CalSAWS

California Statewide Automated Welfare System

Design

CA-49633

CF 387 CalFresh Request for Information for Residency

CalSAWS

DOCUMENT APPROVAL HISTORY	
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Reviewed By	Priya Sridharan

DATE	VERSION	REVISION DESCRIPTION	AUTHOR
02/25/2025	1.0	Initial Draft	Nithin B Halesh
03/27/2025	1.1	Updated task generation in Sections 2.5 and 2.3	Vallari Bathala
04/02/205	1.2	Added an automation regression test section. Clarified Point 3 of Request section.	William Baretsky Lalitha Valamarthi

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CA-49633 CF 387 CalFresh Request for Information for Residency

1 OVERVIEW

This SCR will outline the system changes needed to accommodate the policy clarification stated in the All County Letter (ACL) 15-94 and 15-94E. These ACLs provide clarification on CalFresh (CF) policy regarding issues related to residency and its reporting requirements. Failure to comply with the request can result in the household's CF benefits being terminated

1.1 Current Design

Currently CF 387 is not available in CalSAWS Template Repository.

1.2 Requests

1. Add a new Non-Compliance Reason that can be selected to discontinue the CalFresh program with a new reason code if residency is not verified.
2. Add the CF 387 (5/14) to CalSAWS Template Repository.
3. Generate a task with a due date of 10 calendar days when the Form CF 387 (with residency information populated) is generated through template repository.
4. Generate CalFresh Discontinuance NOA when the CalFresh program is discontinued with the failure reason 'Failed to Provide Residency'.

1.3 Overview of Recommendations

1. Add a new CF Non-Compliance Reason Code of 'Residency' for the existing Non-Compliance Type 'Failure to Provide.'
2. Add a new Program Reason Code of 'Failed to Provide Residency' that will close the CF program.
3. Map the new 'Residency' Non-Compliance Code to the 'Failed to Provide Residency' Reason Code so the CF program will close when the non-compliance is set.
4. Add the CF 387 (5/2014) Form to Template Repository with dynamic population for residency.
5. Generate a task with a due date of 10 calendar days when the Form CF 387 (with residency information populated) is generated through template repository.
6. Add a new Discontinuance NOA to trigger when the CalFresh program is discontinued with the failure reason 'Failed to Provide Residency'.
7. Create automated regression test scripts for changes in this SCR.

1.4 Assumptions

1. When the CF 387 form is generated with the Residency information it will not be editable. If the worker needs to add residency information that is not the default, they will use a blank (non-checked Residency on the Document Parameter Page) CF 387 form and manually enter the appropriate verbiage.
2. If the CF 387 form is manually filled in with Residency information (Residency was not checked and it was not pre-populated), Task will not be created.
3. Journal entry will be created when the CF 387 form is generated through the Template Repository within the context of the case.

2 RECOMMENDATIONS

2.1 Eligibility

2.1.1 Overview

Add a new CF Non-Compliance Reason of 'Residency' for the existing Non-Compliance Type 'Failure to Provide', and a new Program Reason Code of 'Failed to Provide Residency' mapped to that Non-Compliance Reason. When a worker sets the new non-compliance reason because residency information requested on Form CF 387 was not returned timely, the new Program Reason Code will close the CF program.

2.1.2 Description of changes

1. Add a Non-Compliance Reason Code (Code Table 365) of 'Residency' that will be available in the 'Reason' dropdown when the Program is CalFresh, and the Type is 'Failure to Provide' (CT167, Code 22)

Figure 2.1.2.1 – Eligibility Non-Compliance Detail Page

COLUMN	VALUE
CODE_NUM_IDENTIF	[T.B.D.]
CATGRY_ID	365
SHORT_DECODE_NAME	Residency
LONG_DECODE_NAME	Residency
ORDR_BY_NUM	0
BEG_DATE	01/01/1000
END_DATE	12/31/9999

2. Add a Program Reason Code (Code Table 73) of 'Failed to Provide Residency' that will close the CF program. The new status reason can be set by the non-compliance, or by workers selecting the code in program configuration on Manual EDBC and EDBC overrides.

COLUMN	VALUE
CODE_NUM_IDENTIF	[T.B.D.]
CATGRY_ID	73
SHORT_DECODE_NAME	Failed to Provide Residency
LONG_DECODE_NAME	Failed to Provide Residency
ORDR_BY_NUM	0
BEG_DATE	01/01/1000
END_DATE	12/31/9999
REFER_TABLE_2_DESCR (Set by Eligibility)	Y
REFER_TABLE_11_DESCR (FS Priority)	1360
REFER_TABLE_15_DESCR (FS Close Program)	Y
REFER_TABLE_40_DESCR (CF 296 Denial Cat.)	procedural
REFER_TABLE_59_DESCR (CalFresh)	Y
REFER_TABLE_73_DESCR (WDTIP Pgm. Disc Rsn.)	059
REFER_TABLE_77_DESCR (CCSAS Disc Code)	07

3. Add a Noncompliance Reference Table Code (Code Table 364) to map the new Non-Compliance Reason Code to the new Program Reason Code so EDBC will set the reason when a non-compliance is created.

COLUMN	VALUE
CODE_NUM_IDENTIF	[T.B.D.]
CATGRY_ID	364
SHORT_DECODE_NAME	[T.B.D. - same as CODE_NUM_IDENTIF]
LONG_DECODE_NAME	[T.B.D. - same as CODE_NUM_IDENTIF]
ORDR_BY_NUM	0
BEG_DATE	01/01/1000
END_DATE	12/31/9999
REFER_TABLE_1_DESCR (Noncompliance Type Code)	22
REFER_TABLE_2_DESCR (Noncompliance Reason Code)	[CODE_NUM_IDENTIF of new 'Residency' Non-Compliance Reason Code]
REFER_TABLE_4_DESCR (Program Reason Code)	[CODE_NUM_IDENTIF of new 'Failed to Provide Residency' Program Reason Code]

2.1.3 Programs Impacted

CalFresh

2.2 Correspondence - New Document Parameter Page for CF 387 Form

2.2.1 Overview

Create a new Document Parameters page to be used for CF 387.

2.2.2 Document Parameters Mockup

Figure 2.2.2.1 – Document Parameters page Mockup

2.2.3 Description of Changes

Create a new template repository web page to generate Form CF 387 through template repository.

1. This new page will be accessed via hyperlink provided on the template repository search page for CF 387 Form.
2. This new web page will have the following parameters to select
    a. Case Number (Required text field).
    b. Customer Name (Required field. Dropdown to select the Participant Name).
    c. Program (Required field. Dropdown to select Program).
    d. Language (Required field. Desired language to generate Form).
    e. Residency (Optional checkbox).
3. If the residency checkbox is checked, CF 387 Form will be generated with the residency information section. Please refer Supporting document #2
4. If the residency checkbox is not checked, CF 387 Form will be generated without the residency information section. Please refer Supporting document #3
5. CF 387 template is attached in supporting Documents section.
6. Worker will be able to generate CF 387 for residency verification purpose by selecting the required fields on the 'Document Parameters' page and checking the 'Residency' checkbox and clicking on the 'Generate Form' button.
7. On Click of 'Generate Blank Template', CF 387 will be generated without residency information section. Please refer to the attachments for CF 387 template with or without residency information section.

2.2.4 Page Location

Global: Client Corresp.
Local: Templates

2.3 Correspondence: Add CF 387 to Template Repository

2.3.1 Overview

CF 387 (5/14) – "CALFRESH REQUEST FOR INFORMATION" Form is used to verify residency for CalFresh or to obtain any relevant information to determine eligibility for CalFresh. This Form can be generated through template repository. CF 387 when generated for residency verification purpose, it will have residency information section for the participant to answer. If the Form is not received by the due date, worker can terminate the CalFresh program with a noncompliance reason 'Failed to Provide Residency Information – CF 387'.

State Form: CF 387 (05/14)

Programs: CalFresh

Attached Form(s): None

Forms Category: Forms

Template Repository Visibility: All Counties

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

Electronic Signatures: No
Form Control – Yes (Only when the form is generated with Residency checkbox checked on the Document Parameters Page)

Control Date: 10 calendar days

Control Attributes (other than Receipt Date): N/A

2.3.2 Form Verbiage

Add CF 387 - CALFRESH REQUEST FOR INFORMATION to CalSAWS Template Repository in English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Japanese, Korean, Lao, Mien, Panjabi, Russian, Tagalog, Ukrainian and Vietnamese.

Create CF 387 - CALFRESH REQUEST FOR INFORMATION XDP with dynamic impressions in English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Japanese, Korean, Lao, Mien, Panjabi, Russian, Tagalog, Ukrainian and Vietnamese.

Populate the residency information section dynamically on the CF 387 template, when the "Residency" checkbox is checked on the Template Repository Document Parameter page. Residency information related text that dynamically populates on the CF 387 template can be found in the attached CF 387 Form template.

Form Header: Mailing Cover Sheet (Refer the mockup).
Form Title: CalFresh Request For Information
Form Number: CF 387
Template Repository Visibility: All 58 Counties
Template Description: This form is used to request for additional information needed to determine CalFresh eligibility.
Include NA Back 9: No
Imaging Form Name: CF Request for Information
Imaging Document Type: Verification Requests
Form Mockups/Examples: See Supporting Document #1

2.3.3 Form Variable Population

CF 387 will be populated with the following information when generated through the Template Repository by checking the Residency checkbox on the Document Parameters page.

SECTION	FILED	DESCRIPTION	EDITABLE Y/N
1	Due Date #1	Date by which the Form needs to be returned by the participant. Populate with 10 calendar days from the next day the form is generated when the Residency checkbox is selected on the Document Parameters page in the context of a case. If the 10th calendar day falls on a weekend or Holiday, due date will be the next business day. Example: 1. If the CF 387 form is generated on	Y

SECTION	FILED	DESCRIPTION	EDITABLE Y/N
		03/03/2025, the due date will be 10 days from the following day, 03/04/2025, making it 03/14/2025. 2. If the CF 387 form is generated on 03/05/2025, the due date will be 10 days from the following day, 03/06/2025, which falls on Sunday, 03/16/2025. Since the due date cannot be on a Sunday, it will be moved to the next business day, 03/17/2025.	
2	County Name	Populate with the county Name	Y
3	Call us to give this information	Select the checkbox when the Residency checkbox is selected on the Document Parameters page	Y
4	Mail this information to us	Select the checkbox when the Residency checkbox is selected on the Document Parameters page	Y
5	Due Date #2	Date by which the Form needs to be returned by the participant. Populate with 10 calendar days from the next day the form is generated when the Residency checkbox is selected on the Document Parameters page in the context of a case. If the 10th calendar day falls on a weekend or Holiday, due date will be the next business day. Example: 1. If the CF 387 form is generated on 03/03/2025, the due date will be 10 days	Y

SECTION	FILED	DESCRIPTION	EDITABLE Y/N
		from the following day, 03/04/2025, making it 03/14/2025. If the CF 387 form is generated on 03/05/2025, the due date will be 10 days from the following day, 03/06/2025, which falls on Sunday, 03/16/2025. Since the due date cannot be on a Sunday, it will be moved to the next business day, 03/17/2025.	

2.3.4 Form Generation Conditions

Add CF 387 - CALFRESH REQUEST FOR INFORMATION to CalSAWS Template Repository in English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Japanese, Korean, Lao, Mien, Panjabi, Russian, Tagalog, Ukrainian and Vietnamese.

Worker will generate this form from the template repository. If the Form is required for residency verification purpose, worker will check the box 'Residency'.

Required Document Parameters:

FIELD NAME	REQUIRED (Y/N)	NOTES
Case Number	Y	Case Number
Customer Name	Y	Case Name
Program	Y	Program - CalFresh
Language	Y	
Residency	N	This is an optional checkbox field on the template repository page. When checked, CF 387 is generated with the residency information populated.

Add Form Print Options and Mailing Requirements:
The following are the print and mailing requirements for CF 387 (5/14)

BLANK TEMPLATE	PRINT LOCAL WITHOUT SAVE	PRINT LOCAL AND SAVE	PRINT CENTRAL AND SAVE	REPRINT LOCAL	Reprint Central
Y	Y	Y	Y	Y	Y

Mailing Options:

MAILING OPTIONS	OPTION FOR CF 387
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	Worker's Office Address
Outgoing Envelope Type	Standard
Return Envelope Type	BRM
Special Paper Stock	N/A

Add Form Control:
Add an imaging barcode for CF 387.

TRACKING BARCODE	BRM BARCODE	IMAGING BARCODE
Y	Y	Y

Additional Options:

REQUIREMENT	OPTION FOR CF 387
Post to Self-Service Portal	Y

2.4 Correspondence: Add a New CF Discontinuance NOA for Residency

2.4.1 Overview

Workers can generate CF 387 Form through the Template Repository to verify residency for CalFresh program or, to seek any additional information to determine CalFresh eligibility. When CF 387 Form is generated and sent to verify the residency for an Active CalFresh application, worker may discontinue CalFresh with a reason 'Failed to Provide Residency' by setting a non-compliance reason 'Residency' if the Form is not received by the due date. A new NOA will be generated when the CF program is Discontinued for 'Failed to Provide Residency' reason.

State Form/NOA: CF 377.4 SAR

NOA Template: CF_NOA_TEMPLATE

Program: CalFresh

Action Type: Discontinuance

Fragment Level: Program

Repeatable: No, will generate only once on an NOA.

Include NA Back 9: Yes

Forms/NOAs Generated with this NOA: N/A

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

2.4.2 Form/NOA Verbiage

Create Fragment XDP

Add the new XDP for Residency NOA reason in the following languages: English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mien, Punjabi, Russian, Tagalog, Thai, Ukrainian and Vietnamese.

NOA Mockups/Examples: See Supporting Documents #3

DESCRIPTION	FRAGMENT TEXT	FORMATTING*
Static	We asked you to: Complete and return the CF 387 "CalFresh Request for Information" or contact us to verify your residency with ten (10) days; however, you failed to do so.	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 Regulations**

   Add the following regulations for the new CalFresh Discontinuance for Residency Reason:

   MPP 63-300.5, 63-401

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

   Add Titles and Footer References for the new CalFresh Discontinuance for Residency Reason.

   NOA Reference on Document List Page: FAIL TO PROVIDE RECIDENCY
   NOA Title: CF_TN_NOA_TYPE
   NOA Title Requires Translations: No

   NOA Footer: CF 377.4 SAR
   NOA Footer Requires Translations: No

2.4.4 Form/NOA Generation Conditions

Add Fragment Generation

Generate a CF Discontinuance NOA with the new Discontinuance for Residency Reason fragment when the CalFresh program is discontinued with a reason 'Failed to Provide Residency'.

Action Fragment: CF_TN_ACTION1
Message Fragment: N/A

Ordering on NOA: This new NOA reason will generate after the associated Action above.

2.5 CalFresh: CF 387 Form Not Received Automated Action

2.5.1 Overview

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

2.5.2 Automated Action Detail Mockup

Automated Action Detail

Edit   Close

Action Information

Name:
CalFresh: CF 387 Form Not Received

Type:
Create Task

Status: *
Inactive

Program(s):
CF

Run Date:
Daily (Mon-Fri)

Source:
Batch

Scenario:
Form CF 387 "Failed to Provide Residency" was sent 10 days ago and has not been received.

Task Information

Task Type: *

Due Date:
Default Due Date

Default Due Date:
10 business days

Initial Assignment:
Default Assignment

Default Assignment:
Current Program Worker

Sibling Assignment:
No

Long Description:
Form CF 387 "Failed to Provide Residency" was sent 10 days ago and has not been received. Please review and take appropriate action.

Edit   Close

Figure 2.1.2-1 – Automated Action Detail View Mode

Automated Action Detail

	Save And Return	Cancel

Action Information

Name:
CalFresh: CF 387 Form Not Received

Type:
Create Task

Status: *
Inactive ⌄

Program(s):
CF

Run Date:
Daily (Mon-Fri)

Source:
Batch

Scenario:
Form CF 387 "Failed to Provide Residency" was sent 10 days ago and has not been received.

Task Information

Task Type: *
- Select - ⌄

Due Date:
Default Due Date ⌄

Default Due Date:
10 business days

Initial Assignment:
Default Assignment ⌄

Default Assignment:
Current Program Worker

Sibling Assignment:
No ⌄

Long Description:
Form CF 387 "Failed to Provide Residency" was sent 10 days ago and has not been received. Please review and take appropriate action.

	Save And Return	Cancel

Figure 2.1.2-2 – Automated Action Detail Edit Mode

2.5.3 Description of Changes

Implement a CalFresh: CF 387 Form Not Received Automated Action. The Automated Action will have an initial status of Inactive and a blank Task Type. If a county Activates an Automated Action, a Task Type will be required at that time.

1. CalFresh: CF 387 Form Not Received
   a. Action Information
        i. Name: CalFresh: CF 387 Form Not Received
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): CF
        v. Run Date: Daily (Mon-Fri)
        vi. Source: Batch
        vii. Scenario: Form CF 387 "Failed to Provide Residency" was sent 10 days ago and has not been received.
   b. Task Information
        i. Task Type: BLANK
        ii. Task Sub-Type: BLANK

iii. Due Date: Default Due Date

iv. Default Due Date: 10 business days

v. Initial Assignment: Default Assignment

vi. Default Assignment: Current Program Worker

vii. Sibling Assignment: No

viii. Long Description: Form CF 387 "Failed to Provide Residency" was sent 10 days ago and has not been received. Please review and take appropriate action.

2.5.4 Page Validations

N/A

2.5.5 Page Location

Automated Action Detail Page:

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

Click on the hyperlink of the "CalFresh: CF 387 Form Not Received" Automated Action result displayed in the Automated Actions Search to navigate to the Automated Action Detail page.

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

2.5.6 Security Updates

N/A

2.5.7 Page Mapping

N/A

2.5.8 Accessibility

None.

2.5.9 Page Usage/Data Volume Impacts

N/A

2.6 CalFresh: CF 387 Form Not Received Automated Action Batch Job

2.6.1 Overview

This section describes the behavior of a new batch process that will invoke the "CalFresh: CF 387 Form Not Received" Automated Action.

2.6.2 Description of Change

Implement a new batch process to run daily (Mon-Fri) and invoke the "CalFresh: CF 387 Form Not Received" Automated Action.

The batch processing will invoke the CalFresh: CF 387 Form Not Received automated action when the CF 387 form associated to an Active CalFresh program was sent 10 business days prior to the current batch date and the form is in 'Sent' status.

2.6.3 Execution Frequency

The batch job will be scheduled Daily (Mon-Fri).

2.6.4 Key Scheduling Dependencies

None.

2.6.5 Counties Impacted

All CalSAWS Counties.

2.6.6 Category

Non-Core.

2.6.7 Data Volume/Performance

There are no expected data volume/performance concerns.

2.6.8 Failure Procedure/Operational Instructions

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

2.7 Automated Regression Test

2.7.1 Overview

Create automated regression test scripts to verify the availability of the 'Residency' non-compliance reason on the Eligibility Non-Compliance Detail page, automated generation of the CF 387 form when CalFresh is discontinued for this reason, and that the CF 387 form can be generated through the Template Repository.

Create an automated regression test script to verify the static details of the "CalFresh: CF 387 Form Not Received" Automated Action.

2.7.2 Description of changes

1. Create a regression script to verify that the Eligibility Non-Compliance Detail page can be saved with the following values selected:
   a. Program: CalFresh
   b. Type: Failure to Provide
   c. Reason: Residency
2. Create a regression script to verify that when CalFresh EDBC discontinues an application with reason 'Failed to Provide Residency', a CF 377.4 SAR discontinuance NOA is generated containing the Residency NOA reason snippet.
3. Create a regression script to verify that the CF 387 form can be generated through the Template Repository with the Residency checkbox selected.
4. Create a regression script to verify that the CF 387 form can be generated through the Template Repository with the Residency checkbox not selected.
5. Create a regression script to verify the static details of the "CalFresh: CF 387 Form Not Received" Automated Action.
   Technical Note: Values that can be updated by a worker are out of scope.

3 SUPPORTING DOCUMENTS

NUMBER	FUNCTIONAL AREA	DESCRIPTION	ATTACHMENT
1	Forms	CF 387 with residency section English Mockup	CF387_With_Residency_section_EN.pdf
2	Forms	CF 387 without residency section English Mockup	CF387_Without_Residency_section_EN.pdf
3	NOA	FAIL TO PROVIDE RECIDENCY Discontinuance NOA reason fragment English mockup	FailToProvResDic_NOA.pdf
4	Forms	CF 387 with residency section Threshold Mockups	CF 387 with residency section Threshold Mockup.zip
5	Forms	CF 387 without residency section Threshold Mockups	CF 387 without residency section Threshold Mockup.zip
6	NOA	FAIL TO PROVIDE RECIDENCY Discontinuance NOA reason fragment threshold	NOA_Fragments_Verbiage.xlsx

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.

CalSAWS

California Statewide Automated Welfare System

Design

CA-252117
Allow HSP for Closed CW Program

	DOCUMENT APPROVAL HISTORY		
Prepared By	Andrea Rodriguez, Nick Pasin, William Baretsky		
Reviewed By	Michael Wu, Matthew Lower, John Besa, Matthew Warren, Chitra Barsagade, Sunitha Sampathkumar		

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12/05/2024	1.0	Initial	Andrea Rodriguez, Nick Pasin, William Baretsky
2/24/2025	1.1	Updates made to Sections 1.2, 1.3, 2.1, 2.3, 2.4, and 2.5	Andrea Rodriguez, Eric Wu
3/14/2025	1.2	Design Clarification added to Section 1.2, 2.3, 2.4, and 2.5	Andrea Rodriguez, Nick Pasin, William Baretsky
3/21/2025	2.0	Content Revision 1 Updated Section 1 and 2 to remove recommendations	Andrea Rodriguez

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CA-252117 – Allow HSP for Closed CW Program

1 OVERVIEW

This SCR will update the system to continue to provide Housing Support Program (HSP) benefits for months when CalWORKs is inactive.

1.1 Current Design

~~The Housing Support Detail page does not display a "Created On" field when a HSP flag has been set.~~

The system currently does not allow Housing Support Program benefits for months when CalWORKs is inactive as required by WIC 11330.5 (h). The Housing Support Detail page cannot be saved to a status of "Pending" or "Active" for HSP when the CW Program has been discontinued due to excess income. HSP is allowable when the discontinuance reason is "Over Income". When attempting to save a "Pending" or "Active" status for HSP when the CW Program is discontinued the System generates a validation: "Status – The CalWORKs program must be Active to set the Housing Support Program to Pending or Active."

The Housing Support Detail page does not have the ability to list the housing situation at exit when a discontinued status is entered. This prevents the county from using this page to track needed discontinuance information for completion of the HSP 14 Report.

1.2 Requests

~~Update the Housing Support Detail page to display a "Created On" field.~~

Regulations state counties may continue to provide Housing Support to a recipient who is discontinued because the recipient no longer meets the income eligibility requirements. Update the Housing Support Detail page to remove the "Status – The CalWORKs program must be Active to set the Housing Support Program to Pending or Active." hard validation and allow HSP status of "Pending" and "Active" to be saved when the CW program is "Pending", "Active", "Discontinued", or "Denied."

Update Housing Support Detail Page when status of "Discontinued" is selected to include the following mandatory fields:
1. The "Housing Situation at Exit" (align with HSP 14 Report) field will contain the following options in the listed order:
   i. Family is in permanent housing and is not receiving a subsidy
   ii. Family is in permanent housing and is receiving a subsidy
   iii. Family retained permanent housing after receipt of judgement for eviction, as ordered by the court
   iv. Family is sharing housing with relatives/friends

v. Family is in a shelter or nighttime residence that is a supervised publicly or privately operated shelter

vi. Family is residing in a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings

vii. Family has unknown housing situation

viii. Family has other housing situation

2. The "Housing Status at Exit" will field will contain the following options: 'Permanent' and 'Not Permanent.'

i. 'Permanent' will be the only option available when a. 'Family is in permanent housing and is not receiving a subsidy', b. 'Family is in permanent housing and is receiving a subsidy', or c. 'Family retained permanent housing after receipt of judgement for eviction, as ordered by the court' is selected on the "Housing Situation at Exit" field.

ii. 'Not Permanent' will be the only option available when e. 'Family is in a shelter or nighttime residence that is a supervised publicly or privately operated shelter' or f. 'Family is residing in a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings' is selected on the "Housing Situation at Exit" field.

iii. Both options will be available when d. 'Family is sharing housing with relatives/friends', g. 'Family has unknown housing situation', or h. 'Family has other housing situation' is selected on the "Housing Situation at Exit" field.

Display 'Edit' buttons on the Housing Support List and Detail pages that will allow for updates to be made to certain fields. Apply security rights to the editing functionality.

1.3 Overview of Recommendations

1. Update the Housing Support List and Detail pages to include the following functionality
   a. ~~Display 'Created On' information for the associated record.~~
   b. Allow HSP benefits when CalWORKs is 'Active', 'Discontinued', 'Pending,' or 'Denied' on the case.
   c. Display additional fields when a status of 'Discontinued' is selected.
   d. Allow for editing Housing Support Detail record information.
2. Allow issuance of HSP benefits for closed CalWORKs cases.

1.4 Assumptions

1. All other functionalities remain unchanged unless specifically stated by this document.
2. The options listed on the 'Housing Situation at Exit' field reflect the options currently available on the HSP 14 as of the SCR release date.
3. CA-213280 will make updates related to the HSP 14 report.
4. The Housing Support Detail pages utilize Effective Dating on the Begin Date and End Date fields to ensure continuity between HSP Statuses. Creating a new Housing Support Detail record can modify the time frame of existing HSP Statuses. The Effective Dating Confirmation List page will display after pressing the Save and Return button when an existing record is being altered.

5. The duration of HSP payments is limited by the Begin Date and End Date entered for an Active HSP program.

2 RECOMMENDATIONS

This SCR will update the Housing Support List and Detail pages to allow for editing existing Housing Support records and allow Housing Support Program benefits during months when CalWORKs is inactive.

2.1 Housing Support Detail

2.1.1 Overview

The Housing Support Detail page allows the worker to add new status information for the Housing Support Program. This SCR will update the page to display ~~created by information and~~ new mandatory fields when the status is set to 'Discontinued'. Currently, workers are unable to directly edit or remove existing records, but existing records may be updated through the Effective Dating Confirmation List when creating a new record. This SCR will update the page to support editing and allow for Housing Support Program benefits when CalWORKs is not active.

2.1.2 Housing Support Detail Mockup

Housing Support Detail

* - Indicates required fields   [Edit] [Close]

Status: *
Pending

Begin Date: *   **End Date:**
01/01/2025

Request Date: *
01/01/2025

[Edit] [Close]

Last Updated On 01/01/2025 8:00:00 AM By: 1234567

Figure 2.1.1 – Housing Support Detail (View Mode)

Housing Support Detail

*- Indicates required fields

[Save and Return] [Cancel]

Status: *
Discontinued ▾

Status Reason: *
Family has other reason for exiting ▾

Housing Situation at Exit: *
Family is residing in a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings ▾

Housing Situation: *
Not Permanent ▾

Begin Date: *
02/01/2025 📅

End Date:
📅

Request Date: *
01/01/2025 ▾

[Save and Return] [Cancel]

Figure 2.1.2 – Housing Support Detail with 'Discontinued' Status (Create Mode)

Housing Support Detail

*- Indicates required fields

[Save and Return] [Cancel]

Status: *
Discontinued

Status Reason: *
Family has other reason for exiting ▾

Housing Situation at Exit: *
Family is residing in a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings ▾

Housing Situation: *
Not Permanent ▾

Begin Date:
02/01/2025

End Date:

Request Date: *
01/01/2025 ▾

[Save and Return] [Cancel]

Last Updated On 02/01/2025 8:00:00 AM By: 1234567

Figure 2.1.3 – Housing Support Detail with 'Discontinued' Status (Edit Mode)

Housing Support Detail

*- Indicates required fields

[Save and Return] [Cancel]

Status: *
Pending

Begin Date: *
03/05/2025

End Date:
03/10/2025

Request Date: *
03/01/2025 📅

[Save and Return] [Cancel]

Last Updated On 03/10/2025 8:00:00 AM By: 1234567

Figure 2.1.4 – Housing Support Detail with 'Pending' Status (Edit Mode)

2.1.3 Description of Changes

1. ~~Update the Housing Support Detail page to display the "Created On" date information of the current Housing Support Detail record in View and Edit Mode.~~
   a. ~~The information will display in the following format: "Created On [MM]/[DD]/[YYYY] [HH]:[MM]:[SS] [XM] By: [ID Number Link]" (where the ID Number links the user to the Worker Detail page for that ID Number).~~
   b. ~~The information will display above the "Last Updated On" information.~~
2. Update the Housing Support Detail page to display additional dynamic fields only when the Status is set to 'Discontinued'.
   a. The page will display the following drop-down fields
      i. Housing Situation at Exit
         1. The drop-down will list the options in the following order:
            a. Family is in permanent housing and is not receiving a subsidy
            b. Family is in permanent housing and is receiving a subsidy
            c. Family retained permanent housing after receipt of judgement for eviction, as ordered by the court
            d. Family is sharing housing with relatives/friends
            e. Family is in a shelter or nighttime residence that is a supervised publicly or privately operated shelter
            f. Family is residing in a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings
            g. Family has unknown housing situation
            h. Family has other housing situation
      ii. Housing Situation
         1. This field will display only when an option is selected on the Housing Situation at Exit field.
         2. The drop-down will list the following options
            a. Permanent
               i. This option will NOT display when the following options are selected on the Housing Situation at Exit field:
                  1. Family is in a shelter or nighttime residence that is a supervised publicly or privately operated shelter
                  2. Family is residing in a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings
            b. Not Permanent
               i. This option will NOT display when the following options are selected on the Housing Situation at Exit field:
                  1. Family is in permanent housing and is not receiving a subsidy

2. Family is in permanent housing and is receiving a subsidy
3. Family retained permanent housing after receipt of judgement for eviction, as ordered by the court.

    b. The fields will be mandatory when editing or creating a record that has a status of 'Discontinued' only. Existing records that do not have these fields currently populated will remain unchanged.

    Note: After the SCR is implemented, the worker will be required to update the new required fields to save the record going forward.

3. Update the Housing Support Detail page to allow for manually editing records after creation.

    a. Display 'Edit' buttons in view mode.

        i. The buttons will be protected by the 'HousingSupportDetailEdit' security right. They will not display for users without that security right.

    b. The following fields can be modified in edit mode.

        i. Status Reason

        ii. Housing Situation at Exit

        iii. Housing Situation

        iv. Request Date

            1. When the Status is 'Pending', the user will be able to enter a date on an input field.

            2. When the Status is 'Active', 'Discontinued', or 'Denied', the user will select a date from a drop down containing all of the Request Dates that are currently associated to a Status.

    c. The bottom of the page will display the "Last Updated On" date information of the current Housing Support Detail record in Edit Mode.

        i. The information will display in the following format: "Last Updated On [MM]/[DD]/[YYYY] [HH]:[MM]:[SS] [XM] By: [ID Number Link]" (where the ID Number links the user to the Worker Detail page for that ID Number).

4. Update the save validations on the Housing Support Detail page.

    a. Update save validations to allow for Housing Support during months when CalWORKS is inactive.

        i. Remove the save validation message: "Status – The CalWORKs program must be Active to set the Housing Support Program to Pending or Active." This message displays when the user saves the Status field to 'Pending' or to 'Active' while the CalWORKs program on the case has a Status that is not currently 'Active.'

        ii. Create a new save validation that will allow the worker to save the HSP page Status field to 'Pending' only when the CalWORKs program on the case has a program Status that is 'Pending', 'Active', 'Discontinued', or 'Denied'.

            1. The validation will display the following message: "Status – The CalWORKs program must be Active, Pending, Discontinued or Denied to set the Housing Support Program to Pending."

iii. Create a new save validation that will allow the worker to save the HSP page Status field to 'Active' only when the CalWORKs program on the case has a program Status that is 'Pending', 'Active', 'Discontinued', or 'Denied'.

1. The validation will display the following message: "Status – The CalWORKs program must be Active, Pending, Discontinued or Denied to set the Housing Support Program to Active."

b. Remove the save validation message: "Request Date – This date cannot be more than three months in the past." This message displays when the worker saves the Request Date for the record with a date more than three months prior to the system date.

c. Create a save validation when the worker saves the Request Date with a date prior to 05/01/2020.

i. The validation will display the following message: "Request Date – This date cannot be before 05/01/2020."

Note: Existing validations will prevent the worker from entering a Begin Date prior to the Request Date.

2.1.4 Page Location

- **Global:** Eligibility
- **Local:** Case Summary
- **Task:** Housing Support

2.1.5 Security Updates

Note: HousingSupportDetailEdit is an existing security right. Housing Support Detail Edit is an existing security group.

1. Security Rights

Security Right	Right Description	Right to Group Mapping
HousingSupportDetailEdit	Gives the user the ability to create and edit a Housing Support Detail record.	Housing Support Detail Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Housing Support Detail Edit	Gives the user the ability to create and edit a Housing Support Detail record.	Eligibility Staff, Eligibility Supervisor

2.1.6 Page Mapping

Update page mapping to reflect the changes being made to the Housing Support Detail page.

2.1.7 Accessibility

This page has been assessed for accessibility requirements and meets accessibility standards.

2.1.8 Page Usage/Data Volume Impacts

N/A

2.2 Housing Support List

2.2.1 Overview

The Housing Support List page allows the worker to view and add Housing Support Program status information. Currently, existing records may be updated through the Effective Dating Confirmation List, and workers are unable to directly edit or remove existing records. This SCR will update the page to display 'Edit' buttons alongside listed Housing Support Detail records.

2.2.2 Housing Support List Mockup

Housing Support List

Display From:	To:		View
01/01/2025			

Program					
Status	**Status Reason**	**Begin Date**	**End Date**	**Request Date**	
Discontinued	Family entered another housing program	02/01/2025		01/01/2025	Edit
Active	Family's fixed nighttime residence is a shelter	01/05/2025	01/31/2025	01/01/2025	Edit
Active	Family is in receipt of judgement for eviction	01/02/2025	01/04/2025	01/01/2025	Edit
Pending		01/01/2025	01/01/2025	01/01/2025	Edit
					Add Status

Figure 2.2.1 – Housing Support List with HousingSupportDetailEdit security right

Housing Support List

Display From:	To:	View
01/01/2025		

Program				
Status	**Status Reason**	**Begin Date**	**End Date**	**Request Date**
Discontinued	Family entered another housing program	02/01/2025		01/01/2025
Active	Family's fixed nighttime residence is a shelter	01/05/2025	01/31/2025	01/01/2025
Active	Family is in receipt of judgement for eviction	01/02/2025	01/04/2025	01/01/2025
Pending		01/01/2025	01/01/2025	01/01/2025

Figure 2.2.2 – Housing Support List without HousingSupportDetailEdit security right

2.2.3 Description of Changes

1. Update the Housing Support List page to allow for manually editing records after creation.
   a. Display an 'Edit' button at the end of each row for a Housing Support status record in the list.
      i. Clicking the button will open the associated Housing Support Detail page in edit mode.
      ii. The button will be protected by the 'HousingSupportDetailEdit' security right. It will not display for users without tha t security right.

2.2.4 Page Location

- **Global:** Eligibility
- **Local:** Case Summary
- **Task:** Housing Support

2.2.5 Security Updates

Note: HousingSupportDetailEdit is an existing security right. Housing Support Detail Edit is an existing security group.

1. Security Rights

Security Right	Right Description	Right to Group Mapping
HousingSupportDetailEdit	Gives the user the ability to create and edit a Housing Support Detail record.	Housing Support Detail Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Housing Support Detail Edit	Gives the user the ability to create and edit a Housing Support Detail record.	Eligibility Staff, Eligibility Supervisor

2.2.6 Page Mapping

N/A

2.2.7 Accessibility

This page has been assessed for accessibility requirements and meets accessibility standards.

2.2.8 Page Usage/Data Volume Impacts

N/A

2.3 Service Arrangement Detail

2.3.1 Overview

The Service Arrangement Detail page allows users to create a service arrangement for a requested supportive service need. This section will describe the changes to allow service arrangement detail page validations for HSP needs.

2.3.2 Service Arrangement Detail Mockup

Service Arrangement Detail

[Save and Return] [Cancel]

- **Payee** - **The CalWORKs program is not Active, Pending, Denied, or Discontinued for a single day in the Arrangement period. Please adjust the dates.**

Need ✳

Figure 2.3.1 – Service Arrangement Detail page with CalWORKs status validation

2.3.3 Description of Changes

1. Add existing Validation on Service Arrangement Detail Page to display for a Housing Support Program (HSP) service arrangement when CalWORKs program is NOT in the following status: Active, Pending, Denied or Discontinued.
    a. "The CalWORKs program is not Active, Pending, Denied or Discontinued for a single day in the Arrangement period. Please adjust the dates."
        i. If the program is not in any of the following – Active, Pending, Denied or Discontinued – for even a single date within the Service Arrangement period, then the program becomes ineligible to receive Housing Support Program (HSP) services.
        ii. Existing validation logic and validation message for WTW and REP will not be affected

2.3.4 Page Location

- **Global:** Eligibility / Employment Services
- **Local:** Customer Information/Supportive Services
- **Task:** Service Arrangements

2.3.5 Security Updates

No Change

2.3.6 Page Mapping

No Change

2.3.7 Accessibility

This page has been assessed for accessibility requirements and meets accessibility standards.

2.3.8 1.1.7 Page Usage/Data Volume Impacts

No Change

2.4 Payment Request Detail

2.4.1 Overview

The Payment Request Detail page allows user to create or approve a recipient's request for a supportive service. When creating/approving a request, users specify the Service Month for the request. This section will describe the changes to allow a payment request to be created or approved for Housing Support Program (HSP) services

2.4.2 Payment Request Detail Mockup

Payment Request Detail

✱- Indicates required fields   [Save] [Cancel]

  • **Cannot Approve Payment Request for this Service Arrangement. The CalWORKs Program for Housing Support Needs must be Active, Pending, Denied or Discontinued during the Service Month.**

Service Arrangement ID: Payment Request Number:
0000000000

Service Arrangement Details		
Payee Name: Name, Case 32M	**Case Name:** Case Name	**Case Number:** 0000000
Program: CalWORKs	**Funding Source:**	**Aid Code:**

Figure 2.4.1 – Payment Request Detail page with CalWORKs status validation

Payment Request Detail

✱- Indicates required fields   [Save] [Cancel]

  • **Cannot approve Payment Request for this Service Arrangement. WTW/REP Program for Housing Support Needs must be Active, Non-Comp or Exempt during the Service Month.**

Service Arrangement ID: Payment Request Number:
0000000000

Service Arrangement Details		
Payee Name: Name, Case 32M	**Case Name:** Case Name	**Case Number:** 0000000
Program: CalWORKs	**Funding Source:**	**Aid Code:**

Figure 2.4.2 – Payment Request Detail page existing WTW/REP validation message updated to remove mention of CalWORKs program.

2.4.3 Description of Changes

1. Add new Validation on Payment Request Detail Page for Housing Support Program (HSP) when the Approve button is clicked to display when:

a. CalWORKs program is NOT in the following status: Active, Pending, Denied or Discontinued.
b. The Payment Request Benefit Month falls within the HSP need type's Begin Month and End Month range.
    i. "Cannot Approve Payment Request for this Service Arrangement. The CalWORKs Program for Housing Support Needs must be Active, Pending, Denied or Discontinued during the Service Month."
2. Update existing Validation Message on Payment Request Detail Page for Housing Support Program (HSP) for WTW/REP when the Approve button is clicked.
a. "Cannot Approve Payment Request for this Service Arrangement. The WTW/REP Program for Housing Support Needs must be Active, Non-Comp or Exempt during the Service Month.
    i. Current validation functionality for WTW and REP programs will not change. Only validation message is being updated to remove mention of CalWORKs program.

2.4.4 Page Location

- **Global:** Fiscal
- **Local:** Payment Requests
- **Task:** Payment Request Search

2.4.5 Security Updates

No Change

2.4.6 Page Mapping

No Change

2.4.7 Accessibility

This page has been assessed for accessibility requirements and meets accessibility standards.

2.4.8 Page Usage/Data Volume Impacts

N/A

2.5 Update the Nightly Payment Request Sweep batch job

2.5.1 Overview

The Nightly Payment Request Sweep batch job (PB00F305) finds Payment Requests that have been set to Approved status and then creates authorization records to be picked up by the Nightly Issuance Batch job.

2.5.2 Description of Change

1. Update the Nightly Payment Request Sweep for Housing Support Program payment requests to include Pending, Denied and Discontinued status for CalWORKs program.

2.5.3 Execution Frequency

No Change

2.5.4 Key Scheduling Dependencies

No Change

2.5.5 Counties Impacted

No Change

2.5.6 Failure Procedure/Operational Instructions

No Change

2.6 Automated Regression Test

2.6.1 Overview

Create new automated regression test scripts to verify the editability of the Housing Support Detail page, the Housing Situation at Exit and Housing Situation options available on this page during discontinuance, and the updated validation messages on the Service Arrangement Detail and Payment Request Detail pages.

2.6.2 Description of Changes

Create regression scripts to verify the following scenarios on each listed page.

Housing Support Detail:

1. ~~Verify that a 'Created On' value is displayed in view and edit modes.~~
2. Verify the following when setting the status to Discontinued in edit mode:
    a. The 'Housing Situation at Exit' field displays with the following options available for selection in this order:
        i. Family is in permanent housing and is not receiving a subsidy
        ii. Family is in permanent housing and is receiving a subsidy
        iii. Family retained permanent housing after receipt of judgement for eviction, as ordered by the court
        iv. Family is sharing housing with relatives/friends
        v. Family is in a shelter or nighttime residence that is a supervised publicly or privately operated shelter
        vi. Family is residing in a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings
        vii. Family has unknown housing situation
        viii. Family has other housing situation
    b. The 'Housing Situation' field displays once any 'Housing Situation at Exit' value has been selected:
        i. 'Permanent' is a selectable option for all 'Housing Situation at Exit' values other than the following:
            1. Family is in a shelter or nighttime residence that is a supervised publicly or privately operated shelter
            2. Family is residing in a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings
        ii. 'Not Permanent' is a selectable option for all 'Housing Situation at Exit' values other than the following:
            1. Family is in permanent housing and is not receiving a subsidy
            2. Family is in permanent housing and is receiving a subsidy
            3. Family retained permanent housing after receipt of judgement for eviction, as ordered by the court

    Technical Note: The 'Housing Situation' options that are available for all 'Housing Situation at Exit' values should be verified.

Housing Support List:

3. Verify that an 'Edit' button is available for a previously saved Housing Support Detail record, and that clicking this button navigates the user to the Housing Support Detail page in edit mode.

Payment Request Detail:

4. Verify that the expected validation message displays when attempting to approve a payment request for 'Housing Support Program (HSP)' and:
   a. The associated Welfare to Work program status is not Active, Non-Comp, or Exempt.
      Technical Note: This scenario should be verified for one applicable program status value only. Verifying every status value is out of scope.
   b. The associated REP program status is not Active, Non-Comp, or Exempt.
      Technical Note: This scenario should be verified for one applicable program status value only. Verifying every status value is out of scope.

CalSAWS

California Statewide Automated Welfare System

Design

CA-259395

Re-design CF 377.1 CalFresh Approval NOAs

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Brendan Mandyam
	Reviewed By	Tiffany Huckabee

DATE	VERSION	REVISION DESCRIPTION	AUTHOR
2/5/2025	1.0	Initial Design	Brendan Mandyam
2/26/2025	1.1	Revised Design	Brendan Mandyam
3/31/2025	1.2	Content Revision 1 – Removed updates to reason fragments that do not result in the person/case failing CalFresh. See supporting document #1 & 6	Brendan Mandyam

Table of Contents

CA-295395 - Re-design CF 377.1 CalFresh Approval NOAs

1 OVERVIEW

This SCR will redesign the CF 377.1 to include verbiage informing the household of members not approved for CalFresh Benefits, as well as focus on ensuring variable population is populating as expected.

1.1 Current Design

Currently, pro-rated/expedited scenarios currently populate the first amount with authorized amount from EDBC and then checks if it was a multi-month run. Once it finds EDBC data for the upcoming month it validates that it is not zero and then uses the benefit month value and sets the second amount. If it is not zero then it uses the benefit amount allotted in the first EDBC. If the upcoming EDBC is discontinued and the amount is $0 it uses benefit amount of the initial EDBC. The CalFresh Recertification NOA currently lists the full benefit amount.

1.2 Requests

Variable population is not currently correct for different scenarios. This SCR needs to validate the variables that are generating on the NOA, such as the authorized amount, full benefit amount, and prorated amount.

Redesign CF 377.1 Approval Notice and add verbiage informing the household of members not approved for CalFresh Benefits.

1.3 Overview of Recommendations

1   Update the Denial Reasons that generate on the CF 377.1 (8/24) Mixed Approval Notice
2   Update the CF 377.1(8/24) Action Verbiage with a list of approved Individuals and ensure Variable Population is populating as expected.
3   Stop Generating the outdated Action verbiage on the CF 377.1 (8/24) Notice.
4   Update IRT statement and CalFresh Benefit Details on the CF 377.1 (8/24) Notice.
5   Remove CalFresh Household Size verbiage on the CF 377.1 (8/24)
6   Update the CF 377.1(8/24) Form in the Template Repository

1.4 Assumptions

1. The Non-Discrimination Statement is being added to the CalFresh NOA template with SCR CA-265360

2. The CalFresh Budget and Explanation of the Two Food Benefit Programs is being added to the CalFresh NOA template with SCR CA-265360.
3. The Checkboxes as displayed in the ACL 23-79 will not be generated on the Automated NOAs, rather each section will generate dynamically as applicable.
4. **The reason Fragments listed in the Mixed Approval Denial Reasons are for when a member of the household was not approved for CalFresh.**
5. During a partial approval scenario, if an individual is ineligible for CalFresh for multiple reasons, all those reasons will generate on the CF 377.1 (8/24) Notice.
6. The Standard NA Back 9 will be included on the back page of all automated Notices.
7. The IRT statement will be added to the CF 377.1 as part of this effort, see recommendation. The IRT statement will be added to the CF 377.4 SAR as part of CA-265360.

2 RECOMMENDATIONS

2.1 Update the Denial Reasons that generate on the CF 377.1 Mixed Approval Notice

2.1.1 Overview

Currently the CF 377.1 Notice will inform the household that the household was approved for CalFresh Benefits and inform the household of any members who were not approved for CalFresh Benefits and the reason why they are not eligible for CalFresh Benefits.

This recommendation will update these Denial Reason Fragments to include state issued verbiage clarifying which members of the household were not approved for CalFresh Benefits. It will also update them to generate with the action fragment CF_AP_ACTION8 instead of CF_AP_ACTION9.

Reason Fragment/ID: See Supporting Document #1
State Form/NOA: CF 377.1(8/24)
NOA Template: CF_NOA_TEMPLATE
Program(s): CalFresh
Action Type(s): Approval
Fragment Level: Program
Repeatable: N
Include NA Back 9: Y
Languages: English, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, Vietnamese

2.1.2 Form/NOA Verbiage

Create Fragment XDP

See supporting document #6 for XDP Updates

NOA Mockups/Examples: See Supporting Documents #<mark>2,3,4</mark>

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

Technical Note: Not all Reason Fragments currently generate in all the languages listed above. See supporting document #1 for languages by reason. We will not be adding new languages for the Reason Fragments with this effort, only updating fragments in their existing languages.

2.1.3 Form/NOA Variable Population

Variable Name	Population	Formatting*
<person>	This variable is on all Reason Fragments listed in supporting document #6. This variable should be updated to populate with a list of names, separated by comma instead of by line. For example: "John Smith, Jane Smith, Jackson Smith"	Arial, Size 10

1. **Add Fragment Regulations**
   There will be no updates to Fragment Regulations

2. **Add NOA Title and Footer Reference for new Reason**
   The NOA Footer should be updated to the most recent state version – CF 377.1 (8/24). There will be no other updates to Title and Footer.
   Standard CalFresh Title, Reference, and Footer

   NOA Reference on Document List Page: <mark>There will be no updates to NOA references with this effort</mark>
   NOA Title: Notice of Approval for CalFresh Benefits
     NOA Title Requires Translations: N (Should be translated already)
   NOA Footer: CF 377.1 (8/24)
     NOA Footer Requires Translations: N

2.1.4 Form/NOA Generation Conditions

Fragment Generation

The Generation Conditions for these fragments will not be updated as part of this effort.

Note: CA-245049 will update these Reason Fragments to generate on the CF 388 Approval for Reinstatement Notice in addition to the CF 377.1(8/24) Approval for CalFresh Notice. These Reason Fragments will only generate on the CF 388 Notice when a household is applying for Reinstatement, otherwise they will generate on the CF 377.1(8/24) Notice. If a CF 388 Notice generates, the CF 377.1 Notice should not generate.

New NOA Template: No
New Program Generation: No
New Action Type: No
Update to Fragment Level: No
Repeatable: No
New Forms/NOAs Generated with this NOA: No

Generation Type	Does this NOA reason currently generate prior to this effort?	Is this generation type being updated with this effort?
EDBC	Yes	No
Negative Action EDBC	No	No
Batch	No	No

Action Fragment: These Fragments will generate with the CF_AP_ACTION8 (id: 4077) Action Fragment.

Message Fragment: These Fragments will generate with the CF_AP_MESSAGE5 (ID: 5030) Message Fragment.

Ordering on NOA: These Fragments will generate after the CF_AP_ACTION8 (id: 4077) Action Fragment.

Technical Note: The CF 377.1 (8/24) Approval for CalFresh Notice will list all Individuals in the household who were not approved for CalFresh Benefits and the reasons for this. Merge logic should ensure these all generate on a single NOA.

2.2 Update the CF 377.1 (8/24) Action Verbiage with a list of approved individuals and ensure Variable Population is populating as expected.

2.2.1 Overview

This recommendation will update the CF_AP_ACTION8 Action Fragment to include verbiage informing the household of all members who were approved for CalFresh Benefits. This Action Fragment will now generate on all CF 377.1 (8/24) Notices, replacing CF_AP_ACTION9.

This recommendation will also update the Variable Population to ensure the household is being informed of their CalFresh Benefits details as expected.

YOUR APPLICATION FOR CALFRESH BENEFITS HAS BEEN APPROVED.

Your initial amount of benefits is: <BenefitAmount> for <Month1>. Your benefit amount for the rest of your certification period will be <fullBenefitAmount> from <SecondMonthOfCertification> through <CertificationEndDate> for the following individual(s): <AP_PERSON_LIST>

Action Fragment/ID: CF_AP_ACTION8 (id: 4077)
State Form/NOA: CF 377.1(8/24)
NOA Template: CF_NOA_TEMPLATE
Program(s): CalFresh
Action Type(s): Approval
Fragment Level: Program
Repeatable: N
Include NA Back 9: Y
Languages: English, Spanish

2.2.2 Form/NOA Verbiage

Create Fragment XDP

There will be no updates to Fragment Verbiage.

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

NOA Mockups/Examples: See Supporting Documents #2,3, & 4

Description	Previous Text	Updated Text	Formatting
static	YOUR APPLICATION FOR CALFRESH BENEFITS HAS BEEN APPROVED.	YOUR APPLICATION FOR CALFRESH BENEFITS HAS BEEN APPROVED.	Static, Arial Size 10

| | Your initial amount of benefits is: <BenefitAmount> for <Month1>. Your benefit amount for the rest of your certification period will be <SecondMonthBenefitAmount> from <CertificationBeginDate> through <CertificationEndDate>. | Your initial amount of benefits is: <BenefitAmount> for <Month1>. Your benefit amount for the rest of your certification period will be <fullbenefitamount> from <SecondMonthOfCertification> through <CertificationEndDate> for the following individuals: <AP_LIST> | |

2.2.3 Form/NOA Variable Population

3. Add Fragment Variable Population

The Variable Population for this fragment will be the same as the variable population for the old version of CF_AP_ACTION8

Variable Name	Population	Formatting*
BenefitAmount	The Benefit amount to be paid out for the first month of CalFresh benefits. This would be prorated if approval was not on the first day of the month. See edbc.authorized_amount for the current month	Arial, Size 10
Month1	The EDBC Benefit Month MM/YYYY For example, if benefits were approved on 01/01/2025 this field would be: "01/2025"	Arial, Size 10
Full_benefit_amount	The CalFresh authorized amount to be paid out monthly during the period below. If next months authorized amount is available, populate with edbc.authorized_amount for the month after the EDBC was ran.	Arial, Size 10

	Technical Note: If next months authorized amount is not available, then populate with current months edbc.full_benefit_amount	
SecondMonthOfCertification	The first day of the second month in the certification period. MM/DD/YYYY For example, if benefits were approved on 01/01/2025 this field would be: 02/01/2025 See edbc next benefit month begin date	Arial, Size 10
CertificationEndDate	Last day of the RE Due month. MM/DD/YYYY For example: 12/31/2025 See re_due month in program summary.	Arial, Size 10
AP_PERSON_LIST	List of members of the household who were approved for CalFresh Benefits. For Example: "John Smith, Jane Smith, Jackson Smith" Technical Note: Names should be separated by a comma, not a line	Arial, Size 10

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

Variables Requiring Translations: None

2.2.4 Form/NOA Generation Conditions

This Fragment will be used on all CF 377.1 (8/24) Notices moving forward.

High Level: This Fragment will generate on all CF 377.1 (8/24) Notices. The CF 377.1 (8/24) will either generate as a Mixed Approval or a Full Approval.

Mixed Approval Scenario:
If the household was approved for CalFresh, but members of the household are ineligible for Reinstatement, this Action Fragment will generate with any of the Reason Fragments listed in recommendation 2.1.

Full Approval Scenario:
In the case that all household members are approved for CalFresh Benefits, this Action Fragment will generate with any reason fragments that are currently used for Full Approvals.
1. In the previous EDBC, the household was not eligible for CalFresh

   Technical Note:
   There is not a previously existing EDBC for CalFresh
   or
   there is at least one existing CalFresh EDBC for the current Benefit month and in the most recent saved CalFresh EDBC for that month the household was not eligible for CalFresh
   or
   there is not a previously existing CalFresh EDBC for the current Benefit month and there is at least one CalFresh EDBC for the previous month and in the most recent saved CalFresh EDBC for the previous month the household was not eligible for CalFresh.

2. In the Current EDBC, the household became Eligible for CalFresh.

Note: If the CalFresh was discontinued for RE reasons, and the CFHH was eligible after the user rescinds the CF, the CF 377.1 would generate.

Ordering on NOA: This will always generate first on the Notice.

2.3 Stop Generating the outdated Action verbiage on the CF 377.1 (8/24) Notice.

2.3.1 Overview

This action fragment contains dynamic verbiage that will be moved into the CalFresh Approval Message Fragment CF_AP_MESSAGE5 (ID: 5030). Therefore, this action fragment will no longer generate on the CF 377.1 (8/24). Instead, the

Action Fragment CF_AP_ACTION8 (id: 4077) will generate on all CF 377.1 (8/24) Notices.

Action Fragment Name and ID: CF_AP_ACTION9 (ID: 4161)
State Form/NOA: CF 377.1 (8/24)
Current Program(s): CalFresh
Current Action Type: Approval
Current Fragment Level: Program
Currently Repeatable: No
Existing Languages: English, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, Vietnamese

2.3.2 Form/NOA Verbiage

Update Fragment XDP

There will be no updates to Fragment XDP.

2.3.3 Form/NOA Variable Population

There will be no updates to Fragment Variable Population

2.3.4 Form/NOA Generation Conditions

Updates to Fragment Generation

This action fragment will no longer generate on the CF 377.1 (8/24) Notice.

This action fragment will no longer generate with the reasons listed in supporting document #7.

New Program Generation: N
New Action Type: N
Update to Fragment Level: N
Repeatable: N

2.4 Update IRT statement and CalFresh Benefit Details on the CF 377.1 (8/24) Notice.

2.4.1 Overview

This Recommendation will move the dynamic verbiage that was previously in the Action Fragment CF_AP_ACTION9 (id:4161) into the Message Fragment CF_AP_MESSAGE5 (ID: 5030) to support the new verbiage being added with this effort informing the household of members

who were not approved for CalFresh. This message will also generate on all CF 377.1 (8/24) Notices.

☐ Your CalFresh eligibility starts the same day as your cash aid.

☐ Your first month's benefits include more than one month's benefits because of the date your application was approved.

☐ Your first month's benefits were prorated from the date you filed your application.

IF YOU ALSO APPLIED FOR CASH AID, and it has not yet been approved, your CalFresh benefits may be lowered or stopped without another notice if your cash aid is approved.

You must report whenever your household income goes above your Income Reporting Threshold (IRT). Your IRT is $ _____.

_____

☐ **BECAUSE YOU RECEIVED CALFRESH BENEFITS RIGHT AWAY,** we did not require you to give us the following verification:

You must give us this verification before _____ or your CalFresh eligibility will stop. You will not get another notice. If the verification you send changes your eligibility or benefits, we will make the change. You **will not** get an advance notice before we take this action.

Action Fragment Name and ID: CF_AP_MESSAGE5 (ID: 5030)
State Form/NOA: CF 377.1 (8/24)
Current Program(s): CalFresh
Current Action Type: Approval
Current Fragment Level: Program
Currently Repeatable: N
Existing Languages: English, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, Vietnamese

2.4.2 Form/NOA Verbiage

Description	Existing Text	Updated Text	Format
Dynamic_1		Your CalFresh eligibility starts the same day as your cash aid.	Arial, Size 10
Dynamic_2		Your first month's benefits include more than one month's benefits because of the date your application was approved.	Arial, Size 10
Dynamic_3		Your first month's benefits were prorated from the date you filed your application.	Arial, Size 10
static		IF YOU ALSO APPLIED FOR CASH AID, and it has not yet been approved, your CalFresh benefits may be lowered or stopped	Arial, Size 10

		without another notice if your cash aid is approved.	
static		You must report whenever your household income goes above your Income Reporting Threshold (IRT). Your IRT is $ <CurrentIrtLimit>.	Arial, Size 10
Dynamic_4		**BECAUSE YOU RECEIVED CALFRESH BENEFITS RIGHT AWAY,** we did not require you to give us the following verification: <verifications>

You must give us this verification before <verif_date> or your CalFresh eligibility will stop. You will not get another notice. If the verification you send changes your eligibility or benefits, we will make the change. You will not get an advance notice before we take this action. | Arial, Size 10. "**BECAUSE YOU RECEIVED CALFRESH BENEFITS RIGHT AWAY,**" bold, arial size 10 |
| static | Your CalFresh household may be eligible to a State Utility Assistance Subsidy (SUAS) payment. If eligible, the county will award you a $20.01 SUAS cash payment. This is a one-time per year payment and if eligible it will be put into your cash EBT account. If you do not have a cash EBT account, one will be set up for you on your CalFresh EBT card. You will not have to do anything to get a new card, but you can use it to cover expenses not otherwise covered by CalFresh. This payment allows the county to use the highest utility deduction (Standard Utility Allowance - SUA) for food benefits. You may use this $20.01 when you use your EBT card. If you want to know more, please contact your local county office. | Your CalFresh household may be eligible to a State Utility Assistance Subsidy (SUAS) payment. If eligible, the county will award you a $20.01 SUAS cash payment. This is a one-time per year payment and if eligible it will be put into your cash EBT account. If you do not have a cash EBT account, one will be set up for you on your CalFresh EBT card. You will not have to do anything to get a new card, but you can use it to cover expenses not otherwise covered by CalFresh. This payment allows the county to use the highest utility deduction (Standard Utility Allowance - SUA) for food benefits. You may use this $20.01 when you use your EBT card. If you want to know more, please contact your local county office. | Arial, Size 10 |

2.4.3 Form/NOA Variable Population

Name	Population	Format
CurrentIrtLimit	Populates with the households current IRT limit. See edbc.current_irt_limit	Arial, size 10
Verifications	Populates with the predetermined verifications. See CF_AP_EXPEDITED_F903 for variable population	Arial, size 10
Verif_date	Populates with the deadline the verifications are required. See CF_AP_EXPEDITED_F903 for variable population	Arial, size 10

2.4.4 Form/NOA Generation Conditions

Fragment Generation Conditions:
This fragment will now always generate with the new Reason Fragment being added in recommendation 2.2

Fragment Section Generation

Section	Conditions
Dynamic_1	Should generate when a CW program starts the same day as the expedited CalFresh Program.
Dynamic_2	Should generate when the start date of aid is after the 15th day of the month.
Dynamic_3	Should generate when the intake month allotment is prorated.
dynamic_4	Generates when the verifications for CalFresh were previously determined.

2.5 Remove CalFresh Household Size verbiage on the CF 377.1 (8/24)

2.5.1 Overview

The CF_AP_MESSAGE8 has the following verbiage "For CalFresh, your family size is {AssistanceUnitSize}." This verbiage has been removed from the CF 377.1.

Therefore, the CF_AP_MESSAGE8 is now redundant. Moving forward the CF_AP_MESSAGE5 will be used as the message fragment for all CF 377.1(8/24) Notices (See recommendation 2.4).

Action Fragment Name and ID: CF_AP_MESSAGE8 (ID: 5140)
State Form/NOA: CF 377.1 (8/24)
Current Program(s): CalFresh
Current Action Type: Approval
Current Fragment Level: Program
Currently Repeatable: <mark>No</mark>
Existing Languages: English, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, Vietnamese

2.5.2 Form/NOA Verbiage

There will be no updates to NOA Verbiage.

2.5.3 Form/NOA Variable Population

There will be no updates to Fragment Variable Population

2.5.4 Form/NOA Generation Conditions

This Fragment will no longer generate with the any of the action or reason fragments included in supporting document <mark>#8</mark>

2.6 Update the CF 377.1 Form in the Template Repository

2.6.1 Overview

This recommendation will update the CF 377.1 Form in the Template Repository by bringing the verbiage up to date with the most recent state published version, adding in the CalFresh Budget, Explanation of Two Food Benefit Programs, Non-Discrimination Statement and updating the footer.

State Form: CF 377.1 (8/24)
Current Programs: CalFresh
Current Forms Category: NOA
Current Template Repository Visibility: All Counties
Existing Languages: English, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, Vietnamese

2.6.2 Form Verbiage

The verbiage on the CF 377.1 Form in the Template Repository has been rearranged. See Supporting Document #<mark>5</mark> for details.

Update Form XDP

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

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

Form Mockups/Examples: See Supporting Documents #5

2.6.3   Form/NOA Variable Population

See supporting document #9 for updated Variable Population.

2.6.4   Form/NOA Generation Conditions

There will be no updates to the Forms Variable Population with this effort.

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	NOAs	List of all CF 377.1 Mixed Approval Denial Reasons (recommendation 2.1)	Mixed Approval Denial Reasons.xlsx
2	NOA	CF 377.1 Automated Notice Mockup – Multiple Persons denied for one Reason. (recommendation 2.1-2.5)	CF 377.1 Multiple Persons Denied for One Reason.pdf
3	NOA	CF 377.1 Automated Notice Mockup – Multiple Persons denied for multiple Reasons. (recommendation 2.1-2.5)	CF 377.1 Multiple Persons Denied for Multiple Reasons.pdf
4	NOA	CF 377.1 (8/24) Notice Mockup – Full Approval. (recommendation 2.1-2.5)	CF 377.1 Full Approval No Missing verifications.pdf
5	Forms	Mockup of the updated CF 377.1 (8/24) Form in the Template Repository (recommendation 2.6)	CF377.1 FORM.pdf
6	NOA	Contains the updated verbiage for the CF 377.1 Mixed Approval Reason Fragments. (recommendation 2.1)	CF 377.1 Updated Reason Verbiage.xlsx
7	NOA	Outdated Action Verbiage (recommendation 2.3)	Outdated Action Fragment.xlsx

NUMBER	FUNCTIONAL AREA	DESCRIPTION	ATTACHMENT
		Technical Note: Contains Reason Fragments the action currently generates with.	
8	NOAs	Contains Outdated Household Size verbiage and its corresponding Reasons. (see recommendation 2.5) Technical Note: Contains the reasons and actions that generate with the outdated message.	CF377.1 Outdated Message Fragment.xlsx
9	Form	Update Variable Population for the CF 377.1 (8/24) Form in the Template Repository (see recommendation 2.6)	CF377.1 Update Variable Population.xlsx

CalSAWS

California Statewide Automated Welfare System

Design

CA-268153
Imaging to allow users to remove entire batch in QA

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Robyn Anderson
	Reviewed By	Christopher Vasquez, Rhiannon Chin, Dacy Alexander

DATE	VERSION	REVISION DESCRIPTION	AUTHOR
12/10/2024	1	Initial Version	Robyn Anderson
2/8/20025	1.1	Review	Chris Vasquez
3/20/2025	2.0	Added updates suggested by Imaging committee	Robyn Anderson
3/26/2025	2.3	Updated the timeframe for documents getting deleted from the Batch Removal Queue	Robyn Anderson
04/03/2025	2.5	Updated how the security right would be handled	Robyn Anderson

Table of Contents

CA-268153 – Imaging to allow users to remove entire batch in QA

1 OVERVIEW

Enhance Imaging to allow specific users to delete an entire batch in QA & Indexing without needing to delete each page.

1.1 Current Design

Currently, users must delete documents from the QA queues by removing each page individually. Once all pages are deleted, an overnight batch job removes the empty folder. This process is inefficient, particularly for documents with 20+ pages or batches containing multiple documents. There is no option to delete an entire batch at once.

1.2 Requests

Give users a way to delete the entire batch without having to delete each individual page in the batch.

1.3 Overview of Recommendations

1. Enhance the Submit button on the Capture and Indexing screen by adding a drop-down menu with the options "Submit Batch" and "Undo Batch (Delete)."
2. Implement a Batch Removal queue to temporarily store deleted batches. Documents from this queue will be deleted after 24 hours.
3. Add a new security right in Hyland to give access to the Undo Batch (Delete) option. Update the user sync batch job to sync this right between Hyland and CalSAWS.

1.4 Assumptions

1. ~~Access to the Undo Batch (Delete) feature will be controlled by the existing Imaging Document Remove security permission.~~
2. Workflow routing within the Imaging Solution will remain unchanged.
3. The feature will be available in all capture modes.
4. The current functionality where the user deletes all the pages in the batch to remove the batch will remain in place.

2 RECOMMENDATIONS

2.1 Allow users to remove entire batch in QA

2.1.1 Overview

To enable users to delete an entire batch at once, the Submit button on the Capture and Indexing page will be modified, and a new queue will be introduced to process routed batches for nightly removal.

2.1.2 Description of Change

1. The Submit button on the Capture and Indexing page will be replaced with a Send To button that opens a dropdown menu, like the one on the Barcode Verification and Exceptions screens. Users can select either "Submit Batch" or "Undo Batch (Delete)." The Submit Batch option will route the batch to the Imaging workflow for processing and archiving.
2. The Undo Batch (Delete) option will send the batch to the new Batch Removal queue. Batches in this queue will not be accessible to users and will be deleted after 24 hours.
3. ~~Users without the Document Removal security permission will not have access to the Undo Batch (Delete) option~~. A new security right will be created in Hyland called "NoDocumentRemoval" in order to control access to the Undo Batch (Delete) option. The batch job that snychornizes user rights with CalSAWS, PO00C152, will be updated to send the new right for any user with at least one other imaging right AND no Document Removal rights. The Imaging Team will run a one-time update in Hyland to grant the new right to all current users who meet the criteria.

Figure 2-1-2-1 Updated Submit button

2.1.3 Partner Integration Testing

NA

2.1.4 Data Volume/Performance

NA

2.1.5 Interface Partner

NA

2.1.6 Failure Procedure/Operational Instructions

NA

3 SUPPORTING DOCUMENTS

NUMBER	FUNCTIONAL AREA	DESCRIPTION	ATTACHMENT
CA-214058	Workflow	Environment Workflow Config	CA - 214058 - Environment Workfl