Worker rescinds program effective 11/1/2024 with Rescind Reason "Delayed RE Processing – Client Caused" and "Comply Date" 11/8/2024 putting CF into Pending status.
7. EDBC for CF is run on 11/08/2024 for 11/2024 and 12/2024.
8. The 11/2024 CF EDBC is Regular (not Read-Only) with EDBC Run Reason RE. Benefits are prorated from 11/8/2024 to the end of the month.
9. The 12/2024 EDBC is also Regular with no prorating of benefits.
10. When the EDBCs are authorized, the CF RE Due Month advances and RE packet is marked "Complete-EDBC Accepted".

(Note: this scenario is the same for all three CF "Delayed RE Processing" reasons.)

2.1.3 Programs Impacted

CalWORKs, Refugee Cash Assistance, CalFresh

2.1.4 Performance Impacts

N/A

2.2 Eligibility: EDBC List Page Re-Run Reminder

2.2.1 Overview

Add a column on the EDBC List page that will display a Re-Run Reminder indicator if months may need to be re-run to apply all changes.

A message will display at the top of the page if any EDBC records have the Re-Run Reminder displayed.

2.2.2 EDBC List Page Mockup

Customer Information

Case Number: Go

Person Search

► Non Financial

► Financial

► GA/GR

Verifications

MC 355

EBT Account List

MAGI Verifications

MAGI Eligibility

Run EDBC

Manual EDBC

Needs

Service Arrangements

► ABAWD

EDBC Results

EDBC List

Cancel

• Months with * must be re-run to apply unapplied changes due to noticing requirements.

Display by:

Program:

Type Reason:

Run Status:

From: 02/2024

To: 09/2024

View

Search Results Summary Results 1 - 6 of 6

Begin Month	End Month	Program	Type	Run Status	Auth Amount	Date Run	EDBC Source
02/2024	07/2024	CalWORKs	Regular	Accepted - Saved	1,011.00	01/30/2024	Online EDBC Rules
02/2024	07/2024	CalFresh	Regular	Accepted - Saved	601.00	01/30/2024	Online EDBC Rules
08/2024	08/2024 *	CalWORKs	Regular	Not Accepted	1,011.00	08/06/2024	Online EDBC Rules
08/2024	08/2024 *	CalFresh	Regular	Not Accepted	601.00	08/06/2024	Online EDBC Rules
09/2024		CalWORKs	Regular	Not Accepted	991.00	08/06/2024	Online EDBC Rules
09/2024		CalFresh	Regular	Not Accepted	575.00	08/06/2024	Online EDBC Rules

Figure 2.2.2.1 – EDBC List page with new column and message displayed

(Scenario: CW/CF SAR 7 due 7/2024 not processed timely so CW/CF discontinue 8/2024. CW/CF is rescinded and EDBC runs 8/06/2024 for 8/2024 and 9/2024. Negative changes not applied for 8/2024 so indicator displays (a Task will also be created).

Customer Information

Case Number: Go

Person Search

► Non Financial

► Financial

► GA/GR

Verifications

MC 355

EBT Account List

MAGI Verifications

MAGI Eligibility

Run EDBC

Manual EDBC

Needs

Service Arrangements

► ABAWD

EDBC Results

EDBC List

Cancel

• Months with * must be re-run to apply unapplied changes due to noticing requirements.

Display by:

Program:

Type Reason:

Run Status:

From: 02/2024

To: 09/2024

View

Search Results Summary Results 1 - 6 of 6

Begin Month	End Month	Program	Type	Run Status	Auth Amount	Date Run	EDBC Source
02/2024	07/2024	CalWORKs	Regular	Accepted - Saved	1,011.00	01/30/2024	Online EDBC Rules
02/2024	07/2024	CalFresh	Regular	Accepted - Saved	601.00	01/30/2024	Online EDBC Rules
08/2024	08/2024 *	CalWORKs	Regular	Accepted - Saved	1,011.00	08/06/2024	Online EDBC Rules
08/2024	08/2024 *	CalFresh	Regular	Accepted - Saved	601.00	08/06/2024	Online EDBC Rules
08/2024	08/2024	CalWORKs	Regular	Not Accepted	0.00	08/20/2024	Online EDBC Rules
08/2024	08/2024	CalFresh	Regular	Not Accepted	0.00	08/20/2024	Online EDBC Rules
09/2024		CalWORKs	Regular	Accepted - Saved	991.00	08/06/2024	Online EDBC Rules
09/2024		CalFresh	Regular	Accepted - Saved	575.00	08/06/2024	Online EDBC Rules

Figure 2.2.2.2 – EDBC List page with new column and message displayed

(Scenario continues from above: EDBC's **from previous step** Accepted and Saved. After 8/2024 benefits are issued, worker re-runs CW/CF EDBC on 8/20/2024 for benefit month 8/2024. All changes are applied, benefits are reduced resulting in an Auth Amount of \$0.00, and an overissuance/ overpayment is created. **Re-run** **Reminder** indicator not set on new EDBC's. Re-Run Reminder indicator and message **still** display **for prior run until the new run is authorized**.)

19

Customer Information

Case Number:

Person Search

► Non Financial

► Financial

► GA/GR

Verifications

MC 355

EBT Account List

MAGI Verifications

MAGI Eligibility

Run EDBC

Manual EDBC

Needs

Service Arrangements

► ABAWD

EDBC Results

EDBC List

Cancel

Display by:

Program:

Type Reason:

Run Status:

From:

To:

View

Search Results Summary Results 1 - 6 of 6

Begin Month	End Month	Program	Type	Run Status	Auth Amount	Date Run	EDBC Source
02/2024	07/2024	CalWORKs	Regular	Accepted - Saved	1,011.00	01/30/2024	Online EDBC Rules
02/2024	07/2024	CalFresh	Regular	Accepted - Saved	601.00	01/30/2024	Online EDBC Rules
08/2024	08/2024	CalWORKs	Regular	Accepted - Saved	1,011.00	08/06/2024	Online EDBC Rules
08/2024	08/2024	CalFresh	Regular	Accepted - Saved	601.00	08/06/2024	Online EDBC Rules
08/2024	08/2024	CalWORKs	Regular	Accepted - Saved	0.00	08/20/2024	Online EDBC Rules
08/2024	08/2024	CalFresh	Regular	Accepted - Saved	0.00	08/20/2024	Online EDBC Rules
09/2024		CalWORKs	Regular	Accepted - Saved	991.00	08/06/2024	Online EDBC Rules
09/2024		CalFresh	Regular	Accepted - Saved	575.00	08/06/2024	Online EDBC Rules

Figure 2.2.2.3 – EDBC List page with new column and message displayed

(Scenario continues from above: EDBC's from previous step Accepted and Saved. Re-run Reminder indicators and message no longer display.)

2.2.3 Description of Changes

1. Add a column to the left of the "Program" column on the EDBC List page that will be used to display the Re-Run Reminder.
2. Display a "*" in the new column for any EDBC record that meets all the following conditions (otherwise the column will be blank):
 - a. The EDBC record has the Re-Run Reminder indicator (added with the EDBC changes in the previous section) set to 'True'.
 - b. There is not a Regular EDBC for the same program and month with a later Run Date that is in "Accepted – Saved" status.

Note: if months with a Re-Run Reminder indicator are never re-run and there is never a newer EDBC authorized for that month where all changes are applied, the indicator will continue to display.

3. If there is any record on the page displaying the new Re-Run Reminder indicator, display the following reminder message at the top of the page:

- **Months with * must be re-run to apply unapplied changes due to noticing requirements.**

Note: the message does not just display on the results displayed right after EDBC has been run, but it will also display if a worker clicks EDBC Results in the lefthand task menu to access the EDBC List page in that way if the above conditions are met.

2.2.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** EDBC Results

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

Update page mapping for new column.

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 Task: EDBC: Re-run Regular EDBC with Re-Run Reminder Indicator Automated Action

2.3.1 Overview

This section outlines the modifications required to support a new Automated Action in the CalSAWS System.

2.3.2 Automated Action Detail Mockup

Automated Action Detail

EditClose

Action Information

Name:
EDBC: Re-run Regular EDBC with Re-Run Reminder Indicator

Type:
Create Task

Status: *
Inactive

Program(s):
CF, CW, RC

Run Date:
Daily (Mon-Sat)

Source:
Batch

Scenario:
A Regular EDBC has been authorized with a Re-run Reminder indicator associated to it.

Task Information

Task Type: *

Due Date:
Default Due Date

Default Due Date:
10 business days

Initial Assignment:
Default Assignment

Default Assignment:
Current Program Worker

Sibling Assignment:
No

Long Description:
A Regular EDBC has been authorized with a Re-run Reminder indicator associated to it.
Re-run the affected benefit month to use reported data that was not previously applied.

EditClose

Figure 2.3.2-1 – Automated Action Detail View Mode

Automated Action Detail

Save And Return
Cancel

Action Information

Name: EDBC: Re-run Regular EDBC with Re-Run Reminder Indicator	Type: Create Task	Status: * Inactive ▼
Program(s): CF, CW, RC	Run Date: Daily (Mon-Sat)	Source: Batch
Scenario: A Regular EDBC has been authorized with a Re-run Reminder indicator associated to it.		

Task Information

Task Type: * - Select - ▼	Default Due Date: 10 business days
Due Date: Default Due Date ▼	Default Assignment: Current Program Worker
Initial Assignment: Default Assignment ▼	
Sibling Assignment: No ▼	
Long Description: A Regular EDBC has been authorized with a Re-run Reminder indicator associated to it. Re-run the affected benefit month to use reported data that was not previously applied.	

Save And Return
Cancel

Figure 2.3.2-2 – Automated Action Detail Edit Mode

2.3.3 Description of Change

Implement an "EDBC: Re-run Regular EDBC with Re-Run Reminder Indicator" Automated Action. The Automated Action will have an initial status of Inactive and a blank Task Type. If a county Activates an Automated Action, a Task Type will be required at that time.

1. EDBC: Re-run Regular EDBC with Re-Run Reminder Indicator
 - a. Action Information
 - i. Name: EDBC: Re-run Regular EDBC with Re-Run Reminder Indicator
 - ii. Type: Create Task
 - iii. Status: Inactive
 - iv. Program(s): CF, CW, RC
 - v. Run Date: Daily (Mon-Sat)
 - vi. Source: Batch
 - vii. Scenario: A Regular EDBC has been authorized with a Re-run Reminder indicator associated to it.

- b. Task Information
 - i. Task Type: BLANK
 - ii. Task Sub-Type: BLANK
 - iii. Due Date: Default Due Date
 - iv. Default Due Date: 10 days
 - v. Initial Assignment: Default Assignment
 - vi. Default Assignment: Current Program Worker
 - vii. Sibling Assignment: No
 - viii. Long Description: A Regular EDBC has been authorized with a Re-run Reminder indicator associated to it. Re-run the affected benefit month to use reported data that was not previously applied.

2.3.4 Page Validations

N/A

2.3.5 Page Location

Automated Action Detail Page:

- **Global:** Tools
- **Local:** Admin
- **Task:** Automated Actions > Task Admin

Click on the hyperlink of the "EDBC: Re-run Regular EDBC with Re-Run Reminder Indicator" Automated Action result displayed in the Automated Actions Search to navigate to the Automated Action Detail page.

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

2.3.6 Security Updates

N/A

2.3.7 Page Mapping

N/A

2.3.8 Accessibility

None.

2.3.9 Page Usage/Data Volume Impacts

N/A

2.4 Task: EDBC: Re-run Regular EDBC with Re-Run Reminder Indicator Automated Action Batch Job

2.4.1 Overview

This section describes the behavior of a new batch process that will invoke the "EDBC: Re-run Regular EDBC with Re-Run Reminder Indicator" Automated Action.

2.4.2 Description of Change

Implement a new batch process to run the EDBC: Re-run Regular EDBC with Re-Run Reminder Indicator Automated Action Batch Job and invoke the "EDBC: Re-run Regular EDBC with Re-Run Reminder Indicator" Automated Action.

The batch processing will evaluate for Regular EDBCs that have been authorized with a Re-run Reminder indicator associated to it since the last run of the batch process and there is not an Accepted and Saved EDBC for the same program and benefit month that was run subsequently and does not have the Re-Run Reminder indicator set to true. For each retrieved EDBC case and program, the "EDBC: Re-run Regular EDBC with Re-Run Reminder Indicator" Automated Action will be invoked.

2.4.3 Execution Frequency

The batch job will be scheduled daily (Monday to Saturday).

2.4.4 Key Scheduling Dependencies

None.

2.4.5 Counties Impacted

All CalSAWS Counties.

2.4.6 Category

Non-Core.

2.4.7 Data Volume/Performance

There are no expected data volume/performance concerns.

2.4.8 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate failures and determine the appropriate resolution.

2.5 Client Correspondence: Regression Testing

2.5.1 Overview

The current functionality around NOAs will not be updated with this effort. Need to verify Overpayment NOAs and Approvals that generate after the rescind.

Former EDBC's that were Read-Only and are now Regular will now generate a NOA per current functionality. See spreadsheet (Supporting Documents #1) for impacted NOAs that need to be Regression tested per existing logic.

2.5.2 Description of Changes

See spreadsheet (Supporting Documents #1) for impacted NOAs that need to be Regression tested per existing logic. These NOAs will be checked for consistency in functionality and for any conflicts in the verbiage.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.	Correspondence	Impacted NOA Reason IDs	CA-264217 CC NOA Reasons.xlsx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
CAR-744	The LRS shall determine the effective date of change for all eligibility related changes for all individuals for all applicable programs.	



California Statewide Automated Welfare System

Design Document

CA-265239

Allow Receiving County to Update County for
Incoming e-Applications

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Gillian Noelle Bendicio
	Reviewed By	Rajesh Rudra, Robyn Anderson, Vallari Bathala, Marqui Simmons, Kenneth Lerch

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
8/9/2024	.1	Initial Revision	Gillian Noelle Bendicio
10/4/2024	.2	Incorporating feedback received from Self-Service Portal Committee: <ul style="list-style-type: none"> - Update e-Application Search Page to prioritize transferred e-Applications - Allow a second county transfer - 24 hour period restriction for county transfer - Removal of Clerical Supervisor for security role mapping 	Gillian Noelle Bendicio

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1 OVERVIEW

This System Change Request (SCR) documents the changes that are required to allow the workers to update the county that an e-Application is routed to. This will also include an update to the Clearance task (if it exists) and the transfer of the e-Application documents to the new county in the imaging solution.

1.1 Current Design

Currently, when a customer applies from the Self-Service Portal (SSP), they select the county that they reside in during the application process. Once the e-Application is submitted, the e-Application is routed to the selected county's queue for clearance processing. The worker is unable to update the county for the e-Application in case the customer's address is not part of the receiving county.

1.2 Requests

1. Allow county users, with the appropriate security, to reassign the receiving county on a e-Application to the appropriate office.
2. Ensure that the document uploaded with the e-Application will be stored in the new county's case drawer once an e-Application has been linked to a case.
3. Allow the ability to task the new county when the e-Application is reassigned.

1.3 Overview of Recommendations

1. Update the e-Application Search page to list the transferred e-Applications first upon page load.
2. Create a new button on the e-Application Summary page that will start the county update process for the worker.
3. Create a new security right for the new button on the e-Application Summary page.
4. Create a new page that allows the worker to select a county and search an office within that county.
5. Create a confirmation page that assigns the e-Application to the new county and office.
6. Void the clearance task that is created for the original county and trigger a new task for the updated county associated to the e-Application if appropriate.
7. Update the imaging store service to store the documents uploaded using the e-Application information to the new county's case drawer.

1.4 Assumptions

1. Existing system functionality not mentioned in this document will retain their current behavior.

2. The county must have an active Clearance: e-Application Automated Action for task processing to occur when an e-Application is submitted to their county.
3. CA-269781 Update App Transfer API Logic to Return Office Details implements the ability for CalSAWS to send the new office information for the e-Application to the SSP. This SCR will utilize this functionality.
4. E-Application numbers from the SSP are assigned to the e-Application.
5. Images associated to the e-Application has no county ID associated and will be moved by the system to follow the e-Application. Once the e-Application is Linked to a Case that County Code is then associated to the images.

1.5 County Impact Quick View

Page Updates	<ul style="list-style-type: none">• New button on e-Application Summary page• New pages to select and confirm new County
Security Updates	<ul style="list-style-type: none">• New Security Right to access button• Note: County Admin must grant access to the new Security Right
Task Updates	<ul style="list-style-type: none">• New Task logic to transfer Task to new County (if applicable)

1.6 County Business Process Considerations

Review the following areas that may require an update to County Business Process.

Identification of Incorrect County

- Review the registration process to consider at what point staff may identify that the customer applied to the wrong county
- Review how staff will identify the correct county and office

Communication to New County

- Identify how staff will communicate to the destination county and confirm the appropriate office in the new county before transferring the e-Application
- Identify how staff will communicate to the customer that their application has been transferred to a new county
- For e-Applications that include General Assistance/General Relief (GA/GR), the e-Application cannot be transferred if the new County does not accept GA/GR e-Applications. 'No Data Found' will display on the Select New Office page. Consider how staff will communicate this to the new county and customer.
- Consider Application Processing timelines

Best Practices

- Gather all needed information before transferring the e-Application to a new county. e-Applications can only be transferred 2 times within 24 hours, excluding weekends and holidays.

2 RECOMMENDATIONS

2.1 e-Application Search Page

2.1.1 Overview

The e-Application Search page displays all e-Applications received by the county given the search parameters. This page will be updated to display the e-Applications that are transferred by another county at the top of the list so that the worker can process them accordingly.

2.1.2 e-Application Search Mockup

e-Application Search

*- Indicates required fields

Search

e-App Status: *

Pending Clearance

e-App Number:

ES/IN:

e-App Language:

Search By: *

All

Application Date Range

Begin Date: *

09/01/2024

End Date: *

10/01/2024

► Advanced Search

Results per Page: 25

Search

Search Results Summary

Results 1 - 25 of 346

1 2 3 4 5 6 7 8 9 10 Next

	ES/IN	e-App Number CalHEERs	Applicant Name	Application Date	e-App Status	Case Number	Worker ID	Zip Code	Programs
<input type="checkbox"/>	No	20001011	Moouse, Linda 34	09/05/2024	Pending Clearance				CF, GR
<input type="checkbox"/>	ES	14752396	Ducky, May 35F	09/06/2024	Pending Clearance				CF
<input type="checkbox"/>	ES	14750731	Bobs, Mary 32F	09/06/2024	Pending Clearance			84753	CF
<input type="checkbox"/>	ES	14750988	Strawberry, Grace 30F	09/06/2024	Pending Clearance			84653	CF
<input type="checkbox"/>	IN	14752491	Super, Louise 27F	09/06/2024	Pending Clearance			84420	CW

Figure 2.1.1 – e-Application Search Results with the transferred e-Applications Mockup

2.1.3 Description of Changes

1. Update the Search Results Summary to display e-Applications that were transferred by another county first as shown in Figure 2.1.1 when the page loads upon clicking search.
 - a. The transferred e-Application records information should always display in bold.
 - b. If the user changes the sorting logic, the transferred e-Applications will no longer display at the top. It will display depending on the sorting order that is selected by the user.
(Note: the e-Application records information will still display in bold)

2.1.4 Page Location

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

2.1.5 Security Updates

No impacts to this section.

2.1.6 Page Mapping

No impacts to this section.

2.1.7 Accessibility

Page is to be evaluated and updated to comply with accessibility requirements.

2.1.8 Page Usage/Data Volume Impacts

No impacts to this section.

2.2 e-Application Summary

2.2.1 Overview

The e-Application Summary page displays the application information provided by the applicant when they apply for benefits through the SSP. The worker can access this page with the appropriate security and initiate the clearance process of an e-Application through this page. This page will be updated to allow the worker to update the county of an e-Application if they have the appropriate security rights.

2.2.2 e-Application Summary Mockup

e-Application Summary

<div>ImagesLink e-App to CaseUpdate CountyEditClose</div>		
e-App Number: 12830299	e-App Status: Pending Clearance	Case Number:
Application Date: 08/09/2024	Signed Date: 08/09/2024	Transferred Date:
Expedited Services/Immediate Need/Immediate MediCal: No	Authorized Representative:	Programs: MC, CF, CW
Office: Family Clearance Office 100 ALABAMA ST Roseville, CA 95678	CMSP: No	SSA-Assisted: No
Child Abuse:	Domestic Abuse:	Elder Abuse:
Other Emergency: No	Does anyone in your household have a personal emergency? No	Indian Reservation:
Consent for Verifications:	Origin: Anonymous User	User Agency:
Years Verification Maintained:		

Figure 2.2.1 – e-Application Summary with Update County button Mockup

e-Application Summary

Images

Link e-App to Case

Update County

Edit

Close

This e-Application has been transferred from Los Angeles County Office 03 - Family Clearance Office on 8/12/2024.

e-App Number: 12830299	e-App Status: Pending Clearance	Case Number:
Application Date: 08/09/2024	Signed Date: 08/09/2024	Transferred Date:
Expedited Services/Immediate Need/Immediate MediCal: No	Authorized Representative:	Programs: MC, CF, CW
Office: Clearance Office 01 200 ABC St. San Bernardino, CA 99900	CMSP: No	SSA-Assisted: No
Child Abuse:	Domestic Abuse:	Elder Abuse:
Other Emergency: No	Does anyone in your household have a personal emergency? No	Indian Reservation:
Consent for Verifications:	Origin: Anonymous User	User Agency:
Years Verification Maintained:		

Figure 2.2.2 – e-Application Summary – After Transfer Mockup

e-Application Summary

[Images](#) [Link e-App to Case](#) [Edit](#) [Close](#)

This e-Application has been transferred from San Bernardino County Office 04 - Clearance Office 01 on 8/12/2024.

e-App Number: 12830299	e-App Status: Pending Clearance	Case Number:
Application Date: 08/09/2024	Signed Date: 08/09/2024	Transferred Date:
Expedited Services/Immediate Need/Immediate MediCal: No	Authorized Representative:	Programs: MC, CF, CW
Office: Clearance - Riverside 1000 Main St. Riverside, CA 99900	CMSP: No	SSA-Assisted: No
Child Abuse:	Domestic Abuse:	Elder Abuse:
Other Emergency: No	Does anyone in your household have a personal emergency? No	Indian Reservation:
Consent for Verifications:	Origin: Anonymous User	User Agency:
Years Verification Maintained:		

Figure 2.2.3 – e-Application Summary – After Transfer without Update County access Mockup

2.2.3 Description of Changes

1. Create a new button 'Update County' (as shown in Figure 2.2.1 and 2.2.2) that will navigate the user to the Office Search page documented in Section 2.
 - a. The user must have the 'EAppRerouteCounty' security right to access this button.
 - b. This button will only display if all conditions are met:
 - i. the 'e-App Status' field value is 'Pending Clearance'
 - ii. the 'Case Number' field is blank
 - iii. the e-Application has only been transferred once by another county (maximum of 2 transfers)
 - iv. the current date is within 24 hours (not including weekends and holidays) after the application date
 1. Example:

- a. The e-Application has an application date of 10/11/2024 (Friday). The button will continue to display until 10/14/2024 (Monday) end of day.
2. Create the following new message that displays once the e-Application has been transferred to the new county (as shown in Figure 2.2.2 and 2.2.3):
 - a. "This e-Application has been transferred from <County Name> County Office <Office ID> - <Office Name> on <Date of County Update>.
 - b. The above message will continue to display until the e-App Status is "Transferred to System".

2.2.4 Page Location

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

2.2.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
EAppRerouteCounty	Grants the ability to route an e-Application to a different county.	E-App Re-route County

2. Security Groups

Security Group	Group Description	Group to Role Mapping
E-App Re-route County	Grants the ability to route an e-Application to a different county.	

2.2.6 Page Mapping

No impacts to this section.

2.2.7 Accessibility

Page is to be evaluated and updated to comply with accessibility requirements.

2.2.8 Page Usage/Data Volume Impacts

No impacts to this section.

2.3 Select New Office

2.3.1 Overview

The new Select New Office page is only accessible to workers that have access to the 'Update County' button on the e-Application Search page. This page allows them to search for an office in the destination county to route the e-Application to. **Note:** The worker can use the information available on the office search results to determine the appropriate office to route the e-Application to in the new county.

2.3.2 Select New Office Mockup

Select New Office

* - Indicates required fields

Search

Search By: *

Address ▾

County: *

San Bernardino ▾

Address Line 1: *

14 WILBERT RD

City: *

Burbank

State: *

CA ▾

Zip Code:

70501

Results per Page: 25 ▾ Search

Figure 2.3.1 – Select New Office Search by Address Mockup

Select New Office

* - Indicates required fields

Search

Search By: *

Office ▾

County: *

San Bernardino ▾

Office ID:

Office Name:

Results per Page: 25 ▾ Search

Figure 2.3.2 – Select New Office Search by Office Mockup

Select New Office

* - Indicates required fields

Cancel

▶ Refine Your Search

Search Results Summary

Results 1 - 3 of 3

Select

Office ID	Office Name	Programs Offered	City	Distance from Address
<input checked="" type="radio"/> 00	CalSAWS Project Office	CW, CF, MC	Ontario	1.0 mi
<input type="radio"/> 01	Clearance Office 1	CF, MC	Redlands	2.0 mi
<input type="radio"/> 00	Clearance Office 2	CW, CF, MC, GR	San Bernardino	3.0 mi

Select

Cancel

Figure 2.3.3 – Select Office Results Mockup

Select New Office

* - Indicates required fields

Cancel

▶ Refine Your Search

Office ID	Office Name	Programs Offered	City	Distance from Address
No Data Found				

Cancel

Figure 2.2.3 – Select Office No Results Mockup

Select New Office

*- Indicates required fields

- [Zip Code](#) - Whole numbers must be entered in this field.

Figure 2.3.4 Select New Office – Validation

2.3.3 Description of Changes

1. Create a new page with the title 'Select Office' that displays when a user clicks on the 'Update County' button on the e-Application Summary page (as shown in Figures 2.3.1, 2.3.2, 2.3.3, and 2.3.4). This search page allows the user to locate the office located in the destination county to assign the e-Application to. This search page will have the following components:
 - a. Search By
 - i. This dropdown displays the search methods that the user can choose to do. It contains two values:
 1. Address
 - a. This is the default search upon page load.
 2. Office
 - ii. When the user selects Address as the value, the following search parameter fields will dynamically display:
 1. Address Line 1
 - a. This is a required field that will capture the street address.
 - b. The maximum characters for this free-text field is 30.
 - c. This will be pre-populated by the applicant's physical address line 1 if it exists.
 2. City
 - a. This is a required field that will capture the city.
 - b. The maximum characters for this free-text field is 20.
 - c. This will be pre-populated by the applicant's physical address city if it exists.
 3. State
 - a. This is a required dropdown field that allows the user to select a state. The list of states is in code detail category 241.
 - b. This will be pre-populated by the applicant's physical address state if it exists.
 4. Zip Code
 - a. This is an optional field that will capture the zip code.
 - b. The maximum characters for this free-text field is 5.
 - c. This will be pre-populated by the applicant's physical address zip code if it exists.
 - d. Validation message triggered by clicking the 'Search':
 - i. Zip Code – Whole numbers must be entered in this field.

- iii. When the user selects Office as the value, the following search parameter fields will dynamically display:
 - 1. Office ID
 - a. This is an optional field that will capture the office ID of an office.
 - b. The maximum characters for this free-text field is 2.
 - 2. Office Name
 - a. This is an optional field that will capture the office name of an office.
 - b. The maximum characters for this free-text field is 20.
 - b. County
 - i. This is a required dropdown field that allows the user to select a county. The list of counties is in code detail category 15.
 - ii. The original county that the e-Application is associated with will not be available as an option in this dropdown.
 - iii. The county selected is the county that the e-Application will be routed to.
 - c. Search button
 - i. Clicking the Search button will initiate the search based on the information entered in the search parameter fields. The offices returned as the results must offer all programs that the e-Application is for and accept e-Applications. This is set on the Office Detail page through the 'Accepts e-Applications' field and Programs Offered field.
 - 1. If the Search By is Address:
 - a. Return all offices in the selected county that accepts e-Applications and offers all programs that the e-Application is applying for.
 - 2. If the Search By is Office:
 - a. If Office ID is provided, return the office in the selected county with this office ID and its information if the office accepts e-Applications and offers all programs that the e-Application is applying for.
 - b. If Office Name is provided, do a partial name search and return all offices in the selected county that contain the office name entered provided that the office accepts e-Applications and offers all programs that the e-Application is applying for.
 - ii. If no offices are found, the "No Data Found" text is displayed as shown in Figure 2.3.3.

- d. Search Results Summary
 - i. The Search Results Summary section displays the offices found based on the information that the user entered on the search parameter fields as defined above. This section has the following result columns:
 - 1. Select icon
 - a. By clicking this icon, the user is pre-selecting the office that they will assign the e-Application to.
 - b. By default, the first office is pre-selected if there are offices found based on the search parameters.
 - 2. Office ID
 - a. The office ID of the resulting office.
 - b. This column is sortable.
 - 3. Office Name
 - a. The office name of the resulting office.
 - b. This column is sortable.
 - 4. Programs Offered
 - a. The programs offered by the office. Only the programs that support e-Applications are displayed in this column.
 - 5. City
 - a. The city of the resulting office.
 - 6. Distance from Address
 - a. This column is populated when the user searches by Address and the address entered is normalized.
 - b. If the distance cannot be calculated from the address (example: a fake address is entered), no information is displayed.
 - c. The distance is calculated using the longitude and latitude values of the address.
 - d. This is a sortable column.
 - 7. Select button
 - a. Clicking this button will navigate the user to a confirmation page to complete the e-Application county update.
 - 8. Cancel button
 - a. Clicking this button refreshes the page and resets the search parameters to their default values.
 - ii. By default, the page loads up to the first 25 offices found. When more than 25 offices are found based on the search parameters, the page will be paginated.
 - iii. By default, the offices are sorted by the shortest distance to the longest distance when the "Distance from

Address" column is populated. If the "Distance from Address" is not populated, the offices are sorted by the Office ID in ascending order.

- iv. If the required fields are not populated, the default validation for required fields will display upon clicking the "Search" button.

2.3.4 Page Location

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

2.3.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
EAppRerouteCounty	Grants the ability to route an e-Application to a different county.	E-App Re-route County

2. Security Groups

Security Group	Group Description	Group to Role Mapping
E-App Re-route County	Grants the ability to route an e-Application to a different county.	

2.3.6 Page Mapping

Create page mapping for the new page.

2.3.7 Accessibility

As this is a new page, accessibility should be taken into consideration during development and testing.

2.3.8 Page Usage/Data Volume Impacts

Currently, there are 244 offices in the system that can accept e-Applications. These offices can be returned in this search page.

2.4 e-Application County Update Confirmation

2.4.1 Overview

The e-Application County Update Confirmation page is a new page where the worker will confirm the new county and office that the e-Application is to be assigned to. This page is only accessible after the worker selects a new office and county from the "Select Office" page as documented in Section 2.2. **Important:** Once the changes are saved, the e-Application will no longer be available in the original county's e-Application Search page. The e-Application will be searchable in the new county's e-Application Search page. The e-Application can only be transferred to a new county a maximum of 2 times and must be within 24 hours of the application date.

2.4.2 e-Application County Update Mockup

e-Application County Update Confirmation

This is the original e-Application information:

e-App Number	Application Date	County	Office
12830299	08/09/2024	Los Angeles	Family Clearance Office

The system will update the e-Application information to:

e-App Number	Application Date	County	Office
12830299	08/09/2024	San Bernardino	Clearance Office 01

Click Save to continue or Cancel to undo this action.

Save

Cancel

Figure 2.4.1 – e-Application County Update Mockup

2.4.3 Description of Changes

1. Create a new page 'e-Application County Update Confirmation' (as shown in Figure 2.4.1) that confirms the changes that the user wants to

apply and apply those said changes to the application and the documents that are associated with the application. The page will have the following components:

- a. "This is the original e-Application Information" section:
 - i. e-App Number
 - 1. This is the e-Application Number that is getting a county update. The hyperlink navigates the user to the e-Application Summary page of the e-Application in the same window.
 - ii. Application Date
 - 1. The application date of the e-Application.
 - iii. County
 - 1. The original county that the e-Application is associated with.
 - iv. Office
 - 1. The office name of the original office that the e-Application is associated with.
- b. "The system will update the e-Application information to" section:
 - i. e-App Number
 - 1. This is the e-Application Number that is getting a county update. The hyperlink navigates the user to the e-Application Summary page of the e-Application. This information is not changing.
 - ii. Application Date
 - 1. The application date of the e-Application.
 - iii. County
 - 1. The new county that the e-Application is updated with.
 - iv. Office
 - 1. The office name of the office selected by the worker on the "Select Office" page (refer to Section 2.2) that the e-Application is updated with.
- c. Save button
 - i. Clicking the Save button will apply the county and office changes to the e-Application. The updated e-Application will only be searchable in the new county's e-Application Search page. Additionally, the following actions are performed in the backend:
 - 1. Call the Portal-hosted App Status API to send the new office information:
 - a. Office ID – the new office ID is passed through the officeId parameter field.
 - b. Office Name – the new office name is passed through the officeDescr parameter field.

2. **Task:** If the e-Application is associated to a Task from the "Clearance: e-Application" Automated Action in the original county:
 - a. If the Task Status is "Assigned" or "In Process", update the Task Status to "Void" and set the "Date Voided" attribute to the current date.
 - b. Append the following verbiage into the Long Description of the Task:

"The reference number {reference number} e-Application has been transferred to the county of residence for processing."

The {reference number} will be replaced by what the Reference Number attribute was on the Task Detail page, specifically the e-Application number.
 - c. Remove the "Reference Number" attribute as seen on the Task Detail Page from the Task. This is necessary so that the Task Type hyperlink is no longer available in the original county now that the e-Application has been transferred to another county.
 - d. Invoke the "Clearance: e-Application" Automated Action for the county receiving the rerouted e-Application. If the Automated Action is Inactive in the receiving county, Task processing will stop, otherwise Task processing will continue and utilize the "New Office" attribute to evaluate for a Task Bank that can accept e-Applications if the Initial Assignment is set to Default Assignment.
- d. Cancel button
 - i. Clicking the Cancel button will navigate the user back to the "Select New Office" page with the search parameters in their default values.

2.4.4 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
EAppRerouteCounty	Grants the ability to route an e-Application to a different county.	E-App Re-route County

2. Security Groups

Security Group	Group Description	Group to Role Mapping
E-App Re-route County	Grants the ability to route an e-Application to a different county.	

2.4.5 Page Location

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

2.4.6 Page Mapping

Create page mapping for the new page.

2.4.7 Accessibility

As this is a new page, accessibility should be taken into consideration during development and testing.

2.4.8 Page Usage/Data Volume Impacts

No impacts to this section.

2.5 Store Document Application Programming Interface (API)

2.5.1 Overview

The Store Document API is a RESTful web service that uploads an image to the imaging solution in a specific location. For e-Applications where they have not yet been linked to case, the documents are uploaded in the external staging drawer. For when the e-Application has been linked to a CalSAWS case, the documents are uploaded to the case's county drawer. This SCR is updating logic of the API to ensure that the documents uploaded for a transferred e-Application, will be routed to the new county.

2.5.2 Description of Change

1. Update the control logic when the county code custom key parameter does not match the county associated to the case to use the case's county information if the store request is for the e-Application.

2.5.3 Execution Frequency

Real Time

2.5.4 Key Scheduling Dependencies

No impact to this section.

2.5.5 Counties Impacted

CalSAWS counties.

2.5.6 Category

No impact to this section.

2.5.7 Data Volume/Performance

No impact to this section.

2.5.8 Interface Partner

Self-Service Portal

2.5.9 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.)

2.6 Automated Regression Test

2.6.1 Overview

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

2.6.2 Description of Change

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

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Security	CA-265239 Security Matrix	SCR 265239 Security Matrix.xls

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.27.1.7	The LRS shall expose an interface for Data received from the Los Angeles Self Service Portal to the appropriate screens within the LRS Application Software, so that COUNTY-specified Users do not need to reenter such Data. - e-Government	Select Office page auto populates with the customer's physical address when provided to help the worker search for the appropriate office to transfer the e-Application to.

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-270693

BenefitsCal ABAWD Time Limits API

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Gillian Noelle Bendicio, Jennifer Muna, Phong Xiong, Sivagami Nachiyappan, Justin Dobbs, Vallari Bathala
	Reviewed By	Dymas Pena, Cathy Vaisau, Fredrick Gains, Caroline Bui, William Baretsky, Nue Nelson, Gillian Bendicio, Justin Dobbs, Vallari Bathala

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
8/2/2024	.1	Initial Revision	Gillian Noelle Bendicio, Jennifer Muna, Phong Xiong, Sivagami Nachiyappan, Vallari Bathala
10/9/2024	.2	Updated field name on E-Application Summary page per Committee/County recommendation	Jennifer Muna

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1 OVERVIEW

The System Change Request (SCR) documents the changes required in CalSAWS to support the Self-Service Portal (SSP) enhancement to add the ability for the customers to view and manage their Able-Bodied Adults Without Dependents (ABAWD) time limits.

1.1 Current Design

CalSAWS maintains the customer's benefits program information. It sends pertinent information to the SSP so that the customer can manage their case and program(s) without having to go to the office or mail out forms.

Currently, CalSAWS has automated the tracking of a customer's ABAWD time limit. However, this information is currently not available to the SSP. CalSAWS also is able to send the CalWORKs (CW) and Temporary Assistance for Needy Families (TANF) time clock information to its interface partners through an Application Programming Interface (API). This API currently does not send the ABAWD time clock information.

1.2 Requests

1. Enable CalSAWS to send the customer's ABAWD time limit information so that the customer can access and manage this information using their SSP accounts.
2. Allow the customer to submit an ABAWD screening form from the SSP.
3. Allow the customer to request for a correction and/or an exemption regarding their ABAWD time limit from the SSP.

1.3 Overview of Recommendations

1. Update the CF 377.11E to allow for variable population.
2. Update the Time Limits API to add an ABAWD endpoint that will send the ABAWD time limits information for a person.
3. Update the Forms API to generate the CF 377.11E – CalFresh Able-Bodied Adult Without Dependents Time Limit Exemption Screening Form as a PDF with the customer's answers and upload the form to the imaging solution.
4. Update the Support Request API to allow the customer to request for a correction and exemption regarding their ABAWD time limit and generate a task for their worker.
5. Update the Case Inquiry API to add an indicator for the individuals that have an ABAWD time limit.
6. Update the Application Transfer API to include an indicator for individuals submitting an E-Application that includes a CF 377.11E.

1.4 Assumptions

1. Functionalities that are not mentioned in this SCR will retain their existing behavior.
2. Current ABAWD time limit rules are not changing in this SCR.

3. CalSAWS counties will be able to configure a Document Routing Rule task based on the CF 377.11E document type.
4. A Document Routing Rule task will not generate for initial applications with no case associated.

2 RECOMMENDATIONS

2.1 E-Application Summary Page

2.1.1 Overview

The E-Application Summary page displays all application information completed by the customer when submitted from the Self-Service Portal. This section outlines the necessary updates to include an indicator to flag a CF 377.11E was submitted with the e-Application from the Self-Service Portal.

2.1.2 E-Application Summary Page Mockup

e-Application Summary

Images

Link e-App to Case

Edit

Close

e-App Number: 3003796	e-App Status: Pending Clearance	Case Number:
Application Date: 10/04/2024	Signed Date: 10/03/2024	Transferred Date:
Expedited Services/Immediate Need/Immediate MediCal: No	Authorized Representative:	Programs: CF
Office: 003 Pasadena 100 ALABAMA ST Roseville, CA 80296	CMSP: No	SSA-Assisted: No
Child Abuse:	Domestic Abuse:	Elder Abuse:
Other Emergency: No	Does anyone in your household have a personal emergency?	Indian Reservation:
Consent for Verifications:	Origin: Customer	User Agency:
Years Verification Maintained:	ABAWD Exemption Request: Yes	

Figure 2.1.1 – CF 377.11E indicator Mockup

2.1.3 Description of Changes

1. Add a new field 'ABAWD Exemption Request:' to the top sub-section of the e-application summary page.
 - a. This field will contain the following values:
 - i. Yes
 - ii. No
 - iii. Blank
 1. Note: Historical records will have 'Blank' as a value.
2. Add new page mapping for this field.

2.1.4 Page Location

- **Global: Case**
- **Local: e-Application Search**
- **Task: e-Application Summary**

2.1.5 Security Updates

N/A. No changes to Security Rights or Security Groups.

2.1.6 Page Mapping

Add page mapping for new field on e-Application Summary page

2.1.7 Accessibility

This page has been assessed for Accessibility requirements and meets the Accessibility standards

2.1.8 Page Usage/Data Volume Impacts

Approximately up to 60,000 e-Applications are received in CalSAWS from the Self-Service Portal each month.

2.2 ABAWD Time limit Month List endpoint – Time Limits API

2.2.1 Overview

The Time Limits API is a RESTful service that retrieves the CW and TANF time clocks. This API will be updated to add new end points that will retrieve additional detailed information regarding the ABAWD time limits.

2.2.2 Description of Change

1. For the current 36 months ABAWD time clock create a new ABAWDtimeLimitMonthList GET endpoint to retrieve the status of each month for given person ID. The request accepts the following information:

ABAWDTimeLimitMonthList - Request			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
timeLimitId	number	This is a system-generated unique identifier about a time limit associated to a person in the system.	N
persId	number	This is a system-generated unique identifier about a person in the system.	Y
month	String	The month AND year are required when passed. Month of the Time Clock, 01: January, 02: February,	N

ABAWDTimeLimitMonthList - Request			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
		03: March, 04: April, 05: May, 06: June, 07: July, 08: August, 09: September, 10: October, 11: November, 12: December	
year	String	The month AND year are required when passed. Year of the Time Clock (Ex: 2022)	N
orderBy	String	Sort order: asc - Ascending, from A to Z desc - Descending, from Z to A Available values : asc, desc	N
offset	Integer	The number of items to skip before starting to collect the result set.	N
limit	Integer	The numbers of items to return.	N

2. The ABAWDtimeLimitMonthList endpoint will send the following response codes:
 - a. 200 – Successful Operation
 - i. The request successfully retrieves the following information:

ABAWDTimeLimitMonthList - Response			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
timeLimitId	number	This is a system-generated unique identifier about a time limit associated to a person in the system.	N/A
persId	number	This is a system-generated unique identifier about a person in the system.	N/A
ABAWDtimeLimitMonthList.month	string	Month of the Time Clock, 01: January, 02: February, 03: March, 04: April, 05: May, 06: June, 07: July, 08: August, 09: September, 10: October, 11: November, 12: December. EX:01	N/A
ABAWDtimeLimitMonthList.year	String	Year of the Time Clock Ex:2025	N/A
ABAWDtimeLimitMonthList.abawdStatusCode	String	ABAWD Clock Status from category 842 The possible values are: EE MM NN WW 99 AA CC 15 CM 04 PM	N/A

ABAWDTimeLimitMonthList - Response			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
		<p>GW</p> <p>The description for the codes is available in Appendix ABAWD Status Code</p> <p>Returns the status of the ABAWDtimeLimitMonthList.month</p>	
ABAWDtimeLimitMonthList.beginMonth	string	<p>Beginning Month of the Current ABAWD time limit period, 01: January 02: February, 03: March, 04: April, 05: May, 06: June, 07: July, 08: August, 09: September, 10: October, 11: November, 12: December</p> <p>Ex: 01</p>	N/A
ABAWDtimeLimitMonthList.beginYear	String	<p>Beginning Year of the Current ABAWD time limit period</p> <p>Ex:2024</p>	N/A
ABAWDtimeLimitMonthList.endMonth	string	<p>End Month of the Current ABAWD time limit period, 01: January 02: February, 03: March, 04: April, 05: May, 06: June, 07: July, 08: August, 09: September, 10: October, 11: November, 12: December</p> <p>Ex:01</p>	N/A
ABAWDtimeLimitMonthList.endYear	String	<p>End Year of the Current ABAWD time limit period</p> <p>Ex: 2024</p>	N/A

b. 204 - No Content. Returned if the search input is valid but didn't yield any results.

c. 400 – Bad Request

- i. This is returned when a mandatory field is not passed in the request, or the field passed does not match the type specified.
- d. 401 - Authorization information is missing or invalid.
- e. 403 - Forbidden. Access to the data is not authorized.
- f. 404 - Not found.
- g. 500 - Internal server error
- h. 503 - Service Unavailable

2.2.3 Execution Frequency

N/A

2.2.4 Key Scheduling Dependencies

N/A

2.2.5 Counties Impacted

CalSAWS Counties

2.2.6 Category

N/A

2.2.7 Data Volume/Performance

Over 4,892,196 ABAWD time limit records exists in CalSAWS today.

2.2.8 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.)

2.3 ABAWD Countable Months endpoint – Time Limits API

2.3.1 Overview

The Time Limits API is a RESTful service that retrieves the CW and TANF time clocks. The API will be updated to add a new end point that will retrieve the countable months used and left for the current period.

2.3.2 Description of Change

1. For the current 36 months ABAWD time clock create a new ABAWDcountableMonthList GET endpoint to retrieve the ABAWD Countable months used, and Countable months left for the given person id. The request accepts the following information:

ABAWDcountableMonthList - Request			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
persId	number	This is a system-generated unique identifier for the CalSAWS person record.	Y
offset	Integer	The number of items to skip before starting to collect the result set.	N
limit	Integer	The numbers of items to return.	N

2. The ABAWDcountableMonthList endpoint will send the following response codes:
 - a. 200 – Successful Operation
 - i. The request successfully retrieves the following information:

ABAWDcountableMonthList - Response			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
persId	number	This is a system-generated unique	N/A

ABAWDcountableMonthList - Response			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
		identifier for the CalSAWS person record.	
timeLimitId	number	This is a system-generated unique identifier about a time limit associated to a person in the system.	N/A
ABAWDcountableMonthList.countableMonthsUsed	number	Returns the count of months used,0 or 1 or 2 or 3	N/A
ABAWDcountableMonthList.countableMonthsLeft	number	Returns the count of months left,0 or 1 or 2 or 3	N/A
ABAWDtimeLimitMonthList.beginMonth	string	Beginning Month of the Current ABAWD time limit period, 01: January 02: February, 03: March, 04: April, 05: May, 06: June, 07: July, 08: August, 09: September, 10: October, 11: November, 12: December Ex:01	N/A
ABAWDtimeLimitMonthList.beginYear	String	Beginning Year of the Current ABAWD time limit period Ex:2024	N/A
ABAWDtimeLimitMonthList.endMonth	string	End Month of the Current ABAWD time limit period, 01: January 02: February, 03: March, 04: April,	N/A

ABAWDcountableMonthList - Response			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
		05: May, 06: June, 07: July, 08: August, 09: September, 10: October, 11: November, 12: December Ex:01	
ABAWDtimeLimit MonthList.endYear	String	End Year of the Current ABAWD time limit period Ex:2024	N/A

- b. 204 - No Content. Returned if the search input is valid but didn't yield any results.
- c. 400 – Bad Request
 - i. This is returned when a mandatory field is not passed in the request, or the field passed does not match the type specified.
- d. 401 - Authorization information is missing or invalid.
- e. 403 - Forbidden. Access to the data is not authorized.
- f. 404 - Not found.
- g. 500 - Internal server error
- h. 503 - Service Unavailable

2.3.3 Execution Frequency

N/A

2.3.4 Key Scheduling Dependencies

N/A

2.3.5 Counties Impacted

CalSAWS Counties

2.3.6 Category

N/A

2.3.7 Data Volume/Performance

Over 4892196 ABAWD time limit records exist in CalSAWS today.

2.3.8 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.)

2.4 Self-Service Portal: New Forms API endpoint for CF 377.11E

2.4.1 Overview

The Forms API is a RESTful webservice that generates a PDF of a form with the customer's answers mapped and uploads the said form to the imaging solution. This section will outline the modifications to the Forms API to include an endpoint for the CF 377.11E form. See [Appendix ABAWD Time Limit Flowchart](#) section to reference the ABAWD process flow.

2.4.2 Description of Change

1. Update the existing Forms API by creating a new endpoint with a CF 377.11E operation that accepts a request body when received from the Self-Service Portal. The information received will be mapped to the appropriate form fields.
 - a. The Forms API will generate a CF 377.11E with the recipient's information and form information populated in PDF format. Upon successful generation for the form, it will upload the form into the imaging solution in CalSAWS.
 - b. The new endpoint will return the following response codes to the Self-Service Portal upon successful generation or in the event an error occurs with the required request parameters.
 - i. 200 – Successful operation
 1. The request is valid and submitted into a queue. The queue processes the request, generate the PDF with the recipient's entered data, and upload the PDF into the imaging solution.
 - a. If there is an issue with processing the request and/or uploading the PDF into the imaging solution, the queue will retry the request up to 5 times every 10 minutes.
 2. Store the CF 377.11E form into the designated imaging drawer with the following information:

- a. Form Name: CF ABAWD Time Limit Exemption Screening
 - b. Form Number: CF 377.11E
 - c. Capture Information: Portal
3. If CF 377.11E is submitted with an E-Application, store in external agency drawer. If CF 377.11E is submitted with a Support Request, store in designated case drawer.
- ii. 400 – Bad request
 1. This response is returned if the request is invalid.
Example: A field exceeds the maximum characters indicated in the API Swagger documentation.
 2. Note: This form does not require a barcode and a case number.
- iii. 401 – Authorization information is missing or invalid.
- iv. 408 – Request Timeout.
- v. 500 – Internal Server Error.
- c. Form attributes for 'CalFresh Able-Bodied Adult Without Dependents (ABAWD) Time Limit Exemption Screening Form'. Refer to Supporting documents section for CF 377.11E Forms API Swagger documentation.

Form API Attributes		
Attribute	Description	Type
County Address	The Office address. This includes: <ul style="list-style-type: none"> • Street or P.O. box • City • State • Zip code 	String
County Phone Number	The office phone number.	String
Household Name	The recipient's <ul style="list-style-type: none"> • First name • Middle Initial • Last name 	String
Phone Number	The recipient's phone number.	String
Address	The recipient's address. This includes: <ul style="list-style-type: none"> • Street or P.O. box • City 	String

Form API Attributes		
Attribute	Description	Type
	<ul style="list-style-type: none"> • State • Zip code 	
Case Number	The CalSAWS case number provided by the recipient.	String
Physical or Mental Health Issue Indicator	This indicates the recipient has a physical or mental health issue that stops them from working at least 20 hours per week or a total of 80 hours or more per month	Boolean
Additional Information - Physical or Mental Health issue Indicator	Additional details the recipient can enter with information about their physical or mental health issue.	Boolean
Personal Indicator	<p>This indicates the recipient has a personal issue that stops them from working at least 20 hours per week or a total of 80 hours or more per month. This indicator has the following reasons:</p> <ul style="list-style-type: none"> • Drug or alcohol treatment program indicator • Domestic violence indicator • Other indicator 	Boolean
Drug or Alcohol Treatment Program Indicator	This indicates the recipient's is in a drug or alcohol abuse treatment program, or	Boolean

Form API Attributes		
Attribute	Description	Type
	struggling with a drug or alcohol program.	
Program Name	The name of the drug or alcohol program.	String
Domestic Violence Indicator	This indicates the recipient is a victim of domestic violence.	Boolean
Other Indicator	This indicates the recipient has other reason for Personal issue.	Boolean
Additional Information - Other Indicator	Additional details the recipient can enter with information about their personal issue.	String
CalFresh Household Indicator	This indicates the recipient lives in a CalFresh household with a child under 18 years of age.	Boolean
Dependent Care Indicator	This indicates the recipient is caring for a dependent child under age 6.	Boolean
Disability Care Indicator	This indicates the recipient is caring for a person with a disability.	Boolean
Pregnant Indicator	This indicates the recipient is pregnant	Boolean
Due date	The expected due date of the recipient's pregnancy. Format: MM/DD/YYYY	String - Date
School Indicator	This indicates the recipient goes to school at least half-time.	Boolean

Form API Attributes		
Attribute	Description	Type
Unemployment Indicator	This indicates the recipient is getting or has applied for unemployment benefits.	Boolean
Disability Type	The type of disability benefits the recipient receives or applied for.	String
Armed Forces Indicator	This indicates the recipient served in the armed forces of the United States.	Boolean
Homelessness Indicator	This indicates the recipient is experiencing homelessness.	Boolean
Under Age 25 Indicator	This indicates the recipient is under age 25 and was in foster care on their 18 th birthday.	Boolean
None of the Above Indicator - Exemptions	This indicates that the above Exemption indicators do not apply.	Boolean
Employed Indicator	This indicates that the recipient is working at least 20 hours per week or a total of 80 hours or more per month, including self-employment and in-kind work.	Boolean
Workfare Indicator	This indicates the recipient is in workfare or employment and training program.	Boolean
Program Name	This is the name of the workfare or employment and training program.	String
Total number of Training hours	The total number of hours the recipient	Integer

Form API Attributes		
Attribute	Description	Type
	attended each week for the workfare or employment and training program.	
Community Service Indicator	This indicates the recipient is doing community service or volunteer work.	Boolean
Organization Name	The name of the organization of which the recipient completed community service or volunteer work.	String
Total number of community service/volunteer hours	The total number of hours the recipient attended each week for community service or volunteer work.	Integer
Combination of work requirement Indicator	This indicates the recipient is doing a combination of work requirements for at least 20 hours per week or a total of 80 hours per month.	Boolean
None of the Above Indicator – Work Requirements	This indicates that the above meeting work requirement indicators do not apply.	Boolean
County Phone Number	The office phone number.	String

2.4.3 Execution Frequency

Real Time API

2.4.4 Key Scheduling Dependencies

N/A

2.4.5 Counties Impacted

CalSAWS Counties

2.4.6 Failure Procedure/Operational Instructions

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

2.5 Self-Service Portal: Update Case Inquiry API

2.5.1 Overview

The Case Inquiry API is a RESTful webservice that retrieves case information in CalSAWS and sends the SSP customer's information to the Self-Service portal. This section outlines the necessary update to return ABAWD time limit indicator.

2.5.2 Description of Change

1. Update the Case Inquiry API to return an indicator for a ABAWD recipient in CalSAWS.
 - a. ABAWD Indicator – this indicator will return 'True' to the Self-Service Portal when the person meets the following criteria:
 - i. Program Person has an Active ABAWD

2.5.3 Execution Frequency

Real-Time

2.5.4 Key Scheduling Dependencies

N/A

2.5.5 Counties Impacted

All CalSAWS Counties

2.5.6 Data Volume/Performance

N/A

2.5.7 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.)

2.6 Self-Service Portal: Update Application Transfer API

2.6.1 Overview

The Application Transfer API is a RESTful webservice which purpose is to save an applicant's information into the CalSAWS application. This applicant information is transmitted through the API from the Self-Service Portal. This section outlines the necessary update to receive indicator when a customer submits a CF377.11E form from the Self-Service Portal. See [Appendix ABAWD Time Limit Flowchart](#) section to reference ABAWD process flow.

2.6.2 Description of Change

1. Update the Application Transfer API to accept an indicator for a submitted CF 377.11E upon application intake in CalSAWS.

2.6.3 Execution Frequency

Real-Time

2.6.4 Key Scheduling Dependencies

N/A

2.6.5 Counties Impacted

All CalSAWS Counties

2.6.6 Data Volume/Performance

Approximately up to 7,000 E-Applications are received in CalSAWS from the Self-Service Portal each month.

2.6.7 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.)

2.7 Self-Service Portal: Support Request for ABAWD

2.7.1 Overview

The Support Request API is a RESTful service that accepts a request from an SSP customer and stores this request as a task for the worker to complete. As part of the ABAWD Time Limits functionality in the SSP, the customer can request for an exemption and/or a correction for their ABAWD time clock. The Support Request API will generate this request as a task in CalSAWS. See [Appendix](#) *ABAWD Time Limit Flowchart* section to reference ABAWD process flow.

2.7.2 Description of Change

1. Update Support Request API POST method to accept a ABAWD Time Limits request from the Self-Service Portal. This new support request type will trigger the generation of the new ABAWD Time Limit Request Automated Action as documented in section 2.8 – Support Request API – ABAWD Time Limit Request Automated Action.

2.7.3 Execution Frequency

Real-Time

2.7.4 Key Scheduling Dependencies

N/A

2.7.5 Counties Impacted

All CalSAWS Counties

2.7.6 Data Volume/Performance

N/A

2.7.7 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.)

2.8 Support Request API – ABAWD Time Limit Request Automated Action

2.8.1 Overview

The Automated Action framework allows county users a level of configurability for automated task generation on the Automated Action Detail page (Reference CA-214928 – DDID 34 for the specifics of the Automated Action pages). This section outlines the modifications required to implement the ABAWD Time Limit Request Automated Actions in the CalSAWS System.

2.8.2 Automated Action Detail Mockup

Automated Action Detail		
<div>EditClose</div>		
Action Information		
Name: Self Service Portal: ABAWD Time Limit Request	Type: Create Task	Status: * Active
Program(s): CF	Run Date: Real Time	Source: Online
Scenario: An ABAWD Time Limit Request has been received through the Self Service Portal.		
Task Information		
Task Type: * ABAWD Time Limit Request		
Due Date: Default Due Date	Default Due Date: 5 business days	
Initial Assignment: Default Assignment	Default Assignment: Current Program Worker	
Sibling Assignment: No		
Long Description: An ABAWD Time Limit Request has been received through the Self Service Portal {param from BC}.		
<div>EditClose</div>		

Figure 2.7.2-1 – Automated Action Detail View Mode

Automated Action Detail

Save And Return
Cancel

Action Information

Name: Self Service Portal: ABAWD Time Limit Request	Type: Create Task	Status: * Active
Program(s): CF	Run Date: Real Time	Source: Online
Scenario: An ABAWD Time Limit Request has been received through the Self Service Portal.		

Task Information

Task Type: * ABAWD Time Limit Request	
Due Date: Default Due Date	Default Due Date: 5 business days
Initial Assignment: Default Assignment	Default Assignment: Current Program Worker
Sibling Assignment: No	
Long Description: An ABAWD Time Limit Request has been received through the Self Service Portal {param from BC}.	

Save And Return
Cancel

Figure 2.7.2-2 – Automated Action Detail Edit Mode

Task Detail

Result 1 of 1 - 7

Help

*- Indicates required fields

Task ID: 777777777

Start Watching

Edit

Print

Close

Case Number SESE802	Case Name: Case Name	Program(s): * CalFresh - John Doe	Status: * Assigned	Reference Number:
Category: * Self Service Portal Communications	Type: * ABAWD Time Limit Request	Sub-Type:	Priority: Expedited: High	
Due Date: * 09/20/2024	Date Created: 09/19/2024	Worker Assigned Date: 09/19/2024	Start Date:	
Assign to Program Worker: No	Worker ID: 19Y600Y66Q	Bank ID:	Automated Action: No	

Long Description:

An ABAWD Time Limit Request has been received through the Self Service Portal
Request Date: 01/01/2024
Support Request Type:
I need help with my CalFresh ABAWD Time Limit
Request Details: I want to request an exemption.
Phone: 555-555-5555
Message me in my BenefitsCal account: No
Person: John Doe
Exemptions requested: Has a physical or mental health issue that makes it hard for them to work.
Information about physical/mental health issue: Mental health issue.
Disability benefits: Social Security

▸ Instructions

▸ Task History

▸ Task Time Record

Edit

Print

Close

Figure 2.7.2-3 – Self Service Portal: ABAWD Time Limit Request Sample Task Detail

2.8.3 Description of Change

Implement a Support Request API – ABAWD Time Limit Request Automated Action. The "Status" attribute on the Automated Action Detail page will not be editable for these Automated Actions and will default to "Active". All other configurable fields will be editable if a county opts to adjust options such as Task Type, Assignment and Due Date.

The Task Types defined below for each Automated Action will be initially set as the default Task Type. Each county may customize to a different county specific Task Type if necessary.

a. Action Information

- i. Name: Self Service Portal: ABAWD Time Limit Request
- ii. Type: Create Task
- iii. Status: Active
- iv. Program(s): CF
- v. Run Date: Real Time
- vi. Source: Online
- vii. Scenario: An ABAWD Time Limit Request has been received through the Self Service Portal.

b. Task Information

- i. Task Type: ABAWD Time Limit Request
- ii. Task Sub-Type: BLANK
- iii. Due Date: Default Due Date
- iv. Default Due Date: 5 business days
- v. Initial Assignment: Default Assignment
- vi. Default Assignment: Current Program Worker
- vii. Sibling Assignment: No
- viii. Long Description: An ABAWD Time Limit Request has been received through the Self Service Portal {param from BC}.

Note: See [Appendix](#) – *Self-Service Portal ABAWD Time Limit Automated Action Task Parameters* for more details on parameters sent from Self-Service Portal.

c. Create the following Task Type for each County:

- i. Name: ABAWD Time Limit Request
- ii. Category: Self Service Portal Communications
- iii. Priority: Medium
- iv. Available Online: No
- v. Available for Automation: Yes
- vi. Instructions: BLANK
- vii. Expire Tasks: No
- viii. Newly Assigned Indicator: Tasks display indicator for 5 day(s)

Note: The Task Type defined above for the Automated Action will be initially set as the default Task Type. Each county may customize to a different county specific Task Type if necessary.

2.8.4 Page Validation

N/A

2.8.5 Page Location

Automated Action Detail Page:

- **Global:** Tools
- **Local:** Admin
- **Task:** Automated Actions > Task Admin

Click on the hyperlink of the "Support Request API – ABAWD Time Limit Request" Automated Action result displayed in the Automated Actions Search to navigate to the Automated Action Detail page.

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

2.8.6 Security Updates

N/A

2.8.7 Page Mapping

N/A

2.8.8 Accessibility

None.

2.8.9 Page Usage/Data Volume Impacts

N/A

2.9 Updates to the CF 377.11E Form Recommendation

2.9.1 Overview

The CF 377.11E form is the CalFresh ABAWD exemption screening form and is intended to be filled out and returned by the customer by mail or in

person. This effort is to update the XDP to support BenefitsCal API changes.

State Form: CF 377.11E (12/23)

Current Programs: CalFresh

Current Attached Form(s): N/A

Current Forms Category: Forms

Current Template Repository Visibility: All Counties

Existing Languages: English

2.9.2 Form Verbiage

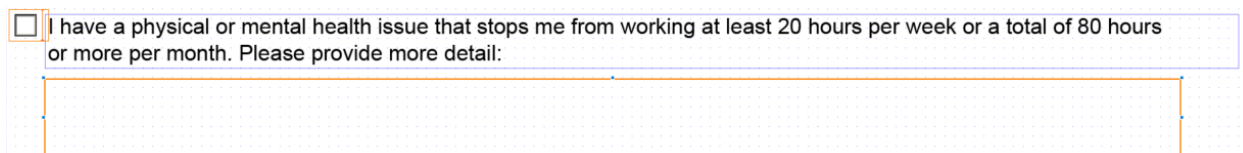
Update Form XDP

The form XDP will be updated with the following changes:

1. To have all their field names be unique. All text fields, checkboxes, or any other field on the form are updated to have unique names.

Note: There is no validation for the above change as this is an internal XDP change to the form. This change is required to support the CalSAWS Forms API changes.

2. Updated for the "I have a physical or mental health issue..." checkbox to include 1 large text box that allows for 2 lines of information to be entered. See screenshot below:



A screenshot of a form element. On the left, there is a checkbox with the label "I have a physical or mental health issue that stops me from working at least 20 hours per week or a total of 80 hours or more per month. Please provide more detail:". To the right of the checkbox is a large, empty rectangular text box with a light gray background and a thin orange border.

3. Updated for the "Other. Please explain" checkbox to include 1 large textbox that allows for multiple lines to be entered. See screenshot below:



A screenshot of a form element. On the left, there is a checkbox with the label "Other. Please explain:". To the right of the checkbox is a large, empty rectangular text box with a light gray background and a thin orange border.

Note: The above XDP textbox update is to accommodate the multiline data entry when received via the CalSAWS Forms API from the Self-Service Portal.

2.9.3 Form Variable Population

There are no changes to this section for the form.

2.9.4 Form Generation Conditions

There are no changes to this section for the form.

2.10 Automated Regression Test

2.10.1 Overview

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

2.10.2 Description of Change

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

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Interfaces	Forms API Swagger YAML file	Forms API Swagger YAML
2	Interfaces	Forms API Swagger HTML file	Forms API Swagger HTML
3	Interfaces	Case Inquiry API Swagger YAML file	Case Inquiry API Swagger YAML
4	Interfaces	Case Inquiry API Swagger HTML file	Case Inquiry API Swagger HTML
5	Interfaces	Support Request API Swagger YAML file	Support Request API Swagger YAML
6	Interfaces	Support Request API Swagger HTML file	Support Request API Swagger HTML
7	Interfaces	Time Limits V3 Swagger YAML file	Time Limits V3 Swagger YAML
8	Interfaces	Time Limits V3 Swagger HTML file	Time Limits V3 Swagger HTML file

4 REQUIREMENTS

[Document what requirements are being addressed with this design and how they are being met]

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

5 APPENDIX

- **ABAWD Status Code** - This section contains the code table (CT) values that are currently used in the system. API users can use and expect these values as specified in the Time Limits API Swagger documentation.

CT842 ABAWD Status Code	
Code	Description
EE	Exempted
MM	ABAWD moved to exempt county
NN	Did not meet work requirement
WW	Met work requirement
99	Inactive or Ineligible
AA	APP Appeal
CC	Did not meet ABAWD work req. 2nd Instance
15	Discretionary Exemption
CM	Consecutive Months
04	Good Cause
PM	Partial Month
GW	Geographically Waived

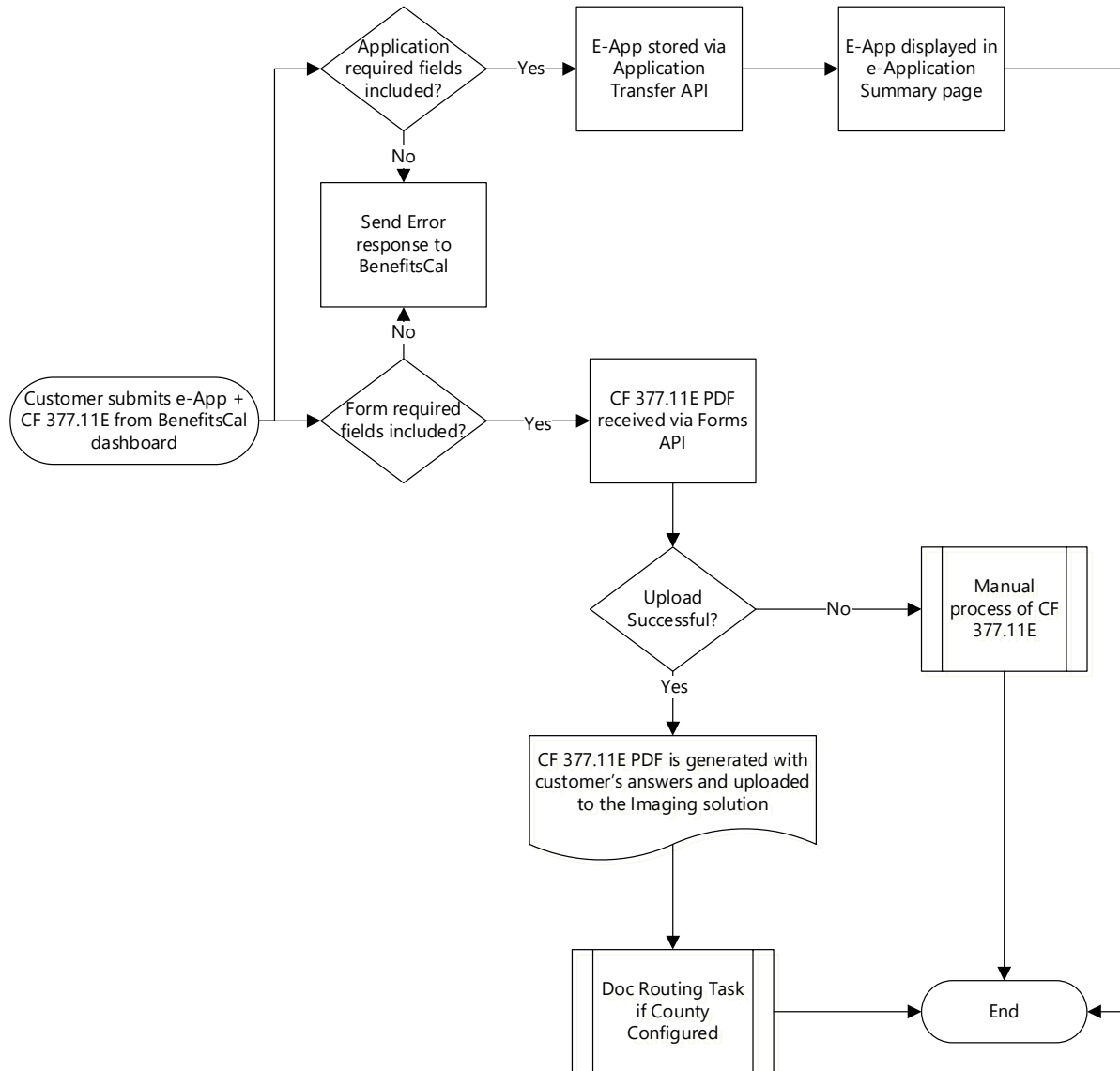
- **Self-Service Portal ABAWD Time Limit Automated Action Task Parameters** – This section outlines the parameters that will be sent to CalSAWS from SSP (Deloitte) when a ABAWD Support Request Task is received. **Note:** This information will be appended to the task long description after the text “An ABAWD Time Limit Request has been received through the Self Service Portal”.

SSP Support Request API Task Parameters	
Parameter Field	Parameter Value
Request Date:	MM/DD/YYYY
Support Request Type:	I need help with my CalFresh ABAWD Time Limit
Request Details:	Available values: <ul style="list-style-type: none">• I want to request an exemption• I want to report how I'm meeting the ABAWD work requirement• I want to request a review of my time limit history

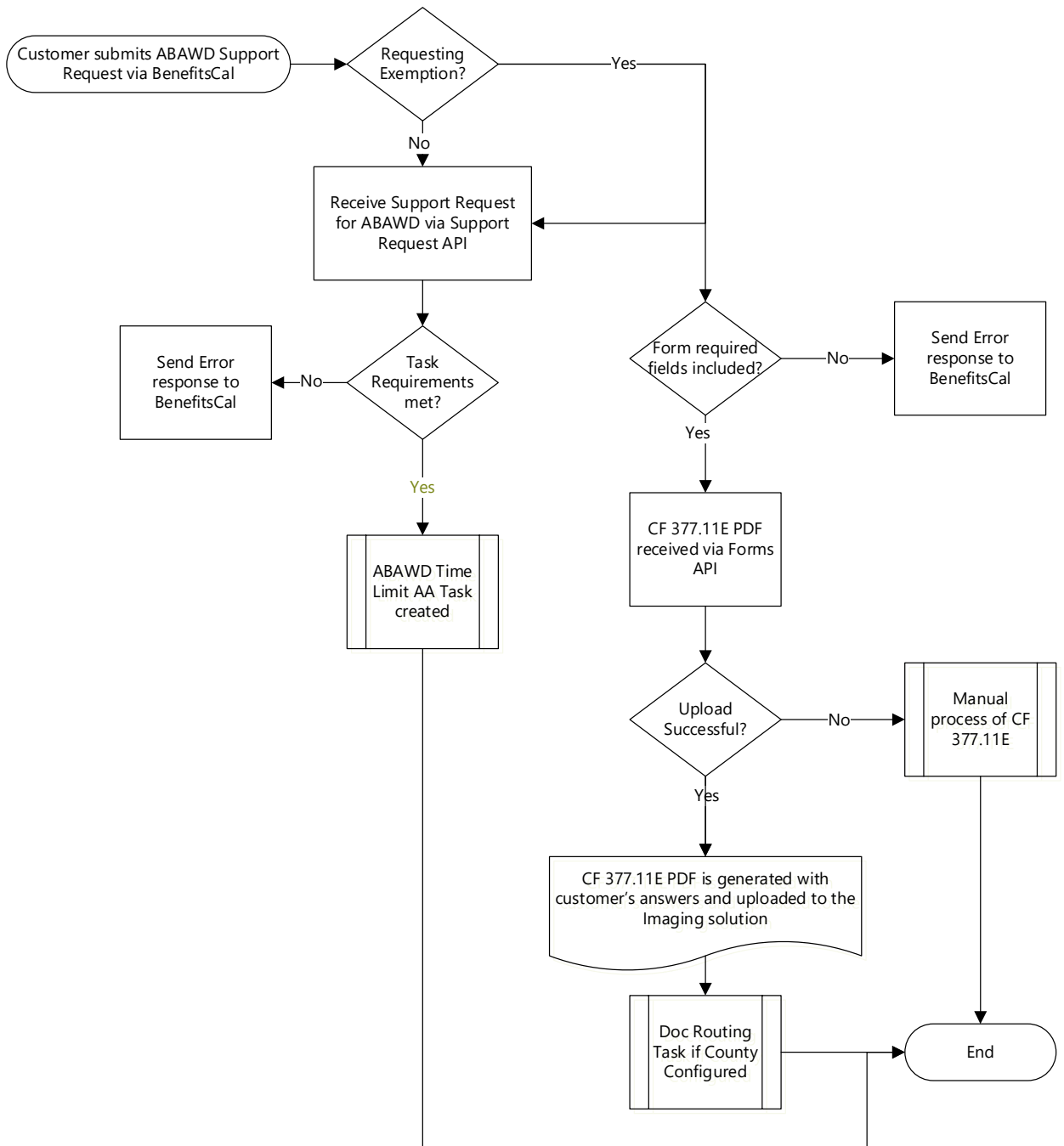
Phone:	999-999-9999
Message me in my BenefitsCal account:	Available values: <ul style="list-style-type: none"> • Yes • No
Person:	Applicant Name
Request Detail: I want to request an exemption	
Parameter Field	Parameter Value
Exemption Requested:	Available values: <ul style="list-style-type: none"> • Has a physical or mental health issue that makes it hard for them to work • Has a personal issue that makes it hard for them to work • Lives in a CalFresh household with a child under age 18 • Is caring for a child under age 6 • Is caring for a person with a disability • Is currently pregnant • Goes to school at least half-time • Is getting or has applied for unemployment benefits • Is getting or has applied for disability benefits • Served in the armed forces of the United States • Is experiencing homelessness • Is under age 25 and was in foster care on their 18th birthday
Information about physical/mental health issue:	Free form customer-initiated message
Personal issues reported:	Available values: <ul style="list-style-type: none"> • Is in a drug or alcohol abuse treatment program • Is struggling with a drug or alcohol problem • Is a victim of domestic violence • Other
Additional information about personal issue:	Free form customer-initiated message
Is in drug/alcohol abuse treatment program:	Available values: <ul style="list-style-type: none"> • Yes • No
Name of drug/alcohol abuse program:	Free form customer-initiated message

Due date:	MM/DD/YYYY
Disability benefits:	Available values: <ul style="list-style-type: none"> • Pension • Worker's compensation • Disability insurance • Social Security • Supplemental Security Income • Veterans disability • Other
Request Detail: I want to report how I'm meeting the ABAWD work requirement	
Parameter Field	Parameter Value
Work requirement:	Available values: <ul style="list-style-type: none"> • Working • Doing community service or volunteer work • In a work or employment and training program
Work/employment/training program name:	Free form customer-initiated message
Total hours for work/employment/training:	999 Example: 20
Volunteering organization name:	Free form customer-initiated message
Total hours for volunteering:	999 Example: 20
Request Detail: I want to request a review of my time limit history	
Parameter Field	Parameter Value
Applicable months:	MM/YYYY – MM/YYYY
Additional information:	Free form customer-initiated message

- **ABAWD Time Limit Flowchart** – This section depicts an illustrated process flow of when a customer submits a CF 377.11E and/or ABAWD support request from the SSP.
 - Customer submits a E-Application and CF 377.11E via SSP



- Customer submits a ABAWD Support Request via SSP



CalSAWS

California Statewide Automated Welfare System

Design Document

CSAC-26 Enhanced E-mail Message
Examination

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Karina Rivera
	Reviewed By	Accenture Security, Consortium Security
	Approved By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/03/2024	0.1	First Draft	Karina Rivera
7/10/2024	0.2	SPF, DMARC, and DKIM configuration design added	Shane Martin
7/17/2024	0.3	Updated Anti-Spam and Anti-Phishing design. Added quarantine policy design	Karina Rivera
7/29/2024	0.4	Report Phishing Add-In to Outlook	Karina Rivera
8/1/2024	0.5	Added Forecasted Operational Effort	Karina Rivera
8/2/2024	0.6	Added Appendix with Mail Flow Process Diagrams	Karina Rivera
8/3/2024	1.0	Added Final Edits after reviews with Accenture and Consortium	Karina Rivera
9/18/2024	1.1	Updates made post pilot for final production settings	Karina Rivera
10/30/2024	1.2	Updated Defender roles added	Karina Rivera

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1 OVERVIEW

This document defines the overall Defender for Office 365 architecture, design, and configuration to be implemented at CalSAWS.

1.1 Current Design

Currently, Cisco CES has been used as CalSAWS email security software. Security gaps within CES has prompted CalSAWS to discover and implement a new email security technology that has increased mail security capabilities.

1.2 In-Scope

The scope of this document is confined to the setup of policies to protect devices, user accounts and all other systems to prevent any unauthorized attempt to access data through emails, links or attachments.

1.3 Out-of-Scope

Custom alert rules/policies will not be included in this design as the scope of the project focuses on the use of built-in alert rules/policies.

1.4 Overview of Recommendations

The design recommendations focus on providing strict preset and custom alert policies for Defender for Office 365. The design also aims to improve CalSAWS current Secure Score of 48% to at least 75%. Secure Score in Defender is a representation of CalSAWS security posture and how it can be improved. Below are the current areas where the Defender for Office 365 Implementation will improve the overall secure score of CalSAWS. Secure Score can be viewed here: [Microsoft Secure Score - Microsoft Defender](#)

Rank	Recommended action	Score impact
1	Ensure that intelligence for impersonation protection is enabled	3.03%
2	Move messages that are detected as impersonated users by mailbox intelligence	3.03%
3	Enable impersonated domain protection	3.03%
4	Set the phishing email level threshold at 2 or higher	3.03%
5	Enable impersonated user protection	3.03%
7	Quarantine messages that are detected from impersonated domains	2.27%
8	Quarantine messages that are detected from impersonated users	2.27%
9	Ensure the Common Attachment Types Filter is enabled	1.89%
10	Set action to take on high confidence spam detection	1.89%
11	Set action to take on phishing detection	1.89%

12	Ensure all forms of mail forwarding are blocked and/or disabled	1.89%
13	Enable the domain impersonation safety tip	1.14%
14	Enable the user impersonation safety tip	1.14%
15	Enable the user impersonation unusual characters safety tip	1.14%
16	Ensure Exchange Online Spam Policies are set to notify administrators	1.14%
17	Ensure Safe Links for Office Applications is Enabled	1.14%
18	Ensure that an anti-phishing policy has been created	1.14%
19	Don't add allowed IP addresses in the connection filter policy	0.38%
20	Retain spam in quarantine for 30 days	0.38%
21	Set the email bulk complaint level (BCL) threshold to be 6 or lower	0.38%
22	Block users who reached the message limit	0.38%

Table 1: Secure Score Recommendations

1.5 Abbreviations

The following list of abbreviations shall be applicable throughout this document:

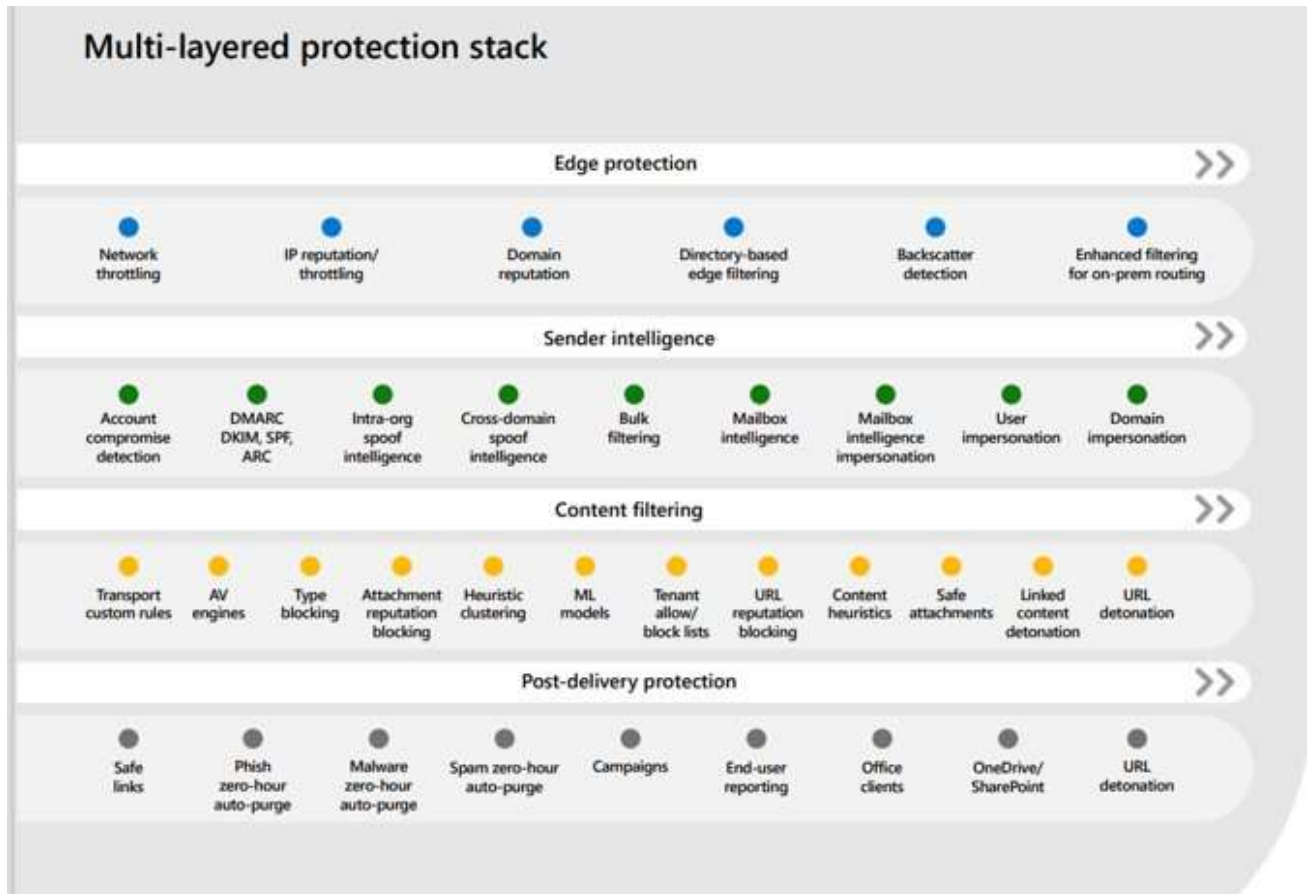
Term	Description
AIR	Automated Investigation and Response
ASR	Attack Surface Reduction
ATP	Advanced Threat Protection
AV	Antivirus
EDR	Endpoint Detection and Response
EOP	Exchange Online Protection
FQDN	Fully qualified domain name
GPO	Group Policy Object
O365	Microsoft Office 365
MDO365	Microsoft Defender for Office 365

Table 2: Abbreviations

2 DEFENDER FOR OFFICE 365 SERVICE

2.1 Defender for Office 365 Overview

Defender for Office 365 (MDO365) protects users against threats posed by malicious email messages, embedded URLs and links in email messages, attachments and phishing attempts in both email and collaboration tools (e.g., SharePoint, OneDrive and Teams).



2.2 Defender for Office 365 Components

MDO365 protects the user against threats such as malware and phishing attacks, provides spam protection/ filtering, protection from malicious URLs and files and spoofed email senders. The following features are enabled, depending on the license assigned to the user.

Concept	Description	More information
ExchangeOnline Protection	Exchange Online Protection (EOP) is the cloud-based filtering service that helps protect the organization against spam and malware	Exchange Online Protection overview (Exchange Online)


	emails. EOP is included in all Microsoft 365 licenses which include Exchange Online.	Protection (EOP) overview - Office 365 Microsoft Docs
Anti-malware protection	Organizations with mailboxes in EOP are automatically protected against malware.	Anti-malware protection in EOP (Anti-malware protection - Office 365 Microsoft Docs)
Anti-spam protection	Organizations with mailboxes in EOP are automatically protected against junk mail and spam policies.	Anti-spam protection in EOP (Anti-spam protection - Office 365 Microsoft Docs)
Anti-phishing protection	MDO offers more advanced anti-phishing protection related to spear phishing, whaling, ransomware, and other malicious activities.	Additional anti-phishing protection in Microsoft Defender for Office 365 (Anti-phishing protection - Office 365 Microsoft Docs)
Anti-spoofing protection (Spoof-Intelligence)	EOP includes features to help protect the organization from spoofed (forged) senders.	Anti-spoofing protection in EOP (Anti-spoofing protection - Office 365 Microsoft Docs) Spoof-Intelligence (Spoof intelligence insight - Microsoft Defender for Office 365 Microsoft Learn)
Safe attachments	Safe Attachments provides an additional layer of protection by using a virtual environment to check and "detonate" attachments in email messages before they are delivered.	Safe Attachments in Microsoft Defender for Office 365 (Safe Attachments - Office 365 Microsoft Docs)
Safe attachments for SharePoint, OneDrive, and Microsoft Teams	In addition, Safe Attachments for SharePoint, OneDrive, and Microsoft Teams offers an additional layer of protection for files that have been uploaded to cloud storage repositories.	Safe Attachments for SharePoint, OneDrive, and Microsoft Teams (Safe Attachments for SharePoint, OneDrive, and Microsoft Teams - Office 365 Microsoft Docs)
Safe Links	Safe Links is a feature that provides URL scanning and rewriting within inbound email messages and offers verification of those links before they are delivered or clicked.	Safe Links in Microsoft Defender for Office 365 (Complete Safe Links overview for Microsoft Defender for Office 365 - Office 365 Microsoft Docs)
Threat Trackers	Provides an intelligent dashboard for different cybersecurity issues	Threat trackers in MDO365 P2 (Threat trackers in Microsoft Defender for Office 365 Plan 2 - Microsoft Defender for Office 365 Microsoft Learn)
Automated Investigation and Response (AIR)	Overwhelming alerts impact operational performance. Automation of investigation and incident response to detected threats saves time and improves productivity	Automated investigation and response (AIR) in MDO365 (Automated investigation and response in Microsoft Defender for Office 365 - Microsoft Defender for Office 365 Microsoft Learn)
Attack Simulator	Provides a simulation of realistic attacks intended to educate end users and look out for vulnerable users before they compromise the	Get started with Attack simulation training (Get started using Attack simulation training -

	network. This is done using spear phishing (credential harvest) campaigns, spear phishing (attachment) campaigns, brute force password (dictionary attack) & password spray attacks.	Microsoft Defender for Office 365 Microsoft Learn
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Table 3: Defender for O365 Components

2.3 Licensing Requirements

CalSAWS will obtain Office 365 G5 licenses which includes the Defender for Office 365 P2 add on license.



Add-on subscriptions

Expand the power and security of your Microsoft 365 plans with these additional options.

- = Included
- ◐ = Partially included
- + = Can be added
- N/A = Not available

	Information Worker Plans				
	Microsoft 365		Office 365		
	G3	G5	G1	G3	G5
Security and Compliance					
Microsoft 365 G5 Security	+	●	N/A	N/A	N/A
Microsoft 365 G5 Compliance	+	●	N/A	N/A	N/A
Microsoft 365 G5 Info Protection and Governance	+	●	+ ¹	+ ¹	●+ ^{1,2}
Microsoft 365 G5 Insider Risk Management	+	●	+	+	●+ ³
Microsoft Purview Insider Risk Management forensic evidence ⁸	N/A	+	N/A	N/A	N/A
Microsoft 365 G5 eDiscovery and Audit	+	●	+	+	●
Microsoft 365 F5 Security	N/A	N/A	N/A	N/A	N/A
Microsoft 365 F5 Compliance	N/A	N/A	N/A	N/A	N/A
Microsoft 365 F5 Security + Compliance	N/A	N/A	N/A	N/A	N/A
Microsoft 365 F5 Information Protection and Governance	N/A	N/A	N/A	N/A	N/A
Microsoft 365 F5 Insider Risk Management	N/A	N/A	N/A	N/A	N/A
Microsoft 365 F5 eDiscovery and Audit	N/A	N/A	N/A	N/A	N/A
Microsoft Defender for Identity	+	●	+	+	+
Microsoft Defender for Office 365 Plan 1	+	●	+	+	●
Microsoft Defender for Office 365 Plan 2	+	●	+	+	●
Microsoft Defender for Cloud Apps	+	●	+	+	+
Microsoft Defender for Endpoint Plan 1	●	●	+	+	+
Microsoft Defender for Endpoint Plan 2	+	●	+	+	+
Microsoft Defender Vulnerability Management (standalone)	+	+	+	+	+
Microsoft Defender Vulnerability Management (add-on) ⁹	+	+	+	+	+
Microsoft Defender for Endpoint for servers ⁵	+	●	+	+	+
Premium Assessments add-on for Compliance Manager ⁶	+	+	+	+	+
Priva Privacy Risk Management	+	+	+	+	+
Priva Subject Rights Requests	+	+	+	+	+
Microsoft Purview Data Loss Prevention (for email and files)	●	●	+	●	●
Exchange Archiving	●	●	+	●	●
Microsoft Entra ID Plan 1 ⁷	●	●	+	+	+
Microsoft Entra ID Plan 2 ⁷	+	●	+	+	+
Microsoft Intune Plan 1	●	●	+	+	+
10-year Audit Log Retention	N/A	+	N/A	N/A	+

2.4 Browser Requirements

O365 Security portal is accessed through browser at <https://security.microsoft.com/>. The following browsers are supported:

- Microsoft Edge
- Google Chrome

This browser is accessible by all users as it is needed to view any messages that are in the quarantine mailbox. Elevated permissions will need to be assigned to a user's aAccount to be able to view/edit Defender settings.

2.5 Forecasted Operational Effort

The implementation of the below configurations is expected to take a weeks' worth of work (40 hours) a month to maintain post hand-over. By hand-over, policies will be tuned to reduce noise, phishing training will have taken place, and some configurations may be reevaluated based on end user knowledge and current team workload.

2.6 Role Based Access Control

Role	Assigned Security Group	Permissions	Description
Defender for O365 Administrators	Security Administrator	Admin Privileges	Users with this role have full access to the Defender for O365 portal, including viewing reports, investigating, and closing alerts, and making configuration changes.
Defender for O365 Operators	Security Operator	Contributor	Users with this role have permissions to manage alerts, view reports, and investigate emails.
Defender for O365 Reader	Security Readers	Readers	Users with this role have permissions to read only.
Defender for O365 Purge	Organization Management	Search and Purge	Users with this role can manage alerts/quarantine messages and manually delete emails that are spam/phishing from multiple user inboxes. Can also view/manage configurations of Defender. Users with this role can also preview all emails coming into CalSAWS.
Defender for O365 Quarantine	Quarantine Administrator	Quarantine Management	Users with this role can view the quarantine portal for the entire CalSAWS tenant and preview message contents to determine if a message is safe to be released to an end user. They can also view hashes of files and links for investigation. Attachments cannot be viewed.
Defender for O365 Alert Manager	Manage Alerts (Custom role)	Alert Management	This permission is a custom role that only allows users to access the alert/incident portal for managing/closing alerts.
Defender for O365 Alert Viewer	View-Only Manage Alerts (Custom role)	Alert Viewer	This permission is a custom role that only allows users to view the alert/incident portal and details. No management/closing is allowed.

Defender for O365 AS Admin	Attack Simulation Administrator	Create/Launch Simulations	Users with this role can create and launch Attack Simulation Training exercises to the tenant.
Defender for O365 ASP Author	Attack Simulation Payload Author	Create Custom Payloads	Users with this role can create custom payloads to be used in Attack Simulations.
Defender for O365 Email Previewer	Preview (Custom role)	Preview all email content in the CalSAWS tenant	Users with this role can preview the content of all emails in the CalSAWS tenant excluding attachments. This role should be carefully assigned at the risk of exposing PII within emails.

Table 4: RBAC Roles

2.7 Threat Policies

MDO365 Threat Policies are an organizations protection against email related threats. These are broken down into templated policies or preset policies, social engineering policies, and mail flow rules. Threat policies can be configured to be either strict or standard. Strict policies are intended to provide aggressive protection to high value targets or priority users and Standard policies are intended to provide baseline protection for all users. Given CalSAWS is a government tenant, Strict Threat Policies will be applied to the tenant to ensure aggressive protection for all users at CalSAWS.



Design Decision

Strict threat policies will be applied to the CalSAWS tenant for aggressive protection across all users in the tenant.



Note

This section of the configuration is NOT additive, meaning that if you add a user and you also add a group, the user must be part of the group to have the policy applied. If the user is not part of the group selected, the policy will not be applied to the user. Please refer to the snippet from the official [Microsoft Documentation](#).

❗ Important

Multiple different types of conditions or exceptions aren't additive; they're inclusive. The policy is applied *only* to those recipients that match *all* of the specified recipient filters. For example, you configure a recipient filter condition in the policy with the following values:

- Users: romain@contoso.com
- Groups: Executives

The policy is applied to romain@contoso.com *only* if he's also a member of the Executives group. If he's not a member of the group, then the policy isn't applied to him.

Likewise, if you use the same recipient filter as an exception to the policy, the policy isn't applied to romain@contoso.com *only* if he's also a member of the Executives group. If he's not a member of the group, then the policy still applies to him.

2.7.1 Preset Security Policies

MDO365 has two options for preset security policies, Standard and Strict. CalSAWS will have strict policies applied which includes an impersonation feature. Impersonation is when an attacker pretends to be a trusted person/partner, such as an executive, to make the user perform an action. Users who are most likely to be impersonation are executives, board members, or others in key roles. In Defender, a list of people/domains likely to be impersonated can be given and Defender will check if the email address is authentic or impersonated. If the email address is detected to be an impersonation, the email will be quarantined.

2.7.2 Anti-Spam

Strict Anti-Spam policy configurations will be applied in the tenant. The following tables describes the recommended security features based on design requirements and business use cases. Any configurations restricting mail flow due to hitting a threshold can be adjusted to exclude certain users that are known to send high volumes of email.

Policy Group/Setting Name	Policy Type	Current Configuration	Recommendation	Explanation
Spam Detection Action	Anti-Spam (Inbound)	Move to Junk Email Folder	Quarantine Message	Putting the message in quarantine prevents users from opening the spam email from their junk folder.

Policy Group/Setting Name	Policy Type	Current Configuration	Recommendation	Explanation
Bulk email threshold	Anti-Spam (Inbound)	7	5	This policy specifies the bulk complaint level (BCL) of a message. A higher bulk email threshold means more bulk email will be delivered. The default value is 7.
Bulk email detection action	Anti-Spam (Inbound)	Move to Junk Email Folder	Quarantine Message	Moves emails detected to be spam into quarantine.
Phishing Email Detection Action	Anti-Spam (Inbound)	Move to Junk Email Folder	Quarantine Message	Putting the message in quarantine prevents users from opening the phishing email from their junk folder.
Allow/Block Senders	Anti-Spam (Inbound)	None	Add domains/senders to block/allow	<p>If CalSAWS knows of senders/domains that send spam email, it can be automatically tagged and quarantined.</p> <p>If CalSAWS has any domains/senders that send appropriate spam mail, they can be allowed so all email can be delivered.</p>
Restrict Sending to External Recipients per hour	Anti-Spam (Outbound)	0	400	If more than 400 emails are being sent to external recipients by one person, CalSAWS has reason to believe the internal user might be exfiltrating data. SecOps will be alerted when a user reaches the threshold through an alert.
Restrict Sending to Internal Recipients per hour	Anti-Spam (Outbound)	0	800	If more than 800 emails are being sent to internal recipients per hour by one person, CalSAWS has reason to believe the internal user might be compromised. SecOps will be alerted when a user reaches the threshold through an alert.
Maximum Recipient Limit per day	Anti-Spam (Outbound)	0	800	If an end user is sending more than 800 emails per day, they will be preventing from sending email until the following day. This is to give Security enough time to check if emails are legitimate or spam. SecOps will be

Policy Group/Setting Name	Policy Type	Current Configuration	Recommendation	Explanation
				alerted when a user reaches the threshold through an alert.

Table 5: Anti-Spam Recommendations

2.7.3 Anti-Phishing

Strict Anti-Phishing policy configurations will be applied in the tenant. The following tables describes the recommended security features based on design requirements and business use cases.

Policy Group/Setting Name	Policy Type	Current Configuration	Recommendation	Explanation
Add users to protect	Anti-phishing	False	True	Users who have higher privileges or those who have been victims of spam/phishing attacks should have additional protection.
Phishing Email Threshold	Anti-Phishing	1	4	Messages that are identified as phishing with a low, medium, or high degree of confidence are treated as if they were identified with a very high degree of confidence.
If an email is sent by an impersonated user	Anti-phishing	No action	Quarantine Message	To the recipient the impersonated user may not seem harmful, to eliminate interaction the message should be quarantined.
If an email is sent by an impersonated domain	Anti-phishing	No action	Quarantine Message	To the recipient the impersonated domain may not seem harmful, to eliminate interaction the message should be quarantined.
Enable intelligence for impersonation protection	Anti-phishing	False	True	Defender will be able to detect when a malicious sender used an impersonation technique.
If an email is sent by an impersonated user who's protected by mailbox intelligence	Anti-phishing	Move to junk email folder	Quarantine Message	Defender will be able to detect when a malicious sender used an impersonation technique. If the user has mailbox intelligence, the message will be quarantined.
If email is sent by someone who's not allowed to spoof your domain	Anti-phishing	Move to Junk Email folder	Quarantine Message	If an email seen coming from a trusted domain is found in the junk folder, a user might interact with it. To prevent interaction, the email should be quarantined.

Table 6: Anti-Phishing Recommendations

2.7.4 Anti-Malware

Strict Anti-Malware policy configurations will be applied in the tenant. The following tables describes the recommended security features based on design requirements and business use cases.

Policy Group/Setting Name	Policy Type	Current Configuration	Recommendation	Explanation
Action on messages containing malware	Anti-Malware	Default	Quarantine messages containing malware and only allow Admins to release messages.	Email messages containing malware should not be delivered to the user. To avoid interaction, the message should be quarantined. Admins should be able to review the email to conduct investigations.

Table 7: Anti-Malware Recommendations

2.7.5 Safe Links

Strict Safe Link policy configurations will be applied in the tenant. The following tables describes the recommended security features based on design requirements and business use cases.

Policy Group/Setting Name	Policy Type	Current Configuration	Recommendation	Explanation
Wait for URL scanning to complete before delivering the message	Safe Links	False	True	Defender's URL scanning can detect if the link is malicious or fine to deliver.
Apply Safe Links to email messages sent within the organization. (Teams/Office365)	Safe Links	False	True	Helps protect against insider threat phishing/malware attacks.

Table 8: Safe Links Recommendations

2.7.6 Safe Attachments

Strict Safe Attachments policy configurations will be applied in the tenant. The following tables describes the recommended security features based on design requirements and business use cases.

Password protected files cannot be scanned by the Safe Attachment tool before delivery to the end user. When a password protected document is opened and

password is provided, Qualys will assume responsibility of scanning the file for malicious content.

Policy Group/Setting Name	Policy Type	Current Configuration	Recommendation	Explanation
Action on attachments with detected malware	Safe Attachments	Default	Block current and future messages and attachments with detected malware	Email messages containing malware should not be delivered to the user. To avoid interaction, the message should be quarantined. Admins should be able to review the email to conduct investigations.

Table 9: Safe Attachments Recommendations

2.8 Report Phishing Add-In

A “Report Phishing” button will be added to Outlook for end-users to be able to identify an email message as phishing during Attack Simulation training or for emails that were missed by Defender rules. This option will be enabled by a M365 Admin or Global Admin to install the add-in to the entire organization. Once the add-in is installed, it will be available to all users who have an active CalSAWS account.



Note

This feature requires users to use the native Outlook client. Accessing email via a third party tool (iOS Mail app, Thunderbird) will not allow users to see/use the Report Phishing add-in.

2.9 Quarantine Policies

Quarantine policies determine what a user can do with a message that was quarantined because of suspected phishing/malware. A user can have full or limited access to the quarantined emails. With full access users risk releasing a malicious email and compromising their account. With limited access, a user can only view and request release of emails from quarantine.

Email notifications will be sent to users within 4 hours of the message being placed in quarantine.



Design Decision

A user will be able to view messages in quarantine to determine if the quarantine action was a true/false positive. In the case of a false positive, the end user can request an administrator to release the message to their inbox.

2.10 External Senders

An external sender banner will appear at the top of an email that is received in CalSAWS by an external sender. This banner will appear as a caution for the recipient to verify the email address of the sender and take extra precautions when interacting with the email in case of phishing.



Note

This feature requires users to use the native Outlook client. Accessing email via a third party tool (iOS Mail app, Thunderbird) will not allow users to see the External Sender banner.



Design Decision

External Sender Caution banner will prepend all email messages sent to CalSAWS users from external senders/domains.

2.11 Tenant Allow/Block Lists

CalSAWS can choose to add domains/senders to a block list to prevent email collaboration. The list can be adjusted as suspicious domains are detected. Currently, Cisco Email Security is blocking the *booking.com* domain.

2.12 Zero-Hour Auto Purge (ZAP)

Microsoft 365 organization with Exchange Online mailboxes feature zero-hour auto purge (ZAP). ZAP detects and neutralizes malicious phishing, spam, or malware messages that have already been delivered to Exchange Online mailboxes.

For read or unread messages:

- found to contain malware after delivery, ZAP quarantines the message that contains the malware attachment
- identified as phishing (not high confidence phishing) after delivery, the ZAP outcome depends on the action that's configured for a Phishing verdict in the applicable anti-spam policy
 - based on strict policy settings, the message will be quarantined
- identified as spam or high confidence spam after delivery, the ZAP outcome depends on the action that's configured for a Spam verdict in the applicable anti-spam policy
 - based on strict policy settings, the message will be quarantined

ZAP will be utilized in the tenant as a failsafe in case the existing threat policies miss an email containing malware, phishing, or spam.

2.13 Defender for Office 365 Alerting

An alert rule is setup for high and medium severity alerts raised in the Defender for Office 365 console. The alert rule sends an email notification to the Accenture Tech Support team. Alerts are not configured for Low and Informational severity levels. Custom alert rules/policies will not be included in this design as the scope of the project focuses on the use of built-in alert rules/policies. If custom alert policies are needed, the Consortium Security will be able to create them on an as-needed basis.



Design Decision

Email notifications from Defender for Office 365 will be sent to the Accenture Tech Support team.

2.14 Threat Trackers

Threat Trackers are queries created in Threat Explorer which see all mail sent by users in the organization, malware detected by M365 security features, view phishing URLs and verdict data and start an AIR response process. Threat Explorer allows the security team to view all details of a message such as recipient/sender, content, delivery location, attachments/URLs, and any similar emails that have been sent/received prior.

Queries can be created in Threat Explorer to find email patterns, track suspicious senders/recipients, malicious file types and more. The Threat Tracker page contains all queries, their results, and trending campaigns/threats that are present in the organization. Queries can be set to run periodically so results are automatically updated for the most recent and present threats in CalSAWS.

Threat Trackers along with Campaigns will help identify the latest email threats targeting CalSAWS and provide insight into which alerts need to be tuned or created to prevent these threats.

2.15 Automated Investigation and Response (AIR)

MDO365 includes Automated Investigation and Response (AIR) capabilities aimed to save the security operations team time and effort when mitigating alerts. AIR intends to make alert processing more efficient by automating investigation processes and providing appropriate remediation actions.

AIR operates in the following order:

1. An alert is triggered by a suspicious email, attachment, URL, or user account and an incident is created.
2. AIR gathers data about the email in question and entities relating to the email.
3. During/after the investigation details and results are visible. Results can include recommended actions to respond and remediate the found threats,
4. The security operations team reviews the recommended actions provided by AIR and approves or rejects the actions and the investigation completes.

The table below describes alerts that trigger AIR and their severity.

Alert	Severity	How the alert is generated
A potentially malicious URL click was detected	High	<p>This alert is generated when any of the following occurs:</p> <ul style="list-style-type: none"> • A user protected by Safe Links in your organization clicks a malicious link • Verdict changes for URLs are identified by Microsoft Defender for Office 365 • Users override Safe Links warning pages (based on your organization's Safe Links policy).
An email message is reported by a user as malware or phish	Low	This alert is generated when users in your organization report messages as phishing email using the Microsoft Report Message or Report Phishing add-ins.
Email messages containing malicious file removed after delivery	Informational	This alert is generated when any messages containing a malicious file are delivered to mailboxes in your organization. If this event occurs, Microsoft removes the infected messages from Exchange Online mailboxes using zero-hour auto purge (ZAP).
Email messages containing malware are removed after delivery	Informational	This alert is generated when any email messages containing malware are delivered to mailboxes in your organization. If this event occurs, Microsoft removes the infected messages from Exchange Online mailboxes using zero-hour auto purge (ZAP).
Email messages containing malicious URL removed after delivery	Informational	This alert is generated when any messages containing a malicious URL are delivered to mailboxes in your organization. If this event occurs, Microsoft removes the infected messages from Exchange Online mailboxes using zero-hour auto purge (ZAP).
Email messages containing phish URLs are removed after delivery	Informational	This alert is generated when any messages containing phish are delivered to mailboxes in your organization. If this event occurs, Microsoft removes the infected messages from Exchange Online mailboxes using ZAP.
Suspicious email sending patterns are detected	Medium	<p>This alert is generated when someone in your organization has sent suspicious email and is at risk of being restricted from sending email. The alert is an early warning for behavior that might indicate that the account is compromised, but not severe enough to restrict the user.</p> <p>Although it's rare, an alert generated by this policy may be an anomaly. However, it's a good idea to check whether the user account is compromised.</p>
A user is restricted from sending email	High	This alert is generated when someone in your organization is restricted from sending outbound mail. This alert typically results when an email account is compromised.
Admin triggered manual investigation of email	Informational	This alert is generated when an admin triggers the manual investigation of an email from Threat Explorer. This alert notifies your organization that the investigation was started.

Admin triggered user compromise investigation	Medium	This alert is generated when an admin triggers the manual user compromise investigation of either an email sender or recipient from Threat Explorer. This alert notifies your organization that the user compromise investigation was started.
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Table 10: AIR Alert Triggers

<div></div>	<p><i>Design Decision</i></p> <p><i>AIR will be turned on for security operations team to use a guide when email related threats are detected. The Accenture Tech Support team will escalate any true positives to Accenture Security will monitoring threat investigations triggered by AIR and approve or deny any remediation recommendations.</i></p>
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2.16 Attack Simulation Training

MDO365 has a feature for training/testing end users on common social engineering techniques. The training is launched as simulations covering the below techniques.

Technique	Description
Credential Harvest	In this type of technique, a malicious actor creates a message, with a URL in the message. When the target clicks on the URL within the message, they are taken to a website, the website often shows input boxes for luring the target to submit their username and password. Typically, the page attempting to lure the target will be themed to represent a well-known website to build trust in the target.
Malware Attachment	In this type of technique, a malicious actor creates a message, with an attachment added to the message. When the target opens the attachment, typically some arbitrary code such as a macro will execute in order to help the attacker install additional code on a target's device, or further entrench themselves.
Link in Attachment	In this type of technique, which is a hybrid of a Credential Harvest, a malicious actor creates a message, with a URL in an attachment, and then inserts the attachment into the message. When the target opens the attachment, they are represented with a URL in the actual attachment, if the target then clicks on that URL they are taken to a web site, the website often shows input boxes for luring the target to submit their username and password. Typically, the page attempting to lure the target will be themed to represent a well-known web page to build trust in the target.
Link to Malware	In this type of technique, a malicious actor creates a message, with an attachment added to the message. However instead of directly inserting the attachment into the message, the malicious actor will host the attachment on a well-known file sharing site, (such as SharePoint, or Dropbox) and insert the URL to the attachment file path into the message. When the target clicks on the URL it will open the attachment, typically some arbitrary code such as a macro will execute in order to help the attacker install additional code on a target's device, or further entrench themselves.
Drive-by URL	In this type of technique, a malicious actor creates a message, with a URL in the message. When the target clicks on the URL within the message, they are taken to a website, the site will then try and run some background code to gather information about the target or deploy arbitrary code to their device. Typically, the website attempting to lure the target will be a well-known website that has been compromised in some fashion, or a clone of a well-known website itself. This familiarity with the website builds trust in the target that it is safe to click, this is also sometimes known as a watering hole technique.
OAuth Consent Grant	In this type of technique, a malicious actor has created an Azure Application that asks the target to grant the application permissions over some of the target's data. The application will provide a URL that is send to the target by malicious actor along the similar lines of a credential harvest technique, as a URL in a message. This time, clicking on the URL will activate the applications consent grant mechanism, displaying a message such as "Contoso App, would like read access to your inbox" please click the button to approve or deny the request.
How-To Guide	In this type of technique, a How-to guide can be sent directly to end users with instructions on how to accomplish tasks like reporting a phishing message. The purpose of this is to help guide the recipient into taking the desired action such

	as reporting the payload through stylized instructions. Once the action is accomplished, end users would have completed this learning moment.
--	---

Table 11: Attack Simulation Training Techniques

A simulation is created by selecting one of the techniques above and a corresponding payload. A payload is a component of a cyber attack that delivers malicious code, instructions to the user's computer, or links/attachments for the user to interact with. Defender for O365 has a built in list of payloads to select from or a custom payload can be created for CalSAWS specific/branded email attacks. Simulations can be targeted to all users or a specific group of users and can exclude certain users/groups.

!

Note

Attack Simulation Training does not apply to guest users as they are not officially part of the CalSAWS tenant.

If a user interacts with a phishing email instead of reporting it as phishing/scam, Defender will assign the user training. Microsoft can assign recommended training or CalSAWS can pick training courses/redirect to internal training for the end-users. There is a total of 41 trainings to pick from depending on the social engineering technique being used. Each training ranges from one to seven minutes.

*

Design Decision

All simulation types will be used and custom payloads will be created to cater to CalSAWS. Simulations will run on a periodic basis with a simulation running every 15-90 days on a random date to ensure the email is not expected by the end users.

Attack simulation training generates reports of users who frequently interact with the phishing emails sent through the simulation. We can use these reports to further train the users and also place them on a sensitive list as susceptible to phishing attacks.

2.17 SPF, DMARC, and DKIM Design

Below are the individual configurations for SPF, DMARC, and DKIM to be implemented in MDO365:

- For SPF, replace the existing SPF record in Amazon Route53 to remove references to the Cisco CES host names and IP addresses. Change hard fail -all to soft fail ~all for better email delivery using DMARC policies. Example new CalSAWS.org: **v=spf1 include:spf.protection.outlook.com include:amazonses.com ~all** For CalACES.org, set SPF to **v=spf1 include:spf.protection.outlook.com -all** if any outgoing calaces.org mail is being sent (-all because there is no DKIM and DMARC for the CalACES.org domain). If no outbound email is being sent as calaces.org, set SPF to **v=spf1 -all**

- For DMARC, enable Valimail DMARC reporting service and then update the DMARC record in Amazon Route53 to replace the CalSAWS.org reporting email address to the address provided by Valimail. **v=DMARC1; p=quarantine; rua=mailto:dmare@CalSAWS.org; fo=** If CalACES.org is not sending outgoing email post DMARC record **v=DMARC1; p=reject; rua=mailto:dmare@CalSAWS.org; fo=**
- The Valimail service would be used to report sources of e-mail being sent as CalSAWS.org and any other registered domains. This service can detect both internal workflows that should have their mail servers either changed or added to the domain's SPF records. It will also help to detect bad actors that are spoofing those domains with phishing emails.
- For DKIM, ensure other services such as Amazon SES are not using the Cisco CES-provided DKIM signing key, disable Cisco CES DKIM signing. In Cisco CES, navigate to Mail Policies > Mail Flow Policies. Navigate to each mail flow policy and ensure that Domain Key/DKIM Signing is set to Off. In Amazon Route 53, delete the Cisco CES-provided DKIM DNS record. In security.microsoft.com, Policies & Rules, Threat Policies, Email Authentication Settings, DKIM select Domain, CalSAWS.org, enable DKIM signing, and follow the prompts to post the required DNS records in Amazon Route53. Rotate DKIM key every 6 months. Teams responsible for sending CalSAWS email from Amazon SES must rotate their DKIM keys.
- For CalSAWS.org and CalACES.org MX records, in Amazon Route 53, add MX record for Exchange online (likely to be "calacesorg.mail.protection.outlook.com") Set priority to 5. Delete MX records for mx1.hc2870-88.iphmx.com, mx2.hc2870-88.iphmx.com, and 216.71.137.24 when Cisco CES is retired.

Counties will be contacted when these changes are made to avoid any issues.

2.18 Rollback Process

In the case that policies need to be disabled or assigned to different users, follow the steps below.

- For Preset Security Policies, navigate to Email & Collaboration > Policies & Rules > Threat Policies > Preset security policies. The policies will show was being on. If the policies need to be turned off, click the toggle to turn the protection off which will grey out the option. If users need to be modified, click on Manage protection settings. The preset security policies will be applied to all recipients as of this engagement, but if this needs to be changed to certain users/groups/domains, click Specific recipients.
- For phishing, spam, malware, attachment, and link policies navigate to Email & Collaboration > Policies & Rules > Threat Policies > *Policy Type*. Here the CalSAWS custom policies and built in policies can be configured. If a policy needs to be turned off or disabled, select the box next to the policy, then more

actions, and select the disable action to turn off the policy. To add/remove users from the policy, click the policy then select Edit users, groups, and domains.

- To rollback alerts, navigate to Email & Collaboration > Policies & Rules > Alert Policies. Select the alert to turn off and toggle the status to off, which will turn the toggle grey. To change the recipients of the alert, click the alert then edit the section titled "Set your recipients". Select the box to add email recipients when the alert is triggered.

2.19 Policy Maintenance – Configuration Analyzer

These policies follow Microsoft's best practice strict security policy configurations. However, these best practices can change over time. Within MDO365, the Configuration Analyzer in the Microsoft 365 Defender portal provides a central location to find and fix security policies where the settings are below the Standard protection and Strict protection profile settings in preset security policies. The policies from EOP and Defender for O365 are analyzed, which include anti-spam policies, anti-malware policies, impersonation settings, and safe links policies.

The Configuration analyzer page has three main tabs:

- Standard recommendations: Compare your existing security policies to the Standard recommendations. You can adjust your settings values to bring them up to the same level as Standard.
- Strict recommendations: Compare your existing security policies to the Strict recommendations. You can adjust your settings values to bring them up to the same level as Strict.
- Configuration drift analysis and history: Audit and track policy changes over time.

The first section of the tab displays the number of settings in each type of policy that need improvement as compared to Standard or Strict protection. The types of policies are:

- Anti-spam
- Anti-phishing
- Anti-malware
- Safe Attachments
- Safe Links

If a policy type and number isn't shown, then all the policies of that type meet the recommended settings of Standard or Strict protection.

The rest of the tab is the table of settings that need to be brought up to the level Standard or Strict protection. The table contains the following columns:

- Recommendations: The value of the setting in the Standard or Strict protection profile.
- Policy: The name of the affected policy that contains the setting.
- Policy group/setting name: The name of the setting that requires attention.
- Policy type: Anti-spam, Anti-phishing, Anti-malware, Safe Links, or Safe Attachments.
- Current configuration: The current value of the setting.
- Last modified: The date that the policy was last modified.
- Status: Typically, this value is Not started.

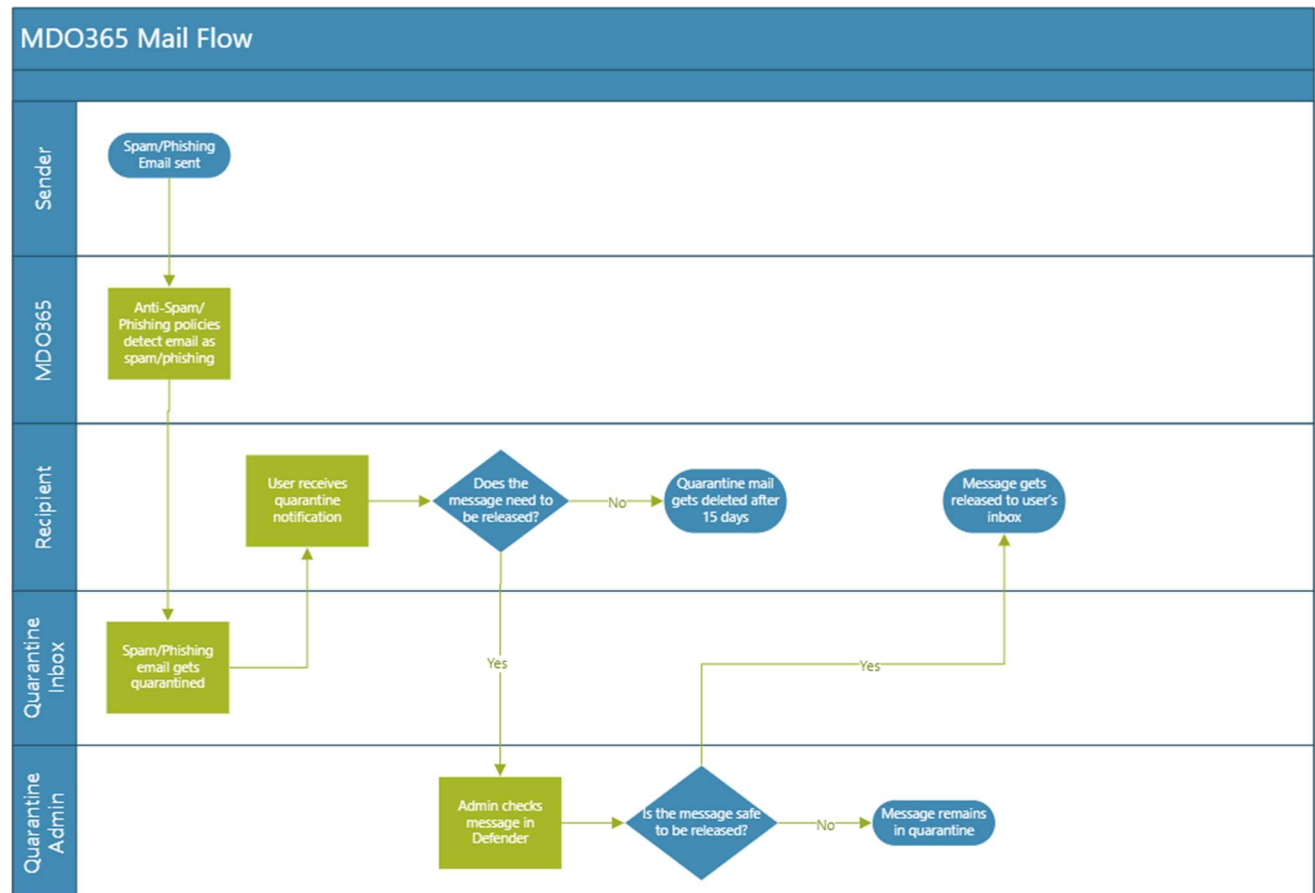
When an email comes in it follows the following path through the policies to determine if it is safe to deliver to the recipient inbox.

1. Strict policies
2. Standard policies
3. Custom policies (if applicable)
4. Built-in

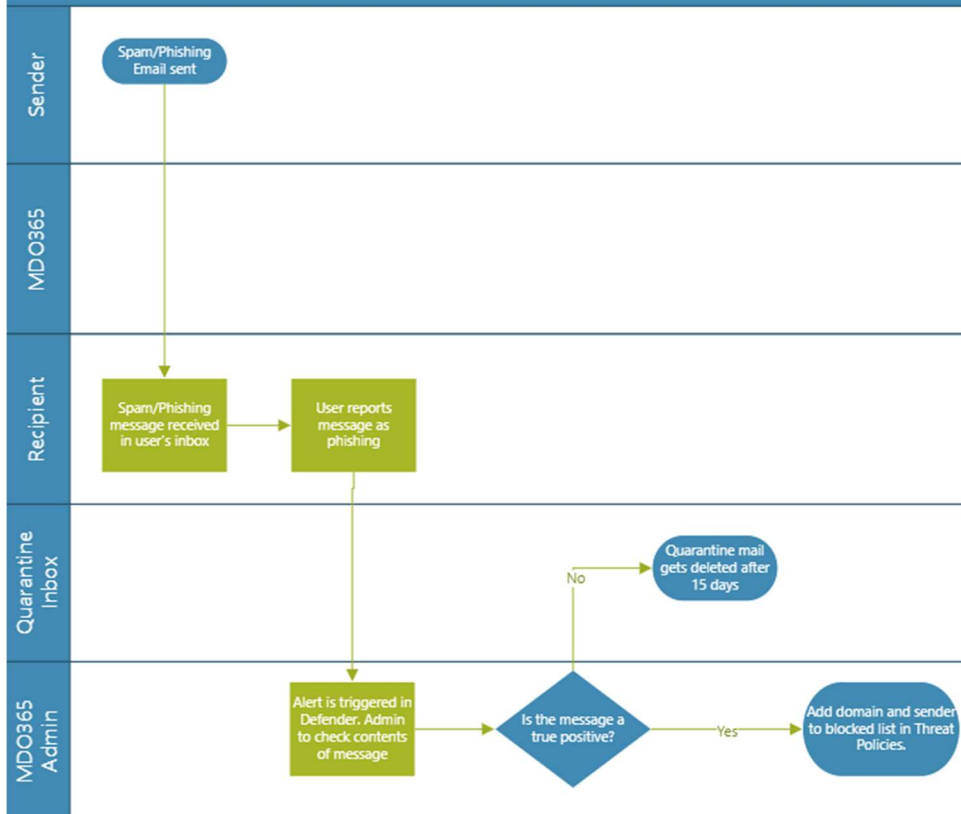
The Configuration Analyzer tool should be monitored every quarter to ensure all policies meet strict security best practices.

3 APPENDIX

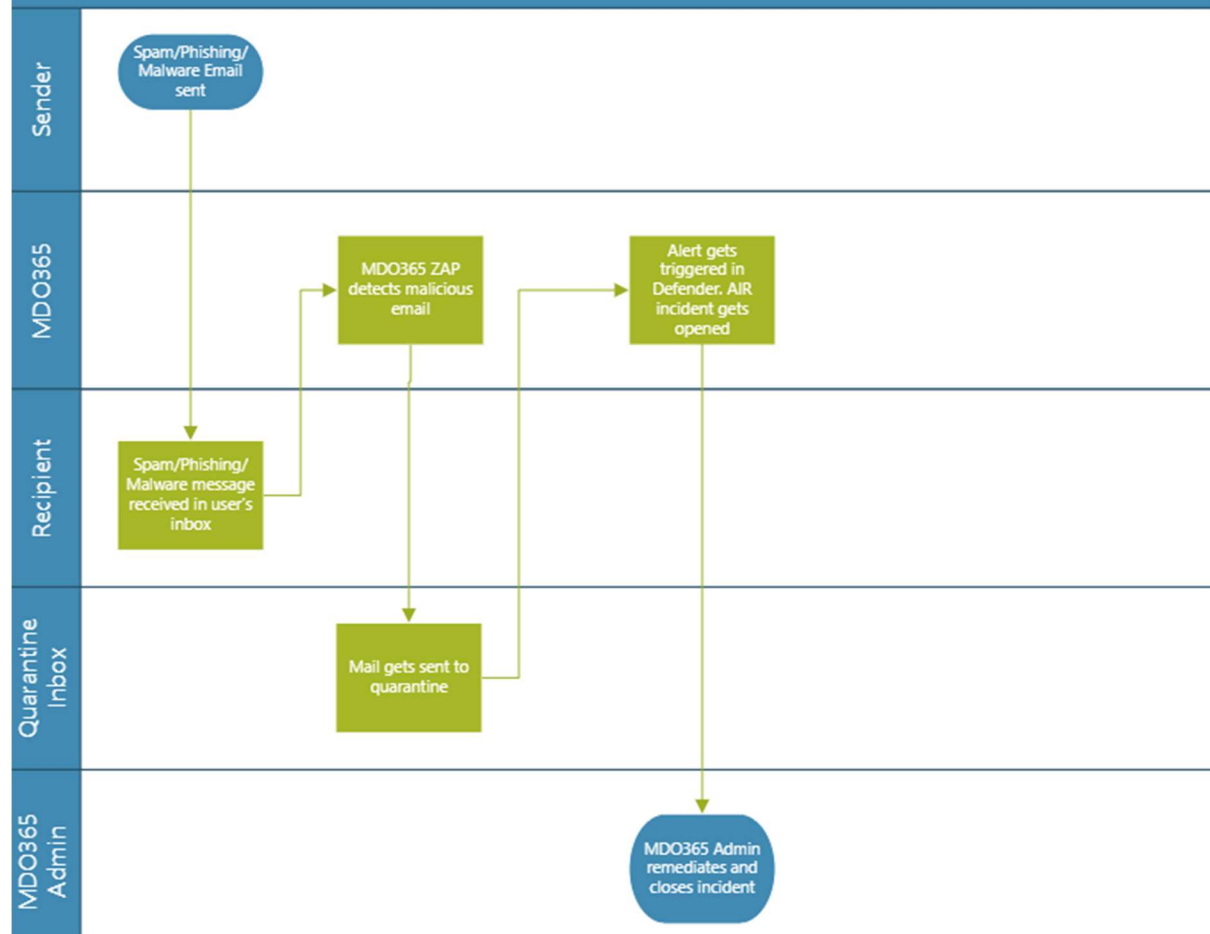
Below are the process flows for each mail flow scenario described above.



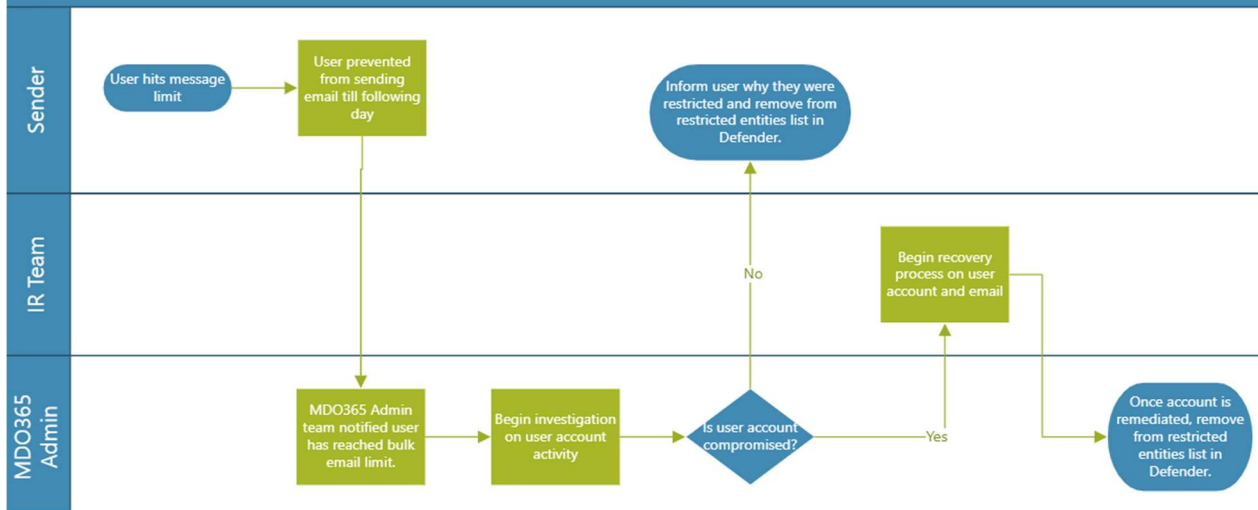
MDO365 Missed Spam/Phishing



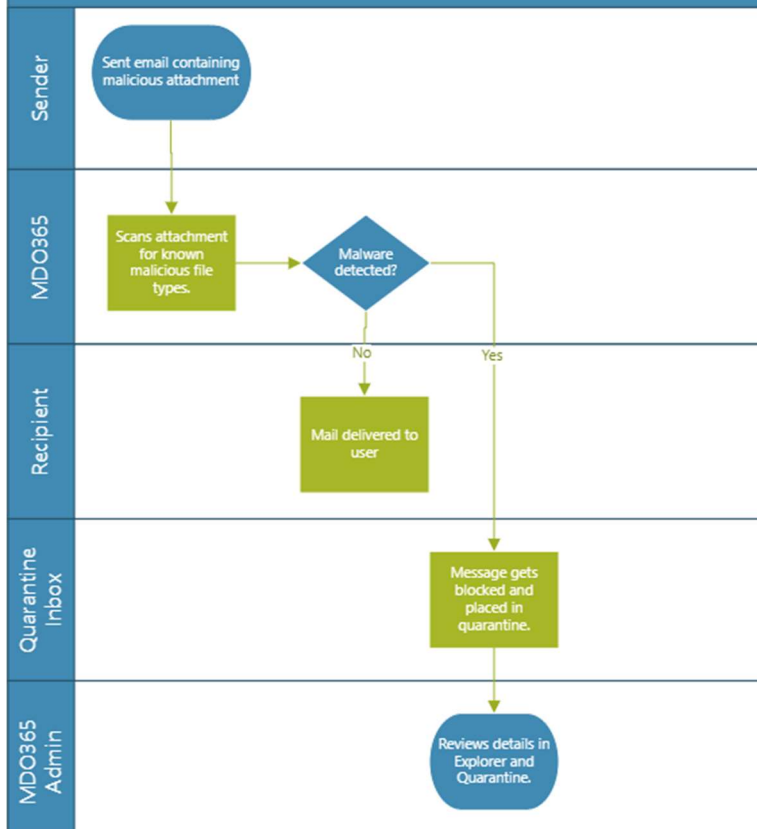
Zero-hour Auto Purge (ZAP)

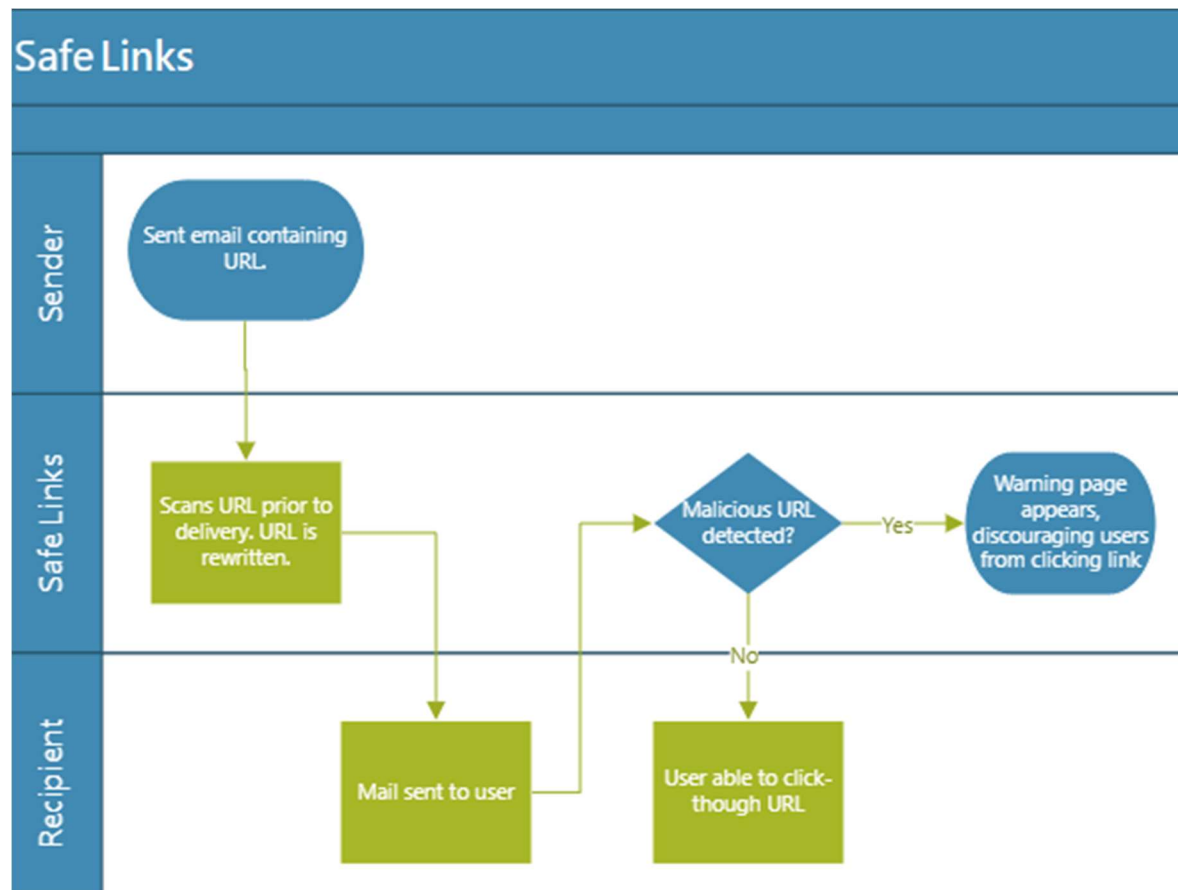


Bulk Email Threshold Reached



Safe Attachments





CalSAWS

California Statewide Automated Welfare System

Design Document

CA-275463

Update Non-MAGI Medi-Cal EDBC for
Incarcerated Non-Applicants 'In the Home'

CalSAWS	DOCUMENT APPROVAL HISTORY	
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DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
09/10/2024	.01	Design Draft	Sheron Jaikumar M I
09/26/2024	.02	Reviewed with Build and Test	Sheron Jaikumar M I

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1 OVERVIEW

With implementation of [CA-244962](#)(ACWDL 22-26) in release 23.09, CalSAWS updated Medi-Cal EDBC rules to allow an Incarcerated individual with a Living Arrangement record of 'Incarcerated' to be considered "In the Home" for Medi-Cal budgeting even if their household status was marked as permanently out of the home. With the intended change, individuals who were already discontinued due to being incarcerated were sometimes automatically restored back to Medi-Cal aid without any input from the user. The intent of this SCR is to identify and differentiate between incarcerated individuals who should still be considered as part of the family and incarcerated individuals who should no longer be considered as part of the family.

1.1 Current Design

SCR CA-244962 updated Non-MAGI Medi-Cal EDBC rules, effective benefit month January 2023 or later, to consider any person "In the Home" for any day the individual has a Living Arrangement record for 'Incarcerated' in the Benefit month.

The Incarcerated individuals, including primary applicants were no longer being considered ineligible/discontinued/denied to Medi-Cal for "Out of the Home – Incarcerated" or "Out of the Home – Primary Applicant" and were included in the Household budget, in most of the scenarios.

For incarcerated individuals who have been Discontinued in the past and remain Discontinued (not reapplying), the Non-MAGI EDBC was pulling in the incarcerated individual as an Active FRI Parent and included them in the budget.

1.2 Requests

1. Update Non-MAGI Medi-Cal EDBC rules to exclude incarcerated individuals from the budget if they have an exception to be excluded.
2. Apply the above exception to all incarcerated individuals who are out of the home and are discontinued or denied from Medi-Cal program.

1.3 Overview of Recommendations

1. Add a new option "Exclude Incarcerated" on the **HH Status MC Exceptions:** dropdown located at the **Household Status Detail** page.
 - a. Update Non-MAGI Medi-Cal EDBC rules, effective benefit month January 2023 or later, to consider any person "In the Home" for any day the individual has a Living Arrangement record for 'Incarcerated' in the Benefit month regardless of their household status with an exception

1.4 Assumptions

1. For MAGI Medi-Cal, the user can set the applying for Health Coverage indicator as no for the incarcerated individual. This functionality will be added by SCR CA-279622 in release 25.01.

2 RECOMMENDATIONS

2.1 Household Status Detail

2.1.1 Overview

Update the Household Status Detail page to have an additional option under **HH Status MC Exceptions:** dropdown.

2.1.2 Household Status Detail Mockup

Customer Information

Case Number: **Go**

Person Search

▼ Non Financial

Contact

Root Questions

Individual Demographics

Vital Statistics

Household Status

Relationship

Citizenship

Pregnancy

Deemed Eligibility

Residency

Other Prog. Assist.

Non-Compliance

Customer Options

Money Mngmt

Time Limits

Purch. and Prep.

Immunizations

School Attend.

Household Status Detail

*- Indicates required fields

Change Reason

New Change Reason: *
- Select -

New Reported Date: *

Change Reason:

Reported Date:

Name: *
Muszynski, Clemente 26F

Living in the Home Status: *
Permanently Out of the Home

Please select a reason:

HH Status MC Exceptions:

Planned Departure Date:

Expected Return Date:

Begin Date: *
09/01/2016

End Date:

Save and Return **Cancel**

Last Updated On 07/02/2023 9:56:29 AM By: 37

This Type 1 page took 0.62 seconds to load.

Figure 2.1.1 – Household Status

The screenshot displays the 'Household Status Detail' form. On the left is a sidebar with a 'Customer Information' section containing a 'Case Number' field and a 'Go' button, followed by a list of menu items: 'Person Search', 'Non Financial' (expanded), 'Contact', 'Root Questions', 'Individual Demographics', 'Vital Statistics', 'Household Status' (selected), 'Relationship', 'Citizenship', 'Pregnancy', 'Deemed Eligibility', 'Residency', 'Other Prog. Assist.', 'Non-Compliance', 'Customer Options', 'Money Mngmt', 'Time Limits', 'Purch. and Prep.', and 'Immunizations'. The main form area has a title 'Household Status Detail' and a note '* - Indicates required fields'. It includes 'Save and Return' and 'Cancel' buttons at the top right. The form is divided into sections: 'Change Reason' with fields for 'New Change Reason' (a dropdown), 'New Reported Date', 'Change Reason', and 'Reported Date'; 'Name' (Muszynski, Clemente 26F); 'Living in the Home Status' (a dropdown with 'Permanently Out of the Home' selected) and a 'Please select a reason' dropdown; 'HH Status MC Exceptions' (a dropdown with 'Exclude Incarcerated' selected, highlighted by a red box); 'Expected Return Date'; and 'End Date'. At the bottom, it shows 'Last Updated On 07/02/2023 9:56:29 AM By: 37' and a status bar indicating 'This Type_1 page took 0.62 seconds to load.'.

Figure 2.1.2 – Exclude Incarcerated Option

2.1.3 Description of Changes

1. Add a new option "Exclude Incarcerated" on the **HH Status MC Exceptions:** dropdown located at the **Household Status Detail** page.
2. Add "Exclude Incarcerated" value with a CODE_NUM_IDENTIF value of "EI" to CODE_DETL table with CATGRY_ID of 210.

2.1.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** Non-Financial -> Household Status -> Household Status Detail

2.1.5 Security Updates

No Security Updates.

2.1.6 Page Mapping

No Page Mapping Updates.

2.1.7 Page Usage/Data Volume Impacts

No Page Usage Impacts.

2.2 Update Non-MAGI Medi-Cal EDBC Rules

2.2.1 Overview

Update the Non-MAGI Medi-Cal EDBC Rules to only consider an incarcerated individual as “In the home” if their Medi-Cal status is active Member have an active living arrangement record as incarcerated and do not have the **HH Status MC Exceptions**: as “Exclude Incarcerated” regardless of their household status.

2.2.2 Description of Changes

1. Update Non-MAGI Medi-Cal EDBC rules, effective benefit month January 2023 or later, to consider any individual “In the Home” for at least one day the individual has a Living Arrangement record for ‘Incarcerated’ in the Benefit month regardless of their household status except if they have met all of the below criteria: -
 - a. The incarcerated individual is not an active member on the same case for the EDBC benefit month.
 - b. The **HH Status MC Exceptions**: on the Household Status Detail page is set to “Exclude Incarcerated” for the individual for at least one day in the benefit month.

Note: the above logic to consider incarcerated individuals as “In the Home” would not apply to hidden or duplicate individuals.

2.2.3 Programs Impacted

Medi-Cal

2.2.4 Performance Impacts

N/A

2.3 DCR to set the new value for Incarcerated individuals

2.3.1 Overview

A Data Change Request (DCR) will be applied to set the new option “Exclude Incarcerated” on the **HH Status MC Exceptions**: dropdown located at the **Household Status Detail** page for all individuals who are still incarcerated and permanently out of the home and are currently discontinued or denied from Medi-Cal eligibility and the Medi-Cal program is active and the **HH Status MC Exceptions** is not already populated.

2.3.2 Description of Change

1. Create a DCR to set the STAT_OVERRD_CODE in HH_STAT as "EI" for all individuals who are currently incarcerated and are currently denied or discontinued from Medi-Cal and the Medi-Cal program is active they have a STAT_CODE value of "PO" and currently do not have any other value in STAT_OVERRD_CODE in HH_STAT.
2. Insert records into EDBC_CHNG_LOG TABLE with the above DCR for cases where the STAT_OVERRD_CODE in HH_STAT was updated.:
 - a. CHANGE_REASON = 'C2'
 - b. REPORT_DATE = Release Date.

2.3.3 Estimated Number of Records Impacted/Performance

3000 records.

2.4 Automated Regression Test

2.4.1 Overview

Create new automated regression test scripts to verify that Household Status records with HH Status MC Exception "Exclude Incarcerated" can be created, updated, viewed, and saved.

2.4.2 Description of Change

Create new automated regression test scripts to verify the following:

1. The Household Status Detail page can be saved in create mode with HH Status MC Exception "Exclude Incarcerated" selected, and this saved value displays on the page in view mode.
2. The Household Status Detail page can be edited and saved with HH Status MC Exception "Exclude Incarcerated" newly selected.
3. The Household Status Detail page can be edited and saved with HH Status MC Exception "Exclude Incarcerated" removed (ex., a different value selected, or no exception selected).

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Eligibility	ACWDL 21-22	 ACWDL 21-22.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.2.21	<p>The LRS shall determine all periods of ineligibility for the following situations:</p> <ul style="list-style-type: none">a. Intentional Program Violations.b. Sanctions.c. Penalties.d. Voluntary quit.e. Certain overpayments and/or over issuances.f. Transfer of property.g. Incarcerated minor (MC).h. SSN Disqualifiers 63-404.4.i. QC refusal to cooperate with State QC reviewer 63-505.13.j. Work Requirement disqualified 63-407.k. Work Registration/FSET/ABAWD disqualifications.l. Participants that are IPV are not entitled to CF or TCF.m. Unallowable withdrawal of a Restricted Account.n. Temporary & Permanent Homeless due to One in a Lifetime Rule.o. Diversion count. - Eligibility Determination and Benefit Calculation (EDBC)	<p>CalSAWS will be updated to only consider an incarcerated individual as "In the home" if they have an active living arrangement record as incarcerated and do not have the HH Status MC Exceptions: as "Exclude Incarcerated" regardless of their household status.</p>

5 OUTREACH

1. **Generate a one-time list of the incarcerated individuals who have an existing HH Status MC Exception record.**

List Name: List # 1 Evaluate Medi-Cal Household Exception List

List Criteria: Incarcerated individuals who are Discontinued/Denied from Medi-Cal eligibility and the case Medi-Cal program is still active, and the individual is

“Permanently out of the home” and they have a value populated on the **HH Status MC Exceptions**: dropdown located at the **Household Status Detail** page.

Standard Columns:

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

Additional Column(s):

- Person Name <First Name, Last Name>
- CIN
- DOB
- HH Status MC Exception.

Frequency: One-time.

County Action: Verify that the existing Household Status Exception, 'Exclude Stepparent' or 'Tax Dependent' on the Household Status List page is correct. If the existing entry is incorrect, end-date the current record and add the 'Exclude Incarcerated' exception to ensure the individual remains excluded from the case. If the existing entry is correct, no action is required. If the individual should be included in the case budget, end-date the Household Status Exception and reapply or rescind the incarcerated individual as appropriate.

NOTE: Individuals may continue to be included in the Medi-Cal budget, even if incarcerated, when they continue to be considered in the family's household. Per policy, if eligible and incarcerated, the benefits should be appropriately suspended.

The list will be posted to the following location: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2025>CA-275463

2. Generate a one-time list of denied/discontinued incarcerated individuals included on the Medi-Cal budget.

List Name: List #2 Active Financially Responsible Included (FRI) individuals with an Incarcerated Record:

List Criteria: Incarcerated individuals who are Discontinued/Denied from Medi-Cal eligibility and they are permanently out of the home and are included in the non-MAGI budgets of other individuals on the same case.

Standard Columns:

- Case Name
- Case Number
- County
- Unit

- Unit Name
- Office Name
- Worker ID

Additional Column(s):

- Person Name <First Name, Last Name>
- CIN
- DOB

Frequency: One-time.

County Action: Evaluate if the active Financially Responsible Included (FRI) individual should be included in the Non-MAGI budget. If the individual should not be included, apply the Household Status Exception 'Exclude Incarcerated' and run EDBC to remove the incarcerated person from the Non-MAGI budget. If the individual should be included, no further action is necessary.

NOTE: Individuals may continue to be included in the Medi-Cal budget, even if incarcerated, when they continue to be considered in the family's household. Per policy, if eligible and incarcerated the benefits should be appropriately suspended.

The list will be posted to the following location: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2025>CA-275463

CalSAWS

AWS Macie

High Level Design Document

July 18, 2024

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Work Product Owner	Alexandar Iliev
	Prepared By	Alexandar Iliev
	Reviewed By	
	Approved By	

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7/18/2024	V1	Initial Creation	Accenture

APPROVAL DATE	APPROVED VERSION	APPROVER

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Macie High Level Design

1. Introduction

The purpose of this document is to serve as a high level design document for the AWS Macie implementation in the CalSAWS environment. This document will outline the architecture, requirements, assumptions, and configuration strategies that will be used during the implementation.

2. Scope

The Scope of this document is to cover the requirements, assumptions implementation strategy and configuration details of the AWS Macie solution. Processes of how this system will be used and operational details such as team owners are not in scope for this document.

3. Macie compliance For NIST Rev 5

For this AWS Macie project, the relevant NIST controls will be in compliance. AWS Macie provides automated tools and features to locate, classify, and manage sensitive data, including PII, in S3 buckets. While AWS Macie helps address these NIST controls, it may not fully meet every requirement of each control framework

CM-12(1) Information Location | Automated Tools to Support Information Location

- How AWS Macie Helps: Uses automated tools to locate and classify sensitive data, including PII, in S3 buckets.

SI-12(1) Information Management and Retention | Limit Personally Identifiable Information Elements

- How AWS Macie Helps: Identifies and manages PII elements to ensure proper retention and management.

SI-12(3) Information Management and Retention | Information Disposal

- How AWS Macie Helps: Flags PII data for disposal according to retention policies.

SI-18 Personally Identifiable Information Quality Operations

- How AWS Macie Helps: Monitors and reports on PII quality and accuracy.

SI-18(4) Personally Identifiable Information Quality Operations | Individual Requests

- How AWS Macie Helps: Locates PII to respond to individual access or deletion requests.

SI-19 De-Identification

- How AWS Macie Helps: Identifies PII, aiding in de-identification processes.

RA-8 Privacy Impact Assessments

- How AWS Macie Helps: Provides visibility into PII storage and handling for privacy impact assessments.

SC-7(24) Boundary Protection | Personally Identifiable Information

- How AWS Macie Helps: Monitors and reports on PII, supporting boundary protection and compliance.

Macie High Level Design

4. Assumptions

The Macie implementation will take the following assumptions during design and deployment:

- The following PII fields are in scope for this implementation as described in the CalSAWS Data Classification documentation:
 - SSN
 - Driver's License
 - Passport Number
 - Alien Registration Number
 - EBT Card Number
 - Date of Birth
 - Address
 - Phone Number
 - Name
 - Email Address
 - Tax ID
- Unmasked account will leverage bucket level suppression rules for buckets that are allowed to host PII
- Allow lists will be leveraged in Masked accounts to ignore patterns that match the CalSAWS masking policies
 - This is not in scope for initial implementation until CalSAWS Data Masking policies are altered to use patterns
 - Current masking policies do not allow for effective Allow lists
- Manual scanning will be done once a month on all buckets in Masked accounts
 - This is not in scope for initial implementation until CalSAWS Data Masking policies are altered to use patterns
 - Current masking policies do not allow for effective Allow lists
- Aggregation will be done in Accenture Security account via Invitation Based method

5. AWS Architecture

AWS Macie will be enabled for all CalSAWS AWS accounts. A centralized deployment approach will be leveraged where all Macie findings in the accounts will be aggregated in a centralized, security account [fill in consortium account here].

Aggregator

The AWS Macie aggregator will be deployed in the central Accenture security account.

Macie High Level Design Architecture Diagram



6. Macie Features

Automated Scans

By default, AWS Macie performs automated scans on all buckets. These scans cover a subset of objects in each bucket, and aim to encompass a sample of files that provide an accurate representation of the objects in the bucket. They provide users a general idea of the type of findings present in the buckets. These scans will be left enabled on all buckets in all accounts.

Deep Scans

Manual scans are deeper scans that can be triggered by users either manually or programmatically. They scan every object in a given bucket, based on parameters. These parameters span from types of files to scan to dates of object writes to include in scans. For the CalSAWS implementation, Deep Scans will run once a month on all buckets in masked accounts to detect potential presence of PII. To help reduce costs, these scans will not be run in unmasked accounts since those accounts are designated as being allowed to host PII.

Deep Scans will also be initiated on buckets which are found to be accidentally exposed to the public, as part of the incident response. This will give teams ability to determine the potentially scope of PII that may have been exposed.

Macie High Level Design

Custom Identifiers

Custom identifiers allow users to create customized Regex pattern or static list matching against values that Macie may find in documents. This allows users to look for types of data that do not fall in the default categories that Macie scans for. The CalSAWS implementation will leverage 3 of these Custom Identifiers.

Allow lists

Allow lists allow users to create Regex patterns that will be excluded in Macie findings. CalSAWS will leverage Allow lists to identify masked PII in lower development accounts. This will ensure that false positives are minimized when Macie performs scans.

Suppression Rules

Suppression rules allow users to configure Macie to ignore certain types of findings based on attribute based rules such as Bucket name, finding type, etc.

7. Macie Configuration

Macie Default Data identifiers

The following default data identifiers will be enabled for Macie:

Social Security Number

Driver's License Number

Passport Number

Date of Birth

Address

Phone Number

Name

Tax ID

Custom Identifiers

The following 3 customer identifiers will be used:

Email Address

Regex pattern: `^[a-zA-Z0-9._%+]{1,30}@[a-zA-Z0-9.-]+\.[a-zA-Z]{1,3}$`

EBT Card Number

Regex: `^507719\d{10}$`

CalSAWS

Macie High Level Design

Alien Registration Number

Regex: ^A?\d{7,9}\$

Keywords: alien, Alien, USCIS, immigration, Immigration, number, Number

Distance: 50

Data Masking

CalSAWS performs sensitive data masking via Delphix in all development environments. Predictable data masking patterns are essential to aid in the creation of Allow lists, which are Regex patterns that tell which masking patterns Macie can ignore in its findings. The following fields will have masking policies adjusted, to create predictable patterns:

[TBD]

In addition to Oracle, PII data in S3 comes from sources such as Batch operations, Correspondence document uploads, and FisCal document uploads. During testing of these, many times users input data manually into the CalSAWS system prior to generating documents. Procedures will need to be modified and users informed of new masking patterns so that they can abide by them when uploading data manually into the system.

Allow lists

Unmasked Accounts

Initial implementation of Macie will not leverage any allow lists in unmasked accounts. Rules can be added as operationalization of Macie continues and use cases are allowed. Such use cases will be reviewed with vendor and Consortium security and implemented via Change process.

Masked Accounts

Initial implementation of Macie will not leverage any allow lists in masked accounts. This will be deployed once CalSAWS data masking procedures are changed to allow the use of pattern masking.

Suppression Rules

Unmasked Accounts

Suppression rules will be leveraged in unmasked accounts on all buckets that are classified as allowed to host PII data. Macie findings for these buckets will be suppressed.

Masked accounts

Initial implementation of Macie will not leverage any suppression rules in masked accounts. Rules can be added as operationalization of Macie continues and use cases are allowed. Such use cases will be reviewed with vendor and Consortium security and implemented via Change process.

Aggregation

Aggregation will be done to the Accenture centralized Security account:

Macie High Level Design
Coreapp-production-security (759141350787)

The following AWS documentation details the methodology for using Invitation based aggregations:

[Managing Amazon Macie accounts by invitation - Amazon Macie](#)

During deployment via Terraform, invites will be sent to child accounts from the Accenture security account, and upon acceptance, findings from Child accounts will be fed to a centralized view in the Security account. Security admins can view findings in a centralized view and asses findings from the entire CalSAWS S3 ecosystem.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-277314

ACL 22-71 Revised ICT NOAs M40-195B for RCA
Program

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/24/2024	1.0	Initial Draft	Sujit Neupane
09/20/2024	1.1	Make HA verbiage dynamic	Sujit Neupane
10/02/2024	1.2	Add RCA regulation	Sujit Neupane

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1 OVERVIEW

This effort is to add an approval reason to NOA M40-195B Intercounty Transfer (ICT) Notice of Transfer, Receiving for RCA program.

1.1 Current Design

CalSAWS implemented the 8/2022 version of the M40-195B ICT Receiving NOA with SCR CA-246966 but did not include RCA program.

1.2 Requests

Update M40-195B to the latest state 08/2022 version and accommodate RCA program.

1.3 Overview of Recommendations

1. Update the Intercounty Transfer (ICT) Notice of Transfer, Receiving: M40-195B NOA for RCA program.

1.4 Assumptions

1. SCR CA-246966 and CA-267396 implemented the ICT notice of Transfer, Receiving for CalWORKs.
2. SCR CA-277423 is adding remaining threshold languages for ICT NOAs M40-195B for RCA Program.

2 RECOMMENDATIONS

2.1 Update the Intercounty Transfer (ICT) Notice of Transfer, Receiving: M40-195B NOA for RCA program

2.1.1 Overview

Update M40-195B (08/2022)- Approval reason for 'ICT Notice of Transfer, Receiving' to accommodate for RCA program.

Reason Fragment Name and ID: ICT Notice of Transfer, Receiving (CW_AP_ICT_CW_APPR_A885A, ID: 7523)

State Form/NOA: M40-195B/NA200

Template Name: NA 290

Current NOA Template: CW_NOA_TEMPLATE (ID: 3026)

Current Program(s): CalWORKs

Current Action Type: Approval

Current Fragment Level: Program

Currently Repeatable: No

Include NA Back 9: Yes

Current Forms/NOAs Generated with this NOA: NA 200

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

2.1.2 Form/NOA Verbiage

Update NOA Reason Fragment XDP

Update "ICT Notice of Transfer, Receiving" reason fragment to accommodate for RCA program.

The following updates are being made to the reason fragment so that CalWORKs and RCA programs can use the same reason fragment:

1. Replace 'CalWORKs' with 'ProgramName' variable.
2. Update HA verbiage to be dynamic as it will only get generated for CalWORKs program and not RCA.

Updated Languages:

English, Chinese, Cambodian, Armenian, Spanish, Russian, Korean, Tagalog, Vietnamese.

NOA Mockups/Examples: See Supporting Documents #1

Description	Existing Text	Updated Text	Formatting*
Static	<p>{OldCounty} County has sent your CalWORKs case to our county. The cash aid payment for your first month of aid is \${BenefitAmount}. Your first day of cash aid in this county is {DateEligibilityBegins}.</p> <p>This letter has your new case number,</p>	<p>{OldCounty} County has sent your {ProgramName} case to our county. The cash aid payment for your first month of aid is \${BenefitAmount}. Your first day of cash aid in this county is {DateEligibilityBegins}.</p> <p>This letter has your new case number,</p>	Arial Font Size 10

	<p>worker or county information and telephone number. Please refer to this letter when you contact us.</p> <p>You will get a new electronic benefits transfer card (EBT) for the aid listed above. If you don't get a new EBT card, please contact our office.</p> <p>If you still have aid on your EBT card from your old county, you can use that card until the aid is gone. You will not be able to use your old EBT card for the aid listed above.</p> <p>You can apply for homeless assistance (HA) in this county if you are homeless.</p> <p>If you had any unpaid overpayments in your old county that were sent to us, our county will collect them. You will get a notice with the date we will start to collect. This notice will also explain how we will collect the overpayment.</p> <p>All reports you are required or choose to make, including your periodic reports and redeterminations should be made to the county listed in this notice.</p> <p>If you have any questions, please call:</p> <p>County name {NewCountyName}</p>	<p>worker or county information and telephone number. Please refer to this letter when you contact us.</p> <p>You will get a new electronic benefits transfer card (EBT) for the aid listed above. If you don't get a new EBT card, please contact our office.</p> <p>If you still have aid on your EBT card from your old county, you can use that card until the aid is gone. You will not be able to use your old EBT card for the aid listed above.</p>	
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	Telephone Number {NewPhoneNum} Case Number {CaseNumber}		
<Dynamic_HA_Verbiage>		You can apply for homeless assistance (HA) in this county if you are homeless.	Arial Font Size 10
Static		<p>If you had any unpaid overpayments in your old county that were sent to us, our county will collect them. You will get a notice with the date we will start to collect. This notice will also explain how we will collect the overpayment.</p> <p>All reports you are required or choose to make, including your periodic reports and redeterminations should be made to the county listed in this notice.</p> <p>If you have any questions, please call:</p> <p>County name {NewCountyName} Telephone Number {NewPhoneNum} Case Number {CaseNumber}</p>	

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

Figure 2.1.1 – NOA Reason Verbiage

2.1.3 Form/NOA Variable Population

1. Add Fragment Variable Population

All the variable population remains the same except the added new variable listed in the table below.

Variable Name	Population	Formatting*
ProgramName	Populate with the program name. For RCA program, it will be 'RCA' For CalWORKs program, it will be 'CalWORKs'.	Arial Font Size 10, Underlined

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

Variables Requiring Translations: None

2. Add Fragment Regulation

Add regulation for RCA program. CalWORKs regulation is unchanged.

RCA regulation: MPP 40-188, 40-190, 44-352, 69-215

3. Add NOA Title and Footer Reference for RCA Program

The following NOA details is applicable for RCA program only.

NOA Reference on Document List Page: ICT Approved

NOA Title: New NOA Title:

NOTICE OF ACTION

REFUGEE CASH ASSISTANCE (RCA) APPROVAL

NOA Title Requires Translations: Yes.

NOA Footer: No update to the NOA footer. Same as in CalWORKs program – 'M40-195B/NA200 (8/22)'

NOA Footer Requires Translations: No

2.1.4 Form/NOA Generation Conditions

1. Updates to Fragment Generation:

The only update to the generation condition is that this reason fragment should generate for the RCA program as well.

The following details are for RCA program only.

New NOA Template: RC_NOA_TEMPLATE (ID: 3036)

New Program Generation: Yes. For RCA.

Generation Type	Does this NOA reason currently generate prior to this effort?	Is this generation type being updated with this effort?
EDBC	Yes	Yes. Currently only generates for CalWORKs, now we want to generate for RCA as well.
Negative Action EDBC	No	No
Batch	No	No

Action Fragment: N/A for RCA program. For CalWORKs, continue generating action fragment if it generates any.

Message Fragment: N/A for RCA program. For CalWORKs, continue generating message fragment if it generates any.

2. Add/Update Fragment Section Generation

Section	Generation Conditions
<Dynamic_HA_Verbiage>	This fragment is generating only for CalWORKs program and not RCA.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.	NOA	M40-195B Mockup for RCA program approval	M40-195B-RCA-Mockup.pdf

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-277323

Add Individual Actions for Program-Level Medi-Cal Failure
Reasons

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Mohammad Dabbagh
	Reviewed By	Tiffany Huckaby

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
03/25/2024	1.0	Initial Design Setup	Mohammad Dabbagh
10/16/2024	2.0	Fragment being updated is failure to complete determination reason fragment	Mohammad Dabbagh

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1 OVERVIEW

The Medi-Cal program currently has program and individual level verbiage for failure reasons NOAs, and the program-level action NOA doesn't include the list needed on the individual-level.

1.1 Current Design

Currently the Medi-Cal program has program-level verbiage for some failure reasons. When these failure reasons are only applicable to specific persons, we do not currently list which persons are tied to these specific failure reasons.

1.2 Requests

Update the NOA logic to generate the appropriate Individual Action Fragment (fragment that lists the persons that are failing) whenever one of these program-level failure reasons generate at an individual level.

1.3 Overview of Recommendations

1. Update Action fragments to include verbiage that lists which person is tied to the generation of a specific Non-MAGI discontinuance reason that is generated on an individual level.
2. Update Action fragments to include verbiage that lists which person is tied to the generation of a specific Non-MAGI denial reason that is generated on an individual level.

1.4 Assumptions

1. The MAGI individual discontinuance reason verbiage will not be affected by this effort.
2. The MAGI individual denial reason verbiage will not be affected by this effort.
3. The Mixed Household discontinuance reason verbiage will not be affected by this effort.
4. The Mixed Household denial reason verbiage will not be affected by this effort.
5. The NOA generated for denial or discontinuance status will be based which program the individual is under: MAGI, Non-MAGI, or Mixed Household.
6. There are several variations of verbiage for Failure to Complete Determination/Redetermination (see CA-57452 for existing variations). Only the version listed in this SCR is missing verbiage to provide the names of the individuals impacted. The other existing variations are not impacted.
7. There are no other changes to this notice unless otherwise specified in the Recommendations.

2 RECOMMENDATIONS

2.1 Update NOA Action Fragment Recommendation

2.1.1 Overview

Updating a Non-MAGI Medi-Cal Discontinuance Action.

State Form/NOA: MC 239 A (05/07)

Program(s): Medi-Cal

Action Type(s): Discontinuance

Fragment Level: Person

Repeatable: No

Include MAGI NA Back 9: Yes

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

2.1.2 NOA Verbiage

Create Fragment XDP

Add new Medi-Cal Non-MAGI Discontinuance Fragment.

NOA Mockups/Examples: See Supporting Documents #1

Description	Text	Formatting*
Static	Medi-Cal benefits will be discontinued for: <Persons>	Arial, Font Size 10

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

2.1.3 NOA Variable Population

Add New Medi-Cal Action Fragment Variable Population

The new Medi-Cal Action Fragment will have one variable.

Variable Name	Population	Formatting*
Persons	The name(s) of the individual(s) who is having their benefits discontinued.	Arial, Font Size 10

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

Variables Requiring Translations: N/A

2.1.4 NOA Generation Conditions

1. Add Fragment Generation

This will generate for Non-MAGI NOAs when the failure to complete determination is generating.

*Technical Note: MAGI and Mixed Household (Non-MAGI/MAGI) already have the person listed.

Ordering on NOA: This will be before the Failure to complete determination reason fragment.

Section	Fragment ID	Fragment Filename
Reason	10216	MC_DN_TN_FAIL_COMPLETE_DETER_M904
Message	5037	MC_TN_MESSAGE1
	5045	MC_TN_BIC_MESSAGE

Regulations: Title 22, C.C.R. §50179;

2.2 Update NOA Action Fragment Recommendation

2.2.1 Overview

Updating a Non-MAGI Medi-Cal denial Action.

State Form/NOA: MC 239 A (05/07)

Program(s): Medi-Cal

Action Type(s): Denial

Fragment Level: Person

Repeatable: No

Include MAGI NA Back 9: Yes

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

2.2.2 NOA Verbiage

Create Fragment XDP

Add new Medi-Cal Non-MAGI Denial Fragment.

NOA Mockups/Examples: See Supporting Documents #2

Description	Text	Formatting*
Static	Medi-Cal eligibility has been denied for the following member(s) of your family: Name(s): <Persons>	Arial, Font Size 10

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

2.2.3 NOA Variable Population

Add New Medi-Cal Action Fragment Variable Population

The new Medi-Cal Action Fragment will have one variable.

Variable Name	Population	Formatting*
Persons	The name(s) of the individual(s) who is having their benefits denied.	Arial, Font Size 10

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

Variables Requiring Translations: N/A

2.2.4 NOA Generation Conditions

2. Add Fragment Generation

This will generate for Non-MAGI NOAs when the failure to complete determination is generating.

*Technical Note: MAGI and Mixed Household (Non-MAGI/MAGI) already have the person listed.

Ordering on NOA: This will be before the Failure to complete determination reason fragment.

Ordering on NOA:

Section	Fragment ID	Fragment Filename
Reason	10215	MC_DN_TN_FAIL_COMPLETE_DETER_M904
Message	5037	MC_TN_MESSAGE1

Regulations: Title 22, C.C.R. §50179;

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	NOA	Updated Medi-Cal discontinuance Action Fragment specific to individual Non-MAGI	MC_239A_T.pdf
2	NOA	New Medi-Cal denial Action Fragment specific to individual Non-MAGI	MC_239A_D.pdf

4 REQUIREMENTS

4.1 Project Requirements

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

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-277423

ACL 22-71 Add threshold languages for ICT
NOAs M40-195B for RCA Program

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Karuna Ganeri
	Reviewed By	Nagesha S

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
09/26/2024	1.0	Initial Draft	Karuna Ganeri

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1 OVERVIEW

The purpose of this change is to add additional threshold languages to NOA M40-195B Intercounty Transfer (ICT) Notice of Transfer, Receiving for RCA program.

1.1 Current Design

Currently CalSAWS does not have NOA M40-195B Intercounty Transfer (ICT) Notice of Transfer, Receiving for RCA program in all available threshold languages.

1.2 Requests

Update the Intercounty Transfer (ICT) Notice of Transfer, Receiving: M40-195B NOA for RCA program in the following threshold languages:

Languages Include: Arabic, Farsi, Hindi, Hmong, Japanese, Lao, Mien, Punjabi, Thai and Ukrainian.

1.3 Overview of Recommendations

Update the Intercounty Transfer (ICT) Notice of Transfer, Receiving: M40-195B NOA for RCA program in the following threshold languages.

Languages Include: Arabic, Farsi, Hindi, Hmong, Japanese, Lao, Mien, Punjabi, Thai and Ukrainian.

1.4 Assumptions

1. SCR CA-277314 implemented the ICT notice of Transfer, Receiving for RCA program for the languages: English, Chinese, Cambodian, Armenian, Spanish, Russian, Korean, Tagalog and Vietnamese.
2. The trigger conditions of the NOA Fragments for Threshold Generation remain the same and are not being updated.
3. The NOA templates remains the same and is not being updated.
4. The existing variable population is not being updated with this effort.

2 RECOMMENDATIONS

2.1 Update the Intercounty Transfer (ICT) Notice of Transfer, Receiving: M40-195B NOA for RCA program in threshold languages

2.1.1 Overview

This effort will update the Intercounty Transfer (ICT) Notice of Transfer, Receiving: M40-195B NOA for RCA program in additional threshold languages.

Reason Fragment Name and ID: ICT Notice of Transfer, Receiving (CW_AP_ICT_CW_APPR_A885A, ID: 7523)

State Form/NOA: M40-195B/NA200

Template Name: NA 290

Current NOA Template(s): CW_NOA_TEMPLATE (ID: 3026), RC_NOA_TEMPLATE (ID: 3036)

Current Program(s): CalWORKs, RCA

Current Action Type: Approval

Current Fragment Level: Program

Currently Repeatable: No

Include NA Back 9: Yes

Current Forms/NOAs Generated with this NOA: NA 200

Existing Languages: English, Chinese, Spanish, Vietnamese, Tagalog, Russian, Korean, Cambodian, Armenian.

Additional Languages: Arabic, Farsi, Hindi, Hmong, Japanese, Lao, Mien, Punjabi, Thai and Ukrainian.

2.1.2 Form/NOA Verbiage

Update NOA Reason Fragment XDP

Update "ICT Notice of Transfer, Receiving" reason fragment to accommodate for RCA program.

The following updates are being made to the reason fragment so that CalWORKs and RCA programs can use the same reason fragment:

1. Replace 'CalWORKs' with 'ProgramName' variable.
2. Update HA verbiage to be dynamic as it will only get generated for CalWORKs program and not RCA

Threshold Languages:

Arabic, Farsi, Hindi, Hmong, Japanese, Lao, Mien, Punjabi, Thai and Ukrainian.

NOA Mockups/Examples: Supporting Documents #1

2.1.3 Form/NOA Variable Population

Add Fragment Variable Population

Field Mappings: Use the same field mappings as per English for existing population logic.

Variables Requiring Translations: None

Add NOA Title and Footer Reference for RCA Program

The following NOA details is applicable for RCA program only.

NOA Reference on Document List Page: ICT Approved

NOA Title: English NOA Title:

NOTICE OF ACTION

REFUGEE CASH ASSISTANCE (RCA) APPROVAL

NOA Title Requires Translations: Yes.

NOA Title translations: Supporting Documents #1

Threshold Languages:

Arabic, Farsi, Hindi, Hmong, Japanese, Lao, Mien, Punjabi, Thai and Ukrainian.

NOA Footer: No update to the NOA footer. Same as in CalWORKs program - 'M40-195B/NA200 (8/22)'

NOA Footer Requires Translations: No

2.1.4 Form/NOA Generation Conditions

No updates to existing trigger conditions.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.	NOA	M40-195B Mockup for RCA program approval	Fragments_Verbiage_and_NOA_Title.xlsx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	<p>The LRS shall produce various notices, NOAs, forms, letters, stuffers and flyers, including:</p> <ul style="list-style-type: none">a. Appointment notices;b. Redetermination, Recertification and/or Annual Agreement notices and forms;c. Other scheduling notices (e.g., quality control, GR hearings and appeals);d. Periodic reporting notices;e. Contact letters;f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;g. Information notices and stuffers;h. Case-specific verification/referral forms;i. GR Vendor notices;k. Court-mandated notices, including Balderas notices;l. SSIAP appointment notices;m. Withdrawal forms;n. COLA notices;o. Time limit notices;p. Transitioning of aid notices;q. Interface triggered forms and notices (e.g., IFDS, IEVS);r. Non-compliance and sanction notices;s. Benefit issuance and benefit recovery forms and notices, including reminder notices;t. Corrective NOAs on State Fair Hearing decisions;u. CSC paper ID cards with LRS-generated access information; andv. CSC PIN notices.	<ul style="list-style-type: none">• NOA M40-195B Intercounty Transfer (ICT) Notice of Transfer, Receiving is being updated to accommodate RCA program in threshold languages.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-278547

Update the Living Arrangement Detail page to allow a departure date one day in the future

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Erika Kusnadi-Cerezo
	Reviewed By	Matther Lower, Michael Wu, Himanshu Jain and Chitra Barsagade.

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
10/02/2024	1.0	Initial	Kusnadi.E
10/16/2024	1.1	Update based on DHCS feedback: <ul style="list-style-type: none"> Added the SCR that will update the Living Arrangement page to allow a departure date more than one day greater than the current date. Updated the new validation message to: 'Departure Date – Date cannot be more than one day greater than current date.' this applies to Section 2.1.2 and Section 2.1.3 	Kusnadi.E

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1 OVERVIEW

1.1 Current Design

Currently, users are not able to enter a date in the future for the Departure Date field as a validation will be thrown. This SCR will allow users to enter a date that is one day in the future for the Departure Date field found on the Living Arrangements Detail page.

1.2 Requests

Allow users to enter a date that is one day in the future for the Departure Date field found on the Living Arrangements Detail page.

1.3 Overview of Recommendations

1. Update the validation message 'Departure Date – Date cannot be greater than current date' to allow users to enter a date that is one day in the future.

1.4 Assumptions

1. All existing functionalities will remain the same unless called out as part of this SCR.
2. No impact to Batch and the EW 32 as it will continue to be sent the next day when the record gets created/updated on a weekend or the holiday.
3. No impact to the existing logic on the generation of the EW 32 transaction.
4. SCR CA-283783 will address the request to allow user to enter a departure date greater than one day in the future.

2 RECOMMENDATIONS

2.1 Living Arrangements Detail

2.1.1 Overview

The Living Arrangements Detail page allow users to add or edit a living arrangement. Currently, users are not able to enter a future date on the Departure Date field. This SCR will update the Living Arrangements Detail page to allow users to enter a date that is one day in the future.

2.1.2 Living Arrangements Detail page Mockup

Living Arrangements Detail

*- Indicates required fields

Save and Return Cancel

- **Departure Date** - Date cannot be more than one day greater than current date.

Change Reason

New Change Reason: * Intake

New Reported Date: * 10/01/2024

Change Reason: Intake

Reported Date: 10/01/2024 View

Name: * Mouse, Mickey 42M

Living Arrangement Type: * Incarcerated

Name of Location (Institution, Center, Shelter, Facility, etc.): West Valley Detention Center

Arrival Date: * 10/01/2024

Departure Date: 10/17/2024

Expected Date of Release:

Figure 2.1.1 – Living Arrangements Detail page

2.1.3 Description of Changes

1. Update the validation message 'Departure Date – Date cannot be greater than current date.' to 'Departure Date – Date cannot be more than one day greater than current date.'
2. Update the logic for the validation to be triggered when the user enters a date that is one day greater than the current date on the Departure Date field.

Examples:

- If the current date is 10/02/2024 user will get the validation when they enter a date of 10/04/2024 or greater.
- If the current date is 10/02/2024 user will not get the validation when they enter a date of 10/03/2024.

2.1.4 Page Location

- **Global: Eligibility**
- **Local: Customer Information**
- **Task: Living Arrgmt**

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

N/A

2.1.7 Accessibility

Accessibility was assessed and no changes are needed for the Living Arrangements Detail page.

2.1.8 Page Usage/Data Volume Impacts

N/A

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.5.2.19	The LRS shall allow COUNTY-specified Users to collect information necessary to determine resource eligibility for institutional spouses who have a spouse living in the community, following the Medi-Cal-unique Spousal Impoverishment policy and provisions.	Updating the Living Arrangement Detail page to allow user to enter a date 1 day in the future from the system date as the date of departure.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-279244

MEDIL 21-31 CalHEERS eHIT: Alternate Format
Options Phase II

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Cynthia Ridley
	Reviewed By	Renee Gustafson, Maksim Volf, Dylan Patel, Geetha Ramalingam, William Baretsky

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/28/2024	.01	Initial Design	Cynthia Ridley
09/05/2024	.02	Initial Design Review with Build/Test	Cynthia Ridley
09/16/2024	.03	Initial Design Review with Analysts	Cynthia Ridley
09/17/2024	.04	Submitted Design for Analyst final review	Cynthia Ridley
09/17/2024	.05	Submitted Design for Build/Test final review	Cynthia Ridley
09/23/2024	.06	Made updates based on Analysts feed back and clarifications to recommendation 2.3.2.	Cynthia Ridley
09/25/2024	.07	Added a new recommendation under 3.1.d to include individuals who have an Accommodation Preference of 'Other Alternate Format' and add County Action	Cynthia Ridley
09/25/2024	1.0	Submitted for Committee Review	Cynthia Ridley
10/08/2024	1.1	Updated Design to remove the Page Mapping from recommendation 2.1.8.	Cynthia Ridley

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1 OVERVIEW

The Department of HealthCare Services (DHCS) introduced Medi-Cal Eligibility Division Information Letter (MEDIL) 21-31 Alternate Formats Request Process for Visually Impaired Applicants and Beneficiaries, which instructs counties on how to provide visually impaired Medi-Cal applicants and beneficiaries with effective communication through alternative formats. The purpose of this document is to enhance the functionality introduced with CA-271355 MEDIL 21-31 CalHEERS eHIT: Alternate Format Options released in 24.09.

1.1 Current Design

CA-271355 MEDIL 21-31 CalHEERS eHIT: Alternate Format Options introduced functionality in CalSAWS to allow a user to enter a Requested Alternate Medi-Cal Correspondence in the 'Special Circumstances' page when an individual indicates an alternate format of communication is needed. Currently, the system displays a 'Special Circumstances' icon on the 'Special Circumstances' Detail page, and the 'Case Summary' page, indicating the individual has a 'Special Circumstance' request.

CalHEERS sends Alternate Format of Communication in eHIT when an individual has indicated within CalHEERS a request for an alternate format of Communication. CalSAWS does not have a way to immediately identify when an individual has requested an Alternate Format of Communication.

CalSAWS displays when an individual has indicated the need for an accommodation preference on the Special Circumstances Detail page. There are certain accommodation preferences that indicate a need for a requested alternate Medi-Cal correspondence.

1.2 Requests

Add the 'Special Circumstances' icon to the MAGI Referral Detail page to allow a County Eligibility Worker (CEW) the ability to immediately identify when an individual has indicated a request for an alternate format of communication in a Determination of Eligibility Response (DER/DER-U).

Update CalSAWS to communicate with CalHEERS via the Eligibility Determination Request (EDR) if an individual has indicated an alternate format of communication for Medi-Cal.

Perform a one-time data change request to update the Requested Alternate Medi-Cal Correspondence section when there is a corresponding Accommodation Preference listed on the Special Circumstances Detail page.

1.3 Overview of Recommendations

1. Update the MAGI Referral Detail page to display the 'Special Circumstances' icon when an 'Alternate Format of Communication' is received in a DER from CalHEERS.

2. Update eHIT logic to send the Alternate Format Indicator as 'No' in the eHIT when no value is present.
3. Update the 'Requested Alternate Medi-Cal Correspondence' section on the 'Special Circumstances' page with the 'Communication Format' for individuals who have an Accommodation Preference selected corresponding to an Alternate Format of Communication.
4. Generate a one-time list of individuals who's Requested Alternate Medi-Cal Correspondence' record was not able to be updated

1.4 Assumptions

1. e-data framework will be added with CA-237792 Alternate Formats Request Process for Visually Impaired Applicants and Beneficiaries with release 25.03.

2 RECOMMENDATIONS

2.1 MAGI Referral Detail Page

2.1.1 Overview

Update the MAGI Referral Detail Page to display the 'Special Circumstances' icon when Alternate Format of Communication is present in the DER/DER-U.

2.1.2 MAGI Referral Detail Page Mockup


▼ Case Members					
Name	DOB	SSN	CIN	Non-Compliance	CalSAWS Person
Koffman, Jennifer 23F 	10/15/2000	558-99-0499	577508729		Yes
Koffman, Janice 4F	06/14/2020	557-41-9799	577556207		Yes

Figure 2.1.1 – 'Case Members' Section on the MAGI Referral Detail Page with the 'Special Circumstances' Icon displayed when a Preferred Alternate Communication Format is present in the DER/DER-U

2.1.3 Description of Changes

1. Add the 'Special Circumstances' icon on the MAGI Referral Detail Page under the 'Case Members' section as shown in figure 2.1.1.
 - a. Display the 'Special Circumstances' icon on the right side of the 'Name' value as shown in Figure 2.1.1.
 - b. Display the 'Special Circumstances' icon when the 'Preferred Alternate Communication Format' element is received in the DER/DER-U.
 - i. Preferred Alternate Communication Format is received as 'AlternateFormatCode'
2. Update the 'Non-Compliance' and 'CalSAWS Person' fields to wrap around and display on two lines as shown in Figure 2.2.1.

2.1.4 Page Location

- **Global:** Case Info
- **Local:** e-Tools
- **Task:** MAGI Referral Search -> Initiated Date hyperlink for a 'Referral' 'Determination Change', or 'Determination Response'

- **Global:** Case Summary
- **Local:** IAT Summary
- **Task:** Initiated Date hyperlink for a 'Determination Response'

2.1.5 Security Updates

No Changes

2.1.6 Page Mapping

N/A

2.1.7 Accessibility

This page has been assessed for Accessibility requirements and meets the Accessibility standards.

2.1.8 Page Usage/Data Volume Impacts

No Change

2.2 eHIT

2.2.1 Overview

Update eHIT logic to send the Alternate Format Indicator as 'No' in the eHIT when no value is present.

2.2.2 Description of Change

1. Update eHIT outbound logic to send the 'Alternate Format Indicator' value in the EDR as 'No' as follows:
 - a. When there is no 'AlternateFormatCode' value selected from the Special Circumstances Page,
OR
 - b. When the 'AlternateFormatCode' value is updated from any value to a value of 'Blank' on the Special Circumstances page.

2.2.3 Interface Partner

CalHEERS

2.2.4 eHIT Schema Version

Version 21

2.3 Data Change to Apply the Requested Alternate Medi-Cal Correspondence

2.3.1 Overview

Perform a one-time data change to pre-populate the 'Communication Format' field in the 'Requested Alternate Medi-Cal Correspondence' section on the 'Special Circumstances' page with the corresponding Accommodation Preference selected under the 'Accommodation Preferences' section.

2.3.2 Description of Change

1. Run a one-time data change to update the 'Requested Alternate Medi-Cal Correspondence' section as follows:
 - a. Identify the Special Circumstances 'Accommodation Preferences' with all the following criteria:
 - i. The Medi-Cal program is Active
 - ii. At least one individual is Active MEM with an 'Accommodation Preference' selected for only one of the below fields:
 1. Audio CD

2. Braille
 3. Data DVD
 4. Large Print
- iii. Exclude individuals with more than one 'Accommodation Preference' selected.

Note: Accommodation Preferences not listed above are not considered for this change.

2. Update the Requested Alternate Medi-Cal Correspondence field with the corresponding 'Accommodation Preference' selected.
 - a. For the Accommodation Preference 'Audio CD' and 'Data DVD' update as follows:
 - i. Audio CD = Audio Electronic Format – CD
 - ii. Data DVD = Data Electronic Format - CD

Example: Accommodation Preference field 'Braille' has a checkmark, update the Communication Format field with the 'Braille' drop down option' in the Requested Alternate Medi-Cal Correspondence section.

2.3.3 Estimated Number of Records Impacted/Performance

7,067

3 OUTREACH

List will be generated after the data change is run from recommendation 2.3.1

3.1 Lists

List Name: Individuals whose Requested Alternate Medi-Cal Correspondence was not updated.

List Criteria: List includes an individual that meets the following criteria:

- a. Medi-Cal Program and Program person is Active
- b. Individual is an Active MEM
- c. Any individual who has an 'Accommodation Preference' record where more than one of the following fields is selected:
 - i. Audio CD
 - ii. Braille
 - iii. Data DVD
 - iv. Large Print
- d. Any individual who has an 'Accommodation Preference' record of 'Other Alternate Format' selected.

Standard Columns:

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

Additional Column(s):

- Person Name
Note: Person Name Format is <First Name Last Name>
- DOB
- Accommodation Preferences – List all selected accommodation preferences in alphabetical order separated by comma.
 - **Example:** Audio CD, Data DVD

Frequency: One-time

County Action: Counties can use this list to review the Accommodation Preference options to determine if further action should be taken to update the Requested Alternate Medi-Cal Correspondence value.

The list will be posted to the following location: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2025>CA-279244

CalSAWS

California Statewide Automated Welfare System

Design Document

CA 280717

Display the Processing Delay Reason when
CalFresh Application is Dispositioned Over 30
Days Regardless of Reason

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Satish Kumar
	Reviewed By	Business Analyst

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/08/2024	1.0	Initial Draft	Satish Kumar

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1 OVERVIEW

This document identifies required changes to CalSAWS system to correctly display the processing delay reason when a CalFresh application is dispositioned over 30 days from the application date regardless of reason.

1.1 Current Design

At present the CalSAWS system displays the 'Processing Delay Reason' field for the user to select whether the delay was county or customer caused when either of the following occur:

- The CalFresh application is dispositioned over 30 days and there is a budget section of the EDBC summary.
- The user does a Manual EDBC for the Initial benefit month, the processing delay reason does not get displayed for future months.

The following are examples of when the 'Processing Delay Reason' field is or is not displayed.

Example 1: When EDBC is run for the initial month of the CalFresh application and it is after 30 days from the application date, the 'Processing Delay Reason' field is displayed as shown below.

The screenshot shows the CalSAWS system interface. At the top, the 'Case Name' is 'Kumar Indv' and the 'Case Number' is 'M101B09'. The 'Eligibility' tab is selected. The 'Processing Delay Reason' field is highlighted with a red box. Below this, the 'Expedited Service Processing Delay Reason' field is also visible. The 'Property Eligibility' section shows a table with columns for 'Regular' and 'Result'. The 'Gross Income Eligibility' section is also visible.

Property Eligibility	Regular
Data Month Property:	\$ 0.00
Benefit Month Property:	\$ 0.00
Property Limit:	\$ 2,750.00
Result:	Waived

Gross Income Eligibility	Regular
--------------------------	---------

Example 2: When the user does a Negative Action for the CalFresh program, the 'Processing Delay Reason' field is **not** displayed when running EDBC after 30 days from the application date.

CalSAWS Case Name: Case Name Case Number: B05SV65 Journal Tasks Help Resources Page Mapping Imaging Log Out

Los Angeles SYS1

Case Info Eligibility Empl. Services Child Care Resource Databank Fiscal Special Units Reports Client Corresp. Admin Tools

Case Summary

Case Number: Go

Person Search
EBT Account Search
Application Registration
Case Summary
Contact
Authorized Representative
Application Questions
Negative Action
New Program
New Person
Hide Person
EBT Account List
EBT Theft List
Issuance History
Auxiliary Authorization List
Expungement History
Child Support Collections

Negative Action Detail

* - Indicates required fields

Benefit Month: *
10/2024

CalFresh ☒ Run EDBC for this program

☒ Person SSN Date of Birth
☒ MALYS, JULIOUS 77F 901-19-5412 03/11/1947

Negative Action Reason:
Failed to Complete Determination

Timely Notice Exception: *
No

Run EDBC

This Type 1 page took 0.83 seconds to load.

CalSAWS Case Name: Case Name Case Number: B05SV65 Journal Tasks Help Resources Page Mapping Imaging Log Out

Los Angeles SYS1

Case Info Eligibility Empl. Services Child Care Resource Databank Fiscal Special Units Reports Client Corresp. Admin Tools

Case Summary

Case Number: Go

Person Search
EBT Account Search
Application Registration
Case Summary
Contact
Authorized Representative
Application Questions
Negative Action
New Program
New Person
Hide Person
EBT Account List
EBT Theft List
Issuance History
Auxiliary Authorization List
Expungement History
Child Support Collections
Time Limit Aid Summary
Case Flag

EDBC List

Display by:
Program: Type Reason: Run Status: From: 09/2024 To: 11/2024 View

Search Results Summary Results 1 - 4 of 4

Begin Month	End Month	Program	Type	Run Status	Auth Amount	Date Run	EDBC Source
04/2006		General Assistance/General Relief	Regular	Accepted - Saved	Fail	02/28/2006	Conversion
02/2023		Medi-Cal	Regular	Accepted - Saved	Fail	03/13/2023	Online EDBC Rules
01/2024		CalFresh	Regular	Accepted - Saved	23.00	12/10/2023	Batch EDBC Rules
10/2024		CalFresh	Regular	Not Accepted	Fail	09/16/2024	Online EDBC Rules

Cancel

This Type 1 page took 1.32 seconds to load.

CalSAWS

Case Name: Case Name

Case Number: B0S5V65

Journal

Tasks

Help

Resources

Page Mapping

Imaging

Log Out

Los Angeles
SYS1

Case Info

Eligibility

Empl. Services

Child Care

Resource Databank

Fiscal

Special Units

Reports

Client Corresp.

Admin Tools

Case Summary

Case Number:

Go

Person Search

EBT Account Search

Application Registration

Case Summary

Contact

Authorized Representative

Application Questions

Negative Action

New Program

New Person

Hide Person

EBT Account List

EBT Theft List

Issuance History

Auxiliary Authorization List

Expungement History

Child Support Collections

Time Limit Aid Summary

Case Flag

Special Circumstances

Legacy Case

Confidentiality

ICT Summary

IAT Summary

MAGI Case Search

CalFresh EDBC Summary

* - Indicates required fields

Change Reason

Accept

Cancel

Begin Month	End Month	Run Date	Run Status	Accepted By
10/2024		09/16/2024	Not Accepted	Satish Kumar

EDBC Information

Reporting Type Reason:

Type: Regular

Recalculation: No

Program Configuration

System Determination

EDBC Source: Online EDBC Rules

Program Status: Discontinued

SUAS Eligible: No

Program Type: Regular

Program Status Reason: Failed to Complete Determination

Note: Overridden rows are in bold.

Name	DOB	Role	Role Reason	Status	Status Reason
MALYS, JULIOUS 77F	03/11/1947	MEM		Discontinued	Failed to Complete Determination

Override Program Configuration

Reporting Configuration

Name	Adult/Child	Claiming
No Data Found		

Work Registration

Example 3: When the user does a Manual EDBC run for the initial application month, the 'Processing Delay Reason' field is displayed in the **Program Configuration** List page.

CalSAWS Case Name: Kumar Indv Case Number: M101B09 Journal Tasks Help Resources Page Mapping Imaging Log Out

San Bernardino SYS1 Case Info **Eligibility** Empl. Services Child Care Resource Databank Fiscal Special Units Reports Client Corresp. Admin Tools

Customer Information

Case Number: Go

Person Search

► Non Financial

► Financial

Verifications

MC 355

EBT Account List

Run EDBC

Manual EDBC

Needs

Service Arrangements

► ABAWD

EDBC Results

Create Manual EDBC

*- Indicates required fields

Benefit Month: * 07/2024 Manual EDBC Reason: * New Policy

☒ Program Status Run Reason

☒ CalFresh Pending

Create Manual EDBC Cancel

This Type 1 page took 0.83 seconds to load.

CalSAWS Case Name: Kumar Indv Case Number: M101B09 Journal Tasks Help Resources Page Mapping Imaging Log Out

San Bernardino SYS1 Case Info **Eligibility** Empl. Services Child Care Resource Databank Fiscal Special Units Reports Client Corresp. Admin Tools

Customer Information

Case Number: Go

Person Search

► Non Financial

► Financial

Verifications

MC 355

EBT Account List

Run EDBC

Manual EDBC

Needs

Service Arrangements

► ABAWD

EDBC Results

CalFresh EDBC (Manual)

*- Indicates required fields

Accept Cancel

Begin Month	End Month	Run Date	Run Status	Accepted By
07/2024		09/16/2024	Not Accepted	Satish Kumar

EDBC Information

Type: Regular

Recalculation: No

Program Configuration

Override Reason: New Policy

System Determination

EDBC Source: Manual

Program Status: Pending

Note: Overridden rows are in bold.

Name	DOB	Role	Role Reason	Status	Status Reason
Indv, Kumar, 33M	01/01/1991	MEM		Pending	

Set Program Configuration

► Reporting Configuration

Aid Payment

Unit Size:

Maximum Allotment: 0.00

CalSAWS

Case Name: Kumar Indv

Case Number: M101B09

Journal

Tasks

Help

Resources

Page Mapping

Imaging

Log Out

San Bernardino
SYS1

Case Info

Eligibility

Empl. Services

Child Care

Resource Databank

Fiscal

Special Units

Reports

Client Corresp.

Admin Tools

User System Configuration

Categorically Eligible:

Meets ESAP Criteria:

Household Category: *

SUAS Eligible:

Processing Delay Reason:

Expedited Service Processing Delay Reason: *

Aid Code:

Program Type: *

Program Status:

Program Status Reason:

Reporting Type:

Reporting Type Reason:

Clear

Program Configuration

Note: System determined rows are in bold after user edit.

Name	Role	Role Reason	Status	Status Reason
Indv, Kumar 33M	MEM		Pending	

Edit

Save and Return

Cancel

This Type 1 page took 1.92 seconds to load.

Example 4: When the user does a Manual EDBC for the month after the initial month of application (the initial application month is still pending) the processing delay reason is **not** displayed in the **Program Configuration List** page. In the example below the application month is July, but the user does a Manual EDBC for August benefit month, while leaving July pending.

CalSAWS Case Name: Kumar Indv Case Number: M101B09 Journal Tasks Help Resources Page Mapping Imaging Log Out

San Bernardino SYS1 Case Info **Eligibility** Empl. Services Child Care Resource Databank Fiscal Special Units Reports Client Corresp. Admin Tools

Customer Information

Case Number: Go

Person Search

► Non Financial

► Financial

Verifications

MC 355

EBT Account List

Run EDBC

Manual EDBC

Needs

Service Arrangements

► ABAWD

EDBC Results

Create Manual EDBC

*- Indicates required fields

Benefit Month: * 08/2024

Manual EDBC Reason: * New Policy

Program	Status	Run Reason
<input checked="" type="checkbox"/> CalFresh	Pending	

Create Manual EDBC Cancel

This Type 1 page took 0.83 seconds to load.

CalSAWS Case Name: Kumar Indv Case Number: M101B09 Journal Tasks Help Resources Page Mapping Imaging Log Out

San Bernardino SYS1 Case Info **Eligibility** Empl. Services Child Care Resource Databank Fiscal Special Units Reports Client Corresp. Admin Tools

Customer Information

Case Number: Go

Person Search

► Non Financial

► Financial

Verifications

MC 355

EBT Account List

Run EDBC

Manual EDBC

Needs

Service Arrangements

► ABAWD

EDBC Results

EDBC List

Display by:

Program: Type Reason: Run Status: From: 07/2024 To: 09/2024 View

Cancel

Search Results Summary Results 1 - 1 of 1

Begin Month	End Month	Program	Type	Run Status	Auth Amount	Date Run	EDBC Source
08/2024		CalFresh	Regular	Not Accepted	0.00	09/16/2024	Manual

Cancel

This Type 1 page took 0.88 seconds to load.

CalSAWS

Case Name: Kumar Indv

Case Number: M101B09

Journal

Tasks

Help

Resources

Page Mapping

Imaging

Log Out

San Bernardino SYS1

Case Info

Eligibility

Empl. Services

Child Care

Resource Databank

Fiscal

Special Units

Reports

Client Corresp.

Admin Tools

Customer Information

Case Number:

Go

Person Search

► Non Financial

► Financial

Verifications

MC 355

EBT Account List

Run EDBC

Manual EDBC

Needs

Service Arrangements

► ABAWD

EDBC Results

CalFresh EDBC (Manual)

*- Indicates required fields

Accept

Cancel

Begin Month	End Month	Run Date	Run Status	Accepted By
08/2024		09/16/2024	Not Accepted	Satish Kumar

EDBC Information

Type: Regular

Recalculation: No

Program Configuration

Override Reason: New Policy

System Determination

EDBC Source: Manual

Program Status: Pending

Note: Overridden rows are in bold.

Name	DOB	Role	Role Reason	Status	Status Reason
Indv, Kumar 33M	01/01/1991	MEM		Pending	

Set Program Configuration

► Reporting Configuration

Aid Payment

Unit Size:

Maximum Allotment:

CFAP:

Potential Allotment:

Previous Potential Allotment:

Overissuance Adjustment Amount

Authorized Amount

Overissuance

Pay Code:

Delivery Method: *

Mail

Immediacy Indicator: *

Routine

Issuance Method:

Get Allotment

Calculate

Accept

Cancel

This Type 1 page took 0.77 seconds to load.

CalSAWS

Case Name: Kumar Indv

Case Number: M101B09

Journal

Tasks

Help

Resources

Page Mapping

Imaging

Log Out

San Bernardino SYS1

Case Info

Eligibility

Empl. Services

Child Care

Resource Databank

Fiscal

Special Units

Reports

Client Corresp.

Admin Tools

Customer Information

Case Number:

Go

Person Search

► Non Financial

► Financial

Verifications

MC 355

EBT Account List

Run EDBC

Manual EDBC

Needs

Service Arrangements

► ABAWD

EDBC Results

Program Configuration List

*- Indicates required fields

Save and Return

Cancel

System Determination

EDBC Source Code:

Manual

Aid Code:

Categorically Eligible:

No

Meets ESAP Criteria:

Household Category:

SUAS Eligible:

Program Type:

Program Status:

Pending

Program Status Reason:

Reporting Type:

Reporting Type Reason:

User System Configuration

Categorically Eligible:

Meets ESAP Criteria:

Household Category: *

- Select -

SUAS Eligible:

Aid Code:

Program Type: *

- Select -

Program Status:

Program Status Reason:

Reporting Type:

Reporting Type Reason:

Clear

Program Configuration

Note: System determined rows are in bold after user edit.

Name	Role	Role Reason	Status	Status Reason
Indv, Kumar 33M	MEM		Pending	

Edit

Save and Return

Cancel

This Type 1 page took 1.52 seconds to load.

1.2 Requests

Display the processing delay reason if:

- The CalFresh application when it is dispositioned over 30 days regardless of whether it is a Financial or Non-Financial reason.
- A user does a manual EDBC for the subsequent month and the Initial benefit month is still pending.

1.3 Overview of Recommendations

Modify and update the logic in the CalFresh processing delay reason to:

- a) Display the processing delay reason in the CalFresh EDBC summary screen, when the CalFresh application is dispositioned over 30 days even when the program is denied for non-financial reason.
- b) Display the processing delay reason when the user does a manual EDBC for subsequent month and the initial benefit month is still pending (EDBC is run for a month after the application BDA and that EDBC Run Date is later than program application date.)

1.4 Assumptions

1. Processing delay reason will only display when the CalFresh program is pending.

2 RECOMMENDATIONS

2.1 CalFresh EDBC: Processing Delay Reason

2.1.1 Overview

Logic in the CalFresh EDBC summary screen must be modified to display Processing Delay Reason.

2.1.2 Description of Changes

Modify the logic to correctly display the processing delay reason in the CalFresh EDBC summary screen.

Processing delay reason is currently displayed only if the EDBC is run for the application month and the application status is pending, this logic must be modified to:

1. Display the processing delay reason when the CalFresh application is dispositioned over 30 days even when the program closes for non-financial reason.
2. Display the processing delay reasons for CalFresh application where the user ran a Manual EDBC for a month after the application BDA month and that EDBC Run Date is later than program application date.

2.1.3 Page Location

- **Global:** Eligibility
- **Local:** Customer information
- **Task:** Run EDBC

2.1.4 Programs Impacted

CalFresh

3 OUTREACH

3.1 Lists

This list is for county information. A list of effected CalFresh cases will be provided where processing delay reason is not displayed for CalFresh application dispositioned for over 30 days. List requires the data from C IV migration date, i.e. from 09/2021.

List Name: List_of_CF_Cases_Where_Processing_Delay_Reason_Is_Not_Displayed

List Criteria: Pull the list of CalFresh cases where processing delayed reason is Null for the

- CalFresh application dispositioned over 30 days regardless of whether it is a Financial or Non-Financial reason. Compare the Application date and approval/denial date. Search in the Event table.
- CalFresh cases where the user ran a Manual EDBC for a month after the application BDA and that EDBC Run Date is later than the Run Date for the initial month of application. Earliest approval or denial reason attached to case for manual EDBC.

Standard Columns:

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

Additional Column(s): Application Date, EDBC Run Disposition Date

Frequency: One-time

Note: Have separate spreadsheet for every year data from 2021.

The list will be posted to the following locations:

System	Path
CalSAWS	CalSAWS Web Portal>System Changes>SCR and SIR Lists>2025>CA-280717

CalsAWS

California Statewide Automated Welfare System

Design Document

CA-282196

Update CF 886 to Trigger When an Individual
is Added to an Ongoing CF Case

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Nithin B Halesh
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
09/10/2024	1.0	Initial Revision	Nithin B Halesh

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1 OVERVIEW

The worker is required to send the CF 886 to CalFresh individuals that are not exempt from Work Registration or ABAWD work requirements at intake, redetermination, or if they were previously exempt from either and currently non-exempt.

1.1 Current Design

The system generates CF 886 via EDBC to CalFresh individuals that are not exempt from Work Registration or ABAWD work requirements at Intake, Recertification and when the individual becomes a non-exempt work registrant or non-exempt ABAWD.

1.2 Requests

Update the system to trigger the CF 886 when an individual is added to an ongoing CF case or when an excluded individual becomes an active member, and the individual is a non-exempt work registrant or non-exempt ABAWD.

1.3 Overview of Recommendations

Update the system to trigger the CF 886 when an individual is added to an ongoing CF case or when an excluded individual becomes an active member, and the individual is a non-exempt work registrant or non-exempt ABAWD.

2 RECOMMENDATIONS

2.1 Update CF 886 trigger condition

2.1.1 Overview

With this effort, the CF 886 will be triggered when an individual is added to an ongoing CF case or when an excluded individual becomes an active member, and the individual is a non-exempt work registrant or non-exempt ABAWD.

State Form/NOA: CF 886 (11/23)

Program(s): CalFresh

Include NA Back 9: N

Languages: EN, SP

Forms Category: NOA

Template Repository Visibility: Visible

2.1.2 Form/NOA Verbiage

There is no change in the form verbiage.

2.1.3 Form/NOA Variable Population

There is no change in the form variable population.

2.1.4 Form/NOA Generation Conditions

Current generation conditions.

Scenario 1

1. CalFresh Program is currently active.
2. Program was previously in pending status.
3. At least one active member on the program is a non-exempt Work Registrant or non-exempt ABAWD.

Scenario 2

1. CalFresh Program is active.
2. EDBC run reason is RE.
3. At least one active member on the program is a non-exempt Work Registrant or non-exempt ABAWD. (See Technical Note)

Scenario 3

1. CalFresh Program is active.
2. At least one currently Active member had a change in status.
 - a) Current active member had a prior status of Non-ABAWD or Exempt ABAWD and currently has a status of ABAWD.
 - b) Current active member was previously an exempt Work Registrant currently is now Mandatory.

New generation condition to be added:

Scenario 4

1. CalFresh Program is active.
2. An individual is added to an ongoing CF case, or an excluded individual becomes an active member.
3. At least one newly added active member on the program is a non-exempt Work Registrant or non-exempt ABAWD.

Technical Note: ABAWD person is a person that has the status as ABAWD which is listed on the EDBC Summary page and or ABAWD Requirement Summary page. CalFresh Worker Registrant person is a person that is listed in the Worker Registrant Page under non-financial, has a type of CFWR, and has a status of Mandatory.

1. Add Form Control

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

2. Add Form Print Options and Mailing Requirements

Following are the available print options

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

Mailing Requirements:

Mail-To (Recipient): Primary Applicant of the CalFresh Program

Mailed From (Return): CalFresh Program Worker's Office Address

Mail-back-to Address: N/A

Outgoing Envelope Type: Standard

Return Envelope Type: N/A

Additional Requirements:

Special Paper Stock: N

Enclosures: N

Electronic Signature: N

Electronic Signature (IVR/Text): N

Check to Sign: N

Post to Self Service Portal (SSP): Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment



California Statewide Automated Welfare System

Design Document

CA-282492

Add M40-171B to the Template Repository

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Raghunandan K V
	Reviewed By	Nagesha S

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
09/16/2024	1.0	Initial Draft	Raghunandan K V

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1 OVERVIEW

The purpose of this change is to add the Denial NOA M40-171B (5/91) Refusal to Cooperate to CalSAWS Template Repository in English and available threshold languages.

1.1 Current Design

Currently the M40-171B (5/91) Refusal to Cooperate Denial NOA is not available in CalSAWS Template Repository.

1.2 Requests

Add the M40-171B (5/91) Refusal to Cooperate Denial NOA in English and available threshold languages to the CalSAWS Template Repository.

Languages Include: English, Spanish, Chinese, Russian and Vietnamese.

1.3 Overview of Recommendations

Add the M40-171B (5/91) Refusal to Cooperate Denial NOA in English and available threshold languages in CalSAWS Template Repository.

Languages Include: English, Spanish, Chinese, Russian and Vietnamese.

1.4 Assumptions

1. No variables will be populated on M40-171B (aside from the standard header and footer information).
2. All fields (blank or prepopulated) will be editable.
3. Supporting Documents section references attachments found on Jira.
4. Refer M40-181E form for State Hearing, Medi-Cal and CalFresh texts.

2 RECOMMENDATIONS

2.1 Add M40-171B (5/91) to Template Repository in all available languages

2.1.1 Overview

This effort will add the M40-171B (5/91) Refusal to Cooperate Denial NOA in English and available threshold languages to CalSAWS Template Repository.

State Form: M40-171B (5/91)

Programs: CalWORKs

Forms Category: NOA

Template Repository Visibility: All counties

Form Number: M40-171B - NA 290

Form Title (Document List Page Displayed Name):

Refusal to Cooperate, Deny

Imaging Form Name: Refusal to Cooperate Deny

Imaging Document Type: Notification/NOA

Imaging Case/Person: Case

2.1.2 Form Verbiage

Create XDP's for M40-171B

New XDPs will be created for M40-171B (5/91) in English and threshold languages.

Threshold Languages: Spanish, Chinese*, Russian and Vietnamese.

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

Form Header: CalSAWS Standard Header (HEADER_1_EN)

Include NA Back 9: Yes

Attached Form: N/A

Form Mockups/Examples: See supporting document #1

2.1.3 Form/NOA Variable Population

The M40-171B (5/91) will be added to Template Repository and will only populate the standard Header values.

2.1.4 Form Generation Conditions

Add Form to Template Repository

The M40-171B (5/91) will be added to Template Repository with the following parameters.

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

Form Add Form Print Options and Mailing Requirements

The following are the print and mailing requirements for the M40-171B.

Print Options:

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

Mailing Options:

Mailing Options	Option for M40-171B Form
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A

Form Control:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Additional Options:

Requirement	Option for M40-171B Form
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Forms	M40-171B Refusal to Cooperate Denial NOA	M40-171B_NA290_EN.pdf M40-171B_SP.pdf M40-171B_CH.pdf M40-171B_RU.pdf M40-171B_VI.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices;	M40-171B (5/91) is being added in English and available threshold languages to the CalSAWS Template Repository

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

Design Document

CA-282594 Generate CCP 2145 from Manual
Reimbursement Request Page

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Nithin B Halesh
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
09/19/2024	1.0	Original	Nithin B Halesh

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1 OVERVIEW

The purpose of this change is to update Manual Reimbursement Request page to generate CCP 2145 - CALWORKS CHILD CARE REIMBURSEMENT REPORT (07/2023) from when the Generate Form button is clicked.

1.1 Current Design

The CSF 141 form is generated when the "Generate Form" button is clicked on the Manual Reimbursement Request page.

1.2 Requests

1. Update Manual Reimbursement Request page to generate CCP 2145 Form when the "Generate Form" button is clicked.

1.3 Overview of Recommendations

1. Update Manual Reimbursement Request page to generate CCP 2145 Form when the "Generate Form" button is clicked.

2 RECOMMENDATIONS

2.1 Update Manual Reimbursement Request page to generate CCP 2145 Form

2.1.1 Overview

With this effort CCP 2145 Form will be triggered from Manual Reimbursement Request page when clicking the "Generate Form" Button for 57 counties.

2.1.2 Description of Changes

1. Update Manual Reimbursement Request page to generate CCP 2145 (7/23) for 57 counties when "Generate Form" button is clicked.

2.1.2.1 Add Form Variable Population for CCP 2145

CCP 2145 Form will populate the following information when generated from Manual Reimbursement Request page. CalSAWS Standard Header will be populated with Customer and Worker Information.

All the text fields and checkbox fields should be editable.

Section	Field	Description	Editable Y/N
<1>	Request Month	Populate with Request Month selected on the Document Parameters page when generated from Child Care Certificate Detail page and when generated through batch populate with Current Month if the job is running before 10 days from the end of the month and populate with Next Month if the job is running on or after 10 days from the end of the month. Format: January 2020	Y
<2>	Parent #1 Name	Populate with Primary Person's name from Child Care Certificate Detail page	Y
<3>	Case Number	Populate with Case number of the application	Y
<4>	Parent #1 Phone	Populate with Primary Person's Cell Phone Number from Child Care Certificate Detail page	Y
<5>	Address	Populate with Primary Person's Physical Address from Child Care Certificate Detail page	Y
<6>	Work Phone	Populate with Primary Person Work Phone Number from Child Care Certificate Detail page	Y
<7>	Child's Name	Populate with Child's Name from Child Care Certificate Detail page	Y
<8>	Birthdate	Populate with Child's DOB from Child Care Certificate Detail page	Y
<9>	Age	Populate with Child's Age. Calculate the age by utilizing the Child's DOB and the requested month.	Y

		Format: if the Age of the Child is 8 Year, then populate '8'	
<10>	Provider's Name	Populate with Provider Name from Child Care Certificate Detail page	Y
<11>	Provider's Service Address	Populate with Provider's Service Address from Child Care Certificate Detail page	Y
<12>	Phone Number	Populate with Provider's Service Phone Number from Child Care Certificate Detail page	Y
<13>	Case Number on County Use Only	Populate with Case number of the application	Y
<14>	Child's Name on Attendance Sheet	Populate with Child's Name from Child Care Certificate Detail page	Y
<15>	Case Number on Attendance Sheet	Populate with Case number of the application	Y
<16>	Request Month on Attendance Sheet	Populate with Request Month selected on the Document Parameters page when generated from Child Care Certificate Detail page and will populate with Current Month when generated through Batch. Format: January/2020	Y

2.1.2.2 Add Form Control

Add CCP 2145 Form Print Options and Mailing Requirements

1. Add the following print options to the CCP 2145 Form when it is generated from Manual Reimbursement Request page:

Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
Y	Y	Y	Y

Mailing Requirements:

Mailing Options	Option for CCP 2145 Form
Mail-To (Recipient)	Send the form to the provider if the county has their "Mail to Provider" indicator in CT15 as "Y". Or Primary Person from Child Care Certificate Detail page when generated through Manual Reimbursement Request.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	County BRM Address
Outgoing Envelope Type	Standard
Return Envelope Type	BRM
Special Paper Stock	N/A

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.11 CAR-1247	The CalSAWS shall generate notices and NOAs in accordance with COUNTY-specified case and individual trigger conditions.	Update Manual Reimbursement Request page to generate CCP 2145

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-282673

CCP 2145 Spanish Translation

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Nithin Halesh
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
9/16/2024	1.0	Draft Design	Nithin Halesh

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1 OVERVIEW

1.1 Current Design

SCR CA-222070 implemented the CCP 2145 (7/23) - CALWORKS CHILD CARE REIMBURSEMENT REPORT in English.

1.2 Requests

1. Add CCP 2145 (7/23) in Spanish language.

1.3 Overview of Recommendations

1. Add CCP 2145 (7/23) in Spanish language

1.4 Assumptions

1. The existing variable population is not being updated.
2. Print options remain same for CCP 2145 current form and the same will be applicable to the form that is being added in Spanish languages.

2 RECOMMENDATIONS

2.1 Add CCP 2145 in Threshold Languages

2.1.1 Overview

This effort is to add the threshold language for the CCP 2145 form.

State Form: CCP 2145 (7/23)

Programs: Child Care

Attached Forms: N/A

Forms Category: Form

Template Repository Visibility: Migration counties

Template Description: CALWORKS CHILD CARE REIMBURSEMENT REPORT

Languages: English

2.1.2 Form Verbiage

Update CCP 2145 Form XDP

Updated Languages: Spanish

Form Header: Mailing Cover Sheet (Refer the mockups).

Form Title: CALWORKS CHILD CARE REIMBURSEMENT REPORT

Form Number: CCP 2145 (7/23)

Include NA Back 9: No.

Imaging Form Name: CALWORKS CHILD CARE REIMBURSEMENT REPORT

Imaging Form Document Type: Child Care

Imaging Case/Person: Case Form

Mockups/Examples: See Supporting Documents #1

2.1.3 Form Variable Population

The threshold language will follow the existing variable population logic.

Variables Requiring Translations: None

2.1.4 Form Generation Conditions

The threshold language will follow the existing form generation conditions.

Form Print/Mailing Options

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

Print Options:

1. When generated through Template Repository.

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

2. When generated through Child Care Certificate Detail page and Manual Reimbursement Request page.

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

Mailing Options:

Mailing Options	Option for CCP 2145 Form
Mail-To (Recipient)	<p>Template Repository: Applicant selected on the document parameters page when generated through Template Repository.</p> <p>Batch and Online: Send the form to the provider if the county has their "Mail to Provider" indicator in CT15 as "Y". Primary Person from Child Care Certificate Detail page when generated through Manual Reimbursement Request.</p>
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	County BRM Address
Outgoing Envelope Type	Standard
Return Envelope Type	BRM
Special Paper Stock	N/A

Form Control:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Additional Options:

Requirement	Option for CCP 2145 Form
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

1 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	CCP 2145 from in Spanish	CCP 2145_SP.pdf

2 REQUIREMENTS

2.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
CAR-1242	The LRS shall produce notices, NOAs, forms, letters, stuffers, and flyers, either generated by the LRS or initiated by COUNTY-specified Users, that may be sent to an applicant, participant, caregiver, sponsor, authorized representative, Vendor, landlord, and/or any other public or private individual or agency.	Add the CCP 2145 Threshold Language to a template repository

CalsAWS

California Statewide Automated Welfare System

Design Document

CA-282988

Update CF 377.9 CalFresh Supplement form to
the Template Repository

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Sahana Ramesh
	Reviewed By	Nagesha S

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
10/08/2024	1.0	Initial Draft	Sahana Ramesh

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1 OVERVIEW

The purpose of this change is to update the CF 377.9 to latest version (8/20) in the Template Repository.

1.1 Current Design

Currently the CF 377.9 (2/14) is available in CalSAWS Template Repository in English, Spanish, Armenian, Cambodian, Arabic, Chinese, Farsi, Korean, Hmong, Lao, Russian, Tagalog and Vietnamese.

1.2 Requests

Update the CF 377.9 that exists in CalSAWS Template Repository to match the latest version (8/20).

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

1.3 Overview of Recommendations

Update the CF 377.9 that exists in CalSAWS Template Repository to match the latest version (8/20).

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

1.4 Assumptions

1. No variables will be populated on the CF 377.9 (aside from the standard header and footer information).
2. All fields (blank or prepopulated) will be editable.
3. Supporting Documents section references attachments found on Jira.

2 RECOMMENDATIONS

2.1 Update the CF 377.9 to latest version (8/20) in English and threshold languages

2.1.1 Overview

This effort will update the CF 377.9 to the latest version (8/20) in English and threshold languages in the CalSAWS Template Repository.

State Form: CF 377.9 (8/20)

Programs: CalFresh

Attached Forms: N/A

Template Description: The CF 377.9 (8/20) will be made available in the Template Repository in the LRS/CalSAWS Software for the 58 Counties.

Forms Category: NOA

Template Repository Visibility: All Counties

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

2.1.2 Form Verbiage

Update CF 377.9 XDP

Existing CF377.9 xdps will be updated for the latest CF 377.9 (8/20) version in English and threshold languages.

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

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

Form Header: CalSAWS Standard Header (HEADER_1_EN)

Form Title (Document List Page Displayed Name): Notice of Back CalFresh Benefits

Include NA Back 9: Yes

Imaging Form Name: Notice of Back CF Benefits

Imaging Document Type: Overpayment/Overissuance (OP/OI)

Imaging Case/Person: Case

Form Mockups/Examples: See supporting document #1

2.1.3 Form Variable Population

N/A

2.1.4 Form Generation Conditions

The CF 377.9 (8/20) NOA can be generated via Template Repository.

Print Options and Mailing Requirements

The following are the print and mailing requirements for CF 377.9

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

Mailing Options:

Mailing Options	Option CF 377.9
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	Same Day Priority

Form Control

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Additional Options:

Requirement	Option for CF 377.9
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	CF 377.9 (8/20)	CF377.9_EN.pdf CF377.9_SP.pdf CF377.9_AR.pdf CF377.9_AE.pdf CF377.9_CA.pdf CF377.9_CH.pdf CF377.9_FA.pdf CF377.9_HM.pdf CF377.9_KO.pdf CF377.9_LA.pdf CF377.9_RU.pdf CF377.9_TG.pdf CF377.9_VI.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	The LRS shall produce various notices, NOAs, forms, letters, stuffers and flyers, including: a. Appointment notices; b. Redetermination, Recertification and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in	CF 377.9 is being updated to latest version (8/20) in English and all available threshold languages.

	<p>worker, telephone hours or Local Office Site;</p> <p>g. Information notices and stuffers;</p> <p>h. Case-specific verification/referral forms;</p> <p>i. GR Vendor notices;</p> <p>k. Court-mandated notices, including Balderas notices;</p> <p>l. SSIAP appointment notices;</p> <p>m. Withdrawal forms;</p> <p>n. COLA notices;</p> <p>o. Time limit notices;</p> <p>p. Transitioning of aid notices;</p> <p>q. Interface triggered forms and notices (e.g., IFDS, IEVS);</p> <p>r. Non-compliance and sanction notices;</p> <p>s. Benefit issuance and benefit recovery forms and notices, including reminder notices;</p> <p>t. Corrective NOAs on State Fair Hearing decisions;</p> <p>u. CSC paper ID cards with LRS-generated access information; and</p> <p>v. CSC PIN notices.</p>	
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CalSAWS

California Statewide Automated Welfare System

CA-278988

Suppress the CAPI NA 692T NOA

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jose Gonzales
	Reviewed By	[individual(s) from Build and Test teams that reviewed document]

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
06/13/2024	1.0	Initial Draft	Jose Gonzales, Vallari Bathala

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1 OVERVIEW

Currently CalSAWS is generating an out-of-date discontinued NOA (NA 692T)

This effort will turn off the NA 692T NOA reasons until they are updated with the newest version of the NA 692 with SCRs CA-280015 and CA-202054.

Note: Monthly lists will be provided until CA-202054 updates the automated generation logic.

1.1 Current Design

Currently CalSAWS is generating an out-of-date discontinued NOA (NA 692T).

1.2 Requests

1. CAPI CDSS request to suppress the current NA 692T.

1.3 Overview of Recommendations

1. Turn off the trigger for the NA 692T Discontinuance NOA.
2. Add a new task to automatically generate with batch discontinues CAPI.

1.4 Assumptions

1. CA-279181 will add NA 692 to Template Repository.
2. CA-280015 update the NA 692 NOA version.
3. CA-202054 add the generation logic to suspend/discontinue/reinstate a CAPI case.

2 RECOMMENDATIONS

2.1 Suppress NA 692T Discontinuance NOA

2.1.1 Overview

This recommendation will turn off the trigger for the NA 692T Discontinuance NOA.

Note: Monthly lists will be provided until CA-202054 updates the automated generation logic.

2.1.2 Description of Change

Turn Off Fragment Generation Reasons

Turn off the reasons that generate a NA 692T Discontinuance NOA in the database.

Note: See Supporting Document #1 for 692T Discontinuance Reasons

Note 2: This effort will temporarily turn off NA 692T Discontinuance NOA reasons until SCR CA-280015 and CA-202054 update the verbiage and generation logic.

3 SUPPORTING DOCUMENTS

[This section should include any supporting documents for the design as imbedded documents. Some examples of supporting documents include the Security Matrix, Form Design Documents, NOA Design Documents, and ETL Source-to-Target Mappings.]

Number	Functional Area	Description	Attachment
1	NOA	NA 692T Reasons	CA-278988 NA 692T Discontinue Reasons.xlsx