

Design

CA-219304

ACL 24-01 - CF Restaurant Meals Program Eligibility
Program Updates and CF 889

CalSAWS	DOCUMENT APPROVAL HISTORY		
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10/30/2024	1.0	Initial Draft	Yale Yee
2/5/2025	2.0	Remove mid period changes based on CDSS response	Yale Yee
4/4/2025	3.0	Content Revision – Update CF 889 Form Variable Population and update reason verbiage and mockups to be consistent with CDSS published notices. Update Generation Conditions for the CF 889 Denial Notice to not send if the CalFresh Case was previously discontinued or Denied.	Brendan Mandyam

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CA-219304 – ACL 24-01 - CF Restaurant Meals Program Eligibility Program Updates and CF 889

1 OVERVIEW

The Restaurant Meals Program (RMP) is a program that allows certain CalFresh households to use their CalFresh food benefits to buy hot and/or prepared meals at approved participating restaurant vendors. The RMP is available to adults aged 60 or older and their spouses, people with disabilities and their spouses, and people experiencing homelessness.

Per ACL 24-01, RMP eligibility must only be allowed for CalFresh households where all members are eligible for the program. Households that include at least one member who does not meet RMP eligibility criteria are ineligible for the RMP. However, spouses do not have to meet the age or disability criteria.

1.1 Current Design

CalFresh households with at least one member who is considered aged, blind, disabled or homeless are eligible to participate in RMP.

1.2 Requests

All members of the CalFresh household must be homeless, aged, blind, or disabled to be eligible for RMP. Spouses do not have to meet the aged, blind or disabled criteria.

This effort will create the CF 889 notice, to be provided to households impacted by the eligibility updates and to be used as an approval and termination moving forward.

1.3 Overview of Recommendations

1. Update the RMP Indicator conditions on the CF EDBC.
2. Run a one-time batch sweep to update the RMP Indicator.
3. Add a New NOA Approval Reason informing the household why they were approved for the CalFresh RMP.
4. Add a new NOA Approval Action Fragment informing the household they have been approved for the CalFresh RMP.
5. Add a new NOA Termination Action Fragment informing the Household they are no longer eligible for the RMP.
6. Add 2 new NOA Termination Reason Fragment explaining that the household is no longer eligible because either not all members are homeless, disabled, or older than 60.
7. Add a New NOA Message Fragment informing the household there are no other changes to their CalFresh Benefits.
8. Remove Notices CSF 148 & 149 from the template repository.

9. Remove Form RMFSBUS1 (Restaurant Meals CalFresh Notification of Change Benefit Usage 1) from the template repository.
10. Add the CF 889 as a Form to the Template Repository.

1.4 Assumptions

1. Changes implemented with CA-240478 to retain the Restaurant Meals indicator when the CF household is discontinued will remain the same.
2. The RMP indicator on the EBT card matches the RMP indicator determined by the CF EDBC. If the reissue functionality (Reissue button on EBT Card Detail) is used to replace an EBT card, the RMP indicator value will be copied to the new card. New cards added via other means will default to a blank value which the system regards as a "No" and the worker will need to run EDBC to set it.
3. Per CRPC 2412 response, excluded CalFresh members must be excluded from the household for the purpose of determining eligibility for RMP.
4. This effort will not affect any other CalFresh Noticing, this will only add notices specific to the RMP.
5. Any other reason (that would fall under the "other" category) must be filled out manually by the case worker using the Notice in the Template Repository.
6. This effort will only add English and Spanish. All other languages will be added in SCR CA-286738.
7. CA-286976 will address adding Homeless Shelter when determining homelessness for RMP eligibility.
8. CA-287546 will address populating the RMP indicator when a new EBT card is created.
9. The RMP indicator can change at any time in the certification period.
10. RMP indicator is changed from 'Yes' to 'No' mid-period with 10-day notice.
11. The standard NA back 9 will be included in all automated CF 889 Notices

2 RECOMMENDATIONS

2.1 Apply RMP Criteria for All CF Household Members

2.1.1 Overview

All members of the CF household must be homeless, aged, blind, or disabled to be eligible for RMP. Spouses do not have to meet the aged, blind or disabled criteria.

2.1.2 Description of Changes

1. Update CF EDBC to apply the RMP eligibility criteria to all CF household members effective the date this item is implemented in the system:
 - a. Set RMP indicator to 'Yes' when all members of the CF household meet any of the following criteria at any time in the benefit month:

- i. Homeless

Note: In CalSAWS, homeless households are determined when all members in the CF household have a Living Arrangement record of 'Homeless.' CA-286976 will address adding 'Homeless Shelter' when determining homelessness for RMP eligibility.

- ii. Aged 60 or older (except Spouses)
- iii. Blind (except Spouses)
- iv. Disabled (except Spouses)

Note: Ineligible CalFresh persons (FRIs/FREs/UPs) are excluded from the RMP determination.

2.1.3 Example Scenarios

The below scenarios **are not** requirements. They are meant to help guide understanding and testing and may mention items that are not being changed by the specific language in the requirements.

Household Composition	Eligible for RMP (Yes/No)?
Household of Two <ul style="list-style-type: none">• Person 1 – age 62• Person 2 – age 58 (spouse of person 1)	Yes
Household of Two <ul style="list-style-type: none">• Person 1 –age 50• Person 2 – age 55 with a disability (spouse of person 1)	Yes
Household of Two <ul style="list-style-type: none">• Person 1 – age 67• Person 2 – age 70Authorized Representative – age 35	Yes
Household of Three <ul style="list-style-type: none">• Person 1 – age 65	No, person 3 is not aged, blind, disabled or homeless.

<ul style="list-style-type: none"> • Person 2 – age 55 (spouse of person 1) • Person 3 – age 10 	
Household of Three <ul style="list-style-type: none"> • Person 1 – age 50 with a disability • Person 2 – age 50 (spouse of person 1) • Person 3 – age 25 	No, person 3 is not aged, blind, disabled or homeless.
Household of Two <ul style="list-style-type: none"> • Person 1 – age 35 • Person 2 – age 15 with a disability 	No, person 1 is not aged, blind, disabled or homeless.
Household of Two <ul style="list-style-type: none"> • Person 1 – homeless • Person 2 – age 40 	No, person 2 is not aged, blind, disabled or have a Living Arrangement record of homeless.
Household of Two <ul style="list-style-type: none"> • Person 1 – homeless • Person 2 – homeless 	Yes
Household of Two <ul style="list-style-type: none"> • Person 1 – homeless • Person 2 – age 55 (spouse of person 1) 	No, person 2 is not aged, blind, disabled or have a Living Arrangement record of homeless.
Household of Two <ul style="list-style-type: none"> • Person 1 – homeless • Person 2 – age 65 (spouse of person 1) 	Yes
Household of Two <ul style="list-style-type: none"> • Person 1 – age 65 • Person 2 – excluded ineligible non – citizen 	Yes
Household of Two <ul style="list-style-type: none"> • Person 1 – turning age 60 in the benefit month • Person 2 – age 58 (spouse of person 1) 	Yes
Household of Three <ul style="list-style-type: none"> • Person 1 – homeless • Person 2 – age 65 • Person 3 – age 55 (spouse of person 1) 	No, person 3 is not aged, blind, disabled or have a Living Arrangement record of homeless.
Household of Three <ul style="list-style-type: none"> • Person 1 – homeless • Person 2 – age 65 • Person 3 – age 55 (spouse of person 2) 	Yes
Household of Three <ul style="list-style-type: none"> • Person 1 (over 60 yrs. old) – homeless • Person 2 (over 60 yrs. old) – homeless • Person 3 (child in home) – age 12 and disabled. 	Yes

2.1.4 Programs Impacted

CalFresh

2.1.5 Performance Impacts

N/A

2.2 One-Time Batch EDBC Run

2.2.1 Overview

Run a one-time batch EDBC for existing CF households that are no longer eligible for the RMP and terminate household access to the RMP.

2.2.2 Description of Change

1. Create a DCR to sweep in existing CF Programs that are no longer eligible for RMP.
Cases with the following criteria are run through EDBC:
 - a. Active CF program in the come-up month
 - b. Receiving RMP benefits in the come-up month
 - c. CF program has a participant that meets all the following criteria:
 - i. Less than 60 years old and is not a spouse of an aged or disabled participant.
 - ii. Not disabled and is not a spouse of an aged or disabled participant.
 - iii. Not homeless.
 - d. Trigger regular CalFresh EDBC in Targeted Program mode with program list "FS;NB:SNB"
 - e. Trigger EDBC for the come-up month.
 - f. The CF program has already established an RE period for the come-up month.
 - g. Exclude CF programs that have SAR7 due in the batch month and report status is Generated, Sent, Received or Incomplete.
2. Add a new Batch Eligibility Sweep Code (CT942) to define the batch name of "RMP Re-evaluation".

2.2.3 Execution Frequency

One-time after implementation of SCR.

2.2.4 Key Scheduling Dependencies

Successor – Batch EDBC.

2.2.5 Counties Impacted

All Counties

2.2.6 Category

N/A

2.2.7 Data Volume/Performance

Estimated about 125,000 CalFresh program no longer qualify for RMP at the time of this SCR's the release.

2.2.8 Failure Procedure/Operational Instructions

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

2.3 Batch – CF Participant Turns 60 EDBC Sweep

2.3.1 Overview

Create a Batch EDBC sweep to trigger CalFresh program for a participant when they turn 60 years old in the benefit month.

2.3.2 Description of Change

1. Trigger regular EDBC for CalFresh Program when Participant is turning 60 years old.

Batch EDBC Sweep	Description
New/Update	New
Sub Type Code	RMP Re-evaluated Participant Turning 60
Trigger Conditions	<ol style="list-style-type: none">1. Participant is Active on CalFresh in the come-up month.2. Participant is turning 60 years old in the come-up month.
Batch EDBC Mode	Targeted Program, Program List "FS;NB:SNB"
Run RSN Code	N/A.
Negative Action Code	N/A.
Benefit Months	1. Trigger Batch EDBC effective the come-up month that the participant turns 60 years old.
Note: Existing Cases	Monthly – batch 10-day.

2. Standard Batch EDBC Journal Entry

Journal Entry	Description
New/Update	New
Journal Category	Eligibility
Journal Type	Batch EDBC
Short Description	Batch EDBC ran for <Month Year>.
Long Description	Batch EDBC ran for <Month Year>. Batch EDBC processed for the CalFresh program for following reasons: RMP Re-evaluated Participant Turning 60
Trigger Condition	When a CF participant is turning 60 years old

3. Create a BPCR and BSCR to schedule the job to run Monthly.

2.3.3 Execution Frequency

Monthly – on batch 10-day.

2.3.4 Key Scheduling Dependencies

Success – Batch EDBC.

2.3.5 Counties Impacted

All Counties.

2.3.6 Category

Core.

2.3.7 Data Volume/Performance

Estimated average is 4300 CalFresh participants turn 60 years old each month across all counties.

2.3.8 Failure Procedure/Operational Instructions

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

2.4 Add a New NOA Action Fragment Recommendation

2.4.1 Overview

This new Action Fragment will inform the Household they were approved for the CalFresh RMP.

State Form/NOA: CF 889 (12/23)

Program(s): CalFresh

Action Type(s): Approval

Fragment Level: Program

Repeatable: N

Languages: English, Spanish

2.4.2 Form/NOA Verbiage

Create Fragment XDP

NOA Mockups/Examples: See Supporting Documents #1

Description	Text	Formatting*
static	Approval for the CalFresh Restaurant Meals Program	Bold, Arial, Size 10

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

2.4.3 Form/NOA Variable Population

Add Fragment Variable Population

No Variable Population

2.4.4 Form/NOA Generation Conditions

1. Add Fragment Generation

This fragment will generate with the new Approval Reason Fragment being added with this effort

Ordering on NOA: First on NOA

2.5 Adding a New NOA Approval Reason Fragment Recommendation

2.5.1 Overview

This will inform that the household has been approved for the CalFresh RMP.

State Form/NOA: CF 889 (12/23)

NOA Template: CF_NOA_TEMPLATE

Program(s): CalFresh – Restaurant Meals Program (RMP)

Action Type(s): Approval

Fragment Level: Program

Repeatable: N

Include NA Back 9: Y

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

Forms/NOAs Generated with this NOA: N

Languages: English, Spanish

2.5.2 Form/NOA Verbiage

Create Fragment XDP

NOA Mockups/Examples: See Supporting Documents #1

Description	Text	Formatting*
Static	As of <DATE>, you are approved for the CalFresh Restaurant Meals Program. You can use your CalFresh benefits to buy meals from restaurants that participate in the program. For a list of restaurants that participate in the program, or to learn more, please visit <URL>	Arial, 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*
DATE	Date the household was approved for the CalFresh RMP MM/YYYY le: "10/2025"	Arial, Size 10
URL	Will populate with the URL to the CDSS page on the CalFresh RMP. "www.cdss.ca.gov/RMP"	Arial, Size 10

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

Variables Requiring Translations: None

2. Add Fragment Regulations

7 CFR 273.1(a)(3) and 7 CFR 278.1(d)(3)

3. Add NOA Title and Footer Reference for new Reason

NOA Reference on Document List Page: NOA – RMP Approval

NOA Title: CALFRESH NOTICE OF APPROVAL FOR THE CALFRESH RESTAURANT MEALS PROGRAM

NOA Title Requires Translations: Yes, Spanish

NOA Footer: CF 889 Page # of 2

NOA Footer Requires Translations: Yes, Spanish

1. Add Fragment Generation

This Fragment will generate when

1. In the previous EDBC, the household was not eligible for CalFresh RMP

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 had the RMP indicator set to 'no'

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 had the RMP indicator set to 'no'.

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

Technical Note: In the current EDBC, the Restaurant Meals Indicator was set to "Yes"

Action Fragment: This will generate the new Approval Action Fragment for the CalFresh RMP

Message Fragment: This will generate the new Message Fragment being added with this effort.

Ordering on NOA: Directly below Approval Action Fragment

2.6 Add a New NOA Action Fragment Recommendation

2.6.1 Overview

This will inform that the households CalFresh Restaurant Meals Program has been terminated, and they will no longer have access to RMP benefits.

State Form/NOA: CF 889 (12/23)

Program(s): CalFresh – Restaurant Meals Program (RMP)

Action Type(s): Termination

Fragment Level: Program

Repeatable: N

Languages: English, Spanish

2.6.2 Form/NOA Verbiage

Create Fragment XDP

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

Description	Text	Formatting*
Static	Termination from the CalFresh Restaurant Meals Program	Arial, Size 10, Bold
static	As of <termination_date>, you will no longer have access to the CalFresh Restaurant Meals Program.	Arial, size 10
Static	Here's why:	Arial, Size 10, Bold

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

2.6.3 Form/NOA Variable Population

Add Fragment Variable Population

Variable Name	Population	Formatting*
Termination_date	Populates with the date CalFresh Restaurant Meals Programs ends MM/DD/YYYY Ex: "09/30/2024" See edbc.begin_date	Arial, size 10

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

Variables Requiring Translations: None

2.6.4 Form/NOA Generation Conditions

2. Add Fragment Generation

This fragment will generate with any of the two new termination Reason Fragments being added with this effort (see recommendations 2.8 & 2.9)

Ordering on NOA: First on NOA

2.7 Adding a New NOA Reason Fragment Recommendation

2.7.1 Overview

Previously, if anyone member of the household was over the age of 60 or disabled, or homeless the household was eligible for RMP. Now, the household is only eligible if all members of the household are over the age of 60 or disabled, or homeless.

This New Reason Fragment will inform the household that not all members of the household are over the age of 60 or disabled.

State Form/NOA: CF 889 (12/23)

NOA Template: CF_NOA_TEMPLATE

Program(s): CalFresh – Restaurant Meals Program (RMP)

Action Type(s): Termination

Fragment Level: Program

Repeatable: N

Include NA Back 9: Y

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

Forms/NOAs Generated with this NOA: None

Languages: English, Spanish

2.7.2 Form/NOA Verbiage

Create Fragment XDP

NOA Mockups/Examples: See Supporting Documents #2

Description	Text	Formatting*
Static	One or more members of your household is not age 60 or older, or disabled.	Arial, Size 10

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

Form/NOA Variable Population

4. Add Fragment Regulations

7 CFR 273.1(a)(3) and 7 CFR 278.1(d)(3)

5. Add NOA Title and Footer Reference for new Reason

This NOA will use the same header, title, and reference # as all CalFresh Change Notices which generate on notice CF 889

NOA Reference on Document List Page: NOA – RMP Termination

NOA Title: CALFRESH NOTICE OF TERMINATION FOR THE CALFRESH RESTAURANT MEALS PROGRAM

NOA Title Requires Translations: Yes, Spanish

NOA Footer: CF 889 Page # of 2

NOA Footer Requires Translations: Yes, Spanish

2.7.3 Form/NOA Generation Conditions

2. Add Fragment Generation

Generated under the following conditions

1. In the previous EDBC the Household was eligible for the CalFresh RMP, and the program is not discontinued or denied.

Technical Note:

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 has the RMP indicator set to “yes” and the program is not discontinued or denied.

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 has RMP indicator set to “yes” and the program is not discontinued or denied.

2. In the current EDBC, the Household was made ineligible for the CalFresh RMP due to not all members being 60 or older or disabled.

Technical Note: In the current EDBC the Restaurant Meals Indicator is set to “No” and everyone in the household should be under the age of 60 and not disabled (the spouse does not have to be elderly or disabled). The method `hasElderlyDisabledMember()` in `budget.java` has logic determining if a household has a disabled or elderly member.

Action Fragment: This will generate with the new action fragment for RMP Termination based on Household Changes in recommendation 2.3

Message Fragment: This will generate the new message fragment being added with in recommendation 2.6.

Ordering on NOA: Below the Termination Action Fragment

2.8 Add a new NOA Reason Fragment Recommendation

Previously, if anyone member of the household was over the age of 60 or disabled, or homeless the household was eligible for RMP. Now, the household is only eligible if all members of the household are over the age of 60 or disabled, or homeless.

This New Reason Fragment will inform the household that they are no longer eligible for the RMP due to the household no longer being homeless.

State Form/NOA: CF 889 (12/23)

NOA Template: CF_NOA_TEMPLATE

Program(s): CalFresh – Restaurant Meals Program (RMP)

Action Type(s): Termination

Fragment Level: Program

Repeatable: N

Include NA Back 9: Y

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

Forms/NOAs Generated with this NOA: None

Languages: English, Spanish

2.8.1 Form/NOA Verbiage

Create Fragment XDP

NOA Mockups/Examples: See Supporting Documents #3

Description	Text	Formatting*
Static	Your household is no longer homeless.	Arial, Size 10

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

2.8.2 Form/NOA Variable Population

6. Add Fragment Variable Population

No Variable Population

7. Add Fragment Regulations

7 CFR 273.1(a)(3) and 7 CFR 278.1(d)(3)

8. Add NOA Title and Footer Reference for new Reason

This NOA will use the same header, title, and reference # as all CalFresh Change Notices which generate on notice CF 889

NOA Reference on Document List Page: NOA – RMP Termination

NOA Title: CALFRESH NOTICE OF TERMINATION FOR THE CALFRESH RESTAURANT MEALS PROGRAM

NOA Title Requires Translations: Yes, Spanish

NOA Footer: CF 889 Page # of 2

NOA Footer Requires Translations: Yes, Spanish

2.8.3 Form/NOA Generation Conditions

3. Add Fragment Generation

1. In the previously authorized EDBC the Household was eligible for the CalFresh RMP **and the program is not discontinued or denied.**

Technical Note:

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 has the RMP indicator set to "yes" **and the program is not discontinued or denied.**

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 has RMP indicator set to "yes" **and the program is not discontinued or denied.**

2. In the current EDBC, the Household was made ineligible for the CalFresh RMP due to not all members being homeless **and the program is not discontinued or denied.**

Technical note: In the current EDBC, the "Restaurant Meals Indicator" is set to "No" AND the household is no longer homeless. The

isHomelessHousehold() method in Budget.java has logic determining if the household is homeless.

Action Fragment: This will generate with the new action fragment for RMP Termination based on Household Changes being added in recommendation 2.3

Message Fragment: Will generate with the new message fragment being added in recommendation 2.6

Ordering on NOA: Below the Termination Action Fragment

2.9 Adding a New NOA Message Fragment Recommendation

2.9.1 Overview

This new message fragment will inform the household that there are no other changes to their CalFresh Benefits.

State Form/NOA: CF 889 (12/23)

Program(s): CalFresh – Restaurant Meals Program (RMP)

Action Type(s): Approval, Termination

Fragment Level: Program

Repeatable: N

Languages: English, Spanish

2.9.2 Form/NOA Verbiage

Create Fragment XDP

NOA Mockups/Examples: See Supporting Documents #1,2, & 3

Description	Text	Formatting*
static	Note: There are no other changes to your CalFresh eligibility or benefits. If you have questions about this notice, contact the county at <issuing_county>.	Arial, size 10. Word “ Note ” Is bold, Arial, Size 10

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

2.9.3 Form/NOA Variable Population

Add Fragment Variable Population

Variable Name	Population	Formatting*
ISSUING_COUNTY	Populates with the phone number of the county which issued the NOA. Typically matches the "telephone number" in the header. le: "480-444-4449"	Arial, size 10

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

Variables Requiring Translations: None

2.9.4 Form/NOA Generation Conditions

1. Add Fragment Generation

Will always generate with either the new Approval for RMP Reason Fragment or the 2 new Denial for RMP Reason Fragments

Ordering on NOA: End of the front page

2.10 Removing NOAs from the Template Repository Recommendation

2.10.1 Overview

This effort will remove the NOAs CSF 148 & 149, and the Form RMFSBUS1 from the template Repository. These will be replaced with the CF 889 Notice being added with this effort.

2.10.2 Description of Change

Currently the Notices CSF 148, CSF 149 and the Form RMFSBUS1 (Restaurant Meals CalFresh Notification of Change Benefit Usage 1) are in the template repository and are being used for CalFresh RMP approvals and terminations. This effort will create a new Notice CF 889 (12/23) to use for CalFresh RMP Approvals/Termination and replace the previously listed notices.

1. Remove NOA CSF 148 from the template repository
2. Remove NOA CSF 149 from the template repository
3. Remove Form RMFSBUS1 from the template repository

2.11 Adding the CF 889 to the Template Repository

2.11.1 Overview

This is the form version of the CF 889 (12/23) Notice. This is approval/termination form for the CalFresh RMP based on new eligibility guidelines. This will be filled out manually by case workers.

State Form: CF 889 (12/23)
Programs: CalFresh - RMP
Attached Forms: None
Forms Category: Notice
Template Repository Visibility: All Counties
Languages: English, Spanish

2.11.2 Form/NOA Verbiage

Create Form XDP

This form will be used for approvals/terminations for the CalFresh RMP Program.

Form Header: Standard Header

Form Title (Document List Page Displayed Name): CALFRESH NOTICE OF APPROVAL/TERMINATION FOR THE CALFRESH RESTAURANT MEALS PROGRAM

Form Number: CF 889 (12/23)

Include NA Back 9: Y

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

Imaging Form Name: Notice of Approval/Termination – CF RMP

Imaging Document Type: Notification/NOA

Imaging Case/Person: Case

Form Mockups/Examples: See Supporting Documents #1

2.11.3 Form/NOA Variable Population

The CF 889 (12/23) will populate with the standard header and footer Variable Population. The NA back 9 will populate with the standard Variable Population as well.

Form Body Variables:

Variable Name	Population	Formatting	Editable* / Field Type	Template Repository Population	Populates with Form Generation
APPROVAL_CHECKBOX	No pre-population, will	Arial, Size 10	Yes, checkbox	No	No

	be checked by county worker				
APPROVAL_DATE	The date of approval for the CalFresh RMP le "mm/dd/yyyy"	Arial, Size 10	Yes, Date Field	No	No
TERMINATION_CHECKBOX	No pre-population, will be checked by county worker.	Arial, Size 10	Yes, checkbox	No	No
TERMINATION_DATE	The date that the household loses access to the CalFresh RMP le "mm/dd/yyyy"	Arial, Size 10	Yes, Date Field	No	No
HOMELESS_CHECKBOX	No pre-population, will be checked by county worker.	Arial, Size 10	Yes, checkbox	No	No
AGED_CHECKBOX	No pre-population, will be checked by county worker.	Arial, Size 10	Yes, checkbox	No	No
OTHER_CHECKBOX	No pre-population, will be checked by county worker.	Arial, Size 10	Yes, checkbox	No	No
OTHER_REASON	Filled in manually by the county worker for when the Household loses CalFresh RMP access for a reason other than the household no longer being homeless, or over the age of 60, or disabled.	Arial, Size 10. This field should fill be large to accommodate the manual reason	Yes, Text Field	No	No

COUNTY_PHONE_NUMBER	Filled in manually by the case worker with the phone number of the issuing county. This will most often match the telephone number on the header.	Arial, Size 10	Yes, Text Field	No	No
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* 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.

2.11.4 Form/NOA Generation Conditions

1. Add Form to Template Repository

The CF 889 (12/23) will be added to the template repository.

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

2. Add Form Control

The CF 889 (12/23) will have the following form control:

Due Date: NA

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Note: Customers with electronic communications will still receive a paper copy of this correspondence in the mail so that they are also provided a return envelope.

3. Add Form Print Options and Mailing Requirements

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

Mailing Requirements:

Mail-To (Recipient): Person selected from document parameters

Mailed From (Return): Sending office

Mail-back-to Address: NA

Outgoing Envelope Type: Standard Envelope

Return Envelope Type: NA

Additional Requirements:

Special Paper Stock: No

Enclosures: None

Electronic Signature: No

 Electronic Signature (IVR/Text): No

 Check to Sign: No

Post to Self Service Portal (SSP): Yes

2.12 Automated Regression Test

2.12.1 Overview

Create new Automated Regression Test scripts to verify the changes being made to the Restaurant Meals Program.

2.12.2 Description of Change

Create a new Automated Regression Test script for each of the following scenarios and verify that the household receives the correct Restaurant Meals indicator and the correct NOA is generated.

1. Person 1 meets the RMP requirements, indicator is Yes, and Approval NOA generates.
2. Person 1 meets the RMP requirements, Spouse of Person 1 does not meet the RMP requirements, indicator is Yes, and Approval NOA generates.
3. Person 1 meets the RMP requirements, Person 2 does not meet the RMP requirements, indicator is No, and Denial NOA generates.
4. Person 1 meets the RMP requirements, indicator is Yes, and Approval NOA generates. Person 2 is added mid-period and does not meet the RMP requirements. Indicator changes to No, and Denial NOA generates.

3 SUPPORTING DOCUMENTS

NUMBER	FUNCTIONAL AREA	DESCRIPTION	ATTACHMENT
1	NOA	Mockup for the CF 889 Approval Automated Notice	APPROVAL MOCKUP.pdf
2	NOA	Mockup for the CF 889 Termination Automated Notice for not all members of the household being over the age of 60, or disabled	TERMINATION_OVER_AGE_DIS MOCKUP.pdf
3	NOA	Mockup for the CF 889 Termination Automated Notice for not all members of the household being homeless.	TERMINATION_HOMELESS_MOCKUP.PDF
4	FORMS	Mockup of the CF 889 Form to be added to the Template Repository	CF_889_FORM MOCKUP.pdf

4 OUTREACH

4.1 Lists

1. List of Cases Where Batch EDBC Discontinued the CF Program

List Name: Cases_Batch_EDBC_Disc_CF_Program

List Criteria: Cases where Batch EDBC was run and the CF program was discontinued.

Standard Columns:

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

Additional Column(s): N/A

Frequency: One-time

2. List of Cases Where Batch EDBC Process Closed a Person

List Name: Cases_Batch_EDBC_Closed_a_Person

List Criteria: Cases where a person was closed when the CF Batch EDBC was run.

Standard Columns:

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

Additional Column(s): N/A

Frequency: One-time

3. List of Cases Where Batch EDBC Resulted in a Benefit Reduction

List Name: Cases_Batch_EDBC_Result_Benefit_Reduction

List Criteria: Cases where CF Batch EDBC was run and resulted in a benefit reduction.

Standard Columns:

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

Additional Column(s): N/A

Frequency: One-time

4. List of Cases Where Batch EDBC Resulted in a Read-Only EDBC

List Name: Cases_Batch_EDBC_Result_Read_Only

List Criteria: Cases where CF Batch EDBC was run and resulted in a Read-Only EDBC.

Standard Columns:

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

Additional Column(s): N/A

Frequency: One-time

The list will be posted to the following location: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2025>CA-219304

CalSAWS

California Statewide Automated Welfare System



CA-237514

Update Customer Appointment Detail Page
to generate WTW 100

CalSAWS	DOCUMENT APPROVAL HISTORY		
	Prepared By	Nithin Halesh, Trevor Torres	
	Reviewed By		
DATE	VERSION	REVISION DESCRIPTION	AUTHOR
12/27/2024	1.0	Initial Draft	Nithin Halesh
1/13/2025	1.1	Added Online changes	Trevor Torres
02/28/2025	1.2	<ul style="list-style-type: none"> Any reference to removing the option of 'Time Limit Review' from the Appointment Type is removed from the design document. Section 2.2.2.2 is updated to add more clarification along with a note to state that the WTW 100 will be generated from the Customer Appointment Detail page when the Print Appointment Letter is checked and the Category is WTW/REP and Appointment-Type is Good Cause/Exemption. 	Kusnadi.E
03/10/2025	1.3	Added additional Assumption for removal of Time Limit Review	Trevor Torres
04/09/2025	1.4	<p>Content Revision 1:</p> <ol style="list-style-type: none"> Add meeting location address to the WTW 100 XDP. Update Header population of the WTW 100 when generated through the Customer Appointment Detail page. 	Justin Bourbonniere

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CA-237514 Update Customer Appointment Detail Page to generate WTW 100

1 OVERVIEW

The purpose of this SCR is to add new Appointment Type, "Good Cause/Exemption," under the "WTW/REP" category and to generate the WTW 100 - Good Cause/Exemption Letter when saving the Customer Appointment Detail page for appointments of this type within the "WTW/REP" category.

1.1 Current Design

1. Currently, WTW100 Good Cause/Exemption Letter is available in Template Repository.

1.2 Requests

1. Add new Appointment Type "Good Cause/Exemption" under the Category "WTW/REP".
2. Add online trigger for generating the WTW 100 - Good Cause/Exemption Letter on the Customer Appointment Detail page for all 58 counties.
3. Add an appointment location text field to WTW 100.

1.3 Overview of Recommendations

1. Online: Add new Appointment Type "Good Cause/Exemption" under the Category "WTW/REP".
2. CC: Update WTW 100
 - a. Add online trigger for generating the WTW 100 - Good Cause/Exemption Letter on the Customer Appointment Detail page for all 58 counties.
 - b. Update WTW 100 XDP with location text field.

1.4 Assumptions

1. All existing functionalities will remain unchanged unless called out as part of this SCR.
2. SCR CA-288665 will remove the "Time Limit Review" Appointment-Type option from the Customer Appointment Detail page, as additional discussion is needed to address Historical Records.

2 RECOMMENDATIONS

2.1 Update Customer Appointment Detail Page

2.1.1 Overview

This SCR will add the new Appointment Type "Good Cause/Exemption" under the Category "WTW/REP".

2.1.2 Customer Appointment Detail Mockup

The screenshot shows a form titled "General Information" with several fields and a dropdown menu. The "Category:" field is set to "WTW/REP". The "Appointment-Type:" dropdown menu is open, showing options: "- Select -", "Appraisal Appointment", "Cure Sanction", "General Appointment", "Good Cause/Exemption" (highlighted), "Non-Compliance Cause Determination", "Non-Compliance Home Visit", "Sanction Home Visit", and "Time Limit Review". The "Status:" field is set to "- Select -". The "Office:" field is "Adelanto TAD/WTW/Child Care". The "Location:" field is "100 BOSTON POST RD, Garden Grove, CA 84420". There are two text input fields for "Appointment Letter Comm" and "Appointment Comments". At the bottom, there are two checkboxes: "Print Appointment Letter" and "Outbound IVR Call".

Figure 2.1.1 – Customer Appointment Detail New Appointment-Type Option Mockup

2.1.3 Description of Changes

1. Update the Appointment-Types on the Customer Appointment Detail page when the Category is WTW/REP.
 - a. Create a new WTW/REP Appointment-Type: "Good Cause/Exemption" that will appear in alphabetical order on the Appointment-Type drop-down, as seen in Figure 2.1.1.

2.1.4 Page Location

- **Global:** Case Info
- **Local:** Customer Schedule
- **Task:** Add Appointment

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

Update Page Mapping to accommodate the new fields/updates being done to the page.

2.1.7 Accessibility

Accessibility was accessed and no changes are needed.

2.1.8 Page Usage/Data Volume Impacts

N/A

2.2 CC: Update WTW 100 Add Online Trigger for WTW 100 form

2.2.1 Overview

This effort will add the online trigger for WTW 100 form on saving the Customer Appointment Detail page for the new Appointment Type, "Good Cause/Exemption," under the "WTW/REP" category. This effort will update the WTW 100 form XDP to include an appointment location field. This change was approved by CDSS via email.

State Form: WTW 100 (9/20)

Programs: Welfare To Work, REP

Attached Forms: None

Forms Category: Forms

Template Repository Visibility: All Counties

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

2.2.2 Description of Changes

This form has a single impression which consist of specific verbiage provided by the state, and several input fields.

Form Header: CalSAWS Standard Header #1

Form Title (Document List Page Displayed Name): Good Cause/Exemption Letter

Template Description: This form is used as a Notice to Customers that they must participate in the Welfare-To-Work program.

Form Number: WTW 100

Include NA Back 9: No

Imaging Form Name: Good Cause/Exemption Letter

Imaging Document Type: Welfare to Work (WTW)

2.2.2.1 Form/NOA Verbiage

Update WTW 100 Form XDP

This form will be updated to include the customer appointment location. This change was approved by CDSS via email.

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

Form Mockups/Examples: See Supporting Documents #1.

EXISTING TEXT	UPDATED TEXT	LOCATION IN DOCUMENT
<p>Welfare-to-Work Case Manager _____.</p> <p>Your Case Manager will talk with you about....</p>	<p>Welfare-to-Work Case Manager _____.</p> <p>Location _____.</p> <p>Your Case Manager will talk with you about....</p>	<p>Last Paragraph of Text.</p>

Technical Note: The translation for the "Location:" text are available from the existing CalSAWS WTW 6010 form.

2.2.2.2 Variable Population for WTW 100 Form

WTW 100 Form will populate the following information when generated from Customer Appointment Detail page. CalSAWS Standard Header will be populated with Customer and Worker Information. The worker information will be populated in the header as described in the chart below.

All the text fields and checkbox fields should be editable.

<8>

COUNTY OF

GOOD CAUSE/EXEMPTION LETTER

Date:
Case Name:
Case Number:
Worker Name:
Worker ID: <9>
Worker Phone Number:

Dear <1>

Our records show that your reason for not doing Welfare-to-Work activities based on:

will end on _____ . If the reason you have not been doing Welfare-to-Work activities no longer exist, you will need to
(Date)
start doing Welfare-to-Work.

If this box is checked, please call our office by _____ at _____ <2>
(Date) (Telephone Number)

<3> to talk about whether you need to start doing/performing Welfare-to-Work activities.

If this box is checked, please come into our office on _____ <4> at _____ <5> to meet with your
(Date) (Time)

Welfare-to-Work Case Manager, _____ <6>

Location: _____ <7>

Your Case Manager will talk with you about whether you need to start doing Welfare-to-Work activities and what the next steps will be. Contact your worker if you need to change this meeting time.

Figure 2.1.2.1 – Form WTW 100 body

SECTION	FILED	DESCRIPTION	EDITABLE
<1>	Customer Name	Inherited from standard header population	Y
<2>	Staff Phone	The staff phone number will populate based on the first worker selected on the Customer Details Page. Inherited from standard header population. This applies to WTW 100 generation through the Appointment Detail Page only.	Y
<3>	Checkbox 2	Select the Checkbox when generated from Customer Appointment Detail Page	Y
<4>	Appointment Date	Populate with the appointment date from the Customer Appointment Detail Page	Y
<5>	Appointment Time	Populate with the appointment time from the Customer Appointment Detail Page	Y
<6>	Staff Name	The staff name will populate based on the first worker selected on the Customer Detail Page. Inherited from standard header population. This applies to WTW 100 generation through the Appointment Detail Page only.	Y
<7>	Location	Populate with the appointment location from the Customer Appointment Detail Page. This applies to WTW 100 generation through the Appointment Detail Page only.	Y
<8>	Worker Office Address	Populates using the first worker listed on the Appointment Detail Page. This applies to WTW 100 generation through the Appointment Detail Page only.	Y
<9>	Worker Name, ID, Phone Number	Populates using the first worker listed on the Appointment Detail Page. This applies to WTW 100 generation through the Appointment Detail Page only.	Y

Technical note: There are not changes to the template repository variable population.

2.2.2.3 Form Generation Conditions

Add the Online trigger via Customer Appointment Detail page and the Print Appointment Letter is checked off to generate WTW 100 for all 58 counties. The form will be triggered for Appointment Category of WTW/REP and for the Appointment type of Good Cause/Exemption.

Note: WTW 100 will be generated instead of the GEN 102 when the Print Appointment Letter check box is checked when the Category is WTW/REP and the Appointment-Type is Good Cause/Exemption.

2.2.2.4 Form Controls

Add the following barcode options to the WTW 100 when generated through the Customer Appointment Detail page.

TRACKING BARCODE	BRM BARCODE	IMAGING BARCODE
N	N	Y

2.2.2.5 WTW 100 Form Print Options and Mailing Requirements

Add the following print options to the WTW 100 from when it is generated through the Customer Appointment Detail page.

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

Mailing Requirements:

Following are the mailing requirements for WTW 100 form when generated through the Customer Appointment Detail Page.

MAILING OPTIONS	OPTION FOR WTW 100 FORM
Mail-To (Recipient)	Participant selected on the Customer Appointment Detail 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

Additional Requirement:

REQUIREMENT	OPTION FOR WTW 100 FORM
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

NUMBER	FUNCTIONAL AREA	DESCRIPTION	ATTACHMENT
#1	Client Correspondence	WTW 100 mockup	WTW 100 mockup.pdf

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-245049

ACL 24-53 Update CF 388 Approval and CF 389
Denial for Reinstatement of Aid

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
2/5/2025	1.0	Initial Design	Brendan Mandyam
4/18/2025	3.0	Content Revision – Update the CF 388 Form Variable population to make all fields editable (recommendation 2.8), removed automated NOA reasons which do not have triggers (recommendation 2.1, 2.6), clarified that the program ends in a discontinued state when a household is denied for Reinstatement. Made clear that a CF 388 or CF 389 should generate for all non-RE rescind reasons. Simplified Supporting documents for the updated Reasons on the CF 388 and CF 389 (recommendation 2.1, 2.6), and corrected revision dates.	Brendan Mandyam

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1 OVERVIEW

1.1 Current Design

When a user restores CalFresh with pro-rated benefits, the generated CF 388 CalFresh Notice of Restoration Approval NOA only states the client's prorated benefit amount. It does not state the full-month benefit amount for the following month. The CF 389 Notice of Denial of Restoration is only available in the Template Repository.

1.2 Requests

1. Update the CF 388 triggered via EDBC.
2. Add an auto-trigger for the CF 389 via EDBC.
3. Update the CF 388 and CF 389 in the Template Repository to the most current State version.
4. Add threshold languages for the CF 388 and CF 389 in the Template Repository and auto-triggered via EDBC.

1.3 Overview of Recommendations

1. Update the Reason Fragment that generate on the CF 377.1 (8/24) Mixed Approval Notice to also generate on the CF 388 (7/24) Notice.
2. Update the Action Fragment CF_AP_ACTION4 (ID: 4003) with Reinstated CalFresh Benefit Period Details and a list of individuals approved for Reinstated CalFresh Benefits
3. Update the Reason Fragment CF_AP_CF_RESTRACTION4 (ID: 6122) to only be used for full approvals for Reinstatement of CalFresh.
4. Adding the CalFresh Benefit details as a Message Fragment

5. Add a new Action Fragment for the Denial of Reinstatement of CalFresh Benefits
6. Update CalFresh Non-RE Denial Reasons to generate on the CF 389 (7/24) Notice
7. Add a new NOA message Fragment on the CF 389 (7/24)
8. Update the CF 388 Form to the most recent state version (7/24) in the Template Repository.
9. Update the CF 389 Form to the most recent state version (7/24) in the Template Repository.
10. Generate the CalFresh Budget and Explanation of two Food Benefit Programs on the CF 388 (7/24) and CF 389 (7/24)
11. Generate the Non-Discrimination Statement on the CF 388 and CF 389.
12. Suppress all other CalFresh Notices for the month when the CF 389 (7/24) generates.

1.4 Assumptions

1. The Non-Discrimination statement, CalFresh Budget, and Explanation of Two Food benefit Programs will be added to the CalFresh NOA templates as part of SCR CA-265360. This effort will update their generation conditions to Generate on the CF 388 and CF 389.
2. The CF 388 and CF 389 automated notices will use the existing Denial reason fragments that currently generate for the CF 377.1.
3. No new denial reasons for CalFresh will be added in this effort.
4. If the user rescinds a discontinued CalFresh program that failed for RE reasons, upon running EDBC and authorizing the reinstatement, the system will generate the CF 377.1 CF Approval NOA if the CFHH is eligible to CF and the CF 377.1A CF Denial if the CFHH is not eligible to CF.
5. During a Partial Approval scenario, if a person is denied for Reinstatement of CalFresh Benefits for multiple reasons during a mixed approval scenario, all those reasons will display on the CF 388 (7/24) Notice.
6. The CalFresh Budget being added with this effort will replace the old CalFresh Budget (BUDGET_CF_APPROVAL_SAR_EN.xdp)
7. CA-259395 will update the reason fragments which generate on the CF 388 to include the state issued verbiage "The following individual(s) are ineligible because:". We will be using the updated verbiage on the CF 388 (7/24) Notice.
8. The Forms in the Template Repository must be manually filled out by case workers. The NOAs are automated Notices which will be automatically populated and sent out.
9. The NA Back 9 will be included on the back of the first page of all Notices.
10. The Non-Discrimination statement will be the last page on the Notice.
11. The CF 389 Notice states "Denied for Reinstatement for CalFresh". The Program Status will be discontinued, not denied.
12. If 2 Reasons are generated on one NOA, but one Reason is available in a threshold language and one Reason is not, two notices will generate. One in the Threshold Language with the applicable reason, and one in English for the applicable Reason.

Technical Note: Merge logic will handle multiple reason on one NOA.

2 RECOMMENDATIONS

2.1 Update the Reason Fragment that generate on the CF 377.1 (8/24) Mixed Approval Notice to also generate on the CF 388 (7/24) Notice

2.1.1 Overview

There are reason Fragments that generate on the CF 377.1 (8/24) Notice which is used for CalFresh Mixed Approvals for non-Reinstatement Scenarios. These Reason Fragments will also be applicable on the CF 388 (7/24) Notice and will be updated to generate on the CF 388 (7/24) Notice when a household is applying for Reinstatement to CalFresh.

Reason Fragment Name/ID: See Supporting Document #7

State Form/NOA: CF 388 (7/24)

Current Program(s): CalFresh

Current Action Type: Restoration

Current Fragment Level: Program

Currently Repeatable: N

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

2.1.2 Form/NOA Verbiage

2.1.3 Update Fragment XDP

There will be no updates to Fragment XDP.

Note: CA-295395 made updates to these fragment verbiages. The updated verbiage should be used on the CF 388 (7/24).

Updated Languages:

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

NOA Mockups/Examples: See Supporting Documents #1, 2, & 3

1. Add Fragment Regulations

There will be no updates to Fragment Regulations

2. Update NOA Title and Footer Reference for Updated Reason

The NOA Footer should be updated to the most recent state version – CF 388 (7/24). There will be no other updates to Title and Footer. Standard CalFresh Title, Reference, and Footer

Updated NOA Title: NOTICE OF APPROVAL OF REINSTATEMENT

NOA Footer Requires Translations: N

Updated NOA Footer: CF 388 (7/24)

NOA Footer Requires Translations: N

2.1.4 Form/NOA Variable Population

There will be no updates to Fragments Variable Population

Note: CA-295395 made updates to these fragment Variable Population. The updated variable population should be used on the CF 388 (7/24).

Variables Requiring Translations: None

2.1.5 Form/NOA Generation Conditions

2.1.6 Updates to Fragment Generation

The reasons in supporting document #7 should generate on the CF 388 (7/24) when a household has been approved for Reinstatement of CalFresh Benefits, but an individual in the household has not been approved for Reinstatement of CalFresh Benefits. All other triggering conditions should remain the same.

A Reinstatement scenario occurs when:

1. Previously, the household was discontinued for CalFresh.

Technical Note: There is at least one existing CalFresh EDBC for the previous Benefit month and in the most recent saved CalFresh EDBC for that month the household was discontinued from 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 **Benefit**

month and in the most recent saved CalFresh EDBC for the previous **Benefit** month the household was discontinued from CalFresh.

There is no restrictions on how far back you can rescind. If a case was discontinued in January, you can rescind that discontinuance in April.

2. The program was rescinded **using any of the Rescind Reasons except for the RE Rescind Reasons.**
3. In the Current EDBC the program is approved for Reinstatement for CalFresh Benefits

Note: If the CF 388 (7/24) Generates the CF 377.1 (8/24) and CF 377.4 SAR should not generate.

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.

Technical Note: The CF 388(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. **The CF 377.1, CF 377.1A, and CF 377.4 SAR should be suppressed if a CF 388 generates.**

New Program Generation: N

New Action Type: N

Update to Fragment Level: Y

Repeatable: N

Ordering on NOA: These Reason Fragments will come after the Action Fragment CF_AP_ACTION4 (ID: 4003).

Action Fragment: These Reason should generate with the CF_AP_ACTION4 (ID: 4003) Action Fragment.

Message Fragment: These Reason Fragments should generate with the new message added in Recommendation 2.4.

2.2 Update the Action Fragment CF_AP_ACTION4 (ID: 4003) with Reinstated CalFresh Benefit Period Details and a list of individuals approved for Reinstated CalFresh Benefits

2.2.1 Overview

This recommendation will move the Reinstated CalFresh Benefit details from the old CF 388 Reason Fragment CF_AP_CF_RESTR_AP_F902 (ID: 6122) into the Action Fragment CF_AP_ACTION4 (ID: 4003). This recommendation will also add a list of individuals approved for Reinstatement to CalFresh Benefits.

Action Fragment Name/ID: CF_AP_ACTION4 (ID: 4003)

State Form/NOA: CF 388 (7/24)

NOA Template: CF_NOA_TEMPLATE

Program(s): CalFresh

Action Type: Approval

Fragment Level: Person

Repeatable: N

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

2.2.2 Form/NOA Verbiage

Fragment XDP

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

Description	Previous Text	Updated Text	Formatting*
Static	YOUR CALFRESH BENEFITS HAVE BEEN RESTORED EFFECTIVE <ComplyDate>.	Your household's CalFresh benefits have been reinstated effective <RESTORATION_DATE> for the following individual(s): <AP_PERSONS_LIST>	Arial, Size 10
Static		This is the date we got the information needed to reinstate your benefits. Your certification remains the same and ends on <CFRecertificationDate>.	Arial, Size 10

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

2.2.3 Form/NOA Variable Population

1. Add Fragment Variable Population

This fragment will only have one variable which is filled with the name of the person who is not eligible for reinstatement.

Variable Name	Population	Formatting*
<RESTORATION_DATE>	<p>The date the CalFresh benefits are reinstated to. For example, if the user did a SAR 7 restoration of aid with prorated benefits from 01/05/2025, the notice would display the date as "01/05/2025".</p> <p>If the user rescinded the CF as of the 1st of January, the date would display as "01/01/2025".</p> <p>MM/DD/YYYY le: "01/05/2025"</p>	Arial, Size 10
<AP_PERSONS_LIST>	<p>List of individuals in the household who are eligible for Reinstated CalFresh benefits. The format should be "FirstName LastName".</p> <p>For Example: "John Smith, Jane Smith, Jackson Smith"</p> <p>Technical Note: Names should be separated by a comma, not a line</p>	Arial, Size 10
<CFRecertificationDate>	<p>Last day of the CalFresh RE Due Month. Example, If the CFHH's RE is due in December 2025, the notice would display as "12/31/2025".</p> <p>MM/DD/YYYY le: "12/31/2025"</p>	Arial, Size 10

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

Variables Requiring Translations: None

2.2.4 Form/NOA Generation Conditions

1. Add Fragment Generation

High Level: This Fragment will generate on all CF 388 (7/24) Notices. The CF 388 (7/24) will either generate as a Mixed Approval or a Full Approval.

Mixed Approval Scenario:

If the household was approved for CalFresh Reinstatement, 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 Reinstatement CalFresh, this Action Fragment will generate with the reason fragment CF_AP_CF_RESTR_AP_F902 (ID: 6122).

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 Update the Reason Fragment CF_AP_CF_RESTR_AP_F902 (ID: 6122) to only be used for full approvals for Reinstatement of CalFresh.

2.3.1 Overview

This Fragment will be updated to only generate on the CF 388 (7/24) for full approval scenarios. The reason fragments listed on supporting document #7 will be used for Mixed Approval Scenarios.

Reason Fragment Name/ID: CF_AP_CF_RESTR_AP_F902 (id: 6122)

State Form/NOA: CF 388 (7/24)

Current Program(s): CalFresh

Current Action Type: Restoration

Current Fragment Level: Program

Currently Repeatable: N

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

2.3.2 Form/NOA Verbiage

2.3.3 Update Fragment XDP

This fragments verbiage will be moved to the CF_AP_ACTION4 Action Fragment. See Recommendation 2.2.

2.3.4 Form/NOA Variable Population

There will be no updates to Fragment Variable Population.

Variables Requiring Translations: None

2.3.5 Form/NOA Generation Conditions

2.3.6 Updates to Fragment Generation

This Fragment will be updated to only generate when all members of the household have been approved for Reinstated CalFresh Benefits, with the following generation conditions:

1. Previously, the household was discontinued for CalFresh.

Technical Note: There is at least one existing CalFresh EDBC for the previous Benefit month and in the most recent saved CalFresh EDBC for that month the household was discontinued from 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 discontinued from CalFresh.

2. The program was rescinded **using any of the Rescind Reasons except for the RE Rescind Reasons.**
3. In the Current EDBC the program is approved for CalFresh, with all members of the household being eligible for Reinstatement.

Ordering on NOA: This Reason Fragments will come after the Action Fragment CF_AP_ACTION4 (ID: 4003). It will be second on the Noa.

Action Fragment: This Reason should generate with the CF_AP_ACTION4 (ID: 4003) Action Fragment.

Message Fragment: These Reason Fragment should generate with the CF_AP_MESSAGE5 Fragment.

New Program Generation: N

New Action Type: N

Update to Fragment Level: Y

Repeatable: N

2.4 Adding the CalFresh Benefit details as a Message Fragment

2.4.1 Overview

This recommendation will add the specifics of the households reinstated CalFresh benefits as a new Message Fragment. This will replace the old message fragment CF_AP_MESSAGE1 (id: 5000).

State Form/NOA: CF 388 (7/24)

NOA Template ID(s): CF_APPROVAL_TEMPLATE

Program(s): CalFresh

Action Type: Approval

Fragment Level: Program

Repeatable: N

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

2.4.2 Form/NOA Verbiage

Create Fragment XDP

NOA Mockups/Examples: See Supporting #1, 2, & 3

Description	Text	Formatting*
static	You will get \$<Reinstatement_Month_Allotment> for the period of <REINSTATMENT_DATE> to <LAST_DAY_REINSTATMENT_MONTH>. Beginning <DATE_AFTER_RESTORATION>, you will get \$ <FULL_REINSTATED_BENEFIT_ALLOTMENT > monthly. These benefits will be available on your Electronic Benefit Transfer (EBT) card.	Arial, Size 10

static	You must report whenever your household income goes above your Income Reporting Threshold (IRT). Your IRT is \$<IRT_THRESHOLD>.	Arial, Size 10
static	The amounts used to figure your CalFresh are shown on this notice.	Arial, Size 10

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

2.4.3 Form/NOA Variable Population

Add Fragment Variable Population

Variable Name	Population	Formatting*
<Reinstatement_Month_Allotment>	CalFresh Allotment for the month the household was approved for Reinstatement. le \$"100.00" See edbc.authorized_amount	Arial, Size 10
<REINSTATEMENT_DATE>	The date the CalFresh benefits are restored to. Example 1: If the user did a SAR 7 restoration of aid with prorated benefits from 01/05/2025, the notice would display the date as "01/05/2025". Example 2: If the user rescinded the CF as of the 1 st of January, the date would display as "01/01/2025". Format: MM/DD/YYYY	Arial, Size 10

<LAST_DAY_REINSTATEMENT_MONTH>	Last day of the first month of reinstatement's Example, if the CF was restored as of 01/05/2025, then the last day would be "01/31/2025". Format: MM/DD/YYYY	Arial, Size 10
<DATE_AFTER_RESTORATION>,	The first day of the month after the reinstatement month. For Example, the CF benefits were reinstated as of 01/05/2025. The first day of the month after the reinstatement month would be "02/01/2025" Format: MM/DD/YYYY	Arial, Size 10
<FULL_REINSTATED_BENEFIT_ALLOTMENT>	Full CalFresh Benefit amount le: "\$150.00" If next months authorized amount is available, populate with edbc.authorized_amount for the month after the EDBC was ran. Technical Note: If next months authorized amount is not available, then populate with current months edbc.full_benefit_amount	Arial, Size 10
IRT_THRESHOLD	Populates with the households current IRT Threshold. See fs_budget.new_irt_limit_amt	Arial, Size 10

1. **Add Fragment Generation**

This will always be generated with the action fragment CF_AP_ACTION4. This message will replace the old message fragment CF_AP_MESSAGE1 (id: 5000).

Location on NOA: In a mixed approval scenario, this fragment will generate after the Reason Fragments included in section 2.1. If everyone in the household is eligible for Reinstatement, this fragment will generate after the CF_AP_ACTION4.

2.5 Add a new Action Fragment for the Denial of Reinstatement of CalFresh Benefits

2.5.1 Overview

This recommendation will add a new action fragment to be used on the CF 389 Notice of Denial of Reinstatement to inform the household that their application for Reinstatement of CalFresh benefits has been denied

State Form/NOA: CF 389 (7/24)

NOA Template: CF_NOA_TEMPLATE

Program(s): CalFresh

Action Type(s): Denial

Fragment Level: Program

Repeatable: N

Include NA Back 9: Y

Forms/NOAs Generated with this NOA: None

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

2.5.2 Form/NOA Verbiage

Create Fragment XDP

This fragment will inform the household they have been denied for Reinstatement of CalFresh

NOA Mockups/Examples: See Supporting Documents #4

Description	Text	Formatting*
Static	Denial:	Arial, Size 10, Bold
Static	Your household's reinstatement of CalFresh benefits has been denied because:	Arial, size 10

		The word "denied" should be bolded and underlined
--	--	---

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

2.5.3 Form/NOA Generation Conditions

1. Add Fragment Generation

This fragment will generate with any of the Reason Fragments included in supporting document #8.

Ordering on NOA: This will be the first fragment on the Notice.

2.6 Update CalFresh Non-RE Denial Reasons to generate on the CF 389 (7/24) Notice

2.6.1 Overview

This recommendation will update the CalFresh Non-RE Denial Reasons to generate on the CF 389 (7/24) in addition to the CF 377.1A (8/24). RE Denial Reasons will continue to generate on the CF 377.1A(8/24), but if the CF 389 (7/24) Notice is generated the CF 377.1A (8/24) Notice should not generate.

Fragment Name/ID: See supporting document #8

State Form/NOA: CF 389 (7/24)

NOA Template: CF_NOA_TEMPLATE

Program(s): CalFresh

Action Type(s): Denial

Fragment Level: Program

Repeatable: N

Include NA Back 9: Y

Forms/NOAs Generated with this NOA: None

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

2.6.2 Form/NOA Verbiage

There will be no updates to fragment verbiage.

3. Add NOA Title and Footer Reference for updated Reasons

The NOA Footer should be updated to the most recent state version – CF 389(7/24). There will be no other updates to Title and Footer. Standard CalFresh Title, Reference, and Footer

Updated NOA Reference on Document List Page: Use standard CalFresh Reference

Technical Note: Use same reference used from CF 377.1A Population.

Updated NOA Title: NOTICE OF DENIAL FOR REINSTATEMENT

NOA Title Requires Translations: N

NOA Footer: CF 389 (7/24)

NOA Footer Requires Translations: N

2.6.3 Form/NOA Generation Conditions

2. Add Fragment Generation

The Fragments listed in supporting document #8 should be updated to generate on the CF 389 when the household is not eligible for Reinstatement to CalFresh. All other triggering conditions should remain the same.

Note: These fragments should still generate on the CF 377.1A (8/24) when the household is not applying for Reinstatement.

A Denial for Reinstatement occurs when:

1. Previously, the household was discontinued for CalFresh.

Technical Note: There is at least one existing CalFresh EDBC for the previous Benefit month and in the most recent saved CalFresh EDBC for that month the household was discontinued from 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 discontinued from CalFresh.

2. The program was rescinded using any of the Rescind Reasons except for the RE Rescind Reasons.

3. In the Current EDBC the program is discontinued from CalFresh.

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

Technical Note: No other notices should generate when the CF 389 (7/24) generates. The CF 377.1, CF 377.1A, and CF 377.4 SAR should be suppressed.

Ordering on Noa: These fragments will generate second on the NOA

Action Fragment: These Reasons Fragments will generate with the Action Fragment listed in recommendation 2.5.

Message Fragment: These Reason Fragments will generate with the new Message fragment being added in Recommendation 2.7.

2.7 Add a new CalFresh Message Fragment to generate on the CF 389 (7/24)

2.7.1 Overview

This recommendation will add a new Message Fragment to be generated on the CF 389 (7/24) that will inform the household they are able to reapply to CalFresh Benefits at any time.

State Form/NOA: CF 388 (7/24), CF 389 (7/24)

NOA Template: CF_NOA_TEMPLATE

Program(s): CalFresh

Action Type(s): Denial

Fragment Level: Program

Repeatable: N

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

2.7.2 Form/NOA Verbiage

NOA Mockups/Examples: See Supporting Documents #4

Description	Text	Formatting*
static	If you still want CalFresh benefits, you may reapply at any time.	Arial, Size 10, Bold

2.7.3 Form/NOA Generation Conditions

3. Add Fragment Generation

This Fragment will generate with any of the Reasons listed in recommendation 2.6 when they generate on the CF 389 (7/24).

Ordering on NOA: This will come third on the NOA, after the reason fragments in recommendation 2.6.

2.8 Update the CF 388 Form in the Template Repository to the most Recent State Version

2.8.1 Overview

This recommendation will update the CF 388 Form in the Template Repository to the most recent state version (7/24).

State Form: CF 388 (7/24)

Current Programs: CalFresh

Current Attached Form(s): None

Current Forms Category: Notice

Current Template Repository Visibility: All

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

2.8.2 Form/NOA Verbiage

Update Form XDP

Form Mockups/Examples: See Supporting Documents #5

This effort will add the CalFresh Budget, Explanation of Two Food Benefit Programs, Non-Discrimination Statement, and update the Forms verbiage to be in line with the most recently published state version: CF 388 (7/24).

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

2.8.3 Form/NOA Variable Population

See Supporting Document #9 for details.

* Note: The Editable column of the table above refers to if the variable will be editable when populated. When generating a Blank Form from Template Repository the field will be editable unless otherwise indicated.

Variables Requiring Translations: None

2.8.4 Form/NOA Generation Conditions

There will be no updates for Form Generation Conditions

1. Add/Update Form to Template Repository

This form should be updated in the Template Repository to the most recent version. The footer should be updated to reflect the new revision date (7/24) as described in the Fragment XDP section.

2.9 Update the CF 389 in the Template Repository to the most recent state version

2.9.1 Overview

This recommendation will update the CF 389 Form in the Template Repository to the most recent state version (7/24).

State Form: CF 389 (7/24)

Current Programs: CalFresh

Current Attached Form(s): None

Current Forms Category: Notice

Current Template Repository Visibility: All

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

2.9.2 Form/NOA Verbiage

Update Form XDP

Form Mockups/Examples: See Supporting Documents #6

This effort will add the CalFresh Budget, Explanation of Two Food Benefit Programs, Non-Discrimination Statement, and update the Forms footer to be in line with the most recently published state version: CF 389 (7/24).

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

2.9.3 Form/NOA Variable Population

See Supporting Document #10 for details.

2.9.4 Form/NOA Generation Conditions

There will be no updates for Form Generation Conditions

2. Add/Update Form to Template Repository

This form should be updated in the template repository to the most recent version. The footer should be updated to reflect the new revision date (7/24) as described in the Fragment XDP section.

2.10 Generate the CalFresh Budget and Explanation of Two Food Benefit Programs on the CF 388 and CF 389.

2.10.1 Overview

This recommendation will update the generation condition of the CalFresh Budget and Explanation of Two Food Benefit Programs to generate on the CF 388 and CF 389 Notices.

State Form: CF 389 (7/24), CF 388 (7/24)

NOA Template: CF_NOA_TEMPLATE, CF_AP_TEMPLATE, CF_DN_TEMPLATE

Current Programs: CalFresh

Current Attached Form(s): None

Current Forms Category: Notice

Current Template Repository Visibility: All

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

2.10.2 Form/NOA Verbiage

Update Form XDP

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

This effort will not update fragment or template verbiage.

2.10.3 Form/NOA Variable Population

There will be no updates to Fragment Variable Population.

2.10.4 Form/NOA Generation Conditions

CF 388 (7/24)

The CalFresh Budget and Explanation of Two Food Benefit Programs should generate on the CF 388 with the CF_AP_CF_RESTR_AP_F902 (id: 6122) Reason Fragment or any of the reasons included in Recommendation 2.1.

CF 389 (7/24)

The CalFresh Budget and Explanation of Two Food Benefit Programs should generate on the CF 389 with any of the Reason Fragments included in Supporting document #7.

Technical Note: For the CF 389, only generate the CalFresh Budget and Explanation of Two Food Benefit Programs if the Budget is available in the EDBC.

Technical Note: The New CalFresh budget being turned on in this recommendation (added to the NOA template as part of CA-265360) will replace the old CalFresh Budget (BUDGET_CF_APPROVAL_SAR_EN.xdp).

2.11 Generate the Non-Discrimination Statement on the CF 388 and CF 389.

2.11.1 Overview

SCR CA-265360 added the Non-Discrimination Statement to the CalFresh NOA templates, but they will only generate on the CF 377.1, CF 377.1A, and CF 377.4 SAR. This effort will make it so that the Non-Discrimination Statement generates on the CF 388 and CF 389 as well.

State Form: CF 389 (7/24), CF 388 (7/24)

NOA Template: CF_NOA_TEMPLATE, CF_AP_TEMPLATE, CF_DN_TEMPLATE

Current Programs: CalFresh

Current Attached Form(s): None

Current Forms Category: Notice

Current Template Repository Visibility: All

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

2.11.2 Form/NOA Verbiage

Update Form XDP

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

This effort will not update fragment or template verbiage.

2.11.3 Form/NOA Variable Population

There will be no updates to Fragment Variable Population.

2.11.4 Form/NOA Generation Conditions

CF 388 (7/24)

The CalFresh Non-Discrimination Statement should generate on the CF 388 with the CF_AP_CF_RESTR_AP_F902 (id: 6122) Reason Fragment or any of the reasons included in Recommendation 2.1.

CF 389 (7/24)

The CalFresh Non-Discrimination Statement should generate on the CF 389 with any of the Reason Fragments included in Supporting document #7.

2.12 Suppress all other CalFresh Notices for the month the CF 389 Generates

2.12.1 Overview

When the CF 389 Automated Denial for Reinstatement of CalFresh Notice generates all other CalFresh notices that would otherwise generate should be suppressed for that month.

2.12.2 Description of Change

When the Denial for Reinstatement Reason Fragments included in Supporting Document #7 generate on the CF 389 (7/24) notice, all other CalFresh Notices should be suppressed for that month.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	NOA	Mockup of the automated CF 388 Notice where everybody in the household is eligible for Reinstatement	CF_388_NOTICE_FULL_APPROVAL.pdf
2	NOA	Mockup of the automated CF 388 Notice where someone in the household is not eligible for Reinstatement	CF_388_NOTICE_TWO_DENIED_ONE_REASON.pdf
3	NOA	Mockup of the automated CF 388 Notice where multiple members of the household are not eligible for	CF_388_NOTICE_MULTIPLE_DENIED_MULTIPLE_REASONS.pdf

		Reinstatement	
4	NOA	Mockup of the CF 389 Automated Notice with an example Reason for Denial	CF_389_AUTOMATED_NOTICE.pdf
5	Form	Mockup of the CF 388 which will be added to the Template Repository	CF_388_Form.pdf
6	Form	Mockup of the CF 389 Form which will be added to the template repository	CF_389_Form.pdf
7	NOA	List of all the Denial Reasons that currently generate on the Mixed Approval CF 377.1. These Reasons will now generate on the CF 388 when applicable.	CF 388 Mixed Approval Reasons.xlsx
8	NOA	List of all the Non RE Denial Reasons which will generate on the CF 889 moving forward.	CF 389 Non RE Denial Reasons.xlsx
9	Form	Variable population for the	CF388_Variable_Population.xlsx

		updated CF 388 (7/24) Form in the Template Repository	
10		Variable population for the updated CF 389 (7/24) Form in the Template Repository	CF389_Variable_Population.xlsx

Design

CA-265360

ACL 23-79 Add IRT and Budget to CF 377.1, CF 377.1A, and CF 377.4 SAR

DOCUMENT APPROVAL HISTORY

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 initial Design	Brendan Mandyam
4/9/2025	2.0	Added Japanese and Mien as languages to be added for the CF 377.1, CF 377.1A, and CF 377.4 SAR Forms (recommendations 2.5, 2.6, & 2.7). Added Large Print Notice to bottom of Non Discrimination Statement (recommendation 2.2). Updated CalFresh Budget Variable Population (recommendation 2.1), removed CF_TN_MESSAGE5 as it no longer generates (recommendation 2.4).	Brendan Mandyam

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CA-265360 – ACL 23-79 Add IRT and Budget to CF 377.1, CF 377.1 A, and CF 377.4 SAR

1 OVERVIEW

CF 377.1, CF377.1A, and CF 377.4 SAR are being updated to include a CalFresh budget, IRT amount, and breakdown of eligible and ineligible individuals with the corresponding reason for their ineligibility. These are also being revised to support the upcoming CFAP Expansion on October 1, 2025.

1.1 Current Design

CDSS published CF 377.1, CF 377.1 A, and CF377.4 SAR do not include an abbreviated CalFresh budget, household IRT amount, or breakdown of eligible and ineligible individuals with the corresponding reason for their ineligibility.

1.2 Requests

Update CalFresh NOAs and Forms to the latest CDSS version which include the new verbiage and budget:

- CF 377.1A
- CF 377.1
- CF 377.4

Note: This impacts Template Repository and NOAs generated from EDBC.

1.3 Overview of Recommendations

1. Add the CalFresh Budget and Explanation of the Two Food Benefit Programs to the CalFresh NOA Templates
2. Add the Non-Discrimination statement to the CalFresh Notice Templates
3. Add a new Message Fragment with the updated IRT verbiage to the CF 377.4 SAR
4. Update existing CF 377.4 SAR Message Fragments to include the most recent state published IRT Reporting verbiage.
5. Add the Updated CF 377.4 SAR as a form to the template Repository
6. Add the Updated CF 377.1A as a form to the Template Repository
7. Add the Updated CF 377.1 As a form to the Template Repository

1.4 Assumptions

1. CFAP effort is being pushed back 2 years so we will not be implementing the new Denial Reason as Requested
2. The CalFresh Budget and Non-Discrimination Statement will be added as part of the CalFresh Notice Templates.

3. The IRT message will be added to the CF 377.1 Automated Notice as part of CA-259395. It will be added to the CF 377.1 Form in the Template Repository as part of this effort.
4. This effort will update the CF 377.1 with a new budget and non-discrimination statement. All other updates to the CF 377.1 will be made as part of CA-259395.
5. The Denial Reason Fragments listed in Supporting document #4 which generate on the CF 377.1 will be updated as part of CA-259395
6. CF 377.1A does not include an IRT statement, as shown in ACL 23-79.
7. The New CalFresh Budget being added to the CalFresh NOA Templates will replace the old CalFresh budget (BUDGET_CF_APPROVAL_SAR_EN.xdp).
8. The Standard NA back 9 will be included on the back page of all Automated Notices.
9. The State published budget and Non Discrimination statement do not match for threshold languages on the CF 377.1, CF 377.1A, and CF 377.4 SAR. The budget and Non-Discrimination statement will be implemented for threshold languages as they appear on the State Published CF 377.4 SAR (8/24) Notice.

2 RECOMMENDATIONS

2.1 Update NOA template to include the CalFresh Budget and Explanation of Two Food Benefit Program

2.1.1 Overview

This Recommendation will update all the CalFresh NOA template to include the CalFresh Budget and explanation of the Two Food Benefit Programs. As of now this will only generate on CF 377.1, CF 377.1A, and CF 377.4 SAR.

State Form/NOA: CF_NOA_TEMPLATE

Current Program(s): CalFresh

Include NA Back 9: Y

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

2.1.2 Form/NOA Verbiage

Update Fragment XDP

This Recommendation will update the NOA template to include the CalFresh Budget and explanation of the Two Food Benefit Programs. This will be added as an entire page to the CalFresh Template.

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

Note: The state published mockups for this fragment do not match between the CF 377.1, CF 377.1A, and CF 377.4 SAR for threshold languages only. Threshold languages for this fragment should be implemented according to the CF 377.4 SAR (8/24) state published notices.

NOA Mockups/Examples: See Supporting Documents #1,3, 11

Description	Text	Formatting*
static	CALFRESH BUDGET	Bold, Arial Size 10
static	Report Month <MONTH_1> Household Size <HOUSEHOLD_SIZE> Total Countable Earned Income \$<TOTAL_CTBL_EARNED_INCOME> Adjusted Countable Earned Income \$ <ADJSTD_CTBL_EARNED_INCOME> Total Unearned Income \$ <TOTAL_CTBL_UNEARNED_INCOME> Child Support Paid \$<CHILD_SUPPORT_PAID> Net Countable Income \$ <NET_COUNTABLE_INCOME> Standard Deduction \$<STANDARD_DEDUCTION> Dependent Care \$<DEPENDENT_CARE> Homeless Shelter Deduction \$ <HOMELESS_SHELTER_DEDUCTION> Excess Medical Expense for Aged/Disabled \$ <EXCESS_MEDICAL_EXPENSE> Total Deductions \$ <TOTAL_DEDUCTIONS> Preliminary Adjusted Income \$ <PRELIMINARY_ADJUSTED_INCOME> Housing Expenses \$ <HOUSING_EXPENSES> Utility Expenses \$ <UTILITY_ALLOWANCE> Allowable Shelter Deduction \$ <ALLOWABLE_SHELTER_DEDUCTION> Adjusted Net Income \$ <ADJSTD_NONEXEMPT_INCOME> CalFresh Allotment \$ <CALFRESH_ALLOTMENT > CFAP Allotment \$ <CFAP_ALLOTMENT> Less Overissuance \$ <LESS_OVERISSUANCE> Total CalFresh Allotment \$<TOTAL_CALFRESH_ALLOTMENT>	Arial Size 10

static	<u>California offers two food benefit programs.</u>	Bold, underlined, Arial Size 10
static	<p><i>CalFresh is California's name for the federally funded Supplemental Nutrition Assistance Program (SNAP). To receive CalFresh benefits, you must meet federal rules, which require United States citizenship or certain immigration statuses (7 CFR 273.2(f) (1)(ii)(A) and MPP 63-403). CalFresh benefits appear in the budget as "CalFresh Allotment".</i></p> <p><i>The California Food Assistance Program (CFAP) provides state-funded food benefits to some immigrants who are not eligible for federal food benefits. If immigration status is the only reason, you or someone in your household is not eligible for CalFresh, then you may be eligible for CFAP. CFAP benefits appear in the budget as "CFAP Allotment".</i></p>	Arial Size 10, italicized

Updated Template Layout: The CalFresh Budget and Two Food Program explanation will be added as a full page to the CalFresh NOA Templates, after the normal fragment population but preceding the new NDA being added.

2.1.3 Form/NOA Variable Population

Add/Update Fragment Variable Population

See supporting document #2 for population details.

See EDBC Screenshots included below for sample variables populated from

EDBC.

CalFresh EDBC Summary

*- Indicates required fields

Begin Month	End Month	Run Date
04/2023 Report Month	04/2023	04/20/2023

Net Income Eligibility		Regular	
Unearned Income	Total Countable Unearned Income	\$	0.00
Earned Income		+	0.00
Deductions	Total Deductions	-	193.00
Total Adjusted Income	Preliminary Adjusted Income	=	0.00
Excess Shelter Costs		\$	3,060.00
Maximum Shelter Allowance		\$	624.00
Allowed Shelter Costs	Allowable Shelter Deduction	\$	624.00
Total Net Nonexempt Income	Adjusted Net Income, Net Countable	=	0.00
Household Size	Household Size		3
Maximum Net Income		\$	1,920.00
Result			Pass

Type	Description	Amount
Utility Allowance	(04/01/2023) \$560.00 (Expense Based SUA) Utility Expenses	\$ 560.00

Type	Description	Amount
CalFresh Standard Deduction	Standard Deduction	\$ 193.00
Total		\$ 193.00

CFAP Allotment	CFAP Calculation Detail
Combined Allotment(Federal + CFAP)	\$ 345.36
Federal Only Allotment	CalFresh Allotment - 240.82
CFAP Allotment	= 105.00

Allotment	Regular
Full Month Allotment	\$ 740.00
Dates to Prorate	17-30
Allotment	\$ 345.36
Combined Allotment	\$ 345.36
CFAP Amount CFAP Allotment	\$ <u>105.00</u>
Overridden CFAP Amount	\$
Final Allotment	\$ 345.00
Overridden Allotment	\$
Previous Potential Benefit Allotment	- <u>0.00</u>
Overissuance Adjustment Amount	- <u>0.00</u>
Authorized Amount Total CalFresh Allotment	= 345.00

2.1.4 Form/NOA Generation Conditions

This page will always generate on the CF 377.1, CF 377.1A, and CF 377.4 SAR Notices when the Budget is available in the EDBC.

Technical Notes:

This Page will generate with any of the reason fragments included in supporting document #4.

This Budget should only generate on Denials when a budget is available in the EDBC.

This Budget will be replacing the old CalFresh Budget (BUDGET_CF_APPROVAL_SAR_EN.xdp).

2.2 Update the CalFresh NOA Templates to include the new Non-Discrimination Statement

2.2.1 Overview

This Recommendation will update the NOA templates to include the new Non-Discrimination Statement as a full page. As of now this will only generate on CF 377.1, CF 377.1A, and CF 377.4 SAR.

State Form/NOA: CF_NOA_TEMPLATE

Current Program(s): CalFresh

Include NA Back 9: Y

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

2.2.2 Form/NOA Verbiage

Update Fragment XDP

This Recommendation will update the NOA template to include the CalFresh Budget and explanation of the Two Food Benefit Programs. This will be added as an entire page to the CalFresh Template.

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

Note: The state published mockups for this fragment do not match between the CF 377.1, CF 377.1A, and CF 377.4 SAR for threshold languages only. Threshold languages for this fragment should be implemented according to the CF 377.4 SAR (8/24) state published notices.

NOA Mockups/Examples: See Supporting Documents #1

Description	Text	Formatting*
static	NON-DISCRIMINATION STATEMENT	Bold, Arial Size 10
static	<p>Non-Discrimination Statement: In accordance with federal civil rights law and U.S Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity.</p> <p>Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language) should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at <FRS PHONE>.</p> <p>To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be</p>	Arial Size 10

	<p>obtained online at: <COMPLAINT FORM 3027> from any USDA office, by calling <ND COMPLAINT PHONE NUMBER>, or by writing a letter addressed to USDA. The letter must contain the complainant’s name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to:</p> <ol style="list-style-type: none"> 1. Mail: < FNS ADDRESS>; or <CDSS CRB ADDRESS>; or 2. Fax: <FAX 1> or <FAX 2>; or 3. E-Mail: <FNS CRC EMAIL> 	
static	This institution is an equal opportunity provider.	Bold, Arial Size 10
Static	For this form in large print or another format, please call your county.	Bold, Arial Size 10, centered

Updated Template Layout: The Non-Discrimination Statement will be added as a full page to the CalFresh NOA Templates. It will come after the CalFresh Budget and should be the last page of the Notice.

2.2.3 Form/NOA Variable Population

Add/Update Fragment Variable Population

Variable Name	Population	Formatting
COMPLAINT FORM 3027	Populates with URL: https://www.usda.gov/sites/default/files/documents/ad-3027.pdf	Arial Size 10
FRS PHONE	Populates with phone number: (800) 877-8339	Arial Size 10
ND COMPLAINT PHONE NUMBER	Populates with phone number: (833) 620-1071	Arial Size 10
FNS ADDRESS	Populates with the following address: Food and Nutrition Service, USDA 1320 Braddock Place, Room 334 Alexandria, VA 22314;	Arial Size 10

CDSS CRB ADDRESS	Populates with the following address: CDSS Civil Rights Bureau P.O. BOX 944243, M.S. 9-7-041 Sacramento, CA 94244-2430;	Arial Size 10
FAX 1	Populates with the following fax address: (833) 256-1665	Arial Size 10
FAX 2	Populates with the following fax address: (202) 690-7442	Arial Size 10
FNS CRC EMAIL	Populates with the following email address: FNSCIVILRIGHTSCOMPLAINTS@usda.gov	Arial Size 10

2.2.4 Form/NOA Generation Conditions

This page will always generate on the CF 377.1, CF 377.1A, and CF 377.4 SAR Notices.

Technical note:

This Page will generate with any of the reason fragments included in supporting document #4.

2.3 Add a new Message Fragment with the updated IRT verbiage to the CF 377.4 SAR

2.3.1 Overview

A New IRT Statement has been added to CF 377.1 and CF 377.4 SAR to inform the household of the IRT Amount. This recommendation will only add the notice to the CF 377.4 SAR.

This fragment will generate with all the reason fragments that currently do not generate a message on the CF 377.4 SAR

State Form/NOA: CF 377.4 SAR (8/24)

Program(s): CalFresh

Action Type(s): All

Fragment Level: Program

Repeatable: N

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

2.3.2 Form/NOA Verbiage

Create Fragment XDP

Fragment will display the Current IRT limit

NOA Mockups/Examples: See Supporting Document #1

Description	Text	Formatting*
Static	REQUIRED INCOME REPORTING	Bold, Arial, Size 10
static	You must report whenever your household income goes above your Income Reporting Threshold (IRT). Your IRT is \$<CURRENT_IRT_LIMIT>.	Arial, Size 10

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

2.3.3 Form/NOA Variable Population

Add Fragment Variable Population

Variable Name	Population	Formatting*
CURRENT_IRT_LIMIT	Populates with the Current IRT limit for the household Ex: 1000.00 See edbc.current_irt_threshold Note: Will populate with 'N/A' if no IRT threshold is available in the EDBC.	Arial, Font Size 10

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

2.3.4 Form/NOA Generation Conditions

1. Add Fragment Generation

This Fragment will generate with the following reasons:

- CF_TN_INELIG_INST_F004 (ID: 6004)
- CF_CH_INELIG_STUD_F017 (ID: 6018)
- CF_TN_FAIL_CMPPLY_NHR_F143 (ID: 6075)
- CF_TN_NOT_FED_ELIG_W1YR_F161 (ID: 6079)
- CF_TN_NCOOP_SPNSR_NCTZN_F377 (ID: 6104)
- CF_TN_TFS_FAIL_CLNTRQ_F621 (ID: 6109)
- CF_TN_HH_LEFT_ST_F622 (ID: 6110)
- CF_TN_CW_RSCND_AP_F623 (ID: 6111)
- CF_TN_RCVNG-AID_DIFF_CNTRY_F626 (ID: 6487)
- CF_CH_UVISA_DENIED_F153 (ID: 7208)
- CF_CH_TVISA_NOT_APPLY_WITHIN_YEAR_F160 (ID: 7214)
- CF_TN_TVISA_TERMINATION_F152 (ID: 7236)
- CF_TN_UVISA_DENIED_F153 (ID: 7237)
- CF_TN_TVISA_NOT_APPLY_WITHIN_YEAR_F160 (ID: 7238)
- CF_CH_CHANGE_REPORT_HH_NO_CHANGE_F386 (ID: 7242)
- CF_CH_NEW_COLA_BENEFIT_AMT (ID: 7480)
- CF_DN_TN_ZERO_ALLOTMENT_F718 (ID: 7618)
- CF_TN_NEW_LOTTERY_GAMBLING_WINNINGS_F419 (ID: 7838)

CF_CH_IPV_RECOUPED_F719 (ID: 10999)

Ordering on NOA: the last fragment preceding the CalFresh Budget

2.4 Update existing CalFresh CF 377.4 SAR Message Fragments to include the most recent state published IRT Reporting verbiage.

2.4.1 Overview

The following Message Fragments currently generate on the CF 377.4 SAR:

CF_CH_MESSAGE2 (ID: 5005)

CF_TN_MESSAGE4 (ID: 5016)

CF_CH_MESSAGE4 (ID: 5007)

CF_TN_MESSAGE2 (ID: 5012)

CF_TN_MESSAGE1 (ID: 5011)

CF_CH_MESSAGE3 (ID: 5006)

CF_CH_MESSAGE7 (ID: 5029)

These Fragments will be updated with the most recent state published IRT Verbiage

State Form/NOA: CF 377.4 SAR

Program(s): CalFresh

Action Type(s): Recertification, Change, Proposed Change, Termination

Fragment Level: Program

Repeatable: N

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

2.4.2 Form/NOA Verbiage

Update Fragment XDP

NOA Mockups/Examples: See Supporting Document #1

Message fragment ID	Existing Text	Updated Text	Formatting*
CF_CH_MESSAGE2 (ID: 5005)	Your CalFresh household size is <HouseholdSize> . Your IRT is <CurrentIrtLimit> .	Your CalFresh household size is <HouseholdSize> . REQUIRED INCOME REPORTING You must report whenever your household income goes above your Income Reporting Threshold (IRT). Your IRT is \$<CURRENT_IRT_LIMIT>.	Static, Arial, Size 10
CF_TN_MESSAGE4 (ID: 5016)	EBT: Keep your plastic Golden State Advantage card if you use Electronic Benefits Transfer (EBT), even if your aid is terminated. Please do not throw it away.	EBT: Keep your plastic Golden State Advantage card if you use Electronic Benefits Transfer (EBT), even if your aid is terminated. Please do not throw it away. Medi-Cal: This Notice of Action does	Static, Arial, Size 10

	<p>Medi-Cal: This Notice of Action does not change or stop Medi-Cal benefits. If there is any change in your Medi-Cal benefits, you will receive another Notice of Action. Keep your plastic Benefits Identification Card(s).</p>	<p>not change or stop Medi-Cal benefits. If there is any change in your Medi-Cal benefits, you will receive another Notice of Action. Keep your plastic Benefits Identification Card(s).</p> <p>REQUIRED INCOME REPORTING You must report whenever your household income goes above your Income Reporting Threshold (IRT). Your IRT is \$<CURRENT_IRT_LIMIT>.</p>	
<p>CF_CH_MESSAGE4 (ID: 5007)</p>	<p>Your new CalFresh amount is figured on this notice. Your CalFresh household size is <HouseholdSize>. Your IRT is <CurrentIrtLimit>.</p> <p>EBT: Keep your plastic Golden State Advantage card if you use Electronic Benefits Transfer (EBT), even if your aid is terminated. Please do not throw it away.</p> <p>Medi-Cal: This Notice of Action does not change or stop Medi-Cal benefits. If there is any change in your Medi-Cal benefits, you will receive another Notice of Action. Keep your plastic Benefits Identification Card(s).</p>	<p>Your new CalFresh amount is figured on this notice. Your CalFresh household size is <HouseholdSize>.</p> <p>EBT: Keep your plastic Golden State Advantage card if you use Electronic Benefits Transfer (EBT), even if your aid is terminated. Please do not throw it away.</p> <p>Medi-Cal: This Notice of Action does not change or stop Medi-Cal benefits. If there is any change in your Medi-Cal benefits, you will receive another Notice of Action. Keep your plastic Benefits Identification Card(s).</p> <p>REQUIRED INCOME REPORTING You must report whenever your household income goes above your Income Reporting Threshold (IRT). Your IRT is \$<CURRENT_IRT_LIMIT>.</p>	<p>Static, Arial, Size 10</p>
<p>CF_TN_MESSAGE2 (ID: 5012)</p>	<p>Your Household's income is figured on this notice.</p>	<p>Your Household's income is figured on this notice.</p> <p>REQUIRED INCOME REPORTING You must report whenever your household income goes above your Income Reporting Threshold (IRT). Your IRT is \$<CURRENT_IRT_LIMIT>.</p>	<p>Static, Arial, Size 10</p>
<p>CF_TN_MESSAGE1 (ID: 5011)</p>	<p>EBT: Keep your plastic Golden State Advantage card if you use Electronic Benefits Transfer (EBT), even if your aid is terminated. Please do not throw it away.</p> <p>Medi-Cal: This Notice of Action does not change or stop Medi-Cal benefits. If there is any change in your Medi-Cal benefits, you will receive another Notice of Action. Keep your plastic Benefits Identification Card(s).</p>	<p>EBT: Keep your plastic Golden State Advantage card if you use Electronic Benefits Transfer (EBT), even if your aid is terminated. Please do not throw it away.</p> <p>Medi-Cal: This Notice of Action does not change or stop Medi-Cal benefits. If there is any change in your Medi-Cal benefits, you will receive another Notice of Action. Keep your plastic Benefits Identification Card(s).</p> <p>REQUIRED INCOME REPORTING You must report whenever your household income goes above your Income Reporting Threshold (IRT). Your IRT is \$<CURRENT_IRT_LIMIT>.</p>	<p>Static, Arial, Size 10</p>

<p>CF_CH_MESSAGE3 (ID: 5006)</p>	<p>Your new CalFresh amount is figured on this notice. Your CalFresh household size is <HouseholdSize>. Your IRT is <CurrentIrtLimit>. EBT: Keep your plastic Golden State Advantage card if you use Electronic Benefits Transfer (EBT), even if your aid is terminated. Please do not throw it away.</p>	<p>Your new CalFresh amount is figured on this notice. Your CalFresh household size is <HouseholdSize>. EBT: Keep your plastic Golden State Advantage card if you use Electronic Benefits Transfer (EBT), even if your aid is terminated. Please do not throw it away. REQUIRED INCOME REPORTING You must report whenever your household income goes above your Income Reporting Threshold (IRT). Your IRT is \$<CURRENT_IRT_LIMIT>.</p>	<p>Static, Arial, Size 10</p>
<p>CF_CH_MESSAGE7 (ID: 5029)</p>	<p>Reporting: Households that are receiving transitional CalFresh benefits do not have to report on their income or household situation each month during their transitional CalFresh certification period. However, if you reapply for regular CalFresh benefits and you are approved, your transitional benefits will end and regular reporting requirements will apply. If you reapply for CalWORKs and you are approved, you will no longer receive transitional CalFresh benefits even if your 5 months have not ended.</p>	<p>Reporting: Households that are receiving transitional CalFresh benefits do not have to report on their income or household situation each month during their transitional CalFresh certification period. However, if you reapply for regular CalFresh benefits and you are approved, your transitional benefits will end and regular reporting requirements will apply. If you reapply for CalWORKs and you are approved, you will no longer receive transitional CalFresh benefits even if your 5 months have not ended. REQUIRED INCOME REPORTING You must report whenever your household income goes above your Income Reporting Threshold (IRT). Your IRT is \$<CURRENT_IRT_LIMIT>.</p>	<p>Static, Arial, Size 10</p>

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

2.4.3 Form/NOA Variable Population

Add Fragment Variable Population

Variable Name	Population	Formatting*
CURRENT_IRT_LIMIT	<p>Populates with the Current IRT limit for the household</p> <p>Ex: 1000.00</p> <p>See edbc.current_irt_threshold</p>	Arial, Font Size 10

Variables requiring translation: None

2.4.4 Form/NOA Generation Conditions

This effort will not make any updates to any of the NOA messages generation conditions.

2.5 Update the CF 377.4 SAR Form in the Template Repository

2.5.1 Overview

This recommendation will update the CF 377.4 SAR in the Template Repository by adding the CalFresh Budget, the explanation of the two Food Benefit Programs, and the new Non-Discrimination Statement.

State Form: CF 377.4 SAR (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, Vietnamese

2.5.2 Form Verbiage

The CalFresh Budget, explanation of the two Food Benefit Programs, and the Non-Discrimination statement will be added to the form.

Update Form XDP

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

Include NA Back 9: Y

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

Form Mockups/Examples: See Supporting Documents #5

2.5.3 Form/NOA Variable Population

See supporting document #6 for variable population.

2.5.4 Form/NOA Generation Conditions

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

2.6 Update the CF 377.1A Form in the Template Repository

2.6.1 Overview

This recommendation will update the CF 377.1A in the Template Repository by adding the CalFresh Budget, the explanation of the two Food Benefit Programs, and the new Non-Discrimination Statement.

State Form: CF 377.1A (8/24)

Current Programs: CalFresh

Current Forms Category: NOA

Current Template Repository Visibility: All Counties

Existing Languages: English, Spanish

2.6.2 Form/NOA Verbiage

The CalFresh Budget, explanation of the two Food Benefit Programs, and the Non-Discrimination statement will be added to the form.

Update Form XDP

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

Include NA Back 9: Y

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

Form Mockups/Examples: See Supporting Documents #7

2.6.3 Form/NOA Variable Population

See Supporting document #8 for CF 377.1A Form Variable Population

2.6.4 Form/NOA Generation Conditions

There will be no updates to CF 377.1A Form Generation Conditions.

2.7 Update the CF 377.1 Form in the Template Repository

2.7.1 Overview

This recommendation will update the CF 377.1 in the Template Repository by adding the CalFresh Budget, the explanation of the two Food Benefit Programs, and the new Non-Discrimination Statement. The IRT statement and all other changes to the CF 377.1 will be done as part of CA-259395

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

2.7.2 Form Verbiage

The CalFresh Budget, explanation of the two Food Benefit Programs, and the Non-Discrimination statement will be added to the form.

Update Form XDP

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

Include NA Back 9: Y

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

Form Mockups/Examples: See Supporting Documents #9

3 SUPPORTING DOCUMENTS

NUMBER	FUNCTIONAL AREA	DESCRIPTION	ATTACHMENT
1	NOAS	Mockup of the updated CF 377.4 SAR with CalFresh Budget, Explanation of 2 food Benefit Programs, and NonDiscrimination Statement. Note: These 3 fragments will appear the same on the CF 377.1, CF 377.1A, and CF 377.4 SAR.	CF_377_4_SAR_NOTICE.pdf
2	NOAS	Contains all variable population for the CalFreshBudget	Calfresh budget variable population.xlsx

NUMBER	FUNCTIONAL AREA	DESCRIPTION	ATTACHMENT
3	NOAS	Mockup of the automated CF 377.1A Notice	CF377_1A_Notice.pdf
4	NOAS	Contains all the reason fragments which generate on the CF 377.1, CF 377.1A, and CF 377.4 SAR	All_Applicable_Reason_Fragments.xlsx
5	FORMs	Mockup of the CF 377.4 SAR Form to be updated in the Template Repository	CF_377_4_SAR_FORM MOCKUP.pdf
6	FORMs	Variable population for the new Variables added to the CF 377.4SAR in the Template Repository	CF377.4SAR_FORM_Variable_Population.xlsx
7	FORMs	Mockup of the CF 377.4 SAR Form to be updated in the Template Repository	CF_377_1A_FORM MOCKUP.pdf
8	FORMs	Variable population for the new Variables added to the CF 377.4SAR in the Template Repository	CF377.1A_FORM_Variable_Population.xlsx
9	FORMs	Mockup of the CF 377.1 Form in the template repository	CF377.1_FORM MOCKUP.pdf
10	FORMs	Variable population for the new Variables added to the CF 377.1 in the Template Repository. This just includes the budget and nondiscrimination variable population, all other updates will be made in CA-259395	CF377.1_FORM_Variable_Population.xlsx
11	NOA	Mockup of the CF 377.1 Notice. Note: This includes variable population to be made in CA-259395.	CF_377.1_NOTICE.pdf

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-273791

LA County Courtesy Call Back

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jared Kuester
	Reviewed By	Nicole Kenny

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
5/21/2024	1.0	Initial Draft	Jared Kuester
8/29/2024	1.1	Modified Estimated Wait Time Calculation	Jared Kuester
4/01/2025	1.2	Modified Build New CCB Reports	Jared Kuester
4/08/2025	1.3	Modified Report Mockups	Jared Kuester

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1 OVERVIEW

Los Angeles County has requested a new Courtesy Call Back ("CCB") experience for customers and their workers. This change will replace the existing Amazon Connect CCB with a customized solution that calls customers back and places them into their original queue before connecting them with a worker. This change will optimize worker's productivity so they're not waiting for the system to call the customer back or needing to leave a voicemail for the customer.

1.1 Current Design

The current CCB is provided by Amazon Connect. This solution has the worker's Call Control Panel call the customer back when it's their turn to speak to a worker.

1.2 Requests

Replace the existing Amazon Connect CCB with a custom solution. The new CCB will call the customer back after calculating the Estimated Wait Time ("EWT") for the queue the customer is currently waiting in and place them back into the same queue they were originally in, or into an overflow queue if the original queue is at capacity. As part of the CCB solution, build a new Real-Time dashboard in the eCCP, and a new automated Historical Report that is sent every day, week, and month.

1.3 Overview of Recommendations

1. Update Los Angeles County's Call Flow.
 - a. For details see the attached document (CA-273791 – LA CCB Callflow.pdf).
2. Build new IVR Lambdas.
 - a. Build a new Estimated Wait Time Lambda.
 - b. Build a new Amazon Connect Task API Lambda.
 - c. Build a new Amazon Connect Start Outbound Voice Contact Lambda.
3. Build new reports.
 - a. Build a new Real-Time Report Dashboard in the eCCP.
 - b. Build a new automated Historical Report.
 - i. For more information on the report see the attached document (CA-273791 – Historical Report.xlsx)

1.4 Assumptions

1. Real-Time CCB metrics will only be available in the eCCP.
 - a. Real-Time CCB metrics will not be available in the Amazon Connect Console, or within eGain.
2. Customers will get a call-back within nine minutes of the EWT.
3. This update will not change any other functionality in Los Angeles County's IVR.

2 RECOMMENDATIONS

2.1 Update Los Angeles County's Call Flow

2.1.1 Overview

Update the IVR Call Flow to offer customers the new Courtesy Call Back solution. This solution will give customers an EWT to expect a call back and schedule a call back for the time reported. Once it's time for the customer's call back request, the system will place an outbound call and request the customer to indicate if they are ready to speak to a worker. This will place the customer back into the queue they were originally in, with the same place in line.

2.1.2 Description of Changes

1. Update the IVR Call Flow
 - a. Update Customer Queue Contact Flow.
 - i. Remove the Amazon Connect provided CCB and send callers to the new flow "Offer CCB" if conditions to Offer CCB set in the Admin Page have been met.
 - ii. Reset the CCB Offered flag to "No" after playing all queue messages.
 - b. Update RE | Customer Queue Contact Flow.
 - i. Remove the Amazon Connect provided CCB and send callers to the new flow "RE | Offer CCB" if conditions to Offer CCB set in the Admin Page have been met.
 - ii. Reset the CCB Offered flag to "No" after playing all queue messages.
 - c. Update RCC | Customer Queue Contact Flow.
 - i. Remove the Amazon Connect provided CCB and send callers to the new flow "RCC | Offer CCB" if conditions to Offer CCB set in the Admin Page have been met.
 - ii. Reset the CCB Offered flag to "No" after playing all queue messages.
 - d. Update Default Customer Whisper Contact Flow.
 - i. Check the CCB variable, and if yes invoke the DynamoWriter Lambda to remove the call from Real-Time CCB Report, and EWT Calculations.
 - e. Create three (3) new Contact Flows (Offer CCB, RE | Offer CCB, and RCC | Offer CCB) that behave identically except they each send the caller back to the appropriate Customer Queue flow when opting out of CCB.
 - i. At the start of the flow Invoke the EWT Lambda.
 1. If the Lambda returns a value for the EWT and Task start time, continue to offer CCB and set the

- reporting point CCB.Offer for each time CCB is offered to a customer.
2. If the Lambda fails to respond, or returns a result larger than 10,800 seconds, return the customer to the appropriate Customer Queue flow.
- ii. Inform the customer of their estimated wait time, and request that the customer presses 1 if they would like to opt-in to CCB.
 1. Play the dynamic EWT in ten (10) minute increments, starting with ten (10) minutes, through one hundred and twenty (120) minutes.
 2. If the customer presses 1 to opt in for CCB, set the reporting point CCB.OptIn.
 3. If the customer presses any key other than 1, play the message *"Sorry, that is not a valid response."* and give them 1 additional attempt to make a valid selection. If no valid response is made, send the customer back into the queue and set the reporting point CCB.Decline.
 4. If the customer does not make a selection within the 5 second delay, present the customer with 1 more attempt before sending them back to the queue and setting the reporting point CCB.Decline.
 - iii. If the customer opted-in for CCB, check if the customer's caller ID is available or not.
 1. If the Caller ID is available, ask the customer to confirm if they would like to be called back at the same number as their caller ID, or if they would like to use a different phone number.
 2. If the Caller ID is not available, prompt the customer to enter the phone number they wish to be called back at.
 - iv. If the customer's caller ID is not available, or if the customer indicated that they would like to be called back at a different phone number, prompt them to enter a ten (10) digit phone number, starting with the area code.
 1. After the customer enters their ten (10) digit phone number, play the phone number back to them, and ask them to confirm that it's correct phone number by pressing 1, or to press 2 if it's incorrect.
 - a. If the customer presses 2, send them back to the prompt that collects the customer's phone number.
 - b. If the customer presses any button other than 1 or 2, play the message *"Sorry, that is not a valid response."* and give them two

busy at the time of calling, set the reporting point Bad Num.

- iii. After calling the customer back, play the CCB Return announcement message based on the call back attempt number.
- iv. Prompt the customer to make a selection to indicate if they are ready to speak to a worker, if they need additional time before speaking to a worker, or if they would like to cancel their callback request.
 1. If the customer selects option 1, set the reporting points CCB.Attempt.X and CCB.Success, set the CCB Retry flag to false, and Set the Working Queue to the queue the customer was originally in.
 - a. CCB.Attempt.X is a dynamic reporting point. The X represents either 1, 2, or 3 depending on if this is the first, second, or third attempt to call the customer back.
 - b. If the queue is currently at capacity, set the Working Queue to the Overflow queue. The overflow queue is based on the original queue they entered. For example, if the customer was originally in the C19_CalFresh_ENG queue, set the working queue to C19_Overflow_CSC_CalFresh).
 - i. For more information see the overflow queue mapping document (CA-273791 – LA County Queue Settings.xlsx).
 - c. After setting all reporting points and the working queue, invoke the EWT Lambda.
 - d. If the Lambda returns an EWT, subtract the value returned from the time that the customer has already waited to speak to a worker. If the result is a positive integer, play the estimated wait time.
 - e. If the result of the above calculation is less than 1 minute, play the default message "Thank you for your selection. You will be assisted soon."
 2. If the customer selects option 2, set the retry flag to false, and play a loop of a message and music 5 times. If at any time the customer presses a button on their phone, send them down the same path as option 1.
 - a. If the customer never makes a selection, give them one final opportunity to press 1. If the customer does not press 1 after a 10

create new Amazon Connect Tasks via API, Place Outbound Calls to the customer, and store reporting information.

2.2.2 Description of Changes

1. Build a new EWT Lambda
 - a. When offering CCB to the customer take the following actions.
 - i. Query a new DynamoDB for the current queue's average wait time.
 1. If the data in the DynamoDB is older than 1 min, submit the following queries.
 - a. Make a GetCurrentMetricData API request using the OLDEST_CONTACT_AGE filter. This API request returns the Longest Call in the Queue.
 - b. Query the Estimated Wait Time DynamoTable for the oldest pending CCB calls in the current queue. This query will return the longest EWT previously reported for calls still waiting for a call back or is still waiting in queue following a callback.
 2. Identify the larger of the two numbers collected and update the DynamoDB table, and the EWT variable with the updated information.
 - ii. Calculate the EWT to announce to the customer.
 1. Subtract the time the caller has waited in queue from the calculated EWT. This ensures an accurate wait time remaining is played each time it's announced to the customer.
 2. Estimated wait times are announced in ten-minute increments, starting at ten minutes through 120 minutes.
 3. Use the EWT response to set the prompt. As an example, if the API returned a response of 2732 seconds, set the Estimated Wait time prompt to 50 minutes.
 - iii. Calculate the Timestamp for creating the Task.
 1. If the call entered the queue at 10:00:00 AM, and the GetCurrentMetricData API request returned a response of 2732 seconds, set a callback timestamp of 10:45:32 AM.
 - b. When calculating the EWT after calling the customer back, take above actions as well as the following.
 - i. Subtract the Previous Contact ID's queued time from the current system timestamp. This is used to adjust the routing age of the call.

- ii. Subtract the time the customer has already waited from the calculated EWT. This is used to play the EWT back to the customer.
- 2. Build a new Amazon Connect Task API Lambda with the following configuration.
 - a. Set the ContactFlowID to the new "C19_CCB_Return" contact flow. See the page CCB Return in the attached Call Flow document for more information.
 - b. Set the PreviousContactId to the ContactID of the current call the customer is connected to the IVR.
 - c. Set ScheduledTime to the value returned from the Estimated Wait Time Lambda for the Task Timestamp.
 - i. This ensures that the customer is called back near the time that their call would have been answered if the customer had remained on the line.
 - d. Set the following custom attribute:
 - i. CCB Attempt number.
- 3. Build a new StartOutboundVoiceContact API Lambda to place outbound calls to the customer with the following configuration.
 - a. Set the destination phone number to the customer's provided phone number.
 - b. Set the Source phone number to the following:
 - i. Set the caller ID for all CSC Queues to 1-866-613-3777,
 - ii. Set the caller ID for all RE Line Queues to 1-888-999-7671

2.3 Build New CCB Reports

2.3.1 Overview

Build a new Real-Time CCB report in the eCCP, and a new automated Historical CCB Report. The Historical CCB report will be scheduled to run at the end of the day each business day, the end of each week, and the first of each month.

2.3.2 Report Mockups

The screenshot shows the 'Queue Statistics' report in the CalSAWS interface. The table displays various queue metrics including In Queue, CCB Calls, Returned, Max Wait Time, Returned Wait Time, Ready, Not Ready, and Busy counts for different queue types.

Queue Name	In Queue	CCB Calls	Returned	Max Wait Time	Returned Wait Time	Ready	Not Ready	Busy
Summary	1020	503	68	1:20:34	0:20:34	4	120	1871
General Inquiry	504	302	43	1:20:34	0:20:34	1	54	665
CSC Intake	216	102	12	0:56:37	0:06:37	2	59	277
RE Line Summary	300	99	13	1:15:31	0:05:31	1	7	929
C19_CalFresh_ENG	124	82	8	1:20:34	0:20:34	0	12	417
C19_CalWORKS_ENG	103	52	6	1:11:52	0:11:52	0	14	145
C19_CalWORKS_SPA	41	42	4	1:01:11	0:01:11	0	0	149
C19_CalFresh_SPA	24	31	3	0:54:11	0:04:11	0	1	54
C19_CalFresh_CAM	11	11	3	0:12:11	0:02:11	0	10	2
C19_CalFresh_CTN	9	4	3	0:04:15	0:00:15	0	0	0
C19_CalFresh_FAR	4	3	2	0:13:22	0:00:22	0	3	8
C19_CalWORKS_ARM	4	3	1	0:18:09	0:08:09	0	1	1
C19_CalWORKS_FAR	3	3	1	1:13:01	0:01:01	0	0	0
C19_Medical_ENG	2	3	1	0:18:38	0:01:18	0	2	4

Figure 2.3.2.1 – Queue Metrics Update

This screenshot is identical to the previous one but includes a search bar at the top of the table. The search bar contains the text 'Search Full Name...' and has 'Search' and 'Reset' buttons. The table data remains the same as in Figure 2.3.2.1.

Queue Name	In Queue	CCB Calls	Returned	Max Wait Time	Returned Wait Time	Ready	Not Ready	Busy
Summary	1020	503	68	1:20:34	0:20:34	4	120	1871
General Inquiry	504	302	43	1:20:34	0:20:34	1	54	665
CSC Intake	216	102	12	0:56:37	0:06:37	2	59	277
RE Line Summary	300	99	13	1:15:31	0:05:31	1	7	929
C19_CalFresh_ENG	124	82	8	1:20:34	0:20:34	0	12	417
C19_CalWORKS_ENG	103	52	6	1:11:52	0:11:52	0	14	145
C19_CalWORKS_SPA	41	42	4	1:01:11	0:01:11	0	0	149
C19_CalFresh_SPA	24	31	3	0:54:11	0:04:11	0	1	54
C19_CalFresh_CAM	11	11	3	0:12:11	0:02:11	0	10	2
C19_CalFresh_CTN	9	4	3	0:04:15	0:00:15	0	0	0
C19_CalFresh_FAR	4	3	2	0:13:22	0:00:22	0	3	8
C19_CalWORKS_ARM	4	3	1	0:18:09	0:08:09	0	1	1
C19_CalWORKS_FAR	3	3	1	1:13:01	0:01:01	0	0	0
C19_Medical_ENG	2	3	1	0:18:38	0:01:18	0	2	4

Figure 2.3.2.3 – Real-Time CCB Report with Search open

Date Range		5/20/2024 08:00 - 5/21/2024 08:00		Report Generated On		5/21/2024																	
Summary Report																							
Summary	Offered	Successful	Offered to Queue	Opt In	Declined	Unsuccessful	Unresponsive	No Answer	Bad Number	Cancelled	Delay Timeout	Average Wait Time	Average Wait w/o CCB Time	Max Wait Time	Max Wait w/o CCB Wait	Total Attempts	Total 1st Attempts	Total 2nd Attempts	Total 3rd Attempts	Answered On 1st Attempt	Answered On 2nd Attempt	Answered On 3rd Attempt	AM Failure
Total	6503	4194	6503	4613	889	264	0	216	0	0	0	0:38:08	0:53:59	1:12:44	1:06:21	6893	6513	5553	726	4913	543	0	
END	2314	4962	1364	4264	10	201	0	212	0	17	0	0:46:03	0:53:34	0:56:39	0:23:34	5440	4264	3778	497	2168	266	0	
BA	1801	1714	1714	1714	13	13	0	28	4	4	0	0:47:40	0:53:03	0:54:03	0:53:03	2352	413	146	146	1371	244	123	0
MAN	18	18	18	18	3	3	0	1	0	0	0	0:53:21	0:53:21	0:53:21	0:53:21	56	2	0	0	54	1	0	0
CAM	13	13	13	13	3	3	0	1	0	0	0	0:53:21	0:53:21	0:53:21	0:53:21	111	81	23	7	89	1	0	0
CTN	48	39	48	48	2	4	0	4	0	0	0	0:53:14	0:53:15	0:53:15	0:53:15	64	46	13	4	34	2	0	0
FAR	47	32	47	47	2	0	0	0	0	0	0	0:53:14	0:53:12	0:53:12	0:53:12	62	45	14	4	33	4	0	0
KOR	49	39	49	47	2	0	0	0	0	0	0	0:48:21	0:50:21	1:06:21	1:06:21	64	47	11	6	38	2	0	0
MAN	19	19	19	19	3	3	0	3	0	0	0	0:53:15	0:53:15	0:53:15	0:53:15	114	64	2	0	58	0	0	0
RE	19	19	19	19	3	3	0	3	0	0	0	0:53:15	0:53:15	0:53:15	0:53:15	114	64	2	0	58	0	0	0
TAD	48	38	48	44	2	2	0	0	0	0	0	0:53:12	0:53:12	0:53:12	0:42:12	64	46	13	4	35	3	0	0
VE	48	34	48	46	0	0	0	0	0	0	0	0:48:22	0:50:22	0:48:22	0:48:22	74	58	15	0	53	2	0	0

Queue	Offered	Successful	Offered to Queue	Opt In	Declined	Unsuccessful	Unresponsive	No Answer	Bad Number	Cancelled	Delay Timeout	Average Wait Time	Average Wait w/o CCB Time	Max Wait Time	Max Wait w/o CCB Wait	Total Attempts	Total 1st Attempts	Total 2nd Attempts	Total 3rd Attempts	Answered On 1st Attempt	Answered On 2nd Attempt	Answered On 3rd Attempt	AM Failure
Cib_CalFresh_ARM	11	9	14	10	1	1	0	1	0	0	0	0:38:58	0:53:59	1:12:44	1:06:21	14	10	2	2	8	0	1	0
Cib_CalFresh_CAM	42	38	51	41	1	0	0	0	0	0	0	0:48:03	0:53:34	0:56:34	0:23:34	54	41	11	2	30	6	2	0
Cib_CalFresh_CTN	7	5	7	7	0	1	0	1	0	0	0	0:47:46	0:53:03	0:54:03	0:53:03	11	7	3	1	4	1	0	0
Cib_CalFresh_END	2102	2062	2103	2097	5	12	0	8	4	3	0	0:48:31	0:53:13	0:49:13	0:11:13	2742	2097	468	177	1629	288	165	0
Cib_CalFresh_FAR	9	7	11	8	1	1	0	1	0	0	0	0:38:21	0:50:03	0:57:03	0:50:03	11	8	2	1	6	1	0	0
Cib_CalFresh_Intake_ARM	4	2	5	4	0	0	0	0	0	0	0	0:59:14	0:53:13	0:53:13	0:53:13	7	4	2	1	2	0	0	0
Cib_CalFresh_Intake_CAM	12	9	15	11	1	0	0	0	0	2	0	0:28:14	0:53:15	0:53:15	0:53:15	14	11	3	0	8	1	0	0
Cib_CalFresh_Intake_CTN	4	1	5	4	0	2	0	2	0	0	0	0:48:21	0:50:21	1:06:21	1:06:21	9	4	3	2	1	0	0	0
Cib_CalFresh_Intake_END	1147	1004	1377	1138	10	118	0	77	41	1	0	0:48:47	0:53:44	1:12:44	1:04:44	1867	1128	342	197	786	139	79	0
Cib_CalFresh_Intake_FAR	2	1	3	2	0	1	0	1	0	0	0	0:35:39	0:51:12	1:01:12	0:51:12	4	2	1	1	1	0	0	0
Cib_CalFresh_Intake_KOR	3	3	4	3	0	0	0	0	0	0	0	0:53:12	0:53:12	0:53:12	0:42:12	3	3	0	0	3	0	0	0
Cib_CalFresh_Intake_MAN	1	1	2	1	0	0	0	0	0	0	0	0:49:32	0:54:01	0:44:01	0:44:01	1	1	0	0	1	0	0	0
Cib_CalFresh_Intake_RE	6	5	8	5	1	0	0	0	0	0	0	0:38:58	0:53:59	1:12:44	1:06:21	6	5	1	0	4	1	0	0
Cib_CalFresh_Intake_SPA	360	388	471	390	2	1	0	1	0	1	0	0:48:03	0:53:34	0:56:34	0:23:34	507	390	86	34	304	54	30	0
Cib_CalFresh_Intake_TAD	1	0	2	1	0	1	0	1	0	0	0	0:47:45	0:53:03	0:54:03	0:53:03	3	1	1	1	0	0	0	0
Cib_CalFresh_Intake_VE	3	2	4	3	0	1	0	1	0	0	0	0:48:13	0:53:13	0:49:13	0:11:13	5	3	1	1	2	0	0	0
Cib_CalFresh_KOR	2	1	3	1	1	0	0	0	0	0	0	0:33:21	0:53:03	0:57:03	0:53:03	1	1	0	0	1	0	0	0
Cib_CalFresh_MAN	7	7	9	7	0	0	0	0	0	0	0	0:59:14	0:53:13	0:53:13	0:53:13	8	7	1	0	6	1	0	0
Cib_CalFresh_RE	2	2	3	2	0	0	0	0	0	0	0	0:21:14	0:53:15	0:53:15	0:53:15	2	2	0	0	2	0	0	0
Cib_CalFresh_SPA	814	804	977	812	2	7	0	5	2	1	0	0:48:21	0:50:21	1:06:21	1:06:21	1096	812	183	71	629	111	64	0
Cib_CalFresh_TAD	2	1	3	2	0	1	0	1	0	0	0	0:48:47	0:53:44	1:12:44	1:04:44	4	3	1	1	1	0	0	0
Cib_CalFresh_VE	1	1	2	1	0	0	0	0	0	0	0	0:38:29	0:51:12	1:01:12	0:51:12	1	1	0	0	1	0	0	0
Cib_CalWORKS_CAM	1	0	2	1	0	0	0	0	0	0	0	0:53:12	0:53:12	0:53:12	0:42:12	2	1	1	0	0	0	0	0
Cib_CalWORKS_CTN	4	3	5	4	0	1	0	0	0	0	0	0:48:32	0:54:01	0:44:01	0:44:01	6	4	1	1	3	0	0	0
Cib_CalWORKS_END	124	112	149	131	3	7	0	5	2	2	0	0:38:33	0:54:17	1:12:44	1:06:21	189	121	33	15	88	16	8	0
Cib_CalWORKS_FAR	7	6	9	7	0	1	0	0	0	0	0	0:48:03	0:53:34	0:56:34	0:23:34	10	7	2	1	5	1	0	0
Cib_CalWORKS_Intake_ARM	2	2	3	2	0	0	0	0	0	0	0	0:47:45	0:53:03	0:54:03	0:53:03	2	2	0	0	2	0	0	0
Cib_CalWORKS_Intake_CAM	1	1	2	1	0	0	0	0	0	0	0	0:38:58	0:53:59	1:12:44	1:06:21	1	1	0	0	1	0	0	0
Cib_CalWORKS_Intake_END	130	117	166	132	8	4	0	3	1	1	0	0:48:03	0:53:34	0:56:34	0:23:34	165	122	30	13	92	16	9	0
Cib_CalWORKS_Intake_FAR	1	1	2	1	0	0	0	0	0	0	0	0:47:45	0:53:03	0:54:03	0:53:03	1	1	0	0	1	0	0	0
Cib_CalWORKS_Intake_KOR	2	1	3	2	0	0	0	0	0	1	0	0:44:32	0:51:13	0:42:13	0:11:13	3	2	1	0	1	0	0	0

Figure 2.3.2.4 – Historical CCB Report

2.3.3 Description of Change


1. Create a new Real-Time Report named "Real Time Queue Statistics" in eCCP to replace the Queue Statistics report for C19 only.
 - a. Create new tabs "Queue Statistics" and "Courtesy Call Back" in the Queue Statistics section of the eCCP that only displays for C19.
 - i. Refresh the Real-Time CCP report every 30 seconds.
 - a. The first four rows of the real-time report are summary rows that always display when navigating through queues.
 - ii. The Summary row is a sum of all queues.
 - iii. The General Inquiry ("GI") row is a sum of all the GI CSC queues.
 - iv. The CSC Intake is a sum of all the Intake queues.
 - v. The RE Line Summary is a sum of all RE Line Queues.
 - vi. For a list of queues and what summary row they belong in, please see the attached document (CA-273791 – LA County Queue Settings.xlsx).
 - b. The first column of the Real-Time Report is Queue name.
 - vii. This column is searchable and should return results for any Queue that contain the search criteria (e.g., Searching for "RELine" will return all RE Line queues).
 - c. In Queue is the total number of calls currently in the queue. This includes both callers waiting on the line, customers waiting for their CCB callback, and customers waiting in the queue that have received their return CCB call.
 - viii. By default, display the report in descending order of In Queue.



- d. **CCB Calls** is the total number of calls associated with the queue still waiting for callback.
 - e. **Returned** is the total number of calls waiting in the queue after receiving a call back.
 - f. **Max Wait Time** is the amount of time the oldest contact in the queue has been waiting to speak to an agent. This includes initial inbound calls, calls that awaiting a callback, or calls waiting to speak to an agent after receiving a callback.
 - ix. Times will be listed in h:mm:ss format.
 - g. **Returned Wait Time** is the amount of time the oldest call has been waiting in queue after receiving a call back.
 - x. Times will be listed in h:mm:ss format.
 - h. **Ready** is the total number of agents currently available to take a call with the associated queue in their routing profile.
 - i. **Not Ready** is the total number of agents currently in an unavailable status with the associated queue in their routing profile.
 - j. **Busy** is the total number of agents currently active on a contact, or in the after-call work status with the associated queue in their routing profile.
 - k. Set the default queue numbers per page to 10.
 - xi. Allow the customer to select 10, 25, 50, and 100 from the # / Page dropdown menu.
 - l. Add an Export button that downloads the contents of the DynamoDB table used to populate the CCB Real-Time report as a CSV file.
 - xii. Save the CSV file with the following name "CCB Real-Time - <timestamp>"
2. Create a new automated Historical CCB report.
- a. Create an automated Excel report that's e-mailed to The County each day, each week, and each month.
 - i. Run the daily report at 00:00:00 each day following a business day.
 - 1. If the Contact Center was closed the day prior, do not run the report.
 - 2. Include all CCB calls between 00:00:00 through 23:59:59 the previous business day.
 - ii. Run the weekly report every Sunday at 00:00:00.
 - 1. Include all CCB calls between 00:00:00 the previous Sunday, and 23:59:59 Saturday.
 - iii. Run the monthly report the 1st of every month at 00:00:00.
 - 1. Include all CCB calls between 00:00:00 the 1st of the previous month, and 23:59:59 the last day of the month.
 - b. Name the report based on the timeframe that was ran.
 - i. Name daily reports "Daily CCB Report - <date>".
 - ii. Name weekly reports "Weekly CCB Report - <date range>".

- iii. Name Monthly reports "Monthly CCB Report" - <Month, Year>
- c. Summarize all CCB calls based on Language selection, and by queue.
- d. Include the following columns:
 - i. Offered – This is the total number of times CCB was offered to a customer.
 - ii. Successful – This is the total number of CCB calls that were successfully placed back into queue.
 - iii. Offered to Queue Correction – This is the total number of calls offered to the queue and subtracting the total number of Successful CCB calls.
 - iv. Opt-In – This is the total number of times a customer opted in for CCB.
 - v. Declined – This is the total number of times a customer opted out of CCB.
 - vi. Unsuccessful – A summary of the columns "Unresponsive", "No Answer", and "Bad Number".
 - vii. Unresponsive – This is the total number of CCB calls that were answered but no selection was made after three callback attempts.
 - viii. No Answer – This is the total number of CCB call attempts that were not answered by the customer.
 - ix. Bad Number – This is the total number of CCB call attempts that were unable to process due to an issue with the customer's phone number.
 - x. Cancelled – This is the total number of CCB calls that were cancelled by the customer.
 - xi. Delay Timeout – This is the total number of CCB calls that were ended due to not making a selection after indicating that they needed additional time before speaking with a worker.
 - xii. Average Wait Time – The average time a customer had to wait to speak to an agent, including time not connected to the IVR.
 - xiii. Average Wait Time w/o CCB - The average time a customer had to wait to speak to an agent but does not include time not connected to the IVR.
 - xiv. Max Wait Time – The longest amount of time a customer had to wait before speaking with an agent, including the time not connected to the IVR.
 - xv. Max Wait Time w/o CCB – The longest amount of time a customer had to wait before speaking with an agent but does not include the time not connected to the IVR.
 - xvi. Total Attempts – This is the total number of CCB attempts that have been made.
 - xvii. Total 1st Attempt – This is the total number of first attempts to contact the customer.

- xviii. Total 2nd Attempt - This is the total number of second attempts to contact the customer.
- xix. fatterpts to contact the customer.
- xx. Answered On 1st Attempt – This is the total number of CCB Calls that were answered on the 1st attempt to call the customer back.
- xxi. Answered On 2nd Attempt – This is the total number of CCB Calls that were answered on the 2nd attempt to call the customer back.
- xxii. Answered On 3rd Attempt – This is the total number of CCB Calls that were answered on the 3rd attempt to call the customer back.
- xxiii. API Failure – This is the total number of times the solution was unable to schedule a new CCB for a customer.
- e. Create four copies of the report in separate tabs.
 - i. The first tab is a summary of all CCB calls.
 - ii. The second tab is a summary of all CCB calls for the CSC GI Queues.
 - iii. The third tab is a summary of all CCB calls for the Intake queues.
 - iv. The fourth tab is a summary of all CCB calls for the RE Line queues.
 - v. For a list of queues and what summary row they belong in, please see the attached document (CA-273791 – LA County Queue Settings.xlsx).
- f. For additional information, see the attached report mock-up (CA-273791 - CCB Historical Report).

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Contact Center	Amazon Connect API GET_METRIC_DATA	GetMetricData API
2	Contact Center	Amazon Connect API StartTaskContact	StartTaskContact API
3	Contact Center	Amazon Connect API StartOutboundVoiceContact	StartOutboundVoiceContact API
4	Contact Center	LA County Call Flow	 CA-273791 - LA CCB Call Flow.vsdx

5	Contact Center	LA County updated verbiage sheet	 CA-273791 - LA CCB Verbiage Sheet.xlsx
6	Contact Center	Historical CCB Report Mockup	
7	Contact Center	Queue Settings List	 CA-273791 – LA County Queue Settir

4 APPENDIX



Case Data Removal

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Case Data Removal Strikeforce
	Reviewed By	Deb Saha, Frederick Gains, Henry Arcangel, Kristin Pepper, Don Coffey

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/23/2020	1.0	Initial Revision using CA-208415 Draft document as a starting point	Chris Paige
7/29/2020	1.1	Modify for Epic 1	Inder Kainth
8/17/2020	1.2	Modify for Epic 1	Evan Orman
8/17/2020	1.3	Modify for Epic 1 Sprint 1 Batch Program Design	Inder Kainth
8/17/2020	1.4	Updated Section 2.0	Pradeep Goel
8/19/2020	1.5	Added rule IPV type and program codes to section 2.3.2	Michael Wright
8/19/2020	1.6	Modified document to just cover overview and the details of what is being implemented in Sprint 1	Chris Paige
8/21/2020	1.7	Modified document to contain the Overall SCR and Sprint SCR information in the last section	Michael Wright
8/28/2020	1.8	Added each Case Data Removal Status to section 2.1.1	Michael Wright
9/10/2020	1.9	Updated for Case Data Removal Report Layout and Run Information	Inder Kainth
9/10/2020	1.10	Updated Upcoming Sprint features and removed all CR references from Supporting Documents section	Michael Wright
9/15/2020	1.11	Replaced 'Purge' with 'Data Removal' where applicable	Michael Wright
9/17/2020	1.12	Updated document based on review with Deb and Don	Chris Paige
9/30/2020	1.13	Updated document to contain Sprint 3 features	Michael Wright
10/2/2020	1.14	Addressed feedback from Consortium/QA Reviews	Chris Paige
10/8/2020	1.15	Updated entire list of Time Limit forms to retain	Michael Wright
10/21/2020	1.16	Updated document to contain Sprint 4 features	Pradeep Goel
11/10/2020	1.17	Updated document to contain Sprint 5 features	Michael Wright
11/30/2020	1.18	Updated document to contain Sprint 6 features	Michael Wright

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
1/4/2021	1.19	Updated document to contain Sprint 7 features.	Michael Wright
1/5/2021	1.20	Added technical section	Pradeep Goel
1/26/2021	1.21	Updated document to contain Sprint 8 features	Michael Wright
2/16/2021	1.22	Updated document to contain Sprint 9 features	Michael Wright
2/17/2021	1.23	Update document for Sprint 9 features (Document Removal/Reports Update)	Chris Larson
3/10/2021	1.24	Update Document to contain Sprint 10 features and refactors.	Chris Larson
3/31/2021	1.25	Updated document to contain Sprint 11 Technical section updates	Michael Wright
4/2/2021	1.26	Added completion report and updated document removal.	Chris Larson
4/14/2021	1.27	Finalized document to add to Shell SCR	Michael Wright
6/1/2021	1.28	Updated document to include new CalSAWS porting SCRs and Sprint 1 features	Michael Wright
8/30/2021	1.29	Updated document to include new tables to delete from per CalHEERS SCR scope changes	Michael Wright
11/17/2021	1.30	Updated document with CalSAWS Porting Sprint 1 changes	Michael Wright
12/8/21	1.31	Updated document with CalSAWS Porting Sprint 2 changes	Michael Wright
12/16/21	1.32	Updated document with CalSAWS Porting Sprint 3 changes	Michael Wright
1/5/22	1.33	Updated document with CalSAWS Porting Sprint 4 changes	Michael Wright
1/10/22	1.34	Updated document with CalSAWS Porting Sprint 5 changes	Michael Wright
2/2/22	1.35	Updated document with CalSAWS Porting Sprint 6 changes	Michael Wright

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
2/9/22	1.36	Updated Shell Case section 2.1.1.2 with new CalSAWS Time Limit related Documents	Michael Wright
3/17/22	1.37	Updated document with CalSAWS Porting Sprint 7 and 8 changes	Michael Wright
6/22/2022	1.38	Added section for CalHEERS linking flow. Updated Remove Images section	Chris Larson
1/15/2024	2.0	Updated document to include changes post CIV to CalSAWS Migration of Case Purge and implementation for CalSAWS Case Purge 2024 - CA-271043	Hemanth Tadavarthy
8/26/2024	3.0	Updated document to include changes to accommodate archived data in RDS – CA-275163	Hemanth Tadavarthy, Shining Liu
2/7/2025	4.0	Updated document to include changes for CalSAWS Case Purge 2025 - CA-284678	Shining Liu
4/4/2025	5.0	Content Revision – additional documents to retain on shell cases, modification of imaging document type	Shining Liu

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1 OVERVIEW

California county welfare departments are generally governed by the Code of Federal Regulations (CFR) and State of California Welfare and Institutions (W&I) Code. In addition, the Department of Health Care Services (DHCS) and California Department of Social Services (CDSS) publish All County Welfare Directors Letters (ACWDLs), All County Letters (ACLs), and the CDSS Manual of Policies and Procedures (MPP) to give counties added guidance to meet regulations. The CalSAWS Data Retention Policy pertains to the data related to the eligibility programs administered by the Counties and stored within the CalSAWS system. The first data retention policy was approved by Project Steering Committee members during the September 19, 2019 PSC meeting. This approval can be found in the following [Approved Meeting Minutes](#).

The Case Data Removal feature has been initially implemented for the C-IV System, using the Agile methodology and has been migrated to CalSAWS.

This design document will be going through updates as per the latest data retention policies and features are deployed to Production.

1.1 Current Design

All the Case and Person related application data will be retained indefinitely in CalSAWS System unless a Case Data Removal process is scheduled. The initial Case Data Removal process for LA and historic CIV counties has occurred in 2022.

1.2 Requests

The following are the case record retention guidelines as approved by the Consortium:

- Identify and remove appropriate data from cases which have been closed for 6 years or more.
- There are multiple exceptions to the 6-year rule:
 - Retain cases that currently have open recovery accounts.
 - Retain cases that have any recovery account transactions within 12 months from the date of identification.
 - Retain cases that have a person linked to recovery account transactions on active cases.
 - Retain cases associated with a Special Investigation, Criminal, or Civil Litigation record for three years after the final claim is submitted for federal reimbursement.
 - Retain all cases that include one of the following programs, regardless of program's eligibility status:
 - Adoptions Assistance (AA)
 - Child Protective Services (CPS)
 - Foster Care (FS)
 - Kin-GAP (KG)

- Retain all cases currently under Federal, State, or County Audit until the audit(s) have been resolved.
- Retain all cases that included an Intentional Program Violation(IPV)
- Retain all cases that have CalHEERS transactions within 6 years from the date of identification.
- Retain the below application data for purged cases indefinitely.
 - Warrant Register Data
 - Scheduled Reports Data
 - Time Limit Data needs to be retained for the purged cases.
GAGR Time Limit information for LA county needs to be retained if it is within in 60 months from the date of identification.
- Each case with removed data will remain in the System as a Shell Case. See Section 2.1.1 for details on what data will be retained in Shell Cases.
- Case data removal is permanent. Once a case has been purged, there will be no mechanism for retrieval of data removed from the System. It is NOT an Archive capability.
- Implement Migration DDID 2261 (“The CONTRACTOR shall configure the imaging solution to permanently delete documents based on the approved CalSAWS Software document retention policies for all 58 Counties.”).
- The project that archives tables and records in RDS is known as Data Growth. It currently includes the archival service, the journal service, and the MEDS service.

1.3 Overview of Features

The following is a high-level overview of the features that are implemented as part of the Case Data Removal functionality:

- Case Data Removal Detail page for users to view the current dispensation of a Case with regards to whether it is eligible for Removal. This determination is implemented as part of batch job which runs based on the approved schedule.
- Case Data Removal Identification report to show summary and detailed information regarding Cases identified for Removal.
- A capability has been created for users to override the Purge decision made, which requires the user to document a Reason for their override.
- Case Data Removal Override Report for supervisors to see lists of Cases that have details for Purge decision overridden.
- A series of batch processes have been developed, Case Data Removal Identification Job, Case Data Removal Re-Verification Job, Case Data Removal Job
 1. For removing branches of the CASE and PERS tables. PERS records would only be removed when the PERS was only associated to Removable Cases.
 2. Remove Case and Person documents stored in the Document Storage from AWS S3 for each Removed Case/Person
 3. Remove Images from the imaging system for each removed case, with an exception to retain any Image with a Document Type = Time Limits.

1.4 Assumptions

- The ICT tables are not in scope for this effort as they do not have CASE as a parent table. i.e., Any removal of ICT data would be separate from the Case Data Removal.
- The contents of the CASE_PURGE and RPT_CASE_PURGE tables have been converted from C-IV to CalSAWS as part of the overall Migration conversion effort.
- CalWIN data retention has been implemented by DXC as part of Conversion and applied during each CalWIN Wave. The two teams are periodically collaborated with each other and made sure both teams are on the same page with regards to overall approach. Once conversion is completed, additional purge process has been implemented to purge Images as per CalSAWS data retention policy for the purged cases.
- CalSAWS legal counsel has reviewed details associated with the ongoing county litigation related to opioid addiction and found no impact to the current CalSAWS data retention policy.
- This design document continuously evolves to align with the latest data retention policies and the deployment of new features to Production.
- Future projects, like WDTIP and CARES, are not in scope for case purge.
- If any tables other than ones listed in this scope are later archived or moved to RDS, or are outside of existing Oracle database, a future SCR will be required to include those tables for case purge.
- Data Growth services are currently disabled and can later be enabled independently from each other.

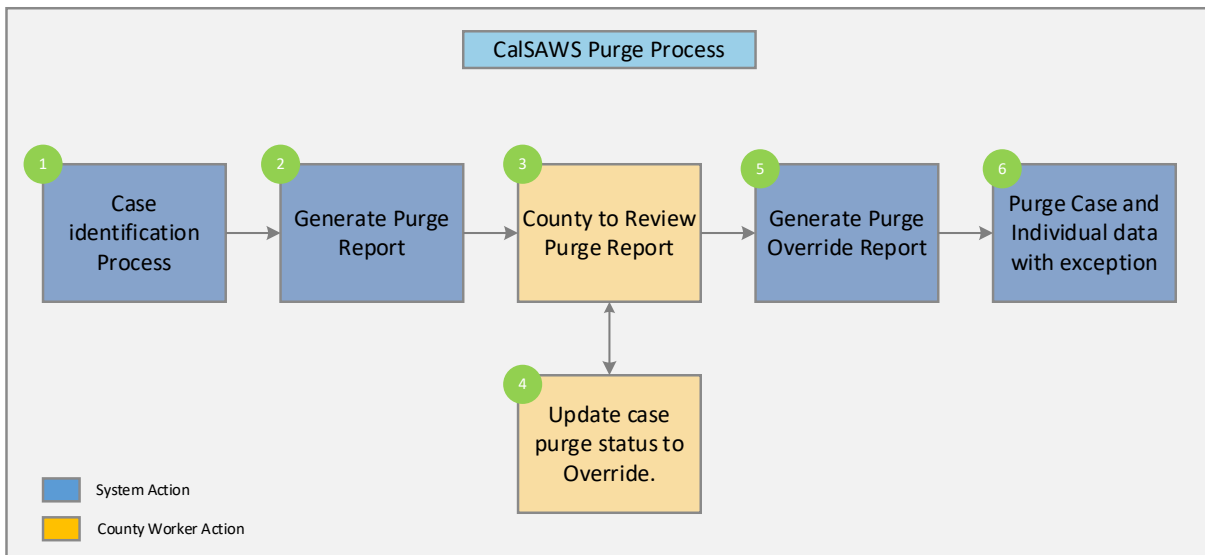
2 SOLUTION APPROACH

2.1 Case Data Removal Process Overview

The removal process will remove dormant data that falls outside of the retention guidelines approved by the Consortium, leaving behind a shell case for those that have been removed. Initially, this process has been built for the C-IV System, given the direct impacts to C-IV conversion cutover activities and the length of time that C-IV has existed (since 2004 for the original four C-IV counties) and later transformed to work with the CalSAWS system, where it will run during approved schedule as part of the ongoing operations.

2.1.1 Case Data Removal

The following diagram defines the high-level 6-step process to remove a Case in the System:



Step 1: Identify a list of removable cases based on the approved retention policies. The details of the case selection criteria are defined in Section 2.2 of this document.

Step 2: Generate a report containing list of removable cases selected in step 1 for the counties to review.

Step 3: Counties to review the list and perform step 4 (as needed).

Step 4: If the case needs to be excluded from the remove process, users with appropriate security rights will be able to override this decision.

Step 5: Generate a report containing a list of overridden cases. This list will be excluded from the Case Data Removal process.

Step 6: Execute Case Data Remove processes to delete data from database tables following the approved retention rules.

2.1.1.1 CalSAWS Application Case Data Removal Status

Identified: The Case has been identified as one that will have data removed from the System per Data Retention Policies

In Process: The removal of data for this case has begun. The removal of data for this case has begun. This status will only be set once the Case Data Removal process has started on the case through the deletion batch process. Once this Status has been set, the user cannot Override it.

Override: Someone has decided to override the System's automated decision for the removal of this Case's data. The reason for this override will also be captured.

- o Please reference section 2.2.4 for the listing of current Override Reason Codes.

Complete: Data has been removed. This is now a Shell Case. This status will only be set once the Case Data Removal process has completed on the case.

2.1.1.2 Shell Case

While most of the case and individual data will be removed from the database tables, certain information related to the case and the individuals will be retained in the system. This information is called a shell case and will include the following:

- 1) Serial Number and Case Name will remain unchanged.
- 2) The "All People Associated with the Case" section of the Case Summary page will be retained.
- 3) Case Confidentiality
- 4) Companion Case relationship
- 5) Journal Entries (stored as a PDF attached to the case)
- 6) Issuance History (stored as a PDF attached to the case)
- 7) ADDR and PERS_ADDR table data will be retained.
- 8) Time Limit data for all people associated to the case. This will include the following forms:

Form Number	Form Name
ABP 154	General relief opportunity for work (grow) business specialist referral
ABP 821	GROW Case Manager Checklist
CF 377.11	CalFresh Time Limit Notice Failure to Meet the ABAWDs Work Requirement
CF 377.11A	CalFresh Time Limit Notice for Expiration of Three Consecutive Months for ABAWDs
CF 377.11B	CalFresh Countable Month Letter
CF 377.11C	CalFresh Time Limit for ABAWDs
CF 377.11D	CalFresh Discretionary Exemption for Able-Bodied Adults Without Dependents (ABAWD)
CF 377.11E	CalFresh Able-Bodied Adult Without Dependents (ABAWD) Time Limit Exemption Screening Form
CW 2103	Reminder For Teens Turning 18 Years Old
CW 215	Notification Of Intercounty Transfer
CW 2166	Work Pays Notice

CW 2184	CalWORKs 48 Month Time Limit
CW 2186A	CalWORKs Time Limit Exemption Request
CW 2186B	CalWORKs Time Limit Exemption Determination
CW 2187	Your CalWORKs 48 Month Time Limit
	YOUR CalWORKs 60-Month Time Limit
CW 2187 - Legacy	Your CalWORKS 48 Month Time Limit
CW 2188	Verification of Aid for the TANF Program
CW 2189	Notice of Your CalWORKs Time Limit at 42nd Month On Aid
CW 2190A	CalWORKs 48-Month Time Limit Extender Request Form
	CalWORKs 60-Month Time Limit Extender Request Form
CW 2190B	CalWORKs 48-Month Time Limit Extender Determination Denial Form
	CalWORKs 60-Month Time Limit Extender Determination Form
CW 2191	Time on Aid Verification for CalWORKs 48-Month / TANF 60-Month Time Limits
CW 2192	Tracking Non-California TANF Assistance for the Time Limits
CW 2198LA	CW 2198 Approve: Domestic Waiver
CW 2199	CalWORKs/WELFARE-TO-WORK DOMESTIC VIOLENCE WAIVER REQUEST
CW 2208	Your Welfare-To-Work 24-Month Time Clock
CW 61	Medical Report
CW TL A979I	CW Time on Aid at 42 and 46 Months (We Exemptions-Non Child Support)
CW TL A980I	CW Time on Aid at 42 and 46 Months (CW TL Child Support Exemptions)
CW TL A981I	CW Time on Aid between 42 and 46 Month (No Exemptions)
GEN 107	Message From The County
GN 6142	Welfare-to-Work Grant Program Certification Form (3/10)
GN 6186	CalWORKs 48-Month time Limit Review Worksheet
GN 6188	Time Limit Review/time Limit Extension Request Gram
GN 6333	Notice of Termination of Post-Time Limit Services
GN 6334	Post Time Limit Services Activity Agreement

GN 6376	48-Month Time Limit Extender Checklist
GN 6380	VERIFICATION REQUEST: CalWORKs Parent with DCFS Family Maintenance Case Plan
M40-107D	Time on Aid To Former CalWORKs Recipient
M40-107D - Legacy	
M40-181A	Notice of Action - CalWORKs TERMINATION
NA 1276	Welfare-to-Work 24-Month Time Clock Limit Notice
NA 820	Approval of Transportation
NA 823	Approval/Denial of Ancillary
NA 823 - Legacy	Approval / Denial of Ancillary NOA
NA 840	Sanction / Removal from Aid of Participant Notice
NA 845	Removal of Second Parent Notice
PA 2020	Diversion Agreement
PA 2124	Emergency Assistance to Prevent Eviction & Moving Assistance Programs Application
PA 4026	Time Limit Inquiry Request
PA 6012	4 Month Rental Subsidy Assistance Application
PA 6056	Temporary Homeless Assistance Program (THAP 14_Application)
PLAN 106 CIV	Family Plan
PLAN 112 CIV	Care of a Household Member Verification
TEMP CW 2186A	CalWORKs Time Limit Exemption Request
TEMP WTW EOA	CalWORKs Educational Opportunity and Attainment Program
WTW 2	Welfare-to-Work Activity Assignment
WTW 38	Welfare-to-Work 24-Month Time Clock Notice
WTW 43	Notice Of Your Welfare-To-Work (WTW) 24-Month Time Clock Ending Soon
WTW 44	Welfare To Work (WTW) 24-Month Time Clock Extension Request Form
WTW 45	Welfare To Work (WTW) 24-Month Time Clock Extension Determination
WTW 46	End Of Welfare-To-Work 24-Month Time Clock Review Appointment Letter
WTW 5	Welfare To Work Program Notice

WTW EOA1	CalWORKS Educational Opportunity and Attainment (EOA) Program Application Form
WTW EOA3	CalWORKS Educational Opportunity and Attainment (EOA) Program Deny Form
CW 2184	CalWORKs 60-Month Time Limit
CW 2189A	Notice Of Your CalWORKs Time Limit - 54th Month On Aid
CW 2189B	Notice Of Your CalWORKs Time Limit - 57th Month On Aid
M40-107A	Time On Aid (no previous NOA issued) - Other
M40-107B	Time On Aid at Redetermination
M40-107E	60th Month On Aid - Change
M40-107F	Extended Beyond 60 Months of Aid
M40-107F1	Extender Met After 60th Month
M40-107F2	Extender Ended
M40-107J	Timed Out Adult - Partial Approval
M40-107J1	Approval After 60 Months on Aid
NA 531	Notice Of Action - Continuation Page - 60-Month Time Limit - Includes Budget
TEMP 3022	State Law Increases the Time Limit for CalWORKs Adults to 60 Months
NA 840	NA 840
NA 840 - Legacy	Sanction / Removal from Aid of Participant Notice
NA 845	Notice to Second Parent, First Parent Sanctioned
NA 845 Set	NA 845 and WTW 27 Set
NA 845 - Legacy	Removal of Second Parent NOA
NA 817 - Legacy	Lowering Cash Aid
NA 840 A	Determination of Good Cause/No Good Cause
NA 840 A - Legacy	Determination of Good Cause / No Good Cause
NA 840A-3	NA 840A (C) WTW No Good Cause - No Compliance Plan
M44-352A	CalWORKs Final Demand-Overpayment Recoupment
M44-352C	Overpayment Recovery
M44-352D	Overpayment Recovery
M44-352G	Demand Overpayment
M44-352H	CW Overpayment Adjustment
M44-352H SAR - Legacy	CalWORKs Overpayment Adjustment Notice
CSF 132	Overpayment Letter

CF 377.7B	CalFresh Overissuance for Client Error
CF 377.7B - Legacy	CalFresh Overissuance Notice For Inadvertent Household Errors (IHE) Only
CF 377.7C	CalFresh Repayment Agreement For Inadvertent Household Errors Only
CF 377.7C - Legacy	CalFresh Repayment Agreement - Inadvertent Household Errors Only
DFA 377.7G	CalFresh Repayment Agreement for an Intentional Program Violation (IPV) Only
DFA 377.7G - Legacy	CalFresh Repayment Agreement - IPV Only
M40-107 - ADDENDUM 1	Child Support Collection For CalWORKs 60-Month Time Limit Exemption
M40-107 - ADDENDUM 2	Child Support Collection For CalWORKs 60-Month Time Limit Exemption
M40-107K	Increase Grant due to TOA Adjustment
005 1 (04/99)	GA Discontinuance - Earnings Meet Needs
008-B (01/05)	General Relief Discontinuance - Income Meets Needs
023 2	CAAP Discontinuance: Earned Income Too Great
067 B	GR Disc - Fully Employed
114	General Relief Denial - Residency
117	General Relief Denial - Income Exceeds Needs
121-5 (03/96)	GA Denial - Excess Income
151	GA - Denial - Excess Income, Employed
231 0 (10/10)	GA Denial - Eligible
CalSAWS 1-Common	GA/GR Approval - Common
CalSAWS 2-Common	GA/GR Change - Common
CalSAWS 3-Common	GA/GR Denial for Verification Checklist (VCL) Items
CalSAWS 4-Common	GA/GR Disc for Verification Checklist (VCL) Items
CDS 021-0 (5/93)	GA Discontinuance-Needs Met or Income from Various Sources Exceeds Needs
CDS 186 (12-2023)	GA Denial Sanction 24 Month Investigations
CDS 196-0	GA Denial Sanction 6 Month Investigations

CDS 746-1	GA RT Pass Disability Exemption Request
CDS 747	GA Approval RT Pass Exemption - Lack of Service to Area
CDS 749	GA Approval RT Pass Disability Exemption
CDS 758	GA Expiration of RT Pass Exemption - Lack of Service to Area
CDS 775-0 (01-01)	Fraud Sanction Deferred-Investigations-Closed Case
GA 3019_34N	GA Denial Notice - GA Immediate Need
GA 3021_34N	EBT Electronic Theft GA, Denial
GA 3024_34N	GA Discontinuance Due to Missed EFDP Appointment
GA 3025_34N	GA Discontinuance Due to EFDP Deferment
GA 3026_34N	GA Denial Sanction in Another County
GA 3027_34N	GA Pending Failure to Attend EFDP Appointment
GA 3028_34N	Approval GA Return to Residence/Relocation Funds
GR 66	General Relief R&R
M40-107C1	Time on Aid Between 54th and 57th Month
M44-350M	Suspension of Overpayment
M44-350N	Suspend Overpayment Recovery
M44-353	Notice of Overpayment Discharge
NA 274J	Continuation Page - Overpayment Computations
NA 290 - FC CH	Foster Care Change NOA
NA 290 - FC DN	Foster Care Denial NOA
NA 290 - FC TN	Foster Care Discontinuance NOA
NA 290 (11/09)	Foster Care Rate Change
NA 692	Notice of Change Cash Assistance Program for Immigrants (CAPI)
NA 791 (9/18)	AAP Rate Change
W	General Relief Disc - Redetermination
180	GR Denial - Ineligible Due to CalWORKs Time Limits
073-0	GR - Disc - Time Limits
133 0 (12/11)	GA Denial - Ineligible Due to CalWORKs Time Limits
163-0	GR - Deny - Exceed Time Limit
241 1 (10/10)	GA Denial - Time Limit
270 D	GR Disc/ Employable Time Limits
759-2 (09/99)	GA Disc - 90 Day Time Limit

CDS 093	DISCONTINUANCE/TIME LIMITED ELIGIBILITY
CF 377.11 - Legacy	CalFresh Time Limit Notice for Failure to Meet ABAWDs Work Requirement
CF 377.11A - Legacy	CalFresh Time Limit Notice for Expiration of Three Consecutive Months for ABAWDs
CF 377.11B - Legacy	CalFresh Countable Month Letter
CF 377.11C - Legacy	CalFresh Time Limit for ABAWDs
CF 377.11D - Legacy	CalFresh Discretionary Exemption for Able-Bodied Adults Without Dependents (ABAWD)
CF 377.11E - Legacy	CalFresh Able-Bodied Adult Without Dependents (ABAWD) Time Limit Exemption Screening Form
CF 886	CalFresh Notice of Work Rules
CSF 151	GA/GR Time Limit
CW 2186A - Legacy	CalWORKs Time Limit Exemption Request
CW 2186B - Legacy	CalWORKs Time Limit Exemption Determination
GA 3000_34N	GA Denial/Disc - Ineligible Due to CalWORKs Time Limits
GA 34 A	Req for GA Employable Persons Time Limits Notification Change
TEMP CW 2186A - Legacy	CalWORKs Time Limit Exemption Request

NOA Number	NOA Description	RSN_SNIPPET_ID
NA 840A_3	No Good Cause-Non Compliance Plan	7473
NA 817	WTW SANCTION: 1ST PARENT	7000
NA 530/M40-107G	Aid:60Mnths	9580
NA 530/M40-107F	Aid:>60Mnths	9581
NA 530/M40-107B	Time on Aid at Application/ Redetermination	9582
NA 530/M40-107F2	Aid:60Mnths	9584
NA 530/M40-107F1	Aid:60Mnths	9585
NA 530/M40-107K	Aid:>60Mnths	9586
NA 530/M40-107J1	Aid:>60Mnths	9587
NA 530/M40-107A	Aid:60Mnths	9588
NA 530/M40-107J1	Aid:>60Mnths	9596
NA 530/M40-107J1	Aid:>60Mnths	9597
NA 530/M40-107J1	Aid:>60Mnths	9598
NA 530/M40-107J1	Aid:>60Mnths	9599
GA 239-Denial	GA Denial - Various Reasons	10933
GA 239-Denial	GA Denial - Various Reasons	10934
GA 239-Denial	GA Denial - Various Reasons	10935
GA 239-Denial	GA Denial - Various Reasons	10936
GA 239-Denial	GA Denial - Various Reasons	10937
GA 239-Denial	GA Denial - Various Reasons	10938
GA 239-Denial	GA Denial - Various Reasons	10939
GA 239-Denial	GA Denial - Various Reasons	10940

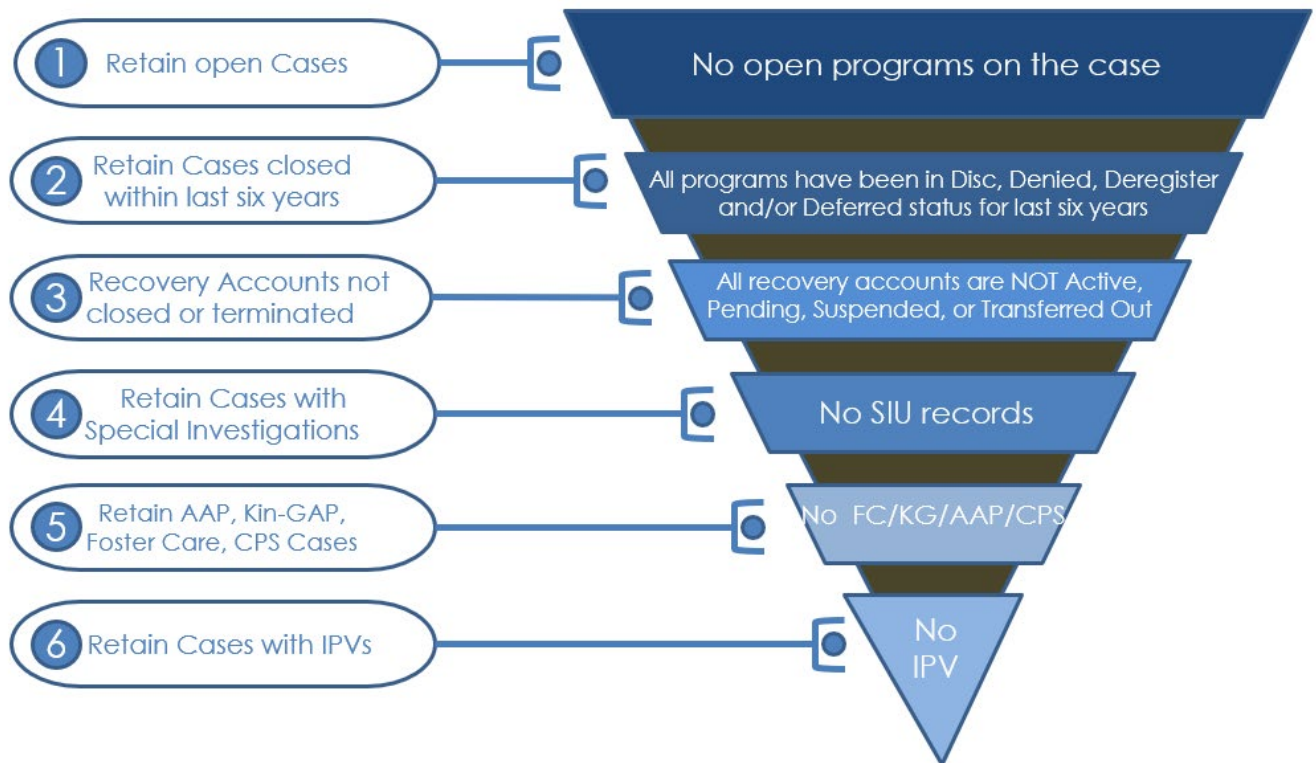
GA 239-Denial	GA Denial - Various Reasons	10941
GA 239-Denial	GA Denial - Various Reasons	10942
GA 239-Denial	GA Denial - Various Reasons	10943
GA 239-Denial	GA Denial - Various Reasons	10944
GA 239-Denial	GA Denial - Various Reasons	10945
GA 239-Denial	GA Denial - Various Reasons	10946
GA 239-Denial	GA Denial - Various Reasons	10947
GA 239-Denial	GA Denial - Various Reasons	10948
GA 239-Disc.	GA Discontinuance - Various Reasons	10949
GA 239-Disc.	GA Discontinuance - Various Reasons	10950
GA 239-Disc.	GA Discontinuance - Various Reasons	10951
GA 239-Disc.	GA Discontinuance - Various Reasons	10952
GA 239-Disc.	GA Discontinuance - Various Reasons	10953
GA 239-Disc.	GA Discontinuance - Various Reasons	10954
GA 239-Disc.	GA Discontinuance - Various Reasons	10955
GA 239-Disc.	GA Discontinuance - Various Reasons	10956
GA 239-Disc.	GA Discontinuance - Various Reasons	10957
GA 239-Disc.	GA Discontinuance - Various Reasons	10958
GA 239-Disc.	GA Discontinuance - Various Reasons	10959
GA 239-Disc.	GA Discontinuance - Various Reasons	10960
GA 239-Disc.	GA Discontinuance - Various Reasons	10961
GA 239-Disc.	GA Discontinuance - Various Reasons	10962
GA 239-Disc.	GA Discontinuance - Various Reasons	10963
GA 239-Disc.	GA Discontinuance - Various Reasons	10964
231A (07/99)	GR Denial - Eligible to Other Cash Assistance Program	10965
GA 8	GA Denial - Potential CW Eligibility	10966
GA 9	GA Discontinuance - Potential CW Eligibility	10967
074 A	GR Disc. Approved for Other Cash Assistance	10971
093 A	GR Disc - Elig to Other Cash Assistance Program.	10972
NA 290 - Termination (02/14) AFDC-FC	Youth 18 years of age	10978
NA 290 - Termination (02/14) AFDC-FC	Youth 21 Years of Age	10979
NA 290A	Supplemental Care Increment	10980
NA 791 (10/23)	SCI Has Started	10983
NA 791 (10/23)	AAP RE-START	10984
NA 791 (10/23)	Retro Age Increase	10985
NA 1279 (5/22)	CA Jurisdiction	10989
NA 1280 (5/22)	CA Jurisdiction	10995
CF 377.4 SAR (6/13)	IPV RECOUPED	10999

Refer to section 3.1 for tables that will be purged/retained under the CASE and PERS Trees during the Data Removal process.

2.2 Case Data Removal Identification

2.2.1 Overview

A batch job will identify cases eligible for removal based on the approved record retention policies:



2.2.2 Rules:

Case must meet **all** the following criteria in order to be considered removable:

- The Case must have no open programs.
- All programs on the Case must be closed for more than six years. A program is defined as Closed if it is in one of the following program's eligibility statuses:
 - Discontinued (DS)
 - Denied (DE)

- Deferred (DF)
 - Deregistered (DG)
- If the Case has any recovery accounts, they must all be Closed. Open recovery accounts are defined as any that are currently in one of the following statuses:
 - Active (AC)
 - Transferred Out (TO)
 - Pending (PE)
 - Suspended (SU)
 - Uncollectible (UF)
 - Pending Agreement (PA)
 - Pending Approval (AP)
- If the Case has a recovery account in a status representing Closed but has a Recovery Account balance (either negative or positive value), it will not be Identified for purge. Similarly, cases with Recovery Accounts that are in "Uncollectible" status will not be identified for purge.
- If the Case has any recovery account transaction irrespective of status, less than 12 months from the date of identification will not be identified for purge.
- If the Case has person linked to a recovery account on an active case, it will not be identified for purge, below are the identified scenarios.
 - EDBC Recoupment
 - Related Recovery Accounts
 - Related/Shared Receipts
 - Related Active Responsible Party
- If the Case has Issuance Details created within 6 years from the date of identification, it will not be identified for purge.
- If the Case has CalHEERS transaction information created within 6 years from the date of identification, it will not be identified for purge.
- The Case cannot have any Special Investigation records (regardless of the status of those investigations).
- The Case cannot contain any of the following programs, regardless of status:
 - Foster Care (FC)
 - Kin-GAP (KG)
 - Adoption Assistance (AA)
 - Child Protective Services (CPS)
- The Case cannot have an open Federal or State audit. Federal/State audits are conducted within the first two years of Case closure, and it may take up to a year to complete the investigation. Therefore, selecting cases that are closed for more than six years covers this rule without any additional automation.

Please Note there are multiple types of audits that can be conducted on a case; and not every audit is necessarily captured in Cal SAWS. This could end up being a potential Override reason when that functionality is designed.

- The Case cannot have any Intentional Program Violations. The following types of IPV sanctions are considered:
 - Child Support IPV (06)
 - Cal Fresh IPV (24)
 - General Assistance IPV (29) (CalSAWS Only)

- Time Limit Data needs to be retained for the purged cases. GAGR Time Limit information for LA County needs to be retained if it is within in 60 months from the date of identification.

There are tables used during case identification that are in RDS, which are noted in the supporting document below. For tables in RDS, if a case has any records in RDS, case identification will check those tables in RDS to determine whether the case still qualifies for case purge.



Archived
Identification Tables.xl

2.2.3 Case Data Removal Identification Report

The purpose of this report is to provide counties a list of cases identified by the System that will have data removed during the next purge batch run. The Report will be split into multiple sheets per County. Below are the highlights of items included in this report :

- Case Number, Case Name, and Primary Applicant
- Identification Date is the date the Case was selected for removal having met all the requirements outlined above sections 2.2.1 & 2.2.2.
- Closure Month represents the month the case program was closed (i.e., Denied, Discontinued, Deregistered, or Deferred).
- When possible, the Aid Code for the program in question will be displayed on the Report. This column is populated using the same method as the Aid Code that is displayed on the Case Summary page. For example, Medi-Cal aid codes exist at the person level and are not displayed on the Case Summary page. The same is true this report: All MC programs listed on the report will have the Aid Code blank.
- Recovery Account Closure Date reflects the latest Closed status date of any recovery accounts associated to the purged case.

Navigation to the Report: Homepage > Reports > Scheduled > Case Activity > Title 'Case Data Removal Identification Report'

Below is a sample of the Case Data Identification Report.

CalSAWS Case Data Removal Identification Report								
Napa								
Run Date: FEB-03-22 09:00 AM								
Report Month: 06/2021								
							Row Count	Case Count
							559	186
Case Number	Case Name	Program	Aid Code	Status	Closure Month	Recovery Account Closure Date	Primary Applicant	Identification Date
0071025	Case Name	Welfare to Work	-	Deregistered	06/24/2003	-	OSWALD, MILLARD	09/11/2020
0081802	Case Name	Welfare to Work	-	Deregistered	10/01/2002	-	AKEMAN, LARHONDA	09/11/2020
0099694	Case Name	Welfare to Work	-	Deregistered	08/19/2004	-	ABERDEEN, MILLARD	09/11/2020
0118716	Case Name	Welfare to Work	-	Deregistered	09/25/2006	04/11/2013	PLYMPTON, TERENCE	09/11/2020
0087920	Case Name	Welfare to Work	-	Deregistered	02/28/2006	-	BURR, EDWIN	09/11/2020
0090064	Case Name	Welfare to Work	-	Deregistered	05/21/2002	06/12/2012	OWEN, GERMAINE	09/11/2020
0076223	Case Name	CalFresh	33 - CW-Zero Parent (Fed)	Discontinued	08/01/2010	-	BRISTED, TERENCE	09/11/2020
0076223	Case Name	CalWORKs	33 - CW-Zero Parent (Fed)	Discontinued	08/01/2010	-	BRISTED, TERENCE	09/11/2020
0076223	Case Name	Medi-Cal	-	Denied	10/01/2010	-	BRISTED, TERENCE	09/11/2020
0082787	Case Name	Welfare to Work	-	Deregistered	10/31/2006	-	SKIDMORE, MARQUITTA	09/11/2020
0082787	Case Name	Medi-Cal	-	Discontinued	10/01/2010	-	SKIDMORE, MARQUITTA	09/11/2020
0082787	Case Name	CalFresh	09 - CalFresh	Discontinued	10/01/2010	-	SKIDMORE, MARQUITTA	09/11/2020
0099764	Case Name	Welfare to Work	-	Deregistered	11/01/2000	-	Conway, Althea	09/11/2020
0114636	Case Name	CalFresh	09 - CalFresh	Denied	09/01/2011	-	BLAIR, MARGOT	09/11/2020
0107247	Case Name	Medi-Cal	-	Discontinued	09/01/2009	-	GRIFFITH, SHELLEY	09/11/2020
0107247	Case Name	CalFresh	09 - CalFresh	Discontinued	09/01/2009	-	GRIFFITH, SHELLEY	09/11/2020
0107247	Case Name	CalWORKs	33 - CW-Zero Parent (Fed)	Discontinued	09/01/2009	-	GRIFFITH, SHELLEY	09/11/2020
0107247	Case Name	CalFresh	0F - TCF	Discontinued	02/01/2010	-	GRIFFITH, SHELLEY	09/11/2020
0107888	Case Name	CalFresh	0F - TCF	Discontinued	01/01/2012	-	WINCHCOMBE, MAURICIO	09/11/2020
0107888	Case Name	Welfare to Work	-	Deregistered	05/31/2005	-	WINCHCOMBE, MAURICIO	09/11/2020

2.2.4 Case Data Removal Override Report

The purpose of this report is to provide counties a list of which cases have been overrode by users. The report will also display the Override Reason of why these cases should not have any case data removed on them. This report will contain each column contained in the Identification reports with three additional columns. The following bullets detail each of the additional columns on the Override report:

- Override Reason represents the reason for the Override, based on the agreed upon set of reasons across each County. These reasons are all situations that cannot be automatically identified by the System.
 - The current Override reasons:
 - Board of Supervisors Decision
 - Fraud Investigation
 - Hearing/Court Order
 - Pending Litigation
 - Under QA/QC Review
- Override Date represents the date the County Staff member switched the Data Removal Status from Identified to Override on the Case Data Removal detail page.
- Worker ID represents the ID of the County Staff member that switched the status from Identified to Override on the Case Data Removal detail page.

Navigation to the Report: Homepage > Reports > Scheduled > Case Activity > Title 'Case Data Removal Override Report'

CalSAWS Case Data Removal Override Report											
Napa											
Run Date: FEB-03-22 08:36 AM											
Report Month: 07/2021											
										Row Count	Case Count
										5,522	1,368
Case Number	Case Name	Program	Aid Code	Status	Closure Month	Primary Applicant	Identification Date	Recovery Account Closure Date	Override Reason	Override Date	Worker ID
0132052	Case Name	CalWORKs	30 - CW-All Other Families (Fed)	Denied	07/01/2009	BOSTWICK, EUGENE	09/11/2020	-	Under QA/QC Review	04/06/2021	-
0132052	Case Name	Medi-Cal	-	Discontinued	06/01/2011	BOSTWICK, EUGENE	09/11/2020	-	Under QA/QC Review	04/06/2021	-
2001419	Case Name	CalFresh	09 - CalFresh	Discontinued	01/01/2011	BARD, AZUCENA	09/11/2020	-	Under QA/QC Review	04/06/2021	-
2001419	Case Name	Medi-Cal	-	Discontinued	01/01/2011	BARD, AZUCENA	09/11/2020	-	Under QA/QC Review	04/06/2021	-
2001419	Case Name	Welfare to Work	-	Deregistered	08/01/2010	BARD, AZUCENA	09/11/2020	-	Under QA/QC Review	04/06/2021	-
2001419	Case Name	CalWORKs	30 - CW-All Other Families (Fed)	Discontinued	01/01/2011	BARD, AZUCENA	09/11/2020	-	Under QA/QC Review	04/06/2021	-
2001419	Case Name	Immediate Need	-	Discontinued	06/01/2010	BARD, AZUCENA	09/11/2020	-	Under QA/QC Review	04/06/2021	-
0117731	Case Name	Immediate Need	-	Discontinued	05/01/2011	Ogden, Andre	09/11/2020	-	Under QA/QC Review	04/06/2021	-
2005243	Case Name	Immediate Need	-	Discontinued	12/01/2011	OCKLEY, SHIELA	09/11/2020	-	Under QA/QC Review	04/07/2021	-
2005243	Case Name	CalFresh	-	Denied	11/01/2011	OCKLEY, SHIELA	09/11/2020	-	Under QA/QC Review	04/07/2021	-
2005243	Case Name	CalWORKs	35 - CW-Two Parent (Fed)	Denied	11/01/2011	OCKLEY, SHIELA	09/11/2020	-	Under QA/QC Review	04/07/2021	-
2005243	Case Name	Medi-Cal	-	Discontinued	05/01/2013	OCKLEY, SHIELA	09/11/2020	-	Under QA/QC Review	04/07/2021	-

2.2.5 Batch Jobs

Case Data Removal Identification Job (PB00P800) and Identified Case Data Removal Re-Verification Job (PB00P803) have been created to identify cases that can have data to be removed. These batch jobs will search the CalSAWS database to identify data removal cases and insert into the purge table with an initial status of 'Identified'.

- A database table called CASE_PURGE is used to store the case ID and purge status, along with other information required for auditing and reporting.
- The batch process (PB00P800) will execute the core SQL to identify cases and insert them into the purge table.
- After the PB00P800 is executed, re-verification batch process (PB00P803) will execute and remove the cases as per exception rules from the purge table.
- Later the Report Load Analytics procedures will run on their scheduled monthly dates to generate the Case Data Removal Identification Report for all CalSAWS Counties.
 - AN_CURATION_REPORTS_CASE_PURGE_IDENTIF_REPORT
 - AN_CURATION_REPORTS_CASE_PURGE_IDENTIF_REPORT_RDS
 - AN_CURATION_REPORTS_CASE_PURGE_IDENTIF_REPORT_QLIK
 - AN_CURATION_REPORTS_CASE_PURGE_OVERRD_REPORT

2.2.6 Batch job Schedule

Case Data Removal Batch job will be scheduled on ad hoc basis as per approved schedules.

Case Data Removal Reporting process is monthly, and reports will be available on the 12th day of every month. If this date lands on a holiday or Sunday, then the report will be available the following day.

2.2.7 Restart Logic

See section 2.5.7

2.3 Case Data Removal Online Page changes

2.3.1 Case Summary Page updates

For cases that have been identified for Case Data Removal only, the Case Summary page will now show Case Data Removal Status changes as we progress from Identified to Complete in the deletion process. Refer to section 2.1.1.1 for the Case Data Removal Status.

For any archived case records, the 'Retrieve Data' button on the Case Summary Page will not be available while case purge is in progress or completed (indicated by when the Data Removal Status on the Case Summary is 'In Process' or 'Complete').



2.3.2 Case Data Removal Status on Case Summary Page

The Case Summary page will show a Case Data Removal Status, which will be a hyperlink to display the current status in the Case Data Removal process. Clicking on this link will direct the user to the Case Data Removal Detail page.

The following image represents the Identified Data Removal Status on the Case Summary page for a County Staff member that does not have rights to edit the Data Removal Status. The Data Removal Status can navigate to the Case Data Removal Detail page where further details are listed.

Case Summary

Images Capture Generate Coversheet	
Case Name	County
Case Name	Los Angeles
Data Removal Status	Identification Date
Identified	04/08/2022

The following image represents the Identified Data Removal Status on the Case Summary page for a County Staff member that has rights to edit the Data Removal Status. The Case must also have a removal status of 'Identified' or 'Override' for this Edit button to appear.

The screenshot shows the CalSAWS interface for a user in the Riverside SYS4 system. The main content area displays the 'Case Summary' for a case with the following details:

- Case Name:** Case Name
- County:** Riverside
- Data Removal Status:** [Identified](#) (with an [Edit](#) button)
- Identification Date:** 02/15/2022

Below the case details, there are sections for 'Companion Cases', 'Self-Service Portal', and 'Display' options. The 'Display' section shows a date of 05/01/2022 with a 'View' button. The bottom of the page features expandable sections for 'CalWORKs', 'CalFresh', and 'CFET'.

The following image represents the Override Data Removal Status on the Case Summary page for a County Staff member that does not have rights to edit the Data Removal Status. The Data Removal Status can navigate to the Case Data Removal Detail page where further details are listed.

Case Summary

Images Capture Generate Coversheet

Case Name	County	🚩
Case Name	Los Angeles	
Data Removal Status	Identification Date	
Override	04/08/2022	

The following image represents the Override Data Removal Status on the Case Summary page for a County Staff member that has rights to edit the Data Removal Status. The Case must also have a removal status of 'Identified' or 'Override' for this Edit button to appear.

CalSAWS Case Name: Case Name Case Number: Journal Tasks Help Resources Page Mapping Imaging Log Out

Riverside SYS4 **Case Info** Eligibility Empl. Services Child Care Resource Databank Fiscal Special Units Reports Client Corresp. Admin Tools

Case Summary

Case Number: Go

Person Search
EBT Account Search
Application Registration
Case Summary
Contact
Authorized Representative
Application Questions
Negative Action
New Program
New Person
Hide Person
EBT Account List
Issuance History
Auxiliary Authorization List
Expungement History
Child Support Collections
Time Limit Aid Summary
Case Flag
Legacy Case
Confidentiality
ICT Summary

Images Capture Generate Coversheet

Case Name	County
Case Name	Riverside
Data Removal Status	Identification Date
Override Edit	02/15/2022

Companion Cases

Case Number	Case Name
<input type="checkbox"/>	Case Name
Remove	Add

Self-Service Portal

Display: 05/01/2022 View

CalWORKs

CalFresh

CFET

When a case is in a Data Removal status of In Process on the Case Summary page, the status hyperlink of 'In Process' will display in the Data Removal section and can navigate you to the Case Data Removal Detail page where further details are listed. Once this Status has been set, the user cannot Override it.

The screenshot shows the CalSAWS interface for San Bernardino AT1. The top navigation bar includes links for Journal, Tasks, Help, Resources, Page Mapping, Imaging, and Log Out. The main navigation menu lists various case management functions. The 'Case Summary' page displays the following information:

Case Summary	
Case Name	County
Case Name	San Bernardino
Data Removal Status	Identification Date
In Process	09/11/2020
Companion Cases	
Case Number	Case Name
	Add
Display: 04/01/2024 View	
All People Associated with the Case	

When a case is in a Data Removal status of Complete on the Case Summary page, the status hyperlink of 'Complete' along with Completion Date will display in the Data Removal section and can navigate you to the Case Data Removal Detail page where further details are listed.

- Case Summary**
- Case Number:
- Person Search
- EBT Account Search
- Application Registration
- Case Summary**
- Contact
- Authorized Representative
- Application Questions
- Negative Action
- New Program
- New Person
- Hide Person
- EBT Account List
- Issuance History
- Auxiliary Authorization List
- Expungement History

Case Summary

Case Name Case Name	County San Bernardino
Data Removal Status Complete	Identification Date 09/11/2020
	Completion Date 06/02/2021

Companion Cases

Case Number	Case Name
	<input type="button" value="Add"/>

Display:

All People Associated with the Case

Name	DOB	Age	Gender	SSN	CIN	Person #	Household Status
Edwin Holcombe	03/07/1947	74	M	906-57-4390	06497516E	01	

When a case is in the Complete Data Removal status it is known as a Shell Case. When in the context of this type of case while on the Case Summary page, the page option to add a new program will display on the page. Once 'New Program' is clicked a validation message will appear 'Cannot add programs to a shell case' preventing a program from being added to the case, as shown below.

Case Summary

Case Number:

[Go](#)

Person Search

EBT Account Search

Application Registration

Case Summary

Contact

Authorized Representative

Application Questions

Negative Action

New Program

New Person

Hide Person

EBT Account List

Issuance History

Auxiliary Authorization List

Expungement History

Child Support Collection

Case Summary

[Images](#)

Case Name

[Case Name](#)

County

San Bernardino

Data Removal Status

[Complete](#)

Identification Date

09/11/2020

Completion Date

06/02/2021

Companion Cases

Case Number

Case Name

[Add](#)

Display:

01/01/2022



[View](#)

All People Associated with the Case

Name	DOB	Age	Gender	SSN	CIN	Person #	Household Status
Edwin Holcombe		74	M			01	

The screenshot shows the CalSAWS interface. At the top, the header includes the CalSAWS logo, case information (Case Name: Case Name, Case Number: 22), and navigation icons for Journal, Tasks, Help, Resources, Page Mapping, Imaging, and Log Out. Below this is a secondary navigation bar with tabs for San Bernardino SYS1, Case Info, Eligibility (selected), Empl. Services, Child Care, Resource Databank, Fiscal, Special Units, Reports, Client Corresp., and Admin Tools. The main content area is split into two columns. The left column is a sidebar with a 'Case Summary' header and a search box for Case Number (with a 'Go' button). Below the search box is a list of menu items: Person Search, EBT Account Search, Application Registration, Case Summary, Contact, Authorized Representative, Application Questions, Negative Action, New Program (highlighted in black), New Person, Hide Person, EBT Account List, Issuance History, Auxiliary Authorization List, and Expungement History. The right column is titled 'Program Detail' and contains a red error message: 'Cannot add programs to a shell case.' Below the error message is a dark blue notification bar that reads: 'This Type 1 page took 0.40 seconds to load.'

This feature is in place for Shell Cases in order to lock them down from having any new programs pending or activated on them. In this situation the Worker should create a brand new case, if needed, to add the shell case members and begin activation of a new case, instead of linking the new one to the purged shell case.

In addition to preventing programs from being added to Shell Cases, a new feature to disable the Image 'Capture' and 'Generate Coversheet' buttons has been implemented on the Case Summary page, leaving only the Images button itself as shown below.

CalSAWS Case Name: Case Name Case Number: 22 Journal Tasks Help Resources Page Mapping Imaging Log Out

San Bernardino SYS1 Case Info Eligibility Empl. Services Child Care Resource Databank Fiscal Special Units Reports Client Corresp. Admin Tools

Case Summary

Case Number: Go

Person Search EBT Account Search Application Registration Case Summary Contact Authorized Representative Application Questions Negative Action New Program New Person Hide Person EBT Account List Issuance History Auxiliary Authorization List Expungement History

Case Summary

[Images](#)

Case Name	County
Case Name	San Bernardino
Data Removal Status	Identification Date
Complete	09/11/2020
	Completion Date
	06/02/2021

Companion Cases

Case Number	Case Name

[Add](#)

Display:

01/01/2022 [View](#)

All People Associated with the Case

Name	DOB	Age	Gender	SSN	CIN	Person #	Household Status
Edwin Holcombe		74	M			01	

The Images button remains on the Case Summary page for Workers to have access to any of the retained Images required from the Retention Policy –

- Personal images where a person is shared on other cases that have not gone through the Data Removal process.
- Time Limit images attached to the Shell Case

Also, shell cases cannot be linked to a CalHEERs referral. When attempting to select a shell case during the referral linking flow, the following validation message appears: Select Case – Selected Case has gone through Case Data Removal and cannot be linked.

CalSAWS

Journal Tasks Help Resources Page Mapping Imaging Log Out

Napa LC

Case Info Eligibility Empl. Services Child Care Resource Databank Fiscal Special Units Reports Client Corresp. Admin Tools

New Application

Case Number: Go

Person Search

EBT Account Search

Application Registration

Case Copy List

Previous Case List

Create New Case Select Cancel

Select Case - Selected Case has gone through Case Data Removal, and cannot be linked.

Case Number	County	Name	DOB	Active Programs
<input checked="" type="radio"/> 0095742	Napa	<input type="checkbox"/> LEMUEL HANSEL <input type="checkbox"/> ISAIAH RANDAL <input type="checkbox"/> ISAIAH HANSEL <input type="checkbox"/> THRESA CORMAC <input type="checkbox"/> KIMI HANSEL	03/12/1964 12/12/1995 11/12/1990 10/18/1977 07/13/1998	
<input type="radio"/> 2001654	Napa	<input type="checkbox"/> LEMUEL HANSEL <input type="checkbox"/> KEREN GOODRICH <input type="checkbox"/> Verda Boscawen	03/12/1964 03/18/1998 05/17/1977	
<input type="radio"/> 0071654	Napa	<input type="checkbox"/> LEMUEL HANSEL <input type="checkbox"/> ISAIAH HANSEL <input type="checkbox"/> MARQUITTA CAMPBELL <input type="checkbox"/> KERRY BELDEN	03/12/1964 11/12/1990 12/20/1982 03/23/1962	
<input type="radio"/> 0065872	Napa	<input type="checkbox"/> LEMUEL HANSEL	03/12/1964	

2.3.3 Case Data Removal Detail page

The Case Data Removal Detail page is where County Staff members with the appropriate rights can update the Status from 'Identified' to 'Override', or back to 'Identified' from 'Override'. If the Status on this detail page is changed from the original Status of 'Identified' (as determined by the Data Removal Identification batch job) to the 'Override' status, the case will be excluded from having any case data removed. If the status is left in 'Identified' status, the case will have case data removed once the Deletion Batch is executed.

County Staff members without the appropriate rights can view the Case Data Removal Detail page, but they will not be able to utilize the editing feature, even when a case has a Case Data Removal status of 'Identified' or 'Override'.

Case Data Removal Detail

* - Indicates required fields

Close

Data Removal Status

Identified

Identification Date

04/08/2022

Override Date

08/04/2022

Worker ID

[REDACTED]

Close

Case Data Removal Detail

*- Indicates required fields

Close

Data Removal Status	Override Reason	
Override	Pending Litigation	
Identification Date	Override Date	Worker ID
04/08/2022	08/04/2022	[REDACTED]

Close

Security Group for Edit functionality:

The editing feature on the Case Data Removal Detail page is available to users who belong to the newly created 'Case Data Removal Detail Edit' security group. This also applies to the Edit button on Case Summary, next to the status, for those cases having a Case Data Removal status of 'Identified' or 'Override'. The 'Case Data Removal Detail Edit' group, which contains the 'CaseDataRemovalDetailEdit' right, and is not assigned to any security role. The local Security Administrators will need to add the approved users to this new security group.

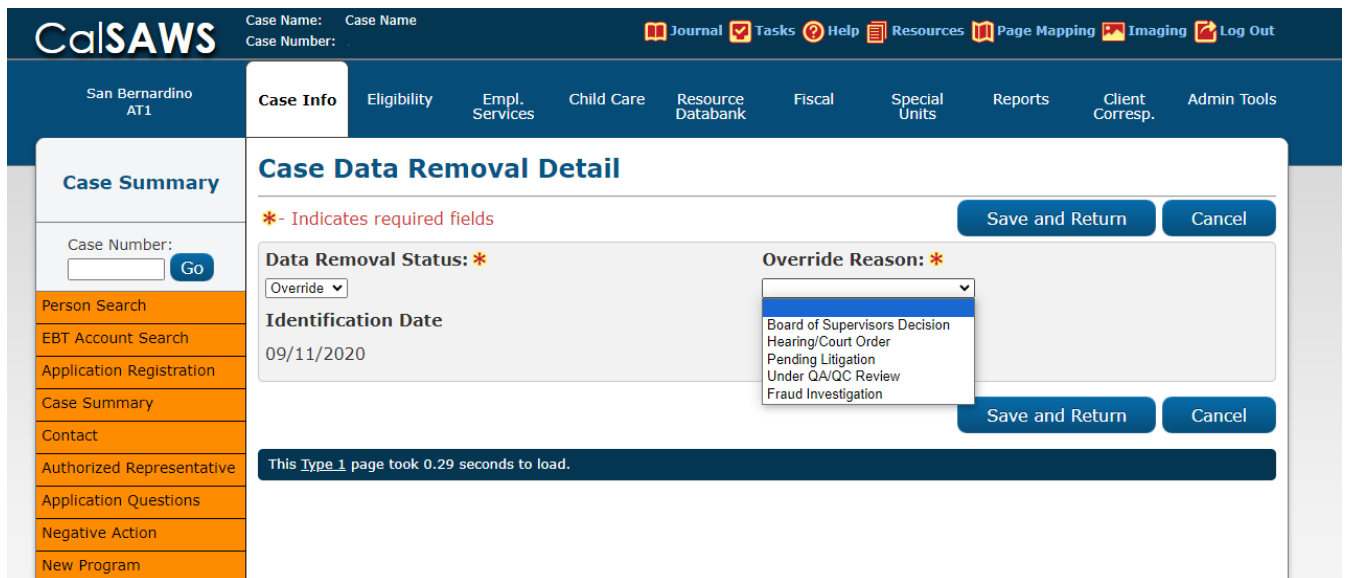
The following image represents the Case Data Removal Detail page in Edit mode when left in 'Identified' status.

The screenshot shows the CalSAWS interface. At the top, there's a navigation bar with the CalSAWS logo and various utility icons (Journal, Tasks, Help, Resources, Page Mapping, Imaging, Log Out). Below this is a secondary navigation bar with tabs for different case management areas: San Bernardino AT1, Case Info (selected), Eligibility, Empl. Services, Child Care, Resource Databank, Fiscal, Special Units, Reports, Client Corresp., and Admin Tools. The main content area is titled 'Case Data Removal Detail' and contains a form with the following fields:

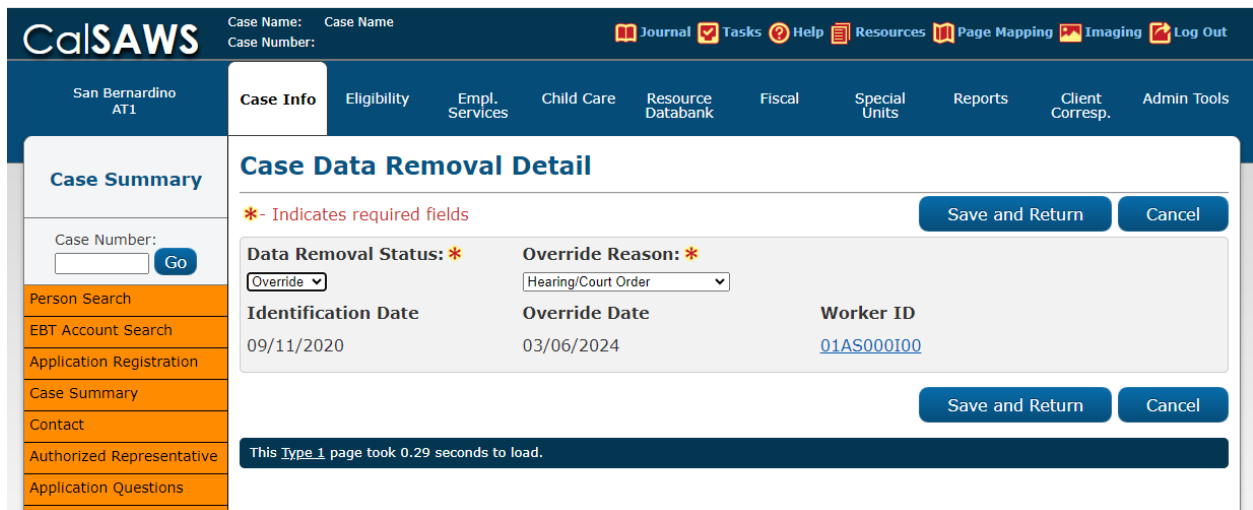
- Data Removal Status:** Identified (with an 'Edit' button)
- Identification Date:** 09/11/2020 (with an 'Edit' button)
- Worker ID:** [REDACTED] (with a 'Close' button)

A sidebar on the left contains a 'Case Summary' section with a search box and a 'Go' button, followed by a list of menu items: Person Search, EBT Account Search, Application Registration, Case Summary (highlighted), Contact, Authorized Representative, Application Questions, Negative Action, and New Program. At the bottom of the page, a status bar reads: 'This Type_1 page took 0.29 seconds to load.'

The following image represents the Case Data Removal Detail page in Edit Mode when changing from 'Identified' status to 'Override' status. This status change allows the 'Override Reason' field to display (see Section 2.2.4 for a list of Override Reasons).



The following image represents the Case Data Removal Detail page in Edit Mode when the status has already been updated to 'Override'. The County Staff member will be able to see the Override Date the Override was made in addition to the Worker ID that made the change.



When the Worker switches the Data Removal status between both Identified and Override status, that Worker's ID gets captured on the Detail page as a hyperlink. Clicking on that hyperlink navigates to the Staff Detail page of that Worker that made

the change. Once the user click the Close button on the Staff Detail page it will route you back to the Case Data Removal Detail page.

Staff Detail

*- Indicates required fields Close

General Staff Information			
First Name:	Middle Name:	Last Name: *	Suffix:
Staff Status Code: * Active - FT	Classification Title: *	Staff ID: 2	
Regional Call Center:			
Available Hours: (Day-Day Time-Time):			
Additional Information:			

Spoken Language Information	
Spoken Language *	Proficiency *
English	Primary

The Case Data Removal Detail page in Complete status displays as follows –

CalSAWS

Journal Tasks Help Resources Page Mapping Imaging Log Out

San Bernardino SYS1
Case Info
Eligibility
Empl. Services
Child Care
Resource Databank
Fiscal
Special Units
Reports
Client Corresp.
Admin Tools

Case Summary

Case Number: Go

- Person Search
- EBT Account Search
- Application Registration
- Case Summary
- Contact
- Authorized Representative
- Application Questions
- Negative Action
- New Program
- New Person
- Hide Person
- EBT Account List
- Issuance History

Case Data Removal Detail

*- Indicates required fields Close

Data Removal Status
Complete

Identification Date	Completion Date
09/11/2020	06/02/2021

[Journal History](#)

Close

2.4 Case Verification

Workers have been given time, since the original reporting run date as per the Purge Schedule, to evaluate identified cases before the case data removal is performed. During this time, it is possible that changes on identified cases will make them no longer eligible for the case data removal process. The nightly Re-Verification Job (PB00P803) will evaluate identified cases to confirm their eligibility for the purge.

The Re-verification batch process will execute the same query criteria (section 2.2.2 criteria rules) is run after the PB00P800 (case Identification) job. This is a standalone job that will run daily in Production to identify any of the cases in the CASE_PURGE table that no longer meet the criteria and will remove those cases from the table. Cases removed from this table will not be picked up in any downstream case-purge process.

Note: Cases in Overridden status will be excluded from this nightly Re-verification process.

A batch scheduler change request will deactivate the Re-Verification batch job after the final set of data deletions have taken place.

Once this batch job runs in Production and removes the cases from the CASE_PURGE table the following will occur in the CalSAWS application:

- These cases will have their Case Data Removal status section on Case Summary removed and they will not have a Detail page.
- For the Case Data Removal Reports, these cases will drop off from the next version of the reports, decreasing the overall record counts and total case counts.

There are tables used during case verification that are in RDS, which are noted in the supporting document below. For tables in RDS, if a case has any records in RDS, case verification will check those tables in RDS to determine whether the case still qualifies for case purge.



Archived Verification
Tables.xlsx

2.5 Data Deletion Process

The final removal of data associated to identified cases has been split into four steps which will be executed as part of Case Data Deletion Batch Job (PB00P801).

- 1) PDF Generation for Journals and Issuances
- 2) Removing NOAs and Forms

- 3) Removing Imaged documents
- 4) Remove case data

If both the journal service and archival service are turned off, data should continue to be deleted only from Oracle. When at least one of the journal service or archival service is turned on, case purge will delete data from both Oracle and RDS only for the services that are turned on. The existing MEDS alert purge will be performing the purge from Oracle or RDS for MEDS alerts according to whether MEDS service is turned on.

While at least one of the journal service or archival service is turned on, the above steps are not changing, but actions required in Oracle and RDS at each stage per case will occur hand-in-hand. If any error occurs during a particular stage, for either Oracle or RDS, changes will not be committed and will instead be rolled back. The Data Removal Status will remain 'In Process' and deletion of the case will be attempted again the next time PB00P801 is run, or further manual action will be taken.

2.5.1 PDF Creation

The PDF creation process will write each of the records for the Issuance and Journal History to a separate file for each case and store them to the file server. For cases that have historic information, these PDF files will be accessible on the Case Data Removal Detail page as hyperlinks. These hyperlinks will appear on the page after the case data deletion process has processed the case. Further information and examples of each PDF type can be found below.

The initial steps of the Batch Deletion process are to check each case originally identified for deletion still meets the criteria. If so, the System will generate PDFs to capture any Journal and Issuance History prior to deleting any case data. If there is no data for the PDF in question (e.g., if no Issuance History exists for a case), then no PDF will be generated, else PDF file will be generated by retrieving data from pages based on PDF type.

2.5.1.1 Issuance History PDF

This PDF will retrieve the same data from the Issuance Search Detailed Results Page for every issuance record on that case. An example of the Issuance History PDF is shown below:

Los Angeles
 Date created: 02-02-2022 01:07 PM

Case Number	B21KB04
Case Name	Case Name

Control Number	Payee	Program	Month	Category	Method	Issue Date	Status Date	Status	Amount
19201064	Payee Name	CalFresh	01/2016	Monthly Benefit	EBT	01/01/2016	12/23/2015	Issued	\$16.00
19107848	Payee Name	CalFresh	12/2015	Monthly Benefit	EBT	12/01/2015	11/21/2015	Issued	\$16.00
1913750	Payee Name	CalFresh	11/2015	Monthly Benefit	EBT	11/01/2015	10/25/2015	Issued	\$16.00
ALB21KB041510001	Payee Name	CalFresh	10/2015	Monthly Benefit	EBT	09/24/2015	09/24/2015	Issued	\$20.01
AFB21KB041510001	Payee Name	CalFresh	10/2015	Monthly Benefit	EBT	09/24/2015	09/24/2015	Issued	\$16.00
AFB21KB041509001	Payee Name	CalFresh	09/2015	Monthly Benefit	EBT	08/22/2015	08/22/2015	Issued	\$16.00

The County, Date Created, Case Number and Case Name will display at the top portion of the document for each file generated.

All data elements within the document are searchable using the 'Find' option within the PDF application.

2.5.1.2 Journal History PDF

This PDF will retrieve the same data from the Journal Detail page results for each journal entry on that case. An example of the Journal History PDF is shown below:

Los Angeles

Date created: 02-03-2022 11:49 AM

Case Number	T620A4D
Case Name	Case Name

Entry Date	Entry type	Short Description	Long Description	Append Journal Entry	Worker ID	Method of Contact
02/03/2022	Fiscal	Issuance Adjustment	EDBC Results/Issuance Issuance Summary Funding: State CFAP Amount: Yes \$100 Overridden Allotment: \$200 Allotment: \$50 Pro-rated: Yes		90AS00005B	
02/03/2022	Activity	Child Care Memo	Classic Here's a memo about child care.		90AS00005B	
02/03/2022	Activity	Journal Entry for Employment Services	Civil Rights County Interpreter County provided interpreter: Certified Employee Interpreter name: John Doe Customer name: Jane Doe Preferred oral language: Spanish Preferred written materials: Afghani This is a change: Yes Individual Demographics Detail page updated: Yes Case flag updated: No Employment/Income Self-Employment Self-employed customer, name: Jane Doe Type of Business: Food Delivery Job Title: Driver First date of pay: Date started: Hours worked per week: 36 Estimated monthly Income: \$ 200 Monthly Expense total: \$ 150 Customer Elects: Standard Income: \$ 50 Type of verification used: Sight Frequency: Weekly Conversion factor: 4.33 Additional pay: Tips		90AS00005B	Written
02/03/2022	IEVS	IEVS National Prisoner Match Received	Classic Received IEVS National Prisoner Match. Requires further investigation.		90AS00005B	Verbal
12/09/2000	Conversion	Sima Rusty			CNV	

The County, Date Created, Case Number and Case Name will display at the top portion of the document for each file generated.

2.5.1.3 History PDF Hyperlinks

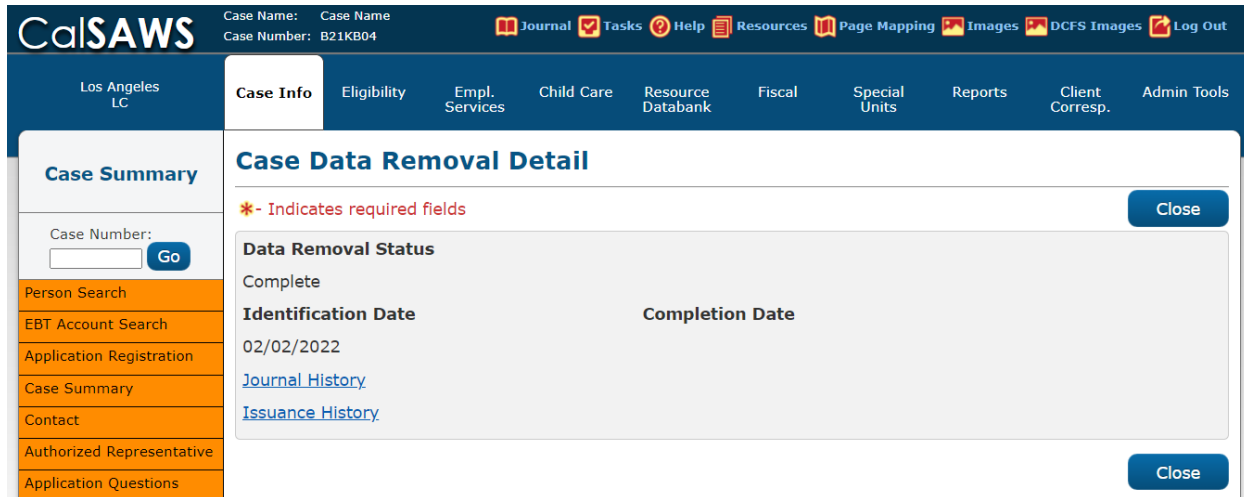
The PDF files behind the hyperlink targets will be stored on the AWS S3 storage after the process completes per each case. Each file will be unique and will exclusively contain journal and issuance history data specific to the case processed. The file names, as created on the file storage, are generated as follows:

- journalEntry.pdf
- issuance.pdf

They are stored in the following folder structure:

- CasePurge/[county name]/[case_id]/journalEntry.pdf
- CasePurge/[county name]/[case_id]/issuance.pdf

The Journal and Issuance History PDF hyperlinks will display on the Case Data Removal Detail page and only after the case deletions batch process has completed for a given case. The following screenshot shows where each hyperlink will display on the Detail page.



2.5.2 Document Removal

The Document Removal process will remove generated notice of actions (NOAs) and forms from the file management system passing in the identified set of cases. It considers records discovered by the Case Identification batch that are not in either a "Complete" or "Overridden" status. This job will remove all generated NOAs and forms, with the following exceptions:

- 1) Retain all documents outlined under section 2.1.1.2, which describes what data remains in the shell case.
- 2) Retain all documents associated to a person who is associated to a case not eligible for case purge. This may occur when a person is associated to multiple cases in the SAWS system. A case is not considered eligible for case purge if:
 - a. The case was not discovered by the Case Identification batch (PB00P800).
 - b. The case has been overridden in the case purge process (a.k.a. that Case Purge status is set to "Override").

After removing all eligible documents, this job will update the Document Status on the associated case purge record to indicate that documents have been removed for the case by setting `CASE_PURGE.DOC_STAT_IDENTIF = 'Y'`.

A small percentage of documents this job attempts to remove from the file store will be unavailable, due to broken links between the database and the document. Two batch properties are used to set an error threshold, which allows for some broken links but will terminate the job if too many are missing (potentially indicating a connection issue with the file store):

- 1) maxErrorPercentage: Compare the number of records processed vs the number of records missing. If the percentage of number of records missing is greater than the maxErrorPercentage, the job will terminate. The following property will make sure that the job won't terminate if the first case happens to be missing documents. This threshold is currently set to 5%.
- 2) minErrorCount: The minimum number of errors that occur before the job terminates. This sets an error threshold, where the job won't terminate until we reach the minimum number of errors. This threshold is currently set to 100 errors.

2.5.3 Image Removal

The Image Removal process removes all images associated to the case people eligible for the purge associated to the case.

This process first identifies all images associated with the case via a service call to the Hyland Imaging System. It will then identify all images associated to people on the case who are eligible for the purge (aka people who only exist on cases that are scheduled to be purge).

The document type is checked for each image in the list. Any **Time Limit** documents with imaging document type of 'Time Limit Documents' are retained.

SCR CA-284678 updated the imaging document type of the following forms to 'Time Limit Documents'. This change allows images for these forms to be retained if and when the forms have been configured for the Hyland Imaging System. Note: Of the following list, only CF 377.11, CF 377.11A, and CF 377.11 - Legacy forms are configured for the Hyland Imaging System in CalSAWS at the time of SCR CA-284678 implementation.

Form Number	Form Name
180	GR Denial - Ineligible Due to CalWORKs Time Limits
073-0	GR - Disc - Time Limits
133 0 (12/11)	GA Denial - Ineligible Due to CalWORKs Time Limits
163-0	GR - Deny - Exceed Time Limit
241 1 (10/10)	GA Denial - Time Limit
270 D	GR Disc/ Employable Time Limits
759-2 (09/99)	GA Disc - 90 Day Time Limit
CDS 093	DISCONTINUANCE/TIME LIMITED ELIGIBILITY
CF 377.11	CalFresh Time Limit Notice Failure to Meet the ABAWDs Work Requirement
CF 377.11 - Legacy	CalFresh Time Limit Notice for Failure to Meet ABAWDs Work Requirement
CF 377.11A	CalFresh Time Limit Notice Expiration of Three Consecutive Months for ABAWDs

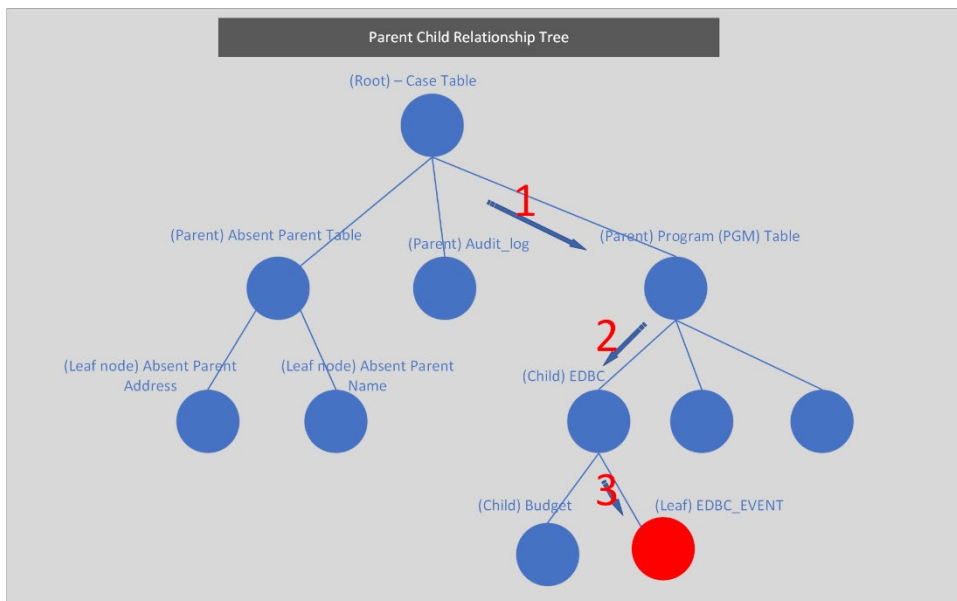
CF 377.11A - Legacy	CalFresh Time Limit Notice for Expiration of Three Consecutive Months for ABAWDs
CF 377.11B	CalFresh Countable Month Letter Use of Countable Month for ABAWDs
CF 377.11B - Legacy	CalFresh Countable Month Letter
CF 377.11C	CalFresh Time Limit for ABAWDs
CF 377.11C - Legacy	CalFresh Time Limit for ABAWDs
CF 377.11D	CalFresh Discretionary Exemption for Able-Bodied Adults Without Dependents (ABAWD)
CF 377.11D - Legacy	CalFresh Discretionary Exemption for Able-Bodied Adults Without Dependents (ABAWD)
CF 377.11E	CalFresh Able-Bodied Adult Without Dependents (ABAWD) Time Limit Exemption Screening Form
CF 377.11E - Legacy	CalFresh Able-Bodied Adult Without Dependents (ABAWD) Time Limit Exemption Screening Form
CF 886	CalFresh Notice of Work Rules
CSF 151	GA/GR Time Limit
CW 2186A - Legacy	CalWORKs Time Limit Exemption Request
CW 2186B - Legacy	CalWORKs Time Limit Exemption Determination
CW 2189A	Notice Of Your CalWORKs Time Limit - 54th Month On Aid
CW 2189B	Notice Of Your CalWORKs Time Limit - 57th Month On Aid
GA 3000_34N	GA Denial/Disc - Ineligible Due to CalWORKs Time Limits
GA 34 A	Req for GA Employable Persons Time Limits Notification Change
M40-107 - ADDENDUM 2	Child Support Collection For CalWORKs 60-Month Time Limit Exemption
M40-107 - ADDENDUM 1	Child Support Collection For CalWORKs 60-Month Time Limit Exemption
NA 531	Notice Of Action - Continuation Page - 60-Month Time Limit - Includes Budget
TEMP 3022	State Law Increases the Time Limit for CalWORKs Adults to 60 Months
TEMP CW 2186A - Legacy	CalWORKs Time Limit Exemption Request

Finally, the job issues a delete command to the Hyland Imaging System for every identified case and person image that is still eligible for the purge. Once all images have been deleted, the job updates the IMG_STAT_IDENTIF on the associated case's CASE_PURGE record to "Y" to signify that image removal has completed.

2.5.4 Data Deletion

Data Deletion is an Oracle procedure that physically deletes the data from the database tables for a given Case. The procedure uses configuration tables, defined in the below section, to traverse through the tree to find the leaf node, build the delete SQL statement based on the table key to uniquely identify the data, and execute the SQL statement to physically delete the data. Once the data is deleted from the table, it moves up in the hierarchy to find the next leaf and repeat the process.

The list of database tables that are identified for deletion is loaded into the configuration tables as defined in section 3 with parent and child relationships and appropriate keys to identify unique data. The process reads the configuration tables and will traverse through the relationship to find the leaf node (lowest child). Once the leaf node is identified, it starts deleting the data and moves up the hierarchy until the data from parent table is deleted. An example of the parent and child relationship (tree structure) and traversing logic is defined in the following diagram.



The above diagram represents the parent and child relationship of database tables in a tree structure. This structure is used to traverse through the branches to find the children (leaf node) to start deleting the data. The highlighted steps in red describe how the deletion leaf node logic identifies the child tables at a high level.

- 1) When a Case is selected from the CASE_PURGE table, Program IDs associated to the Case are selected from the PGM table.
- 2) Based on the Program ID, appropriate records from the EDBC table are selected

- 3) As we traverse through the EDBC tables, the EDBC_EVENT table is a leaf node, and hence the data from EDBC_EVENT table can be deleted.
- 4) After deleting the data, the logic flow is moved up to find the next child and the leaf node.

The data deletion logic will be driven by two configuration tables. The first configuration table lists the immediate child of the root, and the second table contains the children of the parent and their level. The details of these tables are defined in the technical section 3 of this document.

2.5.4.1 Deletion Logging Mode

The batch deletion process will have an option to turn the deletion logging on or off by passing a parameter in the main batch job. When the logging mode is on, the data deletion module will start logging every action performed in the function, including table name where data is being deleted with the Case ID, Person ID and other key columns to identify a unique record in the table.

2.5.5 Batch Dependencies

The Case Data Deletion Batch Job (PB00P801) is scheduled to run after Case Data Removal Re-Verification Job (PB00P803) to make sure data is up to date.

2.5.6 Exception Logging

A standard batch framework is used to log all exceptions encountered in the data deletion process. These exceptions will be monitored as part of standard batch operations. Depending on the reason for the exception, Defects or Changes will be logged and tracked in Jira.

2.5.7 Batch Restart

Restartability for all jobs is managed by records inserted and updated in the CASE_PURGE table. Should a job terminate unexpectedly, it should be resubmitted with restart.mode=false. It will continue from the last commit of the previous run.

2.6 Case Data Removal Completion Report

The Case Completion report lists all cases that have successfully completed the case purge process. It will display the following information:

Case Number: Case that has completed the case purge.

Case Name: Name associated to the Case.

Identification Date: The date the case was originally identified for the case purge process.

Completion date: Date that the case was purged from the system.

Navigation to the Report: Homepage > Reports > Scheduled > Case Activity > Title 'Case Data Removal Completion Report'

	A	B	C	D
1	CalSAWS	Case Data Removal Completion Report		
2	Los Angeles			
3	Run Date: MAY-12-22 11:34 AM			
4	Report Month: 04/2022			
5				
6			Row Count	Case Count
7			8	8
8				
9	Case Number	Case Name	Identification Date	Completion Date
10	B1H1343	Case Name	03/29/2022	10/31/2022
11	B0SP4544	Case Name	03/29/2022	10/31/2022
12	B1ABCDEFGF	Case Name	03/29/2022	10/31/2022
13	B1W3P42	Case Name	03/29/2022	10/31/2022
14	B1HEYOK1	Case Name	03/29/2022	10/31/2022
15	B1SLA7777	Case Name	03/29/2022	10/31/2022
16	B03B597132	Case Name	03/29/2022	10/31/2022
17	B0XX334342	Case Name	03/29/2022	10/31/2022

2.6.1 Batch Job

The present run frequency for the Case Data Removal Completion Reporting (AN_CURATION_REPORTS_CASE_PURGE_COMPLTN_REPORT) process is monthly and reports will be available on the 12th day of every month.

If this date lands on a holiday or Sunday, then the report will be available the following day.

2.7 Case Data Removal Process Turn Off











Once processing of all Cases identified, the CalSAWS Case Purge is completed. BSCR's will be submitted to turn off batch jobs.

3 TECHNICAL DESIGN









3.1 Delete Process

The case purge process is driven primarily off the CASE_PURGE and the CASE_PURGE_DELETE tables. The Case Purge table identifies the list of cases to be deleted from the CalSAWS database tables and the Case Purge Configuration table identifies the list of tables where case data will be deleted. The tables' logical structure is as follows:

CASE_PURGE table structure:

CASE_PURGE			
 	ID	NUMBER	(PK) (IX3)
 	CASE_ID	NUMBER	(FK) (AK0,IX1)
	SELECT_DATE	DATE	
	START_DATE	DATE	(IX7)
	COMPL_DATE	DATE	(IX6)
	STAT_CODE	VARCHAR2 (3 Byte)	(IX5)
	OVERRD_DATE	DATE	
 	OVERRD_STAFF_ID	NUMBER	(FK) (IX4)
	OVERRD_RSN_CODE	VARCHAR2 (3 Byte)	(IX2)
	CREATED_BY	VARCHAR2 (30 Byte)	
	UPDATED_BY	VARCHAR2 (30 Byte)	
	CREATED_ON	TIMESTAMP(6)	
	UPDATED_ON	TIMESTAMP(6)	
	ISSUANCE_FORMS_STAT_IDENTIF	VARCHAR2 (1 Byte)	
	ISSUANCE_FORMS_URL	VARCHAR2 (500 Byte)	
	JOURNAL_FORMS_STAT_IDENTIF	VARCHAR2 (1 Byte)	
	JOURNAL_FORMS_URL	VARCHAR2 (500 Byte)	
	DOC_STAT_IDENTIF	VARCHAR2 (1 Byte)	
	IMG_STAT_IDENTIF	VARCHAR2 (1 Byte)	

CASE_PURGE_DELETE table structure:

CASE_PURGE_DELETE				
	 ID	NUMBER	NN (PK)	(IX7)
	 TABLE_DELETE_GRP	VARCHAR2 (50 Byte)		(IX1)
	 DELETE_SEQ	NUMBER (6,2)		(IX4)
	PARNT_TABLE	VARCHAR2 (50 Byte)		
	 CHILD_TABLE	VARCHAR2 (50 Byte)		(IX2)
	 DML_ACTION	VARCHAR2 (2 Byte)		(IX5)
	 FORGN_KEY	VARCHAR2 (50 Byte)		(IX3)
	 ALT_FORGN_KEY	VARCHAR2 (50 Byte)		(IX6)
	CREATED_BY	VARCHAR2 (30 Byte)	NN	
	UPDATED_BY	VARCHAR2 (30 Byte)	NN	
	CREATED_ON	TIMESTAMP(6)	NN	
	UPDATED_ON	TIMESTAMP(6)	NN	

New column(s) will be added to keep track of whether a specific table has been moved, completely or partially, to RDS. See supporting document for tables that have archived data and which service it is part of.



Tables in RDS To Purge.xlsx

As part of the deletion process, batch job (PB00P801) will perform the following steps to remove the data:

- Executes the same re-verification criteria of nightly Re-Verification Job (PB00P803) to check for any real time transaction exceptions.
- Once the Case is verified to still meet all the deletion criteria, batch job will update the Status to 'In Process' and the PDF creation process is called to create PDF files for Journal Entries and Issuance history data, as defined in section 2.5.1.
- Upon successful creation of PDFs, Document Removal process is called to remove the documents from AWS S3, as defined in section 2.5.2.
- Next would be Image Removal process to delete images, as defined in section 2.5.3.
- Finally, the data deletion process will be executing a PL/SQL stored procedure, as defined in section 2.5. is called for each case to delete the case/person data from identified tables.
- Upon successful deletion of Case data, the process updates the Case Data Removal Status to 'Complete' and will begin processing the next Case for deletion.

The attached spreadsheet contains two tab pages – Delete Tables and Do not Delete Tables. The first tab page contains list of tables configured in CASE_PURGE_DELETE table for data deletion. The second tab page contains the list of tables where case/person data will be retained. For example – Time tracking data

When at least one of the journal service or archival service is turned on, records in CASE_TRK (in Oracle) and CASE_TRK_DETL (in RDS) should also be purged. Archived records that have been successfully purged should also be purged from CASE_TRK_DETL. If all archived records for a case have been purged, the CASE_TRK record should also be purged.

MEDS_ALERT and other MEDS alert related tables will be removed from case purge.



CA-284678 Case
Purge Deletion Tables

To support the deletion process we have created a series of DBCR's to perform On Delete Set to Null value operations for the following tables:

- On Delete Set EXPNGMNT_ID to Null on ISSUANCE table
- On Delete set ISSUANCE_ID to NULL on ISSUANCE table
- On Delete set RELATED_TRANSACT_ID to NULL on RECOV_ACCT_TRANSACT table
- On Delete set PGM_PERS_ID to Null on TIME_LIMIT_DETL table
- On Delete set TEMP_EDBC_SRC_PGM_ID to Null on PGM table
- On Delete set PGM_ID to Null on GENERATE_DOC table
- On Delete set SERV_ARRGMT_ID to Null on GENERATE_DOC table

3.2 Report Generation

CalSAWS uses Qlik for viewing reports which is developed AWS Analytics Architecture framework. Refer to the below share point link for the details on how this framework is used for the processes behind generating the Case Data Removal Identification, Override and Completion Reports.

<https://calacesorg.sharepoint.com/:p:/r/sites/CalACES-Project/Tech/Analytics/Architecture/CalSAWS%20AWS%20Architecture.pptx?d=w3a35ef945e9e4782a117de49cf518d2a&csf=1&web=1&e=LIVRC1>

3.3 Stage Document Utility

Testing environments do not include copies of forms and NOAs from the production environment. References to forms and documents stored in GENERATE_DOC end up as broken links since the documents don't exist in the testing file management system.

The Stage Documents Utility (PB00P805) will resolve these broken links by mocking files in the testing file management system. This ultimately allows for more accurate testing.

The Stage Documents utility is also capable of storing mocked image files for the ImageNow system. You can control whether mocked forms or mocked images are generated with the following batch properties:

- 1) generateDocuments: Set to "Y" if you would like to generate documents.
- 2) generateImages: Set to "Y" if you would like to generate images.

Generating images also requires setting the following property:

- 1) sampleImagePath: The filepath of a sample .TIF image file. Note: it is best to keep the filesize of this image relatively small, since the job will generate several thousand copies of the image.

The Stage Documents Utility will identify all generated documents for a given case ID. Case IDs can be provided to the utility in two ways:

- 1) caseId: Set this property to match a single case ID which contains documents you would like to mock.
- 2) caseListPath: You may provide a list of Case IDs to feed into the utility by employing the caseListPath property. First, you need to create a text file that contains all the case IDs you would like to mock with each case ID on its own line. You'll need to upload this file to the batch server, then provide the file's path as the caseListPath parameter. For example: caseListPath="/export/batch/scripts/CaseList.txt".

Mocked files will appear on the testing file management system under the casePurge/mockedExceptions. Mocked images will appear in the appropriate test environment's Hyland Imaging destination associated to the case.

Note: This utility cannot (and should not) be run in production. All batch properties associated to this job have been labeled as test properties, which prevents the job's execution on production batch servers.

4 REQUIREMENTS

4.1 Project Requirements

DDID	Description	Notes
CIV-105446	Monthly Batch job - case data removal – Discontinued / Inactive cases.	The scope of this DDID is covered in SCR-107763.
CA-208415	Monthly Batch job - case data removal - Discontinued / Inactive cases.	

5 SUPPORTING DOCUMENTS

Number	Functional Area	Description
107763	SCR	Create Case Data Removal Functionality
107825	SCR	Implement Case Data Removal Sprint 1 Features
107834	SCR	Implement Case Data Removal Sprint 2 Features
107924	SCR	Implement Case Data Removal Sprint 3 Features
107957	SCR	Implement Case Data Removal Sprint 4 Features
108104	SCR	Implement Case Data Removal Sprint 5 Features
108106	SCR	Implement Case Data Removal Sprint 6 Features
108107	SCR	Implement Case Data Removal Sprint 7 Features
108108	SCR	Implement Case Data Removal Sprint 8 Features
108109	SCR	Implement Case Data Removal Sprint 9 Features

108110	SCR	Implement Case Data Removal Sprint 10 Features
108111	SCR	Implement Case Data Removal Sprint 11 Features
108215	SCR	Data Change - Sutter County - Override 2014 cases from data removal per Board of Supervisors Decision
220458	SCR (CalSAWS)	Create CASE_PURGE table and Codes Table references to align with C-IV
224147	SCR (CalSAWS)	Update CASE_PURGE table to include deletion status fields for documents and images to align with C-IV
108554	SCR	Tehama County - Data Retention Flag Due to Opioid Litigation
108616	SCR	Case Data Removal Sprint 9 On Delete Set Null CR's
108630	SCR	Case Data Removal Sprint 10 On Delete Set Null CR's
CA 229298	SCR (CalSAWS)	Port Case Data Removal Functionality into CalSAWS
CA 229300	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 1
CA 229301	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 2
CA 229302	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 3
CA 229303	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 4
CA 229305	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 5
CA 229306	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 6

CA 229308	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 7
CA 229309	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 8
CA 235667	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 9
CA 235669	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 10
CA 235670	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 11
CA 243795	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 12
CA-253787	SCR (CalSAWS)	Update Batch Schedule and Reports Calendar for 2023, Case Purge Reports schedule has been updated to 11 th calendar day
CA-251337	SCR (CalSAWS)	Prevent linking records to shell cases
CA-255731	SCR (CalSAWS)	Remove Page Validation that Prevents Linking MAGI Case to the Same CalSAWS Case
CA-270510	Defect (CalSAWS)	Implement County Level Purge Configuration so that it can run only for the specified counties
CA-254284	Defect (CalSAWS)	Implement 6 years Retention Period for any CalHEERS Transactions created on the Cases.
CA-253881	Defect (CalSAWS)	Implement 12 months Retention Period for changes in the Recovery Accounts to support reports
CA-259931	Defect (CalSAWS)	Implement Retention Logic for EDBC Recoupment, Related Recovery Accounts, Related/Shared Receipts, Related Active Responsible Party Scenarios.
CA-266992	Defect (CalSAWS)	Implement 6 years Retention Period for Issuance created to Expungement Cases
CA-253636	SCR (CalSAWS)	DDID 2261 - Imaging CalWIN Retention Phase 1
CA-253637	SCR (CalSAWS)	DDID 2261 - Imaging CalWIN Retention Phase 2

CA-247899	SCR (CalSAWS)	CalSAWS Case Data Removal 2024 Run Cases Identification & Validation
CA-271043	SCR (CalSAWS)	CalSAWS Case Data Removal 2024 Run Scheduling
CA-275163	SCR (CalSAWS)	Re-Design CalSAWS Case Purge Components