CalSAWS

California Statewide Automated Welfare System

THE POWER OF 58

CA-232540

Update RCA Discontinue 12 month expiration NOA to reflect state NA 991

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Justin Bourbonniere
	Reviewed By	Raj Devidi, Maria Arceo, William Baretsky, Himanshu Jain, Chitra Barsagade

DATE	VERSION	REVISION DESCRIPTION	AUTHOR
10/29/2024	1.0	Initial Draft	Justin Bourbonniere
11/13/2024	1.1	Updates from BA Review	Justin Bourbonniere
12/2/2024	1.2	Updates based on CRPC 2145	Justin Bourbonniere
12/3/2024	1.3	Add dynamic text for Approval and Partial Approval notices	Justin Bourbonniere
12/9/2024	1.4	Update approval wording	Justin Bourbonniere
12/11/2024	1.5	CDSS Feedback: add missing text "or certified as a victim of human trafficking" to Approval and Partial Approval NOAs.	Justin Bourbonniere
12/17/2024	1.6	CDSS Feedback: 2.1.2, 2.3.2 verbiage updated.	Justin Bourbonniere

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CA-232540 – Update RCA Discontinue 12 month expiration NOA to reflect state NA 991

1 OVERVIEW

This effort will update RCA related NOA fragments to reflect the latest NA 991 and NA 992 wording.

1.1 Current Design

The CalSAWS RCA snippets for 12-month expiration does not reflect the state NOA NA 991 and NA 992.

1.2 Requests

1. Update existing RCA termination 12-month expiration NOA to include missing verbiage and regulations per NA 991.
2. Update existing RCA Approval NOA to include missing verbiage per NA 992.
3. Update existing RCA Partial Approval NOA to include missing verbiage per NA 991 and NA 992.
4. Update existing RCA Denial Action Fragment to include missing verbiage from NA 991.

1.3 Overview of Recommendations

1. Update existing RCA termination 12-month expiration NOA (RC_TN_OVER_EIGHTH_MONTHS_R002) to include missing verbiage and regulations per NA 991.
2. Update existing RCA Approval NOA (RC_AP_APPROVAL_R001) to include missing verbiage per NA 992.
3. Update existing RCA Partial Approval NOA (RC_AP_OVER_EIGHTH_MONTHS_R002) to include missing verbiage per NA 991 and NA 992.
4. Update existing RCA Denial Action Fragment (RC_DN_ACTION1) to include missing verbiage from NA 991.

1.4 Assumptions

1. The NOA generation conditions will not be changing.
2. There are no other changes to this notice unless otherwise specified in the design.

2 RECOMMENDATIONS

2.1 Updates to RCA termination NOA

2.1.1 Overview

This effort updates the existing RCA termination 12-month expiration NOA (RC_TN_OVER_EIGHTH_MONTHS_R002) to include missing verbiage and update rules and regulations per NA 991.

Reason Fragment Name and ID: RC_TN_OVER_EIGHTH_MONTHS_R002 (Fragment ID: 7469)
State NOA: NA 991
Current NOA Template: RC_NOA_TEMPLATE (Fragment ID: 3036)
Current Program(s): Refugee Cash Assistance (RCA)
Current Action Type: Termination
Current Fragment Level: Program
Currently Repeatable: No
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: NA Back 9
Existing Languages: Armenian, Cambodian, Chinese, English, Korean, Russian, Spanish, Tagalog, Vietnamese

2.1.2 NOA Verbiage

Update Fragment XDP

Updated Languages: English, Chinese, Russian, Spanish, Vietnamese
Note: Armenian, Cambodian, Korean and Tagalog fragments will be disabled. Threshold languages are not available from CDSS in these languages.

NOA Mockups/Examples: See Supporting Documents #1

DESCRIPTION	EXISTING TEXT	UPDATED TEXT	FORMATTING
<Static section>	Federal law limits the number of months of RCA you can get. You cannot get RCA after you have been in the United States longer than twelve (12) months. You have lived in the United States longer than twelve (12) months. You may be able to get cash aid in another program. If you have questions call your worker.	These changes are required by Federal regulations which limit refugee/entrant aid payments and cash-based Medi-Cal eligibility to 12 months from the person's month and year of entry into the United States as a refugee/entrant, the date asylum was granted, or the date of certification as a trafficking victim. It has been determined from a review of immigration documents that you or the persons named above will have exceeded this period of eligibility on the effective date shown above. You or the persons discontinued may be eligible for further cash aid through other aid programs. Please contact your County Welfare Department for more information. This Notice applies only to Refugees/entrants, asylees or certified victims of human trafficking receiving aid payments through the Refugee Cash Assistance (RCA) program.	Arial Font Size 10

2.1.3 NOA Variable Population

1. **Update Regulations**

The regulations will be updated to match the NA 991.

Description	Existing Text	Updated Text
Regulations	MPP: 69-202.41, 69-205.24(D), 69-210.1, 69-210.2, 70-105.122, 70-105.123, & 70-105.124	Section 412 of the Refugee Act of 1980 (Public Law 96-212) or Section 501 of the Refugee Education Assistance Act of 1980 (Public Law 96-422), as implemented by 45 CFR parts 400 and 401; 45 CFR 205.10; California Code of Regulations, Title 22, Sections 50183(a)(3) and 50227.

2. **Update Footer**

NOA Footer: NA 991 (10/03)
NOA Footer Requires Translations: No

2.1.4 NOA Generation Conditions

There are no updates to this section.

2.2 Updates to RCA approval NOA

2.2.1 Overview

This effort updates the existing RCA Approval NOA (RC_AP_APPROVAL_R001) to include missing verbiage and update rules and regulations per NA 992.

Reason Fragment Name and ID: RC_AP_APPROVAL_R001 (Fragment ID: 7468)
State NOA: NA 992
Current NOA Template: RC_NOA_TEMPLATE (Fragment ID: 3036)
Current Program(s): Refugee Cash Assistance (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 Back 9, NA 1239 SAR (8/21)
Existing Languages: Armenian, Cambodian, Chinese, English, Korean, Russian, Spanish, Tagalog, Vietnamese

2.2.2 NOA Verbiage

Update Fragment XDP

Updated Languages: English, Chinese, Russian, Spanish, Vietnamese
  Note: Armenian, Cambodian, Korean and Tagalog fragments will be disabled. Threshold languages are not available from CDSS in these languages.

NOA Mockups/Examples: See Supporting Documents #2

Description	Existing Text	Updated Text	Formatting
<Static section>	Your first month's cash aid payment amount is for <NumberOfDays> days and will be <GrantAmount>. You will not receive a cash aid payment if the amount you would get is less than $10. If the date your cash aid starts is after the first day of the month's cash aid is only from that date through the end of the month. If nothing changes, next month's cash aid will be the full grant amount which is <FullMonthGrant>. Your cash-based Medi-Cal is effective beginning the first day of the month in which you meet all RCA eligibility requirements. For most individuals, this is the month they applied for aid.	You (and your family) will get cash aid under the Refugee Cash Assistance Program (RCA). Your first day of aid is <FirstDayOfAid>. Your first month's cash aid amount is <GrantAmount>. <Full monthly amount section> <Prorated monthly amount section> If there are no changes involving your household income or family composition, your last month to receive RCA cash aid will be <LastMonthOfAid>. You can get cash aid from this program for no more than 12 months. The month you entered the United States, or the month you were granted asylum or certified as a victim of human trafficking, is counted as the first month. This program will help you find a job.	Arial Font Size 10
<Full monthly amount section>	N/A	This amount is based on your full monthly cash aid amount figured on this notice.	Arial Font Size 10

DESCRIPTION	EXISTING TEXT	UPDATED TEXT	FORMATTING
<Prorated monthly amount section>	N/A	If nothing changes, next month's cash aid will be the full grant amount which is <FullMonthGrant>.	Arial Font Size 10

Add Dynamic Section

The approval fragment will have two dynamically generated sections (Full monthly amount section and prorated monthly amount section). These sections will display if the cash aid is for the full month or if the cash aid is prorated. See Recommendation 2.2.4 for details on the section generation conditions.

2.2.3   NOA Variable Population

1. **Add Full Monthly amount section generation**

The Full monthly amount section has

DESCRIPTION	EXISTING TEXT	UPDATED TEXT
Regulations	MPP 40-181, 40-103.2, 40-173.1, 44-315.4, 44-315.5, 44-317, 69-202.4	MPP 40-181, 40-103.2, 40-173.1, 44-315.4, 44-315.5, 44-317, 69-202, 69-202.4, 69-205.241, INA 212(d)(5)

2. **Add Fragment Variable Population**

VARIABLE NAME	POPULATION	FORMATTING
<FirstDayOfAid>	Populate with the most recent RCA application date where RCA is active.	Arial Font Size 10 MM/DD/YYYY
<LastMonthOfAid>	Populate with the most recent RCA application date where RCA is active + 11 months.	Arial Font Size 10 MM/YYYY

Note: The existing variable GrantAmount is not being changed in this effort.

3. **Update Footer**

NOA Footer: NA 992 (5/03)
NOA Footer Requires Translations: No

2.2.4 NOA Generation Conditions

1. **Add Approval Fragment Section Generation**

The RCA Approval NOA has two dynamically generated sections.

SECTION	GENERATION CONDITIONS
<Full monthly amount section>	This section will generate when the participant is eligible as of the 1st of the month.
<Prorated monthly amount section>	This section will generate when the participant is eligible from the 2nd of the month and on.

2.3 Updates to RCA partial approval NOA

2.3.1 Overview

This effort updates the existing RCA Partial Approval NOA (RC_AP_OVER_EIGHTH_MONTHS_R002) to include missing verbiage per NA 991 & NA 992.

Reason Fragment Name and ID: RC_AP_OVER_EIGHTH_MONTHS_R002 (Fragment ID: 7471)
State NOA: NA 991 and NA 992
Current NOA Template: RC_NOA_TEMPLATE (Fragment ID: 3036)
Current Program(s): Refugee Cash Assistance (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 Back 9, NA 1239 SAR (8/21)
Existing Languages: Armenian, Cambodian, Chinese, English, Korean, Russian, Spanish, Tagalog, Vietnamese

2.3.2 NOA Verbiage

Update Fragment XDP

Updated Languages: English, Chinese, Russian, Spanish, Vietnamese
   Note: Armenian, Cambodian, Korean and Tagalog fragments will be disabled. Threshold languages are not available from CDSS in these languages.

NOA Mockups/Examples: See Supporting Documents #3

DESCRIPTION	EXISTING TEXT	UPDATED TEXT	FORMATTING

<Static section>	Federal law limits the number of months of RCA you can get. You cannot get RCA after you have been in the United States longer than (12) months. The month you entered the United States or the month you were granted asylum, is counted as the first month.	These changes are required by Federal regulations which limit refugee/entrant aid payments and cash-based Medi-Cal eligibility to 12 months from the person's month and year of entry into the United States as a refugee/entrant, the date asylum was granted, or the date of certification as a trafficking victim. It has been determined from a review of immigration documents that you or the persons named above will have exceeded this period of eligibility on the effective date shown above.	Arial Font Size 10
	You (and all eligible family) will get cash aid under the Refugee Cash Assistance Program (RCA).		
	Your first day of aid is < EffectiveApprovalDate>.		
	Your first month's cash aid amount is < GrantAmount>.		
	This amount if based on your full monthly cash aid amount figured on this notice.	You or the persons discontinued may be eligible for further cash aid through other aid programs. Please contact your County Welfare Department for more information. This Notice applies only to Refugees/entrants, asylees or certified victims of human trafficking receiving aid payments through the Refugee Cash Assistance (RCA) program.	
	The ineligible household member(s) may be able to get cash aid in another program. The household member(s) must apply.		
	This program will help you find a job.		
	If you have questions call your worker.		
		You (and your family) will get cash aid under the Refugee Cash Assistance Program (RCA).	
		Your first day of aid is <EffectiveApprovalDate>.	
		Your first month's cash aid amount is <GrantAmount>.	

DESCRIPTION	EXISTING TEXT	UPDATED TEXT	FORMATTING
		<Full monthly amount section>	
		<Prorated monthly amount section>	
		If there are no changes involving your household income or family composition, your last month to receive RCA cash aid will be	
		<LastMonthOfAid>.	
		You can get cash aid from this program for no more than 12 months.	
		The month you entered the United States or the month you were granted asylum or certified as a victim of human trafficking, is counted as the first month.	
		This program will help you find a job.	
<Full monthly amount section>	N/A	This amount if based on your full monthly cash aid amount figured on this notice.	Arial Font Size 10
<Prorated monthly amount section>	N/A	If nothing changes, next month's cash aid will be the full grant amount which is <FullMonthGrant>.	Arial Font Size 10

2.3.3 NOA Variable Population

2. <u>Update Regulations</u>

The regulations will be updated to include the regulations from the NA 991.

DESCRIPTION	EXISTING TEXT	UPDATED TEXT
Regulations	MPP: 69-210, 69-202.4, 69-205.24(D), 69-202.41, 70-105.122, 70-105.123, & 70-105.124	MPP: 69-210, 69-202, 69-202.4, 69-205.24(D), 69-205.241, 69-202.41, 70-105.122, 70-105.123, & 70-105.124, INA 212(d)(5), Section 412 of the Refugee Act of 1980 (Public Law 96-212) or Section 501 of the Refugee Education Assistance Act of 1980 (Public Law 96-422), as implemented by 45 CFR parts 400 and 401; 45 CFR 205.10; California Code of Regulations, Title 22, Sections 50183(a)(3) and 50227.

3. **Add Fragment Variable Population**

VARIABLE NAME	POPULATION	FORMATTING
<LastMonthOfAid>	Populate with the most recent RCA application date where RCA is active + 11 months.	Arial Font Size 10 MM/YYYY

Note: Existing variables EffectiveApprovalDate & GrantAmount are not being changed in this effort.

4. **Update Footer**

NOA Footer: NA 991 (10/03) / NA 992 (5/03)
NOA Footer Requires Translations: No

2.3.4 NOA Generation Conditions

1. **Add Partial Approval Fragment Section Generation**

The RCA Partial Approval NOA has two dynamically generated sections.

SECTION	GENERATION CONDITIONS
<Full monthly amount section>	This section will generate when the participant is eligible as of the 1st of the month.
<Prorated monthly amount section>	This section will generate when the participant is eligible from the 2nd of the month and on.

2.4 Updates to RCA Discontinuance Action Fragment

2.4.1 Overview

This effort updates the existing RCA Discontinuance Action Fragment (RC_TN_ACTION1) to include missing verbiage per NA 991.

Reason Fragment Name and ID: RC_TN_ACTION1 (Fragment ID: 4104)
State NOA: NA 991
Current Program(s): Refugee Cash Assistance (RCA)
Current Action Type: Discontinuance
Current Fragment Level: Program
Currently Repeatable: No
Existing Languages: Armenian, Arabic, Cambodian, Chinese, English, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, Vietnamese

2.4.2 NOA Verbiage

Update Fragment XDP

Updated Languages: English, Chinese, Russian, Spanish, Vietnamese
> **Note:** Armenian, Cambodian, Korean and Tagalog fragments will be disabled. Threshold languages are not available from CDSS in these languages.

NOA Mockups/Examples: See Supporting Documents #1

DESCRIPTION	EXISTING TEXT	UPDATED TEXT	FORMATTING
<Static section>	As of <EffectiveDiscontinuance Date>, the County is stopping your Refugee Cash Assistance (RCA). Here's why:	Your monthly aid payment and cash-based Medi-Cal received under the Refugee Resettlement Program or Cuban/Haitian Entrant Program will be discontinued effective <EffectiveDiscontinuance Date > Here's why:	Arial Font Size 10

2.4.3 NOA Variable Population

There are no updates to this section.

2.4.4 NOA Generation Conditions

There are no updates to this section.

3 SUPPORTING DOCUMENTS

NUMBER	FUNCTIONAL AREA	DESCRIPTION	ATTACHMENT
#1	Client Correspondence	RCA Termination mockup	7469 RCA Termination mockup.pdf
#2	Client Correspondence	RCA Approval mockup	7468 RCA Approval mockup.pdf
#3	Client Correspondence	RCA Partial Approval mockup	7471 RCA Partial Approval mockup.pdf
#4	Client Correspondence	NA 992 Updated text translations	NA 992 Verbiage_Chinese.docx
#5	Client Correspondence	NA 992 Updated text translations	NA 992 Verbiage_Russian.docx
#6	Client Correspondence	NA 992 Updated text translations	NA 992 Verbiage_Spanish.docx
#7	Client Correspondence	NA 992 Updated text translations	NA 992 Verbiage_Vietnamese.docx

4 REQUIREMENTS

REQ #	REquirement text	How requirement met
2.18.3.3	The LRS/CalSAWS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: … b. Redetermination, Recertification, and/or Annual Agreement notices and forms; … n. COLA notices;	Update Form Generation for Craig Vs. Bonta cases (OPA aide codes 1E, 2E and 6E).

CalSAWS

California Statewide Automated Welfare System

Design

CA-237095

Allow Edit for Unmatched SSI/SSA Search Page – Unresolved SSI/SSA payments

CalSAWS	DOCUMENT APPROVAL HISTORY			
	Prepared By	Kishan Kumar Mallesh		
	Reviewed By	Eric Wu		
DATE	**VERSION**	**REVISION DESCRIPTION**		**AUTHOR**
10/21/2024	1.0	Initial Design		Kishan Kumar Mallesh

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CA-237095 – Allow Edit for Unmatched SSI/SSA Search Page - Unresolved SSI/SSA Payments

1 OVERVIEW

Allow ability to edit SSI/SSA Payments which are in Unresolved status.

1.1 Current Design

The system does not allow users to edit Unmatched SSI/SSA Detail records that are in Unresolved status.

1.2 Requests

Offer an edit function to modify "Unresolved" status to either "Unmatched" or "Resolved". This enables users to correct mistakes without a DCR.

1.3 Overview of Recommendations

1. Update the Unmatched SSI/SSA Search page, to make the Check box and the Resolved button visible when searching for the SSI/SSA Payments in Unresolved status.
2. Update the Unmatched SSI/SSA Detail page to make the Edit button visible for an SSI/SSA Payments in Unresolved status.

1.4 Assumptions

N/A

2   RECOMMENDATIONS

2.1   Unmatched SSI/SSA Search Page

2.1.1   Overview

The Unmatched SSI/SSA Search page allows the user to search for SSI/SSA payments and can filter it based on the status. The page also allows users to update one or more SSI/SSA payments that are in unmatched status to either Resolved or Unresolved status. Below describes change to allow user to update the status of SSI/SSA Payments that are in Unresolved status.
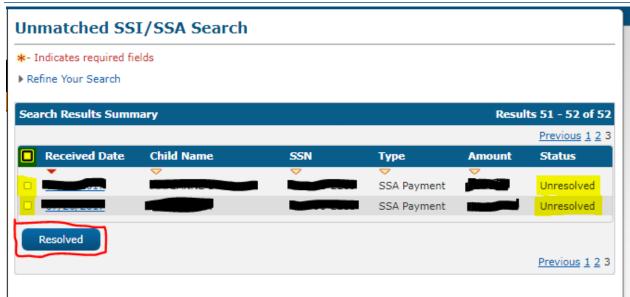
2.1.2   Unmatched SSI/SSA Search Mockup

Figure 2.1.1 – Unmatched SSI/SSA Search page – Update status of one or more Unresolved SSI/SSA Payment status to Resolved only

2.1.3   Description of Changes

Update the Unmatched SSI/SSA Search page to make the Check box and the Resolved button visible when searched for the SSI/SSA Payments in Unresolved status. The Check box and the Resolved button will only be visible when there are search results.

2.1.4   Page Location

- **Global: Special Units**
- **Local: SSIAP**
- **Task: Unmatched SSI/SSA Search**

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

No changes.

2.2 Unmatched SSI/SSA Detail Page

2.2.1 Overview

The Unmatched SSI/SSA Detail Page shows all the details of an SSI/SSA payment and allows the user to edit it if the status is Unmatched. Below describe changes to allow users to edit the SSI/SSA Payments that are in Unresolved status.

2.2.2 Unmatched SSI/SSA Detail Mockup

Figure 2.2.1 – Unmatched SSI/SSA Detail page – Edit button made visible for SSI/SSA Payment in Unresolved status

Figure 2.2.2 – Unmatched SSI/SSA Detail page – Update the SSI/SSA payment status from Unresolved to Externally Resolved, Resolved or Unmatched only
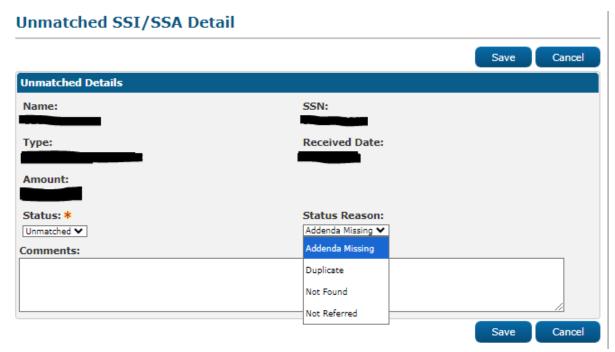
Unmatched SSI/SSA Detail

Figure 2.2.3 – Unmatched SSI/SSA Detail page – On select of Unmatched in the Status dropdown, the selectable options in the Status Reason dropdown (Category_ID: 10399)
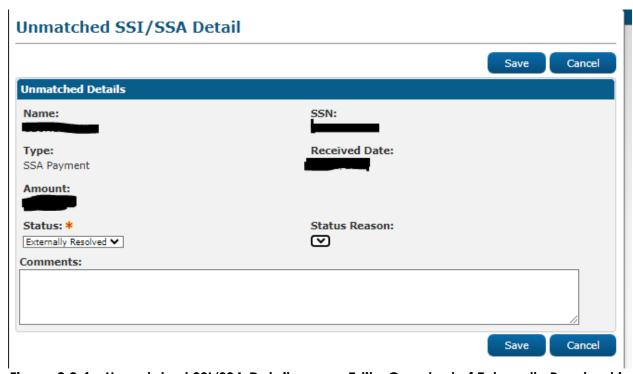
Unmatched SSI/SSA Detail

Figure 2.2.4 – Unmatched SSI/SSA Detail page – Edit - On select of Externally Resolved in the Status dropdown, the Status Reason dropdown is empty
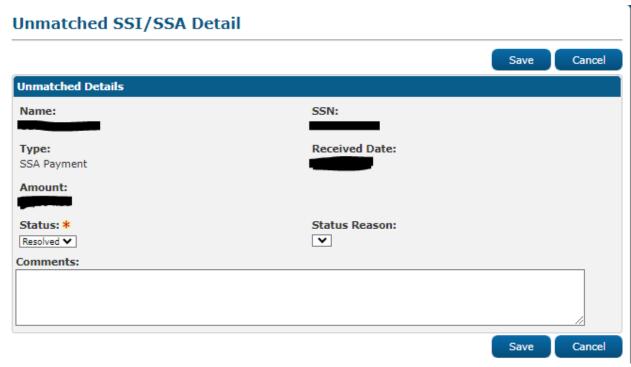
Unmatched SSI/SSA Detail

Figure 2.2.5 – Unmatched SSI/SSA Detail page – Edit - On select of Resolved in the Status dropdown, the Status Reason dropdown is empty

Unmatched SSI/SSA Detail

Figure 2.2.6 – Unmatched SSI/SSA Detail page – SSI/SSA payment in Unmatched status in View mode

Figure 2.2.7 – Unmatched SSI/SSA Detail page – SSI/SSA payment having status other than Unmatched in View mode
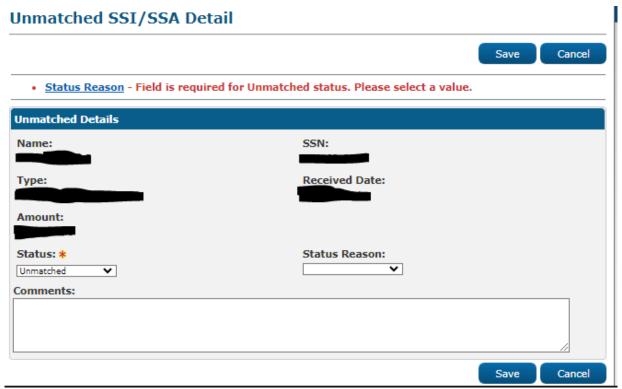

Figure 2.2.8 – Unmatched SSI/SSA Detail page – Validation message displayed while trying to save without selecting a Status Reason when the status is Unmatched

2.2.3 Description of Changes

1. Update the Unmatched SSI/SSA Detail page to have the Edit button available when the record is in Unresolved status.
2. The status field will have Externally Resolved, Resolved, and Unmatched as selectable options in the edit mode.
3. Add a new Status Reason field. Currently the B Of A Financial Holding readers and General Ledger SSI/SSA Payment Batch utilize this field to store additional info for unmatched records. All existing unmatched records have one of the status reasons below.
    i. The field will be visible for all status in view mode but will only have a value when the status is unmatched.
    ii. In edit mode, only unmatched status will have the selectable options below:
        1. **Addenda Missing** – At present this is being used by the B Of A Financial Holding readers (PI19F425) that reads the Inbound Bank of America interface file and if the Addenda indicator is missing for any record in the file, then it will be updated with this reason code.
        2. **Duplicate** – The General Ledger SSI/SSA Payment Batch (PB19F1750) sets this reason code if it finds duplicate persons with same SSN belonging to that case and county.
        3. **Not Found** - The General Ledger SSI/SSA Payment Batch (PB19F1750) sets this reason code if it does not find any person associated.
        4. **Not Referred** - The General Ledger SSI/SSA Payment Batch (PB19F1750) sets this reason code if it does not find any SSI/SSA application for that case and person.

    iii. Add a validation 'Status Reason – Field is required for Unmatched status. Please select a value. '. The message will be displayed when the following conditions are met:
        1. Status is unmatched.
        2. Users click the "Save" button without selecting a status reason.

2.2.4 Page Location

- **Global: Special Units**
- **Local: SSIAP**
- **Task: Unmatched SSI/SSA Search**

2.2.5 Security Updates

No changes.

2.2.6 Page Mapping

No changes.

2.2.7 Accessibility

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

2.2.8 Page Usage/Data Volume Impacts

No changes.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
N/A			

4 OUTREACH

None.

4.1 Lists

None.

5 APPENDIX

None.

CalSAWS

California Statewide Automated Welfare System

Design

CA-258654

ACL 23-26 Update CF 285 and CF 285A

DOCUMENT APPROVAL HISTORY		
Owner	Aishwarya Shankar	
Preparer	Aishwarya Shankar	
Reviewer		
Approver		
APPROVAL DATE	**APPROVED VERSION**	**REVIEWED AND APPROVED BY**

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CA-258654 – ACL 23-26 Update CF 285 and CF 285A

1 OVERVIEW

The effort of this SCR is to update the CF 285 to the latest state version (8/21) and to update some verbiage and the USDA information in the non-discrimination section on the CF 285A and the CF 285A Application Packet.

1.1 Current Design

The CF 285 currently exists in CalSAWS in English and Spanish and is the 04/2021 version. The CF 285A currently exists in CalSAWS in English and Spanish and is the latest 11/2021 version.
The CF 285A Application Packet currently exists in CalSAWS in English and Spanish and is the latest 11/21 version.

1.2 Requests

Update the CF 285 in English and Spanish to the latest state version (8/21).
Update verbiage and USDA information in the non-discrimination section on the CF 285A and the CF 285A Application Packet in English and Spanish.

1.3 Overview of Recommendations

1. Update the CF 285 in English and Spanish to the latest state version (8/21).
2. Update verbiage and the USDA information in the non-discrimination section on the CF 285A in English and Spanish.
3. Update verbiage and the USDA information in the non-discrimination section on the CF 285A Application Packet in English and Spanish.

1.4 Assumptions

1. The CF 285 can only be generated via the Template Repository.
2. The CF 285A can only be generated via the Template Repository.
3. The CF 285A Application Packet can be generated via the Template Repository and batch.
4. SCR CA-248901 will add the CF 285 and CF 285A in threshold languages.
5. There are no changes to any current functionality of these forms unless specified in the recommendation of this design document.
6. The updates being made in this SCR to the CF 285A and the CF 285A Application Packet do not impact the version of the forms - the version will remain 11/21.

2 RECOMMENDATIONS

2.1 Update CF 285 to the latest state version

2.1.1 Overview

This recommendation is to update CF 285 to the latest version (8/21).

State Form: CF 285 (04/2021)

Current Programs: CalFresh

Current Attached Form(s): None

Current Forms Category: Forms

Current Template Repository Visibility: All Counties

Existing Languages: English, Spanish

Current Print Options: All

Current Posted to SSP: Yes

Electronic Signatures:

    Electronic Signature (IVR/Text): Yes

    Check to Sign: No

2.1.2 Form Verbiage

Form Number and Version: CF 285 and (8/21)

This form has updated verbiage, which is shown in the mockup for this SCR (Supporting Document # 1).

Update CF 285 Form XDP
The XDP of the CF 285 will be updated as follows:

Location	Existing Language	Updated Language
Coversheet Page 1 of 2	You can also apply for CalFresh or other programs online by going to http://www.benefitscal.com/.	You can also apply for CalFresh or other programs online by going to http://www.benefitscal.org/.

Coversheet Page 1 of 2	You are a migrant or seasonal farmworker household with less than $100 in checking or savings and 1) your income stopped, or 2) your income has started but you do not expect to get more than $25 in the next 10 days. *Note: There is an incorrect gap between "savings" and "and"	You are a migrant or seasonal farmworker household with less than $100 in checking or savings and 1) your income stopped, or 2) your income has started but you do not expect to get more than $25 in the next 10 days.
Coversheet Page 2 of 2	Lawful immigration status **ONLY** for noncitizens applying for benefits (an Alien Registration Card, visa) *Note: There needs to be a period after closing parenthesis	Lawful immigration status **ONLY** for noncitizens applying for benefits (an Alien Registration Card, visa).
Program Rules Page 1 of 6	Ask about your hearing rights or for a legal aid referral at the toll-free phone number – 1-**800-952-5253** *Note: Phone number should be properly bolded	Ask about your hearing rights or for a legal aid referral at the toll-free phone number – **1-800-952-5253**
Program Rules Page 2 of 6	● Give false information about who I am and where I live so I can get extra CalFresh benefit	● Give false information about who I am and where I live so I can get extra CalFresh benefits
Program Rules Page 4 of 6	To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD 3027) found online at http://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint, and at any USDA office, or contact your County's Civil Rights Coordinator, or write a letter addressed to USDA and provide in the letter all of the information requested in the form or write to California Department of Social Services (CDSS) address below. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:	To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD 3027) found online at https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint, and at any USDA office, or contact your County's Civil Rights Coordinator, or write a letter addressed to USDA and provide in the letter all of the information requested in the form or write to California Department of Social Services (CDSS) address below. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

	*Note: URL should start with "https", not "http"	
Program Rules Page 4 of 6	(1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, S.W. Washington D.C. 20250-9410 CDSS Civil Rights Bureau P.O. BOX 944243, M.S. 8-16-70 Sacramento, CA 94244-2430 1-866-741-6241 (Toll Free) (2) fax: (202) 690-7442; or	(1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, S.W. Washington D.C. 20250-9410 CDSS Civil Rights Bureau P.O.BOX 944243, M.S. 9-7-041 Sacramento, CA 94244-2430 1-866-741-6241 (Toll Free) (2) fax: USDA (202) 690-7442, CDSS (916) 651-0602; or
2. HOUSEHOLD'S AUTHORIZED REPRESENTATIVE Section	Do you want to name someone to receive and spend CalFresh benefits for your household? (Please Check One) Yes No If yes, complete the following section: *checkboxes need to be moved up a bit to be next to (Please Check One)	
6b. NONCITIZEN INFORMATION	Does anyone listed above have, or have they applied for, or do they plan to apply for a T-Visa or U-Visa, VAWA petition?	Does anyone listed above have, or have they applied for, or do they plan to apply for a T-Visa, U-Visa or VAWA status?
9. HOUSEHOLD'S CHILD/ADULT CARE EXPENSES	**Who gives care?** (name and address of provider) **How often paid?** (weekly/monthly, other)	**Who gives care?** (Name and address of provider) **How often paid?** (Weekly/monthly, other)
12. MEDICAL EXPENSES	**Will the household be reimbursed for any medical expenses?** (by Medi-Cal, insurance, family member, etc.)	**Will the household be reimbursed for any medical expenses?** (By Medi-Cal, insurance, family member, etc.)
18. TRAFFICKING	**TRAFFICKING (TRADING OR SELLING) OF BENEFITS** Have you or any member of your household ever been convicted of trafficking (allowing use of or selling EBT cards to others) SNAP benefits of	**TRAFFICKING (TRADING OR SELLING) OF BENEFITS** Have you or any member of your household ever been convicted of trafficking (trading or selling EBT cards to others) SNAP benefits of $500 or more after

	$500 or more after September 22, 1996? (Please Check One)	September 22, 1996? (Please Check One)

Updated Languages: English, Spanish

Include NA Back 9: No

Form Mockups/Examples: See Supporting Documents #1

2.1.3   Form Variable Population

There are no updates to the form variable population for the CF 285.

2.1.4   Form Generation Conditions

There are no updates to the form generation conditions for the CF 285.

2.2 Update CF 285A

2.2.1 Overview

This recommendation is to update some verbiage and the USDA information in the non-discrimination section on the CF 285A.

State Form: CF 285A (11/21)

Current Programs: CalFresh

Current Attached Form(s): None

Current Forms Category: Forms

Current Template Repository Visibility: All Counties

Existing Languages: English, Spanish

Current Print Options: All

Current Posted to SSP: Yes

Electronic Signatures:

Electronic Signature (IVR/Text): Yes

Check to Sign: No

2.2.2 Form Verbiage

This form has updated verbiage, which is shown in the mockup for this SCR (Supporting Document # 2).

Update CF 285A Form XDP
The XDP of the CF 285A will be updated as follows:

Location	Existing Language	Updated Language
Coversheet Page 1 of 2	You can also apply for CalFresh or other programs online by going to http://www.benefitscal.com/.	You can also apply for CalFresh or other programs online by going to http://www.benefitscal.org/.
Coversheet Page 1 of 2	You are a migrant or seasonal farmworker household with less than $100 in checking or savings and 1) your income stopped, or	You are a migrant or seasonal farmworker household with less than $100 in checking or savings and 1) your income stopped, or

	2) your income has started but you do not expect to get more than $25 in the next 10 days. *Note: There is an incorrect gap between "savings" and "and"	2) your income has started but you do not expect to get more than $25 in the next 10 days.
Coversheet Page 2 of 2	Lawful immigration status **ONLY** for noncitizens applying for benefits (an Alien Registration Card, visa) *Note: There needs to be a period after closing parenthesis	Lawful immigration status **ONLY** for noncitizens applying for benefits (an Alien Registration Card, visa).
Program Rules Page 1 of 6	Ask about your hearing rights or for a legal aid referral at the toll-free phone number – 1-**800-952-5253** *Note: Phone number should be properly bolded	Ask about your hearing rights or for a legal aid referral at the toll-free phone number – **1-800-952-5253**
Program Rules Page 2 of 6	● Give false information about who I am and where I live so I can get extra CalFresh benefit	● Give false information about who I am and where I live so I can get extra CalFresh benefits
Program Rules Page 4 of 6	(1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, S.W. Washington D.C. 20250-9410 CDSS Civil Rights Bureau P.O. BOX 944243, M.S. 8-16-70 Sacramento, CA 94244-2430 1-866-741-6241 (Toll Free) (2) fax: (202) 690-7442; or	(1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, S.W. Washington D.C. 20250-9410 CDSS Civil Rights Bureau P.O.BOX 944243, M.S. 9-7-041 Sacramento, CA 94244-2430 1-866-741-6241 (Toll Free) (2) fax: USDA (202) 690-7442, CDSS (916) 651-0602; or
6b. NONCITIZEN INFORMATION	Does anyone listed above have, or have they applied for, or do they plan to apply for a T-Visa or U-Visa, VAWA petition?	Does anyone listed above have, or have they applied for, or do they plan to apply for a T-Visa, U-Visa or VAWA status?
9. HOUSEHOLD'S CHILD/ADULT CARE EXPENSES	**Who gives care?** (name and address of provider) **How often paid?** (weekly/monthly, other)	**Who gives care?** (Name and address of provider) **How often paid?** (Weekly/monthly, other)

12. MEDICAL EXPENSES	**Will the household be reimbursed for any medical expenses?** (by Medi-Cal, insurance, family member, etc.)	**Will the household be reimbursed for any medical expenses?** (By Medi-Cal, insurance, family member, etc.)
18. TRAFFICKING	**TRAFFICKING (TRADING OR SELLING) OF BENEFITS** Have you or any member of your household ever been convicted of trafficking (allowing use of or selling EBT cards to others) SNAP benefits of $500 or more after September 22, 1996? (Please Check One)	**TRAFFICKING (TRADING OR SELLING) OF BENEFITS** Have you or any member of your household ever been convicted of trafficking (trading or selling EBT cards to others) SNAP benefits of $500 or more after September 22, 1996? (Please Check One)

Updated Languages: English, Spanish

Include NA Back 9: No

Form Mockups/Examples: See Supporting Documents #2

2.2.3 Form Variable Population

There are no updates to the form variable population for the CF 285A.

2.2.4 Form Generation Conditions

There are no updates to the form generation conditions for the CF 285A.

2.3 Update CF 285A Application Packet

2.3.1 Overview

This recommendation is to update some verbiage and the USDA information in the non-discrimination section on the CF 285A Application Packet.

State Form: CF 285A (11/21)

Current Programs: CalFresh

Current Attached Form(s): None

Current Forms Category: Forms

Current Template Repository Visibility: All Counties

Existing Languages: English, Spanish

Current Print Options: All

Current Posted to SSP: Yes

Electronic Signatures:

    Electronic Signature (IVR/Text): Yes

    Check to Sign: No

2.3.2 Form Verbiage

This form has updated verbiage, which is shown in the mockup for this SCR (Supporting Document # 3).

Update CF 285A Application Packet XDP
The XDP of the CF 285A Application Packet will be updated as follows:

Location	Existing Language	Updated Language
Coversheet Page 1 of 2	You can also apply for CalFresh or other programs online by going to http://www.benefitscal.com/.	You can also apply for CalFresh or other programs online by going to http://www.benefitscal.org/.
Coversheet Page 1 of 2	You are a migrant or seasonal farmworker household with less than $100 in checking or savings and 1) your income stopped, or 2) your income has started but	You are a migrant or seasonal farmworker household with less than $100 in checking or savings and 1) your income stopped, or 2) your income has started but

	you do not expect to get more than $25 in the next 10 days. *Note: There is an incorrect gap between "savings" and "and"	you do not expect to get more than $25 in the next 10 days.
Coversheet Page 2 of 2	Lawful immigration status **ONLY** for noncitizens applying for benefits (an Alien Registration Card, visa) *Note: There needs to be a period after closing parenthesis	Lawful immigration status **ONLY** for noncitizens applying for benefits (an Alien Registration Card, visa).
Program Rules Page 1 of 6	Ask about your hearing rights or for a legal aid referral at the toll-free phone number – 1-**800-952-5253** *Note: Phone number should be properly bolded	Ask about your hearing rights or for a legal aid referral at the toll-free phone number – **1-800-952-5253**
Program Rules Page 2 of 6	● Give false information about who I am and where I live so I can get extra CalFresh benefit	● Give false information about who I am and where I live so I can get extra CalFresh benefits
Program Rules Page 4 of 6	(1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, S.W. Washington D.C. 20250-9410 CDSS Civil Rights Bureau P.O. BOX 944243, M.S. 8-16-70 Sacramento, CA 94244-2430 1-866-741-6241 (Toll Free) (2) fax: (202) 690-7442; or	(1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, S.W. Washington D.C. 20250-9410 CDSS Civil Rights Bureau P.O.BOX 944243, M.S. 9-7-041 Sacramento, CA 94244-2430 1-866-741-6241 (Toll Free) (2) fax: USDA (202) 690-7442, CDSS (916) 651-0602; or
6b. NONCITIZEN INFORMATION	Does anyone listed above have, or have they applied for, or do they plan to apply for a T-Visa or U-Visa, VAWA petition?	Does anyone listed above have, or have they applied for, or do they plan to apply for a T-Visa, U-Visa or VAWA status?
9. HOUSEHOLD'S CHILD/ADULT CARE EXPENSES	**Who gives care?** (name and address of provider) **How often paid?** (weekly/monthly, other)	**Who gives care?** (Name and address of provider) **How often paid?** (Weekly/monthly, other)
12. MEDICAL EXPENSES	**Will the household be reimbursed for any medical expenses?**	**Will the household be reimbursed for any medical expenses?**

	(by Medi-Cal, insurance, family member, etc.)	(By Medi-Cal, insurance, family member, etc.)
18. TRAFFICKING	**TRAFFICKING (TRADING OR SELLING) OF BENEFITS** Have you or any member of your household ever been convicted of trafficking (allowing use of or selling EBT cards to others) SNAP benefits of $500 or more after September 22, 1996? (Please Check One)	**TRAFFICKING (TRADING OR SELLING) OF BENEFITS** Have you or any member of your household ever been convicted of trafficking (trading or selling EBT cards to others) SNAP benefits of $500 or more after September 22, 1996? (Please Check One)

Updated Languages: English, Spanish

Include NA Back 9: No

Form Mockups/Examples: See Supporting Documents #3

2.3.3 Form Variable Population

There are no updates to the form variable population for the CF 285A Application Packet.

2.3.4 Form Generation Conditions

There are no updates to the form generation conditions for the CF 285A Application Packet.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Forms	CF 285 Mockup	CF285_Mockup_EN.pdf
2	Forms	CF 285A Mockup	CF285A_Mockup_EN.pdf
3	Forms	CF 285A Application Packet Mockup	CF285APacket_Mockup_EN.pdf

Translations of the forms from CDSS in applicable threshold languages are attached to Jira. Threshold language forms should follow the same formatting as the corresponding English form.

4 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.	This SCR updates CF 285, CF 285A, and CF 285A Application Packet.

CA-267104

Rename NA 841 to Notice of Action -Welfare-to-Work Plan

	DOCUMENT APPROVAL HISTORY		
CalSAWS	Prepared By	Justin Bourbonniere	
	Reviewed By		

DATE	VERSION	REVISION DESCRIPTION	AUTHOR
10/23/2024	1.0	Initial Draft	Justin Bourbonniere
11/20/2024	1.1	Update Template	Justin Bourbonniere

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CA-267104 – Rename NA 841 to Notice of Action -Welfare-to-Work Plan

1 OVERVIEW

This effort will update the NA 841 form name in CalSAWS to 'Welfare-to-Work Plan' from the incorrect 'GAIN Volunteer Suspension.' The existing record will be end dated based on the imaging teams request, which allows existing documents with barcodes pointing to the existing record to pull the form information. A new record will be added with the updated form name and imaging form name. The form XDP will be updated with the new form name. The batch, online and set generation will be updated. Threshold languages Japanese, Mien, Punjabi and Ukrainian will be added to CalSAWS.

1.1 Current Design

Currently the NA 841 notice name in CalSAWS is 'GAIN Volunteer Suspension' which is not correct. Threshold languages Japanese, Mien, Punjabi, Ukrainian are not available in CalSAWS.

1.2 Requests

1. Update the NA 841
    a. Update the form name in CalSAWS to 'Welfare-to-Work Plan' from the incorrect 'GAIN Volunteer Suspension'.
    b. Add NA 841 in available threshold languages Japanese, Mien, Punjabi and Ukrainian.
    c. Add REP program as a selectable option in the template repository document parameters page.
    d. Update form XDP title to 'Notice of Action Welfare-to-Work Plan' from the incorrect 'Notice of Action GAIN Volunteer Suspension'.

1.3 Overview of Recommendations

2. Update the NA 841
    a. Update the form name in CalSAWS to 'Welfare-to-Work Plan' from the incorrect 'GAIN Volunteer Suspension'.
    b. Add NA 841 in available threshold languages Japanese, Mien, Punjabi and Ukrainian.
    c. Add REP program as a selectable option in the template repository document parameters page.
    d. Update the form XDP title to 'Notice of Action Welfare-to-Work Plan' from the incorrect 'Notice of Action GAIN Volunteer Suspension'.

1.4 Assumptions

1. There are no other changes to the form's generation conditions or variable population logic, unless otherwise stated in this design document.
2. NA 841 is generated via batch, online page, in a set and through template repository.

2 RECOMMENDATIONS

2.1 Update NA 841

2.1.1 Overview

This effort will update the NA 841 form name in CalSAWS to 'Welfare-to-Work Plan' from the incorrect 'GAIN Volunteer Suspension.'

State Form: NA 841 (3/14)
Current Programs: CalWORKs, Welfare to Work, REP
Current Attached Form(s): NA Back 9
Current Forms Category: NOA
Current Template Repository Visibility: All Counties
Existing Languages: Arabic, Armenian, Cambodian, Chinese, English, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, Vietnamese

2.1.2 Form Verbiage

Update Form XDP

1. Add NA 841 in threshold languages Japanese, Mien, Punjabi and Ukrainian to CalSAWS.
2. Update the form XDP title to 'Notice of Action Welfare-to-Work Plan' from the incorrect 'Notice of Action GAIN Volunteer Suspension'.

Technical note: Translations provided by CDSS, a mockup with CalSAWS header is not provided. Threshold languages should use the same header as the English NA 841(Header_1).

Form Mockups/Examples: See Supporting Documents #1, 2, 3, 4, 5, 6

2.1.3 Description of Change

This effort will update the NA 841 form name in CalSAWS to 'Welfare-to-Work Plan' from the incorrect 'GAIN Volunteer Suspension.' The existing record will be end dated based on the imaging teams request, which allows existing documents with barcodes pointing

to the existing record to pull the form information. A new record will be added with the updated form name 'Welfare-To-Work Plan'.

Form Title: Welfare-to-Work Plan
Imaging Form Name: NOA WTW Plan

Technical note:
1. DCR to update existing NA 841 record as end dated.
2. DCR add a new record for NA 841 with the updated form name and imaging form name.
3. DCR to update forms_doc_templ_lang_id in forms_sets with new NA 841 doc templ entries.

2.1.4 Form Generation Conditions

Currently NA 841 generates for participants who are in non-compliance for WTW or REP. The batch job (PB19C898, PB00C898) runs daily for all counties. The NA 841 has online generation via the Non-Compliance Appointments Page and there is NA 841 Set generation.

This effort will not change the existing generation conditions.

Technical note: Use the new doc_templ id for batch, online and set generation for the new NA 841 record being added in section 2.1.3.

2.1.5 Add/Update Form to the Template Repository

Add REP program as a selectable option in the template repository document parameters page. LA County uses NA 841 for the REP program.

Technical note: Add REP to doc_templ_pgm table for NA 841.

2.1.6 Form Variable Population

There are no changes to this section.

2.1.7 Add Form Control

There are no changes to this section. See Appendix section for current form information.

2.1.8 Form Print Options and Mailing Requirements

There are no changes to this section. See Appendix section for current form information.

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
#1	Forms	NA 841 mockup	Mockup NA 841.pdf
#2	Forms	Translations	CA-267104 translations.xlsx
#3	Forms	NA 841 Japanese	NA 841 Japanese.pdf
#4	Forms	NA 841 Mien	NA 841 Mien.pdf
#5	Forms	NA 841 Punjabi	NA 841 Punjabi.pdf
#6	Forms	NA 841 Ukrainian	NA 841 Ukrainian.pdf

4   APPENDIX

4.1.1 2.1.6 Add Form Control

There are no changes to this section, provided for reference only.

Tracking Barcode	BRM Barcode	Imaging Barcode
No	No	Yes

4.1.2 2.1.7 Form Print Options and Mailing Requirements

There are no changes to this section, provided for reference only.

The print options checked below will be available for this form.

Blank Template	Print Local Without Save	Print Local And Save	Reprint Local	Reprint Central
Y	Y	Y	Y	Y

The PRINT LOCAL WITHOUT SAVE option is only available when printing a blank template.

The PRINT AND SAVE options are only available when printing a document containing case or resource information.

Mailing Requirements:

Mail-To (Recipient): Customer selected on Document Parameters Page

Mailed From (Return): Worker's office

Mail-back-to Address: Worker's office

Outgoing Envelop Type: Standard

Return Envelope Type: N/A

Additional Requirements:

Special Paper Stock: N/A

Enclosures: None

Electronic Signature: No

Post to SSP: Yes

5   REQUIREMENTS

REQ #	REQUIREMENT TEXT	HOW REQUIREMENT MET
2.18.3.6 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.	Rename NA 841 to Notice of Action - Welfare-to-Work Plan

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-271084

Revise CalWORKs M40-107G Time Limit NOA

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
10/26/2023	1.0	Initial Draft	Sujit Neupane
06/19/2024	1.1	Updated based on provided comments from reviewer and BA	Sujit Neupane
10/28/2024	1.2	Included Spanish language as it is available in CDSS website	Sujit Neupane
11/19/2024	1.3	Addressed committee provided comments	Sujit Neupane

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1   OVERVIEW

This SCR is revising the CalWORKs time limit NOA M40-107G to the newest State version by updating a NOA reason fragment. When this reason fragment is present in the NOA, we will also add NA 532 (11/21) form to show family income replacing NA 1239 SAR (9/21) and generate form CW 2190A as a separate page.

1.1   Current Design

CalSAWS has CalWORKs time limit NOA M40-107G that uses form NA 1239 SAR (9/21) for family income. Also, the verbiage used for a reason fragment does not match the newest State version.

1.2   Requests

State has posted new version of the CalWORKs M40-107G (1/22) that uses NA532 (11/21) budget sheet.

1.3   Overview of Recommendations

1. Update a NOA reason fragment for M40-107G to match the newest State version.
2. Add budget NA 532 (11/21) to M40-107G.
3. Update CW 2190A form to generate with M40-107G.

1.4   Assumptions

1. Threshold languages for the reason fragment of M40-107G will be added with SCR: CA-272347.
2. All the print options are already available for the form CW 2190A and are not changed.
3. As part of SCR CA-268843, additional budgets and forms related to the NOA reason is not going to generate when the NOA reason is manually generated.

2 RECOMMENDATIONS

2.1 Update a NOA reason fragment for M40-107G to match the newest State version

2.1.1 Overview

Revise the M40-107G to the newest State version with updated reason fragment verbiage for NOA code A414 (Snippet ID: 9580).

*Note: NOA reason code A414 refers to "Aid 60Months - Time Limit Exempt Child Support or no Child Support".

Reason Fragment Name and ID:
CW_CH_TL_60_GRANT_REDUCED_EXEMPTS_CS_A414 (ID: 9580)

State Form/NOA: NA 530/M40-107G

Current NOA Template: CW_TL_60_NOA_TEMPLATE (ID: 3044)

Current Program(s): CalWORKs

Current Action Type: Discontinuance/Change

Current Fragment Level: Program

Currently Repeatable: No

Include NA Back 9: Yes

Current Forms/NOAs Generated with this NOA: NA 1239 SAR (9/21), NA 270, CW 2184 (1/24)

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

2.1.2 Form/NOA Verbiage

<u>Update Fragment XDP</u>

Update XDP for the reason fragment to include the verbiage provided in the newest State version of M40-107G (1/22).

Updated Languages: English, Spanish
NOA Mockups/Examples: See Supporting Documents #1

Descri ption	Existing Text	Updated Text	Form atting *
Static	As of <EffectiveChangeDate1>, the County is changing your family's cash aid from <PriorMonthCashAidAmou nt> to <NewCashAidAmount>. We have removed <Person1> from the grant. The new amount of cash aid is for the remaining eligible members of your family. The new cash aid amount is figured on the next page. Here's why: As of <EffectiveChangeDate2>, <Person2> has used 60 months of CalWORKs cash aid. Adults cannot get CalWORKs cash aid after 60 months unless they meet an exception to the time limit. We have no record of you meeting an exception. If you disagree, ask for a hearing. You may be able to get aid for yourself after 60 months. The reasons are listed on form CW 2190A, sent out with this notice. Fill out and return the form to the County any time you think you qualify for an exception. You got CalWORKs aid:	As of <EffectiveChangeDate1>, the County is changing your family's cash aid from <PriorMonthCashAidAmount> to <NewCashAidAmount>. We have removed <Person1> from the grant. The new amount of cash aid is for the [<NumberOfRemainingAUMembers>] remaining eligible members of your family. The new cash aid amount is figured on the next page. Here's why: As of <EffectiveChangeDate2>, <Person1>, has used 60 months of CalWORKs cash aid. Adults cannot get CalWORKs cash aid after 60 months unless they meet an exception to the time limit. We have no record of you meeting an exception. **If you disagree, ask for a hearing.** You may be able to get aid for yourself after 60 months. The reasons are listed on form CW 2190A, sent out with this notice. Fill out and return the form to the County any time you think you qualify for an exception. You got CalWORKs aid:	Arial Font Size 10
<Dyna mic>	<PeriodReceivedAid>	<PeriodReceivedAid>	Arial Font Size 10

Static		We did not count the months listed below toward the 60-month CalWORKs time limit. If you were exempt, the month(s) did not count toward the CalWORKs 60-month time limit. Those months are:	Arial Font Size 10
<DynamicSection1>		<table><tr><td>Date(s):</td><td># Months:</td><td>Reason:</td></tr><tr><td><ExemptDates></td><td><NumberOfExemptMonths></td><td><ExemptReason></td></tr><tr><td></td><td></td><td></td></tr></table>	Arial Font Size 10
<DynamicSection>	No child support was collected for children in your AU.		Arial Font Size 10
<DynamicSection>	The list on this page includes months that are exempt due to child support collection. The last page(s) shows how child support was applied to exempt month(s).		Arial Font Size 10
Static		The list on this page may also include months that are exempt due to child support collection. If child support was collected, the last page(s) shows how child support was applied to exempt month(s). Total months that did not count: <TotalExemptionMonthsNotCounted> months.	Arial Font Size 10

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

Notes:
- When we have multiple entries for dynamic section <PeriodReceivedAid>, it will look like the following:

From 01/2021 to 04/2021 = 4 month(s)
From 07/2021 to 08/2021 = 2 month(s)

- <DynamicSection1> with Date(s), Number of Months, and Reason in the updated verbiage above could have multiple entries depending upon the dates and exemption reasons.

  For example,

  If you were exempt, the month(s) did not count toward the CalWORKs 60-month time limit. Those months are:

Date(s) :	# Months:	Reason:
01/01/2022 - 04/30/2022	4	Reason 1
05/01/2022 - 06/30/2022	2	Reason 2
01/01/2023 - 04/30/2023	4	Reason 1

2.1.3 Form/NOA Variable Population

1. **Add/Update Fragment Variable Population**

   Most of the variables are already existing in the old verbiage and will populate accordingly in the new verbiage. The following variables are missing from old verbiage and will get populated as stated below:

Variable Name	Population	Formatting*
<NumberOfRemainingAUMembers>	Populate with the number of remaining eligible AU members in the family. (Technical Note: Reference NA 1239 SAR.)	Arial Font Size 10
<NumberOfExemptMonths>	Add the number of exempt months in the corresponding date(s) in the table. (Technical Note: Reference NA 270 used in the NOA.)	Arial Font Size 10
<ExemptReason>	Reason for the exemption (Technical Note: Reference M40-107C1)	Arial Font Size 10

   Variables Requiring Translations: <ExemptReason>

2. **Update NOA Footer**

   Updated NOA Footer: M40-107G (1/22)

NOA Footer Requires Translations: No

2.1.4 Form/NOA Generation Conditions

1. <u>Turn Off Threshold Language Fragments</u>
   Korean, Tagalog, Chinese, Cambodian, Armenian, Hmong, Lao, Russian, Arabic, Farsi, Vietnamese

2.2 Add Budget NA 532 (11/21) to M40-107G

2.2.1 Overview

Add the NA 532 (11/21) form to show family income in M40-107G.

State Form/NOA: NA530/M40-107G
NOA Template ID(s): 3044
Budget Name: NA 532 (11/21)
Program(s): CalWORKs
Action Type: Discontinuance/Change
Fragment Level: Program
Repeatable: No
Languages: English, Spanish

2.2.2 Form/NOA Verbiage

Create Fragment XDP

A new XDP file should be added for NA 532 (11/21) in English and Spanish languages.

NOA Mockups/Examples: See Supporting Documents #1

Description	Text	Formatting*
Static	Refer to the "NA532" part included in supporting document #1	Arial, Size 10

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

2.2.3 Form/NOA Variable Population

All the other variables required for NA 532 (11/21) is available in NA 1239 SAR and NA 270 which are currently being used in the NOA. Those variables will get populated to NA 532 accordingly. The only missing variable from NA 1239 SAR for NA 532 is listed in the table below:

Variable Name	Population	Formatting*
Collected_Child_Support	Child support collected by County. (Technical Note: Reference 40-107 Addendum 2)	Arial, Size 10

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

Variables Requiring Translations: None

Note: When we have more than two exempt years to list, it will look like the following:

EXEMPT MONTHS

The following 11 _____ months did not count toward your CalWORKs 60-month time limit:

Year 2014 - ☒ Jan ☒ Feb ☒ Mar
☒ Apr ☒ May ☒ June
☒ July ☐ Aug ☐ Sept
☐ Oct ☐ Nov ☐ Dec

Year 2015 - ☒ Jan ☒ Feb ☐ Mar
☐ Apr ☐ May ☐ June
☐ July ☐ Aug ☐ Sept
☐ Oct ☐ Nov ☐ Dec

2016 - Jul Aug

2.2.4 Form/NOA Generation Condition

This fragment should generate and replace current budget NA 1239 SAR when M40-107G NOA generates via EDBC with reason fragment CW_CH_TL_60_GRANT_REDUCED_EXEMPTS_CS_A414 (ID: 9580).

*Note: NOA reason code A414 refers to "Aid 60Months - Time Limit Exempt Child Support or no Child Support".

Location on NOA: It should be added in the multi budget area of the NOA where NA 1239 SAR generates currently. NA 532 (11/21) will replace NA 1239 SAR (9/21).

2.3 Update CW 2190A form to generate with M40-107G

2.3.1 Overview

Form CW 2190A is only available in template repository currently. Now, we also want to generate CW 2190A form when the M40-107G NOA generates via EDBC with CW_CH_TL_60_GRANT_REDUCED_EXEMPTS_CS_A414 (ID: 9580) reason fragment.

State Form: CW 2190A (4/21)

Current Program(s): CalWORKs

Current Attached Form(s): N/A

Current Forms Category: Form

Current Template Repository Visibility: All Counties

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

2.3.2 Form/NOA Verbiage

Update Form XDP
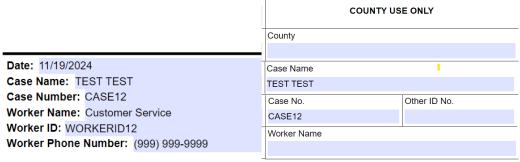
Updated Languages: English, Spanish

Form Header: CalSAWS Standard Header (Header_1), CalSAWS BRM Header (Header_BRM)

Form Mockups/Examples: See supporting document #2.

2.3.3 Form/NOA Variable Population

The variable population for this form will remain unchanged with this effort. Based on the current functionality, the following section in the form gets populated along with standard Header:

2.3.4 Form/NOA Generation Condition

1. **Updates to Form Generation**

This form will generate as a separate page when the M40-107G NOA generates via EDBC with NOA reason code A414 (Snippet ID: 9580).

*Note: When displayed on the distributed documents page, the CW 2190A form is displayed separately from the NOA.

*Technical Note: When reason fragment CW_CH_TL_60_GRANT_REDUCED_EXEMPTS_CS_A414 (ID: 9580) generates in CW_TL_60_NOA_TEMPLATE (ID: 3044) template as a part of M40-107G NOA, we will generate this form.

2. **Update Form Control**
   Due Date: There is no due date to return this form. The timed-out adult can request an extender at any time after they have used their 60 months on aid.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	Y	Y

3. **Update Mailing Options**
   Mail-To (Recipient): When attached to M40-107G NOA, mail to the same person. When generated from the templated repository, mail-to person selected from customer name dropdown.
   Mailed From (Return): Sending office.
   Mail-back-to-Address: County BRM address.
   Outgoing Envelope Type: Standard Mail
   Return Envelop Type: BRM

3   SUPPORTING DOCUMENTS

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

Number	Functional Area	Description	Attachment
1.	NOA	Updated M40-107G mockup in English version	M40-107G_EN_Mockup.pdf
2.	Form	CW2190A with BRM	CW2190A_MTC_EN_BRM_Mockup.pdf

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-274856

Remove automation logic for CDS 525 for all GA/GR programs

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Manisha Chatterjee
	Reviewed By	BA

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
09/10/2024	1.0	Original Draft	Manisha Chatterjee

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1 OVERVIEW

This SCR is to remove automation to generate form CDS 525-CalSAWS (04/03) for GA/GR program for San Francisco (SF) County.

1.1 Current Design

Currently when rescinding a Denied/Discontinued GA/GR Automated EDBC/CC Counties Program, CDS 525-CalSAWS (04/03) will be triggered automatically upon clicking "Save and Return" on the Rescind Detail page for all 18 CalSAWS Automated Solution Counties and the program would be successfully rescinded.
SF GA/GR business process is to suppress the form manually. If the EW does not reject the form, customers assume the case is ok and will not attend their appointment.

1.2 Requests

Remove auto generate functionality of form CDS 525-CalSAWS (07/03) for San Francisco County GA/GR Program only.

1.3 Overview of Recommendations

Remove auto generate functionality of form CDS 525-CalSAWS (07/03) for San Francisco County GA/GR Program only.

1.4 Assumptions

1) Automatic trigger condition for CDS 525-CalSAWS (04/03) will remain same for the other CalSAWS Automated Solution Counties.
2) Manual trigger for CDS 525-CalSAWS (04/03) will remain same for all 18 CalSAWS Automated Solution Counties including SF County.

2 RECOMMENDATIONS

2.1 Remove automation to generate form CDS 525-CalSAWS (04/03) for San Francisco County

2.1.1 Overview

CDS 525-CalSAWS (04/03) will not generate for SF County automatically from Rescind Detail page.

2.1.2 Description of Changes

Through this SCR effort, CDS 525-CalSAWS (04/03) will no longer be auto triggered for San Francisco County only, on clicking "Save and Return" button on the Rescind Detail page. The denied/discontinued GA/GR program will be successfully rescinded and changed to 'Pending' status, but the CDS 525-CalSAWS (04/03) form will no longer generate for SF County only on rescinding.

Note: CDS 525-CalSAWS (04/03) form can still be manually generated from "GA/GR Correspondence tab" (under "Templates" section) for San Francisco County.

SUPPORTING DOCUMENTS

N/A

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-277303

Add newest State version of M20-353C- Fraud Penalty Change NOA

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
11/01/2024	1.0	Initial Draft	Sujit Neupane
11/18/2024	1.1	Addressed comments provided by BA	Sujit Neupane
02/05/2024	1.2	Update to action fragment and regulations	Steven Contreras

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1 OVERVIEW

This SCR is to automate and add to the template repository change NOA M20-353C – 'Penalty Applied to AU'.

1.1 Current Design

CalSAWS does not have the M20-353C NOA in the system.

1.2 Requests

Add and automate M20-353C – Penalty Applied to AU.

1.3 Overview of Recommendations

1. Add an individual action fragment from M20-353C
2. Add a message fragment from M20-353C
3. Add a reason fragment from M20-353C when duplicate aid
4. Add a reason fragment from M20-353C when ineligible child
5. Add a reason fragment from M20-353C when welfare fraud
6. Add a reason fragment from M20-353C when welfare fraud for three times
7. Add a reason fragment from M20-353C when filed multiple applications
8. Add the latest State version (06/98) of M20-353C to the Template Repository.

1.4 Assumptions

1. Remaining threshold languages for M20-353C will be added with SCR CA-284732.
2. For those Fraud Penalty NOA reasons from M20-353C that are not being automated with this effort, worker will be able to access and generate them via the Template Repository.
Manual reasons:
   - received cash aid of $_____ or more because of welfare fraud.
   - gave us wrong facts or did not report all facts.

2 RECOMMENDATIONS

2.1 Add an individual action fragment from M20-353C

2.1.1 Overview

Add and automate an individual action fragment from M20-353C.

State Form/NOA: M20-353C/NA 200 (6/98)
Program(s): CalWORKs
Action Type(s): Change
Fragment Level: Person
Repeatable: Yes
Languages: English, Spanish, Chinese, Russian, Vietnamese

2.1.2 Form/NOA Verbiage

Create Fragment XDP
Create a new XDP for this action fragment.

NOA Mockups/Examples: See Supporting Documents #1

Description	Text	Formatting*
Static	The needs of <PenaltyPerson>, were not counted in figuring the amount of your cash aid.	Arial Font Size 10
DynamicSection	This person's fraud penalty period is for <PenaltyPeriod>, while the family is being aided and he/she is living with the family.	Arial Font Size 10

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

*Note: Please refer to section 2.1.4.2 for the generation condition of the DynamicSection.

2.1.3 Form/NOA Variable Population

Variable Name	Population	Formatting*
<PenaltyPerson>	Populate with name of the person for whom the penalty is applied to. Person will have the "Role reason" code 'CW Duplicate Aid'. **Note:** If penalty is applied to more than one person, the NOA fragment will generate more than once.	Arial Font Size 10
<PenaltyPeriod>	Populate with penalty period. Penalty 'Begin Date' and 'End Date' is provided in "Eligibility Non-Compliance Detail" page. (Example: 11/2024 - 01/2025) **Note:** If penalty is applied to more than one person, the NOA fragment will generate more than once.	Arial Font Size 10

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

Variables Requiring Translations: None

2.1.4 Form/NOA Generation Conditions

1. **Add Fragment Generation**

   This action fragment should generate along with reason fragment added with recommendations 2.3, 2.4. 2.5, 2.6, and 2.7.

   *Note: If penalty is applied to more than one person, the NOA fragment will generate more than once. Please refer to supporting document #2.

   Ordering on NOA: This action fragment should generate right before a reason fragment.

2. **Add Fragment Section Generation**

Section	Generation Conditions
DynamicSection	If Fraud Penalty has 'End date' then we generate this section. Fraud penalty end date is provided in "Eligibility Non-Compliance Detail" page "End Date" field.

2.2 Add a message fragment from M20-353C

2.2.1 Overview

Add a message fragment from M20-353C and automate it to generate with action and reason fragments.

State Form/NOA: M20-353C (6/98)
Program(s): CalWORKs
Action Type(s): Change
Fragment Level: Program
Repeatable: No
Languages: English, Spanish, Chinese, Russian, Vietnamese

2.2.2 Form/NOA Verbiage

Create a new message fragment XDP

Add a new message fragment from M20-353C NOA.

1

NOA Mockups/Examples: See Supporting Documents #1

Description	Text	Formatting*
DynamicMessage	He/she may get cash aid when the fraud penalty period ends.	Arial Font Size 10
Static	Your new cash aid amount is figured on this notice. **Medi-Cal:** This Notice of Action does NOT change or stop Medi-Cal benefits. If there is a change in your Medi-Cal benefits, you will receive another notice. Keep using your plastic Benefits Identification Card(s). **CalFresh:** This notice DOES NOT stop or change your CalFresh benefits. You will get a separate notice telling you about any changes to your CalFresh benefits. Receiving Medi-Cal and/or CalFresh only DOES NOT count against your cash aid time limits.	Arial Font Size 10

1

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

*Note: Please refer to 2.2.4.2. for the generation condition of the 'DynamicMessage'.

2.2.3 Form/NOA Variable Population

There is no variable population for this fragment.

2.2.4 Form/NOA Generation Conditions

1. **Add Fragment Generation**

Generate this message fragment when one of the reason fragments added with recommendations 2.3, 2.4, 2.5, 2.6, and 2.7 gets generated.

Ordering on NOA: This message fragment should generate after all the reasons.

2. **Add Fragment Section Generation**

Section	Generation Conditions
DynamicMessage	If Fraud Penalty has 'End date' then we generate this section. Fraud penalty end date is provided in "Eligibility Non-Compliance Detail" page "End Date" field.

2.3 Add a reason fragment from M20-353C when duplicate aid

2.3.1 Overview

Add a new reason fragment from M20-353C for when a participant is receiving duplicate aid.

State Form/NOA: M20-353C/NA 200 (6/98)
NOA Template: CW_NOA_TEMPLATE (ID: 3026)
Program(s): CalWORKs
Action Type(s): Change
Fragment Level: Person
Repeatable: Yes. Repeats for each person.

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

Forms/NOAs Generated with this NOA: NA 200

Languages: English, Spanish, Chinese, Russian, Vietnamese

2.3.2 Form/NOA Verbiage

Create Fragment XDP

Create a new XDP for this new reason fragment.

NOA Mockups/Examples: See Supporting Documents #1

Description	Text	Formatting*
Static	This person gave us wrong facts about where he/she lived in order to receive cash aid from two or more states or counties.	Arial Font Size 10

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

2.3.3 Form/NOA Variable Population

1. **Add Fragment Variable Population**

    There is no variable population for this reason fragment.

2. **Add Fragment Regulations**
    MPP Sections 44-100; 44-315; 44-111.231(c). 20-353.2; 40-173.1; 44-315; 44-317

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

    NOA Reference on Document List Page: CW Penalty Applied to AU
    NOA Title: CW_CH_NOA_TYPE (ID: 3108)

    NOA Title Requires Translations: No

    NOA Footer: M20-353C/NA 200 (6/98)

    NOA Footer Requires Translations: No

2.3.4 Form/NOA Generation Conditions

This fragment generates when all the following is true:
- The program is CalWORKs.
- The program in the newly run EDBC is active.
- There is at least one person with the role reason 'CW Duplicate Aid'.

- There is at least one existing CalWORKs EDBC for the current Benefit month and in the most recent saved CalWORKs EDBC of the existing CalWORKs EDBCs for that month the person(s) did not have a role reason mentioned above.
  or
  There is not a previously existing CalWORKs EDBC for the current Benefit month and there is at least one CalWORKs EDBC for the previous month and in the most recent saved CalWORKs EDBC for the previous month the person did not have a role reason mentioned above.

Action Fragment: CW_CH_ACTION6 (Snippet ID: 4072) and action fragment added with recommendation 2.1.

Message Fragment: Added with Recommendation 2.2.

Ordering on NOA: This fragment should generate after the action fragment added with recommendation 2.1.

2.4   Add a reason fragment from M20-353C when ineligible child

2.4.1   Overview

Add a new reason fragment from M20-353C for when a participant provided wrong facts about child eligibility.

State Form/NOA: M20-353C/NA 200 (6/98)

NOA Template: CW_NOA_TEMPLATE (ID: 3026)

Program(s): CalWORKs

Action Type(s): Change

Fragment Level: Person

Repeatable: Yes. Repeats for each person.

Include NA Back 9: Yes
  o **Includes standard NA Back 9 variable population:** Yes

Forms/NOAs Generated with this NOA: NA 200

Languages: English, Spanish, Chinese, Russian, Vietnamese

2.4.2   Form/NOA Verbiage

Create Fragment XDP

Create a new XDP for this new reason fragment.

NOA Mockups/Examples: See Supporting Documents #3

Description	Text	Formatting*
Static	This person gave us wrong facts for an ineligible child or for a child that does not exist.	Arial Font Size 10

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

2.4.3 Form/NOA Variable Population

1. **Add Fragment Variable Population**

   There is no variable population for this reason fragment.

2. **Add Fragment Regulations**
   MPP Sections 44-100; 44-315; 44-111.231(c). 20-353.2; 40-173.1; 44-315; 44-317

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

   NOA Reference on Document List Page: CW Penalty Applied to AU
   NOA Title: CW_CH_NOA_TYPE (ID: 3108)
   NOA Title Requires Translations: No

   NOA Footer: M20-353C/NA 200 (6/98)
   NOA Footer Requires Translations: No

2.4.4 Form/NOA Generation Conditions

This fragment generates when all the following is true:
- The program is CalWORKs.
- The program in the newly run EDBC is active.
- There is at least one person with the role reason 'CW - No Elig Child'.
- There is at least one existing CalWORKs EDBC for the current Benefit month and in the most recent saved CalWORKs EDBC of the existing CalWORKs EDBCs for that month the person(s) did not have a role reason mentioned above.
  or
  There is not a previously existing CalWORKs EDBC for the current Benefit month and there is at least one CalWORKs EDBC for the previous month and in the most recent saved CalWORKs EDBC for the previous month the person did not have a role reason mentioned above.

Action Fragment: CW_CH_ACTION6 (Snippet ID: 4072) and action fragment added with recommendation 2.1.

Message Fragment: Added with Recommendation 2.2.

Ordering on NOA: This fragment should generate after the action fragment added with recommendation 2.1.

2.5 Add a reason fragment from M20-353C when welfare fraud

2.5.1 Overview

Add a new reason fragment from M20-353C for when a participant is pled guilty of welfare fraud.

State Form/NOA: M20-353C/NA 200 (6/98)

NOA Template: CW_NOA_TEMPLATE (ID: 3026)

Program(s): CalWORKs

Action Type(s): Change

Fragment Level: Person

Repeatable: Yes. Repeats for each person.

Include NA Back 9: Yes
  ○ **Includes standard NA Back 9 variable population:** Yes

Forms/NOAs Generated with this NOA: NA 200

Languages: English, Spanish, Chinese, Russian, Vietnamese

2.5.2 Form/NOA Verbiage

Create Fragment XDP

Create a new XDP for this new reason fragment.

NOA Mockups/Examples: See Supporting Documents #4

Description	Text	Formatting*
Static	This person was found/pled guilty in a court of law of felony welfare fraud of $<WelfareFraudAmount> or more.	Arial Font Size 10

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

2.5.3 Form/NOA Variable Population

1. **Add Fragment Variable Population**

Variable Name	Population	Formatting*
<WelfareFraudAmount>	This amount populates based on the "Role Reason" code. 1. If "Role Reason" code is "CW $2K to 5K (felony)", then it will get populated with "2,000". 2. If "Role Reason" code is "CW >$5K (felony)", then it will get populated with "5,000". 3. If "Role Reason" code is "CW Fraud >$10K", then it will get populated with "10,000".	Arial Font Size 10

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

Variables Requiring Translations: None

2. **Add Fragment Regulations**

   MPP Sections 44-100; 44-315; 44-111.231(c). 20-353.2; 40-173.1; 44-315; 44-317

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

   NOA Reference on Document List Page: CW Penalty Applied to AU
   NOA Title: CW_CH_NOA_TYPE (ID: 3108)

   NOA Title Requires Translations: No

   NOA Footer: M20-353C/NA 200 (6/98)

   NOA Footer Requires Translations: No

2.5.4 Form/NOA Generation Conditions

1. **Add Fragment Generation**

   This fragment generates when all the following is true:
   - The program is CalWORKs.
   - The program in the newly run EDBC is active.
   - There is at least one person with one of the following role reason codes:
     a. 'CW $2K to 5K'
     b. 'CW >$5K'
     c. 'CW Fraud >$10K'
   - There is at least one existing CalWORKs EDBC for the current Benefit month and in the most recent saved CalWORKs EDBC of the existing CalWORKs EDBCs for that month the person(s) did not have a role reason mentioned above.
     or

There is not a previously existing CalWORKs EDBC for the current Benefit month and there is at least one CalWORKs EDBC for the previous month and in the most recent saved CalWORKs EDBC for the previous month the person did not have a role reason mentioned above.

Action Fragment: CW_CH_ACTION6 (Snippet ID: 4072) and action fragment added with recommendation 2.1.

Message Fragment: Added with Recommendation 2.2.

Ordering on NOA: This fragment should generate after the action fragment added with recommendation 2.1.

2.6   Add a reason fragment from M20-353C when welfare fraud for three times

2.6.1 Overview

Add a new reason fragment from M20-353C for when a participant is pled guilty of welfare fraud for three times.

State Form/NOA: M20-353C/NA 200 (6/98)

NOA Template: CW_NOA_TEMPLATE (ID: 3026)

Program(s): CalWORKs

Action Type(s): Change

Fragment Level: Person

Repeatable: Yes. Repeats for each person.

Include NA Back 9: Yes
   o   **Includes standard NA Back 9 variable population:** Yes

Forms/NOAs Generated with this NOA: NA 200

Languages: English, Spanish, Chinese, Russian, Vietnamese

2.6.2 Form/NOA Verbiage

Create Fragment XDP

Create a new XDP for this new reason fragment.

NOA Mockups/Examples: See Supporting Documents #5

Description	Text	Formatting*
Static	This person was found/pled guilty of welfare fraud three times in a court of law or administrative hearing.	Arial Font Size 10

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

2.6.3 Form/NOA Variable Population

1. **Add Fragment Variable Population**
    There is no variable population for this reason fragment.

2. **Add Fragment Regulations**
    MPP Sections 44-100; 44-315; 44-111.231(c). 20-353.2; 40-173.1; 44-315; 44-317

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

    NOA Reference on Document List Page: CW Penalty Applied to AU
    NOA Title: CW_CH_NOA_TYPE (ID: 3108)

    NOA Title Requires Translations: No

    NOA Footer: M20-353C/NA 200 (6/98)

    NOA Footer Requires Translations: No

2.6.4 Form/NOA Generation Conditions

This fragment generates when all the following is true:

- The program is CalWORKs.
- The program in the newly run EDBC is active.
- There is at least one person with the role reason 'CW IPV - #3'.

- There is at least one existing CalWORKs EDBC for the current Benefit month and in the most recent saved CalWORKs EDBC of the existing CalWORKs EDBCs for that month the person(s) did not have a role reason mentioned above.
  or
  There is not a previously existing CalWORKs EDBC for the current Benefit month and there is at least one CalWORKs EDBC for the previous month and in the most recent saved CalWORKs EDBC for the previous month the person did not have a role reason mentioned above.

Action Fragment: CW_CH_ACTION6 (Snippet ID: 4072) and action fragment added with recommendation 2.1.

Message Fragment: Added with Recommendation 2.2.

Ordering on NOA: This fragment should generate after the action fragment added with recommendation 2.1.

2.7 Add a reason fragment from M20-353C when filed multiple applications

2.7.1 Overview

Add a new reason fragment from M20-353C for when a participant has filed multiple applications.

State Form/NOA: M20-353C/NA 200 (6/98)

NOA Template: CW_NOA_TEMPLATE (ID: 3026)

Program(s): CalWORKs

Action Type(s): Change

Fragment Level: Person

Repeatable: Yes. Repeats for each person.

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

Forms/NOAs Generated with this NOA: NA 200

Languages: English, Spanish, Chinese, Russian, Vietnamese

2.7.2 Form/NOA Verbiage

Create Fragment XDP

Create a new XDP for this new reason fragment.

NOA Mockups/Examples: See Supporting Documents #6

Description	Text	Formatting*
Static	This person filed more than one application for cash aid for the same period of time.	Arial Font Size 10

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

2.7.3 Form/NOA Variable Population

1. **Add Fragment Variable Population**
   There is no variable population for this reason fragment.

2. **Add Fragment Regulations**
   MPP Sections 44-100; 44-315; 44-111.231(c). 20-353.2; 40-173.1; 44-315; 44-317

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

NOA Reference on Document List Page: CW Penalty Applied to AU
NOA Title: CW_CH_NOA_TYPE (ID: 3108)

NOA Title Requires Translations: No

NOA Footer: M20-353C/NA 200 (6/98)

NOA Footer Requires Translations: No

2.7.4 Form/NOA Generation Conditions

This fragment generates when all the following is true:

- The program is CalWORKs.
- The program in the newly run EDBC is active.
- There is at least one person with the role reason 'CW Duplicate Appl. #1'.

- There is at least one existing CalWORKs EDBC for the current Benefit month and in the most recent saved CalWORKs EDBC of the existing CalWORKs EDBCs for that month the person(s) did not have a role reason mentioned above.
  or
  There is not a previously existing CalWORKs EDBC for the current Benefit month and there is at least one CalWORKs EDBC for the previous month and in the most recent saved CalWORKs EDBC for the previous month the person did not have a role reason mentioned above.

Action Fragment: CW_CH_ACTION6 (Snippet ID: 4072) and action fragment added with recommendation 2.1.

Message Fragment: Added with Recommendation 2.2.

Ordering on NOA: This fragment should generate after the action fragment added with recommendation 2.1.

2.8 Add the latest State version (06/98) of M20-353C to the Template Repository

2.8.1 Overview

This effort will add the form M20-353C (6/98) in English and available threshold languages to CalSAWS template repository. This version will have the NA 200 Budget attached.

State Form: M20-353C (6/98)
Programs: CalWORKs
Attached Forms: NA 200

Template Description: Penalty Applied to AU

Forms Category: NOA

Template Repository Visibility: All Counties

Languages: English, Spanish, Chinese, Russian, Vietnamese

2.8.2 Form Verbiage

<u>Create M20-353C XDP:</u>

Create a new XDP for the M20-353C (6/98) in English and threshold languages with NA 200 Budget attached.

Note: Please refer to the existing "M40-105E/NA 200" Template Repository implementation for the variable field types of NA 200 budget. We are not prepopulating the budget.

Note: 'Penalty Applied to AU' requires translations.

Threshold Languages: English, Spanish, Chinese, Russian, 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 Number: M20-353C/NA 200

Form Title (Document List Page Displayed Name): Penalty Applied to AU

Include NA Back 9: Yes

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

Imaging Form Name: Penalty Applied to AU

Imaging Document Type: Notice of Action

Imaging Case/Person: Case

Form Mockups/Examples: See supporting document #7

2.8.3 Form/NOA Variable Population

There will be no pre-population for this Form outside of the standard Header, NA Back 9, and Regulation pre-population.

Below are the fields that will be available on the Form:

Variable Name	Population	Formatting	Editable*/ Field Type	Template Repository Population	Populates with Form Generation

<AS_OF_DATE>	Worker editable field. Not system populated.	Arial Font size 10 "MM/DD/YYYY"	Yes, Date Field	No	N/A, Template Repository only
<FROM_AMT>	Worker editable field. Not system populated.	Arial Font size 10 "$X,XXX.XX"	Yes, Numerical field	No	N/A, Template Repository only
<TO_AMT>	Worker editable field. Not system populated.	Arial Font size 10 "$X,XXX.XX"	Yes, Numerical field	No	N/A, Template Repository only
<PENALTY_PERSON>	Worker editable field. Not system populated.	Arial Font size 10 "John Doe"	Yes, Text	No	N/A, Template Repository only
<PENALTY_PERIOD>	Worker editable field. Not system populated.	Arial Font size 10 "01/2025 - 03/2025"	Yes, Text	No	N/A, Template Repository only
<DUPLICATE_AID_CB>	Worker editable field. Not system populated.	N/A	Yes, Checkbox	No	N/A, Template Repository only
<INELIGIBLE_CHILD_CB>	Worker editable field. Not system populated.	N/A	Yes, Checkbox	No	N/A, Template Repository only
<AID_RECEIVED_CB>	Worker editable field. Not system populated.	N/A	Yes, Checkbox	No	N/A, Template Repository only
<CASH_AID_RECEIVED>	Worker editable field. Not system populated.	Arial Font size 10 "$X,XXX.XX"	Yes, Numerical field	No	N/A, Template Repository only
< WELFARE_FRAUD_CB>	Worker editable field. Not system populated.	N/A	Yes, Checkbox	No	N/A, Template Repository only

<WELFARE_FRAUD _AMOUNT>	Worker editable field. Not system populated.	Arial Font size 10 "$X,XXX.XX"	Yes, Numerical field	No	N/A, Template Repository only
<THREE_FRAUDS_CB>	Worker editable field. Not system populated.	N/A	Yes, Checkbox	No	N/A, Template Repository only
<WRONG_FACTS_CB>	Worker editable field. Not system populated.	N/A	Yes, Checkbox	No	N/A, Template Repository only
<DUPLICATE_APP_CB>	Worker editable field. Not system populated.	N/A	Yes, Checkbox	No	N/A, Template Repository only
<PENALTY_END_CB>	Worker editable field. Not system populated.	N/A	Yes, Checkbox	No	N/A, Template Repository only
<REGS>	Worker editable field. Pre-populates with "MPP Sections 44-100; 44-315; 44-317; 44-111.231(c); 20-353.2; 40-173.1"	Arial Font size 10	Yes, Text	Yes	N/A, Template Repository only

* Note: All Form Body Variables will be editable by default. When generating a Blank Form from Template Repository the field will be editable unless otherwise indicated.

Variables Requiring Translations: REGS (Spanish, Chinese, Russian, Vietnamese)

2.8.4 Form Generation Conditions

1. **Add M20-353C to Template Repository**

The M20-353C (6/98) is added to the Template Repository.

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

2. **Add Form Control**

Add an imaging barcode for M20-353C.

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 M20-353C.

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 M20-353C
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

Additional Options:

Requirement	Option for M20-353C Form
Post to Self-Service Portal	Y

3   SUPPORTING DOCUMENTS

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

Number	Functional Area	Description	Attachment
1.	NOA	English mockup with Duplicate Aid reason	CW_Duplicate_Aid_EN.pdf
2.	NOA	English mockup when two persons have Fraud penalty	CW_Fraud_Two_Person_EN.pdf

3.	NOA	English mockup when two persons have Ineligible child	CW_InElig_Child_EN.pdf
4.	NOA	English mockup when two persons have Welfare Fraud	CW_welfare_fraud_EN.pdf
5.	NOA	English mockup when two persons have three Fraud penalties	CW_fraud_3_EN.pdf
6.	NOA	English mockup when two persons have multiple applications	CW_multi_app_EN.pdf
7.	FORM	English mockup of form M20-353C for Template Repository	M20-353C_NA200_EN_Form.pdf

CalSAWS

California Statewide Automated Welfare System

Design

CA-280038

Update NA 791 to newest State version in template repository

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CA-280038 SCR Design Document

1 OVERVIEW

This effort will bring the Change reasons for the NA 791 Notice up to date with the most recent state version (10/23)

1.1 Current Design

In the Template Repository, the NA 791 (09/18) is not up to date with the current State Version 10/23

1.2 Requests

1. Update NA 791 in Template Repository to current State version-10/23.

   CA-214330 updated a sub-set of NA 791 Change NOAs to newest State version in verbiage and revision to 10/23. Update the rest of the NA 791 Change NOAs to the newest State version.

1.3 Overview of Recommendations

1. Update the AAP Rate Decrease Reason Fragment to generate on the NA 791 (10/23) version.
2. Update CNI Verbiage on the AAP Increase Reason Fragment to match the newest State version (10/23).
3. Update the NA 791 (10/23) in the state repository to the most recent version.

1.4 Assumptions

1. This SCR will update the Change Reasons on the automated NA 791 Notice (The AAP rate Decrease Fragment and the AAP Rate Increase Fragment). Denials, Approvals, and other actions will be handled in separate SCRs.
2. The following NA 791 AAP Decrease Reason: "The rate is greater than what the child would be eligible to receive had they not been placed for adoption" will not be automated as part of this effort. This Reason will be included on the most recent version of the NA 791 (10/23) Form in the Template Repository.
3. The following NA 791 AAP Decrease Reason: "Your child's wraparound services have ended." will not be automated as part of this effort. This Reason will be included on the most recent version of the NA 791 (10/23) Form in the Template Repository.
4. The following NA 791 AAP Decrease Reason "Your child's out-of-home placement has ended." will not be automated as part of this effort. This Reason will be included on the most recent version of the NA 791 (10/23) Form in the Template Repository.
5. This effort will update the NA 791 Form in the Template Repository to the 10/23 version.

2 RECOMMENDATIONS

2.1 Update the AAP Rate Decrease Reason Fragment

2.1.1 Overview

This effort will update the AAP Rate Decrease Reason Fragment AA_CH_RATE_DECREASE_P024 to generate on the newest version of the State NOA NA 791 (10/23).

Reason Fragment Name and ID: AA_CH_RATE_DECREASE_P024, id=7510
State Form/NOA: NA 791 (10/23)
Current NOA Template: AA_NOA_TEMPLATE
Current Program(s): AAP
Current Action Type: Change
Current Fragment Level: Program
Currently Repeatable: N, Program Level
Include NA Back 9: Y
Current Forms/NOAs Generated with this NOA: None
Existing Languages: English, Spanish

2.1.2 Form/NOA Verbiage

Update Fragment XDP

There will be no updates to Fragment verbiage.

NOA Mockups/Examples: See Supporting Documents #2

2.1.3 Form/NOA Variable Population

1. Add/Update Fragment Variable Population

   The page footer is currently being generated by an external script with the old revision date. This should be updated to generate the proper revision date – NA 791 (10/23).

Variables Requiring Translations: None

2. Add/Update Fragment Regulations
   There will be no updates to fragment regulations.

3. Add/Update NOA Title and Footer Reference for new Reason
   Updated NOA Title: No Updates

NOA Title Requires Translations: No
Updated NOA Footer: NA 791 (10/23)
NOA Footer Requires Translations: No

2.1.4 Form/NOA Generation Conditions

Updates to Fragment Generation

There will be no updates to the fragment generation.

2.2 Update the AAP Increase Reason fragment Verbiage

2.2.1 Overview

This effort will update the CNI Verbiage for the Rate Increase Change Reason to be consistent with the State publish NA 791 (10/23) revision.

Reason Fragment Name and ID: AA_CH_RATE_INCREASE_P009, id=6032
State Form/NOA: NA 791 (10/23)
Current NOA Template: AA_NOA_TEMPLATE
Current Program(s): AAP
Current Action Type: Change
Current Fragment Level: Program
Currently Repeatable: N, Program Level
Include NA Back 9: Y
Current Forms/NOAs Generated with this NOA: None
Existing Languages: English, Spanish

2.2.2 Form/NOA Verbiage

Update Fragment XDP

This effort will change the verbiage on the CNI Fiscal Year Increase to be consistent with the most recent version (10/23).

Updated Languages: No new Threshold Languages will be added.

NOA Mockups/Examples: See Supporting Documents #1

Description	Existing Text	New Text	Formatting*
Static	Monthly negotiated rate is increased to <BenefitAmount>.	Monthly negotiated rate is increased to $<BenefitAmount>	Arial, Size 10
Dynamic_1	You have signed an amended AAP agreement.	You have signed an amended AAP Agreement.	Arial, Size 10

Dynamic_2	The California Necessities Index (CNI) has increased for Fiscal Year <MonthYear1>.	Due to the California Necessities Index (CNI) Increase Fiscal Year <MonthYear1>.	Arial, Size 10

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

2.2.3 Form/NOA Variable Population

Add/Update Fragment Variable Population

The page footer is currently being generated by an external script with the old revision date. This should be updated to generate the proper revision date – NA 791 (10/23).

Add/Update Fragment Regulations

No Updates to Fragment Regulations

Add/Update NOA Title and Footer Reference for new Reason

Updated NOA Title: No Updates to NOA Title
  NOA Title Requires Translations: N
Updated NOA Footer: NA 791 (10/23)
  NOA Footer Requires Translations: N

2.2.4 Form/NOA Generation Conditions

There will be no updates to generation conditions.

2.3 Update the NA 791 in the Template Repository to the most recent version

2.3.1 Overview

This effort will add the latest state version of the NA 791 (10/23) to the Template Repository.

State Form: NA 791 (10/23)
Current Programs: AAP
Current Attached Form(s): NA
Current Forms Category: Notice
Current Template Repository Visibility: All counties
Existing Languages: English, Spanish

2.3.2 Form/NOA Verbiage

The footer on the NA 791 Form currently states the old revision date. This needs to be updated to the current revision, NA 791 (10/23).

Update Form XDP

Form Mockups/Examples: See Supporting Documents #3.

Existing Text	Updated Text	Location in Document
NA 791 (9/18)– Required Form	NA 791 (10/23)- Required Form	Footer of each page. Note: The NA back 9-footer is different and will not be updated.

Updated Languages: English, Spanish
Form Mockups/Examples: See Supporting Documents #3

2.3.3 Form/NOA Variable Population

The Comment section on the bottom of the NA 791 Form should be increased in size, See Supporting document #3 for more details.

Technical Note: Move the fragments on page 2 of the notice up to create room for the increased comment size.

2.3.4 Form/NOA Generation Conditions

There will be no updates to Form Generation.

3 SUPPORTING DOCUMENTS

NUMBER	FUNCTIONAL AREA	DESCRIPTION	ATTACHMENT
1	NOAs	English mockup for updated CNI verbiage for the AAP Rate Increase NOA.	NA_791_INCREASE_EN.pdf
2	NOAs	English mockup for the updated footer on the AAP Rate Decrease NOA.	NA_791_DECREASE_EN.pdf
3	Forms	Mockup for the NA 791 Form being updated in the Template Repository	NA_791_FORM.pdf

CalSAWS

California Statewide Automated Welfare System

Design

CA-280371

Update Fiscal History to Display HH Category

	DOCUMENT APPROVAL HISTORY		
CalSAWS	Prepared By	Sumita Sinha	
	Reviewed By	Eric Wu	
DATE	VERSION	REVISION DESCRIPTION	AUTHOR
08/21/2024	1.0	Initial Draft	Sumita Sinha

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CA-280371 Update Fiscal History to Display HH Category

1 OVERVIEW

1.1 Current Design

The System recognizes a CalFresh household as Public Assistance CalFresh (PACF) in which all CalFresh members are also receiving cash aid benefits.
SCR CA-223763 introduced the following CalFresh Households:

- PACF CalWORKs-Only Household: a CalFresh household in which all included members also receive CalWORKs cash benefits.
- PACF Tribal TANF-Only Household: a CalFresh household in which all included members also receive Tribal TANF cash benefits.
- PACF SSI/SSP-Only Household: a CalFresh household in which all included members also receive SSI and/or SSP benefits.
- PACF GA/GR-Only Household: a CalFresh household in which all included members also receive GA/GR benefits.
- PACF Multiple PA: a CalFresh household in which all included members receive public assistance from any combination of the previously mentioned public assistance program types (i.e., CalWORKs, SSI/SSP, Tribal TANF, and/or GA/GR).
- PACF Mixed: a CalFresh household in which one or more included members receive public assistance from any combination of the previously mentioned public assistance program types (i.e. CalWORKs, SSI/SSP, Tribal TANF, and/or GA/GR) and some members receive only CalFresh.
- NACF: a CalFresh household in which none of the included CalFresh members are receiving any public assistance from the previously mentioned public assistance program types.

As per the current design, the 'Household Category' field is displayed on the Case Summary page, the CalFresh Detail page and the CalFresh EDBC Summary page. The Household Category information for the CalFresh/Transitional CalFresh is also stored in the Claiming History table but is not displayed in the Fiscal History Search page.

1.2 Requests

Display the Household Category information in Fiscal History Search Detailed Results page.

1.3 Overview of Recommendations

1. Update the Fiscal History Search Detailed Results page to display the 'Household Category' field.

1.4 Assumptions

1. The Household Category field will be blank if there is no value stored in Claiming History.

2   RECOMMENDATIONS

2.1 Fiscal History Search Detailed Results Page

2.1.1 Overview

Currently the Fiscal History Search Detailed Results page does not display Household Category field. However, the household category information is stored in the database. This SCR will update the page to display the 'Household' Category' field.

2.1.2 Fiscal History Search Detailed Results Page Mockup

Figure 2.1.1 – Fiscal History Search Detailed Results Page Mockup

2.1.3 Description of Changes

1. Add the 'Household Category' field. This field will display any of the below values for a CalFresh household.

HOUSEHOLD CATEGORY VALUE DISPLAYED	DESCRIPTION
PCA	PACF CalWORKs-Only
PTT	PACF Tribal TANF-Only
PSS	PACF SSI/SSP-Only
PGG	PACF GA/GR-Only
PMU	PACF Multiple
PMI	PACF Mixed
NACF	Please see the description of NACF in the "Current Design" section.

2.1.4 Page Location

- **Global: Fiscal**
- **Local: Fiscal History**
- **Task: Fiscal History Search**

2.1.5 Security Updates

No Changes

2.1.6 Page Mapping

Update page mapping for the new field Household Category.

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 Changes

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
N/A			

4 OUTREACH

4.1 Lists

None

5 APPENDIX

N/A

CalSAWS

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CA-281743

Add the CW 30 (12/23) to the Template Repository In Threshold Languages

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CA-281743 - Add the CW 30 (12/23) to the Template Repository In Threshold Languages

1 OVERVIEW

This SCR adds the latest state version (12/23) of the CW 30 form to the Template Repository in provided threshold languages.

1.1   Current Design

The CW 30 (12/23) currently exists in CalSAWS Template Repository in English, Spanish, Chinese, and Armenian (implemented as part of CA-273502).

1.2   Requests

Add the CW 30 (12/23) in provided threshold languages to the Template Repository.

1.3   Overview of Recommendations

1. Add the CW 30 (12/23) to the Template Repository in provided threshold languages: Arabic, Cambodian, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mien, Punjabi, Russian, Tagalog, Thai, Ukrainian, and Vietnamese.

1.4   Assumptions

1. The CW 30 form can only be generated via the Template Repository.
2. There is currently no variable population logic for the CW 30.
3. There are no changes to any current functionality unless specified in the recommendation of this design document.

2   RECOMMENDATIONS

2.1   Add CW 30 (12/23) to Template Repository in Provided Threshold Languages

2.1.1   Overview

This recommendation is to add the CW 30 (12/23) to Template Repository in provided threshold languages.

State Form: CW 30 (12/23)

Current Program: CalWORKs (CW)

Current Attached Forms: None

Current Forms Category: Forms

Current Template Repository Visibility: All Counties

Existing Languages: English, Spanish, Chinese, and Armenian

Current Print Options: Print Locally

Current Posted to SSP: Yes

Electronic Signatures:

> **Electronic Signature (IVR/Text):** No

> **Check to Sign:** No

2.1.2   Form Verbiage

Updated Languages: Arabic, Cambodian, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mien, Punjabi, Russian, Tagalog, Thai, Ukrainian, and Vietnamese

Include NA Back 9: No

2.1.3   Form Variable Population

There are no updates to the form variable population for the CW 30 form.

2.1.4   Form Generation Conditions

There are no updates to the form generation conditions for the CW 30 form.

3   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.	This SCR adds the latest version of the CW 30 (12/23 version) in provided languages to the Template Repository.

Translations of the form from CDSS in applicable threshold languages are attached to Jira. Threshold language forms should follow the same formatting as the English form.

CalSAWS

California Statewide Automated Welfare System

Design

CA-282449

ACL 24-87 Mass Mailer for Extension of Water Pilot Program

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Phong Xiong
	Reviewed By	

DATE	VERSION	REVISION DESCRIPTION	AUTHOR
01/02/2025	1.0	Initial Draft	Phong Xiong

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CA-282449 – ACL 24-87 Mass Mailer for Extension of Water Pilot Program

1 OVERVIEW

As per All County Letter (ACL) 24-87, the Water Pilot Program has been extended for Kern County once more.

1.1 Current Design

The Water Pilot for Kern County started on March 1, 2022 and was originally scheduled to end 2/28/2023, depending on household caseload and available funding. Due to available funds, the Pilot was extended from 3/1/2023-10/31/2023. Now with the additional funding provided, the Pilot will be extended from 11/1/2023 - 6/31/2025 for participating households.

Assembly Bill 161, section 58, extends the Water Pilot until allocated funding expires. Pilot was originally scheduled to end 10/31/23 and was extended through June 30, 2025. This new extension will require the CDSS to send another informing notice similar to CF 304E to participating pilot households in Kern County.

Assembly Bill 161, Section 58 extends the CalFresh Water Pilot (Pilot) until the expiration of allocated funding for the pilot program or September 30, 2025, whichever is later. Participants will receive an extension notice CF 304F. The existing discontinuance notice (CF 304C) will be sent to households when the Pilot ends.

1.2 Requests

1. Send the CF 304F Notice of Water Pilot Extension before June 2025.
2. Update water pilot benefits logic to capture the extension.

1.3 Overview of Recommendations

1. Add the new CF 304F Notice of Water Pilot Extension form in CalSAWS in English and Spanish.
2. Mass mail the CF 304F Notice of Water Pilot Extension form before June 2025.
3. Create new Auxiliary Authorization Record for Water Pilot Benefits.
4. Update Monthly Water Pilot Discontinuance Sweep to scan for the latest approved Auxiliary Authorization Record.

1.4 Assumptions

1. Households currently participating in the Pilot will continue to receive Pilot benefits through the extension, as long as they remain otherwise eligible. Eligible CalFresh Water Pilot ZIP codes are 93241 (Lamont), 93220 (Edison),

93243 (Gorman-Lebec), 93311 (Bakersfield), 93387 (Bakersfield), 93386 (Bakersfield), 93528 (Johannesburg), and 93560 (Rosamond). No additional ZIP codes or households will be added to the Pilot with the implementation of the extension.

2. The only county receiving the Pilot benefits is Kern County. There are no impacts to the other 57 counties.

3. Auxiliary Authorization records in CalSAWS require an end date and have a maximum range of one year. Due to this policy not having a specific end date, the project will need to notify CalSAWS when funding for the Water Pilot program is ending for SCR CA-287437 to end date water pilot records.

2 RECOMMENDATIONS

2.1 Add New CF 304F Form Recommendation

2.1.1 Overview

The CF 304F form is used to notify participating Pilot households of the extension. The notice will inform households of the extension date and details.

State Form: CF 304F (10/24)
Programs: CalFresh
Attached Forms: NA Back 9
Forms Category: Forms
Template Repository Visibility: All Counties*
Languages: English and Spanish

Note: *The form is visible to all counties; however, only Kern County has the water pilot program. Please see assumption #2.*

2.1.2 Form/NOA Verbiage

Create Form XDP
A new Form XDP will be created for the new CF 304F form.

Form Header: CalSAWS Standard Header (Header_1_EN)
Form Title (Document List Page Displayed Name): NOTICE OF CALFRESH WATER PILOT EXTENSION
Form Number: CF 304F
Include NA Back 9: Yes
Imaging Form Name: NOTICE OF CALFRESH WATER PILOT EXTENSION
Imaging Document Type: Notification/NOA
Imaging Case/Person: Case
Form Mockups/Examples: Please see supporting document #1

Note: *The NA Back 9 is not included in the mockup in supporting document #1.*

2.1.3 Form/NOA Variable Population

The header will be populated with the existing population logic for the CalSAWS Standard Header.
The NA Back 9 will be populated with the existing population logic.
There is no variable population logic for the body of the CF 304F.

2.1.4 Form/NOA Generation Conditions

1. **Add Form Generation**

The CF 304F will only be generated once via batch for a one-time mass mailer (see section 2.2).

2. **Add Form to Template Repository**

This form will be added to the Template Repository.

Required Document Parameters: Case Number, Customer Name, Program, and Language

3. **Add Form Control**

An imaging barcode will be added to the CF 304F.

Due Date: N/A

Tracking Barcode	BRM Barcode	Imaging Barcode
No	No	Yes

4. **Add Form Print Options and Mailing Requirements**

The CF 304F will have the following printing and mailing requirements:

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

Mailing Requirements:
Mail-To (Recipient): Mailed to the person selected from Customer Name dropdown in Document Parameters. For the purposes of the mass mailer (please see section 2.2), mail to the Primary Applicant of the case.
Mailed From (Return): Sending Office
Mail-back-to Address: N/A
Outgoing Envelop Type: Standard Size Mail
Return Envelop Type: N/A

Additional Requirements:
Special Paper Stock: None
Enclosures: None
Electronic Signature: N/A
    Electronic Signature (IVR/Text): N/A
    Check to Sign: N/A
Post to Self Service Portal (SSP): Yes

2.2 Mass Mailer to Send the CF 304F Form

2.2.1 Overview

This mass mailer will send out the new CF 304F form from section 2.1 to current Pilot customers.

2.2.2 Description of Change

Run a one-time mass mailer before June 1st, 2025, to send the CF 304F to the primary applicant of the case associated to the AUX_PMT table record for CalFresh Safe Water Pilot Benefits in Kern County when the following conditions are met:

1. The program is CalFresh,
2. The program status is Active,
3. The case is receiving 'CalFresh Safe Water Pilot Benefits' (AUX_PMT table, PAY_CODE = 'SW'),
4. The Discontinuance Date in the AUX_PMT table = Null Date

For the cases identified, insert the following records into SYS_TRANSACT.

Field to Populate	Population for Form
Case Id	The case Id associated to the current CF program.
Program Id	The program Id of the current CF program.
Person Id	The primary applicant of the current CF program for the case associated to the Water Pilot AUX_PMT record.
Type Code	FR
Sub Type Code	The sub type code used for one-time mass mailer.
Effective Date	Batch Date

Note: *Case count is roughly 3,000 impacted cases. The form will be mailed to 1 primary applicant per case.*

2.3 Water Pilot Restoration Batch Job (PB15F138)

2.3.1 Overview

This section will update the Water Pilot Restoration batch job to set the end date of Auxiliary Payment Records to 06/31/2026.

2.3.2 Description of Change

1. Update Water Pilot Restoration Batch job to end date records as of 06/31/2026.

2.3.3 Execution Frequency

No Change.

2.3.4 Key Scheduling Dependencies

No Change.

2.3.5 Counties Impacted

No Change.

2.3.6 Category

No Change.

2.3.7 Data Volume/Performance

No Change.

2.3.8 Failure Procedure/Operational Instructions

No Change.

2.4 Water Pilot Discontinuance Batch Job (PB15F135)

2.4.1 Overview

This section will update the Water Pilot Discontinuance batch job to set the end date of Auxiliary Payment Records to 06/31/2026.

2.4.2 Description of Change

1. Update Water Pilot Discontinuance Batch job to end date records as of 06/31/2026.

2.4.3 Execution Frequency

No Change.

2.4.4 Key Scheduling Dependencies

No Change.

2.4.5 Counties Impacted

No Change.

2.4.6 Category

No Change.

2.4.7 Data Volume/Performance

No Change.

2.4.8 Failure Procedure/Operational Instructions

No Change

2.5 Fiscal: Data Change Request

2.5.1 Overview

This section is to create a new auxiliary payment record for Kern's Water Pilot Extension.

2.5.2 Description of Change

1. One Time DCR to create a new Auxiliary Authorization Record to issue Water Pilot Benefits.
   a. Customer Non-Benefit: None
   b. Program: CalFresh
   c. Aid Code: 09 – CalFresh
   d. Amount: $50.00
   e. Payee Type: Person
   f. Name: CF Program Payee
   g. Issuance Method: EBT
   h. Issuance Immediacy: Routine
   i. Begin Date: 07/01/2025
   j. End Date: 06/30/2026.
   k. Issuance Business Day: 10
   l. Only Issue after Regular Benefit is created: Yes
   m. Federal Person(s): 0
   n. Non-Federal Person(s): 0

2.5.3 Estimated Number of Records Impacted/Performance

~3000 records.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Forms	NOTICE OF CALFRESH WATER PILOT EXTENSION Mockup	CF304F_EN.pdf

CalSAWS

California Statewide Automated Welfare System

CA-284054

Run Batch EDBC with 2025 FPL Values COLA

	DOCUMENT APPROVAL HISTORY		
	Prepared By	Cynthia Ridley	
CalSAWS	Reviewed By	Renee Gustafson, Naresh Barsagade, Chad Quan, Tisha Mutreja, Geetha Ramalingam, Priyanka Kannan, Jeyasundari, Edgars Reinholds, Nicholas Sturges, Narendar Sabbani	

DATE	VERSION	REVISION DESCRIPTION	AUTHOR
12/30/2024	.01	Initial Draft	Cynthia Ridley
01/30/2025	.02	Reviewed with Build/Test	Cynthia Ridley
02/03/2025	.03	Reviewed with MC Analysts	Cynthia Ridley
02/04/2025	1.0	Submitted for Committee FYI	Cynthia Ridley
02/10/2025	2.0	Update the Design to remove reference to updating Batch Skip Reason for 'Not all applicants are on the Determination'. Re-submitted for Committee Review	Cynthia Ridley

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CA-284054 Run Batch EDBC with 2025 FPL Values COLA

1 OVERVIEW

With release 25.02.13, The System was updated with the 2025 Federal Poverty Level (FPL) values based on ACWDL 25-01. Any 2025 Medi-Cal EDBC run prior to the update used the previous 2024 Federal Poverty Level (FPL) values. This SCR will automate re-running Medi-Cal EDBC for 2025 benefit months to update the budget to use the 2025 values per the directive in the ACWDL.

1.1 Current Design

With CA-284056:
CalSAWS recently updated the 2025 FPL values based on ACWDL 25-01. Any 2025 Medi-Cal EDBC run prior to the update used the 2024 FPL values per ACWDL 24-02.

For FPL COLA – Current Batch EDBC functionality allows Batch EDBC with Sub-Type Code 'PL' to automatically add a standard Journal Entry to cases processed by Batch EDBC with:

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: Annual FPL Limit Changes.

For SSA COLA- A standard Journal Entry will be created automatically based on the Sub Type Code = 'CT942-SA' – Annual SSA COLAs and Related Changes when the batch is run.

1.2 Requests

1. Run Batch EDBC for Medi-Cal cases in accordance with ACWDL 25-01 so that the new FPL values are correctly applied. The effective date of the 2025 FPL values vary as follows:
   * Effective retroactively to January 01, 2025
     o Applicants and recipients in Specified Low-Income Medicare Beneficiary (SLMB) who do not receive Title II – Retirement, Survivors and Disability Insurance (RSDI) income.
   * Effective retroactively to March 01, 2025
     o Applicants and recipients in SLMB who are receiving Title II – RSDI Income
   * Effective April 01, 2025
     o Applicants in an active, Non-MAGI program not included in the group above.
2. Provide lists of cases to the county when a case or individual is discontinued

from Medi-Cal, a Medi-Cal EDBC is Read-Only, a case is not processed through Batch EDBC for any skip reason.

1.3 Overview of Recommendations

1. On March 01, 2025, after scheduled batch completes run Batch EDBC to apply updated FPL COLA values to Medi-Cal programs. Generate lists to aid the counties after Batch EDBC complete.

1.4 Assumptions

1. Batch EDBC will use the existing MAGI Determination which is relevant to the benefit month and will not trigger a new Eligibility Determination Request (EDR) to CalHEERS.
2. Batch EDBC process will skip any overridden budgets.
3. Cases that have a yellow banner requiring case review as a result of the benefit match process will skip if a worker has not processed EDBC since conversion. These cases will show on the Batch Eligibility Report with a reason of "EDBC has not been run since conversion".
4. CA-286596 will update the Batch Sweep Job (PB00C207) with the 2025 FPL COLA information.

2 RECOMMENDATIONS

2.1 Run Batch EDBC to apply FPL COLA values to Medi-Cal Programs

2.1.1 Overview

1. Identify cases for which Batch EDBC must run for 2025 benefit months as described in Section 1.2 Requests to apply the updated amounts. Insert the identified cases into SYS_TRANSACT_COLA for Batch EDBC processing.
2. Operationally execute Batch EDBC. Batch EDBC will run only for cases identified.

2.1.2 Description of Change

1. Insert cases into SYS_TRANSACT_COLA from FPL COLA Batch Sweep PB00C207 to be processed by EDBC with the following criteria:
   a. RUN_RSN: 'Medi-Cal FPL COLA'
   b. RUN_TYPE_CODE: 'Targeted Program Mode – Medi-Cal'
   c. SUB_TYPE_CODE: 'PL'
   d. EFF_DATE = '04/01/2025'
   e. CREATED_BY = Staff ID '1229628'
   f. UPDATED_BY = Staff ID '1229628'
2. Generate lists to aid the counties after batch EDBC completes. Refer to section 4 'Outreach' for further details.

2.1.3 Execution Frequency

One Time Change only.

2.1.4 Key Scheduling Dependencies

Expected start of Batch EDBC processing is on March 01, 2025 during Regular Batch Operation hours.

2.1.5 Data Volume/Performance

Batch EDBC will run approximately below mentioned Medi-Cal EDBCs for the months of January 2025 through April 2025 for the 2025 FPL COLA updates.

Benefit Month	Processed MC EDBCs
January 2025	3,151
February 2025	3,194
March 2025	168,408
April 2025	1,373,674
Total	1,548,427

2.1.6 Operational Instructions

Operationally execute Batch EDBC processing.

3   SUPPORTING DOCUMENTS

NUMBER	FUNCTIONAL AREA	DESCRIPTION	ATTACHMENT
01	Eligibility	ACWDL 25-01 with 2025 FPL Charts attached	25-01.pdf

4 OUTREACH

4.1 Lists

Generate lists to aid the counties after batch EDBC completes.

All lists will have the standard list columns to display on the listings.

Standard Columns:
- Case Name
- Case Number
- County
- Unit
- Unit Name
- Office Name
- Worker ID

1. **List Name: Closed Program**
Generate a list of cases in which Batch EDBC resulted in the closure of the Medi-Cal program. Counties can use this list to verify that the program's discontinuance is appropriate. If available, display the closure reason (for example: Over Income). *Additional Column(s):* Closure Reason, Benefit Month, Deceased only Case.

Note: the "Deceased only Case" column will be populated with "Y" when all individuals who were eligible prior to the batch EDBC run are closed with the person closure reason as "Deceased", and the Program Closure reason is "No Eligible member".

County Action: These are likely the result of household changes or ongoing data collection which was not yet processed through EDBC by the user. Since the purpose of this Batch EDBC process was not to close households, review these cases to verify the closure was accurate.

2. **List Name: Closed Individual**
Generate a list of cases in which Batch EDBC resulted in an individual being discontinued from Medi-Cal but the Medi-Cal program remains open. Counties can use this list to verify that the individual's discontinuance is appropriate. If available, display the closure reason.
Additional Column(s): Individual Name, CIN, Closure Reason, Benefit Month
County Action: These are likely the result of household changes or ongoing data collection which was not yet processed through EDBC by the user. Since the purpose of this Batch EDBC process was not to close individuals, review these cases to verify the closure was accurate.

3. **List name: Read-Only EDBC**
Generate a list of cases in which Batch EDBC resulted in a Read-Only Medi-Cal EDBC with all the Read-Only Reasons. Counties can use this list to run Medi-Cal EDBC for those cases and take the appropriate action.
Additional Column(s): Read-Only Reason, Benefit Month

County Action: Since Batch EDBC couldn't automatically apply the intended change to these cases, users may process EDBC to apply intended changes if applicable.

4. **List Name: Batch EDBC skipped with a reason**
Generate a list of cases skipped in the Batch EDBC. These cases will be the responsibility of the worker to address.
Additional Column(s): Skip Reason, Benefit Month
County Action: Batch could not process these cases because of the skip reasons listed in the list. Review each case and take appropriate action based on the skip reason.

5. **List Name: Denials and Discontinuance for January – April 2025**
Generate a list of cases for individuals that were denied or discontinued prior to the FPL value updates although may be eligible with the latest updated 2025 FPL values.
Additional Column(s): Individual Name, CIN, Benefit Month
County Action: Review all denials and discontinuances and re-evaluate eligibility based on the 2025 FPL values.
Criteria:
i. Medi-Cal EDBC was processed prior to the updated 2025 FPL Values (CA-284056) being deployed.
ii. One of the following failed income budgets exists in the EDBC for January-April 2025:
   a. QMB
   b. SLMB
   c. QI-1
iii. One of the following failed income budgets exists in the EDBC for April 2025:
   a. ABD FPL
   b. 250% Working Disabled
iv. There is a denied or discontinued individual who is also in one of the failed income budgets identified above.
v. The income value of the failed budget is less than the 2025 FPL value for the appropriate effective month. (Refer to the Technical Note)
vi. The latest EDBC processed was for the denied or discontinued individual for any of the months January through April 2025. (Refer to the Technical Note for budget type corresponding to the benefit month).
   Technical Note:
   The "Total net non-exempt income" value of the failed budget is less than the 2025 FPL "Maintenance Need" value.
   Refer to recommendation in CA-286596 for corresponding benefit month and criteria (For example, RSDI income, Budget type)
   Budget Type – FPL % reference
   QMB – 100% FPL
   SLMB – 120% FPL
   QI-1 – 135% FPL
   ABD FPL – 138% FPL
   250% Working Disabled – 250% FPL

6. **List Name: 'FPL COLA Stats by County Report'**
   List Criteria: EDBC Count for each program included in the COLA by County.
   Additional Column(s):
   - \<program> EDBC Counts
   - \<program> EDBC Processed
   - \<program> EDBC Skipped (Exception)
   - \<program> EDBC Read Only
   - \<program> EDBC Stack Trace (UEID)
   - \<program> Success %
   - Total EDBC Count
   - Total EDBC Processed
   - Total EDBC Skipped (Exception)
   - Total EDBC Read Only
   - Total EDBC Stack Trace (UEID)
   - Overall Success Rate %
   - Total NOAs Generated

   Note: The 'Total' and 'Overall Success' fields above will include all programs in the COLA.

   The lists will be posted to the following location: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2025>CA-284054

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-284296

Automate Consortium CalSAWS Common GAGR

NOA - CalSAWS 1 Approval

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Manisha Chatterjee
	Reviewed By	BAs

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/10/2024	1.0	Original Draft	Manisha Chatterjee
01/29/2025	2.0	Added Rec 2.2 and modified the Requests, Recommendations and Overview accordingly. Added Assumptions point (3) and modified point (2).	Manisha Chatterjee

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1 OVERVIEW

This SCR will allow reason Code XAF341 to be triggered manually and from system for GA/GR Managed and GA/GR Non-Managed counties when the counties will opt in for GA/GR Automated Solution program, while the same reason Code XAF341 will be triggered from system for GA/GR Automated Solution counties through this SCR.

1.1 Current Design

Currently in CalSAWS, Reason code XAF341 is not implemented to be system triggered or manually triggered for GA/GR Managed and GA/GR Non-Managed counties. And for GA/GR Automated Solution counties, Reason code XAF341 is implemented to be only manually triggered.

1.2 Requests

1. Add automated and manual triggering of Reason Code XAF341 for GA/GR Managed and GA/GR Non-Managed counties.
2. Add automated triggering of Reason Code XAF341 for GA/GR Automated Solution counties.

1.3 Overview of Recommendations

1. Add automated and manual triggering of Reason Code XAF341 for GA/GR Managed and GA/GR Non-Managed counties.
2. Add automated triggering of Reason Code XAF341 for GA/GR Automated Solution counties.

1.4 Assumptions

1. The GA/GR Common Approval NOA name, description, languages, data grouping indicators and the master Id for GA/GR Managed and GA/GR Non-Managed counties will be like the other GA/GR Common Approval Notices of Action (NOAs) for the GA/GR Automated Solution counties present in the system corresponding to Reason Code XAF341.

   However, the GA/GR Common Approval Notices of Action (NOAs) for the GA/GR Automated Solution counties, corresponding to Reason Code XAF341, are present in the system but suppressed currently and will be activated by Gainwell as and when required. No changes will be done from CalSAWS end to activate those suppressed NOAs.

2. Currently no GA/GR Managed and GA/GR Non-Managed counties have opted in for GA/GR Automated Solution program.

   San Bernardino County will be the first among the GA/GR Managed and GA/GR Non-Managed counties to opt in for GA/GR Automated Solution program through the SCR CA-284964. Hence, the GA/GR

Common Approval Notices of Action (NOAs) corresponding to Reason Code XAF341 can only be tested first for GA/GR Managed and GA/GR Non-Managed counties when SCR CA-284964 will be implemented IN 25.05 release.

3. Through this SCR, only the GA/GR Common Approval Notices of Action (NOAs), corresponding to Reason Code XAF341, for the GA/GR Automated Solution counties can be tested both by system and manual trigger in 25.03 release.

2 RECOMMENDATIONS

2.1 Add automated and manual triggering of Reason Code XAF341 for GA/GR Managed and GA/GR Non-Managed counties

2.1.1 Overview

This section describes the GA/GR Common Approval Notice of Action (NOA) trigger that will be created depending on the resulting EDBC reason code.

The trigger condition describes the status and reason in which the notice will trigger for. The county-specific information describes which county and action the notice will generate for, as well as the document name and number that will be displayed on the distributed documents page. The template column determines how the notice will be grouped when generated.

2.1.2 Description of Change

a. Trigger Condition

    i. This notice generates for the applicable counties when the program was 'Pending' and is now 'Active' on the current EDBC with the reason 'The Case is Approved for Regular GA Benefits'.

b. County-specific information:

Reason code	County	Action	Document Description	Number	Template
XAF341	San Bernardino	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Alpine	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006

XAF341	Amador	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Butte	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Calaveras	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Colusa	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Marin	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Mariposa	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Mendocino	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Merced	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Modoc	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Mono	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Monterey	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Napa	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Nevada	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Madera	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Plumas	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Riverside	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	San Benito	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	San Joaquin	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Shasta	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Sierra	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Siskiyou	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Del Norte	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	El Dorado	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Glenn	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Humboldt	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Imperial	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006

XAF341	Inyo	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Kern	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Kings	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Lake	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Lassen	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Stanislaus	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Sutter	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Tehama	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Trinity	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Tuolumne	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Yuba	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006

2.2 Add automated triggering of Reason Code XAF341 for GA/GR Automated Solution counties

2.2.1 Overview

This section describes the GA/GR Common Approval Notice of Action (NOA) trigger that will be created depending on the resulting EDBC reason code.

The trigger condition describes the status and reason in which the notice will trigger for. The county-specific information describes which county and action the notice will generate for, as well as the document name and number that will be displayed on the distributed documents page. The template column determines how the notice will be grouped when generated.

2.2.2 Description of Change

Currently, the GA/GR Common Approval Notices of Action (NOAs) with the corresponding to reason code XAF341 are already present in the system and can be manually triggered for GA/GR Automated Solution counties. Through this SCR, these NOAs can be triggered through EDBC as well as per the below trigger condition.

a. Trigger Condition

    i. This notice generates for the applicable counties when the program was 'Pending' and is now 'Active' on the current EDBC with the reason 'The Case is Approved for Regular GA Benefits'.

b. County-specific information:

Reason code	County	Action	Document Description	Number	Template
XAF341	Alameda	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Contra Costa	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Fresno	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Orange	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Placer	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Sacramento	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	San Diego	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	San Francisco	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	San Luis Obispo	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	San Mateo	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Santa Barbara	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650004
XAF341	Santa Clara	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Santa Cruz	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Solano	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Sonoma	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Tulare	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Ventura	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006
XAF341	Yolo	Approval	GA/GR Approval - Common	CalSAWS 1- Common	650006

3   SUPPORTING DOCUMENTS

N/A

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-284297

Automate Consortium CalSAWS Common GAGR

NOA - CalSAWS 2 Change NOA

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Manisha Chatterjee
	Reviewed By	BAs

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/10/2024	1.0	Original Draft	Manisha Chatterjee
01/29/2025	2.0	Added Rec 2.2 and modified the Requests, Recommendations and Overview accordingly. Added Assumptions point (3) and modified point (2).	Manisha Chatterjee

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1 OVERVIEW

This SCR will allow reason Code XAF408 to be triggered manually and from system for GA/GR Managed and GA/GR Non-Managed counties when the counties will opt in for GA/GR Automated Solution program, while the same reason Code XAF408 will be triggered from system for GA/GR Automated Solution counties through this SCR.

1.1 Current Design

Currently in CalSAWS, Reason code XAF408 is not implemented to be system triggered or manually triggered for GA/GR Managed and GA/GR Non-Managed counties. And for GA/GR Automated Solution counties, Reason code XAF408 is implemented to be only manually triggered.

1.2 Requests

1. Add automated and manual triggering of Reason Code XAF408 for GA/GR Managed and GA/GR Non-Managed counties.
2. Add automated triggering of Reason Code XAF408 for GA/GR Automated Solution counties.

1.3 Overview of Recommendations

1. Add automated and manual triggering of Reason Code XAF408 for GA/GR Managed and GA/GR Non-Managed counties.
2. Add automated triggering of Reason Code XAF408 for GA/GR Automated Solution counties.

1.4 Assumptions

1. The GA/GR Common Change NOA name, description, languages, data grouping indicators and the master Id for GA/GR Managed and GA/GR Non-Managed counties will be like the other GA/GR Common Change Notices of Action (NOAs) for the GA/GR Automated Solution counties present in the system corresponding to Reason Code XAF408.

   However, the GA/GR Common Change Notices of Action (NOAs) for the GA/GR Automated Solution counties, corresponding to Reason Code XAF408, are present in the system but suppressed currently and will be activated by Gainwell as and when required. No changes will be done from CalSAWS end to activate those suppressed NOAs.

2. Currently no GA/GR Managed and GA/GR Non-Managed counties have opted in for GA/GR Automated Solution program.

   San Bernardino County will be the first among the GA/GR Managed and GA/GR Non-Managed counties to opt in for GA/GR Automated Solution program through the SCR CA-284964. Hence, the GA/GR

Common Change Notices of Action (NOAs) corresponding to Reason Code XAF408 can only be tested first for GA/GR Managed and GA/GR Non-Managed counties when SCR CA-284964 will be implemented IN 25.05 release.

3. Through this SCR, only the GA/GR Common Change Notices of Action (NOAs), corresponding to Reason Code XAF408, for the GA/GR Automated Solution counties can be tested both by system and manual trigger in 25.03 release.

2   RECOMMENDATIONS

2.1   Add automated and manual triggering of Reason Code XAF408 for GA/GR Managed and GA/GR Non-Managed counties

2.1.1   Overview

This section describes the GA/GR Common Change Notice of Action (NOA) trigger that will be created based on changes between the prior and current EDBCs.

The notice is listed along with their respective trigger condition below. The reason code will be listed for informational purposes only and will not have a corresponding EDBC status reason associated.

The county-specific information describes which county and action the notice will generate for, as well as the document name and number that will be displayed on the distributed documents page. The template column determines how the notice will be grouped when generated.

2.1.2   Description of Change

a. Trigger Condition

    i. This notice generates for the applicable counties when the program was 'Active' in the previous EDBC and is still 'Active' on the current EDBC and there is a change in benefits.

b. County-specific information:

Reason code	County	Action	Document Description	Number	Template
XAF408	San Bernardino	Change	GA/GR Change - Common	CalSAWS 2-Common	650004

XAF408	Alpine	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Amador	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Butte	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Calaveras	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Colusa	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Marin	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Mariposa	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Mendocino	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Merced	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Modoc	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Mono	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Monterey	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Napa	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Nevada	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Madera	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Plumas	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Riverside	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	San Benito	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	San Joaquin	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Shasta	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Sierra	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Siskiyou	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Del Norte	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	El Dorado	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Glenn	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Humboldt	Change	GA/GR Change - Common	CalSAWS 2-Common	650004

XAF408	Imperial	Change	GA/GR Change - Common	CalSAWS 2- Common	650004
XAF408	Inyo	Change	GA/GR Change - Common	CalSAWS 2- Common	650004
XAF408	Kern	Change	GA/GR Change - Common	CalSAWS 2- Common	650004
XAF408	Kings	Change	GA/GR Change - Common	CalSAWS 2- Common	650004
XAF408	Lake	Change	GA/GR Change - Common	CalSAWS 2- Common	650004
XAF408	Lassen	Change	GA/GR Change - Common	CalSAWS 2- Common	650004
XAF408	Stanislaus	Change	GA/GR Change - Common	CalSAWS 2- Common	650004
XAF408	Sutter	Change	GA/GR Change - Common	CalSAWS 2- Common	650004
XAF408	Tehama	Change	GA/GR Change - Common	CalSAWS 2- Common	650004
XAF408	Trinity	Change	GA/GR Change - Common	CalSAWS 2- Common	650004
XAF408	Tuolumne	Change	GA/GR Change - Common	CalSAWS 2- Common	650004
XAF408	Yuba	Change	GA/GR Change - Common	CalSAWS 2- Common	650004

2.2 Add automated triggering of Reason Code XAF408 for GA/GR Automated Solution counties

2.2.1 Overview

This section describes the GA/GR Common Change Notice of Action (NOA) trigger that will be created based on changes between the prior and current EDBCs.

The notice is listed along with their respective trigger condition below. The reason code will be listed for informational purposes only and will not have a corresponding EDBC status reason associated.

The county-specific information describes which county and action the notice will generate for, as well as the document name and number that will be displayed on the distributed documents page. The template column determines how the notice will be grouped when generated.

2.1.2 Description of Change

Currently, the GA/GR Common Change Notices of Action (NOAs) with the corresponding to reason code XAF408 are already present in the system and can be manually triggered for GA/GR Automated Solution counties. Through

this SCR, these NOAs can be triggered through EDBC as well as per the below trigger condition.

a. Trigger Condition

    i. This notice generates for the applicable counties when the program was 'Active' in the previous EDBC and is still 'Active' on the current EDBC and there is a change in benefits.

b. County-specific information:

Reason code	County	Action	Document Description	Number	Template
XAF408	Alameda	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Contra Costa	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Fresno	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Orange	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Placer	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Sacramento	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	San Diego	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	San Francisco	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	San Luis Obispo	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	San Mateo	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Santa Barbara	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Santa Clara	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Santa Cruz	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Solano	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Sonoma	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Tulare	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Ventura	Change	GA/GR Change - Common	CalSAWS 2-Common	650004
XAF408	Yolo	Change	GA/GR Change - Common	CalSAWS 2-Common	650004

3 SUPPORTING DOCUMENTS

N/A

Design

Design Document

CA-284601- Update R1/R2 Aid Code Determination
for Non-TCVAP

11/15/2024

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Owner	Satish Kumar
	Preparer	Satish Kumar
	Reviewer	Business Analyst
	Approver	Norma Meza
APPROVAL DATE	APPROVED VERSION	REVIEWED AND APPROVED BY

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CA-284601 - Update R1/R2 Aid Code Determination for Non-TCVAP

1 OVERVIEW

"R1"/"R2" aid code applies to noncitizen CalWORKs / CalFresh TCVAP (Trafficking and Crime Victim Assistance Program) victims who are undocumented, or otherwise ineligible for federally funded benefits and services due to immigration status.

Per ACL 13-25, this SCR identifies the changes required to the existing functionality in CalSAWS system to no longer use the "R1"/"R2" aid code for non-TCVAP CalWORKs/CalFresh Households.

1.1   Current Design

1. For CalWORKs and CalFresh, the applicant's citizenship record with INS document type "I-688B or I-765 or I-766" with Section Code "C08", results in an evaluation of "Yes" for CalWORKs / CalFresh State Trafficking

   And the CalWORKs sets the EDBC with aid code "R1 - CW - TCVAP (State)" and CalFresh program determines the program with aid code "R2 - CF - TCVAP (State)".

1.2   Requests

No longer use the "R1"/"R2" aid code for non-TCVAP CalWORKs/CalFresh Households with INS document type "I-688B or I-765 or I-766" with Section Code "C08" (Citizenship type "Temporary - Employment Authorized").

1.3   Overview of Recommendations

1. Update the EDBC logic to no longer use "R1"/"R2" aid code when a CalWORKs / CalFresh applicant has a document type "I-688B or I-765 or I-766" with Section Code "C08" which results in an evaluation of "Yes" for CalWORKs / CalFresh State Trafficking.

   For example, for a CalWORKs CalFresh household of 3 people, if 2 of the 3 persons have employment authorization cards with the "C08" section code and they are pending asylum, but they are not TCVAP, and child is a US citizen, Update system to not assign "R1"/"R2" aid code for citizenship record with INS document type "I-688B or I-765 or I-766" with Section Code "C08".

1.4 Assumptions

1. This "R1"/ "R2" aid code will be only used for trafficking victims (Noncitizen victim of trafficking who is in the process of applying for a T Visa, has applied for a T Visa, or is taking steps to become certified by the federal Office of Refugee Resettlement for federal benefits), is required to correctly identify and track cash assistance expenditures of CalWORKS TCVAP trafficking victims.
2. Eligibility for will be terminated for TCVAP, if the recipient no longer meets CalWORKs eligibility criteria; for example, the income and resource limit has been exceeded.
3. CA-285901 will run a one-time Batch EDBC for 07/2025 on CalWORKs and CalFresh households to change the correct aid code from R1/R2 for all the impacted cases.

2 RECOMMENDATIONS

2.1 Update CalWORKs / CalFresh EDBC Rules.

2.1.1 Overview

No longer use the "R1"/"R2" aid code for non-TCVAP CalWORKs/CalFresh Households.

2.1.2 Description of Changes

1. Update the logic to no longer use "R1"/"R2" aid code when a CalWORKs / CalFresh applicant has a document type "I-688B or I-765 or I-766" with Section Code "C08" which results in an evaluation of "Yes" for CalWORKs / CalFresh State Trafficking.

   Logic to override the aid code is present in the CODE_DETL table (CT 360- P1- non-citizenship type for Prepare to Apply, change the values in REFER_TABLE 20_DESCR (CW State Trafficking Aid Code) , REFER_TABLE 22_DESCR (CF State Trafficking Aid Code from Y to N)

2.1.3 Programs Impacted

CalFresh
CalWORKs

2.2 Regression Test Impacted CalWORKs/CalFresh aid code.

2.2.1 Overview

"R1"/"R2" aid codes should not be used for the CalWORKs / CalFresh cases where applicant has a document type "I-688B or I-765 or I-766" with Section Code "C08".

2.2.2 Description of Changes

Verify CalWORKs / CalFresh cases where applicant has a document type "I-688B or I-765 or I-766" with Section Code "C08", "R1"/"R2" aid codes should not be generated for the cases with these case conditions.

3 OUTREACH

3.1 Lists

A list of active TCVAP CalFresh / CalWORKs cases with "R1"/"R2" aid code will be provided where the applicant's citizenship record with INS document type "I-688B or I-765 or I-766" with Section Code "C08".

List Name: List_of_CWFS_Cases_Citizen_record_with_R1/R2_aid_code.

List Criteria: Provide a list active TCVAP CalFresh/CalWORKs cases where the applicant's citizenship record with INS document type "I-688B or I-765 or I-766" with Section Code "C08" and the case is provided with "R1/R2" aid code.

Standard Columns:
- Case Name
- Case Number
- County
- Unit
- Unit Name
- Office Name
- Worker

Additional Column(s): Aid code, Citizenship document type, Citizenship Section Code, Individual Name.

Frequency: One-time

The list will be posted to the following locations:

SYSTEM	PATH
CalSAWS	CalSAWS Web Portal>System Changes>SCR and SIR Lists>2025>CA-284601

CalSAWS

California Statewide Automated Welfare System

CA-286608

Alternate Formats Request Process for Visually Impaired Applicants and Beneficiaries – Phase II

	DOCUMENT APPROVAL HISTORY		
CalSAWS	Prepared By	Lalitha Valamarthi, Cynthia Ridley, Edgars Reinholds, Gillian Bendicio	
	Reviewed By	Priya Sridharan	
DATE	**VERSION**	**REVISION DESCRIPTION**	**AUTHOR**
01/13/2025	1.0	Initial Draft	Lalitha Valamarthi

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CA-286608 – Alternate Formats Request Process for Visually Impaired Applicants and Beneficiaries – Phase II

1 OVERVIEW

With CA-237792, CalSAWS streamlined the process to capture alternate communication formats, updated the Meds Transactions to send the new data element for Alternate Format, and created new batches to create separate bundles for the correspondence. Even though the changes will be available in the system, the actual mailing of the Alternate Format correspondence will be sent to the central print starting 25.05.

This SCR aims at implementing other requests from the original Medi-Cal Eligibility Division Information Letter (MEDIL) 21-31 listed in request section.

1.1 Current Design

CalSAWS is not currently mailing the Alternate Format correspondence separately to central print vendor.

1.2 Requests

1. Update CalSAWS to start mailing the Alternate Format correspondence separately to central print vendor.
2. Update form population to add additional days to the due date for cases with alternate format requests from the automated batch process for correspondence.
3. Update Batch MAGI to skip a case from the auto discontinuance process when the Primary Applicant or the Authorized Representative(s) (AR) on the Medi-Cal program has a 'Requested Alternate Medi-Cal Correspondence'.
4. Add a new batch EDBC skip reason to skip Medi-Cal programs from discontinuing in batch EDBC when the Primary Applicant or the AR has a 'Requested Alternate Medi-Cal Correspondence' selected on the Special Circumstances Detail page.
5. Update the Forms Status batch job to send an adjusted form due date for a primary applicant on the Medi-Cal program that has requested alternate Medi-Cal correspondence.

1.3 Overview of Recommendations

1. Update the existing forms population to add additional days to the due date for cases with alternate format requests from the automated batch process for correspondence.
2. Update the system to send separate Print Bundles to Print Center Vendor for Alternate Formats.

3. Schedule the new bundling and print file batch processes for Alternate Formats.
4. Update Batch MAGI to skip a case from the auto discontinuance process when the Primary Applicant or the AR on the Medi-Cal program has a 'Requested Alternate Medi-Cal Correspondence.
5. Update the Forms Status batch job to send an adjusted form due date for a primary applicant on the Medi-Cal program that has requested alternate Medi-Cal correspondence.

1.4 Assumptions

1. This is a two phased approached with phase I going in Release 25.03 with SCR CA-237792 and phase II going in Release 25.05 with SCR CA-286608. Even though the changes will be available in the system for Phase I, the actual mailing of the Alternate Format correspondence will be sent to central print starting with 25.05.
2. All existing functionalities will remain unchanged unless called out as part of this SCR.
3. The correspondence that was excluded from the batch generation will be manually created by the workers.
4. If a form/NOA is reprinted after the SCR implementation with an alternate format requested, and the original document associated with this reprint was generated before the SCR implementation, the system will send the form/NOA in the regular CalSAWS format, not the alternate format.
5. If a form/NOA is reprinted after the SCR implementation with an alternate format requested, and the original document associated with this reprint was generated after the SCR implementation, the system will send the correspondence in the alternate format.
6. CalSAWS generates two bundles, companion and alternate bundles for all the formats. For "Large Print" bundles, the Central print vendor will disregard the alternate bundles and only use the companion bundle to convert the documents into the large print alternate format. Additionally, if the bundle name specifies a return envelope, the Central print vendor will include a return envelope in the outgoing package before mailing.
7. For all other alternate bundles, except "Large Print," that do not have a return envelope type specified in the bundle name, the Central print vendor will disregard the alternate bundles and only use the companion bundle to convert the documents into the requested alternate format.
8. For all other alternate bundles, except "Large Print," that have a return envelope type specified in the bundle name, the Central print vendor will use the alternate bundles to convert the documents into the requested alternate format. Additionally, a return envelope, will be included in the outgoing envelope before mailing.
9. The Self-Service Portal currently does not support Authorized Representative (AR) users.

2 RECOMMENDATIONS

2.1 Update the existing Bundling Batch Job (Technical Change)

2.1.1 Overview

Update the existing Bundling batch jobs (PBXXP4XX) to exclude cases that have Alternate Formats requested for the primary applicant or the AR.

2.1.2 Description of Change

Update the driving query of the existing Bundling batch jobs (PBXXP4XX) to exclude cases that have Alternate Formats requested either for the primary applicant or the AR.
Technical Note: Only select cases where the new "format types" column, added in section 2.8 of Phase I SCR CA-237792, is null.

2.1.3 Key Scheduling Dependencies

No Changes to the existing scheduling.

2.1.4 Counties Impacted

All counties.

2.1.5 Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

2.2 Schedule the Central Print Batch Jobs

2.2.1 Overview

Schedule all the new central print jobs created for the Alternate Formats.

2.2.2 Description of Change

Schedule all the new batch jobs created in sections 2.12 through 2.15 of Phase I SCR CA-237792 for all the counties.

2.2.3 Execution Frequency

These batch jobs run daily.

2.2.4 Key Scheduling Dependencies

Refer to the sections 2.12 through 2.15 of Phase I SCR CA-237792 for Scheduling Dependencies.

2.2.5 Counties Impacted

All counties.

2.2.6 Category

None.

2.2.7 Data Volume/Performance

The estimated number of record this batch processes is 10,000 per month

2.2.8 Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

2.3 Update the Medi-Cal RE Packets and Reminder generation Jobs

2.3.1 Overview

Update the existing Medi-Cal RE Packets and Reminder generation jobs to add 30 days to the due date for cases that have Alternate Formats requested for the primary applicant or the AR.

2.3.2 Description of Change

Update the existing Medi-Cal RE Packets and Reminder generation jobs

1. **MAGI / Non-MAGI / Mixed Household RE Packets (LA County)**: Currently, the system generates the Medi-Cal RE packets two months before the RE due month, and the due date inside the form is set to the 10th of the RE due month. Update the data population for the following fields:

   - "THIS REDETERMINATION FORM IS DUE BACK TO US BY" on page 1
   - "You may lose your Medi-Cal if you do not respond by" on page 2
   - "Send the form with proof by the due date of" on page 2

   Add an additional month to these fields so that they populate the 10th of the following month for cases where the primary applicant or AR have requested Alternate Formats.

2. **MAGI / Non-MAGI / Mixed Household RE Packets (Non-LA Counties):** Currently, the system generates the Medi-Cal RE packets two months before the RE due month, and the due date inside the form is set to the

10th of the RE due month. Update the data population for the following fields:

- "You may lose your Medi-Cal if you do not respond by" on page 3
- "Send the form with proof by the due date of" on page 3

Add an additional month to these fields so that they populate the 10th of the following month for cases where the primary applicant or AR have requested Alternate Formats.

3. **Updates to the Medi-Cal Reminder (CSF 164)**:

   a. Currently, the system generates the Medi-Cal Reminder one month before the RE due month, and the due date inside the form is set to the 10th of the RE due month. Update the data population for the "You were asked to complete and return this form no later than" and "If we do not receive your completed Medi-Cal Redetermination Form by " fields on the form to add an additional month, so that it populates the 10th of the following month for cases where the primary applicant or AR have requested Alternate Formats.

   b. Skip the generation of the Medi-Cal Reminder (CSF 164) for cases where Medi-Cal RE Packets, with an alternate format, were not mailed to either the primary applicant or the AR. **Technical note**: Check the mail date of the Medi-Cal RE Packets in the Generate Doc table to exclude cases from generating the Medi-Cal Reminder.

   c. Create a CTCR to add a new skip reason "No Mail Date" for the records skipped in point b. above. The records skipped with this reason will be displayed on the skip report.

2.3.3   Execution Frequency

No changes to the execution frequency.

2.3.4   Key Scheduling Dependencies

No Scheduling changes.

2.3.5   Counties Impacted

All counties.

2.3.6   Category

None.

2.3.7   Data Volume/Performance

The estimated number of record this batch processes is 10,000 per month

2.3.8   Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

2.4   Updates to the form population

2.4.1   Overview

Update the form population to add 30 days to the due date for cases where the primary applicant has requested Alternate Formats.

2.4.2   Description of Change

Update the form population for the following forms

1. **FFY Packet**: Update the data population for the "Return this form by" field in the "How to complete this form" section to add an additional 30 days to the existing due date for cases where the primary applicant or AR has requested Alternate Formats.

2.4.3   Execution Frequency

No changes to the execution frequency.

2.4.4   Key Scheduling Dependencies

No Scheduling changes.

2.4.5   Counties Impacted

All counties.

2.4.6   Category

None.

2.4.7   Data Volume/Performance

The estimated number of record this batch processes is 10,000 per month

2.4.8   Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

2.5 Updates to the MC 176 TMC sweep job

2.5.1   Overview

Update the existing MC 176 TMC sweep jobs to exclude cases that have Alternate Formats requested for the primary applicant or AR.

2.5.2   Description of Change

Update the below existing Medi-Cal sweep jobs to exclude the cases that have Alternate Formats requested for the primary applicant or AR.
1. MC 176 TMC (PB00R548, PB00R549)

2.5.3   Execution Frequency

No changes to the execution frequency.

2.5.4   Key Scheduling Dependencies

No Scheduling changes.

2.5.5   Counties Impacted

All counties.

2.5.6   Category

None.

2.5.7   Data Volume/Performance

The estimated number of record this batch processes is 100 per month

2.5.8   Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

2.6 Updates to the PDF bookmark metadata string (Technical Changes)

2.6.1   Overview

Currently, the mail documents sent to the central print vendor contain metadata. When an alternate format, such as encrypted audio or data CDs, is requested, the password protection for the audio and data CDs requires certain details, including the participant's date of birth. To accommodate this, the existing PDF bookmark metadata string should be updated to include a new element for the date of birth

in all correspondence sent to the CP vendor, including the View record generated alongside the threshold form.

2.6.2   Description of Change

This effort will be adding a new element to the PDF Bookmark Metadata String to CalSAWS Forms and NOAs.

2.6.2.1 PDF Bookmark Metadata Variable Population - Existing

The corresponding metadata bookmark tag name that will need to be added on the Forms and NOAs PDF.

FormBean Tag (existing)	Bookmark Tag Name	Population	Formatting*
getEncryptedId	ENCRYPTED_ID	Populate the field with a four-character string that represents the 2-digit month and the last two digits of the year of the person's birth date at the time the correspondence is generated. If the correspondence is for an AR who is a person and has a valid date of birth, use the 2-digit month and the last 2 digits of the year. If the AR is a person but does not have a valid date of birth, populate the field with "0000". If the AR is an organization, always populate the field with "0000".	Arial Size 10 Font, in a text format. Example, If the persons DOB is November 1st, 2001, then populate < ENCRYPTED _ID V="1101"/>

Sample PDF Bookmark Metadata String for Forms:

<SENDING_LINE1 V="John Doe"/><SENDING_LINE2 V=""/><STREET_ADDRESS V="11290 Pyrites Way, Unit 100"/><CITY V="Rancho Cordova"/><STATE V="CA"/><ZIP V="95670"/><CORR_ID V="15070170"/><COUNTY_ID

V="37"/><LANG_CODE V="03"/><CORR_NUMBER V="CW 2208"/><NUM_PAGES
V="2"/><CORR_TYPE V="F"/><CASE_NUMBER V="F584200"/><PROG_ID
V="815673854"/><PROG_CODE V="CW"/><CASELOAD_NUMBER
V="1132"/><OFFICE_ID V="70"/><SYSTEM_DATE V="2023-03-20"/>< ENCRYPTED _ID
V="1101"/>

Sample PDF Bookmark Metadata String for NOAs:

<SENDING_LINE1 V="John Doe"/><SENDING_LINE2 V=""/><STREET_ADDRESS
V="11290 Pyrites Way, Unit 100"/><CITY V="Rancho Cordova"/><STATE
V="CA"/><ZIP V="95670"/><CORR_ID V="15070170"/><COUNTY_ID
V="37"/><LANG_CODE V="03"/><CORR_NUMBER V=" M82-820A
(03/15)"/><NUM_PAGES V="2"/><CORR_TYPE V="A"/><CASE_NUMBER
V="F584200"/><PROG_ID V="815673854"/><PROG_CODE
V="CW"/><CASELOAD_NUMBER V="1132"/><OFFICE_ID V="70"/><SYSTEM_DATE
V="2023-03-20"/>< ENCRYPTED _ID V="1101"/>

2.7 Batch MAGI

2.7.1 Overview

Update Batch MAGI to skip a case from the auto discontinuance process when either
the Primary Applicant or the AR on the Medi-Cal program has a 'Requested Alternate
Medi-Cal Correspondence' selected in the Special Circumstances Detail page.

2.7.2 Description of Change

1. Update the Batch MAGI skip logic to skip a case for the added Skip reason
    from recommendation 2.8.2.1 below for 'Unable to auto discontinue due to a
    requested alternate format of communication' when the Primary Applicant
    or AR in a Medi-Cal program has a 'Requested Alternate Medi-Cal
    Correspondence' communication format selected.
      Criteria:
    a. The Eligibility Determination Request (EDR) batch run reason is MC-RE
        Discontinuance (06),

        AND

    b. The Primary Applicant or an AR on an active Medi-Cal program has a
        'Requested Alternate Medi-Cal Correspondence' Communication
        format selected on the Special Circumstances Page.

2.7.3 Execution Frequency

No Change.

2.7.4 Key Scheduling Dependencies

No Change.

2.7.5 Counties Impacted

All counties.

2.7.6 Category

None.

2.7.7 Data Volume/Performance

No Changes

2.7.8 Interface Partner

N/A

2.7.9 Failure Procedure/Operational Instructions

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

2.8 Medi-Cal Batch EDBC

2.8.1 Overview

Add a new batch EDBC skip reason to skip Medi-Cal programs from discontinuing in batch EDBC when the Primary Applicant or the AR has a 'Requested Alternate Medi-Cal Correspondence' selected on the Special Circumstances Detail page.

2.8.2 Description of Change

1. Create a CTCR to add a new skip reason "Unable to auto discontinue due to a requested alternate format of communication." to category 707
2. Update Batch EDBC to add the new Not Processed Reason (CT_707) code to skip Medi-Cal programs from being discontinued when the following criteria is met:
   a. Medi-Cal Program is Active.
   b. Primary Applicant or the AR on the Medi-Cal program has a 'Requested Alternate Medi-Cal Correspondence' selected on the Special Circumstances Detail page.

   Technical Note: The new skip reason will take precedence over any discontinuance reason (negative action).

2.8.3 Execution Frequency

No Change.

2.8.4 Key Scheduling Dependencies

No Change.

2.8.5 Counties Impacted

All counties.

2.8.6 Category

None.

2.8.7 Data Volume/Performance

No Changes

2.8.8 Interface Partner

N/A

2.8.9 Failure Procedure/Operational Instructions

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

2.9 Self-Service Portal: Forms Batch Job for MC 210 RV

2.9.1 Overview

The Forms Status Batch job (PB00C3XX) sends MC 210 RV form information to the Self-Service Portal to display to the customer. This section outlines the necessary modification for the Forms Status batch for MC 210 RV form to send/display the prepopulated information from CalSAWS to the Self-Service Portal.

2.9.2 Description of Change

1. Update the logic that sends the form end date in the request ('EndDate' field) to use the following calculation when the Primary Applicant on the Medi-Cal program has a 'Requested Alternate Medi-Cal Correspondence' selected on the Special Circumstances Detail page:

a. 10th day of RE due month + 1 month + 90 day cure period + 1 month discontinuance period

2.9.3 Execution Frequency

No Change.

2.9.4 Key Scheduling Dependencies

No Change.

2.9.5 Counties Impacted

All counties.

2.9.6 Category

None.

2.9.7 Data Volume/Performance

No Changes

2.9.8 Interface Partner

N/A

2.9.9 Failure Procedure/Operational Instructions

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

2.10 Self-Service Portal: Forms Batch Job for MC 216

2.10.1 Overview

The Forms Status Batch job (PB00C3XX) sends MC 216 form information to the Self-Service Portal to display to the customer. This section outlines the necessary modification for the Forms Status batch for MC 216 form to send/display the prepopulated information from CalSAWS to the Self-Service Portal.

2.10.2 Description of Change

1. Update the logic that sends the form end date in the request ('EndDate' field) to use the following calculation when the Primary Applicant on the

Medi-Cal program has a 'Requested Alternate Medi-Cal Correspondence' selected on the Special Circumstances Detail page:
   a. 10th day of RE due month + 1 month + 90-day cure period + 1 month discontinuance period

2.10.3 Execution Frequency

No Change.

2.10.4 Key Scheduling Dependencies

No Change.

2.10.5 Counties Impacted

All counties.

2.10.6 Category

None.

2.10.7 Data Volume/Performance

No Changes

2.10.8 Interface Partner

N/A

2.10.9 Failure Procedure/Operational Instructions

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

2.11 Self-Service Portal: Forms Batch Job for MC 217

2.11.1 Overview

The Forms Status Batch job (PB00C3XX) sends MC 217 form information to the Self-Service Portal to display to the customer. This section outlines the necessary modification for the Forms Status batch for MC 217 form to send/display the prepopulated information from CalSAWS to the Self-Service Portal.

2.11.2 Description of Change

1. Update the logic that sends the form end date in the request ('EndDate' field) to use the following calculation when the Primary Applicant on the

Medi-Cal program has a 'Requested Alternate Medi-Cal Correspondence' selected on the Special Circumstances Detail page:
    a. 10th day of RE due month + 1 month + 90-day cure period + 1 month discontinuance period

2.11.3 Execution Frequency

No Change.

2.11.4 Key Scheduling Dependencies

No Change.

2.11.5 Counties Impacted

All counties.

2.11.6 Category

None.

2.11.7 Data Volume/Performance

No Changes

2.11.8 Interface Partner

N/A

2.11.9 Failure Procedure/Operational Instructions

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

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Interface	Support Requests YAML file	SupportRequestAPI.yaml
2	Interface	Support Requests HTML file	SupportRequestAPI.html

CalSAWS

California Statewide Automated Welfare System

CA-287207

One-Time Text Message for Updating
Address for EBT Card Replacement

	DOCUMENT APPROVAL HISTORY		
CalSAWS	Prepared By	Shining Liu	
	Reviewed By		

DATE	VERSION	REVISION DESCRIPTION	AUTHOR
1/19/2025	1.0	Initial draft	Shining Liu

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[CA-287207 – One-Time Text Message for Updating Address for EBT Card Replacement]

1 OVERVIEW

1.1 Current Design

Mass EBT card replacements will commence in early 2025.

There is no text notification campaign sent to customers to remind them to update their address.

1.2 Requests

Send a one-time text notification to active CalWORKs, CalFresh, GA/GR, and RCA recipients to remind them to update their address.

1.3 Overview of Recommendations

1. Send a one-time text notification to active CalWORKs, CalFresh, GA/GR, and RCA recipients.

1.4 Assumptions

1. All existing functionalities will remain unchanged unless called out as part of this SCR.
2. This SCR will be deployed prior to the final phase of the effort to add text notification opt-ins by program (SCR CA-260623). Thus, eligibility of customers to receive the one-time text notification will not be based on program-specific text notification opt-ins.
3. No journal entries are created for sent or received text notifications. A record will instead be available on the Customer Contact History page.
4. Text notifications are sent in either English or Spanish, depending on the customer's written language preference. Spanish text notifications use English characters. No other languages are supported.
5. Text notifications prepared through the batch text notification process are sent during normal business hours (8:00AM to 6:00PM, Monday through Friday). Any text messages that cannot be sent before the end of a particular business day will be sent during business hours the following business day.
6. The Contact Detail page does not allow a person to be opted-in with multiple phone numbers, but some individuals may be opted-in with multiple phone numbers. SCR CA-286979 aims to limit individuals to one opted-in phone number.

2 RECOMMENDATIONS

2.1 Send a One-Time Text Notification

2.1.1 Overview

Identify the targeted population for the one-time text notification. Update the existing one-time text notification sweep to prepare text notifications to be sent to the identified target population.

2.1.2 Description of Change

1. Identify the target population for the one-time text. Customers must fulfill all the following criteria:
   a. The customer is a primary applicant on an 'Active' CalWORKs, CalFresh, GA/GR, or RCA program.
   b. The customer has a phone number that is opted-in and verified for text notifications.
   c. The phone number that is opted-in and verified for text notifications is not opted-in or verified for any other customer.
   d. The customer is not associated to any case with the following:
      i. An active 'Domestic Violence' case flag
      ii. An active 'Domestic Violence' confidentiality record

   Notes:
   - If a customer has multiple opted-in and verified phone numbers for text notifications on the same case, use the phone number that was most recently updated.
   - If a customer has opted-in and verified phone numbers on different cases, then the customer will be identified in the target population for the most recently updated opted-in and verified phone number on each case.
   - The target population will only be identified once, when this SCR is deployed. No text notification will be sent to any customer who fulfills criteria after the SCR is deployed.

2. Prepare to send a text notification for a subset of customers from the initially identified target population.
   a. Customers should not be included in this subset if any of the following apply:
      i. The customer has already been sent a one-time text notification.
      ii. The customer no longer meets the criteria of the target population.
   b. Determine the customer's written language preference. If the customer's written language preference is Spanish, send the Spanish text notification. Otherwise, send the English text notification.

English Text Message	Spanish Text Message

BenefitsCal: Is your mailing address current? Please use BenefitsCal.com or contact your county to update your mailing address. Questions? (844) 859-2100	BenefitsCal: Su direccion postal esta actualizada? Use BenefitsCal.com o comuniquese con su condado para actualizarla. Preguntas? (844) 859-2100

Notes:
- The batch sweep will prepare text notifications nightly. The prepared text notifications will not be sent until the following business day.
- Depending on the needs of the system, the number of text notifications prepared or sent may differ day-to-day. Text notifications for this campaign will be sent over several days.

3. There is no corresponding Automated Action for this text notification.
4. A text notification sent to a customer should have a corresponding record added to the Customer Contact History page. On the Customer Contact History page, the text under the Reason column should read 'Text Notification for Address Update Reminder'.

2.1.3 Execution Frequency

The one-time text notification batch sweep will run daily (Monday – Saturday) to attempt sending a text notification to the identified target population.

2.1.4 Key Scheduling Dependencies

The one-time text notification batch sweep will run after PB00C113 (Domestic Violence opt-out batch job), and before PO00V200 (text thread load balancer) PO00V201 – PO00V210, and PO00V212 – PO00V216 (text processing threads).

2.1.5 Counties Impacted

All counties.

2.1.6 Category

No change.

2.1.7 Data Volume/Performance

~2 million total, over several days

2.1.8 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the

directory and contacting the external partner if there is an account or password issue, etc.).

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.20	The LRS shall support multiple means of communicating appointments, appointment reminders, and critical dates and/or information that may affect a participant's eligibility, using the following means: a. E-Mail; b. Text messaging; d. Automated phone reminder; e. USPS mail	A one-time text notification will be sent from CalSAWS.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-280582

Hardware Asset Management (HAM) Phase

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Faizan Durrani, Amit Jha, Daniyal Hussain, Cesar Villasenor, Andrea Jardon-Ortiz, Nikhil Akula, Chardonnay Needler.
	Reviewed By	Tech Architecture Team, Security Team,

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
06/10/2024	1.0	Design Document for Ham Pro Implementation in Service Now.	Service Now Team
6/14/2024	1.1	Tech Architect Review	Accenture Tech Architecture Team
6/27/2024	1.1	Security Team Review	Accenture Security Team

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1 OVERVIEW

The Hardware Asset Management (HAM) phase will achieve enhanced accuracy around hardware asset management for the CalSAWS Project and managed Counties using ServiceNow's advanced HAM Pro capabilities.

1.1 Current Design

CalSAWS asset management system is currently managing most of the asset related tasks manually, which can lead to inefficiencies in asset creation, asset lifecycle management, and inventory management. Currently, CalSAWS generates assets using the basic functionality of ServiceNow. CalSAWS' existing setup does not effectively utilize ServiceNow's capability to automatically generate assets based on certain criteria. Data feeds into the CMDB from various sources like SolarWinds, AWS, SCCM, and ServiceNow connectors, but these lack comprehensive asset-related information. The absence of a streamlined asset workflow results in manual intervention, inconsistent data, and missed opportunities for automation.

Furthermore, any changes made to the asset inventory in the ALM_ASSET table in ServiceNow fail to reflect accurately in the corresponding CI records in the CMDB. This lack of synchronization between corresponding assets and CIs poses significant challenges. For instance, discrepancies between the two datasets can lead to inaccurate reporting and attributes being defined inaccurately, hindering decision-making processes. Additionally, contract management is handled by the procurement team outside of ServiceNow. Tech Support utilizes ServiceNow to manually update asset records, but ServiceNow lacks sufficient service catalog items in the Service Portal to support asset lifecycle management. For example, there are no specific service catalog items users can submit to request hardware replacement, hardware retirement, or new hardware. With HAM Pro, the ServiceNow team will implement new service catalog items to support the asset lifecycle processes, and asset creation will happen seamlessly.

PROCUREMENT (Procurement/Central Depot/Tech Support / Consortium)

START → Procurement receives request for new IT assets → Procurement purchases the requested IT assets → Shipped to Project Office → Tech Support notifies Procurement team once asset is delivered → Procurement sends asset acceptance forms to Consortium → Consortium Tech Support validates received assets

Inventory (Central Depot/Tech Support)

Tech Support submits RITM for asset tag to Central Depot → Central Depot prints asset tag and updates asset record in ServiceNow → Central Depot ships the asset tag to Tech Support → Tech Support applies asset tag to asset and validates asset record in ServiceNow → Asset is kept in storage until deployment is requested

DEPLOY (Tech Support)

Request for asset deployment is submitted → Tech Support captures User details and prepares asset for deployment → Tech Support physically installs and configures the assets for the users/requestor. → Tech Support verifies ServiceNow asset information while updating record for user assignment details

MANAGE (Tech Support)

Incident submitted to Tech Support reporting issue with asset → Tech Support reviews asset inventory periodically to ensure asset states are accurate, errors are investigated and any unauthorized IT assets have corrective actions taken → Tech Support works with user to identify asset for return, decommission, reuse or as lost/stolen

RETIREMENT (Tech Support)

For lost/stolen, user creates an Incident with IT Security with asset description

For return/decommission/reuse, Tech Support verifies if device should enter disposal process

→ Tech Support validates the state of the asset and updates the record in ServiceNow → Tech Support follows disposal process → Tech Support updates asset record in ServiceNow → END

1.1.1 Current Tech Support Team Processes

The Tech Support team is integral to the entire lifecycle of project assets, starting from the procurement stage where they engage upon approval of employee tickets and manage asset availability checks in ServiceNow. They coordinate with the Procurement team for purchasing new assets and validate assets with Consortium Tech upon arrival at CalSAWS sites. Tech Support prepares assets for deployment based on user requests submitted through the CalSAWS Service Portal, handling shipping logistics and updating asset records in ServiceNow post-shipment. They manage asset issues reported via email or during inventory reviews, facilitating returns, decommissions, or replacements through RITM requests

as needed. However, there is currently no streamlined process for Project end users to request new or loaner assets, and inventory updates are manually maintained in a third-party system rather than directly in ServiceNow.

1.1.2 Current Procurement Team Processes

The Procurement Team coordinates with Central Depot, Tech Support, and Consortium to ensure the speedy and secure deployment of various assets. For Project assets, the Procurement team receives requests for new IT assets from end users. After purchasing, the Procurement team ships the assets to the Project Office or Central Depot. When the assets are delivered, Tech Support or Central Depot notifies the Procurement team, which enables the Procurement team to send an asset acceptance form to Consortium confirming the delivery of new IT assets to the Project Office or Central Depot.

1.1.3 Current Central Depot Team Processes

The process starts with the Central Depot team receiving incoming inventory, where they meticulously document the serial numbers of all received assets into a dedicated spreadsheet in Excel. This spreadsheet is then forwarded via email to another depot team tasked with the crucial step of generating unique asset numbers. These asset numbers are pivotal as they are entered into ServiceNow's asset table, ensuring a centralized repository of asset information. Once this data is updated and validated, it is communicated back to the Central Depot team via email. With these unique asset numbers, the Central Depot team proceeds to create physical asset tags corresponding to each asset. These tags, once prepared, are returned to the team for the final step: uploading comprehensive asset information, including the newly created asset tags, into the ServiceNow system for accurate tracking and management.

New Hardware Arrival
1. Each serial number is assigned an asset number (via the asset tag).
2. The Central Deport team enters serial and asset numbers into ServiceNow via manual import (bulk import or one at a time depending on the volume) along with the model, model category, manufacturer, and location of the hardware.

Assets Going from CalSAWS Warehouse to County Location

- RITM or INC is updated stating which serial/asset number is moving from CalSAWS warehouse to County location.
- Team updates the Location on the asset record in ServiceNow asset table (based on serial number/asset number) with the new location.
- Process is the same for County defective hardware that moves from the County location back to CalSAWS Northern-Southern warehouse locations for repair.

Assets Moving within County from Site to Site

- RITM or INC is updated stating which serial/asset number is moving from the County previous location to the assets new County location.
- Team updates the Location on the asset record in ServiceNow asset table (based on serial number/asset number)] with the new location.

Assets Sent to Surplus by County (will no longer be used)

- County will list all assets to be disposed in RITM.
- Assets will be removed from ServiceNow by Central Depot team
- Central Depot will add a comment to RITM stating the inventory has been updated and transfer RITM to proper department for review.

Assets Sent to Surplus by CalSAWS Central Depot

- List is generated for Accenture Procurement to review for disposal approval.
- Once approved, Central Depot will call a vendor to pick up and dispose hardware.
- Assets will be removed from ServiceNow by Central Depot

Assets Needing Warranty Repair

- Specific vendor is called for service repair.
- Depending on issue with the hardware, parts may be sent to fix issue, technician may come to do repairs, or hardware may be sent back to vendor for repair.
- Central Depot team updates the Location on the asset record in ServiceNow asset table if the asset goes back to the vendor.

1.2   Integration of CalSAWS Asset Table into Processes

The CalSAWS ALM_ASSET table in ServiceNow currently collects information on 94,00+ hardware assets and around 14,000 of them are being managed manually.

However, this data isn't effectively integrated into our asset inventory because various teams like Procurement, Tech Support and Central Depot fulfill the asset related tasks manually. With HAM Pro, the ALM_ASSET table becomes automatically integrated in asset management processes, eliminating the need for manual intervention in maintaining these records. This transition ensures the accuracy and completeness of our asset inventory, offering a holistic view of our hardware assets without manual efforts.

1.3   Overview of Recommendations

To address these challenges and improve CalSAWS asset management practices, implementing the HAM Pro plugin in ServiceNow is crucial. This implementation will enable CalSAWS to establish robust asset management processes, including automated asset creation, lifecycle management, and inventory tracking. Key features such as automated asset configuration, assignment, and procurement workflows will be added to streamline operations. Additionally, we will integrate asset tagging functionality for enhanced traceability and identification. By aligning existing processes with new ones and providing comprehensive user training, we can ensure effective utilization of the HAM Pro capabilities. Furthermore, integrating the HAM Pro plugin with CalSAWS loaner process will greatly benefit the organization. With streamlined loaner device management, CalSAWS will experience improved efficiency in handling device requests, approvals, and tracking. Automated asset creation and allocation will expedite the loaner process, ensuring timely provision of devices to employees. Moreover, enhanced inventory tracking and tagging functionalities will enable CalSAWS to better monitor loaner device usage and facilitate seamless returns. Overall, the implementation of HAM Pro in ServiceNow will revolutionize CalSAWS asset management practices, optimizing processes and enhancing productivity across the organization.

2   SCOPE

2.1   In Scope

The following asset types are covered by this HAM Pro implementation.

SL#	Assets In Scope	Table Name
1	Authentication Device	alm_asset
2	Back up unit	alm_asset
3	Barcode Scanner	alm_asset
4	Camera	alm_asset

5	CD Writer	alm_asset
6	Codec Pro	alm_asset
7	DDC	alm_asset
8	Degausser	alm_asset
9	Docking Station	alm_asset
10	Firewall	alm_asset
11	Firewall Network	alm_asset
12	Hub Network	alm_asset
13	Internal Component	alm_asset
14	IP Network	alm_asset
15	IP Phone	alm_asset
16	IP Router	alm_asset
17	IP Switch	alm_asset
18	Key Locks	alm_asset
19	Kiosk Barcode	alm_asset
20	Kiosk Monitor	alm_asset
21	Kiosk Printer	alm_asset
22	Kiosk Scanner	alm_asset
23	Load Balancer	alm_asset
24	Memory Module	alm_asset
25	Mobile Phone	alm_asset
26	Modem	alm_asset
27	Monitor	alm_asset
28	Network Adapter	alm_asset
29	Network Gear	alm_asset
30	Network Scanner	alm_asset
31	PowerSupply	alm_asset
32	Printer	alm_asset
33	Projector	alm_asset
34	Rack Mount Surge Protector	alm_asset
35	Scanner	alm_asset
36	Security	alm_asset
37	Server	alm_asset

38	Solaris Server	alm_asset
39	SSL Accelerator	alm_asset
40	Storage Cabinet	alm_asset
41	Storage Container	alm_asset
42	Storage Device	alm_asset
43	Teleconference	alm_asset
44	TelePresence Precision	alm_asset
45	TelePresence System	alm_asset
46	Touch Screen	alm_asset
47	UPS	alm_asset
48	Video Conferencing	alm_asset
49	VPN Unit	alm_asset
50	Webex Room Kit	alm_asset
51	Windows Server	alm_asset
52	Workstations	alm_asset
53	Laptops	alm_asset

2.2   Out of Scope

- Licensing and management of software applications.
- Cloud services and resources
- Non-IT related assets and equipment.

  Disclaimer:
  Software related services will be covered in Software Asset Management (SAM) Pro.

3   RECOMMENDATIONS

For CalSAWS, implementing HAM Pro in ServiceNow represents a pivotal step towards revolutionizing their asset management practices. By leveraging HAM Pro's robust features, including automated asset creation, lifecycle management, and inventory tracking, CalSAWS can streamline operations, ensure data accuracy, and enhance compliance. With the implementation of HAM PRO in ServiceNow, asset creation will occur automatically, seamlessly integrating with the CI (Configuration Item) and asset name established within the CMDB system. This automated process ensures that assets are accurately recorded in both the asset inventory and the CMDB, eliminating discrepancies and enhancing the client's ability to manage their assets effectively. This implementation will empower CalSAWS to efficiently manage their hardware assets, from procurement to retirement, ultimately driving greater efficiency and cost-effectiveness across their organization.

3.1   HAM Pro Plugin/App Dependencies

All features identified will be available with the installation of various ServiceNow plugins. Items initially identified are:

Hardware Asset Management

Plugin dependencies:

- Asset Management plugin - (Id: com.snc.asset_management)
- Hardware asset management plugin (Id:sn_hamp) (outcome- Dashboards)
- Hardware model normalization (com.sn_hwnorm)
- Procurement (com.snc.procurement)
- Performance analytics (com.snc.pa)
- Asset Management Workspace (sn_itam_workspace)
- Content library portal (sn_itam_contlookup

App dependencies:

- CMDB CI class models (com.sn_cmdb_ci_class - Version 1.45.0)
- Asset management common (com.sn_itam_common - Version 8.0.0)
- Physical assets (com.sn_phy_assets - Version 2.0.0)

Activate a plugin:

The CalSAWS ServiceNow team will perform the following steps to activate the plugins associated to HAM Pro.

- Navigate to All > System Applications > All Available Applications > All.
- Find the plugin using the filter criteria and search bar. You can search for the plugin by its name or ID.
- Select Install to start the installation process.

These plugins and apps will be installed and configured to suit CalSAWS needs prior to successfully implementing HAM process capabilities.

3.2   HAM PRO Process and Features

3.2.1   Asset Lifecycle Management

Features:

This feature is managed by both Project staff and County. It improves the management of assets lifecycle by offering streamlined processes for hardware assets, covering procurement, deployment, maintenance, and retirement

stages. This comprehensive approach ensures efficient tracking and management of assets throughout their lifecycle, optimizing organizational asset utilization and minimizing operational overhead.

Asset Lifecycle

Process flow:

Request

The first step in the IT asset lifecycle takes place before any assets are purchased or deployed. The request stage can also be thought of as an ideation or planning phase, where stakeholders get together, discuss their objectives, and determine which assets are needed and why. The culmination of this stage is a formal request for an IT asset.

Fulfill

Once a request has been made, it must pass through the proper channels of approval. Those with the responsibility to approve IT requests should first compare available, in-stock assets to see if any are capable of fulfilling the request. If not, then the IT asset will need to be purchased.

Deploy

With the right IT asset or assets selected and made available, they next must be deployed into service. IT asset provisioning may make use of workflow automation, allowing organizations to automatically provide applications, cloud resources, hardware, etc.

Monitor

The monitoring stage is focused on increasing visibility, ensuring optimal and efficient asset usage, and identifying and mitigating risks. In this stage, relevant data may be captured for analysis, informing future IT asset strategy.

Service

Throughout the asset's life, it will require various forms of service to remain optimally functional. This may include ongoing maintenance, occasional upgrades, or even emergency repairs. Team members need to have regularly scheduled time dedicated.

to making sure these steps are taken for each individual company asset to ensure that it operates as efficiently as possible.

Retire

Finally, once an asset reaches the end of its lifecycle, it's time to dispose of it and replace it with a new asset. The IT team must understand and follow the established steps to ensure that asset disposal doesn't lead to future security risks.

Steps:
Request Initiation:

User or Team lead creates request in ServiceNow portal. The request is then reviewed by the approver.
- If the request is approved it will move to the next step, if rejected it will move to a closed rejected state and no further action is required.

Fulfillment:

The Tech Support team checks ServiceNow's Asset Management module for the availability of the requested asset. If the asset is available, Tech Support will move onto the deployment process. If the asset is unavailable, Tech Support will raise a purchase order (PO) through ServiceNow's Procurement module. Tech Support updates the asset inventory in ServiceNow.

Deployment:

During asset deployment, Tech Support updates the asset information in ServiceNow. Tech Support will periodically review and update the asset inventory for risks.

Monitor:

Tech Support will monitor asset information and inventory using the Hardware Asset Workplace feature on ServiceNow.

Service:

Throughout an asset's lifecycle, the asset will be monitored by the Tech Support team. If users have issues, Tech Support will help provide support throughout the asset lifecycle.

Retire:

If the asset is nearing the end of life, the user requests for retirement of the asset. Tech Support then verifies and proceeds with the retirement process. When an asset is lost or stollen, Tech Support will update the asset status.

3.2.2 Automated Asset Creation

Features:

Automated asset creation feature swiftly generates asset records in ServiceNow, utilizing predefined criteria such as configuration item, model, and name. This ensures rapid and accurate asset onboarding, improving efficiency in asset management processes.

Process Flow:

When purchase requests for hardware assets are reviewed and approved, purchase orders are issued to suppliers, and shipping notifications are provided to enable the initial creation of an asset record.

Steps:

Request Initiation:

The user requests a new IT asset.

Inventory Check:

Tech Support will verify asset availability using predefined criteria such as the asset's model name in ServiceNow. If the asset is not found in the inventory, then Tech Support will send a purchase request to procurement.

Asset Purchase:

Procurement purchases the requested IT asset and sends it to the client-side, after which the Tech Support team notifies procurement upon delivery.

Asset Arrival/Documentation:

Consortium receives asset acceptance forms and Tech Support validates received assets. Asset records will be automatically updated in ServiceNow using the asset creation feature.

3.2.3 Inventory Management

Features:

This feature is managed by Project staff & County. It provides robust tools to track and monitor assets across their lifecycle. All data is securely stored within ServiceNow's ALM_ASSET table, eliminating the need for external data storage. This centralized approach enhances data integrity and security, providing a comprehensive, single source of truth for asset information. Organizations benefit from streamlined inventory tracking and monitoring, real-time visibility into asset availability and status, and optimized resource allocation efficiency.

Process Flow:

Stockrooms criteria are defined so that when inventory of a particular asset in a particular stockroom reaches a specified threshold, a certain number should either be transferred from another stockroom or ordered from a vendor.

Steps:

New Assets Acquired
- Central Depot team receives new inventory, and accurately scans the new inventory.

New Asset Data Is Uploaded
- The Central Depot team accurately and promptly uploads their inventory within Service Now.
- ServiceNow automatically updates the ALM_ASSET table with this accurate data in sync with the CMDB table.

Faulty Asset Actions
- The Central Depot team submits a Return Merchandise Authorization (RMA) request in the Service Catalog to initiate the return process with the vendor.
- Submitter updates the assessment task for an RMA request, then the defective asset is sent for repair.
- RMA is closed once the faulty asset is repaired or replaced.

Defining Stockroom Rules
- Stockroom rules are defined for an asset to determine what action to take when its inventory level gets too low.
    - When the inventory reaches a specified threshold, the required number is either transferred internally between stockrooms, or new assets are ordered through Tech Support Team.

3.2.4 Loaner Asset Process

Features:

This feature is managed by both Project staff and County. Request a temporary or loaner asset or consumable and use it for a short period of time.

Process Flow:

A loaner order request is completed through the following stages:

1. **Prepare task**: Prepare the loaner asset such as by installing the required software before handing over the loaner asset to the requested user. By default, the Prepare task is created two days before the start day. You can change this setting by modifying the Number of days required for preparing the loaner asset variable on the Loaner Asset Request catalog item.
2. **Deploy task:** Hand over the loaner asset to the requested user or install the loaner asset at the user's machine. The Deploy task is created after the Prepare task is closed.
3. **Reclaim task:** Reclaim the loaner asset after a period. The Reclaim task is created one day before the return day.

Steps:

Request Initiation:
- User requests a loaner asset for use within specific time constraints.
  - Request details include requested for, location, model, start/return date, and justification.
  - Asset can be requested for user's project staff, or county use.

Ticket Creation:
- The request is submitted into ServiceNow portal.
- If the asset is not available, the request will be placed into a queue for Tech Support to review.

Loaner Preparation Process:
- Tech Support utilizes Loaner Asset Orders to view and complete loaner requests.
- Tech Support selects an asset that meets the user's requirements and that is labeled as a Loaner asset.

Loaner Deployment:
- When request is approved, the asset is prepared for deployment with necessary hardware configurations.

3.2.5 New Asset Creation

Features:

This feature is managed by both Project staff and County. It allows users to raise a Hardware request using ServiceNow portal.

Process Flow:

 A hardware order request is completed through the following stages:

Review and Approval:

IT support reviews the request and checks current inventory:

- **If asset is available:**
  - ➤ Proceed to deployment and configuration.

- **If asset is not available:**
  - ➤ IT support creates a procurement request in ServiceNow.

Asset Preparation: Tech support team prepares hardware asset such as by installing the required software before handing over the hardware asset to the requested user.
- Once the asset is available:
  - ➤ IT prepares the new asset for deployment.
  - ➤ Updates the ticket in ServiceNow with deployment status.

Deploy task: Tech support team hands over the hardware asset to the requested user or install the hardware asset at the user's machine. The Deploy task is created after the Prepare task is closed.

- IT deploys and configures the new asset.
- Updates the ticket in ServiceNow with configuration status.

Notification to User:

- User receives notification that their request has been fulfilled.

Asset Handover:

- New asset is delivered or made available for pickup.
- User receives necessary training or instructions.

3.2.6 Procurement Team Process

This feature is managed by both Project staff and County.

Procurement Request:

- IT support team creates a procurement request specifying the new asset details.

Procurement Approval:

- Procurement request is reviewed and approved.

Procurement Process:

- Procurement team purchases the new asset.
- Updates the ticket in ServiceNow with procurement status.

Steps:

The procurement team coordinates with Central depot, Tech Support and Consortium for streamlined asset allocation and deployment.

Request initiation:

Tech Support will send procurement a request for purchasing new IT assets if the required IT asset is not found in inventory.

Procurement approval:

Upon request approval, procurement purchases new assets and oversees delivery of the asset to project sites.

Asset Delivery:

When the asset is delivered, Tech Support will review asset quality and send arrival notice to procurement.

Asset Status Updated:

Consortium receives asset acceptance forms. Tech Support validates received assets and updates asset status on ServiceNow**.**

3.2.7 Asset Refresh Process

Features:

This feature is managed by both Project staff and County. Utilize the Hardware Refresh process to monitor aging hardware assets approaching their end-of-life cycle and replace them with new hardware assets.

Methods for triggering refresh:

- **Validate Assets for Refreshment:** Utilize HAM dashboard to identify asset candidates for refresh.

- **Identify Assets Scheduled for Retirement:** Utilize HAM dashboard to identify asset candidates for retirement.

- **Hardware Refresh Request**: User can navigate the service portal/service catalog to request the Hardware refresh. Validation occurs on a per request basis.

Steps:

Request Initiation:
- User submits an Asset Refresh Order request for asset refresh through ServiceNow portal.
- Request details include asset type, reason for refresh, and urgency.

Ticket Creation:
- ServiceNow automatically creates an incident or service request ticket (e.g., Incident #INC00123).

Initial Assessment by Tech Support Team:
- The Asset REfresh request is automiatcally assigned to Tier 3 Tech - Tech Support team reviews the request ticket.
- Determines if the asset needs to be replaced based on the provided information or further investigation.

Check Asset Availability:
- Tech support team checks ServiceNow's Asset Management module for the availability of the requested asset.
  - If asset is available:
    - Proceed to step 6.
  - If asset is not available:
    - Proceed to step 5.

Asset Procurement Process (5):
- Tech support team creates a procurement request directly from ServiceNow.
- Details include asset specifications, quantity, delivery requirements, and justification.
- ServiceNow automatically notifies procurement team and assigns a procurement request (e.g., PRQ00123).

Procurement Team Actions (6):
- Procurement team reviews the request and verifies the need.
- If approved:

- Procurement team raises a purchase order (PO) through ServiceNow's Procurement module.
- Updates the asset inventory in ServiceNow upon successful purchase.
- If not approved:
  - Notify tech support team and requester of the decision.
  - Close the ticket with appropriate status.

Asset Delivery and Installation:
- Upon receipt of the new asset:
  - Tech support team arranges for delivery to the requester's location.
  - Installs the asset and ensures it meets operational standards.

3.2.8 Asset Replacement Process

Features:

This feature is managed by both Project staff. It offers Tech Support the ability to swap an asset based on an incident.

Process Flow:

Tech Support identifies Hardware asset replacement via existing Incident process. Request for Asset Replacement via the Service Portal/Service Catalog using the following steps:

1. Tech Support navigates to Service Portal to complete a request for Hardware asset replacement from the Service Catalog
2. Request is created and assigned to Central Depot
3. Tech Support receives notification from Central Depot that asset is deployed, updates and resolves incident accordingly in ServiceNow.

Steps:

Request Initiation:
- Tech Support submits a Hardware Asset Replacement request for through ServiceNow portal.

Ticket Creation:
- ServiceNow automatically creates an incident ticket.

Central Depot Team Actions:
- Central Depot team reviews the incident ticket and either approves or denies the request.

Check Asset Availability:
- Central Depot team reviews inventory and verifies if the requested asset is available.

- If not, the central depot team notifies Tech Support to contact procurement to place an order for needed assets.
- If it is available, the asset moves on to step 5.

Asset is Prepared:

- Central Depot team prepares the requested asset with necessary hardware configurations for the swap.

Asset Deployment:

- Central Depot team deploys asset, updates and resolves incident accordingly in Service Now.

3.2.9 Automated Hardware Asset Workflows

Features:

- Design and implement automated workflows for asset configuration, assignment, and procurement based on predefined rules and agreements.
- Automated asset creation workflows will simplify the addition of new assets by generating records based on predefined criteria.
- Asset lifecycle management workflows will manage assets from procurement to retirement, ensuring smooth transitions between stages.
- Inventory management workflows will track asset availability and status in real-time, optimizing resource allocation.
- User request management workflows will handle requests for new hardware, replacements, ensuring prompt fulfillment and user satisfaction.
- Scheduled jobs within HAM PRO will automate these processes, minimizing manual intervention and maximizing operational efficiency.
- HAM Normalization plugin provides the Out of the box Hardware Model Normalization scheduled job, which runs daily to Normalize Asset data.
- Opt-in to the Hardware Asset Management Content Service: ServiceNow runs weekly scheduled jobs to improve the normalization process by Comparing hardware and consumable model data from your organization with ServiceNow.

3.2.10 Asset Tagging

Features:

This feature is managed by Project staff & County. Unique identifiers are automatically generated and assigned to each asset, streamlining tracking and management. This allows for effortless asset identification, facilitating efficient monitoring, maintenance, and inventory control.

Process flow: Inventory Management

1. Asset tag is generated based on Serial Number, Model and Name provided by vendor. Assets can be received using devices by scanning the asset tag and/or serial number barcodes.
2. Asset data will be loaded in ServiceNow by Central Depot Team, updating the asset-related tables & facilitating Hardware asset maintenance.

Steps:

Request Initiation:
- Central Depot Team initiates a request for asset tagging through ServiceNow once they received the asset list.
- Details include asset type, location, and any specific tagging requirements.

Ticket Creation:
- ServiceNow automatically generates an incident or service request ticket (e.g., Incident #INC00123).

Initial Assessment by Central Depot Team:
- Central depot team reviews the ticket and assesses tagging requirements.
- Determines if the asset needs to be tagged based on policies and asset management guidelines.

Asset Identification and Tagging:
- If asset requires tagging:
  - Central depot team retrieves the asset from storage or the designated location.
  - Applies the appropriate tag with unique identifier (barcode, RFID, etc.).
  - Records tagging details in ServiceNow, including tag number and asset information.
- If asset does not require tagging:
  - Proceed to step 6.

Documentation and Inventory Update:
- Central depot team updates ServiceNow's Asset Management module with:
  - Tagging details (tag number, date of tagging).
  - Asset location and status (tagged, in use, available, etc.).
  - Any additional information related to the asset (e.g., serial number, specifications).

Verification and Quality Check:
- Central depot team performs a quality check to ensure tag placement and information accuracy.
- Verifies that all necessary documentation and updates are complete in ServiceNow.

3.2.11 Asset Table Health Monitoring

Features:

Ensure health with regulatory requirements and internal rules related to hardware asset management through automated monitoring and reporting.

Process flow:

Configure CMDB and Asset Data
- **Data Standardization:** Ensure asset data in the CMDB (Configuration Management Database) is standardized and accurate.
- **Data Synchronization:** Ensure data is synchronized between alm_asset and CMDB states.
- **Tagging and Classification:** Classify assets based on types, ownership, and criticality for health tracking.

Configure Reporting and Dashboards
- **Built-in Reports:** Utilize ServiceNow's built-in reporting capabilities to generate reports (e.g., status, health, audit trails).
- **Custom Dashboards**: Create dashboards to monitor table health and asset metrics.

3.2.12 Integration with CMDB

Features:

Seamlessly integrate hardware asset information with the Configuration Management Database (CMDB) in ServiceNow, ensuring data consistency and accuracy.

Process flow:

When an asset has a corresponding configuration item, the asset record and the configuration item record are kept synchronized with two business rules.

- Update CI fields on change (on the Asset [alm_asset] table)
- Update Asset fields on change (on the Configuration Item [cmdb_ci] table)

Note: Assets and CIs can be synchronized only if they are logically mapped.

3.2.13 Reporting and Analytics

Features:

HAM reporting provides valuable insights into hardware asset utilization, costs, and performance metrics through robust reporting and analytics features. By automating asset inventory updates, HAM PRO ensures that data is consistently accurate, enabling precise and informed decision-making based on up-to-date information.

3.2.14 Contract/Vendor Management

Features:

HAM Pro features include vendor database management, contract tracking, performance monitoring, issue resolution, and reporting capabilities, HAM PRO enables organizations to optimize vendor relationships, ensure compliance, and drive business value. By automating key processes, HAM PRO will provide CalSAWS with greater transparency in vendor management, ultimately leading to enhanced operational performance and cost saving benefits.

Process flow:

When integrating contract and vendor data into ServiceNow, ensuring completeness and accuracy is crucial.

Here are some mandatory fields and attributes that should be included:

Contract Attributes:
- Contract Name
- Contract Number
- Contract Model
- Contract Description
- Parent Contract
- Contract administrator
- Approver
- Business Owner
- Start Date
- End Date
- State, Sub State
- PO Number
- Invoice Payment Term

Vendor Attributes:
- Vendor Name

- Vendor Manager
- Vendor Type
- Manufacturer
- Phone Number
- Vendor Address
- Certifications

Process efficiency:
- **Workflow Automation**: Automated workflows for contract approval, renewal, and vendor onboarding.
- **Document Management:** Centralized repository for contracts, vendor documents.
- **Notification Alerts:** Automated alerts for contract renewal dates, compliance issues, or critical vendor updates.
- **Reporting and Dashboards:** Leverage ServiceNow's reporting capabilities to generate reports on vendor performance, contract status, and compliance metrics.

3.3   User Training and Support

Features:

Accenture ServiceNow team will be providing training and support to users on how to effectively update and manage hardware asset information within ServiceNow, ensuring widespread adoption and utilization of the HAM Pro features.

4   BENEFITS OF HAM PRO IMPLEMENTATION

Hardware Asset Management provides advanced capabilities (beyond ITSM Asset Management) to:

- Automate the IT lifecycle on a single platform.
- Gain end to end asset visibility.
- Reduce asset costs and risk.
- Centralize asset data for accurate inventory and insights.
- Automate workflows simplify request, receive, deploy, swap, and dispose.
- Plan for asset refreshes with actionable insight and minimize wasted resources.
- Make smarter decisions about asset utilization and new investments.
- Comply with established security policies and regulatory requirements.

4.1   Hardware Normalization

Hardware Normalization drives the standardizing of asset data in the environment by manufacturer name, model name, and model number. In addition, the Content Library will automatically populate the inventory with asset metadata that can't be discovered such as: end of support, end of extended support, and end-of-life dates. Hardware Asset Management leverage the ServiceNow Content Library and Content Service with verified manufacturer attributes resulting in perpetually clean and reliable asset data for the CMDB.

4.2   Asset Lifecycle Automation

Asset Lifecycle Automation Leverages Flow Designer to deliver prescriptive workflows. Take the guesswork away with ready to go standard practices. Customers are empowered to configure low code workflows that suit their business needs.

Asset Tasks helps eliminate the risk of data inaccuracy caused by manual processes. Hardware Asset Management automates the updates to assets and CIs. Asset managers can assign Asset Tasks to Incident, Change, and Work orders, reducing effort on ticket resolution and delivering faster services. Updates are applied when deploying, swapping, or retiring hardware. With Asset Tasks, we can automate manual processes with ready to go workflows.

4.3   Hardware Asset Dashboard

The Hardware Asset Dashboard serves as the command center for Hardware Asset Management, with tabs dedicated to key asset lifecycle milestones. Act quickly with intuitive, automated workflows available out of the box. Facilitate hardware and consumables requested for procurement. Easily identify normalization status. Stabilize the business by removing equipment that is approaching end of support and end of life. Comply with established security policies and regulatory requirements.

5   HAM PRO FUNCTIONALITIES

Boost the value of your existing platform products already in place like Discovery, CMDB, Asset Management, and Service Catalog and get to value faster.

ServiceNow Hardware Asset Management brings advanced features beyond ServiceNow ITSM Asset Management foundational capabilities.

Key features include:

5.1   Hardware Asset Management Workspace

The Hardware Asset Workspace is a unified medium with multiple views that help us to manage our assets efficiently. The views provide us with visibility into all the important aspects of your assets, such as dashboards on Normalization and Stockroom, Asset count by model, life cycle state, model category, and overall performance of assets.

The Hardware Asset Workspace contains the following views:

5.1.1 Hardware Asset Overview

View important actions and quick links to active tasks. Also, get a 360-degree view of the asset estate for a snapshot of assets by model type, life cycle state, and asset value.

5.1.2 Asset Estate View

Use the Asset estate view in the Hardware Asset Workspace to view the asset functions and notifications such as expiring assets, expiring lease contracts, and take appropriate actions.

5.1.3 Model Management View

Use the Model management view in the Hardware Asset Workspace to create or edit models, view the asset model-related functions such as hardware and consumable models nearing the end of life, and take appropriate actions.

5.1.4 Inventory View

Uses the Inventory view in the Hardware Asset Workspace to view the inventory functions such as Asset audits and Disposal orders and to take any inventory-related actions.

Use the following tabs to view the inventory functions and take appropriate actions:

- Overview: View various inventory data, such as the number of open hardware requests from stock, RMA request lines, and open transfer orders.
- All stockrooms: View, create, and manage stockrooms.
- Asset audits: Perform scheduled or blind audits of asset stockrooms and other locations such as offices or data centers.
- Disposal orders: Create and manage a disposal order for hardware or consumable assets that have reached their end of life cycle or are no longer functional.
- Loaner asset orders: View all the Loaner asset orders and take appropriate actions.
- RMA orders: View all the RMA orders and take appropriate actions.
- RMA line items: View all the RMA line items and take appropriate actions.

- Transfer orders: Create transfer orders, view existing transfer orders, and take appropriate actions.
- Donation orders: View the list of asset donation orders.

5.1.5 Asset Operations View

Uses the Asset operations view in the Hardware Asset Workspace to view the asset operations-related functions such as stock rules, stock orders, procurement sourcing requests, all contract renewal requests, contract renewal line items, custom products, custom models, and take appropriate actions.

Use the following tabs to view the inventory functions and take appropriate actions:

The Asset operations view includes the following list:

- **Inventory:**

  Stockroom types: View types of stockrooms.
  Stock rules: View stock rules associated with the stockroom.
  Stock orders: View stock orders associated with the inventory.

  Shipments: View and track the shipments from different sources or flows.
  Shipment assets: View the list of assets included in the shipments.
  Shipping carriers: Create and view the list of shipping carriers.
  Carrier integration profiles: View the list of carrier integration profiles associated with the shipping carriers.

- **Procurements Requests:** View and track procurement requests.

- **Hardware asset normalization:**

  Custom products: View details of custom products that aren't represented in the Asset Management Content Service.
  Custom models: View details of custom models.
  Calculated lifecycle templates: View and create life cycle templates and formulas that can be applied on hardware and consumable models.

- **Contract renewable:**

  All contract renewal requests: View details of all contract renewal requests.
  Contract renewal line items: View details of all line items associated with contract renewal requests.

- **TCO configuration:**

Task rate card: Define the type of task and the method of calculating the associated costs and view the details of the created task rate cards.
Labor rate card: Record the time worked on a task and associate a rate to the task.

- **Zero touch refresh:**

  Requests: View the list of Zero Touch Refresh requests of your employees.
  Refresh models: Create and view the list of refresh models with the configured replacement models.

- **Hardware asset success**

  Success goals: Create success goals and view the list of created success goals for Hardware Asset Management.
  Success activities: Create success activities and view the list of created success activities for Hardware Asset Management.
  Success categories: Create a category for a success goal and view the list of categories.
  Hardware maturity: View items that help you drive the success of your hardware assets.

5.1.6 Contract Management View

Uses the Contract management view in the Hardware Asset Workspace to view and manage details of contracts such as Contract number, Contract start and end dates, terms and conditions statements.

The Contract Management view includes important actions for managing your contract, contract expenditure by type and vendor, and the list of expiring contracts.

5.1.7 Procurement View

Uses the Procurement view in the Hardware Asset Workspace to view and manage procurement-related details such as procurement requests, purchase orders, sourcing tasks, and receiving slips.

The Procurement view provides access to actions for managing your open requests, pending purchase orders and transfer orders, and requests that need manager approval.

5.1.8 Hardware Asset Management Success Portal

Uses the Success portal view in Hardware Asset Workspace to track the progress of Hardware Asset Management (HAM) application with success goals, assign activities to track the success of your goals, and mature HAM program with predefined maturity items.

5.2   Mobile App for Hardware Asset Management

Uses the ServiceNow Mobile and ServiceNow Agent apps to manage user assets.

ServiceNow offers a mobile application called "ServiceNow Mobile" that provides access to various functionalities of the ServiceNow platform, including hardware asset management.

- Designed and developed a mobile application for tracking and managing hardware assets across the organization.
- Integrated the app with the company's existing asset management system to ensure real-time data synchronization.
- Implemented features for scanning asset barcodes, updating asset status, and generating usage reports.
- Ensured the app provided user-friendly interfaces and seamless navigation for field technicians.
- Conducted thorough testing and troubleshooting to ensure the app's reliability and performance in various conditions.

ServiceNow Agent app

The ServiceNow Agent app allows individual users to create assets, look up assets, and receive assets from a purchase order.

Download the ServiceNow Agent app from Apple App Store or Google Play Store.

Role required: asset

The Procurement plugin (com.snc.procurement) must be installed to get the procurement features in ServiceNow Agent app.

Now Mobile app

Individual users can utilize the Now Mobile app to view the assets that are assigned to them, report issues with their assets, and remotely receive new assets. They can also create incidents to report any issues with their assets to the IT department.

Download the Now Mobile app from Apple App Store or Google Play Store.

The Now Mobile app provides different services for tasks and requests.

5.3   Hardware Model Normalization

Asset Management Hardware Model Normalization enables you to normalize the details, such as manufacturer, product, model, and device type, of your hardware and consumable models. Data from the models is compared against the data in the Hardware Model Normalization Content Service.

The Hardware Model Normalization (com.sn_hwnorm) plugin requires ServiceNow personnel to activate it. This plugin is activated when we activate the Hardware Asset Management [sn_hamp] plugin.

Scheduled Jobs:

To standardize your hardware and consumable models, the asset data must be normalized. One can manually update the model records with the normalization content or can compare data against the Hardware Asset Management Content Service.

The HAM - Hardware Normalization scheduled job runs daily.

5.4   Automated Lifecycle Processes

5.4.1 Hardware Asset Order

Use a hardware asset request flow for requesting, sourcing, and deploying hardware catalog items from the Service Catalog application.

Create a request for a hardware catalog item from the Service Catalog application. Associate the catalog item with the Standard Hardware Asset Request flow to trigger the flow.

The Flow Designer application is used to create the Standard Hardware Asset Request flow to take you through the process of sourcing, procuring, and deploying your hardware catalog items. As the flow takes through the various stages, the asset details are automatically updated. One can open the Standard Hardware Asset Request flow to view the status of the stages in the flow.

5.4.2 Hardware Asset Disposal Order

With the help of Hardware asset donation order process CalSAWS users can create a disposal order request for hardware or consumable assets which has reached its end-of-life cycle or an asset that is no longer functional.

Flow Designer application is used to create the Hardware Asset Disposal flow to take us through the entire hardware disposal order process.

The hardware disposal order goes through various stages before it's completed. Each stage is associated with a hardware disposal task. To move through the various stages, close each task until you reach the last stage. After you complete the last task, the hardware disposal order is complete.

5.4.3 Hardware Asset Refresh

With the help of Hardware Asset refresh process, CalSAWS can track the aged hardware assets that are nearing the end of their life cycle. Replace them with new hardware assets.

The Flow Designer application is used to create the Hardware Asset Refresh flow and the Hardware Asset Refresh Line flow. While customizing the Hardware Asset Refresh module, we should not remove or customize the Update Sourcing set Variable step in the Hardware Asset Refresh flow.

5.4.4 Loaner Asset Request

Request a temporary or loaner asset or consumable and use it for a short period of time.

A loaner order request is completed through the following stages:

Prepare task: Prepare the loaner asset such as by installing the required software before handing over the loaner asset to the requested user.

Deploy task: Hand over the loaner asset to the requested user or install the loaner asset at the user's machine. The Deploy task is created after the Prepare task is closed.

Reclaim task: Reclaim the loaner asset after a period of time. The Reclaim task is created one day before the return day.

5.4.5 Asset Return Merchandise Authorization (RMA)

Return Merchandise Authorization (RMA) is an agreement between a buyer and seller that lets the buyer return or replace a faulty product. The Asset RMA Order catalog item has prescriptive flows to streamline the RMA process.

An RMA request has RMA request lines. When an RMA request is submitted, an RMA request line is created for each asset and consumable that was selected.

The Flow Designer application creates RMA tasks for every RMA request line. The RMA request is completed through the RMA tasks. An Assessment task is created for each RMA request line. The Assessment task is used to assess the faulty asset. When the state of an RMA task is updated, the Stage field on the RMA request line form is updated by default.

5.4.6 Asset Lease Expiration

Uses the lease contract expiration flow and decide on what to do before your leased hardware asset contract expires. Create notifications about the lease contracts that are nearing their expiration dates.

5.4.7 Asset Reclamation

When an employee leaves CalSAWS or moves to a different role, reclaiming the assets assigned to the employee is a troublesome task and needs much coordination between the HR professional and the asset manager. The Reclaim Asset catalog item has prescriptive workflows to efficiently reclaim hardware assets and store them in the inventory, reassign, send it for repair, or dispose of as required.

The Hardware Asset Reclamation Sub Flow decision table enables you to trigger your custom reclamation sub flow for hardware and consumable assets. Based on the condition related to the asset that we specify in the decision table, the corresponding sub flow will trigger, and the reclamation process completes.

5.4.8 Hardware Stock Inventory Order

The process begins when the organization recognizes a need to replenish its hardware inventory. This need may arise from regular stock assessments or an increase in hardware usage, typically identified through inventory management systems or manual checks.

Stock Manager submits request from Service Portal:

Stock Manager submits inventory stock order request so that it can order new hardware in bulk for their stockrooms. After the request is approved, the Hardware Stock Order flow takes users through the process of requesting, sourcing, and receiving the order.

5.4.9 Asset Donation Order

With the help of asset donation order process CalSAWS users can create a service catalog request to donate the in-stock hardware assets to different counties.

CalSAWS users can submits Asset Donation Order request from Service Portal by providing the Charity Organization and description about the asset that they want to donate.

The Asset Donation flow handles the various stages in the asset donation process. After the Asset Donation Order request is submitted, the asset manager reviews the asset donation order and, if it is approved, processes the donation. The asset donation process completes when the charity organization acknowledges the delivery of the assets.

5.4.10 Service Catalog Items

Based on the requirements, the ServiceNow team will add the new Service catalog, modify the existing Service Catalog, and create new categories.

The Service Catalog enables end users to order hardware, and this will trigger the appropriate automated workflow.

4. User navigates to Service Portal to complete a request for Hardware from the Service Catalog
   a) User selects desired hardware from a list of available items.
5. Request is created and assigned to Tech Support.
   a) Tech Support checks inventory – if not enough inventory, sends request to Procurement.
   b) Tech Support prepares hardware for delivery.
6. Update Asset in ServiceNow to reflect new status.

   Note: This can include ownership, asset tagging, assigned to and other assets columns based on the requirements.

List of all Catalog Items for Asset Lifecycle:

- Hardware Inventory Stock Order

- Asset Donation Order
- Hardware Asset Refresh Order
- Hardware Asset Refresh
- Loaner Asset Request
- Asset RMA Order
- Reclaim Asset

5.5 Automated Asset Tasks—Deploy, Swap, and Retire

Asset tasks are provided for deploy, replace or swap, or retirement operations for assets. These tasks automatically update the CI/asset record on the completion of these operations.

If an asset is being deployed, replaced, or retired via an incident, change request, the CI/asset record is automatically updated along with the related records for the CI/asset. For example, we have a change ticket to retire a server. After the change is implemented, the Change Management application triggers the retire asset event. The retire task is triggered and updates the following:

- CI
- related asset record
- software allocations
- maintenance contracts

The data accuracy is improved by reducing the need for manual intervention to update records.

When an asset is retired or swapped via an incident, the Stockroom field is populated based on the location of the asset. If there isn't any stockroom in the location of the asset, then the Stockroom field isn't populated. However, if the asset location is supported by multiple stockrooms as part of service locations, then the Stockroom field is automatically populated with details of the supporting stockroom based on the priority.

Below table lists the asset tasks available in each application.

Application	Asset Tasks
Incident Management	- Retire - Swap/Replace
Change Management	- Deploy - Retire

5.6   Contract Renewal Workflow

Uses the contract renewal workflow to renew contracts that are nearing their expiry date or are already expired. This workflow enables us to renew contracts through a streamlined and managed process.

Renewal of contracts by creating, validating, approving, and activating a contract record that references the original contract. This workflow enables us to manage related entities like hardware assets, terms and conditions, and rate cards.

5.7   Asset inventory audit

To conduct scheduled or blind audits of asset stockrooms and other locations such as offices or datacenters.

The Audit results shows the status of the assets when the scheduled or blind audits of asset stockrooms and other locations is complete.

5.8   Service locations, Distribution channels support for Stockroom

We can link two geographically related stockrooms to create a distribution channel and make the distribution of assets more efficient. We can assign a preference order for each channel to source assets to the stockroom.

5.9   Licensing support for new resource categories

Hardware Asset Management (HAM) licensing enables to choose the Hardware Asset Management resource categories that we want to use. We can save money by paying only for those categories that you use, and not for categories that we don't use.

6   CONCLUSION

The implementation of ServiceNow's Hardware Asset Management Professional (HAM Pro) signifies a transformative shift in the way CalSAWS manages its hardware assets. By harnessing the comprehensive suite of processes and features offered by HAM Pro, CalSAWS can overhaul its asset management practices, from automated asset creation to streamlined lifecycle management and robust inventory tracking. This not only ensures greater visibility and control over its hardware assets but also enables CalSAWS to align with regulatory requirements and internal policies, driving efficiency and cost-effectiveness across the organization. With seamless integration into ServiceNow's ecosystem, the HAM Pro implementation empowers CalSAWS with actionable insights, automated workflows, and enhanced compliance monitoring, paving the way for optimized asset utilization and informed decision-making in the dynamic landscape of IT asset management.

7 SUPPORTING DOCUMENTS

ServiceNow documentation is publicly available online: Hardware Asset Management.

7.1 Knowledge Articles

Knowledge articles will be published related to the following topics:

- Asset Donation Order
- Asset Lease Expiration
- Asset RMA Order (Return Merchandise Authorization)
- Automated Asset Tasks
- Contract Renewal Request Process
- Hardware Asset Disposal Order Process
- Hardware Asset Order
- Hardware Asset Refresh Order
- Hardware Inventory Stock Order
- Loaner Asset Request Process
- Reclaim Asset

7.2 Operational Working Documents (OWD)

These OWDs can be updated as appropriate as part of an approved FDEL/DDEL cycle.

- OWD - CMDB Data Validation Checklist and Process
- OWD - Service Asset and Configuration Mgmt Process and Procedure