

Design

CA-50801

Phase I - ACL 15-62 changes: NA 816, NA 817 with the latest versions in all threshold languages

CalSAWS	DOCUMENT APPROVAL HISTORY		
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CA-50801 – Phase I - ACL 15-62 changes: NA 816, NA 817 with the latest versions in all threshold languages

1 OVERVIEW

This effort will update the NA 816 (Notice Of Action - Sanction Of Other Parent After Failed Compliance Plan) and NA 817 (Notice Of Action - Sanction Of Participant After Failed Compliance Plan) NOA fragments to the latest state version. NA 816 and NA 817 will be added to the template repository. WTW 31 will be attached to the NA 816 and NA 817 NOAs and forms in the template repository. The NA 200 Budget will be added to the NA 816 and NA 817 and the NA 1239 SAR Budget will be removed.

1.1 Current Design

CalSAWS does not have the updated versions of the NA 816 or NA 817. Threshold languages are also missing. NA 816 and NA 817 are not available in the template repository.

- The CalSAWS NA 816 is the 10/06 version and only exists in English and Spanish. Generates with the NA Back 9 and NA 1239 SAR (10/12) LA Cont. Page - Semi-Annual Reporting Budget.
- The CalSAWS NA 817: is the 10/06 version and only exists in English and Spanish. Generates with the NA Back 9 and NA 1239 SAR (10/12) LA Cont. Page - Semi-Annual Reporting Budget.

The WTW 31 is not generated with the NA 816 or NA 817.

1.2 Requests

1. Add the newest State versions of the NA 816 and NA 817 to the System.
2. Add manual versions of the NA 816 and NA 817 to the Template Repository.
3. Attach the WTW 31 to both the NA 816 and the NA 817.
4. Add the NA 200 budget to the NA 816 and NA 817. Remove NA 1239 SAR Budget.

1.3 Overview of Recommendations

1. Add NA 816 (3/14) to the Template Repository
 - a. Attach WTW 31
 - b. Attached NA Back 9
 - c. Attach NA 200 Budget
 - d. Add available threshold languages
2. Add NA 817 (3/14) to the Template Repository
 - a. Attach WTW 31

- b. Attach NA Back 9
 - c. Attach NA 200 Budget
 - d. Add available threshold languages
- 3. Update "WTW SAN: WW ACT 2ND PRNT" NOA Fragment (Snippet id: 7001)
 - a. Update verbiage to the match latest state version of the NA 816 (3/14)
 - b. Attach WTW 31
 - c. Attach NA 200 Budget
 - d. Remove the NA 1239 SAR Budget
 - e. Add available threshold languages
- 4. Update "WTW SANCTION: 1ST PARENT" NOA Fragment (Snippet id: 7000)
 - a. Update verbiage to the match latest state version of the NA 817 (3/14)
 - b. Attach WTW 31
 - c. Attach NA 200 Budget
 - d. Remove the NA 1239 SAR Budget
 - e. Add available threshold languages
- 5. Update "CW_CH_NOA_TYPE" NOA Fragment (Snippet id: 3108) in threshold languages
- 6. Update "CW_CH_MESSAGE2" NOA Fragment (Snippet id: 5069)
 - a. Update threshold languages
 - b. Update verbiage to match state version.
- 7. Add WTW 31 as a NOA Fragment

1.4 Assumptions

- 1. There are no other changes to the form's generation conditions or variable population logic, unless otherwise stated in this design document.
- 2. There are no updates to the forms attached to NA 816 and NA 817 (WTW 31, NA Back 9, NA 200 Budget).
- 3. SCR CA-287804 will update the CalWORKs NOA header.
- 4. SCR CA-236637 will address changes to the NA 816/NA 817.

2 RECOMMENDATIONS

2.1 Add NA 816 (3/14) to the Template Repository

2.1.1 Overview

This effort will add NA 816 (3/14) to the Template Repository including threshold languages.

State Form: NA 816 (3/14)

Programs: CalWORKs

Attached Form(s): WTW 31, NA Back 9, NA 200 Budget

Forms Category: NOA

Template Repository Visibility: All counties

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

2.1.2 Form Verbiage

Create NA 816 XDP

Form Header: Header_1

Form Title:

- **Title listed on Template Repository/Document List page:** Sanction of Other Parent After Failed Compliance Plan
- **Title printed on the Form:** NOTICE OF ACTION CALWORKS CHANGE

Form Number: NA 816

Template Repository Visibility: All counties

Include NA Back 9: Y

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

Imaging Form Name: Sanction Other Parent Failed Comp Plan

Imaging Case/Person: Case

Imaging Document Type: Notification/NOA

Form Description: Notice to second parents that their cash aid will be lowered. Customer hearing rights are also listed.

Form Mockups/Examples: See Supporting Documents #1

Technical note 1: Translations provided by CDSS, a mockup with CalSAWS header is not provided. Threshold languages should use the same header as the English NA 816 (Header_1).

Technical note 2: The NA 816 in CalSAWS has the phone number for 'California Coalition of Welfare Rights Organization.' This line should be included for all threshold languages.

Technical note 3: For threshold languages where translations of WTW 31 is not available, the English version of WTW 31 should be attached along with GEN 1365.

2.1.3 Form Generation Conditions

Add Form to the Template Repository

The NA 816 form will be added to the Template Repository.

Required Document Parameters: Case Number, Customer Name, Language

2.1.4 Form Variable Population

The form will not have any pre-population aside from the Header, WTW 31 and NA Back 9. All fields will be editable. The WTW 31 population follows the existing variable population logic.

2.1.5 Add Form Control

TRACKING BARCODE	BRM BARCODE	IMAGING BARCODE
No	No	Yes

2.1.6 Form Print Options and Mailing Requirements

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

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

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

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

Mailing Requirements:

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

Mailed From (Return): Worker's office

Mail-back-to Address: N/A

Outgoing Envelop Type: Standard

Return Envelope Type: N/A

Additional Requirements:

Special Paper Stock: N/A

Enclosures: None

Electronic Signature: Yes

Check to Sign: Yes

Post to SSP: Yes

2.2 Add NA 817 (3/14) to the Template Repository

2.2.1 Overview

This effort will add NA 817 (3/14) to the Template Repository including threshold languages.

State Form: NA 817 (3/14)

Programs: CalWORKs

Attached Form(s): WTW 31, NA Back 9, NA 200 Budget

Forms Category: NOA

Template Repository Visibility: All counties

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

2.2.2 Form Verbiage

Create NA 817 XDP

Form Header: Header_1

Form Title:

- **Title listed on Template Repository/Document List page:** Sanction of Participant After Failed Compliance Plan
- **Title printed on the Form:** NOTICE OF ACTION CALWORKS CHANGE

Form Number: NA 817

Template Repository Visibility: All counties

Include NA Back 9: Y

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

Imaging Form Name: Sanction Participant Failed Comp Plan

Imaging Case/Person: Case

Imaging Document Type: Notification/NOA

Form Description: Notice to Customers that their cash aid will be lowered. Customer hearing rights are also listed.

Form Mockups/Examples: See Supporting Documents #2

Technical note 1: Translations provided by CDSS, a mockup with CalSAWS header is not provided. Threshold languages should use the same header as the English NA 817 (Header_1).

Technical note 2: For threshold languages where translations of WTW 31 is not available, the English version of WTW 31 should be attached along with GEN 1365.

2.2.3 Form Generation Conditions

Add Form to the Template Repository

The NA 817 form will be added to the Template Repository.

Required Document Parameters: Case Number, Customer Name, Language

2.2.4 Form Variable Population

The form will not have any pre-population aside from the Header, WTW 31 and NA Back 9. All fields will be editable. The WTW 31 population follows the existing variable population logic.

2.2.5 Add Form Control

TRACKING BARCODE	BRM BARCODE	IMAGING BARCODE
No	No	Yes

2.2.6 Form Print Options and Mailing Requirements

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

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

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

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

Mailing Requirements:

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

Mailed From (Return): Worker's office

Mail-back-to Address: N/A

Outgoing Envelope Type: Standard

Return Envelope Type: N/A

Additional Requirements:

Special Paper Stock: N/A

Enclosures: None

Electronic Signature: Yes

Check to Sign: Yes

Post to SSP: Yes

2.3 Update WTW SAN: WW ACT 2ND PRNT Reason

2.3.1 Overview

This effort will update the “WTW SAN: WW ACT 2ND PRNT” NOA reason (Snippet ID: 7001) to the latest state version of the NA 816, including threshold languages.

Reason Fragment Name and ID: WTW SAN: WW ACT 2ND PRNT (Snippet: 7001)

Known County NOA: NA 816 (3/14)

Current NOA Template: CW_NOA_TEMPLATE (Snippet: 3026)

Current Programs: CalWORKs

Current Action Type: Change

Current Fragment Level: Program

Currently Repeatable: No

Includes NA Back 9: Yes

Current Forms/NOAs Generated with this NOA: NA Back 9, NA 1239 SAR Budget

Existing Languages: English, Spanish

2.3.2 Form/NOA Verbiage

Update WTW SAN: WW ACT 2ND PRNT Reason XDP

Update the WTW SAN: WW ACT 2ND PRNT Reason fragment (Snippet ID: 7001) to match the latest state version of the NA 816 (3/14). Add fragment in threshold languages.

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

NOA Mockups/Examples: Not included. This is an existing reason fragment.

LOCATION ON THE NOA	EXISTING TEXT	UPDATED TEXT	FORMATTING
Paragraph 1	"<Person> as of <EffectiveChangeDate>, we are changing your cash aid from <PriorAmount> to <CurrentAmount>."	"<Person> as of <EffectiveChangeDate> (Date format MM/DD/YYYY)>, we are lowering your family's cash aid from <PriorAmount> to <CurrentAmount>."	Arial Font Size 10
Paragraph 4	"Your family's cash aid is lowered, because you did not do what we asked you to do and you are being removed from the Assistance Unit."	"Your family's cash aid is being lowered, because you did not do what we asked you to do and you are being removed from the Assistance Unit."	Arial Font Size 10
Middle of left column	HOW TO GET YOURSELF BACK ON CASH AID	HOW TO GET YOURSELF BACK ON CASH AID	Arial Font Size 10, bold

LOCATION ON THE NOA	EXISTING TEXT	UPDATED TEXT	FORMATTING
Middle of right column	DO YOU NEED FREE LEGAL HELP?	DO YOU NEED FREE LEGAL HELP?	Arial Font Size 10, bold

Technical note: Translations provided by CDSS, a mockup with CalSAWS header is not provided. Threshold languages should follow the existing English fragment / NOA formatting.

2.3.3 Form/NOA Variable Population

The NOA will pre-populate the Header, NA 816, the NA Back 9, WTW 31 and the NA 200 budget variables following the existing variable population logic for NA 816 and attached forms.

The WTW 31 NOA Fragment will follow the existing WTW 31 form data population (see CA-207425). Detailed variable population for the WTW 31 NOA fragment is available in Section 2.7.3 of this design.

2.3.4 Form Generation Conditions

This effort will replace the NA 1239 budget with the NA 200 budget.

Update Fragment Generation

1. Update the NA 1239 SAR Budget fragment (Snippet ID: 1289) generation logic to no longer generate when the only reason fragment is:
 - a. WTW SAN: WW ACT 2ND PRNT (ID: 7001)
2. Update the NA 200 Budget fragment (Snippet ID: 1291) generation logic to generate when the only reason fragment is:
 - a. WTW SAN: WW ACT 2ND PRNT (ID: 7001)
3. Attach WTW 31 to the WTW SAN: WW ACT 2ND PRNT (Reason ID: 7001) NOA.

Technical note: For threshold languages where translations of WTW 31 is not available, the English version of WTW 31 should be attached along with GEN 1365.

2.4 Update “WTW SANCTION: 1ST PARENT” NOA Reason

2.4.1 Overview

This effort will update the “WTW SANCTION: 1ST PARENT” NOA (Snippet id: 7000) to the latest state version of the NA 817, including threshold languages.

Reason Fragment Name and ID: WTW SANCTION: 1ST PARENT (Snippet id: 7000)

Known County NOA: NA 817 (3/14)

Current NOA Template: CW_NOA_TEMPLATE (Snippet: 3026)

Current Programs: CalWORKs
Current Action Type: Change
Current Fragment Level: Program
Currently Repeatable: No
Includes NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: NA Back 9, NA 1239 SAR Budget
Existing Languages: English, Spanish

2.4.2 Form/NOA Verbiage

Update WTW SAN: WW ACT 2ND PRNT Reason XDP

Update the WTW SANCTION: 1ST PARENT Reason fragment (Snippet id: 7000) to match the latest state version of the NA 817 (3/14). Add fragment in threshold languages.

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

NOA Mockups/Examples: Not included. This is an existing reason fragment.

LOCATION ON THE NOA	EXISTING TEXT	UPDATED TEXT	FORMATTING
Paragraph 1	"<Person> as of <EffectiveChangeDate>, we are changing your cash aid from <PriorAmount> to <CurrentAmount>."	"<Person> as of <EffectiveChangeDate> (Date format MM/DD/YYYY)>, we are changing your family's cash aid from <PriorAmount> to <CurrentAmount>."	Arial Font Size 10
Paragraph 4	"Your family's cash aid is lowered, because you did not do what we asked you to do and you are being removed from the Assistance Unit."	"Your family's cash aid is being lowered, because you did not do what we asked you to do and you are being removed from the Assistance Unit."	Arial Font Size 10
Middle of left column	HOW TO GET YOURSELF BACK ON CASH AID	HOW TO GET YOURSELF BACK ON CASH AID	Arial Font Size 10, bold
Bottom of left column	DO YOU NEED FREE LEGAL HELP?	DO YOU NEED FREE LEGAL HELP?	Arial Font Size 10, bold

Technical note: Translations provided by CDSS, a mockup with CalSAWS header is not provided. Threshold languages should follow the existing English fragment / NOA formatting.

2.4.3 Form/NOA Variable Population

The form will pre-populate the Header, NA 817, the NA Back 9, WTW 31 and the NA 200 budget variables following the existing variable population logic for NA 817 and attached forms.

The WTW 31 NOA Fragment will follow the existing WTW 31 form data population (see CA-207425). Detailed variable population for the WTW 31 NOA fragment is available in Section 2.7.3 of this design.

2.4.4 Form Generation Conditions

This effort will replace the NA 1239 budget with the NA 200 budget.

Update Fragment Generation

1. Update the NA 1239 SAR Budget fragment (Snippet ID: 1289) generation logic to no longer generate when the only reason fragment is:
 - a. WTW SANCTION: 1ST PARENT Reason (Snippet id: 7000)
2. Update the NA 200 Budget fragment (Snippet ID: 1291) generation logic to generate when the only reason fragment is:
 - a. WTW SANCTION: 1ST PARENT Reason (Snippet id: 7000)
3. Attach WTW 31 to the WTW SAN: WW ACT 2ND PRNT (Reason ID: 7001) NOA.

Technical note: For threshold languages where translations of WTW 31 is not available, the English version of WTW 31 should be attached along with GEN 1365.

2.5 Update “CW_CH_NOA_TYPE” NOA Fragment

2.5.1 Overview

This effort will update the “CW_CH_NOA_TYPE” NOA Fragment (Snippet id: 3108) in threshold languages. This fragment is used in the NA 816 and NA 817 NOAs. This effort will add additional threshold languages to match the NA 816 and NA 817 available languages.

Fragment Name and ID: CW_CH_NOA_TYPE (Snippet id: 3108)

Known County NOA: Not based on state form

Current Programs: CalWORKs

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

2.5.2 Form/NOA Verbiage

Update WTW SAN: WW ACT 2ND PRNT Reason XDP

Update the CW_CH_NOA_TYPE fragment (Snippet id: 3108) in threshold languages.

Updated Languages: Japanese, Mien, Punjabi, Ukrainian

Note: Fragment Verbiage "NOTICE OF ACTION CALWORKS CHANGE"

2.5.3 Form Generation Conditions

There are no changes to this section.

2.6 Update "CW_CH_MESSAGE2" NOA Fragment

2.6.1 Overview

This effort will update the "CW_CH_MESSAGE2" NOA Fragment (Snippet id: 5069) in threshold languages. This fragment is used in the NA 816 and NA 817 NOAs. This effort will add additional threshold languages to match the NA 816 and NA 817 available languages.

Fragment Name and ID: CW_CH_MESSAGE2 NOA Fragment (Snippet id: 5069)

Known County NOA: NA 816 and NA 817

Current Programs: CalWORKs

Existing Languages: Armenian, Cambodian, Chinese, English, Korean, Russian, Spanish, Tagalog, Vietnamese

2.6.2 Form/NOA Verbiage

Update WTW SAN: WW ACT 2ND PRNT Reason XDP

1. Update the CW_CH_MESSAGE2 NOA Fragment (Snippet id: 5069) in threshold languages
2. Update Verbiage to match the NA 816 and NA 817 state version.

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

LOCATION ON THE NOA	EXISTING TEXT	UPDATED TEXT	FORMATTING
Paragraph 1	If the failure to meet Welfare to Work requirements...	If the failure to meet Welfare-to-Work requirements...	Arial Font Size 10

LOCATION ON THE NOA	EXISTING TEXT	UPDATED TEXT	FORMATTING
Paragraph 1	This Notice of Action does NOT change or stop Medi-Cal benefits. Keep your plastic Benefits Identification Card(s).	This Notice of Action does NOT change or stop Medi-Cal benefits. Keep your plastic Benefits Identification Card(s).	Arial Font Size 10

Note 1: Fragment Verbiage

“CalFresh: If the failure to meet Welfare-to-Work requirements also causes a CalFresh penalty, you may not be able to get CalFresh benefits. If there is a CalFresh penalty, you will get another notice telling you how long your CalFresh benefits will be stopped.

Medi-Cal: This Notice of Action does NOT change or stop Medi-Cal benefits. **Keep your plastic Benefits Identification Card(s).**”

Note 2: Dashes being added to ‘Welfare-to-Work’ and the sentence ‘Keep your plastic Benefits Identification Card(s).’ is being bolded.

2.6.3 Form Generation Conditions

There are no changes to this section.

2.7 Add WTW 31 NOA Fragment

2.7.1 Overview

This effort will add the WTW 31 (8/15) as a NOA Fragment (without a cover letter). Currently WTW 31 is available in the Template Repository only. The WTW 31 NOA Fragment is being attached to the NA 816 and 817 NOAs as part of this design (Sections 2.3 and 2.4).

Known County NOA: WTW 31 (8/15)

Current Programs: CalWORKs, Welfare to Work, Refugee Employment Program

Includes NA Back 9: No

Languages: Armenian, Cambodian, Chinese, English, Korean, Russian, Spanish, Tagalog, Vietnamese

2.7.2 Form/NOA Verbiage

WTW 31 Fragment XDP

This effort will recreate the existing WTW 31 form as a NOA Fragment.

2.7.3 Form/NOA Variable Population

The WTW 31 NOA Fragment will follow the existing WTW 31 form data population (see CA-207425).

WTW 31 Data Population:

VARIABLE NAME	DESCRIPTION	POPULATION
CustomerName	Customer's name	Populates the customer's name.
CaseNumber	Customer's Case number	Populates the customer's case number.
CountyContactNumber	The county contact phone number.	The variable will be populated with the Primary Number for the County Contact Number listed on the "Correspondence Detail" page for Los Angeles County. If there is no phone number, the field will be blank. For the Migration Counties, it will populate with the worker's phone number. It will have the following format: (###) ###-####.
WTWWorkerName	The name of the WTW or Refugee Employment Program (REP) worker.	The variable will be populated with the name of the WTW or REP (LA County only) worker. It will have the following format: First name Last Name. If there is no worker assigned, the worker name will be populated with the default value of 'Customer Rep'.
StateWelfareRights OrganizationAddress	The address of the State Welfare Rights Organization.	This variable will be populated with the address of the State Welfare Rights Organization. The address is listed on the "Correspondence Detail" page. For Los Angeles County, it is the Welfare Rights office closest to the participant. For the Migration Counties, it is the office listed on the "Correspondence List" page with an office type of Coalition of California Welfare Rights Organizations (CCWRO).
StateWelfareRights Organization PhoneNumber	The phone number of the State Welfare Rights Organization.	This variable will be populated with the phone number of the State Welfare Rights Organization. It will use the Toll-Free Number listed on the "Correspondence

VARIABLE NAME	DESCRIPTION	POPULATION
		<p>Detail" page. If the Toll-Free number is not available, it will use the Primary Number. It will have the following format: (###) ###-####.</p> <p>For Los Angeles County, it is the Welfare Rights office closest to the participant.</p> <p>For the Migration Counties, it is the office listed on the "Correspondence List" page with an office type of CCWRO.</p>
LegalAidAddress	The address of the Legal Aid office.	<p>This variable will be populated with the address listed on the "Correspondence Detail" of the Legal Aid office.</p> <p>For Los Angeles County, it is the Legal Aid office closest to the District Office.</p> <p>For the Migration Counties, it is the office listed on the "Correspondence List" page with an office type of Legal Aid.</p>
LegalAidPhoneNumber	The phone number of the Legal Aid office.	<p>This variable will be populated with the phone number of the Legal Aid office. It will use the Toll-Free Number listed on the "Correspondence Detail" page for the Legal Aid office type. If the Toll-Free number is not available, it will use the Primary Number. For San Bernardino County, it will use the Additional Number. It will have the following format: (###) ###-####.</p> <p>For Los Angeles County, it is the Legal Aid office closest to the District Office.</p> <p>For the Migration Counties, it is the office listed on the "Correspondence List" page with an office type of Legal Aid.</p>

2.7.4 Form Generation Conditions

Generation of the WTW 31 is addressed in Section 2.3 and 2.4 of this design. The WTW 31 NOA Fragment is being attached to the NA 816 and NA 817 NOAs.

3 SUPPORTING DOCUMENTS

NUMBER	FUNCTIONAL AREA	DESCRIPTION	ATTACHMENT
#1	Client Correspondence	NA 816 mockup	NA 816 mockup.pdf

NUMBER	FUNCTIONAL AREA	DESCRIPTION	ATTACHMENT
#2	Client Correspondence	NA 817 mockup	NA 817 mockup.pdf
#3	Client Correspondence	CA-50801 translations	CA-50801 translations.xlsx
#4	Client Correspondence	CDSS State versions	CDSS State versions.zip

4 REQUIREMENTS

REQ #	REQUIREMENT TEXT	HOW REQUIREMENT MET
2.18.2.1 CAR-1223	The LRS shall include standard electronic templates for all notices, NOAs, forms, letters, stuffers, and flyers that can be easily maintained by non-technical COUNTY-specified Users.	Add/Update NA 816 / NA 817 into CalSAWS forms and NOAs.

Design

CA-235957

Add new notices provided in the ACL 21-45

DOCUMENT APPROVAL HISTORY

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DATE

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Aishwarya
Shankar

04/10/2025

2.0

Updates based on
committee reviewAishwarya
Shankar

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CA-235957 – Add new notices provided in the ACL 21-45

1 OVERVIEW

This SCR adds some new forms and notices specified in ACL 21-45 to CalSAWS, updates a few existing forms, and obsoletes a few forms from the CalSAWS system.

1.1 Current Design

CalSAWS currently does not have forms and notices for certain time limit scenarios. ACL 21-45 details the forms and notices required to address these scenarios.

1.2 Requests

1. Add the following forms and notices from ACL 21-45 to the CalSAWS system: CW 88, WTW 51, M81-215E, and M81-215F.
2. Update the GN 6386 form.
3. Update the form variable population logic and generation conditions of the CW 2187.
4. Obsolete the following forms in the CalSAWS system: GN 6376 – 48-Month Time Limit Extender Checklist, GN 6186 – CalWORKs 48-Month Time Limit Review Worksheet, GN 6334 – Post Time Limit Services Activity Agreement, GN 6333 – Notice of Termination of Post-Time Limit Services, GN 6188 – Time Limit Review/Time Limit Extension Request Gram, GN 6145 – Volunteer for CalWORKs GAIN Program, and PA 4026 – Time Limit Inquiry Request.

1.3 Overview of Recommendations

1. Add CW 88 to the Template Repository.
2. Add WTW 51 to the Template Repository.
3. Update GN 6386 to the latest version.
4. Add M81-215E to the Template Repository.
5. Add M81-215F to the Template Repository.
6. Update the variable population logic and generation conditions of CW 2187.
7. Obsolete GN 6376, GN 6186, GN 6334, GN 6333, GN 6188, GN 6145, and PA 4026.

1.4 Assumptions

1. The GN 6376, GN 6186, GN 6334, GN 6333, GN 6188, GN 6145, and PA 4026 forms, which are being obsoleted in the CalSAWS system with this SCR, are LA county-specific forms.

2. The GN 6386 form, which is being updated with this SCR, is an LA county-specific form.
3. The NA 270 in English will be attached to the M81-215E and the M81-215F in all languages as there are no current plans to have the NA 270 translated to other languages. The GEN 1365 will be included with the forms.
4. There are no changes to any existing functionality unless specified in this design document.

2 RECOMMENDATIONS

2.1 Add CW 88 to Template Repository

2.1.1 Overview

This recommendation is to add the CW 88 form to the Template Repository.

State Form: CW 88 (4/21)

Programs: CalWORKs

Attached Forms: None

Forms Category: Forms

Template Repository Visibility: All Counties

Languages: English

2.1.2 Form Verbiage

Create Form XDP

*NOTE: The CW 88 Coversheet was provided by CDSS separate of the CW 88, but will be added as part of the CW 88 with this SCR as per request.

Form Header: HEADER_1 (CalSAWS Standard Header)

Form Title (Document List Page Displayed Name): Diversion Services Agreement CalWORKs Program

Form Number and Version: CW 88 & (4/21)

Include NA Back 9: No

Imaging Form Name: Diversion Services Coversheet & Agrmnt

Imaging Document Type: CalWORKs (CW)

Imaging Case/Person: Case

Form Mockups/Examples: See Supporting Document #1

2.1.3 Form Variable Population

Standard header information will be populated on the CSF 147 (first page). Case Name, Case Number, Worker Name, and Worker Number will also be populated on the first page of the CW 88 form itself.

2.1.4 Form Generation Conditions

1. Add Form to Template Repository

CW 88 will be added to the template repository with the following document parameters:

Required Document Parameters: Case Number, Customer Name,

Language, Program

2. Add Form Control

The CW 88 form will have the following form control:

Tracking Barcode	BRM Barcode	Imaging Barcode
No	No	Yes

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
Yes	Yes	Yes	Yes	Yes	Yes

Mailing Options:

Mail-To (Recipient): Customer name selected from dropdown in the document parameters page

Mailed From (Return): Sending Office

Mail-back-to Address: None

Outgoing Envelope Type: Standard Mail

Return Envelope Type: None

Additional Options:

Special Paper Stock: No

Enclosures: None

Electronic Signature: Yes

Electronic Signature (IVR/Text): Yes

Check to Sign: Yes

Post to Self Service Portal (SSP): Yes

2.2 Add WTW 51 to Template Repository

2.2.1 Overview

This recommendation is to add the WTW 51 (1/21) form to the Template Repository. This form will be used by case workers, and it will not be sent out to a case person.

State Form: WTW 51 (1/21)

Programs: WTW, REP

Attached Forms: None

Forms Category: Forms

Template Repository Visibility: All Counties

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

2.2.2 Form Verbiage

Create Form XDP

Form Header: None

Form Title (Document List Page Displayed Name): Welfare to Work
Noncompliance Checklist Tool

Form Number and Version: WTW 51 & (1/21)

Include NA Back 9: No

Imaging Form Name: WTW Noncompliance Checklist Tool

Imaging Document Type: Welfare to Work (WTW)

Imaging Case/Person: Case

Form Mockups/Examples: See Supporting Document #2

2.2.3 Form Variable Population

There is no variable population for the WTW 51.

2.2.4 Form Generation Conditions

1. Add Form to Template Repository

WTW 51 will be added to the template repository with the following document parameters:

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

2. Add Form Control

The WTW 51 will have the following form control:

Tracking Barcode	BRM Barcode	Imaging Barcode
------------------	-------------	-----------------

No	No	Yes
----	----	-----

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
Yes	Yes	Yes	No	Yes	No

Mailing Options:

Mail-To (Recipient): None
 Mailed From (Return): None
 Mail-back-to Address: None
 Outgoing Envelope Type: None
 Return Envelope Type: None

Additional Options:

Special Paper Stock: No
 Enclosures: None
 Electronic Signature: No
 Electronic Signature (IVR/Text): No
 Check to Sign: No
 Post to Self Service Portal (SSP): No

2.3 Update GN 6386

2.3.1 Overview

This recommendation is to update the GN 6386.

State Form: Not a state form (LA County-specific form – GN 6386 (12/2012))

Current Programs: WTW, REP

Current Attached Form(s): None

Current Forms Category: Forms

Current Template Repository Visibility: LA County

Existing Languages: English

2.3.2 Form Verbiage

Update Form XDP

Form Header: HEADER_1 (CalSAWS Standard Header)

Location	Existing Language	Updated Language
Page 1	Time used on CalWORKs 48-Month Time Clock:	Time used on CalWORKs 60-Month Time Clock:
Page 1	Employment Goal:	Activity(es) Goal:
Page 1	I understand that I have chosen an employment goal that will be completed beyond my remaining time on aid in CalWORKs.	I understand that I have chosen an activity goal that will be completed beyond my remaining time on aid in CalWORKs.
Page 2	1. Enter the participant's information: name, case number, and the current remaining time on aid in CalWORKs. 2. Enter the Employment Goal that is estimated to be completed beyond the participant's remaining time on aid and the estimated date of completion. 3. Read and explain the three (3) statements to the participant. 4. Request participant to initial each statement; and to sign and date the form.	1. Enter the participant's information: name, case number, and the current time used on aid in CalWORKs. 2. Enter the Activity(es) Goal that is estimated to be completed beyond the participant's time used on aid and the estimated date of completion. 3. Read and explain the two (2) statements to the participant. 4. Request participant to sign and date the form. 5. Affix your signature and enter the date at the bottom of the form.

	5. Affix your signature and enter the date at the bottom of the form. 6. Provide the participant a copy of the form for his/her records. 7. Document the discussion with the participant on the GEARS MGPAA screen. RETENTION Permanently in GAIN	6. Provide the participant a copy of the form for their records. 7. Document the discussion with the participant on the Journal page.
Page 2	<u>RETENTION</u> Permanently in GAIN Participant Record Folder (GPRF)	<u>RETENTION</u> Permanently in Case Images

Form Number & Version: GN 6386 & (7/2025)

Updated Languages: English

Include NA Back 9: No

- o **Includes standard NA Back 9 variable population:** No

Form Mockups/Examples: See Supporting Document #3

2.3.3 Form Variable Population

There are no updates to the variable population logic for the GN 6386 form.

2.3.4 Form Generation Conditions

Update Form Print and Mailing Options

Add Print Central and Save and Reprint Central option. Post the form to SSP and add electronic signatures option.

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

Mailing Options:

Mail-To (Recipient): Customer name selected from dropdown in the document parameters page

Mailed From (Return): Sending Office

Mail-back-to Address: None

Outgoing Envelope Type: Standard Mail

Return Envelope Type: None

Additional Options:

Special Paper Stock: No

Enclosures: None
Electronic Signature: Yes
 Electronic Signature (IVR/Text): Yes
 Check to Sign: Yes
Post to Self Service Portal (SSP): Yes

2.4 Add M81-215E to Template Repository

2.4.1 Overview

This recommendation is to add the M81-215E notice to the Template Repository.

State Form: M81-215E (4/21)

Programs: CalWORKs

Attached Forms: NA 270

Forms Category: Time Limit Form

Template Repository Visibility: All Counties

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

2.4.2 Form Verbiage

Create Form XDP

Form Header: HEADER_1 (CalSAWS Standard Header)

Form Title (Document List Page Displayed Name): Time Limit Diversion

Form Number and Version: M81-215E & (4/21)

Include NA Back 9: No

Imaging Form Name: Time Limit Diversion M81-215E

Imaging Document Type: Notification/NOA

Imaging Case/Person: Case

Form Mockups/Examples: See Supporting Document #4

2.4.3 Form Variable Population

Standard header information will be populated on the M81-215E.

2.4.4 Form Generation Conditions

1. Add Form to Template Repository

M81-215E will be added to the template repository with the following document parameters:

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

2. Add Form Control

The M81-215E form will have the following form control:

Tracking Barcode	BRM Barcode	Imaging Barcode
No	No	Yes

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
Yes	Yes	Yes	Yes	Yes	Yes

Mailing Options:

Mail-To (Recipient): Customer name selected from dropdown in the document parameters page

Mailed From (Return): Sending Office

Mail-back-to Address: None

Outgoing Envelope Type: Standard Mail

Return Envelope Type: None

Additional Options:

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

2.5 Add M81-215F to Template Repository

2.5.1 Overview

This recommendation is to add the M81-215F notice to the Template Repository.

State Form: M81-215F (4/21)

Programs: CalWORKs

Attached Forms: NA 270

Forms Category: Time Limit Form

Template Repository Visibility: All Counties

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

2.5.2 Form Verbiage

Create Form XDP

Form Header: HEADER_1 (CalSAWS Standard Header)

Form Title (Document List Page Displayed Name): Time Limit Diversion

Form Number and Version: M81-215F & (4/21)

Include NA Back 9: No

Imaging Form Name: Time Limit Diversion M81-215F

Imaging Document Type: Notification/NOA

Imaging Case/Person: Case

Form Mockups/Examples: See Supporting Document #5

2.5.3 Form Variable Population

Standard header information will be populated for the M81-215F.

2.5.4 Form Generation Conditions

1. Add Form to Template Repository

M81-215F will be added to the template repository with the following document parameters:

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

2. Add Form Control

The M81-215F form will have the following form control:

Tracking Barcode	BRM Barcode	Imaging Barcode
No	No	Yes

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
Yes	Yes	Yes	Yes	Yes	Yes

Mailing Options:

Mail-To (Recipient): Customer name selected from dropdown in the document parameters page

Mailed From (Return): Sending Office

Mail-back-to Address: None

Outgoing Envelope Type: Standard Mail

Return Envelope Type: None

Additional Options:

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

2.6 Update the CW 2187 Form's Variable Population Logic and Generation Conditions

2.6.1 Overview

This recommendation is to update the CW 2187 form's variable population logic and generation conditions.

State Form: CW 2187 (4/21)

Current Program: CalWORKs (CW)

Current Attached Forms: NA Back 9

Current Forms Category: Forms

Current Template Repository Visibility: All Counties

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

Current Print Options: All

Current Posted to SSP: Yes

Electronic Signatures:

Electronic Signature (IVR/Text): No

Check to Sign: No

2.6.2 Form Verbiage

There are no updates to the form verbiage for the CW 2187 form.

2.6.3 Form Variable Population

This effort will add the following variable population logic to the CW 2187 form. Please see the following table:

Variable Name	Population	Formatting	Editable*/Field Type	Template Repository	Populates with Form Generation
CURRENT_DATE	Populate the current date	Arial Font Size 10	Yes / Text Field	Yes	Yes
CASE_NAME	Populate the case name	Arial Font Size 10	Yes / Text Field	Yes	Yes
LAST_NOTICE_DATE	Populates with the last notification date sent to the customer. Technical Note: Populate value from TIME_TRACK_PERS.LAST_NOTIF_DATE	Arial Font Size 10	Yes / Text Field	Yes	Yes

MONTHS_USED	<p>Populate months of 60-month time limit of CalWORKs cash aid on date of last notification</p> <p>Technical Note: Populate value from TIME_TRACK_PERS.MOS_LAST_COUNT_NUM</p>	Arial Font Size 10	Yes / Text Field	Yes	Yes
CW_START_DATE	<p>Populate start date of CalWORKs cash aid period since the last notice</p> <p>Technical Note: Populate value from TIME_LIMIT_CASH_AID.EFF_DATE</p>	Arial Font Size 10	Yes / Text Field	Yes	Yes
CW_END_DATE	<p>Populate end date of CalWORKs cash aid period since the last notice</p> <p>Technical Note: Populate value from TIME_LIMIT_CASH_AID.EFF_DATE</p>	Arial Font Size 10	Yes / Text Field	Yes	Yes
<p>TIME_LIMIT_YEAR_?</p> <p>Note: This variable on the form XDP is noted as TIME_LIMIT_YEAR_1, TIME_LIMIT_YEAR_2, etc... This is denoted as a question mark in this table</p>	<p>Populate the year(s) which had months that did not count toward the participant's CalWORKs 60-month time limit</p> <p>Technical Note: Populate value from TIME_LIMIT_CASH_AID.EFF_DATE</p>	Arial Font Size 10	Yes / Text Field	Yes	Yes
<p>TIME_LIMIT_MONTH_?_YEAR_?</p> <p>Note: This variable on the form XDP is labelled as TIME_LIMIT_MONTH_1_YEAR_1, TIME_LIMIT_MONTH_1_YEAR_2, etc... This is denoted as a question mark in this table</p>	<p>Populate the month(s) that did not count toward the participant's CalWORKs 60-month time limit</p> <p>Technical Note: Populate value from TIME_LIMIT_CASH_AID.EFF_DATE</p>	Arial Font Size 10	Yes / Text Field	Yes	Yes

MONTHS_REMAIN	Populate the number of months remaining of CalWORKs cash aid on 60-month time limit Technical Note: 60 – # of countable months used	Arial Font Size 10	Yes / Text Field	Yes	Yes
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*TECHNICAL NOTE: The new time_limit tables need to be utilized to derive the above values which will be populated on the form:

TIME_TRACK_PERS

TIME_LIMIT_CASH_AID

TIME_LIMIT_PGM_PARTICPTN

TIME_LIMIT_EXCEPT

*NOTE: The following section of the form is to be a dynamic section with a default of 5 rows and a maximum row count of 20.

All years and months need to be captured (up till the 20 row max limit). Years where participant had more than 8 months that did not count toward their CalWORKs 60-month time limit need to be continued on the next row. Example: If the year value is 2023, and the person had all 12 months in 2023, which did not count toward their CalWORKs 60-month time limit, the first 8 months of the year would be populated on one row. The next row would be populated with year value 2023, followed by the remaining 4 months of the year. If there are additional months that span into the next year, the following row will populate with the year 2024 and the months will be populated with the respective months of that year.

2.6.4 Form Generation Conditions

Generate CW 2187 at Intake and Redetermination time with EDBC run for CalWORKs program.

2.7 Obsolete Forms Recommendations

2.7.1 Overview

This recommendation is to obsolete certain forms in the Template Repository.

2.7.2 Description of Change

Obsolete the following forms from the CalSAWS Template Repository:

- GN 6376
- GN 6186
- GN 6334
- GN 6333
- GN 6188
- GN 6145
- PA 4026

***TECHNICAL NOTE:** DCR to DOC_TEMPL_LANG to end date the forms and update their format_code to 'FN'.

2.8 Automated Regression Test

2.8.1 Overview

Create new automated regression test scripts to generate each new and updated form in an applicable language from the Template Repository.

2.8.2 Description of Change

Create regression scripts to generate the following forms in the listed languages from the Template Repository:

- CW 88: English only
- CW 2187: English, Spanish
- GN 6386: English only
- M81-125E: English, Spanish
- M81-125F: English, Spanish
- WTW 51: English, Spanish

3 SUPPORTING DOCUMENTS

NUMBER	FUNCTIONAL AREA	DESCRIPTION	ATTACHMENT
#1	Client Correspondence	CW 88 Mockup	CW88 MOCKUP.pdf
#2	Client Correspondence	WTW 51 Mockup	WTW51 MOCKUP.pdf
#3	Client Correspondence	GN 6386 Mockup	GN6386 MOCKUP.pdf
#4	Client Correspondence	M81-215E Mockup	M81-215E MOCKUP.pdf
#5	Client Correspondence	M81-215F Mockup	M81-215F MOCKUP.pdf

**Translations of the forms and notices from CDSS in applicable threshold languages are attached to Jira. Threshold languages should follow the same formatting as the corresponding English version.*



California Statewide Automated Welfare System

Design Document

CA-243481

Integrate Salesforce with LA County Call Center

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jared Kuester, Gerald Limbrick
	Reviewed By	Darcy Alexander, Logan Pratt

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR

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1 OVERVIEW

To better integrate Salesforce with the Amazon Connect Contact Center, LA County would like the Enhanced Call Control Panel ("eCCP") to open Salesforce with each incoming call from the inbound IVR.

1.1 Current Design

When an inbound call is routed to an agent, the eCCP opens CalSAWS and the Call Log.

1.2 Requests

When an inbound call is routed to an agent open CalSAWS and Salesforce. Do not open Call Log, unless the call is from Covered California.

1.3 Overview of Recommendations

1. Updated eCCP to open both CalSAWS and Salesforce
 - a. Pass the Case Number in Salesforce URL if provided
2. Prevent Call Log from opening when CalSAWS opens
 - a. If the URL contains a Tracker ID from Covered California, open Call Log

1.4 Assumptions

1. There is no change to the logic in how CalSAWS opens either the Person Search page or Case Summary Page.
2. Only Suppress the Call Log if the County Code is C19

2 RECOMMENDATIONS

2.1 eCCP Updates

2.1.1 Overview

The eCCP is used by contact center agents to handle inbound and outbound calls. Salesforce is required by LA County for call handling and contact tracking.

2.1.2 Description of Changes

1. Open Salesforce when an inbound call is delivered to an agent
 - a. Pass the Case Number in the Salesforce URL if available
 - i. The Case Number is only available when a customer authenticates
2. Suppress Call Log from opening for C19
 - a. If the CalSAWS URL does not contain a Tracker ID do not open the Call Log
 - b. If the CalSAWS URL contains a Tracker ID open the Call Log

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

4 APPENDIX

CalSAWS

California Statewide Automated Welfare System

Design

CA-251251

LA County - Update the Journal Voucher Warrant Writer jobs to not be Dependent on Claiming

DOCUMENT APPROVAL HISTORY

	Prepared By	Matthew Warren; Esequiel Herrera-Ortiz	
	Reviewed By	Ravneet Bhatia; Gokul Suresh	
DATE	VERSION	REVISION DESCRIPTION	AUTHOR
04/03/2025	1.1	The Journal Voucher Daily Report was updated to remove the condition that the report now includes externally issued recoveries.	Esequiel Herrera-Ortiz
04/21/2025	2.0	Removed the Daily Journal Voucher Warrant Report because the Daily JVW batch job will not include external EBT Repayments. Updated the Journal Voucher Month End requirement section to clarify the groups that will shift to the detail sheet.	Esequiel Herrera-Ortiz

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CA-251251 – LA County - Update the Journal Voucher Warrant Writer jobs to not be Dependent on Claiming

1 OVERVIEW

The Los Angeles (LA) County Journal Voucher Warrant (JVW) Writer interface jobs transfer (Electronic Benefit Transfer) EBT and manual warrant issuance information to the eCAPS system. Currently these jobs are dependent on claiming, and if a record has not been claimed it does not get transferred to electronic Countywide Accounting and Purchasing System (eCAPS) on the JVW files.

The auditor controller jobs for other counties uses claiming data if present but does not rely on it. If an issuance was not claimed for some reason, it still gets sent on their auditor controller file. The purpose of this SCR is to update the LA JVW jobs to similarly follow this precedent.

1.1 Current Design

The Journal Voucher Warrant ("JVW") Writer jobs transfer fiscal data from CalSAWS to the eCAPS system. The Daily JVW job transfers supplemental, service payment, and reactivated expungement issuance data for EBT and manually-issued warrant issuances issued during the day as well as EBT repayments (however, only for EBT repayments done through CalSAWS – not those done externally and then recorded in CalSAWS). The Monthly JVW job transfers main payroll EBT issuance data. The Month-End job transfers data for cancellations of EBT and manual warrant issuances and expungements. The Month-End job is currently scheduled to run on the last day of the month for the month it is to send data for.

Currently the JVW jobs are dependent upon the issuance, expungement, and EBT repayment records being claimed, barring some exceptions made to the JVW Month-End job after the system conversion from LEADER (Los Angeles Eligibility, Automated Determination, Evaluation and Reporting) to LRS (LEADER Replacement System). If a record is not claimed, it will not be sent on any of the JVW files to eCAPS.

Depending on the record being claimed, claiming may be dependent on previous claiming records or EDBC's from the benefit month of the record being claimed. However, claiming records from Leader were not converted to LRS/CalSAWS, nor were EDBC's prior to a certain cutoff date. Consequently, it is a common occurrence for records in LA to not be claimed due to missing data and consequently not be sent to eCAPS on a JVW file.

In comparison, C-IV Auditor Controller jobs are not dependent on claiming. If an issuance has been claimed it will refer to claiming data when retrieving data for the file, however it does not rely on this data being there. If an issuance is unclaimed it will

query for the data it would normally retrieve from claiming elsewhere, for example query directly from the issuance itself for the fund code. In this way the C-IV counties still have their issuances referred to their respective auditor controllers even if they are not claimed.

1.2 Requests

Update the JVW jobs to use claiming data if present and otherwise query for the needed data from the issuance/expungement/recovery account transaction record and others as needed to not be dependent on claiming.

Update the following reports to account for the changes being made to the JVW jobs:

- Journal Voucher Writer Monthly Report
- Journal Voucher Writer Daily Details Report
- Journal Voucher Writer Month End Report

1.3 Overview of Recommendations

1. Update Monthly Journal Voucher Writer to send unclaimed main payroll cash EBT issuance to eCAPS.
2. Update Daily Journal Voucher Writer to send unclaimed cash EBT, unclaimed manually issued warrant issuances, and manually recorded cash EBT repayments to eCAPS.
3. Update Month-End Journal Voucher Writer to send unclaimed issuance cancellations and expungements. Schedule the JVW Month-End job to run on the first business day of the month for the prior benefit month.
4. Update the following reports to account for the changes being made to the JVW jobs:
 - a. Journal Voucher Writer Monthly Report
 - b. Journal Voucher Writer Daily Details Report
 - c. Journal Voucher Writer Month End Report

1.4 Assumptions

1. The record count being presented on the Journal Voucher Writer Daily Details Report, the Journal Voucher Writer Monthly Details Report, and Journal Voucher Writer Month-End Details Report will not change, however changes in how these reports retrieve the data will be required due to the changes being made to their respective JVW job as documented in this design.
2. All three JVW jobs currently have a check using the issuance id to see if an issuance has already been sent on the file so as to prevent issuances from being sent multiple times. This will also prevent issuances from being double sent if claiming is delayed (Example scenario: An issuance is issued today but not claimed due to a defect. Tonight, with this SCR's change we will still send the issuance anyway. Next week the defect is fixed and the issuance is claimed, however the JVW will see that the issuance is already sent and will not be sent again.).

2 RECOMMENDATIONS

2.1 PO19F411 - Monthly Journal Voucher Writer

2.1.1 Overview

The PO19F411 Monthly Journal Voucher Writer sends main payroll cash EBT benefits to eCAPS. Update this job to use claiming data if present when sending issuances to eCAPS, but if an issuance is not claimed it will retrieve that data directly from the record itself.

2.1.2 Description of Change

1. The job still needs to send claimed issuances using Fiscal History data as it currently does.
2. If a main payroll EBT issuance was issued but was not claimed, then the job will retrieve the data currently being retrieved from Fiscal History from the issuance records instead.
 - a. The TRANS_DATE datapoint will use the issuance's available date.

2.1.3 Partner Integration Testing

N/A

2.1.4 Execution Frequency

No Change.

2.1.5 Key Scheduling Dependencies

No Change.

2.1.6 Counties Impacted

Only Los Angeles is impacted as these are specific to their county.

2.1.7 Category

Core

2.1.8 Data Volume/Performance

N/A

2.1.9 Interface Partner

- eCAPS

2.1.10 Failure Procedure/Operational Instructions

N/A

2.2 PO19F410 - Daily Journal Voucher Writer

2.2.1 Overview

The PO19F410 Daily Journal Voucher Writer sends cash EBT and manually issued warrant issuances with 'Yes' as 'Send to eCAPS' indicator that are supplemental benefits, service payments, recovery account transaction refunds, or reactivated EBT benefits to eCAPS daily.

Additionally, the daily job sends cash EBT repayments that occurred during the day, but only if they were processed through the CalSAWS application from the EBT Repayment Detail page. If the repayment occurred externally and was recorded in CalSAWS, the repayment is not included on the daily file.

Update the Daily Journal Voucher Writer job to use claiming data if present when sending issuances or EBT repayments to eCAPS, but if something is not claimed it will retrieve that data directly from the record itself.

2.2.2 Description of Change

1. The job still needs to send claimed issuances and recovery account transactions using Fiscal History data as it currently does.
2. If an issuance was issued or a cash EBT repayment was posted between the last successful batch date and the batch date but was not claimed, then the job will retrieve the data currently being retrieved from Fiscal History from the issuance and recovery account transaction records instead.
 - a. The TRANS_DATE datapoint will be populated as:
 - i. If EBT, the issuance available date.
 - ii. If a manually issued warrant, the issuance status date when issued.
 - iii. If an EBT repayment, the transaction's posted date.

2.2.3 Partner Integration Testing

N/A

2.2.4 Execution Frequency

No Change.

2.2.5 Key Scheduling Dependencies

No Change.

2.2.6 Counties Impacted

Only Los Angeles is impacted as these are specific to their county.

2.2.7 Category

Core

2.2.8 Data Volume/Performance

N/A

2.2.9 Interface Partner

- eCAPS

2.2.10 Failure Procedure/Operational Instructions

N/A

2.3 PO19F412 - Month-End Journal Voucher Writer

2.3.1 Overview

The PO19F412 Month-End Journal Voucher Writer sends issuance cancellations and expungements that occur in the benefit month to eCAPS.

Update the Month-End Journal Voucher Writer job to use claiming data if present when sending issuances or expungements to eCAPS, but if something is not claimed it will retrieve that data directly from the record itself. Also, the job needs to be rescheduled to run on the first business day of the month for the month prior.

2.3.2 Description of Change

1. Update the Month-End Journal Voucher Writer so that if a cash EBT and manually issued warrant issuances with 'Yes' as 'Send to eCAPS' indicator has not been claimed by the claiming batch and it is cancelled or expunged, it will retrieve the necessary data directly from the issuance record.
 - a. The TRANS_DATE will use the issuance's cancelled status date if cancelled or the expungement's received status date if expunged.
2. Update the Month-End Journal Voucher Writer so that it processes records for the previous benefit month instead of the current. Schedule the job to be run on the first business day of the month.

2.3.3 Partner Integration Testing

N/A

2.3.4 Execution Frequency

Currently the job is run on the last day of the month. The job scheduling will be changed to run on the first business day of the month.

2.3.5 Key Scheduling Dependencies

No Change.

2.3.6 Counties Impacted

Only Los Angeles is impacted as these are specific to their county.

2.3.7 Category

Core

2.3.8 Data Volume/Performance

N/A

2.3.9 Interface Partner

- eCAPS

2.3.10 Failure Procedure/Operational Instructions

N/A

2.4 Journal Voucher Writer Monthly Report

2.4.1 Overview

The Journal Voucher Writer Monthly Report displays the records processed by the Monthly Journal Voucher Writer batch job.

Currently the Journal Voucher Writer Monthly Report includes the following two sheets:

1. **Details** – Captures all records from the Monthly Journal Voucher Writer batch job which were successfully claimed and processed. This includes the following payments:
 - a. Main Payroll Cash EBT Benefits
2. **Exceptions** – Captures all records that were not successfully processed by the Monthly Journal Voucher Writer batch job. This can be caused by one of two reasons; the payment was not claimed, or the record was skipped because

- a. Main Payroll Cash EBT Benefits that were **not claimed**.
- b. Main Payroll Cash EBT Benefits that were **not processed by the Monthly Journal Voucher Writer batch job**.

a. Main Payroll Cash EBT Benefits that were **not claimed**.

[illegible]

2.4.3 Description of Change

- Technical Note: The existing logic in the Exception sheet can be repurposed but the PMT PROC EXPND table needs to be added to obtain the DOC ID value.

2.4.4 Report Location

- CalSAWS CA-251251 | LA County - Update the Journal Voucher Warrant Writer jobs to not be Dependent on Claiming

2.4.5 Counties Impacted

No change will be made to the report's security.

2.4.6 Report Usage/Performance

There should be no notable change to the report's performance.

2.5 Journal Voucher Writer Daily Details Report

2.5.1 Overview

The Journal Voucher Writer Daily Details Report displays the daily records processed by the Daily Journal Voucher Writer batch job.

Currently the Journal Voucher Writer Daily Details Report includes the following two sheets:

1. **JVW Daily Detail** – Captures all records from the Daily Journal Voucher Writer batch job which were successfully claimed and processed. This includes the following two groups of payments.
 - a. Non-Main Payroll Cash EBT and manually issued warrant issuances with 'Yes' as 'Send to eCAPS' indicator that are supplemental benefits, service payments, reactivated EBT benefits.
 - b. EBT Cash Repayments (CT-412: EC).
2. **JVW Daily Exception Detail** – Captures all records that were not successfully processed by the Daily Journal Voucher Writer batch job or were skipped. This can be caused by one of two reasons; the payment was not claimed, or the Daily Journal Voucher Writer batch job skipped the record because of data issues such as a missing fund code. The logic contains the following groups:
 - a. Non-Main Payroll Cash EBT and manually issued warrant issuances with 'Yes' as 'Send to eCAPS' indicator that are supplemental benefits, service payments, reactivated EBT benefits that were **not claimed**.
 - b. EBT Cash Repayments that were **not claimed**.
 - c. Non-Main Payroll Cash EBT and manually issued warrant issuances with 'Yes' as 'Send to eCAPS' indicator that are supplemental benefits, service payments, reactivated EBT benefits **not processed by the Daily Journal Voucher Writer batch job**.
 - d. EBT Cash Repayments issued through the EBT Repayment page that were **not processed by the Daily Journal Voucher Writer batch job**.

Since unclaimed records will now be processed by the Daily Journal Voucher Writer batch job the following records will be shifted from the JVW Daily Exception Detail sheet to the JVW Daily Details sheet:

- ### 2.5.2 Journal Voucher Writer Daily Details Report Screenshot

Figure 2.5.1 – Journal Voucher Writer Daily Details Report Screenshot

1. Update the report logic to shift the following records from the JVW Daily Exception Detail sheet to the JVW Daily Detail Exception:
 - a. Non-Main Payroll Cash EBT and manually issued warrant issuances with 'Yes' as 'Send to eCAPS' indicator that are supplemental benefits, service payments, reactivated EBT benefits that were **not claimed**.
 - b. EBT Cash Repayments not processed by the Daily Journal Voucher Writer batch job that were **not claimed**.

2.5.4 Report Location

- CalSAWS CA-251251 | LA County - Update the Journal Voucher Warrant Writer jobs to not be Dependent on Claiming

- **Task: Fiscal**

2.5.5 Counties Impacted

No change will be made to the report's security.

2.5.6 Report Usage/Performance

There should be no notable change to the report's performance.

2.6 Journal Voucher Writer Month End Report

2.6.1 Overview

The Journal Voucher Writer Month End Report displays the records processed by the Month-End Journal Voucher Writer batch job.

Currently the Journal Voucher Writer Month End Report includes the following two sheets:

1. **JVW Month End Detail Report** – Captures all records from the Month-End Journal Voucher Writer batch job which were successfully processed. This includes the following three groups of payments.
 - a. Cancellations of Benefits Issuance, Cancellations of Service Payments and expungements of non-converted issuances that were **claimed** and **successfully processed**.
Note: A claimed issuance can be found in the Fiscal History page.
Technical Note: A Claimed issuance is in CLAIM_HIST.
 - b. Cancellations of Benefits Issuance, Cancellations of Service Payments and expungements of converted issuances that were **successfully processed but not claimed**.
Technical Note: A record is successfully processed when the JVW batch job inserts the record in the PMT_PROC_EXPND table and sets the STAT_CODE to PR – Processed.
Note: A cancellations of benefits and expungements of converted issuances are never claimed. However, the JVW batch job sends the information to e-CAPS.
 - c. Expungements that were **successfully processed but not claimed**.
2. **JVW Month End Exception Report** – Captures all records that were not successfully processed by the Month-End Journal Voucher Writer batch job. This can be caused by one of two reasons; the payment was not claimed, or the Month-End Journal Voucher Writer batch job did not process the payment because of data issues such as a missing fund code. The logic contains the following groups:
 - a. Cancellations of Benefits Issuance, Cancellations of Service Payments and expungements that were **claimed** and **not processed**.
 - b. Expungements that were **not claimed** and **not processed**.

- Since unclaimed cancellations and expungement of converted issuance records will now be processed by the JVW Month End batch job for those cancellations or expungements where the related issuance is unclaimed, the following records need to be removed from the JVW Month End Exception Report sheet:

- The report is currently being manually generated. The report will be scheduled as a dependent of the Month End Journal Voucher Writer batch job. This means the report will be generated on the first day of the month for prior month's data.

[illegible]

Figure 2.11.1 – Journal Voucher Writer Month End Report Screenshot

1. Update the JVW Month End Exception Report sheet to exclude the following records:

- a. Expungements of **non-converted** issuances that were **not claimed**.
 - b. Cancellations of Benefits Issuance or Cancellations of Service Payments of **non-converted** issuances that were **not claimed**.
2. Reschedule the Journal Voucher Writer Month End Report to be dependent on the Month-End Journal Voucher Writer batch job.

2.6.4 Report Location

- **Global: Reports**
- **Local: Scheduled**
- **Task: Fiscal**

2.6.5 Counties Impacted

No change will be made to the report's security.

2.6.6 Report Usage/Performance

There should be no notable change to the report's performance.

2.7 Catch-Up DCR

2.7.1 Overview

There exists a number of outstanding issuances and EBT repayments that have never been sent to eCAPS on the daily JVW file. We will apply a one-time DCR to process the records skipped prior to SCR implementation.

2.7.2 Description of Change

1. Unclaimed issuances will have their status date for the issued status updated to the implementation date for this SCR so that the JVW job processes them. This will then be reverted in a follow-up DCR.
2. Unclaimed cash EBT repayments will have their posted date updated to the implementation date for this SCR so that the JVW job processes them. This will then be reverted in a follow-up DCR.
3. Cash EBT repayments that ARE claimed but do not have a backing EBT_REPAY record (and consequently not sent on the daily JVW file previously) will have their CLAIM_HIST.BATCH_DATE updated to the implementation date for this SCR so that the JVW job processes them. This will then be reverted in a follow-up DCR.
4. Some issuances were skipped due to missing fund codes. SCR CA-252934 LA County Fund Code mapping for ET fund code for WTW and REP and CL

- added missing fund code mappings. For issuances that this SCR applies to, update the fund code on the issuance and claiming records.
5. For claimed issuance for which the previous change applies, also have their CLAIM_HIST.BATCH_DATE updated to the implementation date for this SCR so that the JVW job processes them. This will then be reverted in a follow-up DCR.

2.7.3 Estimated Number of Records Impacted/Performance

Approximately 280,000 records are expected to be impacted.

3 SUPPORTING DOCUMENTS

N/A

4 OUTREACH

N/A

5 APPENDIX

N/A



Design

CA-252984

CalFresh CF 296 and Expedited Service Redesign

DOCUMENT APPROVAL HISTORY

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DATE

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AUTHOR

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Add Batch requirement for QCIS interface.

Edgars Reinholds

02/04/2025

1.2

Added Task Management requirements to processing logic update.

Vallari Bathala

03/25/2025

1.3

Updates made to Section 2.1 and 2.2

Andrea Rodriguez

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1.4

Included the ABCD 350 in this design.

Esequiel Herrera-Ortiz

04/10/2025

1.5

Updated the wording on Assumption #7.

Esequiel Herrera-Ortiz

05/02/2025

1.6

Updates from SCRB review: Moved design to current design template; corrected numbering of some mockups and examples, noted that no supporting document is needed for ABCD 350 in Sec. 2.10.

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CA-252984 CalFresh CF 296 and Expedited Service Redesign

1 OVERVIEW

1.1 Current Design

CalFresh (CF) Expedited Service (ES) is currently designed to display (view details) on the CalFresh Detail Page under four ES data elements (Type, Request Date, Entitled, and Recorded Date), as follows:

TYPE: Displays whether the ES request is of type File, Subsequent, or Discovery.

- **File** means an application was logged into the system.
- **Subsequent** means the household made one or more additional requests for ES before the application was processed.
- **Discovery** means the worker or EDBC determined the household was entitled to ES after the date the application was received by the county or after the application was initially screened for ES at the file date. The Discovery type is a dynamic field; it only appears after No is entered in the Entitled field.

REQUEST DATE: Auto populated from application date when Type is File, and is manually entered when Type is Subsequent, and is manually entered by the worker or auto populated by EDBC when Type is Discovery and entitled to ES is subsequently discovered after the File date. Request Date is stored in a table as File Date and displayed on the CalFresh Detail page based on Type value. Once the request date is auto populated from the application date (date received in the county office), the request date or file date is not updated when the application date is changed or updated. Request Date, when Type is File plus Entitled is Yes or Type is Discovery, starts the calculation for ES processing.

ENTITLED: A worker manually selected yes or no value and is required before EDBC is run. A yes or no may be entered at any time during the processing of an application but it may or may not refer or be limited to the specific conditions at file date.

RECORDED DATE: This date is associated to the entry of each ES Type value. The Record Date or date the ES record was created usually follows shortly after the request date, which is a separate field from the ES Entitled Decision Date (not currently displayed) when yes or no was entered for ENTITLED.

Currently the system does not include a No Longer ES Date.

Currently, when the Entitled field is set to Yes, the three selection boxes for Postponed Verifications (Authorized, Due Date, and Received) are required before exiting the page; otherwise, the ES Entitled at File Date value is not saved. Some counties delay entry of ES data until after the household has completed their interview and a determination of postponed verification is completed by eligibility staff.

Currently, when reapplying for CalFresh after a discontinued Transitional CalFresh period and the user selects Entitled as Yes, the Discovery type is set in the Expedited Service section of the Program Detail page.

Currently, a validation displays and a worker cannot run CF EDBC when the CF Detail page has missing ES data based on the current layout of the ES section.

The CF 296 does not currently include the latest changes outlined in ACL 22-85. The report will be redesigned to properly report ICTs and rescind approvals correctly.

1.2 Requests

1. Update the CalFresh (CF) Expedited Service (ES) section on the CalFresh Detail page with these five data elements: File Date, Entitled at File Date, Action Date, No Longer ES Date, and Discovery Date.

FILE DATE will continue to be auto populated from application date, as the date the application was received in the county office. Remove or end date Type, Request Date, and Recorded Date, as ES is based on each application and not multiple requests by the household.

ENTITLED AT FILE DATE is a rename of the entitled field, to clarify that the yes or no decision is specific to and limited to the file date (day0), when the application must be screened to determine if the household was entitled to expedited service by meeting one of the three conditions in MPP Section 63-301.511, .512, or .513, that starts the ES processing standards from the File Date. ACTION DATE is the date the Yes or No decision was made as to Entitled at File Date. While Action Date may be the same day that the county screened the application for entitlement to ES and entered the Yes or No in Entitled at File Date, the manual entry in Action Date, or decision date, may be any time prior to the running of EDBC. When ENTITLED AT FILE DATE is Yes, the File date (day0) starts the ES processing standards, not the decision date entered in Action Date. The EDBC run date (day X for ES issued benefits) completes the ES processing standard (days= dayX-day0), with weekends as a single day and move forward any holidays that fall on the third workday.

NO LONGER ES DATE is the date the household, who was initially determined entitled to ES at file date, is subsequently determined to not meet one of the three conditions in MPP Section 63-301.511, .512, or .513, and the pending application is moved from the ES processing standard (63-301.53) to normal processing standard (63-301.1). No longer ES is based on the (above) three conditions of Entitlement to Expedited Service, not a condition of eligibility; a denial for failure to keep an interview appointment or any other procedural denial reason does not establish the NO LONGER ES DATE. Otherwise, the NO LONGER ES DATE removes the application from the ES processing standards and, just like ENTITLED AT FILE DATE, will dynamically open the Discovery Date field, defaulted to a null (blank) date. Only applications with a NO LONGER ES DATE and no Discovery Date will be reported on (CF 296) line 3b as Not Found Entitled to ES.

DISCOVERY DATE is the date the county subsequently discovers, per MPP Section 63-305.533, the household, who was determined not entitled to ES at file date, is entitled to expedited service with ES processing standards calculated from the date of discovery and not the file date.

2. The request is to disassociate the requirement for Postponed Verification data from the yes entered for ES Entitled at File Date, thereby allowing separate data entries for ES data, while retaining the hard validation that requires an entry into ES Entitled at File Date before EDBC can be run. Update existing validation on Run EDBC to require an entry in ES Entitled at File Date before EDBC can be run.
3. Redesign the CF 296 logic using the latest state instructions in ACL 22-85.
4. Update the ABCD 350 to pull the NACF population from the new CF 296 logic.
5. When the status of a CF initial application is denied, as of the end of the report month, the application is not reported (in Part B) as processed under expedited service; the application is not counted in line items 3, 3a, or 3b. This is a change, as not all applications processed (line 2) are counted on line 3, only applications processed under ES. However, when the CF initial application was denied and that denial is rescinded and approved prior to the end of the report month, for the state to comply with federal reporting requirements, the application approved for ES during the report month is reported on the CF 296 based on the latest action taken on application; the rescind approval will report the application as processed under Expedited Service in Part B on line item 3a with days to issuance will be calculated from the File Date or Discovery Date, to the EDBC run date, authoring the issuance per assumption #7. This logic was previously provided by the CDSS to the Consortium Systems in CRPC 2089.

1.3 Overview of Recommendations

1. Online - Update the Expedited Service section on the CalFresh Detail page to display a new table to capture expedited service dates.
2. Online - Update the CalFresh section on the Case Summary page to display a new field for Expedited Services.
3. Online – Process a data change to display existing Expedited Services field values on the new Expedited Services fields.
4. Eligibility – Update the missing ES data validation on the Run EDBC page to display if the ES Entitled at File Date is null.
5. Eligibility – Update EDBC to use the new ES fields, and to set the No Longer ES date to null if EDBC determines that an application that was not marked ES eligible on the CF Detail page is ES eligible.
6. Reports - Redesign the CF 296 (logic and template) using the latest state instructions out in ACL 22-85.
7. Reports – Update the ABCD 350 and ABCD 350 (Multi County) to pull the NACF population from the new CF 296.
8. Batch – Update QCIS CalFresh Denial Writer to use the new “ES Entitled at File Date” indicator.
9. Task Management – Update processing logic to utilize new data model to maintain functionality of the ES attribute in the Task Management system.

1.4 Assumptions

1. All other functionalities remain unchanged unless specifically stated by this document.
2. After this SCR is implemented, the Expedited Service section on the CalFresh Detail will no longer be used to track subsequent requests, as ES is based on each application and not multiple requests by the household.
3. When a CalFresh application is processed in over 30 days, the worker is prompted to provide a delay reason. However, if the worker rescinds the application, they are not prompted again for a delay reason. For this reason, if an application is denied in over 30 days and then rescinded all within the same month, the CF 296 cannot report the application as having a CWD delayed reason because the worker was not prompted during this time for the delay reason.
4. The CF 296 will only capture SAR 7 denials that occurred up to 6 days calendar days after the report month. There needs to be a deadline to be able to provide the counties enough time to process the SAR 7 discontinuance but also enough time to review and submit the CF 296. The 6th day is chosen because of these two factors as well as it aligns with the second-cut database refresh that occurs for monthly reports.
5. On the CF 296 for Lines 2.a.1 and 2.b.3, we check that the application has a delayed processing reason of Agency Caused and we also confirm the application was processed in over 30 days. The additional check of run date minus app date is needed because the Application Date can be retroactively changed, and we need to confirm the application was processed in over 30 days.
6. On the CF 296, for Line 2.b.3, we do not check that the 30th day does not land on a weekend or holiday. This logic is in place whenever the user is prompted for a delayed processing reason. It would be redundant to add the same logic to the report.
7. Whenever a worker runs EDBC and authorizes CalFresh under Expedited Services, the system automatically sets the CalFresh issuances 'Rush'. Rush benefits are immediately deposited into the customer's EBT account; thus EDBC Run date equates to Issuance Date.
8. Task Management will only update the processing logic, no changes are made to the front-end Automated Action.
9. For Line 6b in the FNS 296, the Single Person count will be any program that has only a single Active Member in the program while a Family Household is any program with two or more Active Members in the household.
10. With CA-288997, the remaining reports that contain expedited service information will be updated.
11. When a program is rescinded due to not submitting an RE packet within 30 days after the submit month, EDBC automatically selects the RE run reason. These programs are reported on Part D of the CF 296.
12. There is no change to the existing conditions that CF EDBC uses to discover if a CF application is ES eligible.
13. CF EDBC does not mark an application not eligible to ES if a worker has already indicated through the Entitled at File Date or Discovery Date field that it is eligible to ES.

2 RECOMMENDATIONS

2.1 Online: CalFresh Detail page

2.1.1 Overview

The Expedited Service section on the CalFresh Detail page contains a table with the following columns: File, Request Date, Entitled, and Recorded Date. Currently, case workers create new entries on the table to keep track of expedited service information and updates on an application. This SCR will remove this table and replace it with a new table containing one row of the following data elements: File Date, Entitled at File Date, Action Date, Discovery Date, and No Longer ES Date. The File Date field will display the application file date. The Entitled at File Date field will indicate whether the application was determined to be entitled to expedited services at the time the application was received. The Action Date field will indicate the date that the Entitled at File Date field was recorded. The No Longer ES Date field will indicate the date that an application was subsequently determined to not be entitled to expedited services after an initial determination at file date that it was. The Discovery Date field will indicate the date that an application was later determined to be entitled to expedited services. This SCR will also update how historical records will display on the CalFresh Detail page on the updated table.

2.1.2 CalFresh Detail Mockup

CalFresh Detail

*- Indicates required fields

View History

Save and Return

Cancel

Date: *

01/01/2026



View Date

Program Information

Status: *

Pending

Status Reason:

Source: *

In Person

Application Date: *

12/01/2025

Edit

Household Category:

Automatically Reassign When Activated:

No

▼ Expedited Service

File Date	Entitled at File Date	Action Date	No Longer ES Date	Discovery Date
12/01/2025	<div>- Select - - Select - Yes No</div>			

Figure 2.1.1 – CalFresh Detail – Expedited Service Section for a Pending Status case #1 with no decision made as to ES entitlement

▼ Expedited Service

File Date	Entitled at File Date	Action Date	No Longer ES Date	Discovery Date
12/01/2025	Yes			

Postponed Verifications
Authorized: *

Yes

Postponed Verifications Due
Date: *

12/31/2025



Postponed Verifications
received: *

No

Figure 2.1.2 – Expedited Service for a Pending Status case #1 when Entitled at File Date is initially set to Yes on 12/01/2025 (Prior to Saving)

▼ Expedited Service

File Date	Entitled at File Date	Action Date	No Longer ES Date	Discovery Date
12/01/2025	Yes	12/01/2025		

Postponed Verifications Authorized: *

Yes

Postponed Verifications Due Date: *

12/31/2025

Postponed Verifications received: *

No

Figure 2.1.3 – Expedited Service for a Pending Status case #1 on the same day when Entitled at File Date was saved as Yes on 12/01/2025 and the Action Date was auto-populated.

▼ Expedited Service

File Date	Entitled at File Date	Action Date	No Longer ES Date	Discovery Date
12/01/2025	Yes	12/01/2025	12/02/2025	

Figure 2.1.4 – Expedited Service for a Pending Status case #1 when Entitled at File Date was saved as Yes on 12/01/2025 and a No Longer ES Date is entered (Prior to Saving)

▼ Expedited Service

File Date	Entitled at File Date	Action Date	No Longer ES Date	Discovery Date
12/01/2025	Yes	12/01/2025	12/02/2025	

Figure 2.1.5 – Expedited Service for a Pending Status case #1 when Entitled at File Date was saved as Yes on 12/01/2025 and a No Longer ES Date is saved on 12/02/2025

▼ Expedited Service

File Date	Entitled at File Date	Action Date	No Longer ES Date	Discovery Date
12/01/2025	Yes	12/01/2025	12/02/2025	12/03/2025

Postponed Verifications Authorized: *

Yes

Postponed Verifications Due Date: *

12/31/2025

Postponed Verifications received: *

No

Figure 2.1.6 – Expedited Service for a Pending Status case #1 when Entitled at File Date was saved as Yes on 12/01/2025, a No Longer ES Date was saved on 12/02/2025, and a Discovery Date is entered (Prior to Saving)

▼ Expedited Service

File Date	Entitled at File Date	Action Date	No Longer ES Date	Discovery Date
12/01/2025	Yes	12/01/2025	<input type="text"/>	12/03/2025

Postponed Verifications Authorized: *

Postponed Verifications Due Date: *

Postponed Verifications received: *

Figure 2.1.7 – Expedited Service for a Pending Status case #1 when Entitled at File Date was saved as Yes on 12/01/2025, a No Longer ES Date was saved on 12/02/2025, and a Discovery Date was saved on 12/03/2025 (which cleared the last No Longer ES Date).

▼ Expedited Service

File Date	Entitled at File Date	Action Date	No Longer ES Date	Discovery Date
12/01/2025	Yes	12/01/2025	<input type="text" value="12/04/2025"/>	12/03/2025

Figure 2.1.8 – Expedited Service for a Pending Status case #1 when a new No Longer ES Date is entered on 12/04/2025 after a Discovery Date was saved on 12/03/2025

▼ Expedited Service

File Date	Entitled at File Date	Action Date	No Longer ES Date	Discovery Date
12/01/2025	Yes	12/01/2025	12/04/2025	<input type="text"/>

Figure 2.1.9 – Expedited Service for a Pending Status case #1 when a new No Longer ES Date is saved on 12/04/2025, which cleared the last Discovery Date

▼ Expedited Service

File Date	Entitled at File Date	Action Date	No Longer ES Date	Discovery Date
12/01/2025	<input type="text" value="No"/>	12/01/2025		<input type="text"/>

Figure 2.1.10 – Expedited Service for a Pending Status case #2 when Entitled at File Date was saved as No on 12/01/2025 and the Action Date was auto-populated.

▼ Expedited Service

File Date	Entitled at File Date	Action Date	No Longer ES Date	Discovery Date
12/01/2025	No	12/01/2025		<input type="text"/>

Figure 2.1.11 – Expedited Service for a Pending Status case #2 when Entitled at File Date was saved as No on 12/01/2025 and is no longer editable after the date of entry on 12/02/2025

▼ Expedited Service

File Date	Entitled at File Date	Action Date	No Longer ES Date	Discovery Date
12/01/2025	No	12/01/2025		12/02/2025

Postponed Verifications Authorized: *

Yes

Postponed Verifications Due Date: *

12/31/2025

Postponed Verifications received: *

No

Figure 2.1.12 – Expedited Service for a Pending Status case #2 when Entitled at File Date was saved as No on 12/01/2025 and a Discovery Date is entered (Prior to Saving)

▼ Expedited Service

File Date	Entitled at File Date	Action Date	No Longer ES Date	Discovery Date
12/01/2025	No	12/01/2025	<input type="text"/>	12/02/2025

Postponed Verifications Authorized: *

Yes

Postponed Verifications Due Date: *

12/31/2025

Postponed Verifications received: *

No

Figure 2.1.13 – Expedited Service for a Pending Status case #2 when Entitled at File Date was saved as No on 12/01/2025 and a Discovery Date is saved

▼ Expedited Service

File Date	Entitled at File Date	Action Date	No Longer ES Date	Discovery Date
12/01/2025	No	12/01/2025	12/03/2025	12/02/2025

Figure 2.1.14 – Expedited Service for a Pending Status case #2 when Entitled at File Date was saved as No on 12/01/2025, a Discovery Date was saved on 12/02/2025, and a No Longer ES Date is entered (Prior to Saving)

▼ Expedited Service

File Date	Entitled at File Date	Action Date	No Longer ES Date	Discovery Date
12/01/2025	No	12/01/2025	12/03/2025	<input type="text"/>

Figure 2.1.15 – Expedited Service for a Pending Status case #2 when Entitled at File Date was saved as No on 12/01/2025, a Discovery Date was saved on 12/02/2025, and a No Longer ES Date is saved (which cleared the last Discovery Date)

CalFresh Detail

*- Indicates required fields

View History

Save and Return

Cancel

Date: *

View Date

Program Information

Status: *

Active

Status Reason:

Source: *

In Person

Application Date: *

12/01/2025

Edit

RE Begin Month:

12/2025

RE Due Month: *

11/2028

Reporting Type:

Semi-Annual Reporting - No Report

Household Category:

NACF

Automatically Reassign When Activated:

No ▼

▼ Expedited Service

File Date	Entitled at File Date	Action Date	No Longer ES Date	Discovery Date
12/01/2025	Yes	12/01/2025		

Postponed Verifications Authorized: *

Yes

Postponed Verifications Due Date: *

12/31/2025

Postponed Verifications received: *

No ▼

End Date:

12/31/2025

Figure 2.1.16 – Expedited Service for an Active status case #3 when Entitled at File Date was saved as Yes on 12/01/2025, EDBC is run and authorized, and the Postponed Verification Verifications received field is still set to No

CalFresh Detail

*- Indicates required fields

View History

Save and Return

Cancel

Date: *

01/01/2026



View Date

Program Information

Status: *

Active

Status Reason:

Source: *

In Person

Application Date: *

12/01/2025

Edit

RE Begin Month:

12/2025

RE Due Month: *

11/2028



Reporting Type:

Semi-Annual Reporting - No Report

Household Category:

NACF

Automatically Reassign When Activated:

No

▼ Expedited Service

File Date	Entitled at File Date	Action Date	No Longer ES Date	Discovery Date
12/01/2025	Yes	12/01/2025		12/03/2025

End Date:
12/31/2025

Figure 2.1.17 – Expedited Service for an Active status case #4 when Entitled at File Date is saved as Yes on 12/01/2025, the No Longer ES Date is saved on 12/02/2025 by the worker. EDBC is run on 12/03/2025 and a Discovery was made by EDBC, clearing the prior No Longer ES Date.

2.1.3 Description of Changes

1. Update the Expedited Service section on the CalFresh Detail page.
 - a. Remove the table containing the Type, Request Date, Entitled, and Recorded Date columns.
 - b. Create a new table with a single data row containing the following columns in order: File Date, Entitled at File Date, Action Date, No Longer ES Date, and Discovery Date.
 - c. The File Date column will contain a text field.
 - i. The text field will always be read-only.
 - ii. The value will be auto populated from the initial application date, as the date the current application was received in the county office.
Note: If the application date is later modified, the file date will not be modified.

- d. The Entitled at File Date column will contain a drop-down field.
 - i. The drop-down will contain the following options:
 - 1. Yes
 - 2. No
 - ii. The field will be editable only when the current application is still in Pending status (EDBC has not been run and authorized yet) or until the end of day on the date of entry.
 - iii. When the value is saved with either 'Yes' or 'No', The 'Entitled at File Date' field will no longer be editable the following day after the selection has been made.

Example: If the 'Entitled at File Date' is added on 12/01/2025, it will no longer be editable on 12/02/2025.

Note: The value cannot be edited back to blank.
 - iv. When a value is saved on the No Longer ES date field on the same day that the Entitled at File Date was saved (Action Date), the Entitled at File Date field will no longer be editable.
 - v. When a value is saved on the Discovery date field on the same day that the Entitled at File Date was saved (Action Date), the Entitled at File Date field will no longer be editable.
- e. The Action Date column will contain a date value.
 - i. The Action Date will be blank until a 'Yes' or 'No' value has been saved on the Entitled at File Date dropdown.
 - ii. The field value will auto-populate with the current system date when the 'Entitled at File Date' value is saved.
 - iii. The field will be read-only.
- f. The No Longer ES Date column will contain a date text input field.
 - i. The input field will initially display after a 'Yes' is first saved on the Entitled at File Date field. After a value is saved on the Entitled at File Date field, the No Longer ES Date column will display and hide dynamically while the worker makes selection changes between 'Yes' and 'No' on the Entitled at File Date field during edit mode. The No Longer ES Date will display dynamically when 'Yes' is selected.
 - ii. The field value will default to blank.
 - iii. When the worker saves the 'No Longer ES' field with a value, the following will occur when the worker returns to edit the page:
 - 1. The 'No Longer ES Date' field will become read-only.

Note: It may become editable again if a Discovery Date is later added and saved.
 - 2. If there was 'Discovery Date' saved prior, the value of the 'Discovery Date' will be cleared.

3. The 'Discovery Date' field will be made available for editing.
 - iv. The field can no longer be made available for editing when the current application is no longer in Pending status (EDBC has been run and authorized). It will display any saved values as read-only.
- g. The Discovery Date column will contain a date text input field.
- i. The input field will initially display after a 'No' is first saved on the Entitled at File Date field. After a value is saved on the Entitled at File Date field, the Discovery Date column will display and hide dynamically while the worker makes selection changes between 'Yes' and 'No' on the Entitled at File Date field during edit mode. The Discovery Date field will display dynamically when 'No' is selected on the Entitled at File Date field.
 - ii. The field value will default to blank.
 - iii. When the worker saves the 'Discovery Date' field with a value, the following will occur when the worker returns to edit the page:
 1. The 'Discovery Date' field will become read-only.
Note: It may become editable again if a No Longer ES Date is later added and saved.
 2. If there was 'No Longer ES Date' saved prior, the value of the 'No Longer Date' will be cleared.
 3. The 'No Longer ES Date' field will be made available for editing.

Note: EDBC may populate the Discovery Date when the worker did not indicate that the application was entitled to ES, but the application is found to meet ES entitlement criteria when running EDBC. However, running EDBC will not override a worker-entered Discovery , but EDBC may remove any existing No Longer ES Date value when it makes a Discovery.
 - iv. The field can no longer be made available for editing when the current application is no longer in Pending status (EDBC has been run and authorized). It will display any saved values as read-only.
- h. Update the functionality for the existing "Postponed Verifications Authorized" field.
- i. The field will dynamically display when the Entitled at File Date is set to 'Yes'.
 - ii. The field will dynamically display when the Discovery Date is populated by the worker.
 - iii. When the No Longer ES Date field is populated, the dynamic Postponed Verification related fields will no longer display, and the values for these related fields will be cleared upon saving.

- iv. The field will display upon loading the Edit page when
 - 1. There is a Discovery Date currently saved.
 - 2. The Entitled at File Date is currently saved as 'Yes' and the No Longer ES Date is saved as blank.
- v. The field will be hidden upon loading the Edit page when
 - 1. The Entitled at File Date is currently saved as 'No' and the Discovery Date is saved as blank.
 - 2. There is a No Longer ES Date currently saved and the Discovery Date is saved as blank.
 - 3. After running and authorizing EDBC, the Postponed Verifications Received were indicated as received.

Note: The existing dynamic fields associated with the values entered on the "Postponed Verifications Authorized" field will continue to display according to existing logic.

Note: The existing End Date field will continue to display according to existing logic.

- i. When fields are hidden but had a prior value entered, the hidden field values will be cleared upon saving.
Note: While editing the page, the fields may still retain the value in the context.

Example: When the Entitled at File Date is updated from 'Yes' to 'No', any values entered in the now hidden Postponed Verification fields will be cleared upon saving. This can only occur if the Entitled at File Date field is updated on the same day that it was entered.

- 2. For existing/historical CalFresh Expedited Service records, information will display as such
 - a. File Date
 - i. This will display the Request Date value when the Type is File on existing records.
 - b. Entitled at File Date
 - i. This will display the Entitled indicator value that displays when the Type is File.
 - ii. When the indicator value is not available and the table is currently editable, the field will display the drop-down.
 - c. The Action Date
 - i. The value will display the stored Recorded Date for the File Type entry on the existing table.
 - ii. When the Entitled indicator value is not available, the Recorded Date will not be populated.
 - d. The No Longer ES Date value will be blank.
Note: This is a new value that has not yet been captured for any existing records.

- e. The Discovery Date value will display the stored Discovery Date value for the application.
 - i. This appears as the Request Date when the Type is Discovery.

Note: Subsequent entries on the existing table will not be tracked on the new table.

Note: Values may be populated on the table through the data change outlined in Section 2.3.

Note: Existing records may be editable if they meet the conditions outlined in Section 2.1.1.

3. Update CalFresh Detail page validations for the fields on the updated Expedited Service section.
 - a. Add a validation when the worker-entered Discovery Date is prior to the Action Date upon saving.
 - i. The validation will display the following message “A Discovery Date – Discovery Date cannot be before the Action Date.”
Example: The Action Date is saved as 12/01/2025. The worker will receive a validation when they attempt to save a Discovery Date of 11/30/2025 or prior.
 - b. Add a validation when the worker-entered No Longer ES Date is prior to the Action Date upon saving.
 - i. The validation will display the following message “No Longer ES Date – No Longer ES Date cannot be before the Action Date.”
 - c. Add a validation when the worker-entered Discovery Date is prior to the current No Longer ES Date.
 - i. The validation will display the following message “Discovery Date – Discovery Date cannot be before the last saved No Longer ES Date.”
Example: The No Longer ES Date is saved as 12/02/2025. The worker will receive a validation when they attempt to save a Discovery Date of 12/01/2025 or prior.
 - d. Add a validation when the worker-entered No Longer ES Date is prior to the current Discovery Date.
 - i. The validation will display the following message “No Longer ES Date – No Longer ES Date cannot be before the last saved Discovery Date.”

Example: The Discovery Date is saved as 12/03/2025. The worker will receive a validation when they attempt to save a No Longer ES Date of 12/02/2025 or prior.
 - e. Add a validation when the worker-entered Discovery Date is after the current system date.

- i. The validation will display the following message
“Discovery Date – The Discovery Date cannot be in the future.”
- f. Add a validation when the worker-entered No Longer ES Date is after the current system date.
 - i. The validation will display the following message “No Longer ES Date – The No Longer ES Date cannot be in the future.”
- g. Remove the validations associated with the fields that will be removed on the existing Expedited Services section.

4. Populate the File Date field from the application date of a household reapplying for CalFresh after a discontinued Transitional CalFresh period.

Note: When the “Reapply” button is clicked or a new application is created, the page will continue to create a new application as normal with a File Date populated for the latest application.

2.1.4 Page Location

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

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

Update page mapping to reflect the changes being made to the CalFresh Detail page.

2.1.7 Accessibility

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

2.1.8 Page Usage/Data Volume Impacts

N/A

2.2 Online: Case Summary page

2.2.1 Overview

Currently, the CalFresh section on the Case Summary contains an 'Expedited Services' field that will display a "Yes" value when there is an expedited services record for the current CalFresh application. The 'Expedited Services' field value can display "Yes", whether the 'Entitled' value on the Expedited Services section of the CalFresh Detail page is "Yes," "No," or blank, as long as there is any expedited services record having at least one date. The field will show "Yes" for all months after the application date until there is an EDBC run for a subsequent month.

Once an EDBC is authorized for a subsequent month, the indicator only shows on Case Summary if when the View Month is for the month prior to the ES end date, and not prior to the application date.

This SCR will make the display of expedited service on the Case Summary page dependent upon and consistent with ES data entered on the CalFresh Detail page, by updating the Case Summary section to remove the existing 'Expedited Services' field and replace it with a new field 'Entitled to ES'. This new field will display a value that indicates whether the current application is marked as eligible for expedited services according to the information added to the Expedited Services section on the CalFresh Detail page at that point in time. The Case Summary field is only a display; it does not independently assess whether the application is eligible for expedited services but does indicate a value of yes or no, based on data existing in the CalFresh Detail Expedited Services section.

2.2.2 Case Summary Mockup

▼ CalFresh

Worker:	Worker Name	Primary Applicant/Recipient:	DOE, JOHN 25M	
Worker ID:	90AS000000	Language:	English	
Program Status:	Pending	Phone Number:	(777)777-7777	
Aid Code:		Email:	johndoe@testcalsaws.org	
Meets ESAP Criteria:		Payee:	DOE, JOHN 25M	
Household Category:		Application Date:	12/01/2025	
FBU:	1			
Entitled to ES:	No			
Name	Role	Role Reason	Status	Status Reason
DOE, JOHN 25M	MEM		Pending	

View Details

Figure 2.2.1 – Case Summary CalFresh Mockup while application is still Pending

▼ CalFresh

Worker:

Worker Name

Worker ID:

90AS000000

Program Status:

Active

RE Due Month:

11/2028

Re-Evaluate

Reporting Type:

Semi-Annual Reporting - No Report

Aid Code:

09 - CalFresh

Meets ESAP Criteria:

Yes

Household Category:

NACF

FBU:

1

Entitled to ES:

Yes (Completed)

Postponed Verif:

No

Primary Applicant/Recipient:

DOE, JANE 85F

Language:

English

Phone Number:

(888)888-8888

Email:

Payee:

DOE, JANE 85F

Application Date:

12/01/2025

Name	Role	Role Reason	Status	Status Reason
DOE, JANE 85F	MEM		Active	

View Details

Figure 2.2.2 – Case Summary CalFresh Mockup after EDBC has been run and authorized

2.2.3 Description of Changes

1. Update the CalFresh section on the Case Summary page.
 - a. Hide the field 'Expedited Services' from the CalFresh section.

Technical Note: Update the field on the backend to be nullable.

- b. Create a new field 'Entitled to ES' that will replace the prior field on the front-end.
 - i. The field will display values according to the Expedited Services section of the associated application.
 - ii. The field will display "Yes" when one of the following conditions applies on the Expedited Services section for the application.
 1. The 'Entitled at File Date' value is "Yes" and also the 'No Longer ES Date' is blank.
 - OR
 2. The 'Discovery Date' is populated.
 - iii. The field will display "No" when one of the following conditions applies on the Expedited Services section for the application.

1. The 'Entitled at File Date' value is "No" and also the 'Discovery Date' is blank.
OR
 2. The 'No Longer ES Date' is populated and also the 'Discovery Date' is blank.
- iv. The field will not display a value when the 'Entitled at File Date' value, 'Discovery Date', and 'No Longer ES Date' are all blank.
 - v. The "Yes" or "No" value in the field will be appended with "(Completed)" text after EDBC has been run and authorized (when the application status is not 'Pending'), as shown in Figure 2.2.2.

Note: When the 'View Date' is updated, the page will display the value information for the associated application from that date.

2.2.4 Page Location

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

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

Update page mapping to reflect the changes being made to the CalFresh section of the Case Summary page.

2.2.7 Accessibility

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

2.2.8 Page Usage/Data Volume Impacts

N/A

2.3 Eligibility: Run EDBC Missing ES Validation

2.3.1 Overview

When a worker accesses the Run EDBC page and there is missing CF ES data, the worker cannot select the CF program to run EDBC, and a validation message displays:

The screenshot shows the 'Run EDBC' form. At the top, there is a legend: '* - Indicates required fields'. To the right are two buttons: 'Change Reason' and 'Cancel'. Below this is the 'Benefit Processing Range:' section with 'Begin Month: *' (dropdown set to 03/2025) and 'End Month: *' (dropdown set to 05/2025). Below the range section is a table with columns: Program, Status, Timely Notice Exception, Reason, and Run Reason. The table contains one row with the message: 'CalFresh: EDBC cannot be run for this program with missing Expedited Service information'.

Figure 2.3.1 – Run EDBC with CalFresh validation for missing ES data

Currently, the validation logic uses a combination of several fields to determine if data is missing. With the ES redesign, the logic will just validate if the ES Entitled at File Date is null, since all other necessary data validations are enforced by the updated CF Detail page design.

2.3.2 Description of Changes

1. Update the Run EDBC missing ES validation so that the worker cannot select the CF program if the ES Entitled at File Date field is null.

The following message will display when this occurs:

CalFresh: EDBC cannot be run for this program with missing Expedited Service information

While this message is displayed, the worker cannot select the CF program so CF EDBC cannot be run.

Technical note: this logic is contained in: BaseProgramDaoImpl.checkForMissingEsData

2.3.3 Example Scenarios

N/A

2.3.4 Programs Impacted

CalFresh

2.3.5 Performance Impacts

N/A

2.4 Eligibility: Update EDBC for new E.S. Data Model

2.4.1 Overview

CF EDBC reads data from the ES table and can update it when an EDBC is authorized. With the modifications being made to those tables by the online team, all EDBC processes that access CF ES data will need to be updated.

2.4.2 Description of Changes

1. Update CF EDBC buildout to read data from the structure being implemented by the online team as described above.
2. Update CF EDBC authorization logic to set the CF ES Discovery Date when the worker had not indicated that the CF program is ES eligible, but EDBC discovers that it is. (There is no change to the existing CF EDBC logic that determines if an application is ES eligible.)

When EDBC discovers that the CF application is ES eligible, it will set the "Discovery Date" to the EDBC Run Date if either one of the following conditions is true:

- a. "Entitled at File Date" is "No" and "Discovery Date" is null.
- b. "No Longer ES Date" is not null but the "Discovery Date" is null.

When EDBC updates the "Discovery Date" during the CF EDBC authorization process, if there is a "No Longer ES Date" it will be set to null.

(Technical note: this logic is in AuthorizeEdbc.java(denormalizeEsData)).

2.4.3 Example Scenarios

N/A

2.4.4 Programs Impacted

CalFresh

2.4.5 Performance Impacts

N/A

2.5 [Batch Name] – No Impact

2.6 Interface QCIS – CalFresh Denial Writer POxxE802

2.6.1 Overview

QCIS CalFresh Denial Writer POxxE802 excludes cases where “ES Entitled” indicator is Y and ES_END_DATE is not set or is after the sample month. Update QCIS CalFresh Denial Writer POxxE802 to use the new “Entitled at File Date” indicator instead of “ES Entitled” indicator.

2.6.2 Description of Change

1. Update QCIS CalFresh Denial Writer POxxE802 to use the new “Entitled at File Date” indicator instead of “ES Entitled” indicator. Exclude cases when “Entitled at File Date” is Y and ES_END_DATE is not set or is after the sample month.

2.6.3 Partner Integration Testing

Not Required.

2.6.4 Execution Frequency

No Change.

2.6.5 Key Scheduling Dependencies

No Change.

2.6.6 Counties Impacted

All Counties.

2.6.7 Category

Core.

2.6.8 Data Volume/Performance

No Change.

2.6.9 Interface Partner

QCIS – Quality Control Information System

2.6.10 Failure Procedure/Operational Instructions

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

2.7 [eHIT] – No Impact

2.8 [Form/NOA Name] – No Impact

2.9 CalFresh Monthly Caseload Movement Statistical Report CF 296

2.9.1 Overview

The monthly CF 296 state report contains data on the number of CalFresh applications received, approved, denied and withdrawn. The report then includes number of CalFresh applications processed under expedited service (ES), processing timeframes and discontinuances due to recipients' failure to complete the application process for ongoing CalFresh benefits. The report also provides the number of cases eligible, Inter-County Transfers (ICT) received, number of restorations of prorated benefits, recertifications disposed of, and the number of overdue recertifications during the month.

2.9.2 CF 296 Screenshot

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY		CALIFORNIA DEPARTMENT OF SOCIAL SERVICES DATA SYSTEMS AND SURVEY DESIGN BUREAU	
CALFRESH MONTHLY CASELOAD MOVEMENT STATISTICAL REPORT CF 296		DOWNLOAD REPORT FORM FROM: http://www.cdss.ca.gov/dssdb E-MAIL COMPLETED REPORT FORM TO: admct296@dss.ca.gov	
COUNTY NAME	VERSION	REPORT MONTH	REPORT YEAR
Alpine	<input type="checkbox"/> INITIAL <input type="checkbox"/> REVISED	December	2023
PART A. APPLICATIONS FOR CALFRESH			
1. Applications received during the month			
a. Online applications received during the month			
2. Applications disposed of during the month (Sum of Items 2a through 2c)			
a. Applications Approved		PACF (A)	NACF (B)
1) Applications approved in over 30 days (CWD caused)		0	0
b. Applications denied (Item 2b1 plus Item 2b2)		0	0
1) Applications denied because determined ineligible		0	0
2) Applications denied for procedural reasons		0	0
3) Applications denied in over 30 days (CWD caused)		0	0
c. Applications withdrawn		0	0
PART B. APPLICATIONS PROCESSED UNDER EXPEDITED SERVICE (ES)		PACF (A)	NACF (B)
3. Of the applications disposed of during the month in Item 2, applications processed under ES (Item 3a plus Item 3b)		0	0
a. Found entitled to ES (Sum of Items 3a1 through 3a3)		0	0
1) Benefits issued in 1-3 days		0	0
2) Benefits issued in 4-7 days		0	0
3) Benefits issued in over 7 days		0	0
b. Found not entitled to ES		0	0
PART C. CERTIFIED CASELOAD MOVEMENT		PACF (A)	NACF (B)
4. Cases brought forward at the beginning of the month		0	0
a. Item 8 from last month's report, as reported to CDSS		0	0
b. Adjustment (Item 4 minus Item 4a, positive or negative number, explain in the Item 4b Adjustment Explanation)		0	0
5. Cases added during the month (Sum of Items 5a through 5e, positive or negative number)		0	0
a. Applications approved		PACF	NACF
1) Of those applications approved in Item 5a, those approved overdue Applications with federal funding (Cell 55 + Cell 56 + Cell 58 + Cell 59)		Federal	Fed/State
I. 1-30 days (Overdue)		0	0
II. 31-60 days (Overdue)		0	0
III. 61-90 days (Overdue)		0	0
IV. 91+ days (Overdue)		0	0
b. Change in assistance status from PACF or NACF		0	0
c. Inter-County Transfers		0	0
d. Cases with eligibility reinstated and benefits pro-rated during month		0	0
e. Other approvals		0	0
6. Total cases open during the month (Certified eligible to participate during the month) (Item 4 plus Item 5; Also sum of 5a through 5c)		0	0
a. Pure federal cases		Federal Persons	State Persons
1) Federal persons in Item 6a cases plus federal persons in Item 6b cases		Singles	Families
b. Federal/State combined cases		0	0
c. Pure state cases		0	0
7. Cases discontinued during the month		0	0
a. Households discontinued due to recipient failure to complete application process for ongoing benefits (ES only)		0	0
8. Cases brought forward at the end of the month (Item 6 minus Item 7)		0	0
PART D. RECERTIFICATIONS		PACF (A)	NACF (B)
9. Recertifications disposed of during the month (Item 9a plus Item 9b)		0	0
a. Determined continuing eligible		PACF	NACF
1) Recertifications determined continuing eligible in Item 9a those approved Overdue recertifications with federal funding (Cell 224 + 225 + 227 + 228)		Federal	Fed/State
I. 1-30 days		0	0
II. 31-60 days		0	0
III. 61-90 days		0	0
IV. 91+ days		0	0
b. Determined ineligible		0	0
10. Overdue recertifications (CWD caused) during the month		0	0
COMMENTS			
Item 4b Adjustment Explanation (If Item 4b is not zero, this box must be completed. If Item 4b is zero, this box must be blank.)			
Revised Report Explanation (If Revised is checked, this box must be completed. If Initial is checked, this box must be blank.)			
CONTACT PERSON		TELEPHONE	EXTENSION
JOB TITLE/CLASSIFICATION		E-MAIL	
SUPERVISOR		TELEPHONE	EXTENSION
JOB TITLE/CLASSIFICATION		E-MAIL	
DATE SUBMITTED			

Figure 2.9.1 – CF 296 Summary Sheet

See the attached mockup in the Supporting Documents section.

2.9.3 Description of Change

- Part A and B Base Population:** Create the base population for Part A and B as follows:

- The program is (CT-18):
 - FS – CalFresh
- The program sub-type code is blank (CT-1662).
- The program application type is (CT-350):

- NW - New Application
- RS - Restoration
- RA – Reapplication

Note: Transitional CalFresh applications have an application type of Recertification. This means that Transitional CalFresh applications do not appear on Part A of this report.

- The program application has a created-on date between 02/02/2022 and the last day of the report month.
 Note: We are using the 02/02/2022 date to remove old applications that remained in Pending status, but the program was made active.
- The program application's first pending event has event date less than or equal to the last day of the report month (CT-157)
 - PE – Pending
- An Approval or Denial event has **not** been posted to the application prior to the first day of the report month (CT-157):
 - AA - Approved
 - DE - Denied
- The program application is **not** an ICT meeting all the following conditions:
 - The program application's ICT indicator is blank or is set to No.
 - The program application does **not** have a source equal to (CT-294):
 - IC – ICT
 - The program application does **not** have an event (CT-73) of type 'Change' with a Type Reason (CT-73) of 'ICT' where the event date is on or before the last day of the report month.
 - The ICT is not later Denied during the report month for the same effective month.
- The case was not reported on Line 8 as carried forward in the previous report month.
- If the program has multiple applications that were approved in the report month, only the latest approved application is reported based on the latest Approved event's effective date.

Note: applications that are marked as an approved ICTs (denied ICTs are not reported on the CF 296) are **not** included in the Part A and B Base Population because ICTs are reported on Part C Line 5.

See Appendix 7.1 for examples of programs with multiple applications.

2. **Part C Base Population:** Define the Part C Base population as follows. The program is only reported once. If the program meets multiple of the categories below, the following hierarchy will be used: Active statuses effective in the report month, active statuses in a future month, active statuses in a retro month and adjustments:

Line 6 Open Cases

- The Program is (CT-18):
 - FS – CalFresh
- The program is Active or Ineligible effective for the report month at any point during the report month and the program was not denied or discontinued on the same day for the same benefit month (CT-72):
 - AC-Active
 - IN – Ineligible

Note: Program History is used to evaluate all the program statuses on or before the last day of the report month.

Technical Note: Exclude any Ineligible program detail record with an end date set to high date. This is invalid data.

Note: If the program was made active and then discontinued on the same day for the same benefit month, we consider this a worker error.

OR

The program was Active or Ineligible as of the last day of the prior report month and the program was not denied or discontinued on the same day for the same benefit month **AND** the case was **not** a SAR 7 discontinuance up to 6 days after the last day of the prior report month. This means the programs was reported as carried forward programs on Line 8 in the prior report month.

Note: If the program was made active and then discontinued on the same day for the same benefit month, we consider this a worker error.

Technical Note:

Active Program Statuses (CT-72):

- AC – Active
- IN – Ineligible

SAR 7 Discontinuance Reasons (CT-73)

- SA - SAR
- SB - No SAR7 for Prior Month
- SC - SAR 7 Incomplete
- SD - SAR 7 Not Received

OR

The program was approved for a future benefit month and the program was not denied or discontinued on the same day for the same benefit month prior to the last day of the report month **AND** the approval is **not** for an ICT. If the program is an ICT approval, then it is reported in the month the ICT is effective (CT-72):

- AC-Active

OR

The program was approved for a retro benefit month(s) and the program was not denied or discontinued on the same day for the same benefit month in the report month where the end date is less than the report month. If the program was made Ineligible on the same day that it was made Active, then we do not report this. We consider this to be a worker error. The retro benefit month should be the first time the program was aided for the given benefit month (CT-72):

- AC-Active

OR

Line 4B Carried Forward Negative Adjustments

The program was reported in the prior report month's Line 8 as a carried forward program but was not captured as Active program in the Part C base population listed above. These programs are reported as Negative Adjustments.

Note: The CF 296 is generated 6 days after the last day of the report month. This is because the report needs to capture SAR 7 Discontinuances. For example, if a case is Active as of 10/31/2024 but it was then Discontinued due to a SAR 7 on 11/06/2024, then the program is reported as a Discontinued program on the 10/2024 report.

Technical Note: For future and retro benefit month approvals, we do not look at PGM_DETL_HIST. If the record was placed in history, then that means the worker changed their mind and it is considered a worker error.

Technical Note: To determine if an approval program is an ICT, check if the latest program application for the program has a source value set to ICT or that the application ICT indicator is set to Yes and that the application was first approved as of the last day of the report month and the approved status has an effective date in the future. Also, check that the program does not have an application with a Change event posted with a reason of ICT and the event's effective date is in the future month.

3. **Part D Base Population:** The Part D Base Population is defined as follows:

- The Program is (CT-18):
 - FS – CalFresh
- The Program Sub Type Code is blank.
- The program has an existing EDBC with a run date in the report month that meets the following conditions:
 - Run Reason is (CT-744):
 - RE – RE
 - EE- Elect Regular/RETechnical Note: The Elect Regular/RE identifies the Transitional CalFresh recertifications.
 - The EDBC Run Status is (CT- 274)
 - AS - Accepted and Saved
 - When multiple EDBC's exist, the latest one is selected by EDBC run date.
- An RE packet was created for the program as of the last day of the report month. If multiple RE packets exist, the latest one by ID is selected.
 - CF - CalFresh RE Packet
 - CWF - CW/CF RE Packet
- The latest EDBC's that was ran for the program by run date that was Accepted and Saved does not meet the following conditions:
- Program Status (CT-72)
 - DS – Discontinued
- The Discontinuance Reason is not (CT-73):
 - E1 – CF Recert Expired
 - YA - RE Incomplete
 - YB - RE Not Received]
 - CP – CF Missed Interview (New Application/Recertification)
 - 16 - Failed to Complete DeterminationNote: The latest EDBC may or may not be the same one as the one with the RE or EE run reason depending on if the worker runs EDBC multiple times in the report month.

4. **CF 296** – Add a sheet titled CF 296. See the attached mockup for reference. The sheet contains the following fields:

Header:

Field Name	Field Description
COUNTY NAME	This field identifies the county name for which the data is generated (CT-15). Format: [County Name]
REPORT MONTH	This field identifies the reporting month for which the data is generated. Format: [Month]
REPORT YEAR	This field identifies the reporting year for which the data is generated. Format: YYYY

Links:

Cells Number(s)	Description
Cells 1 to 42	Hyperlinks to the Part A and B Details Sheet.
Cells 43 thru 106	Hyperlinks to the C Details Sheet.
Cells 107 thru 135	Hyperlinks to the Part D Details Sheet.

Totals: The sheet will include the totals listed below.

Total	Description
PART A. APPLICATIONS FOR CALFRESH	
1. Applications received during the month	<p>Displays the count of new applications, reapplications, and restorations received during the report month. This includes applications from applicants who are entitled to expedited service processing.</p> <p>From the Part A and B base population:</p> <ul style="list-style-type: none"> The Application's Created On is in the report month. <p>Note: The CREATED_ON date is the date the application was created in the database.</p>
1.a. Online applications received during the month	<p>Displays the number of applications that are received through the self-service portals.</p> <p>From the Part A and B base population:</p> <ul style="list-style-type: none"> The Application's Created On is in the report month. The Application Source is equal to (CT-294): <ul style="list-style-type: none"> YB – Self-Service Portal <p>Note: The CREATED_ON date is the date the application was created in the database.</p>
2. Applications disposed of during the month (Sum of Items 2a through 2c)	<p>Displays the number of applications disposed of during the report month.</p> <p>From the Part A and B base population:</p> <ul style="list-style-type: none"> The application was disposed in the report month and the Disposition Event is one of the following (CT:157): <ul style="list-style-type: none"> AA – Approved AE – Rescind Approved (Denial) DE – Denied <p>Note: This line item is equal to the sum of Lines 2a, 2b, and 2c.</p> <p>Note: The Rescind Approved (Denial) event is only captured when it occurs in the same month as the initial denied event.</p>
2.a. Applications approved (Same as Item 5a/Cell 61).	<p>Displays the number of applications approved during the report month.</p> <p>From the Part A and B base population:</p> <ul style="list-style-type: none"> The application was disposed in the report month and the Disposition Event is one of the following (CT:157): <ul style="list-style-type: none"> AA – Approved AE – Rescind Approved (Denial) <p>Note: This line item is equal to Line 5a</p> <p>Note: The Rescind Approved (Denial) event is only captured when it occurs in the same month as the initial denied event.</p> <p>From the Line 2.a population:</p> <p>PACF (A): The count of cases where the Household Category is equal to (CT-10766):</p> <ul style="list-style-type: none"> PCA - PACF CalWORKs-Only PGG - PACF GA/GR-Only PMI - PACF Mixed PMU - PACF Multiple PSS - PACF SSI/SSP-Only PTT - PACF Tribal TANF-Only

	<p>NACF (B): The count of cases where the Household Category is equal to (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
2.a.1. Applications approved in over 30 days (CWD caused).	<p>Displays the number of applications approved in over 30 days.</p> <p>From the Part A and B base population:</p> <ul style="list-style-type: none"> • The application was disposed in the report month and Disposition Event is one of the following (CT:157): <ul style="list-style-type: none"> ◦ AA – Approved ◦ AE – Rescind Approved (Denial) • The Delayed Processing Reason is equal to (CT-385): <ul style="list-style-type: none"> ◦ AC - Agency Caused • The Disposition Event Date is greater than the Application Date + 30 days. <p>From the Line 2.a.1 population:</p> <p>PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • PCA - PACF CalWORKs-Only • PGG - PACF GA/GR-Only • PMI - PACF Mixed • PMU - PACF Multiple • PSS - PACF SSI/SSP-Only • PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
2.b. Applications denied (Item 2b1 plus Item 2b2).	<p>Of the applications reported on Line 2, displays the number of applications denied during the report month.</p> <p>From the Part A and B base population:</p> <ul style="list-style-type: none"> • The application was disposed in the report month and the Disposition Event is one of the following (CT:157): <ul style="list-style-type: none"> ◦ DE – Denied • The Denial Type is one of the following: <ul style="list-style-type: none"> ◦ Eligibility – If the Denial Reason is one of the following (CT-73): <ul style="list-style-type: none"> ▪ AG - 3 Countable ABAWD Months Used ▪ E6 - BDA After the Month ▪ 24 - Boarder ▪ AW - CF IPV #1 ▪ AX - CF IPV #2 ▪ AY - CF IPV #3 ▪ CI - CF Job Quit #1 ▪ KK - CF Job Quit #2 ▪ KL - CF Job Quit #3 ▪ E1 - CF Recert Expired ▪ KM - CF Reduced Work #1 ▪ KN - CF Reduced Work #2 ▪ KO - CF Reduced Work #3 ▪ JQ - CalWORKs Restored ▪ 05 - Calif. Residence ▪ DY - County Residence ▪ A50 - Current IPV Disqualification 1 ▪ A51 - Current IPV Disqualification 2 ▪ A52 - Current IPV Disqualification 3 ▪ 04 - Deceased

	<ul style="list-style-type: none"> ▪ AI - Did Not Meet ABAWD Work Rules after Regaining Elig ▪ BL - Didn't Meet WTW # 1 ▪ BM - Didn't Meet WTW # 2 ▪ BN - Didn't Meet WTW # 3 ▪ C2 - Drug Felon (CW & CF) ▪ JE - Eligible to TCF ▪ KR - End of 3 Consecutive ABAWD Months ▪ L2 - FC Court Dependency Not Dismissed ▪ B4 - False Residence/ID ▪ C1 - Fleeing Felon ▪ JG - Gets CF Inside HH ▪ JN - Gets CF Outside HH ▪ JI - Gets CalWORKs ▪ JH - Gets CalWORKs ▪ 90 - Gets Food Distribution ▪ 25 - Gets SSI/SSP ▪ A24 - IPV Court Decision Sanction 1 ▪ A25 - IPV Court Decision Sanction 2 ▪ A26 - IPV Court Decision Sanction 3 ▪ A27 - IPV Disqualify Agreed Sanction 1 ▪ A28 - IPV Disqualify Agreed Sanction 2 ▪ A29 - IPV Disqualify Agreed Sanction 3 ▪ A53 - IPV Disqualify Hearing Waiver 1 ▪ A54 - IPV Disqualify Hearing Waiver 2 ▪ A55 - IPV Disqualify Hearing Waiver 3 ▪ A16 - IPV STATE Hearing Sanction 1 ▪ A17 - IPV STATE Hearing Sanction 2 ▪ A18 - IPV STATE Hearing Sanction 3 ▪ 26 - Ineligible CF Student ▪ 93 - Ineligible Non Citizen ▪ 08 - Institutionalized ▪ 85 - Inter-County Transfer ▪ EQ - Mid-Period Addition ▪ ED - Mid-Period Addition ▪ 22 - No Appl - Req Person ▪ 11 - No Eligible Mem ▪ CN - On Aid Another Case ▪ 19 - Out of the Home ▪ OI - Out of the Home - Incarcerated ▪ 73 - Out of the Home - Primary Applicant ▪ KU - Over 130% FPL ▪ 39 - Over Income ▪ 71 - Over Income-\$0 Allotment ▪ 12 - Over Resources ▪ C3 - Probation/Parole Violator ▪ XF - QC Refused to Cooperate (CF) ▪ EZ - Quit Job #1 ▪ F1 - Quit Job #2 (CF) ▪ 13 - Real Property ▪ BU - Reduced Hours #1 ▪ BV - Reduced Hours #2 ▪ BW - Reduced Hours #3 ▪ KY - Separate CF HH ▪ B5 - Separate P&P ▪ B3 - Sold CF for \$\$ ▪ B1 - Sold CF for Drugs #1 ▪ B2 - Sold CF for Drugs #2 ▪ 20 - Striker ▪ A6 - Transferred Property ▪ EW - Turned Down a Job #1 ▪ EX - Turned Down a Job #2 ▪ EY - Turned Down a Job #3 ○ Procedural - If the Denial Reason is one of the following (CT-73): <ul style="list-style-type: none"> ▪ FR6 - ABP898 Form Not Received ▪ 09 - Application Opened in Error
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	<ul style="list-style-type: none"> ▪ CP - CF Missed Interview (New Application/Recertification) ▪ BX - CFET Non Part. # 1 ▪ BY - CFET Non Part. # 2 ▪ BZ - CFET Non Part. # 3 ▪ T1 - CalWORKs and/or CalFresh Approved/Restored ▪ CB - Did not SFIS ▪ L3 - Didn't Co-Op JS #1 ▪ L4 - Didn't Co-Op JS #2 ▪ L5 - Didn't Co-Op JS #3 ▪ BR - Didn't Go to Job # 1 ▪ BS - Didn't Go to Job # 2 ▪ BT - Didn't Go to Job # 3 ▪ CS - Didn't Register EDD ▪ A41 - Didn't Sign SOF ▪ TB - Does Not Comply - GA EBT ▪ 10 - Duplicate Application ▪ A15 - EBT Whereabouts Unknown ▪ JE - Eligible to TCF ▪ AH - FTP ABAWD Work #1 ▪ AJ - FTP ABAWD Work #2 ▪ RS - FTP County Residence ▪ ES - FTP County Residence (Negative Action) ▪ 82 - FTP Eligibility Forms ▪ 61 - FTP INS Document ▪ DW - FTP Income ▪ CJ - FTP Name/Identity ▪ C8 - FTP Property ▪ C5 - FTP Sponsor Dependents ▪ C6 - FTP Sponsor Income ▪ C7 - FTP Sponsor Property ▪ AE - FTP Sponsor SOF ▪ 83 - FTP Verification ▪ 16 - Failed to Complete Determination ▪ KV - Failed to Complete ES Requirements ▪ A04 - Failed to Comply with IFDS ▪ CC - Found on SFIS ▪ JF - Invalid TCF Applicant ▪ A12 - Late Periodic Report SAR 72 ▪ A32 - Late Periodic Report SAR 73 ▪ F22 - MC 194 Form Not Received ▪ GB - No Open Application ▪ JJ - No Reference CF EDBC ▪ SB - No SAR7 for Prior Month ▪ BP - No Show/FTP # 2 ▪ BO - No Show/FTP #1 ▪ BQ - No Show/FTP #3 ▪ RJ - Opt Out ▪ 19 - Out of the Home ▪ F21 - PA 1049 Form Not Received ▪ FR4 - PA1615 Form Not Received ▪ FR2 - PA2492 Form Not Received ▪ XL - QC Failed to Keep 2 Appointments (CF) ▪ XJ - QC Failed to Keep Appointment (CF) ▪ XH - QC Failed to Respond in 30 Days (CF) ▪ XP - QC Failed to Return Signed Release (CF) ▪ XN - QC Failed to Sign Release (CF) ▪ G90 - QR7 Form Not Received ▪ YA - RE Incomplete ▪ YB - RE Not Received ▪ RK - Refuse to Comply Sponsorship ▪ A09 - Refusing to be fingerprinted ▪ JC - Regular EDBC ▪ K5 - Requested Disc. - Written inc. MC ▪ FR1 - Required Forms Not Received ▪ F23 - SAR 22 Form Not Received ▪ SC - SAR 7 Incomplete
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	<ul style="list-style-type: none"> ▪ SD - SAR 7 Not Received ▪ C4 - SSN Enumeration ▪ FR5 - SSP 14 Form Not Received ▪ JD - TCF Received ▪ K3 - Written Withdrawal inc. MC <p>From the Line 2.b population: PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • PCA - PACF CalWORKs-Only • PGG - PACF GA/GR-Only • PMI - PACF Mixed • PMU - PACF Multiple • PSS - PACF SSI/SSP-Only • PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
2.b.1. Applications denied because determined ineligible.	<p>Of the applications reported on Line 2, displays the number of applications denied during the report month for being ineligible for CalFresh</p> <p>From the Part A and B base population:</p> <ul style="list-style-type: none"> • The application was disposed in the report month and the Disposition Event is one of the following (CT-157): <ul style="list-style-type: none"> ◦ DE – Denied • The Denial Type is one of the following: <ul style="list-style-type: none"> ◦ Eligibility – If the Denial Reason is one of the following (CT-73): <ul style="list-style-type: none"> ▪ AG - 3 Countable ABAWD Months Used ▪ E6 - BDA After the Month ▪ 24 - Boarder ▪ AW - CF IPV #1 ▪ AX - CF IPV #2 ▪ AY - CF IPV #3 ▪ CI - CF Job Quit #1 ▪ KK - CF Job Quit #2 ▪ KL - CF Job Quit #3 ▪ E1 - CF Recert Expired ▪ KM - CF Reduced Work #1 ▪ KN - CF Reduced Work #2 ▪ KO - CF Reduced Work #3 ▪ JQ - CalWORKs Restored ▪ 05 - Calif. Residence ▪ DY - County Residence ▪ A50 - Current IPV Disqualification 1 ▪ A51 - Current IPV Disqualification 2 ▪ A52 - Current IPV Disqualification 3 ▪ 04 - Deceased ▪ AI - Did Not Meet ABAWD Work Rules after Regaining Elig ▪ BL - Didn't Meet WTW # 1 ▪ BM - Didn't Meet WTW # 2 ▪ BN - Didn't Meet WTW # 3 ▪ C2 - Drug Felon (CW & CF) ▪ JE - Eligible to TCF ▪ KR - End of 3 Consecutive ABAWD Months ▪ L2 - FC Court Dependency Not Dismissed ▪ B4 - False Residence/ID ▪ C1 - Fleeing Felon ▪ JG - Gets CF Inside HH ▪ JN - Gets CF Outside HH ▪ JI - Gets CalWORKs ▪ JH - Gets CalWORKs ▪ 25 - Gets SSI/SSP

	<ul style="list-style-type: none"> ▪ 90 - Gets Food Distribution ▪ A24 - IPV Court Decision Sanction 1 ▪ A25 - IPV Court Decision Sanction 2 ▪ A26 - IPV Court Decision Sanction 3 ▪ A27 - IPV Disqualify Agreed Sanction 1 ▪ A28 - IPV Disqualify Agreed Sanction 2 ▪ A29 - IPV Disqualify Agreed Sanction 3 ▪ A53 - IPV Disqualify Hearing Waiver 1 ▪ A54 - IPV Disqualify Hearing Waiver 2 ▪ A55 - IPV Disqualify Hearing Waiver 3 ▪ A16 - IPV STATE Hearing Sanction 1 ▪ A17 - IPV STATE Hearing Sanction 2 ▪ A18 - IPV STATE Hearing Sanction 3 ▪ 26 - Ineligible CF Student ▪ 93 - Ineligible Non Citizen ▪ 08 - Institutionalized ▪ 85 - Inter-County Transfer ▪ EQ - Mid-Period Addition ▪ ED - Mid-Period Addition ▪ 22 - No Appl - Req Person ▪ 11 - No Eligible Mem ▪ CN - On Aid Another Case ▪ 19 - Out of the Home ▪ OI - Out of the Home - Incarcerated ▪ 73 - Out of the Home - Primary Applicant ▪ KU - Over 130% FPL ▪ 39 - Over Income ▪ 71 - Over Income-\$0 Allotment ▪ 12 - Over Resources ▪ C3 - Probation/Parole Violator ▪ XF - QC Refused to Cooperate (CF) ▪ EZ - Quit Job #1 ▪ F1 - Quit Job #2 (CF) ▪ 13 - Real Property ▪ BU - Reduced Hours #1 ▪ BV - Reduced Hours #2 ▪ BW - Reduced Hours #3 ▪ KY - Separate CF HH ▪ B5 - Separate P&P ▪ B3 - Sold CF for \$\$ ▪ B1 - Sold CF for Drugs #1 ▪ B2 - Sold CF for Drugs #2 ▪ 20 - Striker ▪ A6 - Transferred Property ▪ EW - Turned Down a Job #1 ▪ EX - Turned Down a Job #2 ▪ EY - Turned Down a Job #3 <p>PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • PCA - PACF CalWORKs-Only • PGG - PACF GA/GR-Only • PMI - PACF Mixed • PMU - PACF Multiple • PSS - PACF SSI/SSP-Only • PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
2.b.2. Applications denied for procedural reasons	Of the applications reported on Line 2, displays the number of applications denied during the report month for procedural reasons such as failure to sign the application, failure to complete an interview, failure to provide requested verification, etc.

From the Part A and B base population:

- The Disposition Event is one of the following (CT-157):
 - DE – Denied
- The Denial Type is one of the following:
 - **Procedural** - If the Denial Reason is one of the following (CT-73):
 - FR6 - ABP898 Form Not Received
 - 09 - Application Opened in Error
 - CP - CF Missed Interview (New Application/Recertification)
 - BX - CFET Non Part. # 1
 - BY - CFET Non Part. # 2
 - BZ - CFET Non Part. # 3
 - T1 - CalWORKs and/or CalFresh Approved/Restored
 - CB - Did not SFIS
 - L3 - Didn't Co-Op JS #1
 - L4 - Didn't Co-Op JS #2
 - L5 - Didn't Co-Op JS #3
 - BR - Didn't Go to Job # 1
 - BS - Didn't Go to Job # 2
 - BT - Didn't Go to Job # 3
 - CS - Didn't Register EDD
 - A41 - Didn't Sign SOF
 - TB - Does Not Comply - GA EBT
 - 10 - Duplicate Application
 - A15 - EBT Whereabouts Unknown
 - JE - Eligible to TCF
 - AH - FTP ABAWD Work #1
 - AJ - FTP ABAWD Work #2
 - RS - FTP County Residence
 - ES - FTP County Residence (Negative Action)
 - 82 - FTP Eligibility Forms
 - 61 - FTP INS Document
 - DW - FTP Income
 - CJ - FTP Name/Identity
 - C8 - FTP Property
 - C5 - FTP Sponsor Dependents
 - C6 - FTP Sponsor Income
 - C7 - FTP Sponsor Property
 - AE - FTP Sponsor SOF
 - 83 - FTP Verification
 - 16 - Failed to Complete Determination
 - KV - Failed to Complete ES Requirements
 - A04 - Failed to Comply with IFDS
 - CC - Found on SFIS
 - JF - Invalid TCF Applicant
 - A12 - Late Periodic Report SAR 72
 - A32 - Late Periodic Report SAR 73
 - F22 - MC 194 Form Not Received
 - GB - No Open Application
 - JJ - No Reference CF EDBC
 - SB - No SAR7 for Prior Month
 - BP - No Show/FTP # 2
 - BO - No Show/FTP # 1
 - BQ - No Show/FTP #3
 - RJ - Opt Out
 - 19 - Out of the Home
 - F21 - PA 1049 Form Not Received
 - FR4 - PA1615 Form Not Received
 - FR2 - PA2492 Form Not Received
 - XL - QC Failed to Keep 2 Appointments (CF)
 - XJ - QC Failed to Keep Appointment (CF)
 - XH - QC Failed to Respond in 30 Days (CF)
 - XP - QC Failed to Return Signed Release (CF)
 - XN - QC Failed to Sign Release (CF)
 - G90 - QR7 Form Not Received
 - YA - RE Incomplete

	<ul style="list-style-type: none"> ▪ YB - RE Not Received ▪ RK - Refuse to Comply Sponsorship ▪ A09 - Refusing to be fingerprinted ▪ JC - Regular EDBC ▪ K5 - Requested Disc. - Written inc. MC ▪ FR1 - Required Forms Not Received ▪ F23 - SAR 22 Form Not Received ▪ SC - SAR 7 Incomplete ▪ SD - SAR 7 Not Received ▪ C4 - SSN Enumeration ▪ FR5 - SSP14 Form Not Received ▪ JD - TCF Received ▪ K3 - Written Withdrawal inc. MC ▪ <p>From the Line 2.b.2 population: PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • PCA - PACF CalWORKs-Only • PGG - PACF GA/GR-Only • PMI - PACF Mixed • PMU - PACF Multiple • PSS - PACF SSI/SSP-Only • PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
2.b.3. Applications denied in over 30 days (CWD caused)	<p>Displays the number of applications reported on line 2b that were initially processed in over 30 days due to Agency Caused delay.</p> <p>From the 2b. Population:</p> <ul style="list-style-type: none"> • The Disposition Event is one of the following (CT:157): <ul style="list-style-type: none"> ◦ DE – Denied • The Denial Type is one of the following: <ul style="list-style-type: none"> ◦ Eligibility – If the Denial Reason is one of the following (CT-73): <ul style="list-style-type: none"> ▪ AG - 3 Countable ABAWD Months Used ▪ E6 - BDA After the Month ▪ 24 - Boarder ▪ AW - CF IPV #1 ▪ AX - CF IPV #2 ▪ AY - CF IPV #3 ▪ CI - CF Job Quit #1 ▪ KK - CF Job Quit #2 ▪ KL - CF Job Quit #3 ▪ E1 - CF Recert Expired ▪ KM - CF Reduced Work #1 ▪ KN - CF Reduced Work #2 ▪ KO - CF Reduced Work #3 ▪ JQ - CalWORKs Restored ▪ 05 - Calif. Residence ▪ DY - County Residence ▪ A50 - Current IPV Disqualification 1 ▪ A51 - Current IPV Disqualification 2 ▪ A52 - Current IPV Disqualification 3 ▪ 04 - Deceased ▪ AI - Did Not Meet ABAWD Work Rules after Regaining Elig ▪ BL - Didn't Meet WTW # 1 ▪ BM - Didn't Meet WTW # 2 ▪ BN - Didn't Meet WTW # 3 ▪ C2 - Drug Felon (CW & CF) ▪ JE - Eligible to TCF ▪ KR - End of 3 Consecutive ABAWD Months

	<ul style="list-style-type: none"> ▪ L2 - FC Court Dependency Not Dismissed ▪ B4 - False Residence/ID ▪ C1 - Fleeing Felon ▪ JG - Gets CF Inside HH ▪ JN - Gets CF Outside HH ▪ JI - Gets CalWORKs ▪ JH - Gets CalWORKs ▪ 25 - Gets SSI/SSP ▪ 90 - Gets Food Distribution ▪ A24 - IPV Court Decision Sanction 1 ▪ A25 - IPV Court Decision Sanction 2 ▪ A26 - IPV Court Decision Sanction 3 ▪ A27 - IPV Disqualify Agreed Sanction 1 ▪ A28 - IPV Disqualify Agreed Sanction 2 ▪ A29 - IPV Disqualify Agreed Sanction 3 ▪ A53 - IPV Disqualify Hearing Waiver 1 ▪ A54 - IPV Disqualify Hearing Waiver 2 ▪ A55 - IPV Disqualify Hearing Waiver 3 ▪ A16 - IPV STATE Hearing Sanction 1 ▪ A17 - IPV STATE Hearing Sanction 2 ▪ A18 - IPV STATE Hearing Sanction 3 ▪ 26 - Ineligible CF Student ▪ 93 - Ineligible Non Citizen ▪ 08 - Institutionalized ▪ 85 - Inter-County Transfer ▪ EQ - Mid-Period Addition ▪ ED - Mid-Period Addition ▪ 22 - No Appl - Req Person ▪ 11 - No Eligible Mem ▪ CN - On Aid Another Case ▪ 19 - Out of the Home ▪ OI - Out of the Home - Incarcerated ▪ 73 - Out of the Home - Primary Applicant ▪ KU - Over 130% FPL ▪ 39 - Over Income ▪ 71 - Over Income-\$0 Allotment ▪ 12 - Over Resources ▪ C3 - Probation/Parole Violator ▪ XF - QC Refused to Cooperate (CF) ▪ EZ - Quit Job #1 ▪ F1 - Quit Job #2 (CF) ▪ 13 - Real Property ▪ BU - Reduced Hours #1 ▪ BV - Reduced Hours #2 ▪ BW - Reduced Hours #3 ▪ KY - Separate CF HH ▪ B5 - Separate P&P ▪ B3 - Sold CF for \$\$ ▪ B1 - Sold CF for Drugs #1 ▪ B2 - Sold CF for Drugs #2 ▪ 20 - Striker ▪ A6 - Transferred Property ▪ EW - Turned Down a Job #1 ▪ EX - Turned Down a Job #2 ▪ EY - Turned Down a Job #3 <ul style="list-style-type: none"> ○ Procedural - If the Denial Reason is one of the following (CT-73): <ul style="list-style-type: none"> ▪ FR6 - ABP898 Form Not Received ▪ 09 - Application Opened in Error ▪ CP - CF Missed Interview (New Application/Recertification) ▪ BX - CFET Non Part. # 1 ▪ BY - CFET Non Part. # 2 ▪ BZ - CFET Non Part. # 3 ▪ T1 - CalWORKs and/or CalFresh Approved/Restored ▪ CB - Did not SFIS ▪ L3 - Didn't Co-Op JS #1 ▪ L4 - Didn't Co-Op JS #2
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	<ul style="list-style-type: none"> ▪ L5 - Didn't Co-Op JS #3 ▪ BR - Didn't Go to Job # 1 ▪ BS - Didn't Go to Job # 2 ▪ BT - Didn't Go to Job # 3 ▪ CS - Didn't Register EDD ▪ A41 - Didn't Sign SOF ▪ TB - Does Not Comply - GA EBT ▪ 10 - Duplicate Application ▪ A15 - EBT Whereabouts Unknown ▪ JE - Eligible to TCF ▪ AH - FTP ABAWD Work #1 ▪ AJ - FTP ABAWD Work #2 ▪ RS - FTP County Residence ▪ ES - FTP County Residence (Negative Action) ▪ 82 - FTP Eligibility Forms ▪ 61 - FTP INS Document ▪ DW - FTP Income ▪ CJ - FTP Name/Identity ▪ C8 - FTP Property ▪ C5 - FTP Sponsor Dependents ▪ C6 - FTP Sponsor Income ▪ C7 - FTP Sponsor Property ▪ AE - FTP Sponsor SOF ▪ 83 - FTP Verification ▪ 16 - Failed to Complete Determination ▪ KV - Failed to Complete ES Requirements ▪ A04 - Failed to Comply with IFDS ▪ CC - Found on SFIS ▪ JF - Invalid TCF Applicant ▪ A12 - Late Periodic Report SAR 72 ▪ A32 - Late Periodic Report SAR 73 ▪ F22 - MC 194 Form Not Received ▪ GB - No Open Application ▪ JJ - No Reference CF EDBC ▪ SB - No SAR7 for Prior Month ▪ BP - No Show/FTP # 2 ▪ BO - No Show/FTP #1 ▪ BQ - No Show/FTP #3 ▪ RJ - Opt Out ▪ 19 - Out of the Home ▪ F21 - PA 1049 Form Not Received ▪ FR4 - PA1615 Form Not Received ▪ FR2 - PA2492 Form Not Received ▪ XL - QC Failed to Keep 2 Appointments (CF) ▪ XJ - QC Failed to Keep Appointment (CF) ▪ XH - QC Failed to Respond in 30 Days (CF) ▪ XP - QC Failed to Return Signed Release (CF) ▪ XN - QC Failed to Sign Release (CF) ▪ G90 - QR7 Form Not Received ▪ YA - RE Incomplete ▪ YB - RE Not Received ▪ RK - Refuse to Comply Sponsorship ▪ A09 - Refusing to be fingerprinted ▪ JC - Regular EDBC ▪ K5 - Requested Disc. - Written inc. MC ▪ FR1 - Required Forms Not Received ▪ F23 - SAR 22 Form Not Received ▪ SC - SAR 7 Incomplete ▪ SD - SAR 7 Not Received ▪ C4 - SSN Enumeration ▪ FR5 - SSP14 Form Not Received ▪ JD - TCF Received ▪ K3 - Written Withdrawal inc. MC <ul style="list-style-type: none"> • The Delayed Processing Reason is (CT-385): <ul style="list-style-type: none"> ◦ AC - Agency Caused • The Disposition Event Date is greater than the Application Date + 30 days.
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	<p>From the Line 2.b.3 population: PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • PCA - PACF CalWORKs-Only • PGG - PACF GA/GR-Only • PMI - PACF Mixed • PMU - PACF Multiple • PSS - PACF SSI/SSP-Only • PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
2.c. Applications withdrawn.	<p>Displays the number of applications voluntarily withdrawn by the applicant household during the report month.</p> <p>From the Line 2 base population:</p> <ul style="list-style-type: none"> • The application was disposed in the report month and the Disposition Event is one of the following (CT:157): <ul style="list-style-type: none"> ◦ DE – Denied • The Denial Reason is Withdrawal have one of the following Discontinuance Reasons (CT-73): <ul style="list-style-type: none"> ◦ 04 - Deceased ◦ 06 - Requested Disc. - Verbal ◦ K4 - Requested Disc. - Written ◦ K5 - Requested Disc. - Written inc. MC ◦ E5 - Verbal Withdrawal ◦ 07 - Whereabouts Unknown ◦ 18 - Written Withdrawal ◦ K3 - Written Withdrawal inc. MC <p>From the Line 2.c population: PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • PCA - PACF CalWORKs-Only • PGG - PACF GA/GR-Only • PMI - PACF Mixed • PMU - PACF Multiple • PSS - PACF SSI/SSP-Only • PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
PART B. APPLICATIONS PROCESSED UNDER EXPEDITED SERVICE (ES)	
3. Of the applications disposed of during the month in Item 2, applications processed under ES (Item 3a plus Item 3b)	<p>Displays the count of applications reported on Part A that were received that had expedited outcome in the report month.</p> <p>From the Part A and B base population:</p> <ul style="list-style-type: none"> • The application was disposed in the report month and Disposition Event is one of the following (CT:157): <ul style="list-style-type: none"> ◦ AA - Approved ◦ AE- Rescind Approved (Denial) ◦ DE - Denied • One of the following conditions are met: <ul style="list-style-type: none"> ◦ The Entitled at File Date indicator is set to Yes. ◦ The Discovery Date is populated.

	<p>Note: This line is equal to the Sum of 3a + 3b</p> <p>From the Line 3 population: PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • PCA - PACF CalWORKs-Only • PGG - PACF GA/GR-Only • PMI - PACF Mixed • PMU - PACF Multiple • PSS - PACF SSI/SSP-Only • PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
3.a. Found entitled to ES (Sum of items 3a1 through 3a3)	<p>Displays the total number of applications from Part A for which it was determined that the PACF or NACF household was entitled to Expedited Services. This includes cases that were entitled to ES but due to proration of benefits, received zero benefits in the initial month.</p> <p>From the Line 3 population:</p> <ul style="list-style-type: none"> • The application was disposed in the report month and Disposition Event is one of the following (CT:157): <ul style="list-style-type: none"> ◦ AA – Approved ◦ AE- Rescind Approved (Denial) • One of the following two conditions are met: <ul style="list-style-type: none"> ◦ The Entitled at File Date indicator is set to Yes and the No Longer ES Date is not populated. ◦ The Discovery Date is populated, and the No Longer ES Date is not populated. <p>Note: This line is equal to the sum of 3.a.1 + 3.a.2 + 3.a.3 for PACF and NACF cases.</p> <p>From the Line 3.a population: PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • PCA - PACF CalWORKs-Only • PGG - PACF GA/GR-Only • PMI - PACF Mixed • PMU - PACF Multiple • PSS - PACF SSI/SSP-Only • PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
3.a.1. Benefits issued in 1-3 days	<p>Displays the number of applications which were approved for ES and benefits were issued within three days.</p> <p>From the Line 3 population:</p> <ul style="list-style-type: none"> • The application was disposed in the report month and Disposition Event is one of the following (CT:157): <ul style="list-style-type: none"> ◦ AA – Approved ◦ AE- Rescind Approved (Denial) • One of the following two conditions are met: <ul style="list-style-type: none"> ◦ The Entitled at File Date indicator is set to Yes and the No Longer ES Date is not populated. ◦ The Discovery Date is populated, and the No Longer ES Date is not populated.

	<ul style="list-style-type: none"> ○ The ES Processing Days is less than or equal to 3 calendar days. <p>Example 1: ES at File Date Entitled at File Date = 10/04/2024 EDBC Run Date = 10/04/2024 Days to Process = 0 day</p> <p>Example 2: ES at Discovery Date Discovery Date = 10/04/2024 EDBC Run Date = 10/04/2024 Days to Process = 1 day</p> <p>From the Line 3.a.1 population: PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • PCA - PACF CalWORKs-Only • PGG - PACF GA/GR-Only • PMI - PACF Mixed • PMU - PACF Multiple • PSS - PACF SSI/SSP-Only • PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
3.a.2. Benefits issued in 4-7 days.	<p>Displays the number of applications which were approved for ES and benefits were issued within 4 to 7 days.</p> <p>From the Line 3 population:</p> <ul style="list-style-type: none"> • The application was disposed in the report month and Disposition Event is one of the following (CT:157): <ul style="list-style-type: none"> ○ AA – Approved ○ AE- Rescind Approved (Denial) • One of the following two conditions are met: <ul style="list-style-type: none"> ○ The Entitled at File Date indicator is set to Yes and the No Longer ES Date is not populated. ○ The Discovery Date is populated, and the No Longer ES Date is not populated. • The ES Processing Days is between 4 to 7 days (inclusive). <p>From the Line 3.a.2. population: PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • PCA - PACF CalWORKs-Only • PGG - PACF GA/GR-Only • PMI - PACF Mixed • PMU - PACF Multiple • PSS - PACF SSI/SSP-Only • PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
3.a.3. Benefits issued in over 7 days	<p>Displays the number of applications which were approved for ES and benefits were issued in more than 7 days.</p> <p>From the Line 3 population:</p>

	<ul style="list-style-type: none"> The application was disposed in the report month and Disposition Event is one of the following (CT:157): <ul style="list-style-type: none"> AA – Approved AE- Rescind Approved (Denial) One of the following two conditions are met: <ul style="list-style-type: none"> The Entitled at File Date indicator is set to Yes and the No Longer ES Date is not populated. The Discovery Date is populated, and the No Longer ES Date is not populated. The ES Processing Days is greater than 7 days. <p>From the Line 3.a.3. population: PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> PCA - PACF CalWORKs-Only PGG - PACF GA/GR-Only PMI - PACF Mixed PMU - PACF Multiple PSS - PACF SSI/SSP-Only PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> NAC – NACF *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
3.b. Found not entitled to ES	<p>Displays the number of applications which were not entitled to expedited services. This occurs when the household's circumstance changes or is different from the information provided that met one of the entitlement criteria.</p> <p>From the Line 3 population:</p> <ul style="list-style-type: none"> The application was disposed in the report month and Disposition Event is one of the following (CT:157): <ul style="list-style-type: none"> AA – Approved AE- Rescind Approved (Denial) DE - Denied The No Longer ES Date is populated, and the Discovery Date is not populated. OR The application was disposed in the report month and Disposition Event is (CT:157): <ul style="list-style-type: none"> DE - Denied <p>Note: In the system, the No Longer ES Date field only becomes available after the ES Entitled at File Date is recorded.</p> <p>From the Line 3.b. population: PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> PCA - PACF CalWORKs-Only PGG - PACF GA/GR-Only PMI - PACF Mixed PMU - PACF Multiple PSS - PACF SSI/SSP-Only PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> NAC – NACF *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
PART C. CERTIFIED CASELOAD MOVEMENT	

<p>4. Cases brought forward at the beginning of the month</p>	<p>Displays the number of open cases in the caseload at the end of the prior month and brought forward at the beginning of the month and ICT Effective Date began prior to the report month. Note SAR 7 discontinuances created by the sixth calendar day of the report month and effective at the end of the prior month are not carried forward</p> <p>From the Part C base Population:</p> <ul style="list-style-type: none"> The program is not an ICT meeting the following conditions: <ul style="list-style-type: none"> The program application has a source equal to EI - ICT OR The program application has the ICT indicator set to 'Yes'. OR The program application has an existing CH - Change event posted as of the last day of the report month with a change reason of IC – ICT. The ICT was approved or Rescind Approved (Denied) in a prior month but is effective in the report month. OR The ICT was approved or Rescind Approved (Denied) in the current month but effective in a prior month. Note: If an ICT is approved for a future month, it will be reported only in the future month. The ICT is not later Denied during the report month for the same effective month. The program was reported on Line 8 as a carried forward in the prior report month and is reported as a carried forward in the current month. OR The program is reported on Line 8 of the previous report month but is not identified as a carried forward program in the current report month. OR The program was reported on Line 8 of the previous report month but not identified as a carried forward program in the current report month <p>Note: The Active Status Created On column logic accounts for SAR 7 Discontinuances. See the column definition for more information.</p> <p>From the Line 4a population: PACF (A): The count of cases where the Carried Forward Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> PCA - PACF CalWORKs-Only PGG - PACF GA/GR-Only PMI - PACF Mixed PMU - PACF Multiple PSS - PACF SSI/SSP-Only PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Carried Forward Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> NAC – NACF *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
<p>4.a. Item 8 from last month's report, as reported to CDSS</p>	<p>Displays the number of carried forward cases that were reported on Line 8 of the previous report month. This is pulled from the cases reported on Line 8 in the previous report month.</p> <p>From the prior report month's base population:</p> <ul style="list-style-type: none"> The program is not an ICT meeting the following conditions: <ul style="list-style-type: none"> The program application has a source equal to EI - ICT OR The program application has the ICT indicator set to 'Yes'. OR

	<p>The program application has an existing CH - Change event posted as of the last day of the report month with a change reason of IC – ICT.</p> <ul style="list-style-type: none"> ○ The ICT was approved or Rescind Approved (Denied) in a prior month but is effective in the report month. OR The ICT was approved or Rescind Approved (Denied) in the current month but effective in a prior month. Note: If an ICT is approved for a future month, it will be reported only in the future month. ○ The ICT is not later Denied during the report month for the same effective month. <ul style="list-style-type: none"> • The program was reported on Line 8 as a carried forward in the prior report month. <p>From the Line 4a population: PACF (A): The count of cases where the Carried Forward Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • PCA - PACF CalWORKs-Only • PGG - PACF GA/GR-Only • PMI - PACF Mixed • PMU - PACF Multiple • PSS - PACF SSI/SSP-Only • PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Carried Forward Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
<p>4.b. Adjustment (Item 4 minus Item 4a, positive or negative number, explain in the Item 4b Adjustment Explanation</p>	<p>Displays the positive or negative adjustments to the PACF/NACF cases carried forward from the prior report month.</p> <p>From Part C base population, displays the count of cases which meet the following conditions:</p> <ul style="list-style-type: none"> • The program was not reported on Line 8 of the previous report month but is now identified as a carried forward program in the current report month. OR The program was reported on Line 8 of the previous report month but now it is not identified as a carried forward program in the current report month. <p>From the 4.b. population: PACF (A): The count of cases where the Carried Forward Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • PCA - PACF CalWORKs-Only • PGG - PACF GA/GR-Only • PMI - PACF Mixed • PMU - PACF Multiple • PSS - PACF SSI/SSP-Only • PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Carried Forward Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p> <p>Note: An adjustment can occur for retroactive approvals, retroactive denials.</p>

	<p>Note: A negative adjustment can occur when a SAR 7 discontinuance is processed after the sixth calendar day of the report month and the case remains in a discontinued status for the month or an error in reporting overwritten data.</p>
5. Cases added during the month (Sum of Items 5a through 5e, positive or negative number)	<p>Displays the total number of NACF and PACF cases added in the report month.</p> <p>From the Part C base population:</p> <ul style="list-style-type: none"> The program is not reported on Line 4b as a carried forward case. <p>PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> PCA - PACF CalWORKs-Only PGG - PACF GA/GR-Only PMI - PACF Mixed PMU - PACF Multiple PSS - PACF SSI/SSP-Only PTT - PACF Tribal TANF-Only <p>Note: The sum of all the PACF cases reported on lines 5a, 5b, 5c, 5d, 5e</p> <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> NAC – NACF *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>Note: The sum of all the NACF cases reported on lines 5a, 5b, 5c, 5d, 5e</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p> <p>Note: The sum of PACF and NACF cases on lines 5a, 5b, 5c, 5d, 5e.</p>
5.a. Applications approved	<p>Displays the total number of NACF and PACF cases added to the caseload by an approved application.</p> <p>From the Part C base population:</p> <ul style="list-style-type: none"> The program is not an ICT meeting the following conditions: <ul style="list-style-type: none"> The program application has a source equal to EI - ICT OR The program application has the ICT indicator set to 'Yes'. OR The program application has an existing CH - Change event posted as of the last day of the report month with a change reason of IC – ICT. The ICT was approved or Rescind Approved (Denied) in a prior month but is effective in the report month. OR The ICT was approved or Rescind Approved (Denied) in the current month but effective in a prior month. Note: If an ICT is approved for a future month, it will be reported only in the future month. The ICT is not later Denied during the report month for the same effective month. The program is not reported on Line 4 as a carried forward case. The program was reported on line 2a as Application Approved in the current month. <p>Note: The condition to check that the case was not Line 8 carried onward or is not an ICT is taken care of in the base population logic. It has been added here for informational purposes.</p> <p>From the Line 5.a. population:</p> <p>PACF (A): The count of cases where the Household Category is equal to (CT-10766):</p> <ul style="list-style-type: none"> PCA - PACF CalWORKs-Only PGG - PACF GA/GR-Only PMI - PACF Mixed PMU - PACF Multiple PSS - PACF SSI/SSP-Only PTT - PACF Tribal TANF-Only <p>PACF Federal: The sum of all the Fed Persons that meet the following conditions for the latest EDBC ran during the report month. There must also be no individuals that meet the criteria for PACF State listed below:</p>

	<ul style="list-style-type: none"> • Role (CT-201): <ul style="list-style-type: none"> ◦ ME - Member • Class Code (CT-321): <ul style="list-style-type: none"> ◦ 04 – Program Person • Program Status (CT-72): <ul style="list-style-type: none"> ◦ AC - Active ◦ IN - Ineligible • The Claim code of every person on the program meeting the criteria listed above is (CT-346) <ul style="list-style-type: none"> ◦ FE - Fed <p>PACF Fed/State: The sum of all the Fed and Non Federal Persons that meet the following conditions for the latest EDBC ran during the report month. There must be at least one Federal Person and at least one State Person:</p> <ul style="list-style-type: none"> • Role (CT-201): <ul style="list-style-type: none"> ◦ ME - Member • Class Code (CT-321): <ul style="list-style-type: none"> ◦ 04 – Program Person • Program Status (CT-72): <ul style="list-style-type: none"> ◦ AC - Active ◦ IN - Ineligible • The Claim code of every person on the program meeting the criteria listed above is (CT-346) <ul style="list-style-type: none"> ◦ FE – Fed ◦ NF – Non Federal <p>PACF State: The sum of all the State Persons that meet the following conditions for the latest EDBC ran during the report month. There must also be no individuals that meet the criteria for PACF Federal listed above:</p> <ul style="list-style-type: none"> • Role (CT-201): <ul style="list-style-type: none"> ◦ ME - Member • Class Code (CT-321): <ul style="list-style-type: none"> ◦ 04 – Program Person • Program Status (CT-72): <ul style="list-style-type: none"> ◦ AC - Active ◦ IN - Ineligible • The Claim code of every person on the program meeting the criteria listed above is (CT-346) <ul style="list-style-type: none"> ◦ NF – Non Federal <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>NACF Federal: The sum of all the Fed Persons that meet the following conditions for the latest EDBC ran during the report month. There must also be no individuals that meet the criteria for PACF State listed below:</p> <ul style="list-style-type: none"> • Role (CT-201): <ul style="list-style-type: none"> ◦ ME - Member • Class Code (CT-321): <ul style="list-style-type: none"> ◦ 04 – Program Person • Program Status (CT-72): <ul style="list-style-type: none"> ◦ AC - Active ◦ IN - Ineligible • The Claim code of every person on the program meeting the criteria listed above is (CT-346) <ul style="list-style-type: none"> ◦ FE - Fed <p>NACF Fed/State: The sum of all the Fed and Non Federal Persons that meet the following conditions for the latest EDBC ran during the report month. There must be at least one Federal Person and at least one State Person:</p> <ul style="list-style-type: none"> • Role (CT-201): <ul style="list-style-type: none"> ◦ ME - Member • Class Code (CT-321): <ul style="list-style-type: none"> ◦ 04 – Program Person
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	<ul style="list-style-type: none"> Program Status (CT-72): <ul style="list-style-type: none"> AC - Active IN - Ineligible The Claim code of every person on the program meeting the criteria listed above is (CT-346) <ul style="list-style-type: none"> FE – Fed NF – Non Federal <p>NACF State: The sum of all the State Persons that meet the following conditions for the latest EDBC ran during the report month. There must also be no individuals that meet the criteria for PACF Federal listed above:</p> <ul style="list-style-type: none"> Role (CT-201): <ul style="list-style-type: none"> ME - Member Class Code (CT-321): <ul style="list-style-type: none"> 04 – Program Person Program Status (CT-72): <ul style="list-style-type: none"> AC - Active IN - Ineligible The Claim code of every person on the program meeting the criteria listed above is (CT-346) <ul style="list-style-type: none"> NF – Non Federal <p>TOTAL (C)</p> <ul style="list-style-type: none"> The sum of PACF(A) and NACF(B) cases.
5.a.1.I	<p>From the Part 5.a. Population:</p> <ul style="list-style-type: none"> The Days to Process column is between 31-60 days. <p>Note: Per ACL 22-85, this line item counts the number of applications approved overdue in 1-30 days. An application is overdue after 30 calendar days. This means this line item captures applications processed 31-60 days.</p>
5.a.1.II	<p>From the Part 5.a. Population:</p> <ul style="list-style-type: none"> The Days to Process column is between 61-90 days. <p>Note: Per ACL 22-85, this line item counts the number of applications approved overdue by 31-60 days. An application is overdue after 30 calendar days. This means this line item captures applications processed in 61-90 days.</p>
5.a.1.III	<p>From the Part 5.a. Population:</p> <ul style="list-style-type: none"> The Days to Process column is between 91-120 days. <p>Note: Per ACL 22-85, this line item counts the number of applications approved overdue by 61-90 days. An application is overdue after 30 days. This means this line item captures applications that are processed in 91-120 days since a CalFresh application should be processed within 30 days.</p> <p>Note: Per ACL 22-85, this line item counts the number of applications approved overdue by 61-90 days. An application is overdue after 30 calendar days. This means this line item captures applications processed in 91-120 days.</p>
5.a.1.IV	<p>From the Part 5.a. Population:</p> <ul style="list-style-type: none"> The Days to Process column is over 121 days. <p>Note: Per ACL 22-85, this line item counts the number of applications approved overdue over 91+ days. This means the applications was processed in 121+ days since a CalFresh application should be processed within 30 days.</p> <p>Note: Per ACL 22-85, this line item counts the number of applications approved overdue by 91+ days. An application is overdue after 30 calendar days. This means this line item captures applications processed in 120+ days.</p>
5.b. Change in assistance status from PACF or NACF	<p>Displays the number of cases that changed from the previous report month from NACF to PACF or vice versa and become effective in the new classification caseload in the current report month.</p> <p>From the base population:</p> <p>From the line 4 population:</p> <p>PACF(A)</p> <ul style="list-style-type: none"> Positive Count: The Household Category effective as of the last day of the prior report month is NACF and the Household Category effective in the report month is one of the PACF household categories.

	<ul style="list-style-type: none"> • Negative Count: The Household Category effective as of the last day of the prior report month if one of the PACF categories and the Household Category effective in the report month is NACF. <p>NACF(B)</p> <ul style="list-style-type: none"> • Positive Count: The Household Category effective as of the last day of the prior report month is one of the PACF categories and the Household Category effective in the report month is one of the NACF. • Negative Count: The Household Category effective as of the last day of the prior report month is NACF and the Household Category effective in the report month is one of the PACF categories. <p>TOTAL(C)</p> <ul style="list-style-type: none"> • This total will always be equal to 0. The sum of the line item's PACF(A) and NACF(B) will zero out. <p>For example, on June 15 the household classification is changed from PACF to NACF, effective July 1. The June report will carry forward the case as PACF with no enter in 5b. The July report will count -1 in PACF and +1 NACF to signify the case moved from PACF to NACF for July.</p>
5.c. Inter-County Transfers	<p>Displays the number of cases added to the caseload by Inter-County transfer in the report month.</p> <p>From the C base population:</p> <ul style="list-style-type: none"> • The program is an ICT meeting the following conditions: <ul style="list-style-type: none"> ◦ The program application has a source equal to EI - ICT OR The program application has the ICT indicator set to 'Yes'. OR The program application has an existing CH - Change event posted as of the last day of the report month with a change reason of IC – ICT. ◦ The ICT was approved or Rescind Approved (Denied) in a prior month but is effective in the report month. OR The ICT was approved or Rescind Approved (Denied) in the current month but effective in a prior month. Note: If an ICT is approved for a future month, it will be reported only in the future month. ◦ The ICT is not later Denied during the report month for the same effective month. <p>From the Line 5.c. Population:</p> <p>PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • PCA - PACF CalWORKs-Only • PGG - PACF GA/GR-Only • PMI - PACF Mixed • PMU - PACF Multiple • PSS - PACF SSI/SSP-Only • PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases. See Appendix 7.2 for examples.</p>
5.d. Cases with eligibility reinstated and benefits pro-rated during month	<p>Displays the number of cases that were discontinued by the county and then reinstated with benefits pro-rated pursuant to FNS Waiver. The PACF cases whose benefits are restored within 30 days of discontinuance should be included. The cases with ongoing benefits but reduced benefits should not be included.</p> <p>From the Part C base population:</p> <ul style="list-style-type: none"> • The program is not an ICT meeting the following conditions:

	<ul style="list-style-type: none"> ○ The program application has a source equal to EI - ICT OR The program application has the ICT indicator set to 'Yes'. OR The program application has an existing CH - Change event posted as of the last day of the report month with a change reason of IC – ICT. ○ The ICT was approved or Rescind Approved (Denied) in a prior month but is effective in the report month. OR The ICT was approved or Rescind Approved (Denied) in the current month but effective in a prior month. Note: If an ICT is approved for a future month, it will be reported only in the future month. ○ The ICT is not later Denied during the report month for the same effective month. • The program is not reported on Line 4 as a carried forward case. • The program was not reported on line 2a in the current report month. • The program meets all the following conditions: <ul style="list-style-type: none"> ○ The program application has an event posted of type (CT-157) <ul style="list-style-type: none"> ▪ RA - Restoration of Aid Waiver ○ The restoration of aid waiver event is in the report month. ○ An approval event does not exist with a later event date after the restoration of aid waiver for the same benefit month. <ul style="list-style-type: none"> ▪ AA - Approved ▪ AE – Rescind Approved (Denial) ▪ AS – Rescind Approved (Discontinued). <p>From the Line 5.d. Population: PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • PCA - PACF CalWORKs-Only • PGG - PACF GA/GR-Only • PMI - PACF Mixed • PMU - PACF Multiple • PSS - PACF SSI/SSP-Only • PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases. See Appendix 7.3 for examples.</p>
5.e. Other approvals	<p>Displays other approvals that are not reported on 5a, 5b, 5c and 5d. This includes extended filing date or good cause.</p> <p>From the Part C Base Population:</p> <ul style="list-style-type: none"> • The program is not an ICT meeting the following conditions: <ul style="list-style-type: none"> ○ The program application has a source equal to EI - ICT OR The program application has the ICT indicator set to 'Yes'. OR The program application has an existing CH - Change event posted as of the last day of the report month with a change reason of IC – ICT. ○ The ICT was approved or Rescind Approved (Denied) in a prior month but is effective in the report month. OR The ICT was approved or Rescind Approved (Denied) in the current month but effective in a prior month. Note: If an ICT is approved for a future month, it will be reported only in the future month. ○ The ICT is not later Denied during the report month for the same effective month. • The Active Status Created On Date is in the report month.

	<ul style="list-style-type: none"> The program was not reported on line 2a in the current report month. The is not a case with eligibility reinstated meeting all the following conditions: <ul style="list-style-type: none"> The program application has an event posted of type (CT-157) <ul style="list-style-type: none"> RA - Restoration of Aid Waiver The restoration of aid waiver event is in the report month. An approval event does not exist with a later event date after the restoration of aid waiver for the same benefit month. <ul style="list-style-type: none"> AA - Approved AE – Rescind Approved (Denial) AS – Rescind Approved (Discontinued). <p>From the Line 5.d. Population: PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> PCA - PACF CalWORKs-Only PGG - PACF GA/GR-Only PMI - PACF Mixed PMU - PACF Multiple PSS - PACF SSI/SSP-Only PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> NAC – NACF *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
6. Total cases open during the month (Certified eligible to participate during the month) (Item 4 plus Item 5; Also sum of 6a through 6c)	<p>Displays the total number of open cases during the month.</p> <p>From the Part C base population:</p> <ul style="list-style-type: none"> All the programs captured in the Part C base population. <p>PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> PCA - PACF CalWORKs-Only PGG - PACF GA/GR-Only PMI - PACF Mixed PMU - PACF Multiple PSS - PACF SSI/SSP-Only PTT - PACF Tribal TANF-Only <p>Note this is equal to the sum of PACF cases in line 4 and 5. Note this is equal to the sum of PACF cases in line 6a, 6b, and 6c.</p> <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> NAC – NACF *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF. Note: This is equal to the sum of NACF cases in line 4 and 5. Note This is equal to the sum of NACF cases in line 6a, 6b, and 6c.</p> <p>TOTAL (C): The sum of PACF and NACF cases. Note this equal to the sum of the line item's PACF(A) and NACF(B) cases</p>
6.a. Pure federal cases	<p>Displays the total number of open CalFresh cases during the report month that consist entirely of federally eligible persons.</p> <p>From the Part C base population:</p> <ul style="list-style-type: none"> The count of programs where the Federal Person Count is greater than 0 and the Non Federal Person count is equal to 0. <p>From the Line 6.a. Population: PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> PCA - PACF CalWORKs-Only PGG - PACF GA/GR-Only PMI - PACF Mixed PMU - PACF Multiple PSS - PACF SSI/SSP-Only

	<ul style="list-style-type: none"> • PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
6.a. 1) Federal persons in Item 6a cases plus federal persons in Item 6b cases	<p>Displays the total number of active federal persons certified eligible in the cases of Lines 6.a and 6.b.</p> <p>From the Line Part C base population:</p> <ul style="list-style-type: none"> • The Sum over the Federal Person Count column for all programs captured in the Part C Base Population.
6.b. Federal/State combined cases	<p>Displays the total number of active CalFresh cases that consist of a combination of federal and state eligible persons.</p> <p>From the Part C base population:</p> <ul style="list-style-type: none"> • The count of programs where the Federal Person Count is greater than 0 and the Non Federal Person count is greater than 0. <p>From the Line 6.b. Population:</p> <p>State Persons – Singles</p> <ul style="list-style-type: none"> • A sum over the State Singles Person Count. <p>State Persons Families</p> <ul style="list-style-type: none"> • A sum over the Non Fed Person Count column. <p>PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • PCA - PACF CalWORKs-Only • PGG - PACF GA/GR-Only • PMI - PACF Mixed • PMU - PACF Multiple • PSS - PACF SSI/SSP-Only • PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
6.c. Pure state cases	<p>Displays the total number of active persons in open CalFresh cases that consist entirely of state eligible persons.</p> <p>From the Part C base population:</p> <ul style="list-style-type: none"> • The count of programs where the Federal Person Count is equal to 0 and the Non Federal Person count is greater than 0. <p>State Persons – Singles</p> <ul style="list-style-type: none"> • A sum over the State Singles Person Count. <p>State Persons Families</p> <ul style="list-style-type: none"> • A sum over the Non Fed Person Count column. <p>PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • PCA - PACF CalWORKs-Only • PGG - PACF GA/GR-Only • PMI - PACF Mixed • PMU - PACF Multiple • PSS - PACF SSI/SSP-Only • PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF

	<ul style="list-style-type: none"> • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
7. Cases discontinued during the month	<p>Displays the total number cases discontinued or removed from certification during the report month. This includes cases transferring out of the county.</p> <p>From the Part C base population:</p> <ul style="list-style-type: none"> • The program is discontinued meeting the following conditions: <ul style="list-style-type: none"> ◦ The latest program status as of the last day of the report month that is effective in the month after the report month is Denied or Discontinued. OR ◦ A SAR 7 Discontinuance occurred up to 6 days after the report month. ◦ The program does not have an Active status that is effective in the future as of the last day of the report month. If a program is Discontinued effective the month after the report month but is Active effective the month after the Discontinuance, then the case is considered Active <p>From the Line 7 population:</p> <p>PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • PCA - PACF CalWORKs-Only • PGG - PACF GA/GR-Only • PMI - PACF Mixed • PMU - PACF Multiple • PSS - PACF SSI/SSP-Only • PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
7.a. Households discontinued due to recipient failure to complete application process for ongoing benefits (ES only).	<p>Of the cases discontinued in the report month, displays those cases discontinued due to failure to complete the application process. This includes applicants that failed to provide requested information or postponed verification.</p> <p>From the Part C Base Population:</p> <ul style="list-style-type: none"> • The program is discontinued meeting the following conditions: <ul style="list-style-type: none"> ◦ The latest program status as of the last day of the report month that is effective in the month after the report month is Denied or Discontinued. OR ◦ A SAR 7 Discontinuance occurred up to 6 days after the report month. ◦ The program does not have an Active status that is effective in the future as of the last day of the report month. If a program is Discontinued effective the month after the report month but is Active effective the month after the Discontinuance, then the case is considered Active • The Discontinuance Reason is equal to (CT-73): <ul style="list-style-type: none"> ◦ Failed to Complete ES Requirements. <p>From the Line 7 population:</p> <p>PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • PCA - PACF CalWORKs-Only • PGG - PACF GA/GR-Only • PMI - PACF Mixed • PMU - PACF Multiple • PSS - PACF SSI/SSP-Only

	<ul style="list-style-type: none"> • PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
8. Cases brought forward at the end of the month (Item 6 Minus Item 7)	<p>Displays the number of cases that are active in the report month that were not discontinued during the month.</p> <p>From the Part C Base Population:</p> <ul style="list-style-type: none"> • The program is not discontinued meeting the following conditions: <ul style="list-style-type: none"> ◦ The latest program status as of the last day of the report month that is effective in the month after the report month is Denied or Discontinued. OR ◦ A SAR 7 Discontinuance occurred up to 6 days after the report month. ◦ The program does not have an Active status that is effective in the future as of the last day of the report month. If a program is Discontinued effective the month after the report month but is Active effective the month after the Discontinuance, then the case is considered Active <p>From the Line 8 population:</p> <p>PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • PCA - PACF CalWORKs-Only • PGG - PACF GA/GR-Only • PMI - PACF Mixed • PMU - PACF Multiple • PSS - PACF SSI/SSP-Only • PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>TOTAL (C): The sum of PACF and NACF cases.</p>
9. Recertification disposed of during the month (Item 9a plus Item 9b)	<p>Displays the number cases whose recertifications was disposed of during the month.</p> <p>From the Part D Base Population:</p> <ul style="list-style-type: none"> • The count of all programs captured in the Part D base population. <p>Note: Line 9 is equal to Lines 9a + 9b</p> <p>From the Line 9 population:</p> <p>PACF (A): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • PCA - PACF CalWORKs-Only • PGG - PACF GA/GR-Only • PMI - PACF Mixed • PMU - PACF Multiple • PSS - PACF SSI/SSP-Only • PTT - PACF Tribal TANF-Only <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank
9.a. Determined continuing eligible	<p>Displays the number cases whose recertifications was disposed of during the month and the case was determined eligible for continued participation during the report month. This includes Transitional CalFresh households.</p> <p>From the Part D Base Population:</p>

	<ul style="list-style-type: none"> The resulting program status is (CT-72): <ul style="list-style-type: none"> AC - Active IN - Ineligible <p>From the Line 9.a. population:</p> <p>PACF (A): The count of cases where the Household Category is equal to (CT-10766):</p> <ul style="list-style-type: none"> PCA - PACF CalWORKs-Only PGG - PACF GA/GR-Only PMI - PACF Mixed PMU - PACF Multiple PSS - PACF SSI/SSP-Only PTT - PACF Tribal TANF-Only <p>PACF Federal: The sum of all the Fed Persons that meet the following conditions for the latest EDBC ran during the report month. There must also be no individuals that meet the criteria for PACF State listed below:</p> <ul style="list-style-type: none"> Role (CT-201): <ul style="list-style-type: none"> ME - Member Class Code (CT-321): <ul style="list-style-type: none"> 04 - Program Person Program Status (CT-72): <ul style="list-style-type: none"> AC - Active IN - Ineligible The Claim code of every person on the program meeting the criteria listed above is (CT-346) <ul style="list-style-type: none"> FE - Fed <p>PACF Fed/State: The sum of all the Fed and Non Federal Persons that meet the following conditions for the latest EDBC ran during the report month. There must be at least one Federal Person and at least one State Person:</p> <ul style="list-style-type: none"> Role (CT-201): <ul style="list-style-type: none"> ME - Member Class Code (CT-321): <ul style="list-style-type: none"> 04 - Program Person Program Status (CT-72): <ul style="list-style-type: none"> AC - Active IN - Ineligible The Claim code of every person on the program meeting the criteria listed above is (CT-346) <ul style="list-style-type: none"> FE - Fed NF - Non Federal <p>PACF State: The sum of all the State Persons that meet the following conditions for the latest EDBC ran during the report month. There must also be no individuals that meet the criteria for PACF Federal listed above:</p> <ul style="list-style-type: none"> Role (CT-201): <ul style="list-style-type: none"> ME - Member Class Code (CT-321): <ul style="list-style-type: none"> 04 - Program Person Program Status (CT-72): <ul style="list-style-type: none"> AC - Active IN - Ineligible The Claim code of every person on the program meeting the criteria listed above is (CT-346) <ul style="list-style-type: none"> NF - Non Federal <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> NAC - NACF *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>NACF Federal: The sum of all the Fed Persons that meet the following conditions for the latest EDBC ran during the report month. There must also be no individuals that meet the criteria for PACF State listed below:</p>
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	<ul style="list-style-type: none"> • Role (CT-201): <ul style="list-style-type: none"> ◦ ME - Member • Class Code (CT-321): <ul style="list-style-type: none"> ◦ 04 – Program Person • Program Status (CT-72): <ul style="list-style-type: none"> ◦ AC - Active ◦ IN - Ineligible • The Claim code of every person on the program meeting the criteria listed above is (CT-346) <ul style="list-style-type: none"> ◦ FE - Fed <p>NACF Fed/State: The sum of all the Fed and Non Federal Persons that meet the following conditions for the latest EDBC ran during the report month. There must be at least one Federal Person and at least one State Person:</p> <ul style="list-style-type: none"> • Role (CT-201): <ul style="list-style-type: none"> ◦ ME - Member • Class Code (CT-321): <ul style="list-style-type: none"> ◦ 04 – Program Person • Program Status (CT-72): <ul style="list-style-type: none"> ◦ AC - Active ◦ IN - Ineligible • The Claim code of every person on the program meeting the criteria listed above is (CT-346) <ul style="list-style-type: none"> ◦ FE – Fed ◦ NF – Non Federal <p>NACF State: The sum of all the State Persons that meet the following conditions for the latest EDBC ran during the report month. There must also be no individuals that meet the criteria for PACF Federal listed above:</p> <ul style="list-style-type: none"> • Role (CT-201): <ul style="list-style-type: none"> ◦ ME - Member • Class Code (CT-321): <ul style="list-style-type: none"> ◦ 04 – Program Person • Program Status (CT-72): <ul style="list-style-type: none"> ◦ AC - Active ◦ IN - Ineligible • The Claim code of every person on the program meeting the criteria listed above is (CT-346) <ul style="list-style-type: none"> ◦ NF – Non Federal <p>TOTAL (C)</p> <ul style="list-style-type: none"> • The sum of PACF(A) and NACF(B) cases.
9.a.1. Recertifications determined continuing eligible in Item 9a those approved Overdue recertifications with federal funding	<p>From the Part D Base Population:</p> <ul style="list-style-type: none"> • The resulting program status is (CT-72): <ul style="list-style-type: none"> ◦ AC - Active ◦ IN – Ineligible • The days between the EDBC Run Date and the EDBC Begin Date – 1 day is greater than 30 days. <p>Note: We assume the RE Due Month is equal to the EDBC Begin Date – 1 day. Note an application is considered delayed if it's processed in over 30 days.</p>
9.a.1.I 1-30 days	<p>From the Part D Base Population:</p> <ul style="list-style-type: none"> • The resulting program status is (CT-72): <ul style="list-style-type: none"> ◦ AC - Active ◦ IN – Ineligible • The days between the EDBC Run Date and the EDBC Begin Date – 1 day is between 31 and 60 days. <p>Note an application is considered delayed if it's processed in over 30 days.</p>
9.a.1.II 31-60 days	<p>From the Part D Base Population:</p> <ul style="list-style-type: none"> • The resulting program status is (CT-72): <ul style="list-style-type: none"> ◦ AC - Active ◦ IN – Ineligible • The days between the EDBC Run Date and the Begin Date – 1 day is between 61 and 90 days. <p>Note: We assume the RE Due Month is equal to the EDBC Begin Date – 1 day. Note an application is considered delayed if it's processed in over 30 days.</p>

9.a.1.III 61-90 days	<p>From the Part D Base Population:</p> <ul style="list-style-type: none"> The resulting program status is (CT-72): <ul style="list-style-type: none"> AC - Active IN - Ineligible The days between the EDBC Run Date and the EDBC Begin Date – 1 day is between 91 and 120 days. <p>Note: We assume the RE Due Month is equal to the EDBC Begin Date – 1 day. Note an application is considered delayed if it's processed in over 30 days.</p>
9.a.1.IV 91+ days	<p>From the Part D Base Population:</p> <ul style="list-style-type: none"> The resulting program status is (CT-72): <ul style="list-style-type: none"> AC - Active IN - Ineligible The days between the EDBC Run Date and the EDBC Begin Date – 1 day is over 120 days. <p>Note: We assume the RE Due Month is equal to the EDBC Begin Date – 1 day. Note an application is considered delayed if it's processed in over 30 days.</p>
9.b. Determined ineligible	<p>Displays the number cases whose recertifications was disposed of during the month and the case was determined ineligible for continued participation during the report month. This includes Transitional CalFresh households.</p> <p>From the Part D Base Population:</p> <ul style="list-style-type: none"> The resulting program status is (CT-72): <ul style="list-style-type: none"> DE - Denied DS - Discontinued <p>From the Line 9.b. population: PACF (A): The count of cases where the Household Category is equal to (CT-10766):</p> <ul style="list-style-type: none"> PCA - PACF CalWORKs-Only PGG - PACF GA/GR-Only PMI - PACF Mixed PMU - PACF Multiple PSS - PACF SSI/SSP-Only PTT - PACF Tribal TANF-Only <p>PACF Federal: The sum of all the Fed Persons that meet the following conditions for the latest EDBC ran during the report month. There must also be no individuals that meet the criteria for PACF State listed below:</p> <ul style="list-style-type: none"> Role (CT-201): <ul style="list-style-type: none"> ME - Member Class Code (CT-321): <ul style="list-style-type: none"> 04 – Program Person Program Status (CT-72): <ul style="list-style-type: none"> AC - Active IN - Ineligible The Claim code of every person on the program meeting the criteria listed above is (CT-346) <ul style="list-style-type: none"> FE - Fed <p>PACF Fed/State: The sum of all the Fed and Non Federal Persons that meet the following conditions for the latest EDBC ran during the report month. There must be at least one Federal Person and at least one State Person:</p> <ul style="list-style-type: none"> Role (CT-201): <ul style="list-style-type: none"> ME - Member Class Code (CT-321): <ul style="list-style-type: none"> 04 – Program Person Program Status (CT-72): <ul style="list-style-type: none"> AC - Active IN - Ineligible The Claim code of every person on the program meeting the criteria listed above is (CT-346) <ul style="list-style-type: none"> FE – Fed NF – Non Federal <p>PACF State: The sum of all the State Persons that meet the following conditions for the latest EDBC ran during the report month. There must also be no individuals that meet the criteria for PACF Federal listed above:</p>

	<ul style="list-style-type: none"> • Role (CT-201): <ul style="list-style-type: none"> ◦ ME - Member • Class Code (CT-321): <ul style="list-style-type: none"> ◦ 04 – Program Person • Program Status (CT-72): <ul style="list-style-type: none"> ◦ AC - Active ◦ IN - Ineligible • The Claim code of every person on the program meeting the criteria listed above is (CT-346) <ul style="list-style-type: none"> ◦ NF – Non Federal <p>NACF (B): The count of cases where the Household Category is equal (CT-10766):</p> <ul style="list-style-type: none"> • NAC – NACF • *Blank <p>Note: If the Household Category data field is not populated, the report logic will use the Public Assist Indicator. If both fields are missing, the report will report the program as NACF.</p> <p>NACF Federal: The sum of all the Fed Persons that meet the following conditions for the latest EDBC ran during the report month. There must also be no individuals that meet the criteria for PACF State listed below:</p> <ul style="list-style-type: none"> • Role (CT-201): <ul style="list-style-type: none"> ◦ ME - Member • Class Code (CT-321): <ul style="list-style-type: none"> ◦ 04 – Program Person • Program Status (CT-72): <ul style="list-style-type: none"> ◦ AC - Active ◦ IN - Ineligible • The Claim code of every person on the program meeting the criteria listed above is (CT-346) <ul style="list-style-type: none"> ◦ FE - Fed <p>NACF Fed/State: The sum of all the Fed and Non Federal Persons that meet the following conditions for the latest EDBC ran during the report month. There must be at least one Federal Person and at least one State Person:</p> <ul style="list-style-type: none"> • Role (CT-201): <ul style="list-style-type: none"> ◦ ME - Member • Class Code (CT-321): <ul style="list-style-type: none"> ◦ 04 – Program Person • Program Status (CT-72): <ul style="list-style-type: none"> ◦ AC - Active ◦ IN - Ineligible • The Claim code of every person on the program meeting the criteria listed above is (CT-346) <ul style="list-style-type: none"> ◦ FE – Fed ◦ NF – Non Federal <p>NACF State: The sum of all the State Persons that meet the following conditions for the latest EDBC ran during the report month. There must also be no individuals that meet the criteria for PACF Federal listed above:</p> <ul style="list-style-type: none"> • Role (CT-201): <ul style="list-style-type: none"> ◦ ME - Member • Class Code (CT-321): <ul style="list-style-type: none"> ◦ 04 – Program Person • Program Status (CT-72): <ul style="list-style-type: none"> ◦ AC - Active ◦ IN - Ineligible • The Claim code of every person on the program meeting the criteria listed above is (CT-346) <ul style="list-style-type: none"> ◦ NF – Non Federal <p>TOTAL (C) The sum of PACF(A) and NACF(B) cases.</p>
10. Overdue recertification (CWD caused) during the month	From the cases reported on 9a and 9b, displays the households that reapplied prior to the end of their current recertification period but were not processed within the required timeframes due to CWD error. Households that reapply before the end of their certification period are reported under item 9. The households

	<p>that reapply anytime following the end of the RE Period are reported under Line 2a or 2b.</p> <p>From the Part D Base Population:</p> <ul style="list-style-type: none"> The Recertification results in the following status (CT-72) <ul style="list-style-type: none"> AC – Active IN – Ineligible The Recertification was processed late where the EDBC Run Date is After the RE Due Month. One of the following program application events exists with an event date in the report month. <ul style="list-style-type: none"> DC - Delayed RE Processing - County Caused DR - Delayed RE Processing - Client/County Caused The program claim code is equal to: <ul style="list-style-type: none"> Federal Mixed
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5. **Part A and B Details** - Add a sheet titled 'Part A and B Details'. The sheet will contain the following fields:

Header:

Field Name	Description
County Name	This field identifies the county for which the data is generated (CT-15). Format: [County Name]
Run Date:	This field identifies the date and time that the report was generated. Format: MON-DD-YY HH:MM AM/PM
Report Month:	This field identifies the reporting month for which the data is generated. Format: MM/YYYY

Links:

Link Name	Description
Summary	Navigates the User to the CF 296 sheet.

Totals:

Field Name	Description
Total:	Displays a dynamic count of all the rows displayed in the detail sheet.

Columns:

Column Name	Description
Case Number	Displays the Case Number of the Case. Format: Technical Note: CASE.CASE_NUMBER
Case Name	Displays the Case Name of the Case. Technical Note: CASE.CASE_NAME
Worker ID	Displays the latest primary program assigned worker effective in the report month with the latest end date. Technical Note: STAFF_WRKR.WRKR_NUM_IDENTIF
Primary Applicant	Displays the primary applicant on the program. Format: [First Name] [Last Name] Technical Note: PERS.FIRST_NAME PERS.LAST_NAME

Application Created On	Displays the date the application was saved in the database. Format: MM/DD/YYYY Technical Note: PGM_APP.CREATED_ON
Application Source	Displays the source of the program application (CT-294). Possible values include but are not limited to the following (CT-294): <ul style="list-style-type: none"> • Phone • CBO • FAX • Self-Service Portal • ... Technical Note: PGM_APP.SRC_CODE Note: If the Application Created On Date is equal to the report month and the Application Source is equal to Self-Service Portal the record is counted on line 1a.
NA/PA	Indicates whether the application is reported as a PACF case or NACF. Possible Values (CT-10766): <ul style="list-style-type: none"> • PA – If the household category is one of the following: <ul style="list-style-type: none"> ◦ PACF CalWORKs-Only ◦ PACF Tribal TANF-Only ◦ PACF SSI/SSP-Only ◦ PACF GA/GR-Only ◦ PACF Multiple ◦ PACF Mixed OR if the household category is blank and the public assistant indicator is set to 'Y' • NA – If the household category is one of the following: <ul style="list-style-type: none"> ◦ NACF OR if the household category is blank and the public assistant indicator is set to 'N' OR if both the household category and the public assistant indicator are both blank.
Household Category	Displays the category of the household from the EDBC tied to the Disposition Event of the application as defined below. The column will be 'Not Available' for programs that do not have a household category due to having an old EDBC (CT-10766). Possible values include but are not restricted to the following: <ul style="list-style-type: none"> • NACF • PACF CalWORKs-Only • PACF Tribal TANF-Only • PACF SSI/SSP-Only • PACF GA/GR-Only • PACF Multiple • PACF Mixed Technical Note: EDBC_PERS.HH_CAT Note: This column is used to determine if a program is considered NACF or PACF. If the column is blank or NACF then it is counted as NACF else the program is reported as PACF.
Disposition Event	Displays whether the application was approved or denied as of the last day of the report month. Only Approved, Approved Rescind (Denied), Approved Rescind (Discontinued) and Denied events are considered. This column will be blank if the application is Pending. See appendix 7.1 for examples. The following hierarchy logic is used to select a single event: <ol style="list-style-type: none"> 1. An Approved, Rescind Approved (Denied) and Rescind Approved (Discontinued) event takes priority over a Denied event unless a Denied or Discontinued event is posted after it on the same day for the same benefit month. That negates the approval event.

	<ol style="list-style-type: none"> 2. The event with the latest effective date. 3. The first event by event date ascending is selected. 4. The first event by event id ascending. <p>Possible Values (CT-157):</p> <ul style="list-style-type: none"> • AA- Approved • AE - Approved Rescind (Denied) • AS - Rescind Approved (Discontinued) • DE - Denied <p>Technical Note: EVENT.TYPE_CODE Note: If this value is equal to Approved, Rescind Approved (Denied), Rescind Approved (Discontinued) or Denied, it gets reported on Line 2. Note: If this value is equal to Approved, Rescind Approved (Denied), Rescind Approved (Discontinued) it gets reported on Line 2a. Note: If this value is equal to Denied then it is reported on Line 2a or 2b depending on the Denial Reason.</p>
Disposition Event Date	<p>Displays the event date of the Disposition Event. This column will be blank if the application is pending. Format: MM/DD/YYYY Technical Note: EVENT.EVENT_DATE Note: All the Disposition Dates should be within the report month.</p>
Application Date	<p>Displays the date the application was stamped as received by the county. Format: MM/DD/YYYY Technical Note: PGM_APP.APP_DATE</p>
Days to Process	<p>Displays the days it took the worker to process the application. The column will be blank if the application is pending.</p> <p>Days to Process = Disposition Event Date minus Application Date</p> <p>Note: When this column is greater than 30 and the Delayed Processing Reason is equal to Agency Caused the record is reported on Line 2a1 or 2b3 depending on the Disposition Event.</p>
Delayed Processing Reason	<p>Displays the Delayed Processing Reason on the application. The column will be blank if the application does not have a delayed processing reason</p> <p>Possible Values (CT-305):</p> <ul style="list-style-type: none"> • Agency Caused • Non-Agency Caused <p>Technical Note: PGM_APP.FS_PROC_DELAY_RSN_CODE</p> <p>Note: When this column is greater than 30 and the Delayed Processing Reason is equal to Agency Caused the record is reported on Line 2a1 or 2b3 depending on the Disposition Event.</p>
Denial Reason	<p>Displayed the Denial Reason on the application if the application was Denied. The column will be blank if the application is not Denied or Discontinued.</p> <p>Possible Values include but are not limited to the following (CT-73):</p> <ul style="list-style-type: none"> • Application Opened in Error • CF Missed Interview (New Application/Recertification) • CFET Non Part. # 1 • Deceased • Requested Disc. - Verbal • Requested Disc. - Written • ... <p>Technical Note: EVENT.TYPE_RSN_CODE</p>

Denial Type	<p>This column is used to show how the given Denial Reason is categorized as a Denial Reason due to Eligibility, Procedural or Withdrawal. This column will be blank if the application is Denied.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> ○ Eligibility – If the Denial Reason is one of the following (CT-73): <ul style="list-style-type: none"> ▪ AG - 3 Countable ABAWD Months Used ▪ E6 - BDA After the Month ▪ 24 - Boarder ▪ AW - CF IPV #1 ▪ AX - CF IPV #2 ▪ AY - CF IPV #3 ▪ CI - CF Job Quit #1 ▪ KK - CF Job Quit #2 ▪ KL - CF Job Quit #3 ▪ E1 - CF Recert Expired ▪ KM - CF Reduced Work #1 ▪ KN - CF Reduced Work #2 ▪ KO - CF Reduced Work #3 ▪ JQ - CalWORKs Restored ▪ 05 - Calif. Residence ▪ DY - County Residence ▪ A50 - Current IPV Disqualification 1 ▪ A51 - Current IPV Disqualification 2 ▪ A52 - Current IPV Disqualification 3 ▪ 04 - Deceased ▪ AI - Did Not Meet ABAWD Work Rules after Regaining Elig ▪ BL - Didn't Meet WTW # 1 ▪ BM - Didn't Meet WTW # 2 ▪ BN - Didn't Meet WTW # 3 ▪ C2 - Drug Felon (CW & CF) ▪ JE - Eligible to TCF ▪ KR - End of 3 Consecutive ABAWD Months ▪ L2 - FC Court Dependency Not Dismissed ▪ B4 - False Residence/ID ▪ C1 - Fleeing Felon ▪ JG - Gets CF Inside HH ▪ JN - Gets CF Outside HH ▪ JI - Gets CalWORKs ▪ JH - Gets CalWORKs ▪ 25 - Gets SSI/SSP ▪ 90 - Gets Food Distribution ▪ A24 - IPV Court Decision Sanction 1 ▪ A25 - IPV Court Decision Sanction 2 ▪ A26 - IPV Court Decision Sanction 3 ▪ A27 - IPV Disqualify Agreed Sanction 1 ▪ A28 - IPV Disqualify Agreed Sanction 2 ▪ A29 - IPV Disqualify Agreed Sanction 3 ▪ A53 - IPV Disqualify Hearing Waiver 1 ▪ A54 - IPV Disqualify Hearing Waiver 2 ▪ A55 - IPV Disqualify Hearing Waiver 3 ▪ A16 - IPV STATE Hearing Sanction 1 ▪ A17 - IPV STATE Hearing Sanction 2 ▪ A18 - IPV STATE Hearing Sanction 3 ▪ 26 - Ineligible CF Student ▪ 93 - Ineligible Non Citizen ▪ 08 - Institutionalized ▪ 85 - Inter-County Transfer
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	<ul style="list-style-type: none"> ▪ EQ - Mid-Period Addition ▪ ED - Mid-Period Addition ▪ 22 - No Appl - Req Person ▪ 11 - No Eligible Mem ▪ CN - On Aid Another Case ▪ 19 - Out of the Home ▪ OI - Out of the Home - Incarcerated ▪ 73 - Out of the Home - Primary Applicant ▪ KU - Over 130% FPL ▪ 39 - Over Income ▪ 71 - Over Income-\$0 Allotment ▪ 12 - Over Resources ▪ C3 - Probation/Parole Violator ▪ XF - QC Refused to Cooperate (CF) ▪ EZ - Quit Job #1 ▪ F1 - Quit Job #2 (CF) ▪ 13 - Real Property ▪ BU - Reduced Hours #1 ▪ BV - Reduced Hours #2 ▪ BW - Reduced Hours #3 ▪ KY - Separate CF HH ▪ B5 - Separate P&P ▪ B3 - Sold CF for \$\$ ▪ B1 - Sold CF for Drugs #1 ▪ B2 - Sold CF for Drugs #2 ▪ 20 - Striker ▪ A6 - Transferred Property ▪ EW - Turned Down a Job #1 ▪ EX - Turned Down a Job #2 ▪ EY - Turned Down a Job #3 <p>○ Procedural - If the Denial Reason is one of the following (CT-73):</p> <ul style="list-style-type: none"> ▪ FR6 - ABP898 Form Not Received ▪ 09 - Application Opened in Error ▪ CP - CF Missed Interview (New Application/Recertification) ▪ BX - CFET Non Part. # 1 ▪ BY - CFET Non Part. # 2 ▪ BZ - CFET Non Part. # 3 ▪ T1 - CalWORKs and/or CalFresh Approved/Restored ▪ CB - Did not SFIS ▪ L3 - Didn't Co-Op JS #1 ▪ L4 - Didn't Co-Op JS #2 ▪ L5 - Didn't Co-Op JS #3 ▪ BR - Didn't Go to Job # 1 ▪ BS - Didn't Go to Job # 2 ▪ BT - Didn't Go to Job # 3 ▪ CS - Didn't Register EDD ▪ A41 - Didn't Sign SOF ▪ TB - Does Not Comply - GA EBT ▪ 10 - Duplicate Application ▪ A15 - EBT Whereabouts Unknown ▪ JE - Eligible to TCF ▪ AH - FTP ABAWD Work #1 ▪ AJ - FTP ABAWD Work #2 ▪ RS - FTP County Residence ▪ ES - FTP County Residence (Negative Action) ▪ 82 - FTP Eligibility Forms ▪ 61 - FTP INS Document ▪ DW - FTP Income ▪ CJ - FTP Name/Identity ▪ C8 - FTP Property ▪ C5 - FTP Sponsor Dependents ▪ C6 - FTP Sponsor Income
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	<ul style="list-style-type: none"> ▪ C7 - FTP Sponsor Property ▪ AE - FTP Sponsor SOF ▪ 83 - FTP Verification ▪ 16 - Failed to Complete Determination ▪ KV - Failed to Complete ES Requirements ▪ A04 - Failed to Comply with IFDS ▪ CC - Found on SFIS ▪ JF - Invalid TCF Applicant ▪ A12 - Late Periodic Report SAR 72 ▪ A32 - Late Periodic Report SAR 73 ▪ F22 - MC 194 Form Not Received ▪ GB - No Open Application ▪ JJ - No Reference CF EDBC ▪ SB - No SAR7 for Prior Month ▪ BP - No Show/FTP # 2 ▪ BO - No Show/FTP #1 ▪ BQ - No Show/FTP #3 ▪ RJ - Opt Out ▪ 19 - Out of the Home ▪ F21 - PA 1049 Form Not Received ▪ FR4 - PA1615 Form Not Received ▪ FR2 - PA2492 Form Not Received ▪ XL - QC Failed to Keep 2 Appointments (CF) ▪ XJ - QC Failed to Keep Appointment (CF) ▪ XH - QC Failed to Respond in 30 Days (CF) ▪ XP - QC Failed to Return Signed Release (CF) ▪ XN - QC Failed to Sign Release (CF) ▪ G90 - QR7 Form Not Received ▪ YA - RE Incomplete ▪ YB - RE Not Received ▪ RK - Refuse to Comply Sponsorship ▪ A09 - Refusing to be fingerprinted ▪ JC - Regular EDBC ▪ K5 - Requested Disc. - Written inc. MC ▪ FR1 - Required Forms Not Received ▪ F23 - SAR 22 Form Not Received ▪ SC - SAR 7 Incomplete ▪ SD - SAR 7 Not Received ▪ C4 - SSN Enumeration ▪ FR5 - SSP14 Form Not Received ▪ JD - TCF Received ▪ K3 - Written Withdrawal inc. MC ▪ ○ Withdrawal - If the Denial Reason is one of the following: <ul style="list-style-type: none"> ▪ 04 - Deceased ▪ 06 - Requested Disc. - Verbal ▪ K4 - Requested Disc. - Written ▪ K5 - Requested Disc. - Written inc. MC ▪ E5 - Verbal Withdrawal ▪ 07 - Whereabouts Unknown ▪ 18 - Written Withdrawal ▪ K3 - Written Withdrawal inc. MC <p>Note: This column is used to determine if a Denied application is reported on Line 2b1 (Eligibility), Line 2b2 (Procedural), 2c (Withdrawal).</p>
Entitled at File Date	Indicates whether the applicant was identified as being entitled to expedited service during the screening at the time the

	<p>application was filed. This column will be blank if the field was not populated.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> • Yes – The applicant was marked as being ES Entitled at the time the application was filed. • No – The applicant was not marked as being ES Entitled at the time the application was filed. <p>Technical Note: TBD by this SCR's implementation. Note: When the Entitled at File Date column is set to 'Yes' and the No Longer ES Date is blank or when the Discovery Date is populated, the application is counted on Line 2.</p>
File Date	<p>Displays the date the application was filed when the Entitled at File Date was set to 'Yes'. This column will be blank if the Entitled at File Date was not set to 'Yes'.</p> <p>Format: MM/DD/YYYY</p> <p>Technical Note: TBD by this SCR's implementation.</p>
No Longer ES Date	<p>Displays the date the application was set to No Longer Entitled after the case was determined to be Entitled at File Date. This column will be blank if the No Longer ED Date was not set by a worker.</p> <p>Format: MM/DD/YYYY</p> <p>Technical Note: TBD by this SCR's implementation. Note: When this column is populated and the Discovery Date is blank, the application is counted on Line 3b.</p>
Discovery Date	<p>Displays the date the family was determined to be to be entitled to expedited services after the file date. This column will be blank if the date was not set by a worker.</p> <p>Format: MM/DD/YYYY</p> <p>Technical Note: TBD by this SCR's implementation. Note: When the Entitled at File Date column is set to 'Yes' and the No Longer ES Date is blank or when the Discovery Date is populated, the application is counted on Line 2.</p>
EDBC Run Date	<p>Displays the date EDBC ran to disposition the application. This column will be blank if the application is Pending.</p> <p>Format: MM/DD/YYYY</p> <p>Technical Note: EDBC.RUN_DATE</p>
ES Processing Days	<p>Displays the number of days it took to process the ES application using the following logic:</p> <ul style="list-style-type: none"> • If the Discovery Date is blank and the Entitled at File Date field is set to Yes and the No Longer ES Date is blank then ES Processing Days = EDBC Run Date – File Date. We subtract any Sunday in between the EDBC Run Date and the File Date. Example: If the application File Date = 10/04/2024 and the EDBC Run Date = 10/14/2024 then we subtract 2 days because there are two Sundays in between the File Date and EDBC run date. • If the Discovery Date is populated, then ES Processing Days = EDBC Run Date – Discovery Date + 1 day. We subtract any Sunday between the EDBC Run Date and the Discovery Date. Example: If the application Discovery Date = 10/04/2024 and the EDBC Run Date = 10/14/2024 then we subtract 2 days because there are two Sundays in between the file date and EDBC run date.

	Technical Note: When calculating Days to Process, the File Date is considered day 0 while Discovery Date is considered day 1 per ACL 16-14
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6. **Part C Details** - Add a sheet titled 'Part C Details'. The sheet will contain the following fields:

Header:

Field Name	Description
County Name	This field identifies the county for which the data is generated (CT-15). Format: [County Name]
Run Date:	This field identifies the date and time that the report was generated. Format: MON-DD-YY HH:MM AM/PM
Report Month:	This field identifies the reporting month for which the data is generated. Format: MM/YYYY

Links:

Link Name	Description
Summary	Navigates the User to the CF 296 sheet.

Totals:

Field Name	Description
Total:	Displays a dynamic count of all the rows displayed in the detail sheet.
Fed Persons	Displays a dynamic sum over the Fed Persons for all the records visible on the sheet.
Non Fed Persons	Displays a dynamic sum over the Non Fed Persons for all the records visible on the sheet.

Columns:

Column Name	Description
Case Number	Displays the Case Number of the Case. Format: Technical Note: CASE.CASE_NUMBER
Case Name	Displays the Case Name of the Case. Technical Note: CASE.CASE_NAME
Primary Applicant	Provides the primary applicant on the program that is effective as of the last day of the report month. Technical Note: PGM_ADMIN > PERS.FIRST_NAME + PERS.LAST_NAME
Worker ID	Displays the latest primary program assigned worker effective in the report month with the latest end date. Technical Note: STAFF_WRKR.WRKR_NUM_IDENTIF
NA/PA	Indicates whether the application is reported as a PACF case or NACF. Possible Values (CT-10766):

	<ul style="list-style-type: none"> PA – If the household category is one of the following: <ul style="list-style-type: none"> PACF CalWORKs-Only PACF Tribal TANF-Only PACF SSI/SSP-Only PACF GA/GR-Only PACF Multiple PACF Mixed OR if the household category is blank and the public assistant indicator is set to 'Y' NA – If the household category is one of the following: <ul style="list-style-type: none"> NACF OR if the household category is blank and the public assistant indicator is set to 'N' OR if both the household category and the public assistant indicator are both blank.
Household Category	<p>For those cases reported on Line 5a, the column displays the category of the household from the EDBC tied to the Disposition Event of the application. The column will display 'Not Available' for programs that do not have a household category due to having an old EDBC (CT-10766).</p> <p>For those cases not reported on Line 5a, the column displays the category of the household from the Aid Code table and Aid Code History table that is effective as of the last day of the report month. The column will display 'Not Available' for programs that do not have a household category due to having an old EDBC.</p> <p>Possible values include but are not restricted to the following:</p> <ul style="list-style-type: none"> NACF PACF CalWORKs-Only PACF Tribal TANF-Only PACF SSI/SSP-Only ... <p>Technical Note: EDBC_PERS.HH_CAT Technical Note: AID_CODE.HH_CAT OR AID_CODE_HST.HH_CAT</p>
Carried Forward Household Category	<p>For those cases reported on Line 4, the column displays the category of the household from the Aid Code table and Aid Code History table that is effective as of the last day of the prior report month. The column will display 'Not Available' for programs that do not have a household category due to having an old EDBC.</p> <p>Possible values include but are not restricted to the following:</p> <ul style="list-style-type: none"> NACF PACF CalWORKs-Only PACF Tribal TANF-Only PACF SSI/SSP-Only PACF GA/GR-Only PACF Multiple PACF Mixed <p>Technical Note: EDBC_PERS.HH_CAT Technical Note: AID_CODE.HH_CAT OR AID_CODE_HST.HH_CAT</p>
Carried Forward Active Status Created On	<p>Displays the created on date the program was made Active that caused the program to be carried forward from the last report month to the current report month. The column will be blank if the program is not a carried forward program.</p> <p>Format: MM/DD/YYYY</p> <p>The following logic is used to capture the status. It takes into consideration program history:</p> <ul style="list-style-type: none"> The program status was created prior to the first day of the report month.

	<ul style="list-style-type: none"> The program status end date is greater than the first day of the report month OR The program status has an end date equal to the prior month because it was ended during the report month. The carried forward program status is Active or Ineligible. The Active or Ineligible program status is not followed by a Discontinued event with a SAR 7 Discontinuance reason up to 6 days after the last day of the report month that is effective in the report month. <p>SAR 7 Discontinuance Reasons:</p> <ul style="list-style-type: none"> SA - SAR SB - No SAR7 for Prior Month SC - SAR 7 Incomplete SD - SAR 7 Not Received <p>Note if a program is SAR 7 Discontinued for a future month, then the program will still be reported as carried forward.</p>
Line 4b Adjustment	<p>Displays an adjustment value if the program caused an adjustment between Line 8 in the previous report month and Line 4 in the current report month. This column will be blank if the program did not cause an adjustment to the carried forward count.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> 1 – If the program was not reported on Line 8 of the previous report month but not identified as a carried forward program in the current report month. - 1 – If the program was reported on Line 8 of the previous report month but not identified as a carried forward program in the current report month. <p>Technical Note: Scenario's that could cause an adjustment include if a program became an ICT that causes the program to drop. If an NACF program is WINS approved which causes the program to drop. If a program was retroactively discontinued which causes the program to not appear as a carried forward.</p>
ICT Effective Date	<p>Display the ICT Effective Date if the program is an ICT that meets the following conditions. The column will be blank if the program is not an ICT. Format: MM/YYYY</p> <ul style="list-style-type: none"> The program application has a source equal to EI - ICT OR The program application has the ICT indicator set to 'Yes'. OR The program application has an existing CH - Change event posted as of the last day of the report month with a change reason of IC – ICT. The ICT was approved or Rescind Approved (Denied) in a prior month but is effective in the report month. OR The ICT was approved or Rescind Approved (Denied) in the current month but effective in a prior month. Note: If an ICT is approved for a future month, it will be reported only in the future month. Ignore any Approved or Approved Rescind (Denied) event on the ICT if a Denied event existing with an event date greater than the approval event date as of the last day of the report month for the same effective month. Note: If the ICT is approved again after the Denial, it will be reported as an ICT. If the program has multiple ICT applications or if an application has multiple 'Change' events with a reason of 'ICT', a single one is selected by the following ordering: Latest program application by id desc, latest Approved or Approved Rescind (Denied) event by effective date ascending, event date asc, event id asc.

Approved Applications Days to Process	<p>For those applications reported on Line 2a, displays the number of days to approve the application. This column will be blank if the application was not reported on Line 2a.</p> <p>Days to Process = Disposition Event Date minus Application Date</p>
Date of Eligibility Reinstated	<p>Displays the date that the program was reinstated. This column will be blank if the program was not reinstated. Format: MM/DD/YYYY</p> <ul style="list-style-type: none"> The program application has an event posted of type (CT-157) <ul style="list-style-type: none"> RA - Restoration of Aid Waiver The restoration of aid waiver event is in the report month. An approval event does not exist with a later event date after the restoration of aid waiver for the same benefit month. <ul style="list-style-type: none"> AA - Approved AE – Rescind Approved (Denial) AS – Rescind Approved (Discontinued) If multiple Restoration of Aid Waiver Approved events exists, we take the latest by event date.
Discontinuance Date	<p>Displays the date the program was discontinued. The program will not be carried forward to the next month. The column is blank if the program was not discontinued.</p> <p>Technical Note: The logic uses program history.</p> <p>The following logic is used to determine what will be the program status that carries forward to the next month:</p> <ul style="list-style-type: none"> The latest program status as of the last day of the report month that is effective in the month after the report month is Denied or Discontinued. OR A SAR 7 Discontinuance occurred up to 6 days after the report month. The program does not have an Active status that is effective in the future as of the last day of the report month. If a program is Discontinued effective the month after the report month but is Active effective the month after the Discontinuance, then the case is considered Active. <p>Note: if a program is SAR 7 Discontinued effective two months in the future, then the program will still be reported as carried forward. Note: SAR 7 Discontinuance Reasons are the following:</p> <ul style="list-style-type: none"> SA - SAR SB - No SAR7 for Prior Month SC - SAR 7 Incomplete SD - SAR 7 Not Received <p>Note: If this column is populated, then it will be reported on Line 7 and if it is blank then it is reported on Line 8.</p>
Discontinuance Effective Date	<p>Displays the effective date of the discontinuance status if the program was discontinued. The column is blank if the program was not discontinued. Format: MM/YYYY</p>
Discontinuance Reasons	<p>Displays the discontinuance reason for the discontinuance for the programs that are discontinued. This column will be blank if the program is not discontinued. Possible Values include but are not limited to (CT-73):</p> <ul style="list-style-type: none"> CF Missed Interview (New Application/Recertification) CF Recert Expired CalWORKs Restored CalWORKs and/or CalFresh Approved/Restored Calif. Residence ...

	Note: If this column is equal to 'Failed to Complete ES Requirements' it will be reported on Line 7a.
Failure to Complete Application Process	<p>Indicates if the program was discontinued due to Failure to Complete the Application Process. This column will be blank if the program is not Discontinued.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> • Yes – If the Discontinuance Reason is equal to Failed to Complete ES Requirements. • No – If the Discontinuance Reason is not equal to Failed to Complete ES Requirements.
Aid Code	<p>Displays the aid code that is effective during the report month as of the last day of the report month. The column will blank if the person is not assigned an aid code.</p> <p>Technical Note: AID_CODE/AID_CODE_HST</p>
EDBC Run Date	<p>Displays the EDBC Run Date of the EDBC used to report the Fed Person Count, and Non Fed Person Count.</p> <p>Format: MON-DD-YY HH:MM AM/PM</p> <p>Technical Note: EDBC.RUN_DATE</p> <p>Note the report logic uses the following conditions to select an EDBC.</p> <ul style="list-style-type: none"> • The EDBC Type is Regular OR it is Read Only if the Type Reason is Benefit Month Rerun. <ul style="list-style-type: none"> ◦ The EDBC Run Status is Accepted and Saved • The EDBC Run Date is on or before the last day of the report month. • The EDBC Program Person is Member. • The EDBC Person's Claim Code is Adult or Child <p>If multiple EDBCs exists, the latest is selected by run date.</p>
Household Claim Type	<p>Displays the household claiming type of the household.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> • Fed – If the Federal Person Count is greater than 0 and the Non Fed Person count is equal to 0. • Mixed – If the Federal Person Count is greater than 0 and the Non Fed Person count is greater than 0. <p>Non Fed - If the Federal Person Count is equal to 0 and the Non Fed Person count is greater than 0.</p>
Fed Person Count	<p>Displays the count of persons that meet the following conditions in the EDBC used to report the Household Category, Fed Person Count, and Non Fed Person Count.</p> <ul style="list-style-type: none"> • EDBC Program Person Status (CT-72): <ul style="list-style-type: none"> ◦ AC – Active ◦ IN – Ineligible • EDBC Person Role (CT-201): <ul style="list-style-type: none"> ◦ ME – Member • EDBC Person Class Code (CT-321): <ul style="list-style-type: none"> ◦ 04 – Program Person • EDBC Person Claim Code (CT-346): <ul style="list-style-type: none"> ◦ FE – Federal <p>Note the report logic uses the following conditions to select an EDBC.</p> <ul style="list-style-type: none"> • The EDBC Type is Regular OR it is Read Only if the Type Reason is Benefit Month Rerun. <ul style="list-style-type: none"> ◦ The EDBC Run Status is Accepted and Saved • The EDBC Run Date is on or before the last day of the report month. • The EDBC Program Person is Member. • The EDBC Person's Claim Code is Adult or Child • If multiple EDBCs exists, the latest is selected by run date.
Non Fed Person Count	<p>Displays the count of persons that meet the following conditions in the EDBC used to report the Household Category, Fed Person Count, and Non Fed Person Count.</p> <ul style="list-style-type: none"> • EDBC Program Person Status (CT-72):

	<ul style="list-style-type: none"> ○ AC – Active ○ IN – Ineligible • EDBC Person Role (CT-201): <ul style="list-style-type: none"> ○ ME – Member • EDBC Person Class Code (CT-321): <ul style="list-style-type: none"> ○ 04 – Program Person • EDBC Person Claim Code (CT-346): <ul style="list-style-type: none"> ○ NF – Non Federal <p>Note the report logic uses the following conditions to select an EDBC.</p> <ul style="list-style-type: none"> • The EDBC Type is Regular OR it is Read Only if the Type Reason is Benefit Month Rerun. <ul style="list-style-type: none"> ○ The EDBC Run Status is Accepted and Saved • The EDBC Run Date is on or before the last day of the report month. • The EDBC Program Person is Member. • The EDBC Person's Claim Code is Adult or Child • If multiple EDBCs exists, the latest is selected by run date.
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7. **Part D Details** - Add a sheet titled 'Part D Details'. The sheet will contain the following fields:

Header:

Field Name	Description
County Name	This field identifies the county for which the data is generated (CT-15). Format: [County Name]
Run Date:	This field identifies the date and time that the report was generated. Format: MON-DD-YY HH:MM AM/PM
Report Month:	This field identifies the reporting month for which the data is generated. Format: MM/YYYY

Links:

Link Name	Description
Summary	Navigates the User to the CF 296 sheet.

Totals:

Field Name	Description
Total	Displays a dynamic count over the Case Number column of all the rows displayed in the detail sheet.
Fed Person Count	Displays a dynamic count over the Fed Person Count column of all the rows displayed in the detail sheet.
Non Fed Person Count	Displays a dynamic count over the Non Fed Person Count column of all the rows displayed in the detail sheet.

Columns:

Column Name	Description
Case Number	Displays the Case Number of the Case. Technical Note: CASE.CASE_NUMBER

Case Name	Displays the Case Name of the Case. Technical Note: CASE.CASE_NAME
Worker ID	Displays the latest primary program assigned worker effective in the report month with the latest end date. Technical Note: STAFF_WRKR.WRKR_NUM_IDENTIF
Program Status	Displays the program status of the program on the EDBC. Possible Values (CT-72): <ul style="list-style-type: none"> • AC – Active • IN – Ineligible • DE – Denied • DS – Discontinued Technical Note: EDBC.PGM_STAT_CODE
EDBC Run Date	Displays the run date of the EDBC. Format: MM/DD/YYYY Technical Note: EDBC.RUN_DATE
Begin Date	Displays the begin date on the EDBC. Format: MM/YYYY Technical Note: EDBC.BEG_DATE
Days to Process	Displays the days to process the Recertification. Days to Process = EDBC Run Date – (EDBC Begin Date – 1 day) Note: We assume the RE Due Month is equal to the EDBC Begin Date – 1 day.
Processing Delay Reason	Displays the Processing Delay Reason if one was set on the EDBC. Possible Values (CT-385): <ul style="list-style-type: none"> • AC – Agency Caused • CC – Non-Agency Caused • *Blank – If no processing delay reason is set. Technical Note: FS_EDBC.PROC_DELAY_RSN_CODE
Aid Code	Displays the aid code that is effective during the report month as of the last day of the report month. The column will blank if the person is not assigned an aid code. Technical Note: AID_CODE/AID_CODE_HST
Household Category	Displays the category of the household from EDBC. The column will be blank if the EDBC does not contain a household category value. Possible values include but are not restricted to the following: <ul style="list-style-type: none"> • NACF • PACF CalWORKs-Only • PACF Tribal TANF-Only • PACF SSI/SSP-Only • PACF GA/GR-Only • PACF Multiple • PACF Mixed Technical Note: FS_EDBC.HH_CAT
NA/PA	Indicates whether the application is reported as a PACF case or NACF. Possible Values (CT-10766): <ul style="list-style-type: none"> • PA – If the household category is one of the following: <ul style="list-style-type: none"> ◦ PACF CalWORKs-Only ◦ PACF Tribal TANF-Only ◦ PACF SSI/SSP-Only ◦ PACF GA/GR-Only ◦ PACF Multiple ◦ PACF Mixed OR if the household category is blank and the public assistant indicator is set to 'Y' • NA – If the household category is one of the following: <ul style="list-style-type: none"> ◦ NACF

	<ul style="list-style-type: none"> OR if the household category is blank and the public assistant indicator is set to 'N' OR if both the household category and the public assistant indicator are both blank.
Household Claim Type	<p>Displays the household claiming type of the household. Possible Values:</p> <ul style="list-style-type: none"> Fed – If the Federal Person Count is greater than 0 and the Non Fed Person count is equal to 0. Mixed – If the Federal Person Count is greater than 0 and the Non Fed Person count is greater than 0. Non Fed - If the Federal Person Count is equal to 0 and the Non Fed Person count is greater than 0.
Fed Persons	<p>Displays the count of Fed Persons associated to the EDBC. If the program status is Active/Ineligible:</p> <ul style="list-style-type: none"> If the EDBC program status is Active (CT-72): <ul style="list-style-type: none"> AC – Active IN – Ineligible Else if the EDBC program status is Denied/Discontinued: <ul style="list-style-type: none"> DE – Denied DS - Discontinued EDBC Person Role (CT-201): <ul style="list-style-type: none"> ME – Member EDBC Person Class Code (CT-321): <ul style="list-style-type: none"> 04 – Program Person EDBC Person Claim Code (CT-346): <ul style="list-style-type: none"> FE – Federal
Non Fed Persons	<p>Displays the count of Non Fed Persons associated to the EDBC. If the program status is Active/Ineligible:</p> <ul style="list-style-type: none"> If the EDBC program status is Active (CT-72): <ul style="list-style-type: none"> AC – Active IN – Ineligible Else if the EDBC program status is Denied/Discontinued: <ul style="list-style-type: none"> DE – Denied DS - Discontinued EDBC Person Role (CT-201): <ul style="list-style-type: none"> ME – Member EDBC Person Class Code (CT-321): <ul style="list-style-type: none"> 04 – Program Person EDBC Person Claim Code (CT-346): <ul style="list-style-type: none"> NF – Non Federal

2.9.4 Report Location

- **Global:** Reports
- **Local:** Scheduled
- **Task:** State

2.9.5 Counties Impacted

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

2.9.6 Security Updates

No updates will be made to the report's existing security.

2.9.7 Report Usage/Performance

The performance of the CF 296 should remain about the same.

2.10 Report ABCD 350 and ABCD 350 (Multi County)

2.10.1 Overview

The ABCD 350 Annual Recipient Report provides statistical recipient information on Ethnic Origin, Primary Language, Gender Identity and Sexual Orientation for CalWORKs (CW), Foster Care (FC), Social Services, Non-Assistance CalFresh (NACF), Welfare to Work (WTW), Refugee Cash Assistance (RCA), and the Cash Assistance Program for Immigrants (CAPI). This is an annual scheduled report that is generated in August.

The ABCD 350 (Multi County) report is a modified version of the ABCD 350 that is generated for Sacramento and San Mateo only because these two counties administer the CAPI program for other counties. The ABCD 350 (Multi County) provides information for all the counties that they administer the CAPI program. The two versions of the ABCD 350 share the same code base and both are impacted the change outlined in this section.

The reports pull the NACF population from the CF 296 for the report month of July. They will be updated to pull the data from the new CF 296 data source.

2.10.2 ABCD 350 Screenshot

[illegible]

Figure 2.10.1 – ABCD 350 Summary

The ABCD 350 and ABCD 350 (Multi County) do not require cosmetic changes at this time.

2.10.3 Description of Change

1. Update 'NACF' sheet in the ABCD 350 to pull the NACF population from the new CF 296 table. The report pulls the NACF caseload from Line 6 in the CF 296 and appends information such as Ethnic Origin, Language, Other Language, Gender Identity, Sexual Orientation.

Note: The record count on the NACF sheet in the ABCD 350 should match the case count of Line 6 NACF total in the CF 296.

2. Update the Category as follows:

Column Name	Description
Category	Displays the Category of the NACF case. Possible Values: <ul style="list-style-type: none">• Transfer to NACF – If the program was a PACF case in the prior report month and transferred to NACF in the current report month.• All Others – If the NACF case was NACF in the prior report month and is NACF in the current report month.

2.10.4 Report Location

- **Global: Reports**
- **Local: Scheduled**
- **Task: State**

2.10.5 Counties Impacted

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

2.10.6 Security Updates

No updates will be made to the report's existing security.

2.10.7 Report Usage/Performance

The performance of the ABCD 350 should not have any notable change in performance after this change.

2.11 [Data Warehouse Name] – No Impact

2.12 Task: CalFresh Program: Expedited Service Automated Action

2.12.1 Overview

This section outlines the modifications required to update the CalFresh Program: Expedited Service Automated Action processing logic to continue functioning in the CalSAWS System.

2.12.2 Description of Changes

1. Update logic according to the new data model to maintain the display of the ES attribute in the Task Pop-Up pages and Export template.

2.12.3 Page Location

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

2.12.4 Security Updates

N/A

2.12.5 Page Mapping

N/A

2.12.6 Accessibility

None.

2.12.7 Page Usage/Data Volume Impacts

N/A

2.13 Online: Expedited Services Fields Data Change

2.13.1 Overview

The updated table in the Expedited Services section will include new fields that will need to be populated for existing applications in the system. The Entitled at File Date field will be populated with existing values on the current Entitled field for File Type entries. For those records, the data change will also populate the associated Recorded Date, if applicable.

2.13.2 Description of Change

1. For existing records when the type is File and the entitled indicator is populated, insert the value into the 'Entitled at File Date' field.
 - a. The 'Entitled at File Date' value will be equivalent to the 'Entitled' value when the Type is File.
2. For existing records when the type is File and the entitled indicator is Yes or No, insert an Action Date.
 - a. The Action Date will be equivalent to the Recorded Date when the Type is File.
 - b. The Action Date will not be populated when no 'Entitled at File Date' value is available.

Note: Action Date will be a new field added as part of this SCR.

2.13.3 Estimated Number of Records Impacted/Performance

21,951,434

2.14 Automated Regression Test

2.14.1 Overview

Update existing automated regression test scripts and modules to utilize the new editable fields on the CalFresh Detail page and 'Entitled to ES' field on the Case Summary page.

Create new automated regression test scripts to verify successful data entry, and a subset of validation messages on the CalFresh Detail page.


2.14.2 Description of Change

1. Update existing regression scripts and modules that currently utilize the 'Entitled' field on the CalFresh Detail page to utilize the new fields.

Technical Note: The data entry / value selection should be consistent with the pre-existing functionality, to result in the same ES determination for each scenario.

2. Create new regression scripts to verify the validation error message displayed when attempting to save the CalFresh Detail page in the following scenarios:
 - a. 'Discovery Date' is prior to the 'Action Date'
 - b. 'No Longer ES Date' is prior to the 'Action Date'
 - c. 'Discovery Date' is prior to the previously saved 'No Longer ES Date'
 - d. 'No Longer ES Date' is prior to the previously saved 'Discovery Date'
 - e. 'Discovery Date' is after the current system date
 - f. 'No Longer ES Date' is after the current system date
3. Update the existing 'Page Mappings - Case Summary' regression script to accurately reflect the visible fields.

3 SUPPORTING DOCUMENTS

NUMBER	FUNCTIONAL AREA	DESCRIPTION	ATTACHMENT
1	Reports	CF 296 Mockup	 CF 296 Mockup.xlsx

4 OUTREACH

None.

5 APPENDIX

5.1 CF 296 Examples of Multiple Applications on Part A

Example 1: A user submits multiple applications during the report month for the same program, one is denied while the other is approved.

Report Month: 06/2024

Application #1

Application Created On Date: 06/12/2024

Application Date: 06/10/2024

Event Date	Event Type	Reason	Effective Date
06/26/2024	Denied	Application Opened in Error	06/01/2024
06/12/2024	Pended		06/01/2024

Note: The disposition event that is selected for this application is the Denied event because it's the only approval or denial that occurred in the report month.

Application #2

Application Created On Date: 06/26/2024

Application Date: 06/10/2024

Event Date	Event Type	Reason	Effective Date
06/26/2024	Approved		06/01/2024
06/26/2024	Pended		06/01/2024

Note: The disposition event that is selected for this application is the Approved because it's the only approval or denial that occurred in the report month.

Note: For a given program, we report all denied applications that occurred in the report month and at most one approved application.

We report Application #1 and #2 under Line 1 because they were both created in the report month. We report Application #1 and #2 under Line 2 because they were disposed in the report month. Application #2 is reported under Line 2b because it was approved in the report month while Application #1 is reported under Line 2b because it was denied in the report month.

Example 2: A user submits two applications in the report month, both are denied.

Report Month: 06/2024

Application #1

Application Created On Date: 06/24/2024

Application Date: 06/24/2024

Event Date	Event Type	Reason	Effective Date
06/25/2024	Denied	Verbal Withdrawal	06/01/2024
06/24/2024	Pended		06/01/2024

Technical Note: The Denied event is selected because it's the only disposition event that occurred in the report month.

Application #2

Application Created On Date: 06/25/2024

Application Date: 05/24/2024

Event Date	Event Type	Reason	Effective Date
06/27/2024	Denied	Application Opened in Error	06/01/2024
06/25/2024	Pended		06/01/2024

Technical Note: The Denied disposition event is selected because it's the only one that occurred during the report month.

Application #1 and #2 are both reported on line 1 as received because they were created in the report month. Both applications are also reported under Line 2 because they were denied in the report month. Note we report every denied application for a given program. Application #1 is reported on Line 2b because the denial reason is considered a procedural reason while Application #2 is reported on Line 2c because it was denied with a withdrawal reason.

Example 3: A user had a pending application that carried forward into the report month where the application was eventually rescind approved (denied) for a single benefit month. The second application was submitted in the report month and the person was approved for ongoing benefits.

Report Month: 06/2024

Application #1

Application Created On Date: 05/28/2024

Application Date: 05/28/2024

Event Date	Event Type	Reason	Effective Date
06/28/2024	Rescind Approved (Denial)		05/01/2024
06/28/2024	Denial Rescinded	Good Cause	05/01/2024
06/28/2024	Denied	On Aid Another Case	05/01/2024
06/28/2024	Denial Rescinded	Verifications Received	05/01/2024
06/15/2024	Denied	FTP Income	07/01/2024
06/15/2024	Denial Rescinded	1st Month Ineligible	07/01/2024
06/15/2024	Denied	FTP Income	06/01/2024
06/15/2024	Denial Rescinded	1st Month Ineligible	06/01/2024
06/15/2024	Denied	FTP Income	05/01/2024
05/28/2024	Pended		05/01/2024

Technical Note: For this application, the Rescind Approved (Denial) is selected as the disposition event because approval events (Approved, Rescind Approved (Denial)) take priority over denied events that occurred in the report month.

Application #2

Application Created On Date: 05/28/2024

Application Date: 05/28/2024

Event Date	Event Type	Reason	Effective Date
09/12/2024	Discontinued	Requested Disc. - Verbal	10/01/2024
06/28/2024	Approved		06/01/2024
06/28/2024	Pended		06/01/2024

Technical Note: The Approved disposition event is selected because it's the only one that occurred during the report month.

Application #1 will not be reported in the report month because only one approved application is reported per program. The report will report Application #2 because it was approved for the later benefit month. Application #2 is reported on Line 1 because it was received in the report month as well as Line 2 and Line 2a because it was approved in the report month.

5.2 CF 296 Examples of ICTs

Example 1:

Event Date	Event Type	Reason	Effective Date	Updated By
07/31/2024	Rescind Approved (Denial)		06/01/2024	271500
07/31/2024	Denial Rescinded	Erroneous Disc/Deny	06/01/2024	271500
05/18/2024	Denied	No Appl - Req Person	06/01/2024	593918
05/14/2024	Approved		06/01/2024	271500
05/10/2024	Changed	ICT	06/01/2024	271500
07/05/2023	Pended		08/01/2023	1053931

This is an ICT reported in the 07/2024 report month. It is not reported as an ICT when it was first approved on 05/14/2024 for the Effective Month of 06/2024 because in the same month, it was Denied for the same benefit month. It was later Rescind Approved (Denied) on 07/31/2024 for the Effective Month of 06/2024. Since the effective month has already passed, we report this program as an ICT in 07/2024.

Example 2:

Event Date	Event Type	Reason	Effective Date	Updated By
07/03/2024	Rescind Approved (Discontinued)		07/01/2024	3184
07/03/2024	Discontinuance Rescinded	Erroneous Disc/Deny	07/01/2024	3184
06/29/2024	Discontinued	CF Recert Expired	07/01/2024	581304
06/04/2024	Approved		06/01/2024	254827
05/07/2024	Changed	ICT	06/01/2024	274932
02/09/2024	Pended		02/01/2024	265422

This program is reported as an ICT during the 06/2024 report month because it was marked as an ICT on 05/07/2024 and approved on 06/04/2024 for the 06/2024 benefit month. The Discontinuance that occurred on 06/29/2024 is effective for 07/2024 so it does not negate the approval like it did in example 1.

Example 3: The person submitted multiple applications where one application is an approved ICT.

Program Application History						
App #	App Source	Source App #	App Date	Application Type	Action	Action Date
9			06/25/2024	Reapplication	Denied	07/24/2024
8			06/25/2024	Reapplication	Denied	07/24/2024
7			06/25/2024	Reapplication	Denied	07/24/2024
6			12/19/2023	Reapplication	Approved	07/24/2024
5	Self-Service Portal	9525729	12/19/2023	Reapplication	Discontinued	06/03/2024

Application #6 is an ICT that was approved, and all the later applications are Denied applications.

Program Type:				
CalFresh				
Application Date:			App #:	
12/19/2023			6	
Event Date	Event Type	Reason	Effective Date	Updated By
07/24/2024	Approved		06/01/2024	1241609
07/24/2024	Pended		06/01/2024	255109
Worker Id: Begin Date: End Date:				

Program Type:				
CalFresh				
Application Date:			App #:	
06/25/2024			7	
Event Date	Event Type	Reason	Effective Date	Updated By
07/24/2024	Denied	SAR 7 Incomplete	06/01/2024	255109
07/24/2024	Denial Rescinded	Rescind Disc/Deny	06/01/2024	255109
07/24/2024	Denied	SAR 7 Incomplete	06/01/2024	255109
07/23/2024	Denial Rescinded	Erroneous Disc/Deny	06/01/2024	270814
07/23/2024	Denied	SAR 7 Incomplete	06/01/2024	270814
07/23/2024	Denial Rescinded	Rescind Disc/Deny	06/01/2024	270814
07/23/2024	Denied	SAR 7 Not Received	06/01/2024	270814
07/22/2024	Denial Rescinded	Rescind Disc/Deny	06/01/2024	255109
07/22/2024	Denied	SAR 7 Incomplete	06/01/2024	255109
07/03/2024	Denial Rescinded	Admin Decision	06/01/2024	255109
07/03/2024	Denied	No Appl - Req Person	06/01/2024	255109
06/26/2024	Denial Rescinded	Erroneous Disc/Deny	06/01/2024	1241609
06/26/2024	Denied	No Appl - Req Person	06/01/2024	1241609
06/26/2024	Pended		06/01/2024	279468

Program History Detail

Close

Program Type: CalFresh **Application Date:** 06/25/2024 **App #:** 8

Event Date	Event Type	Reason	Effective Date	Updated By
07/24/2024	Denied	Application Opened in Error	06/01/2024	255109
07/24/2024	Pended		06/01/2024	255109

Program Type: CalFresh **Application Date:** 06/25/2024 **App #:** 9

Event Date	Event Type	Reason	Effective Date	Updated By
07/24/2024	Denied	Application Opened in Error	06/01/2024	255109
07/24/2024	Pended		06/01/2024	255109

Application #6 causes the program to be reported as an ICT during the 07/2024 report month. The other three applications are reported as denied applications.

Example 4:

Event Date	Event Type	Reason	Effective Date	Updated By
08/01/2024	Rescind Approved (Discontinued)		08/01/2024	249835
08/01/2024	Discontinuance Rescinded	Verifications Received	08/01/2024	249835
07/19/2024	Discontinued	SAR 7 Not Received	08/01/2024	271500
06/08/2024	Rescind Approved (Denial)		07/01/2024	237197
05/29/2024	Changed	ICT	07/01/2024	237197
05/29/2024	Denial Rescinded	Rescind Disc/Deny	04/01/2024	237197
05/04/2024	Denied	Out of the Home - Primary Applicant	04/01/2024	271500
02/27/2024	Changed	ICT	04/01/2024	274932
12/21/2023	Pended		12/01/2023	1056029

This program is reported as an ICT in 07/2024. Initially it was marked as an ICT for the benefit month of 04/2024, but it was later changed to the benefit month of 07/2024 and then it was approved.

Example 5:

Event Date	Event Type	Reason	Effective Date	Updated By
07/31/2024	Rescind Approved (Denial)		07/01/2024	237197
07/31/2024	Denial Rescinded	Rescind Disc/Deny	07/01/2024	237197
07/18/2024	Denied	CF Missed Interview (New Application/Recertification)	07/01/2024	237197
07/18/2024	Changed	Administrative Decision	07/01/2024	237197
07/18/2024	Changed	Administrative Decision	04/01/2024	237197
07/18/2024	Pended		04/01/2024	237197
05/08/2024	Changed	ICT	06/01/2024	198657
04/05/2024	Pended		05/01/2024	239471

This program is counted as an ICT in the 07/2024 report month. It was marked as an ICT for 06/2024, but it was approved for the benefit month of 07/2024.

Example 6:

Event Date	Event Type	Reason	Effective Date	Updated By
06/18/2024	Approved		06/01/2024	237631
06/18/2024	Changed	ICT	06/01/2024	237631
06/18/2024	Pended		06/01/2024	237631
06/18/2024	Approved		07/01/2024	237631
06/18/2024	Changed	ICT	07/01/2024	237631
02/28/2024	Changed	ICT	04/01/2024	274932
02/01/2024	Pended		02/01/2024	277200

The program is reported as an ICT in the 06/2024. Even though it was first approved for the benefit month of 07/2024, in the same month it was also approved for the benefit month of 06/2024.

Example 7:

Event Date	Event Type	Reason	Effective Date	Updated By
06/26/2024	Approved		07/01/2024	247166
06/26/2024	Changed	ICT	07/01/2024	247166
06/18/2024	Pended		06/01/2024	247166

This program is reported as an ICT during the 07/2024 report month. If an ICT is approved for a future benefit month, we wait to report the ICT until the benefit month.

5.3 CF 296 Examples of Restorations

Example 1:

Event Date	Event Type	Reason	Effective Date	Updated By
07/03/2024	Rescind Approved (Discontinued)		06/01/2024	274478
07/03/2024	Discontinuance Rescinded	SAR7	06/01/2024	274478
07/03/2024	Discontinued	SAR 7 Incomplete	06/01/2024	274478
07/03/2024	Restoration of Aid Waiver Approved		06/01/2024	274478
07/03/2024	Restoration of Aid Waiver Rescinded	Restoration of Aid Waiver	06/01/2024	274478
07/03/2024	Discontinued	SAR 7 Incomplete	06/01/2024	274478
12/11/2023	Rescind Approved (Discontinued)		12/01/2023	274478
12/11/2023	Discontinuance Rescinded	Erroneous Disc/Deny	12/01/2023	274478
11/30/2023	Discontinued	RE Incomplete	12/01/2023	581258
12/15/2022	Restoration of Aid Waiver Approved		12/01/2022	279266
12/15/2022	Restoration of Aid Waiver Rescinded	Restoration of Aid Waiver	12/01/2022	279266
11/30/2022	Discontinued	RE Incomplete	12/01/2022	581311
01/04/2022	Approved		12/01/2021	279266
12/15/2021	Pended		12/01/2021	271499

This program is reported as a Restoration during the 12/2022 report month. However, it is not reported as a restoration during the 07/2024 report month because a separate approval occurred after the Restoration of Aid Waiver Approved event for the same benefit month in the same report month.



California Statewide Automated Welfare System

Design Document

CA-254796

Automated EBT Card Replacement

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Korey Edwards, Jared Kuester
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DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
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1 OVERVIEW

This robotic process automation (RPA) will allow customers to request an electronic benefits transfer (EBT) card replacement via interactive voice response (IVR). This document covers the IVR call flow in which customers will select the EBT replacement option, their method of delivery and the steps the RPA will take to complete this request within CalSAWS.

1.1 Current Design

There is no automated option to replace an EBT card in the IVR.

1.2 Requests

Add a self-service option in the Inbound IVR to request a replacement EBT card for all 58 counties.

1.3 Overview of Recommendations

1. Modify the County IVR call flows with the following additions:
 - a. Callers will have a new EBT Card replacement option
 - b. The IVR (via Amazon Connect) will check the county preferences to see if county has opted into EBT Card mail delivery and pickup
 - c. The IVR (via Amazon Connect) will check the request history to confirm the customer has not requested an EBT Card within the last 90 days
 - d. The customer selects the EBT Card delivery option:
 - i. Mail – The card is mailed to the customer's mailing address noted in CalSAWS.
 - ii. Pickup – The card is available to be printed at a district office nearest to the customer's location on file.
 - e. The IVR (via Amazon Connect) relays the customer request details (listed) to the RPA.
 - i. Case Id
 - ii. Delivery Method
2. RPA receives the request and reissues the card within CalSAWS.

1.4 Assumptions

1. No core CalSAWS application changes are required. The RPA interacts with the CalSAWS front end webpage.
2. EBT card replacements will be issued for the primary account holder.
3. EBT card replacements can only be requested by the primary applicant on the case
4. The RPA uses the customer's current name and address within CalSAWS to mail the request or determine the nearest office for pick up. Any changes will require speaking to an agent.
 - a. There is an option in the IVR to verify if the customer's name or address has changed.

5. The customer authentication process will not change.
6. The global case self-service options will be updated to include EBT Replacement
7. Individual County pick up option will be deployed based on the county response to CRFI 23-086.
8. Individual County EBT Transfer for multiple requests will be deployed based on the county response to CRFI 23-086.
9. This change will not include any reporting
10. BIC automated replacement functionality is not part of this SCR
11. The process is the same for all counties. When the reissue button is pressed and the page is saved, a real time Host to Host transaction is sent to the EBT vendor Fidelity Information Services (FIS) to add a new EBT card for the same client. FIS cancels the previous card and issues a new card and sends a success response to CalSAWS with the new EBT card number. When the success response is received by CalSAWS, the previous card is canceled in CalSAWS and the new card (received in the response message) is added in the CalSAWS database. All this happens real-time.
12. A separate SCR will be created for each Contact Center County deployment.
13. Anytime a caller is transferred to the EBT line, they are transferred to +1 877-328-9677.

2 RECOMMENDATIONS

2.1 IVR Application

2.1.1 Overview

Update the County IVR Call Flows to include the option to request a replacement EBT Card. That option will send the customer to a new contact flow that will ask the customer some follow up questions and submit the request to replace the EBT through the RPA solution.

2.1.2 Description of Changes

1. Modify the Case Self Service Page
 - a. Add the Self-Service Option to request an EBT Card replacement. In the IVR, the customer will hear:
“To hear current benefits information, press 1. To request a copy of a form or your verification of benefits, press 2. To check the status of a document requested or submitted, press 3. To request a replacement EBT, press 4. To change your IVR PIN, press 5. To speak to an eligibility worker, press 6. To hear these choices again, press 7.”

- b. When the customer selects 4, send them to the new “EBT Card” Flow.
2. Create a new table called “EBT Card Delivery Options” in a central account that stores information about the county preferences for whether EBT Card pick up will be available through the automated RPA system.

Property	Value
countyCode	<countyCode>
pickUp	“Yes” or “No”

3. Create a new table “EBT Card Request History” in a central account that stored EBT Card requests from the last 90 days.

Property	Value
personId	<personId>
requestDate	<Date of EBT Card Replacement Request>

4. Query the “EBT Card Delivery Options” table to determine the county-specific preference for pick up requests. Based off the county preferences, pick up requests will either be:
 - a. Automated within the IVR
 - b. Transferred to speak to a worker.
5. Query the “EBT Card Request History” table to check if the customer has requested an EBT card within the last 90 days
 - a. If the customer has not requested an EBT card within the last 90 days, continue to step 6.
 - b. If the customer has requested an EBT card within the last 90 days, they will be transferred to speak to a worker based on the county preference. They will either be:
 - i. Transferred to the EBT line (877-328-9677)
 - ii. Transferred to a county worker:
 1. In a Contact Center county, the customer will be transferred to the queue that corresponds with their exit reason flow. For most counties, this will be their CalFresh Queue
 2. In a Non-Contact Center county, the customer will be transferred to their case worker.
 - The customer will be routed to their CalWORKs worker if they are active. In the

case they are not active, they will be transferred to their CalFresh worker.

6. The customer will hear the following prompts:

“To request a new EBT card, you will need to confirm a couple questions.”

“If your name is the same as it appears on your EBT card, press 1. If your name is different, press 2. To hear these choices again, press 7.”

- a. If the customer selects option 1, continue to step 7.
- b. If the customer selects option 2, they will be transferred to speak to a county worker.
- c. If the customer makes no selection or makes an invalid selection, they will hear the prompt menu twice and then will be transferred to the General queue or to the county equivalent. Callers in Non-CSC counties will be sent to the direct EBT line.

7. The customer will hear the following prompt:

“If your mailing address is the same, press 1. If your mailing address has recently changed, press 2. If you do not have a mailing address or do not have a permanent address, press 3. To hear these choices again, press 7.”

- i. If the customer selects option 1, continue to step 8.
- ii. If the customer selects option 2, they will be transferred to speak to a county worker. Callers in Non-CSC counties will be sent to the direct EBT line.
- iii. If the customer selects option 3 and the customer is in a county where pick up requests can be placed via the automated system, then continue to step 8. Otherwise, they will be transferred to speak to a county worker.
- iv. If the Customer makes no selection or makes an invalid selection, they will hear the prompt menu twice and then will be transferred to the General queue or the county equivalent. Callers in Non-CSC counties will be sent to the direct EBT line.

8. The customer will hear the following prompt:

“If you want your new EBT card mailed to your address on file, press 1. If you want to pick up your new EBT card at your local district office, press 2. To hear these choices again, press 7.”

- i. If the customer selects option 1, record the delivery selection as mail delivery and continue to step 10.
- ii. If the customer selects option 2, check the county preference for pick up.
 - 1. If the county preference is to automate pick up requests in the IVR, record the delivery selection as pickup and continue to step 10. Note, when customers select pick up as their delivery preference in the IVR, the card is queued to be printed at the customer's nearest district office.

- The nearest district office is based on the customer's location on file in CalSAWS.
2. If the county preference is to transfer pick up requests to a worker, continue to step 9.
 - iii. If the Customer makes no selection or makes an invalid selection, they will hear the prompt menu twice and then will be transferred to the General queue or the county equivalent. Callers in Non-CSC counties will be sent to the direct EBT line.
9. If the caller has chosen "Pick up" and the county has chosen to transfer pick up requests to a worker, the following routing logic will be followed:
- a. In a Contact Center county, the customer will be transferred to the queue that corresponds with their exit reason flow.
 - i. Note: For most counties, this will be their CalFresh Queue
 - b. In a Non-Contact Center county, the customer will be transferred to their case worker.
 - i. The customer will be routed to their CalWORKs worker if they are active.
 - ii. In the case they are not active, they will be transferred to their CalFresh worker.
10. The automated EBT replacement request will be placed. The following information will be sent to the RPA to place the request.

Property	Value
Queue	Dev: EBTReplacementProcess_AZ_Connect UAT: EBTReplacementProcess_AZ_Connect Production: EBTReplacementProcess
Priority	Normal
Defer Date	<Time of request>
DueDate	<Time of request plus 24 hours>
Reference	{{Guid}}_CaseNumber
Case Number	<Case Number>
EBT Replacement	Y
Replacement Type	"Pickup" or "Mail"
Status	Pending

11. If the request was successful, the request will be logged in the “EBT Card Request History” table. The customer will hear one of the following prompts, depending on their delivery choice:

Mail - **“Thank you. Your EBT card replacement request has been received. Please allow two to three business days for it to be sent to your address on file.”**

Pick up – **“Thank you. Your EBT card replacement request has been received. Please allow 2 hours for processing for pickup.”**

12. If the request is not successful, the customer will hear the following prompt:

“We’re sorry, we are unable to process your request at this time”

The customer will be sent to the General Queue or the county equivalent. Callers in Non-CSC counties will be sent to the direct EBT line.

For more information see the attached document “CA-254796 – Automated EBT Card Replacement Call Flow”.

2.2 Robotic Process Automation

2.2.1 Overview

Implement the RPA to process the EBT replacement card requests from the Inbound IVR. The RPA will automatically navigate CalSAWS and reissue a card using the existing process in the application.

2.2.2 Robotic Process Automation Mockup

Please refer to the screenshots in Section 2.2.3 for the Robotic Process Automation Mockup.

2.2.3 Description of Changes

The RPA will take the following steps when the IVR requests an EBT Card replacement:

1. Access CalSAWS - <https://web.calsaws.net/c-iv/utilities/Homepage/view>.

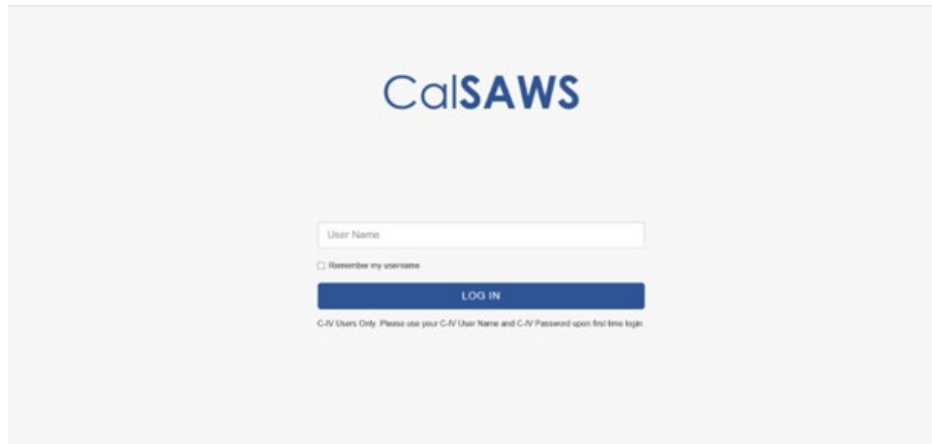


Figure 2.2.3.1 – CalSAWS Login Screen

2. Enter the RPA Account username.



Figure 2.2.3.2 – CalSAWS Password Screen

3. Click the "Log In" button.
 - a. See Figure 2.2.3.2 above
4. Enter the RPA Account Password.
5. Click the "Log In" button.
 - a. See Figure 2.2.3.2 above
6. Click on the Accept button on the CalSAWS Security Screen.

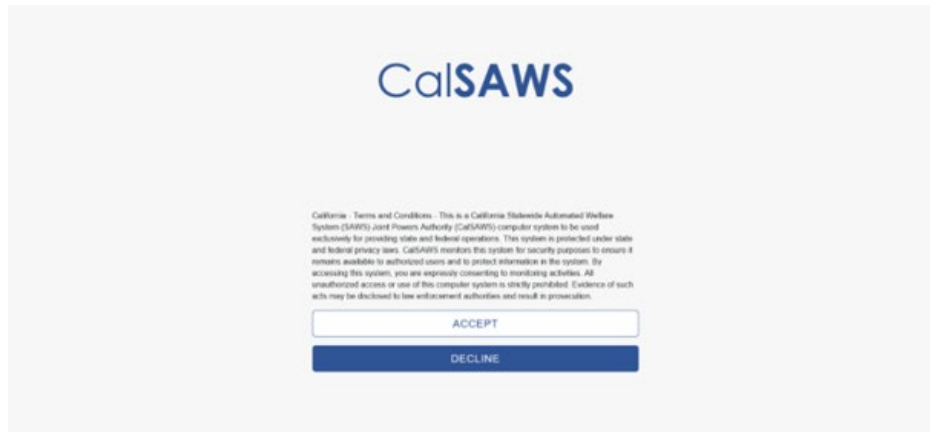


Figure 2.2.3.3 – CalSAWS Security Screen

7. Click on Case Number Field on the CalSAWS Home Page.

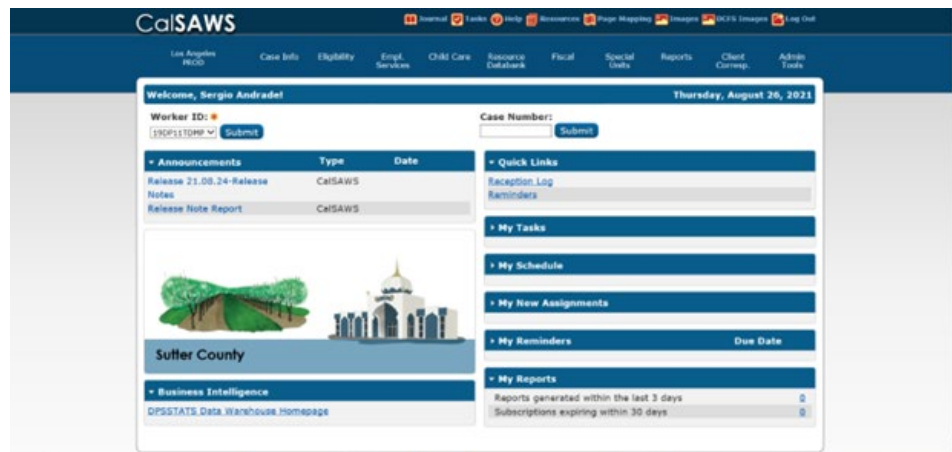


Figure 2.2.3.4 – CalSAWS Home Page

8. Enter Case Number.
 - a. See Figure 2.2.3.4 above
9. Click "Submit" button.
 - a. See Figure 2.2.3.4 above
10. Click on "EBT Account List" on the CalSAWS Case Summary Page.

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

Los Angeles PROD 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

Negative Action

New Program

New Person

Hide Person

EBT Account List

Issuance History

Expungement History

Child Support Collections

Time Limit Aid Summary

Case Flag

Case Summary

Case Name County Los Angeles

Companion Cases

Case Number Case Name Add

e-Applications

Display: 10/01/2021 View

Case Flags

CalWORKs

CalFresh

Figure 2.2.3.5 – CalSAWS Case Summary Page

11. Click on Account number hyperlink on the EBT Account List Page.

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

Los Angeles PROD 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

Negative Action

New Program

New Person

Hide Person

EBT Account List

Issuance History

EBT Account List

Add

Account Number	Primary Cardholder	Cash Status	CalFresh Status	Begin Date	End Date
XXXXXXXXXX		Active	Active	11/20/2015	

Add

This Type 1 page took 0.89 seconds to load.

Figure 2.2.3.6 – CalSAWS EBT Account List Page

12. Click on Card Number hyperlink on the EBT Account Details Page.

CalSAWS Case Name: [Redacted] Case Number: [Redacted] Journal Tasks Help Resources Page Mapping Images DCFS Images Log Out

Los Angeles PROD

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

Case Summary

Case Number: [Redacted] Go

Person Search

EBT Account Search

Application Registration

Case Summary

Contact

Authorized Representative

Negative Action

New Program

New Person

Hide Person

EBT Account List

EBT Repayment List

EBT Card Transaction Search

Issuance History

Expungement History

Child Support Collections

Time Limit Aid Summary

EBT Account Detail

Add Card Close

Account Number: [Redacted] Begin Date: 11/20/2015 End Date:

Card Holder: * [Redacted] Card Access Type: * Cash & CalFresh Card Status: Issued

Cash

Status: Active Balance: \$30.01

CalFresh

Status: Active Balance: \$12.57

EBT Account History

Current Cards

Name	Recipient Type	Card Number	Access Type	Status
[Redacted]	Primary	XXXXXXXXXXXX	Cash & CalFresh	Issued

Figure 2.2.3.7 – CalSAWS EBT Account Detail Page

- Click the Reissue Button on the EBT Card Detail Page. At this point, the EBT card will be queued in a batch for mailing to the customer's address on file or pick up delivery at the district office nearest to the customer's location on file.

CalSAWS Case Name: [Redacted] Case Number: [Redacted] Journal Tasks Help Resources Page Mapping Images DCFS Images Log Out

Los Angeles PROD

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

Case Summary

Case Number: [Redacted] Go

Person Search

EBT Account Search

EBT Card Detail

*- Indicates required fields

Reissue Edit Close

Card Number: [Redacted] Account Number: [Redacted]

Card Information

Figure 2.2.3.8 – CalSAWS EBT Card Detail Page

- Next the RPA will create a journal entry. Click the Journal tab in CalSAWS.

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

Los Angeles Case Info Eligibility Funds Child Care Resource Fiscal Special Reports Client Admin Tools

Journal Search - County of Los Angeles - CalSAWS - Work - Microsoft Edge

https://sys1.calsaws.net/c-iv/utilities/Journal/search?Y3R4Q2FzZUlk=ODE0MTkwMDk3t&Y3R4Q2FzZU51bWJlog=QjlyTEwyMw==j&Y3R4Q2FzZU5hbWU=Q2FzZS80YW11h&Y3R...

Journal Search

Search

Case Number: Resource ID:

Category: All Type: All

Initiated By: All Keyword:

Date From: 03/01/2021 To: 09/01/2021

Results per Page: 25 Search

Search Results Summary Results 1 - 2 of 2

Case - Case Name

Template: * Classic Add Entry

Date	Type	Description
03/16/2021	Interfaces	
03/11/2021	Interfaces	

Print With Details Without Details

Template: * Classic Add Entry

Journal Detail

* Indicates required fields

Case Number: Case Name: Case Name

Entry Information

Journal Category: * All Journal Type: * Interfaces

Initiated By: User Method of Contact:

Short Description: *

Long Description:

Append:

(03/16/2021 12:51 PM, Alva D Atherton, 19DP15U10R, Eligibility Worker III)

Invoice History

Figure 2.2.3.9 – CalSAWS Journal Detail Page

15. Click Add Entry on the Journal Detail Page.
 - a. See Figure 2.2.3.9 above
16. Populate Journal Entry details.

Journal Search - County of Los Angeles - CalSAWS - Work - Microsoft Edge
 https://sys1.calsaws.net/c-iv/utilities/Journal/search?Y3R4Q2FzZUIk=ODE0MTkwMDk3&Y3R4Q2FzZU51bWJlcg=QjlyTEwyMw==&Y3R4Q2FzZU5hbWU=Q2FzZSBOYW11h&Y3R4U3BIY2lhbENpcmN1bXl

Journal Search

Search

Case Number: Resource ID:

Category: Type:

Initiated By: Keyword:

Date From: To:

Results per Page: Search

Search Results Summary

Results 1 - 2 of 2

Case - - Case Name

Template: Classic

Date	Type	Description
<input type="checkbox"/> 03/16/2021	Interfaces	<input type="button" value="Append"/>
<input type="checkbox"/> 03/11/2021	Interfaces	<input type="button" value="Append"/>

☒ With Details ☐ Without Details

Template: Classic

This Type_1 page took 0.43 seconds to load.

Journal Detail

*- Indicates required fields

<< Preview Save Cancel

Case Number: Case Name:

Entry Information

Journal Category: Journal Type:

Initiated By: Method of Contact:

Short Description:

Long Description:

Classic

<< Preview Save Cancel

(Martina Pennant, 19DP11TDM, Principal Information Systems Analyst)

This Type_1 page took 0.26 seconds to load.

Figure 2.2.3.10 – CalSAWS Journal Entry Information Page

17. Click Save on Journal Entry. A journal entry will be created.

Entry Information

Journal Category: Eligibility

Journal Type: Batch EDBC

Initiated By: User

Method of Contact: Contact Center

Short Description: EBT Replacement

Long Description:

Classic

Customer authenticated on IVR. EBT Replacement Card requested and issued via mail. Transaction completed by BOT. |

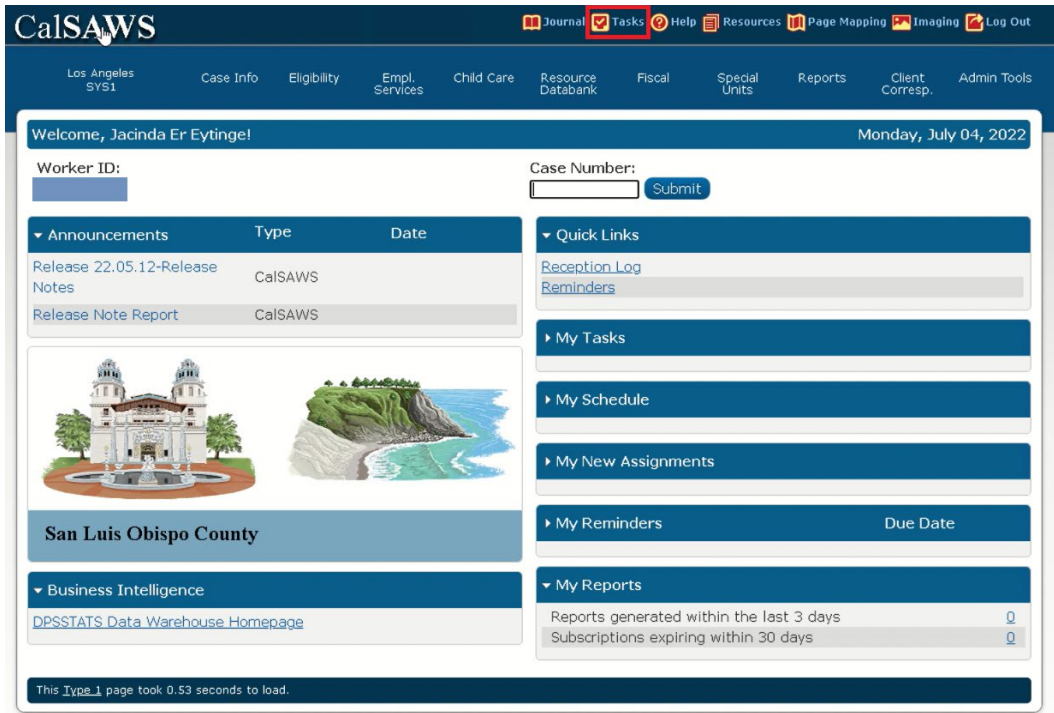
Figure 2.2.3.11 – CalSAWS Journal Detail Page

The screenshot shows the CalSAWS Journal Detail Page. The left sidebar contains the 'Journal Search' section with various filters and a search button. The main area is titled 'Journal Detail' and contains a form for entering journal information. The form includes fields for Case Number, Case Name, Journal Category, Journal Type, Initiated By, Method of Contact, Short Description, and Long Description. There are also buttons for '<<', 'Preview', 'Save', and 'Cancel'. The 'Save' button is highlighted with a red box. At the bottom, there is a status bar indicating the page load time.

If there is a failure at any point in the process of re-issuing a card and creating a journal entry, an exception task will be created following the steps below.

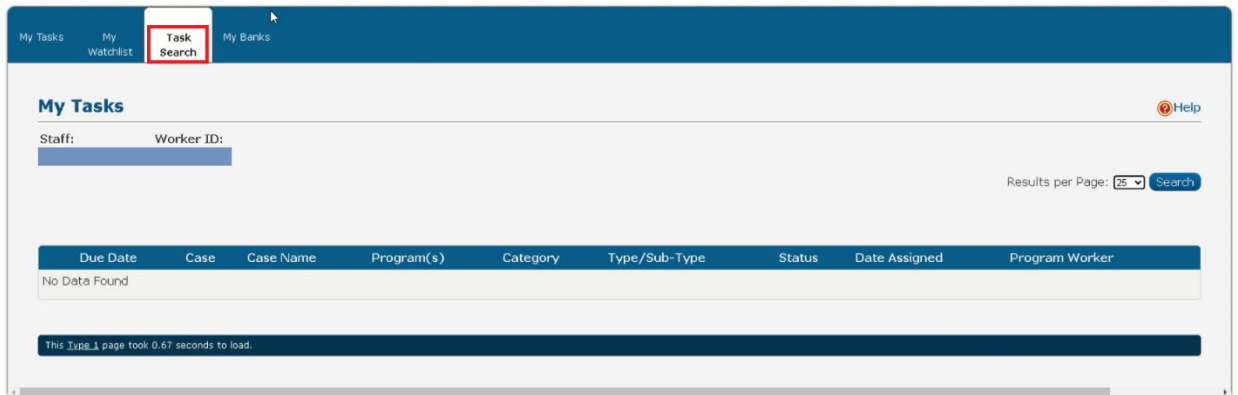
1. Click on the 'Tasks' tab on the CalSAWS home page.

Figure 2.2.3.12 – CalSAWS Home Page



2. Click on 'Task Search' on the My Tasks page.

Figure 2.2.3.13 – CalSAWS My Tasks Page



3. Click on 'Add Task' on the Task Search page.


Figure 2.2.3.13 – CalSAWS Tasks Search Page

4. Populate case details and exception reason on the Task Details page. Click Save and Return to submit the task.

Figure 2.2.3.14 – CalSAWS Task Details page

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
--------	-----------------	-------------	------------

1	IVR Application	Call Flow Updates to county inbound IVR	 CA-254796 - Automated EBT Carc

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5 MIGRATION IMPACTS

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

6 APPENDIX



California Statewide Automated Welfare System

Design Document

CA-260730

Configure Courtesy Callback by Queue

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Nicole Kenny
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
2/2/2024	V0.1	Draft	Nicole Kenny

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1 OVERVIEW

This design document describes the addition of Courtesy Callback ("CCB") by queue enhancement to the existing Administration Page in the Enhanced Contact Control Panel ("eCCP"). This new page allows Contact Center Administrators to enable or disable CCB for each queue in use by the county.

1.1 Current Design

CCB as it exists in its current state, only offers the option to be entirely enabled or entirely disabled.

1.2 Requests

Update the CCB section of the Admin Page in the eCCP to allow administrators to enable or disable CCB by individual queue(s), configure Callback Profiles, and set a percentage of callers to be sent to CCB.

1.3 Overview of Recommendations

1. Update the CCB section of the Admin Page in the eCCP.
 - a. Add a Callback Profile creation functionality.
 - b. Add a percentage of callers that get CCB dropdown.
 - c. Add an individual queues tab.
2. Update the IVR Call Flow.
 - a. Add in a percentage check.
 - b. Add a check to identify if a queue is enabled for CCB.

1.4 Assumptions

1. All other existing features in the Administration Page will not be modified.
2. Only users with access to the Admin Page will have access to the CCB Configuration.
3. At go-live, CCB will retain current settings. If it is currently enabled, all queues will be enabled, 100 percent of calls will be sent to CCB, and all queues will be associated to the default Callback Profile.
4. This will not change the way CCB is offered to customers.
5. CCB cannot be disabled for any queue associated with the RCC.
6. CCB cannot be enabled for Web Chat and Call Me.
7. The Admin Page does not auto-refresh.
8. New queues by default will be enabled for CCB, and associated to the Default Profile.

2 RECOMMENDATIONS

This section outlines recommendations to update the Administration page to include the CCB by Queue functionality.

2.1 Update the Admin Page in eCCP

2.1.1 Overview

The update to the CCB section of the Admin Page will allow an admin user to enable or disable CCB by individual queue.

2.1.2 Courtesy Callback by Queue Mockups

The screenshot displays the CalSAWS Administration interface. On the left is a navigation sidebar with icons for various functions. The main content area is titled 'Administration' and features a 'Courtesy Callback' section. This section includes a toggle switch set to 'Enabled' and a 'Save' button. Below this, there are two tabs: 'Configuration Options' and 'Configure Queues'. The 'Configuration Options' tab is active, showing settings for a 'Default Profile'. These settings include: 'Number of minutes before Callback option provided to caller' set to 20; 'Percentage of callers that are offered a Callback in 5% increments' set to 100%; and a table for 'Configure the time ranges per day during which Courtesy Callbacks are offered'. The table lists days of the week with corresponding start and end time dropdowns. For Monday through Friday, the times are 7:30 AM to 6:30 PM. Saturday has 'Start Time' and 'End Time' dropdowns. A 'Save' button is at the bottom right of the configuration area. The right sidebar shows the user 'User52 LAContactCenter' and a search bar.

Day	Start Time	End Time
Monday	7:30 AM	6:30 PM
Tuesday	1:30 AM	6:30 PM
Wednesday	7:00 AM	6:30 PM
Thursday	7:30 AM	6:30 PM
Friday	7:30 AM	6:30 PM
Saturday	Start Time	End Time

Figure 2.1.2.1 – CCB by Queue Configuration Options Enabled

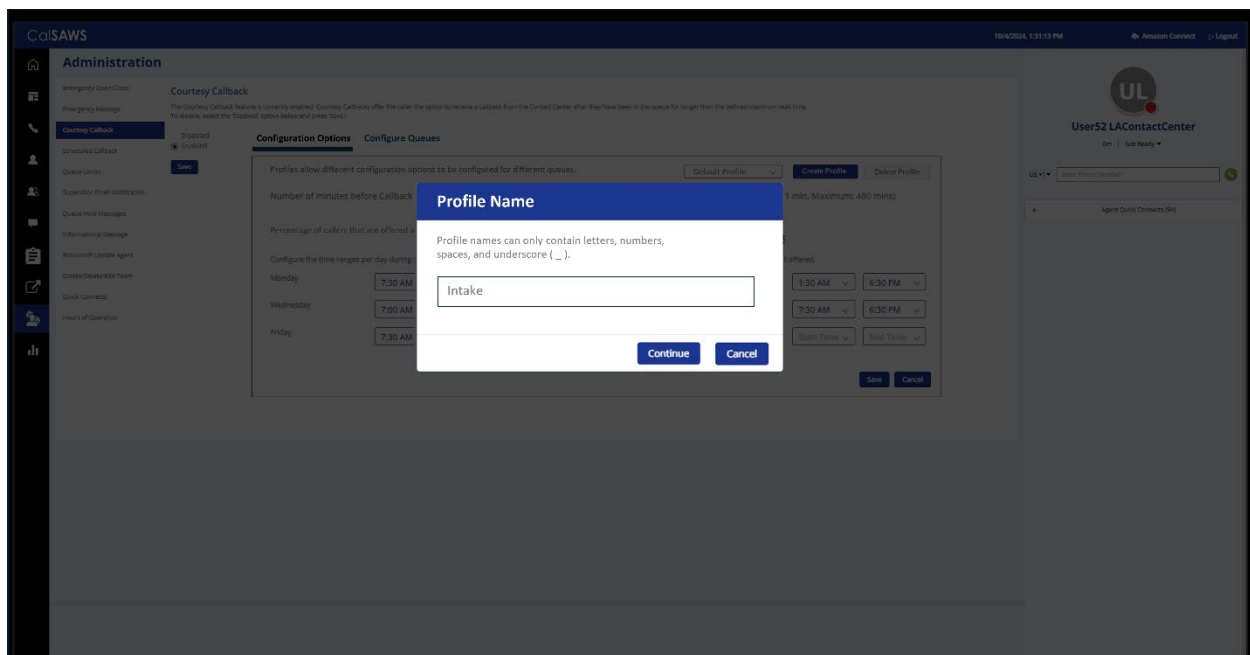


Figure 2.1.2.2 – CCB by Queue Profile Creation

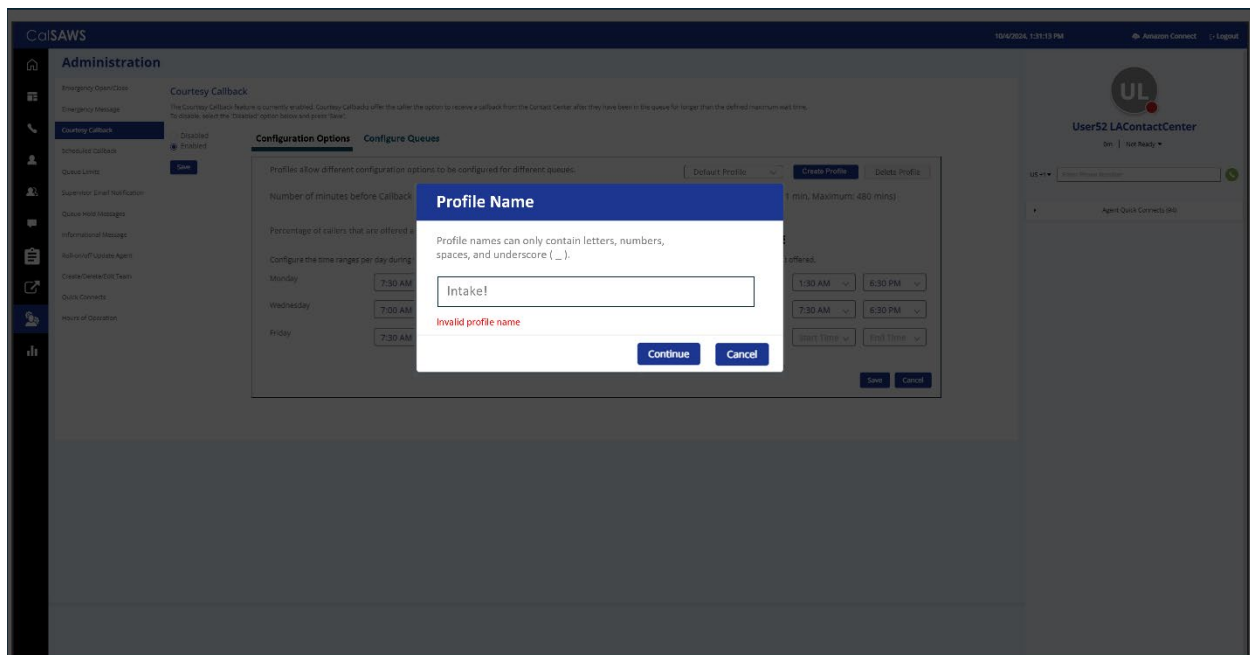


Figure 2.1.2.3 – CCB by Queue Invalid Profile Name

CalSAWS Administration

Courtesy Callback

The Courtesy Callback feature is currently enabled. Courtesy Callbacks offer the caller the option to receive a callback from the Contact Center after they have been in the queue for longer than the defined maximum wait time. To disable, select the 'Disabled' option below and press 'Save'.

☐ Disabled
☒ Enabled

Configuration Options **Configure Queues**

Profiles allow different configuration options to be configured for different queues. Intake Create Profile Delete Profile

Number of minutes before Callback option provided to caller: (Minimum: 1 min, Maximum: 480 mins)

Percentage of callers that are offered a Callback in 5% increments: 50% (Minimum: 5%, Maximum: 100%)

Configure the time ranges per day during which Courtesy Callbacks are offered. Leave the Start and end time blank for any day Courtesy Callback is not offered.

Day	Start Time	End Time
Monday	7:30 AM	6:30 PM
Tuesday	1:30 AM	6:30 PM
Wednesday	7:00 AM	6:30 PM
Thursday	7:30 AM	6:30 PM
Friday	7:30 AM	6:30 PM
Saturday	Start Time	End Time

Save Cancel

Figure 2.1.2.4 – CCB by Queue with Profile Assigned

CalSAWS Administration

Courtesy Callback

The Courtesy Callback feature is currently enabled. Courtesy Callbacks offer the caller the option to receive a callback from the Contact Center after they have been in the queue for longer than the defined maximum wait time. To disable, select the 'Disabled' option below and press 'Save'.

☐ Disabled
☒ Enabled

Configuration Options **Configure Queues**

Profiles allow different configuration options to be configured for different queues. Intake Create Profile Delete Profile

Number of minutes before Callback option provided to caller: (Minimum: 1 min, Maximum: 480 mins)

Percentage of callers that are offered a Callback in 5% increments: 50% (Minimum: 5%, Maximum: 100%)

Configure the time ranges per day during which Courtesy Callbacks are offered. Leave the Start and end time blank for any day Courtesy Callback is not offered.

Day	Start Time	End Time
Monday	7:30 AM	6:30 PM
Tuesday	1:30 AM	6:30 PM
Wednesday	7:00 AM	6:30 PM
Thursday	7:30 AM	6:30 PM
Friday	7:30 AM	6:30 PM
Saturday	Start Time	End Time

Save Cancel

Figure 2.1.2.5 – CCB by Queue with Maximum Profiles Created

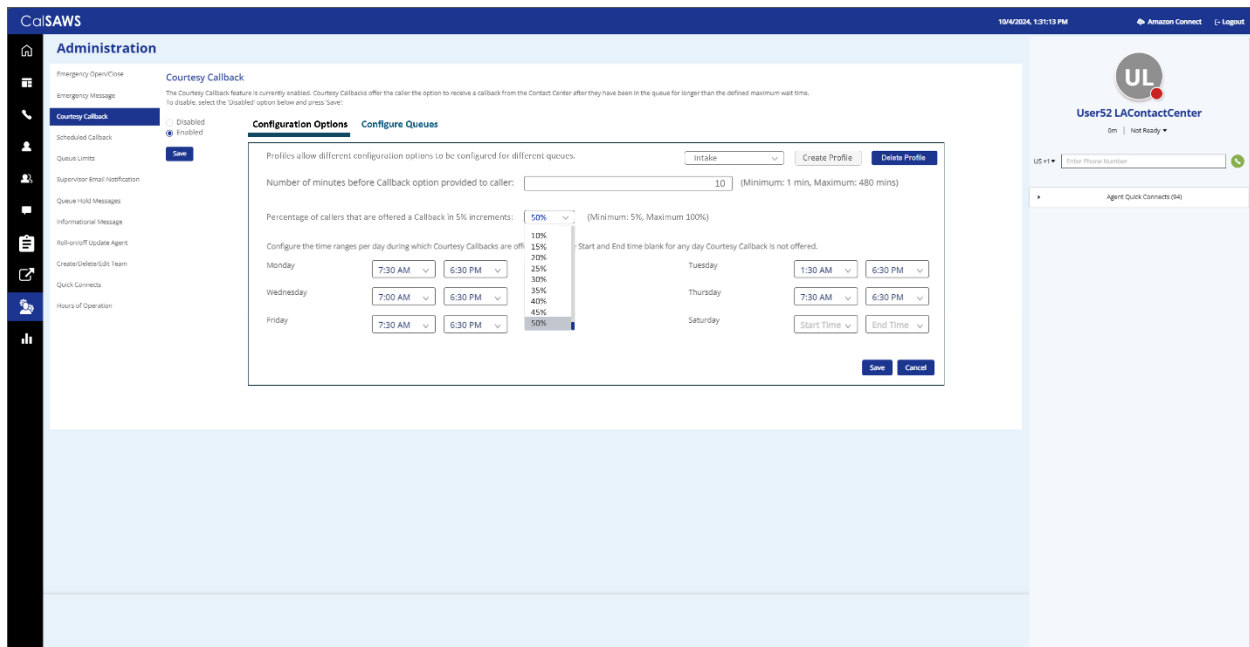


Figure 2.1.2.6 – CCB by Queue Percentage Dropdown

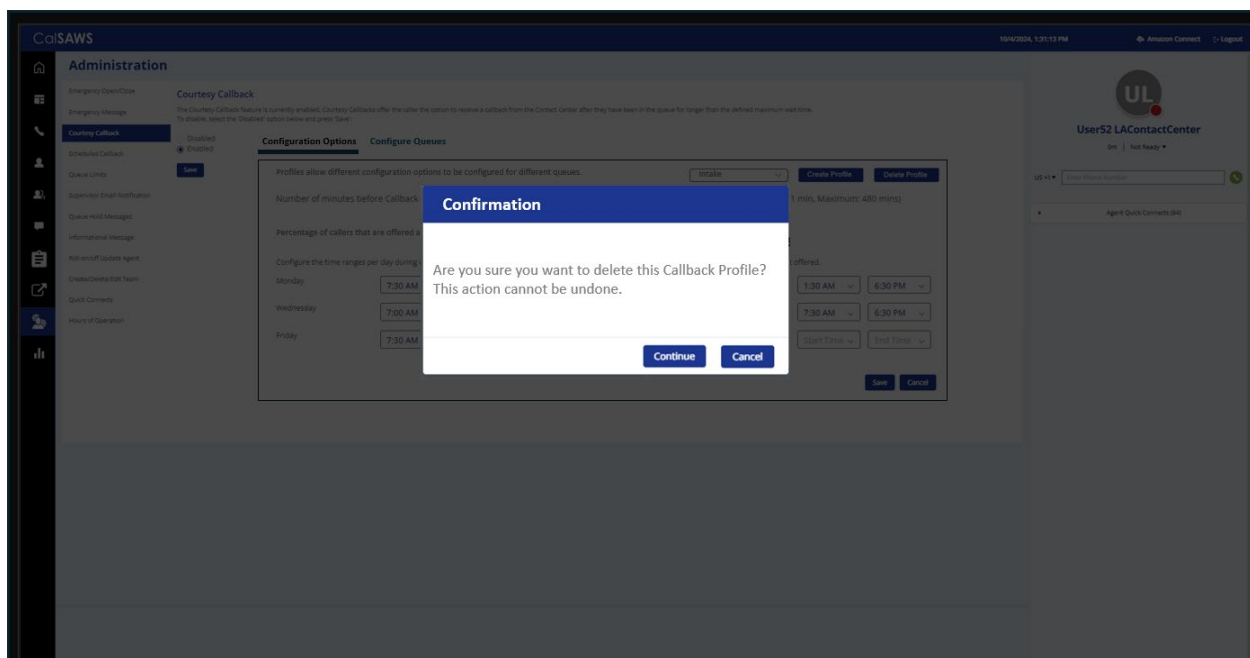


Figure 2.1.2.7 – CCB by Queue Profile Deletion Warning

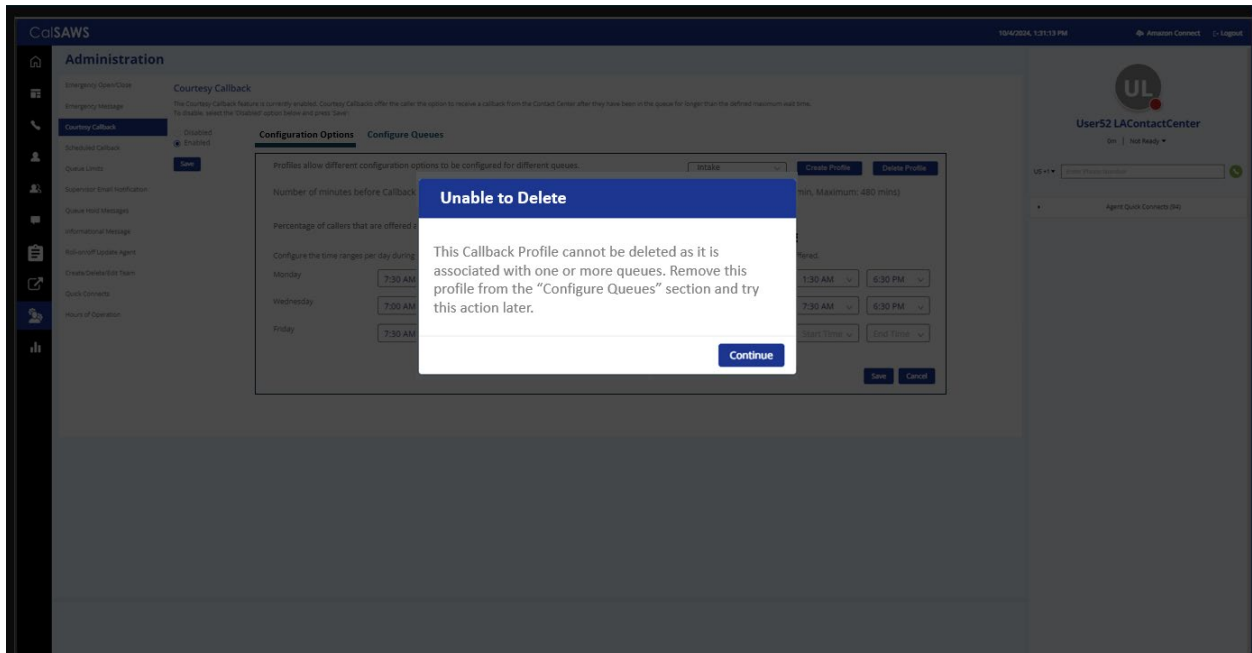


Figure 2.1.2.8 – CCB by Queue Unable to Delete Profiles Associated with Queue(s)

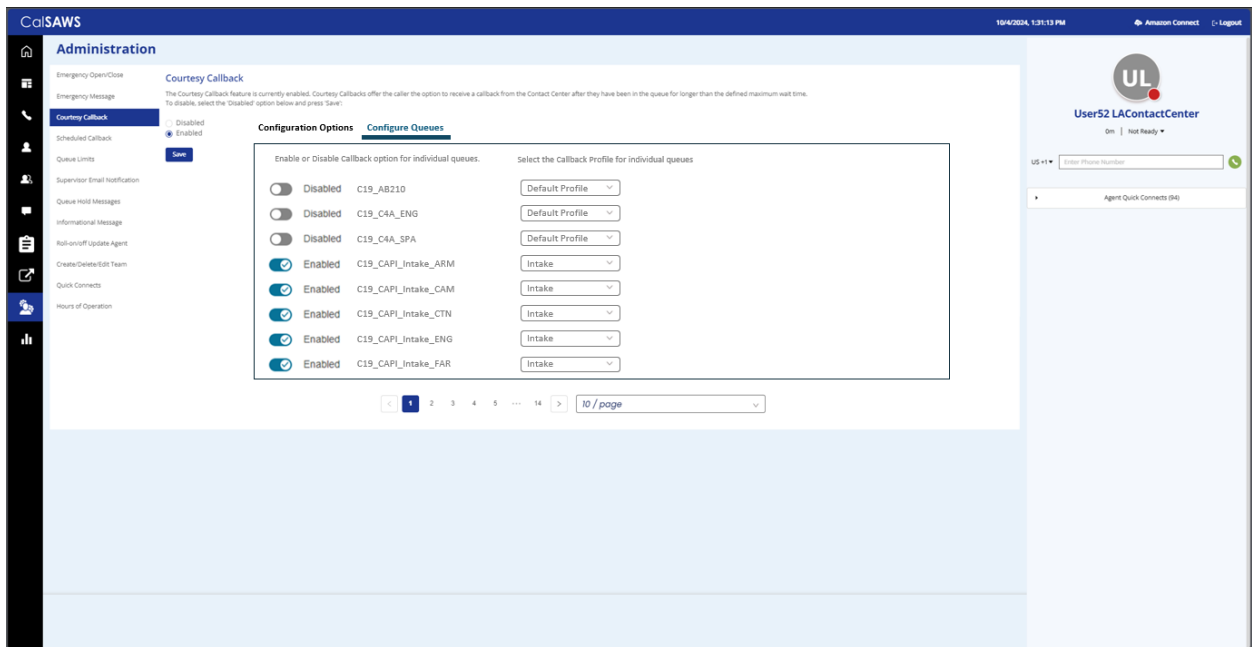


Figure 2.1.2.9 – CCB by Queue with Queues enabled and associated Profiles

2.1.3 Description of Changes

1. Update the CCB section of the Admin Page to include new CCB by Queue Configurations.
 - a. Create a new "Configuration Options" tab in the CCB section of the Admin page section in eCCP.
 - i. Disabled this section when CCB is disabled.
 - ii. Add in the "Callback Profile" dropdown, "Create Profile" button and "Delete Profile" button.
 - iii. When navigating to the CCB section of the Admin Page, display the settings for the Default Profile by default when CCB is enabled.
 1. When the end user selects a different profile, display the settings for the selected Callback Profile.
 - iv. When the end user clicks the "Create Profile" button, enable a pop-up to allow for Profile naming.
 1. Profile names can only contain letters, numbers, spaces, and underscore (_), and must contain at least two (2) characters.
 - a. Display the error message "Invalid Profile Name" if the customer clicks Continue after adding in an invalid character.
 2. Create a new Hours of Operation via API request when a new profile is created. Give it the same name as the profile and append "CCB_" to the front of the name.
 3. Limit Profile creation to ten (10) profiles, including the Default Profile. After ten profiles have been created, disable the "Create Profile" button.
 4. Display the message "This field is required" when the user clicks continue, and the field is blank.
 - v. When the end user clicks the "Delete Profile" button, display a confirmation notification.
 1. The Default Profile will not be allowed to be deleted, and the delete profile button will be greyed out when this profile is selected.
 2. When attempting to delete a CCB Profile that is associated to one or more queues, display the notification "Unable to Delete" and prompt the user to remove the profile from the "Configure Queues" section and try again.
 - vi. Add in the Percentage of callers that are offered a Callback dropdown.
 1. This field only allows numerical values in increments of 5 between 5% and 100%.
 2. This field is defaulted to 100% when a new Profile is created.
 - b. Create a "Configure Queues" tab in the CCB section of the Admin page section in eCCP.

- i. At go-live, all queues will be enabled and set to the "Default" profile.
- ii. Display a list of all queues beginning with "C", or does not contain the words "Chat" or "CallMe" in the name of the queue with the following settings:
 1. Add a toggle to enable or disable the queue.
 2. Add a label to indicate if the queue is currently enabled or disabled.
 3. Add a dropdown of all configured profiles.

2.2 Update Existing IVR

2.2.1 Overview

Update the IVR to lookup the Callback Profile, the Percentage of callers to be sent to CCB for the associated profile, the Hours of Operations for the associated profile, and the minimum queue length for the associated profile.

2.2.2 Description of Changes

1. Create a new module contact flow to do the following:
 - a. Check if the queue is enabled for CCB or not.
 - i. If it's disabled, set the variable "CCB" to "No" and end the flow.
 - ii. If the queue is enabled, continue the flow.
 - b. Populate the following values based on the Callback Profile associate to the Working Queue:
 - i. CCB.Hours,
 - ii. CCB.Percent,
 - iii. CCB.Mins.
 - c. Check the Hours of Operations for CCB based on the associated Callback Profile.
 - i. If the caller has called outside of the Hours of Operations, set the variable "CCB" to "No" and end the flow.
 - ii. If the caller has called within the Hours of Operations, continue the flow.
 - d. Check the percentage of callers to be sent to CCB.
 - i. If it is less than 100%, send the caller to the "Distribute by percentage" node.
 1. If the caller is sent through the Default path, set "CCB" to "No" and end the flow.
 2. If the caller is sent to through the "Yes" path, set CCB to "Yes" and end the flow.

2. Update the "Queue Transfer", and "Default Queue Transfer" contact flows to send the caller to the newly created module prior to sending to caller to the queue.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1			
2			
3			
4			

2 REQUIREMENTS

2.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

3 APPENDIX

Design

CA-280535

ACL 24-84 Revisions for CW Discharge policy

DOCUMENT APPROVAL HISTORY

Prepared By	Jimmy Tu
Reviewed By	Eric Wu, John B, Chitra B

DATE	VERSION	REVISION DESCRIPTION	AUTHOR
3/10/2025	1.0	Initial Version	Jimmy Tu

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CA-280535 – ACL 24-84 Revisions for CW Discharge policy

1 OVERVIEW

This SCR will update Discharge and Suspend criteria for cash Recovery Accounts that should stop collections due to being off aid for more than 36 months. This SCR will update discharge and suspend criteria based up revised ACL 24-84.

1.1 Current Design

CalSAWS currently considers FRE and FRI role codes as an 'active' status for aid and will not discharge the recovery account with FRE/FRI responsible parties under the CW discharge policy for 'Off Aid for 36 Months'.

The Uncollectible Recovery Account batch does not check that a child participant has been off aid for 36 months prior to discharging cash Recovery Accounts for Off aid for 36 Months. The batch only checks that all associated adult responsible party have been off aid for 36 months and associated CW/RCA program are closed.

For Recovery Accounts with multiple Responsible Parties all parties remain in 'Active' status and are collectible until paid in full or until all responsible parties are off aid for 36 months.

Diversion Recovery accounts are not included in the Suspend/Discharge policy criteria.

1.2 Requests

1. Update the 'Discharge' & 'Suspend due to Pending Fraud Prosecution' Module in the Uncollectible Recovery Account Batch (PB00F317) to no longer exclude FRE/FRI individuals for 'Discharge' due to 'Off Aid for 36 Months'.
2. Update Discharge Module in Uncollectible Recovery Account batch (PB00F317) to check that child has been off aid for 36 months prior to discharging Recovery Accounts for ARCO cases.
3. Update Uncollectible Recovery Account batch to update recovery account responsible parties for CW/CL/WTW/REP/RCA/Diversion program recovery accounts to 'inactive' status after being off aid from CW/RCA for 36 months.
4. Update the Uncollectible Recovery Account Batch to include the Diversion recovery accounts in the 'Suspend' due to 'Policy Threshold Limit', 'Suspended' due to 'Pending Fraud Prosecution' and 'Discharge' due to 'Off Aid for 36 months' modules.

1.3 Overview of Recommendations

1. Update the 'Discharge' & 'Suspend due to Pending Fraud Prosecution' Module in the Uncollectible Recovery Account Batch (PB00F317) to no longer exclude FRE/FRI individuals for 'Discharge' due to 'Off Aid for 36 Months'.
2. Update Discharge Module in Uncollectible Recovery Account batch (PB00F317) to check that child has been off aid for 36 months prior to discharging Recovery Accounts for ARCO cases.
3. Update Uncollectible Recovery Account batch to update recovery account responsible parties for CW/CL/WTW/REP/RCA/Diversion program recovery accounts to 'inactive' status after being off aid from CW/RCA for 36 months.
4. Update the Uncollectible Recovery Account Batch to include the Diversion recovery accounts in both the suspend and discharge criteria.

1.4 Assumptions

1. SCR CA-278986 will address updates to NOAs for ACL 24-84.

2 RECOMMENDATIONS

2.1 [Page Name] – No Impact

2.2 [Eligibility Rules Updates] – No Impact

2.3 Uncollectible Recovery Account Batch (PB00F310/PB00F317)

2.3.1 Overview

The Uncollectible Recovery Account batch discharges recovery accounts for 'Off Aid for 36 Months' or suspends recovery accounts for Policy Threshold Limit/Pending Fraud Prosecution. This change will update the Suspend due to Policy Threshold Limit/Pending Fraud Prosecution and Discharge due to Off Aid for 36 Months logic.

2.3.2 Description of Change

1. Update the Discharge Module (PB00F317) to no longer exclude FRE/FRI individuals for 'Discharge' due to 'Off Aid for 36 Months'.

2. Update Suspend due to 'Pending Fraud Prosecution' logic to no longer exclude FRE/FRI individuals.
3. Update Discharge Module (PB00F317) to check that child has been off aid for 36 months prior to discharging Recovery Accounts for ARCO cases.
4. For CW, CL, WTW, Rep, RCA, and Diversion Recovery Accounts with multiple responsible parties, update each responsible party to an 'Inactive' status after being off aid from CW/RCA for 36 consecutive months.
5. Update Discharge (Off Aid for 36 Months) and Suspend (Policy Threshold Limit/Pending Fraud Prosecution) to include Diversion recovery accounts.

2.3.3 Execution Frequency

No Change.

2.3.4 Key Scheduling Dependencies

No Change.

2.3.5 Counties Impacted

No Change.

2.3.6 Category

No Change.

2.3.7 Data Volume/Performance

No Change.

2.3.8 Failure Procedure/Operational Instructions

No Change.

2.4 [Interface Name] – No Impact

2.5 [eHIT] – No Impact

2.6 [Form/NOA Name] – No Impact

2.7 [Report Name] – No Impact

2.8 [Data Warehouse Name] – No Impact

2.9 [Data Change] – No Impact

2.10 [Automated Regression Test] – No Impact

3 SUPPORTING DOCUMENTS

N/A

4 OUTREACH

N/A

4.1 Lists

N/A

5 APPENDIX

N/A

Design

CA-281788

Update NA 691 and NA 693 NOA version dates

DOCUMENT APPROVAL HISTORY

Prepared By

Steven Contreras

Reviewed By

DATE	VERSION	REVISION DESCRIPTION	AUTHOR
03/11/25	1.0	Initial draft	Steven Contreras

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CA-281788 – Update NA 691 and NA 693 NOA version dates

1 OVERVIEW

This effort will update NA 691 and NA 693 NOA version dates to match the posted CDSS versions.

1.1 Current Design

The NOA versions of NA 691 and NA 693 verbiage are up to date but the version dates are older than the current state posted versions.

1.2 Requests

Update the NOA versions listed in the footer of the NOAs of the NA 691 and NA 693 to the latest State version.

1.3 Overview of Recommendations

1. Update the NOA version listed in the footer of the NA 691 NOA version to the latest State version.
2. Update the NOA version listed in the footer of the NA 693 NOA version to the latest State version.

1.4 Assumptions

1. This effort will not update any of the existing generation conditions of any of the CAPI NOAs.
2. Existing verbiage currently matches the state posted versions. NOA verbiage will not be updated with this effort.
3. Only the NOA versions generated via EDBC are being updated with this effort. Form versions of the NA 693 is up to date as of SCR CA-279201 released 25.02. NA 691 Form version will be updated with CA-289801.

2 RECOMMENDATIONS

2.1 Update CAPI NA 691 version dates

2.1.1 Overview

This recommendation will update the version date of NA 691 with the newest version posted on the CDSS website, NA 691 (9/23).

Reason Fragment Name and ID: See Supporting Documents #1 for list of impacted NOA reasons.

State Form/NOA: NA 691 (9/23)

Current NOA Template: CAPI Template (CI_NOA_TEMPLATE)

Current Program(s): CAPI

Current Action Type: Denial

Current Fragment Level: Program

Currently Repeatable: No

Include NA Back 9: Yes

Current Forms/NOAs Generated with this NOA: N/A

Existing Languages: See Supporting Documents #1 for list of languages per Reason ID.

2.1.2 Update NOA Verbiage

No update to the verbiage of the existing NOA reasons. This verbiage either already matches the related reason on the State NA 691 or is CalSAWS verbiage that generates as an “Other” reason for the NA 691.

2.1.3 Update NOA Variable Population

Add/Update NOA Title and Footer Reference for new Reason

This effort will update the existing NOA reasons for the NA 691 in CalSAWS to reference the correct version date of 9/23 in the footer of the document.

Updated NOA Footer: NA 691 (9/23)

NOA Footer Requires Translations: N/A, date only update.

2.1.4 Update NOA Generation Conditions

There will be no updates to generation conditions of the existing CAPI NOA reasons.

2.2 Update CAPI NA 693 version dates

2.2.1 Overview

This recommendation will update the version date of NA 693 with the newest version posted on the CDSS website, NA 693 (9/22).

Reason Fragment Name and ID: See Supporting Documents #2 for list of impacted NOA reasons.

State Form/NOA: NA 693 (9/22)

Current NOA Template: CAPI Template (CI_NOA_TEMPLATE)

Current Program(s): CAPI

Current Action Type: Approval

Current Fragment Level: Program

Currently Repeatable: No

Include NA Back 9: Yes

Current Forms/NOAs Generated with this NOA: N/A

Existing Languages: See Supporting Documents #2 for list of languages per Reason ID.

2.2.2 Update NOA Verbiage

No update to the verbiage of the existing NOA reasons.

2.2.3 Update NOA Variable Population

Add/Update NOA Title and Footer Reference for new Reason

This effort will update the existing NOA reasons for the NA 693 in CalSAWS to reference the correct version date of 9/22 in the footer of the document.



Updated NOA Footer: NA 693 (9/22)

NOA Footer Requires Translations: N/A, date only update.

2.2.4 Update NOA Generation Conditions

There will be no updates to generation conditions of the existing CAPI NOA reasons.

3 SUPPORTING DOCUMENTS

NUMBER	FUNCTIONAL AREA	DESCRIPTION	ATTACHMENT
1	NOA	List of Impacted NA 691 NOA reasons	 CA-281788 NOA Fragments for NA 691
2	NOA	List of Impacted NA 693 NOA reasons	 CA-281788 NOA Fragments for NA 693



California Statewide Automated Welfare System

Design

CA-284495

Add the latest M40-171D to Template Repository for all Languages

DOCUMENT APPROVAL HISTORY

Prepared By

Ramon Villarreal-Leal

Reviewed By

DATE	VERSION	REVISION DESCRIPTION	AUTHOR
3/19/25	1.0	Draft Design	Ramon Villarreal-Leal
4/9/25	1.1	Updates as per BA comments	Ramon Villarreal-Leal

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CA-284495 – Add the latest version M40-171D to Template Repository for all Languages

1 OVERVIEW

1.1 Current Design

Currently, the M40-171D Approval NOA is not available in the CalSAWS Template Repository. It exists as NOA fragments and is generated via EDBC. SCR CA-228877 updated the NOA fragments to the latest (06/2018) version.

1.2 Requests

1. Add the latest version of M40-171D Approval NOA to the Template Repository in English and all available Threshold Languages. Languages include: English, Cambodian, Chinese, Russian, Spanish, Vietnamese

1.3 Overview of Recommendations

1. Add the latest version of M40-171D Approval NOA to the Template Repository in English and all available Threshold Languages. Languages include: English, Cambodian, Chinese, Russian, Spanish, Vietnamese

1.4 Assumptions

1. Existing functionality of these forms is not being updated unless specified by the recommendations section of this design.

2 RECOMMENDATIONS

2.1 Add the latest version M40-171D to Template Repository for All Languages

2.1.1 Overview

Add the latest version M40-171D (6/18) to the Template Repository for all available languages.

State Form: M40-171D (6/18)

Programs: CalWORKs

Attached Forms: NA 200 OR NA 1239

Forms Category: NOAs

Template Repository Visibility: All Counties

Languages: English, Cambodian, Chinese, Russian, Spanish, Vietnamese

2.1.2 Form/NOA Verbiage

Create the M40-171D XDP

Create the form XDP for M40-171D.

Form Header: CalSAWS Standard Header (HEADER_1)

Form Title (Document List Page Displayed Name): Basic Approval Partial

Form Number: M40-171D

Include NA Back 9: Yes

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

Imaging Form Name: M40-171D Basic Approval

Imaging Document Type: Notification/NOA

Imaging Case/Person: Case

Form Mockups/Examples: See Supporting Documents #1

2.1.3 Form/NOA Variable Population

There will be no changes to this section

2.1.4 Form/NOA Generation Conditions

1. **Add Form M40-171D to Template Repository**

Need to Add the M40-171D to the Template Repository.

Required Document Parameters: Case Number, Customer Name, Programs, Languages

3 SUPPORTING DOCUMENTS

NUMBER	FUNCTIONAL AREA	DESCRIPTION	ATTACHMENT
1	NOAs	M40-171D form mockup	M40-171D_EN.pdf

CalSAWS

California Statewide Automated Welfare System



CA-285317

Update Account Identity Verification API to send translated email

DOCUMENT APPROVAL HISTORY

CalSAWS	Prepared By	Jennifer Muna	
	Reviewed By	Dymas Pena, Cathy Vaisau, Gillian Bendicio, William Baretsky, Nue Nelson	
DATE	VERSION	REVISION DESCRIPTION	AUTHOR
04/09/2025	0.1	Initial version	Jennifer Muna

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CA-285317 – Update Account Identity Verification API to send Translated E-mail

1 OVERVIEW

This System Change Request (SCR) will outline the necessary modifications to send a translated E-mail notification from the CalSAWS Application Programming Interface (API) when a customer initiates a case link from their Self-Service Portal account.

1.1 Current Design

Currently when a customer links their Self-Service Portal account via the Case Link API, the process will trigger the Account Verification API to either send a text or email notification for the customer to complete their account verification. The text and email notification are only available in English and Spanish.

1.2 Requests

1. Update account verification email sent to the customer to display in the customer's preferred written language, when available in the Self-Service Portal.

1.3 Overview of Recommendations

1. Update the Account Identity Verification API to send the translated email verification based on the customer's preferred written language, when available in the Self-Service Portal.

1.4 Assumptions

1. Text Campaigns are available in English and Spanish only. No translations are required for Text Service.
2. This SCR will only implement E-mail translations in CalSAWS threshold languages. Other languages not mentioned in this enhancement will default to English.
3. For Cantonese and Mandarin (Chinese) language, the translations will be in Traditional Chinese.

2 RECOMMENDATIONS

2.1 Account Identity Verification API

2.1.1 Overview

The Account Identity Verification API is a RESTful webservice that accepts the person ID in the request and calls the existing CalSAWS e-mail or text service to send the customer a verification link to complete their SSP account linking. This section will outline the modifications for the E-mail service when sending the verification link to the customer.

2.1.2 Description of Change

1. Update the Account Identity Verification API to send the translated e-mail verification message to the customer's e-mail in their preferred written language. See [Appendix](#) section for existing e-mail verification verbiage.
 - a. Additional translations will include the following languages (See [Supporting Documents](#) section for translations):
 - i. Arabic
 - ii. Armenian
 - iii. Cambodian
 - iv. Cantonese (Chinese)
 - v. Farsi
 - vi. Hindi
 - vii. Hmong
 - viii. Japanese
 - ix. Korean
 - x. Lao
 - xi. Mandarin (Chinese)
 - xii. Mien
 - xiii. Punjabi
 - xiv. Russian
 - xv. Tagalog (Filipino)
 - xvi. Thai
 - xvii. Ukrainian
 - xviii. Vietnamese
 - b. If the customer's preferred written language is anything other than the mentioned above, excluding Spanish, then the default language for the e-mail will be in English.

2.1.3 Execution Frequency

N/A. Real-time

2.1.4 Key Scheduling Dependencies

No dependencies.

2.1.5 Counties Impacted

CalSAWS Counties

2.1.6 Category

N/A. Real-time

2.1.7 Data Volume/Performance

Approximately 300,000 case linking per month.

2.1.8 Interface Partner

BenefitsCal

2.1.9 Failure Procedure/Operational Instructions

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

2.2 Automated Regression Test

2.2.1 Overview

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

2.2.2 Description of Change

1. Evaluate each system test scenario for the potential of automation. Known exclusionary criteria:
 - a. Temporary or one-time changes (ex., Data Change Requests, operational batch job execution)
 - b. Technical limitations (ex., visual comparison of a static document against a template)
 - c. Security restrictions (ex., access to an external service requiring Multi-Factor Authentication)
 - d. Required manual intervention (ex., physical printing, document scanning, forced service outage)

Technical Note: At the time of design review all recommendations in Section 2.1 were determined to meet the exclusion criteria due to technical limitations.
2. For each scenario determined to be an automation candidate, modify the system test scenario to be executable as part of the Regression Test Suite. This may include the following:
 - a. Repeatability: The script must be able to execute multiple times between data refreshes
 - b. Targetability: The script must fully and accurately verify the actual result against the expected result of the scenario.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	Translations	TBD

4 APPENDIX

4.1.1 Account Identity Verification API – E-mail Message Verbiage

1. Subject:
 - a. BenefitsCal Account Linking Verification
2. Body:
 - a. You are receiving this e-mail because you are trying to connect your BenefitsCal account to your county case information. If you are not trying to connect your account to your county information, there is nothing you need to do with this e-mail, but you should contact your county to report this issue.

Click the following link to complete access to your case information.
Link<BenefitsCal URL Verification Link>

Note: This link may only be used for 24 hours from the time of your request. If it has been more than 24 hours, please send a new request.

Design

CA-286830

Update Anticipated Income Batch to
Exclude Medi-Cal

DOCUMENT APPROVAL HISTORY

Prepared By	Jesica Lopez
Reviewed By	

DATE	VERSION	REVISION DESCRIPTION	AUTHOR
3/12/2025	1.0	Initial Design	Jesica Lopez

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CA-286830 – Update Anticipated Income Batch to Exclude Medi-Cal

1 OVERVIEW

Update the Anticipated Income Batch to Exclude Medi-Cal.

1.1 Current Design

This batch sweep job identifies cases with active persons in CalWORKs, CalFresh, or Medi-Cal that do not have a role of “Unaided Person” and have income beginning in the come-up month and runs batch EDBC.

The current conditions for the batch job PB00E163 are as follows:

1. Program type is CalWORKs, CalFresh, or Medi-Cal
2. Person status in the program is Active
3. Person role is not UP (Unaided Person)
4. Person has an income record with a begin date of the come-up month
5. There does not exist an EDBC run (i.e., EDBC that has Accepted and Saved status) for the come-up month.

1.2 Requests

Remove the Medi-Cal program from the batch and update the batch to run in targeted program mode.

1.3 Overview of Recommendations

Update the batch job PB00E163 to run in targeted program mode and remove the Medi-Cal program.

1.4 Assumptions

1. All other functionalities remain unchanged unless specifically stated by this document.

2 RECOMMENDATIONS

Update EDBC batch to run in targeted program mode and remove the Medi-Cal program.

2.1 Update Income Batch to Exclude Medi-Cal

2.1.1 Overview

This batch sweep job PB00E163 identifies cases with active persons in CalWORKs, CalFresh, or Medi-Cal that do not have a role of "Unaided Person" and have income beginning in the come-up month and runs batch EDBC. Update the batch job to run in targeted program mode and remove the Medi-Cal program from the program type.

2.1.2 Description of Change

1. Update the PB00E163 batch job to trigger EDBC in Targeted Program Mode:
 - a. Trigger CalWORKs and CalFresh programs in Targeted Program Mode.
 - i. Set the program list "CW;FS;NB:SNB"

Technical Note: Supplemental Nutrition Benefit program is included in the program list due to inclusion of the CalFresh program.

- b. Remove the Medi-Cal program from the batch job

2.1.3 Execution Frequency

No change.

2.1.4 Key Scheduling Dependencies

No change.

2.1.5 Counties Impacted

All counties.

2.1.6 Category

No change.

2.1.7 Data Volume/Performance

No change.

2.1.8 Failure Procedure/Operational Instructions

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



California Statewide Automated Welfare System

Design Document

CA-287617

**GenAI (Generative Artificial Intelligence) - POC:
Assistance for Technology Upgrades and Unit Test
Generation**

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Sumeet Patil/Bryan Lee

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
02/10/2024	1.0	Initial Draft	Bryan Lee

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1 OVERVIEW

1. Current State

Java upgrades for the CalSAWS core application is currently a manual and time-consuming procedure that requires a considerable amount of effort to test and release, with an estimated SDLC of around 6 to 9 months. The extensive upgrade window is due in part to the analysis and remediation of more than 2000 files in the form of dependencies and libraries as well as limited availability of unit test cases.

2. Objective

The objective of this POC is to validate the feasibility of leveraging Amazon Q in modernizing and upgrading CalSAWS Java application. The POC will focus on transforming CalSAWS core Java application and one of the Spring Boot applications by leveraging Amazon Q's automated unit test generation and code transformation capabilities.

3. Scope

The POC will include but is not limited to the following activities:

- Configuring the core application and one Spring Boot application in JetBrains IDE.
- Successfully building projects in the IDE.
- Installing Amazon Q Developer in the IDE.
- Generating unit tests for the core application.
- Generating unit tests for the Spring Boot application.
- Executing unit tests and measuring code coverage.
- Conducting a POC for code transformation of the CalSAWS core application.
- Reviewing the transformation summary and code changes.
- Documenting findings and key learnings.
- Delivering a final POC readout.

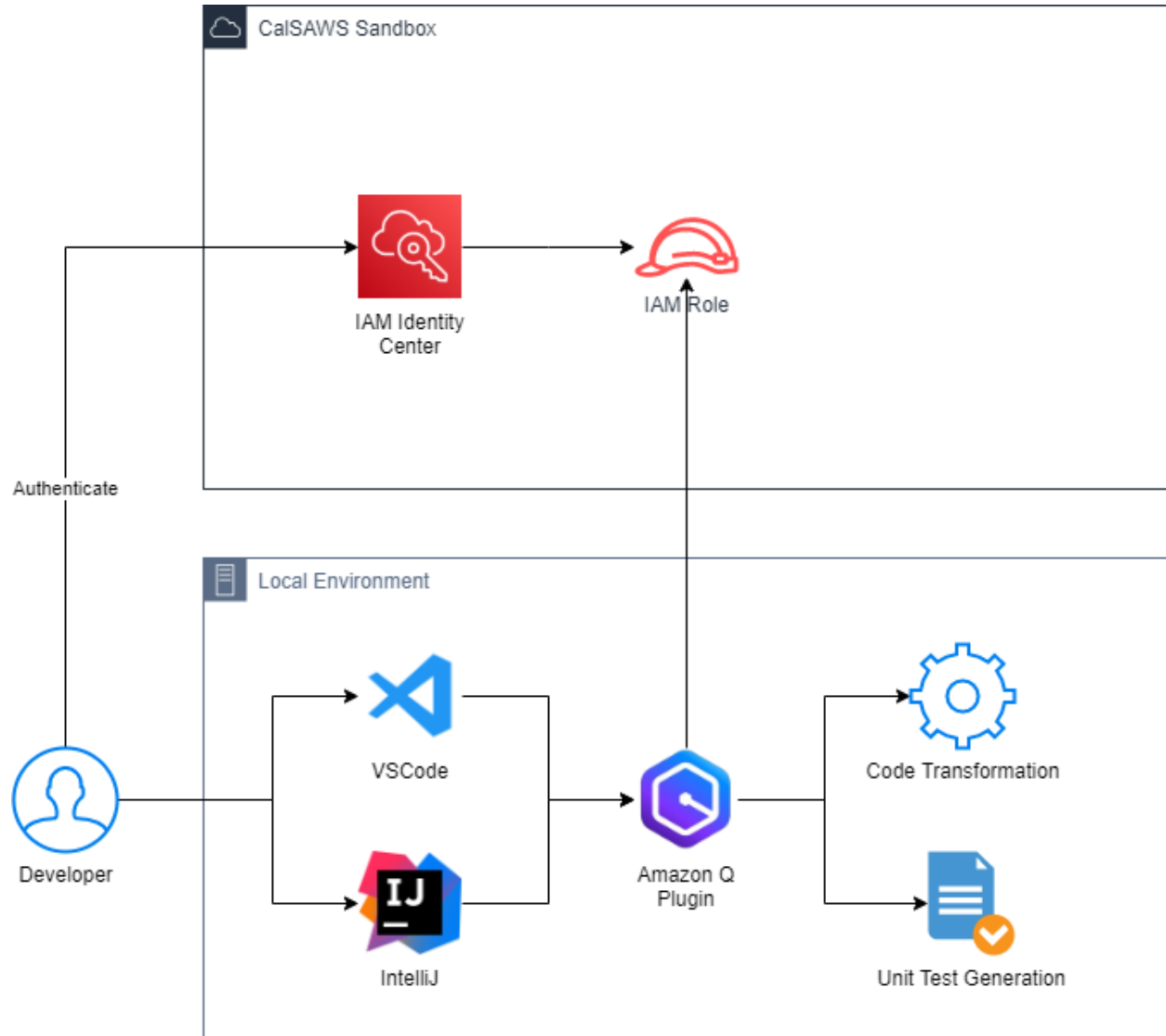
2 APPROACH

1. Perform a proof-of-concept to use Generative Artificial Intelligence (GenAI) to validate the feasibility of automating the application upgrade process as well as unit test generation.
2. Orchestrate the minimal infrastructure required for the POC in a Consortium Sandbox AWS account.
3. Configure the Amazon Q Developer plugin in a compatible integrated development environment (IDE).
4. Upgrade the CalSAWS core application to Java version 17 using Amazon Q.

5. Review the transformation summary and all applicable code changes recommended by Amazon Q during the upgrade.
6. Generate unit tests for the CalSAWS core application as well as one additional Spring Boot application using Amazon Q.
7. Execute the generated unit tests and measure code coverage.
8. Document all findings and observations during the POC

3 HIGH LEVEL ARCHITECTURE

The POC will be performed based on the following initial architecture, which may be modified as the POC progresses:



The architecture for this POC consists of the following key components, each playing a critical role in the modernization process:

IntelliJ IDE:

Acts as the primary development environment for the Java applications. It enables project import, dependency resolution, and interaction with Amazon Q Developer for test generation and code transformation.

Amazon Q Developer Plugin:

Provides AI-driven assistance for automated unit test generation, code transformation, and modernization of outdated dependencies and frameworks.

AWS Cloud Services:

Amazon Q leverages AWS's cloud-based AI models to analyze code, detect areas for improvement, and suggest optimizations in compliance with modern best practices. Amazon Q services are accessed under AWS IAM role and security.

4 PROCESS FLOW

1. Code Transformation with Amazon Q Developer

1. Install the Amazon Q Developer plugin in a supported IDE.
2. Authenticate with IAM Identity Center credentials to gain access to Amazon Q Developer features.
3. Import the desired application into the IDE as a new project.
4. Compile the project locally using Maven build.
5. Open the Code Transformation menu and confirm the selected pom.xml Maven module.
6. Follow the transformation job progress in the Transformation Hub:
 - a. Amazon Q identifies the components and dependencies to be upgraded.
 - b. Amazon Q analyzes the code to generate a transformation plan and fix build errors.
 - c. Amazon Q executes the transformation plan to update the existing code, validate the build, and fix any remaining build errors.
7. View the Transformation Summary to review the files and dependencies that have been changed as well as the build logs.
8. Review and accept the code changes using the Diff Viewer.
9. Recompile the project locally using the new Java version.

2. Unit Test Generation with Amazon Q Developer

1. Install the Amazon Q Developer plugin in a supported IDE.
2. Authenticate with IAM Identity Center credentials to gain access to Amazon Q Developer features.
3. Import the desired application into the IDE as a new project.
4. Open the desired file or module in an active window.
5. Input the `"/test"` command in the Amazon Q chat.
6. Follow the test generation job progress in the Amazon Q chat:
 - a. Amazon Q examines the currently active file in the IDE.
 - b. Amazon Q checks for the existence of a corresponding unit test file for this active file in a test directory.
 - c. Amazon Q infers the target code, output file, and appropriate test and mock based on the workspace context and configured test framework.
 - d. Amazon Q uses the open project as context, allowing it to generate tests that align with the IDE project's code and dependencies.

- e. Amazon Q agent infers the appropriate inputs and generates the unit tests.
- 7. Review and accept the generated tests using the Diff Viewer.

5 THINGS TO CONSIDER/FINDINGS

1. Assumptions

1. The Amazon Q Developer plugin is currently supported in the following minimum IDE versions:
 - a. Eclipse 2024-06 (4.32)
 - b. JetBrains IDEs (including IntelliJ and PyCharm) 232.1 (JetBrains versions 232, 233 and 241 also supported)
 - c. Visual Studio Code 1.85.0
2. Amazon Q Developer Code Transformation currently supports the following Java use cases:
 - a. Upgrade Java 8 and Java 11 code to Java 17 code
 - b. Upgrade Java 17 code with latest libraries and other dependencies
3. All Java projects must meet the following requirements for Amazon Q Developer Code Transformation:
 - a. Project is written in a supported Java version and is built on Maven
 - b. Project successfully builds with Maven in IDE – Maven 3.8 or later is currently supported
 - c. Project source JDK is available locally and is the version of source code
 - d. Project doesn't require access to resources on a private network, including VPC or on-premise network
 - e. Local network allows uploads to Amazon S3 buckets that Amazon Q uses to transform code
 - f. Minimum compiler version for the maven-compiler-plugin is v13.13.0
4. The infrastructure required for the POC will be orchestrated in a Sandbox AWS account.
5. Prototype only to evaluate the GenAI Product towards code upgrade. The GenAI Output is not expected to be production ready or reusable. This SOW does not include time to fix any GenAI Output errors.
6. The GenAI Product will be integrated with the Developer IDE.
7. The GenAI Product is built on Amazon Bedrock, and uses multiple foundation models to complete its tasks, but the exact models used are not publicly specified.
8. Accenture is responsible for adhering to the CalSAWS AI policy. The Consortium will accept the AWS Solution terms and conditions.

9. The AWS Software including the GenAI Product and the GenAI Output are excluded from the warranty and indemnification provisions in the Agreement.

6 SUPPORTING DOCUMENTS

7 APPENDIX

8 IMPACTED STAKEHOLDERS
