CalSAWS

California Statewide Automated Welfare System

THE POWER OF 58

CA-56908

Develop Batch Sweep to trigger EDBC on CW child turning 19 years of age with School attendance.

	DOCUMENT APPROVAL HISTORY		
CalSAWS	Prepared By	Eric Delaney	
	Reviewed By	Chitra Barsagade, Howard Suksanti, Shining Lu, Sunitha Sampathkumar	
DATE	**VERSION**	**REVISION DESCRIPTION**	**AUTHOR**
1/30/2025	1	Initial Draft	Eric Delaney
04/01/2025	1.1	Updated assumption 3 to specify attending school definition	Eric Delaney
04/25/2025	1.2	Updated trigger criteria and assumptions	Eric Delaney
05/14/2025	1.3	Content clarification to exclude Cal-Learn	Eric Delaney
05/21/2025	1.4	Fixed journal trigger description to match edbc trigger description	Eric Delaney

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1 OVERVIEW

Create EDBC Batch Sweep to trigger CW or RCA Child turning 19 years old with school attendance and graduation date as a trigger.

1.1 Current Design

Currently, user needs to track the graduation date manually and run EDBC on-line to disqualify the case member from receiving CW or RCA assistance.

1.2 Requests

Currently, CalSAWS does not have functionality to trigger batch EDBC regarding CW or RCA Child turning 19 years old with school attendance and graduation date as a trigger. This request is to develop batch sweep to automate this process.

1.3 Overview of Recommendations

1. Develop a batch sweep to trigger EDBC for active CalWORKs participants that are age 18 and one or more of the following occur:
   a. The child turns 19
   b. The child is no longer attending school full time
   c. The child graduates

1.4 Assumptions

1. Skipped records from the new batch job will automatically be included in the Batch EDBC Skip Report.
2. There will be no impact to the existing batch EDBC sweep PB00E129 FindCWtChildTurned18.
3. The EDBC Sweep will not do a one-time run to process old records.
4. Attending "school" refers to Full-Time status and any of the following school types:
   - CT298_H9_HIGH_SCHOOL_9_12
   - CT298_GE_GED_PREPARATORY
   - CT298_VC_VOCATIONAL_CLASS_ONLY
   - CT298_VO_VOCATIONAL_CLASS_AND_TRAINING
   - CT298_VR_VOCATIONAL_TRAINING_ONLY

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5. New Batch job does not negatively impact CalWORKs cases in which pregnant and/or parenting teens are head of household on their own CalWORKs case and participating in the Cal-Learn Program.

2 RECOMMENDATIONS

2.1 FindCWChildTurned19

2.1.1 Overview

This batch sweep creates batch eligibility triggers for active CalWORKs and RCA programs that contain an active 18 year old who is attending school full time and will turn 19, and/or graduate, and/or no longer attending school full time in the current month.

2.1.2 Description of Change

1. Create and schedule new EDBC batch sweep job FindCWChildTurned19 to create batch eligibility triggers that meet the following requirements

Batch EDBC Sweep	Description
New/Update	New
Sub Type Code	CWG
Trigger Conditions	Active CW or RCA program for active child in the come-up month that meets one or more of the below criteria: • Active 18-year-old turns 19 by end of current month • Active 18-year-old graduating by end of current month • Active 18-year-old no longer attending school full time by end of current month Additionally, batch does not pick up cases in which participant is enrolled in Cal-Learn program. Note: Attending "school" refers to Full-Time status and any of the following school types: • CT298_H9_HIGH_SCHOOL_9_12 • CT298_GE_GED_PREPARATORY • CT298_VC_VOCATIONAL_CLASS_ONLY • CT298_VO_VOCATIONAL_CLASS_AND_TRAINING • CT298_VR_VOCATIONAL_TRAINING_ONLY
Batch EDBC Mode	All Program

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Run RSN Code	N/A.
Negative Action Code	N/A.
Benefit Months	Trigger Batch EDBC effective the come-up month that the participant meets trigger conditions.
Note: Existing Cases	Job should be scheduled a day prior to Batch 10 Day Cut Off excluding Holidays/Sundays

2. Standard Batch EDBC Journal Entry

Journal Entry	Description
New/Update	New
Journal Category	Eligibility
Journal Type	Batch EDBC
Short Description	Batch EDBC ran for <Month Year>.
Long Description	Batch EDBC ran for <Month Year>. Batch EDBC processed for the CalWorks program for following reasons: CW Child Turning 19 or Graduating
Trigger Condition	Active CW or RCA program for active child in the come-up month that meets one or more of the below criteria: • Active 18-year-old turns 19 by end of current month • Active 18-year-old graduating by end of current month • Active 18-year-old no longer attending school full time by end of current month Additionally, batch does not pick up cases in which participant is enrolled in Cal-Learn program.

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

2.1.3 Execution Frequency

Job should be scheduled a day prior to Batch 10 Day Cut Off excluding Holidays/Sundays

2.1.4 Key Scheduling Dependencies

Predecessor - Batch EDBC

2.1.5 Counties Impacted

All

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2.1.6 Category

Core

2.1.7 Data Volume/Performance

Under 5,000 per month

2.1.8 Failure Procedure/Operational Instructions

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

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CalSAWS

California Statewide Automated Welfare System

Design

CA-218333

Update and Add Homeless Assistance denial reasons from M44-211D (9/23) version

	DOCUMENT APPROVAL HISTORY		
CalSAWS	Prepared By	Mohammad Dabbagh	
	Reviewed By	Tiffany Huckaby	

DATE	VERSION	REVISION DESCRIPTION	AUTHOR
05/09/2024	1.0	Initial Design Setup	Mohammad Dabbagh
02/11/2025	2.0	Adding GEN 1365 generation	Mohammad Dabbagh

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CA-218333 – Update and Add Homeless Assistance denial reasons from M44-211D (9/23) version

1 OVERVIEW

This SCR is to update the verbiage of the CalSAWS versions of M44-211D NOAs to match the newest State version 9/23.

1.1 Current Design

The following CalWORKs HA Denial NOA Reason Fragments do not have any generation conditions:

1. CW_DN_NOPRF_PERHME_SRCH_A826 (Fragment ID: 6173)
2. CW_DN_PERM_HA_DENY_RECVD_HA_IN_12_MO_A837 (Fragment ID: 6394)

The following CalWORKs HA Denial NOA Reason Fragment have existing generation conditions that needs to be updated:

1. CW_DN_TEMP_HA_DENY_RECVD_HA_IN_12_MO_A823 (Fragment ID: 6393)

The ACL 23-83 updated the M44-211D with new verbiage based on updated policy.

1.2 Requests

1. Add the trigger conditions for A826 reason fragment and update the verbiage to reflect the M44-211D 9/23 version.
2. Update the trigger condition for A837 reason fragment to match the verbiage of the fragment and generate when homeless assistance has been issued within the past 12 months and there is an exception.
3. Update the verbiage for A853 reason fragment to reflect the M44-211D 9/23 version.
4. Update the trigger condition for A823 reason fragment to match the verbiage of the fragment and generate when homeless assistance has been issued within the past 12 months and there is no exception.

1.3 Overview of Recommendations

1. Add a new generation condition and update verbiage for CalWORKs HA Denial NOA Reason Fragment for 'Have Not Shown Proof Seeking Permanent Housing', or CW_DN_NOPRF_PERHME_SRCH_A826 (Fragment ID: 6173) based on instructions provided.
2. Update the generation conditions of NOA Denial Reason Fragment CW_DN_TEMP_HA_DENY_RECVD_HA_IN_12_MO_A823 (Fragment ID: 6393) to

properly match the verbiage and trigger based on the denial of benefits due to homeless assistance being issued within the past 12 months and there being no exception.

3. Update the trigger condition for NOA Denial Reason Fragment CW_DN_PERM_HA_DENY_RECVD_HA_IN_12_MO_A837 (Fragment ID: 6394) to match the verbiage of the fragment and generate when homeless assistance has been issued within the past 12 months and there is an exception.

4. Update the verbiage of NOA Denial Reason Fragment CW_DN_ALREADY_GOTTEN_32_NIGHTS_A853 (Fragment ID: 7766) to match the verbiage used in the latest state version of M44-211D.

5. Update the generation conditions of NOA Denial Reason Fragment CW_DN_NO_HMELESS_EXPTN_FOUND_A822 (Fragment ID: 6171) to no longer generate as additional resources are needed.

6. Updating NOA message fragment used by A826, A823, A837, A853.

1.4 Assumptions

1. There are no other changes to this notice unless otherwise specified in the Recommendations.

2. When a households written language (other than the available threshold languages) is not available, the English version will generate with a GEN 1365 along with other forms.

3. Updates toA822, A836 and A840 will be completed in SCR CA-288586 as verbiage and generation triggers requires additional resources.

4. Update A822 generation conditions to no longer generate as additional system changes that will be completed as part of SCR CA-288586.

2   RECOMMENDATIONS

2.1   Update CalWORKs HA Denial NOA Reason code A826 No Permanent Housing Search

2.1.1   Overview

Update the CalWORKs HA Denial NOA Reason Fragment generation condition and update the existing verbiage to match the latest state version M44-211D. This notice will be sent out to those receiving Temporary Homeless Assistance that have not shown proof of looking for permanent housing.

Reason Fragment Name and ID: CW_DN_NOPRF_PERHME_SRCH_A826 (Fragment ID: 6173)
State Form/NOA: M44-211D (10/21) DENY - HOMELESS INELIGIBILITY - TEMPORARY SHELTER AND/OR PERMANENT HOUSING
Current NOA Template: NA 290
Current Program(s): CalWORKs
Current Action Type: Denial
Current Fragment Level: Program
Currently Repeatable: No
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: NA Back 9, GEN 1365
Existing Languages: English, Spanish

2.1.2   NOA Verbiage

Update Fragment XDP

Updated Languages: English, Spanish
New Languages: Chinese, Vietnamese, Arabic, Farsi
NOA Mockups/Examples: See Supporting Documents #1

Description	Existing Text	Updated Text	Formatting*
Static	You have to show proof that you are looking for permanent housing. You have not shown proof. You will no longer be able to get temporary shelter aid.	You did not show proof that you are looking for permanent housing. You will no longer be able to get temporary shelter aid.	Arial, Size 10

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

2.1.3 NOA Variable Population

Update NOA Footer Reference for CalWORKs Reason

The following are the references that will be included for the Denial of Temporary Homeless Assistance Reason Fragment when generated for CalWORKs.

NOA Reference on Document List Page: N/A
NOA Title: N/A
NOA Footer: M44-211D (9/23) / NA 290 DENY - HOMELESS INELIGIBILITY - TEMPORARY SHELTER AND/OR PERMANENT HOUSING
NOA Footer Requires Translations: No

2.1.4 NOA Generation Conditions

Update No Proof of Permanent Housing Search Reason Generation

Update A826 Fragment on a Denial NOA when the payment for temporary aid is provided without the return of form CW 74, this person is Denied temporary shelter aid for CalWORKs. Add logic to generate this Fragment for CalWORKs on a Denial NOA when the person is receiving or has received HA Temp and CW 74 is not returned when the payment for temporary aid is evaluated.

Note: The table CASE_HOMELES_ASSIST_ELIG and column CW74_RECVD_CODE

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

Action Fragment:

Action Type	Fragment	Fragment ID
CW Denial	CW_DN_ACTION6	4020

New Reason Fragment ID: 11288

Update Regulation:
Existing Regulation: EAS 44-211.5
Updated Regulation: MPP 44-211.5

Ordering on NOA: This fragment will generate immediately following the Action Fragment.

2.2 Update CalWORKs HA Denial NOA Reason code A823 Denial of Homeless Assistance due to receiving aid within the past 12 months

2.2.1 Overview

Update the CalWORKs HA Denial NOA A823 Reason Fragment generation condition to check for the absence of an exception when a denial is triggered due to the applicant receiving temporary shelter aid within the past 12 months. This notice will be sent out to those that are denied homeless assistance due to having received temporary shelter aid within the past 12 months and no exception is present.

Reason Fragment Name and ID:
CW_DN_TEMP_HA_DENY_RECVD_HA_IN_12_MO_A823 (Fragment ID: 6393)
State NOA: M44-211D (11/17) DENY - HOMELESS INELIGIBILITY - TEMPORARY SHELTER AND/OR PERMANENT HOUSING
Current NOA Template: NA 290
Current Program(s): CalWORKs
Current Action Type: Denial of temporary shelter and benefits due to the applicant receiving temporary shelter aid within the past 12 months and no exception is present
Current Fragment Level: Program
Currently Repeatable: No
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: NA Back 9, GEN 1365
Existing Languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog, Vietnamese, Farsi

2.2.2 NOA Verbiage

Update Fragment Threshold Languages

Updated Languages: English, Spanish, Chinese, Farsi, Vietnamese
New Languages: Arabic

Description	Existing Text	Formatting*
Static	You already got homeless assistance within the past 12 months.	Arial, Size 10

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

Turn off Threshold Languages
 Threshold Languages: Armenian, Cambodian, Korean, Russian, Tagalog
 These threshold languages are not available in CDSS for M44-211D (9/23) version.

2.2.3 NOA Variable Population

Update NOA Footer Reference for CalWORKs Reason

The following are the references that will be included for the Denial of Temporary Homeless Assistance Reason Fragment when generated for CalWORKs.

NOA Reference on Document List Page: N/A
NOA Title: N/A
NOA Footer: M44-211D (9/23) / NA 290 DENY - HOMELESS INELIGIBILITY - TEMPORARY SHELTER AND/OR PERMANENT HOUSING
NOA Footer Requires Translations: No

2.2.4 NOA Generation Conditions

Update Already Received Temporary Homeless Assistance within the past 12 Months and no exception is present Reason Generation

Update A823 fragment to generate on a Denial NOA when a request is made for Homeless Assistance for CalWORKs and the applicant has already received homeless assistance benefits within the last 12 months and there is no exception. Add logic to auto generate this Fragment for CalWORKs on a Denial NOA when all available non-exception homeless benefits have been issued within the last 12 month and there is no exception present for the current application. This should generate in case of Temporary or Permanent homeless assistance.
New NOA Template: No
New Program Generation: No
New Action Type: No
Update to Fragment Level: No
New Forms/NOAs Generated with this NOA: No

Action Fragment:

Action Type	Fragment	Fragment ID
CW Denial	CW_DN_ACTION6	4020

Update Regulation:
Existing Regulation: EAS 44-211.5
Updated Regulation: MPP 44-211.5

Ordering on NOA: This fragment will generate immediately following the Action Fragment.

2.3 Update CalWORKs HA Denial NOA Reason code A837 Homeless Assistance Already Received Within 12 months

2.3.1 Overview

Update the CalWORKS HA Denial NOA A837 Reason Fragment generation condition and update the existing verbiage to match the latest state version of M44-211D (9/23). This notice will be sent out to those that have already received homeless assistance within the last 12-months, due to an exception.

Reason Fragment Name and ID:
CW_DN_PERM_HA_DENY_RECVD_HA_IN_12_MO_A837 (Fragment ID: 6394)
State NOA: M44-211D (11/17) DENY - HOMELESS INELIGIBILITY - TEMPORARY SHELTER AND/OR PERMANENT HOUSING
Current NOA Template: NA 290
Current Program(s): CalWORKs
Current Action Type: Denial of shelter and benefits due to applicant already receiving homeless assistance within the last 12-months, due to an exception
Current Fragment Level: Program
Currently Repeatable: No
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: NA Back 9, GEN 1365
Existing Languages: English, Spanish, Chinese, Vietnamese, Farsi

2.3.2 NOA Verbiage

Update Fragment XDP

Updated Languages: English, Spanish, Chinese, Vietnamese, Farsi
New Languages: Arabic
NOA Mockups/Examples: See Supporting Documents #2

Description	Existing Text	Updated Text	Formatting*
Static	You already received homeless assistance within the last 12 months, due to the following exception: <HAS_EXCEPTION_RSN>	You already got homeless assistance within the last 12 months, due to the following exception: <HAS_EXCEPTION_RSN>	Arial, Size 10

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

2.3.3 NOA Variable Population

Update the NOA variable verbiage

Variable	Description	Population
<HAS_EXCEPTION_RSN>	The Exception that is selected to grant Homeless Assistance to applicant,	When denial for additional homeless assistance after having already received assistance in the past 12 months.

The exceptions have been updated to reflect the Updated version of the M44-211D form, the variable that will be that of which was selected by the applicant when they are denied additional Homeless assistance after receiving it within the past 12 months.

Update NOA Footer Reference for CalWORKs Reason

The following are the references that will be included for the Denial of Temporary Homeless Assistance Reason Fragment when generated for CalWORKs.

NOA Reference on Document List Page: N/A
NOA Title: N/A
NOA Footer: M44-211D (9/23) / NA 290 DENY - HOMELESS INELIGIBILITY - TEMPORARY SHELTER AND/OR PERMANENT HOUSING
NOA Footer Requires Translations: No

2.3.4 NOA Generation Conditions

Update Already Received Homeless Assistance 12 Months Reason Generation

Update A837 fragment to generate on a Denial NOA when a request is made for Homeless Assistance for CalWORKs while already have received assistance within the past 12 months due to one of the exceptions for assistance being issued. Add logic to auto generate this Fragment for Homeless Assistance on a CalWORKs Denial NOA when HA assistance has been received within the last 12-months, due to an exception. This should generate in case of Temporary or Permanent homeless assistance.
New NOA Template: No
New Program Generation: No
New Action Type: No
Update to Fragment Level: No
New Forms/NOAs Generated with this NOA: No

Action Fragment:

Action Type	Fragment	Fragment ID
CW Denial	CW_DN_ACTION6	4020

Update Regulation:

Existing Regulation: EAS 44-211.5
Updated Regulation: MPP 44-211.5

Ordering on NOA: This fragment will generate immediately following the Action Fragment.

2.4 Updates to CalWORKs NOA A853 Used all 32 Night Assistance for Domestic Violence

2.4.1 Overview

The effort is updating the A853 NOA reason to reflect verbiage found in the M44-211D (9/23). This notice is currently sent as denial for the CalWORKs program when the 32 nights of assistance have been used for domestic violence.

Reason Fragment Name and ID: CW_DN_ALREADY_GOTTEN_32_NIGHTS_A853 (Fragment ID: 7766)
State NOA: M44-211D (11/17) DENY - HOMELESS INELIGIBILITY - TEMPORARY SHELTER AND/OR PERMANENT HOUSING
Current NOA Template: NA 290
Current Program(s): CalWORKs
Current Action Type: Denial of HA due to applicant using all 32 nights of DV assistance
Current Fragment Level: Program
Currently Repeatable: No
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: NA Back 9, GEN 1365
Existing Languages: English, Spanish, Chinese, Vietnamese, Arabic, Farsi

2.4.2 NOA Verbiage

Update Fragment XDP

Updated Languages: English, Spanish, Chinese, Vietnamese, Farsi
New Languages: Arabic
NOA Mockups/Examples: See Supporting Documents #3

Description	Existing Text	Updated Text	Formatting*
Static	You have already gotten your 32 nights of expanded temporary	You used all your once in a lifetime 32 nights of expanded temporary	Arial, Size 10

	homeless assistance for applicants fleeing domestic abuse.	homeless assistance for applicants fleeing domestic abuse.	

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

2.4.3 NOA Variable Population

Update NOA Footer Reference for CalWORKs Reason

The following are the references that will be included for the Denial of Temporary Homeless Assistance Reason Fragment when generated for CalWORKs.
NOA Reference on Document List Page: N/A
NOA Title: N/A
NOA Footer: M44-211D (9/23) / NA 290 DENY - HOMELESS INELIGIBILITY - TEMPORARY SHELTER AND/OR PERMANENT HOUSING
NOA Footer Requires Translations: No

2.4.4 NOA Generation Conditions

Update Regulation:
Existing Regulation: EAS 44-211.5
Updated Regulation: MPP 44-211.5

Ordering on NOA: This fragment will generate immediately following the Action Fragment.

2.5 Updates to CalWORKs NOA A822 No Exception for Homeless Assistance Once in Lifetime Rule

2.5.1 Overview

The effort is to update the A822 NOA reason generation conditions to not generate as additional resources are needed to be completed as part of a different SCR. This notice is currently sent as denial for the CalWORKs program when the applicant received assistance in the past not providing verification that they meet any exception.

Reason Fragment Name and ID: CW_DN_NO_HMELESS_EXPTN_FOUND_A822 (Fragment ID: 6171)
State NOA: M44-211D (11/17) DENY - HOMELESS INELIGIBILITY - TEMPORARY SHELTER AND/OR PERMANENT HOUSING
Current NOA Template: NA 290

Current Program(s): CalWORKs
Current Action Type: Denial of HA due to the applicant receiving assistance in the past not providing verification that they meet any exception
Current Fragment Level: Program
Currently Repeatable: No
Include NA Back 9: Yes
Current Forms/NOAs Generated with this NOA: NA Back 9, GEN 1365
Existing Languages: English, Spanish, Chinese, Vietnamese, Armenian, Korean, Tagalog, Russian, Cambodian

2.5.2 NOA Verbiage

Existing NOA verbiage will not be updated with this effort.

2.5.3 NOA Variable Population

Existing NOA variables will not be updated with this effort.

2.5.4 NOA Generation Conditions

Update No Exception for Homeless Assistance Once in Lifetime Rule Reason Generation

Update A822 fragment to no longer generate on a Denial NOA when a request is made for Homeless Assistance for CalWORKs while already have received assistance within the past 12 months not providing verification for meeting an exception. Add logic to not generate this Fragment for Homeless Assistance on a CalWORKs Denial NOA when HA assistance has been received within the last 12-months not having met an exception. This should no longer generate in the case of Temporary or Permanent homeless assistance.
New NOA Template: No
New Program Generation: No
New Action Type: No
Update to Fragment Level: No
New Forms/NOAs Generated with this NOA: No

Turn off Threshold Languages: Spanish, Chinese, Vietnamese, Armenian, Korean, Tagalog, Russian, Cambodian

2.6 Update Message Fragment Generation for all M44-211D Reason Fragments

2.6.1 Overview

This effort is updating which message fragment will generate with M44-211D Reason Fragments (A826, A823, A837, A853) to use message CW_DN_MESSAGE2 to use CW_RC_TN_MESSAGE1 as the verbiage used has been updated.

Message Fragment:

Existing Message Fragment	CW_DN_MESSAGE2 (Fragment ID: 5020)
Updated Message Fragment	CW_RC_TN_MESSAGE1 (Fragment ID: 5107)

Description	Existing Text	Updated Text	Formatting*
Static	EBT: Keep your plastic Golden State Advantage card if you use Electronic Benefits Transfer (EBT), even if your aid is terminated. Please do not throw it away. **Medi-Cal:** This notice DOES NOT change or stop Medi-Cal benefits. **Keep using your plastic Benefits Identification Card(s).** You will get another notice telling you about any changes to your health benefits. **CalFresh:** This notice DOES NOT stop or change your CalFresh benefits. You will get a separate notice telling you about any changes to your CalFresh benefits. Receiving Medi-Cal and/or CalFresh only DOES NOT count against your cash aid time limits.	**Medi-Cal:** This notice DOES NOT change or stop Medi-Cal benefits. **Keep using your plastic Benefits Identification Card(s).** You will get another notice telling you about any changes to your health benefits. **CalFresh:** This notice DOES NOT stop or change your CalFresh benefits. You will get a separate notice telling you about any changes to your CalFresh benefits. Receiving Medi-Cal and/or CalFresh only DOES NOT count against your cash aid time limits.	Arial, Size 10

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
#1	NOA	Updated CalWORKs Denial A826 Mockup PDF	CalWORKs Denial A826_Mockup.pdf
#2	NOA	Updated CalWORKs Denial A837 Mockup PDF	CalWORKs Denial A837_Mockup.pdf
#3	NOA	Updated CalWORKs Denial A853 Mockup PDF	CalWORKs Denial A853_Mockup.pdf

![CalSAWS — California Statewide Automated Welfare System]

CA-276636

Update Case Unlink to Display the Original Registrant Name

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Gillian Noelle Bendicio
	Reviewed By	Jennifer Muna, William Baretsky

DATE	VERSION	REVISION DESCRIPTION	AUTHOR
4/18/2025	.1	Initial Revision	Gillian Noelle Bendicio
5/27/2025	.2	Added new assumption on manual linking as per SSP Committee feedback	Gillian Noelle Bendicio

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CA-276636 – Update the Case Unlink to Display the Original Registrant Name

1 OVERVIEW

This System Change Request (SCR) will document the changes needed to display the original registrant's name when the case link request record is created after the unlink process. Additionally, it will update the messages that are displayed during the case link request process.

1.1 Current Design

The Case Link Request Search page allows a worker to complete a case link request record that links a Self-Service Portal (SSP) account to a CalSAWS person record. These records are created when the Case Link service could not find a unique CalSAWS person record to link the SSP account to.

The page also houses the 'Unlink' button which a worker can use to unlink an SSP account from a CalSAWS person record. When the worker completes the unlink process, a new case link request record is created to allow them to redo the case link request if they wish to link the SSP account to the correct CalSAWS person record. Otherwise, they can mark the case link request record as 'Rejected'.

When this record is created, it will display with the last known person listed in the Registrant Name field on the Case Link page.
>   Example:
>   1. Case link request exists for Registrant Name of Mary Smith. Worker links to Jane Baretsky, in error.
>   2. Worker unlinks the SSP Account from Jane Baretsky.
>   3. When the worker views the case link request to relink the account, the Registrant Name now displays as Jane Baretsky instead of Mary Smith.

1.2 Requests

1. Update the recreate manual case link request records to display the original Registrant Name from the original request.
   Example:
      1. Manual Case link request exists for Registrant Name of Mary Smith. Worker links to Jane Baretsky, in error.
      2. Worker unlinks the SSP Account from Jane Baretsky.
      3. When the worker views the Case Link Request to re-link the account, the Registrant Name will display as Mary Smith.
2. Update the messages displayed to the worker during the linking and unlinking flow to match the actual action that the worker is completing.

1.3 Overview of Recommendations

1. Update the Case Link Request logic when unlinking, to associate the case link record back to the first case link record to display the original registrant's name.
2. Update the messages displayed to the worker during the linking and unlinking flow to match the actual action that the worker is completing.

1.4 Assumptions

1. System functionality will retain the same behavior unless otherwise documented in this SCR.
2. There are no SSP changes required to support this SCR.
3. The manual case linking process mentioned in this SCR is only required when the customer's entered information returns multiple CalSAWS person records and worker intervention is needed to determine the correct person record to link the SSP account to. This process will remain manual.

2 RECOMMENDATIONS

2.1 Case Link Request – Unlink Logic

2.1.1 Overview

The Unlink logic allows workers with the appropriate security rights to unlink the SSP account from a CalSAWS person record. This prevents the person's information from being available on the SSP. The worker can use this process to correct an incorrect SSP link or if the SSP customer chooses to withdraw their access from the SSP.

2.1.2 Case Link Request Mockup

N/A

2.1.3 Description of Changes

1. Update the logic that recreates the manual case link request upon successful unlinking to associate the record with the original registrant.
   a. Example:
      i. Manual Case link request exists for Registrant Name of Mary Smith. Worker links to Jane Baretsky, in error.
      ii. Worker unlinks the SSP Account from Jane Baretsky.
      iii. When the worker views the Case Link Request to re-link the account, the Registrant Name will display as Mary Smith.

2.1.4 Page Location

- **Global: Case Info**
- **Local: e-Tools**
- **Task: Case Link Request**

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

N/A

2.1.7 Accessibility

Page will be assessed for accessibility.

2.1.8 Page Usage/Data Volume Impacts

N/A

2.2 Case Link Select Person Summary

2.2.1 Overview

The Case Link Select Person Summary page displays information regarding the person who is about to be linked or unlinked to/from a SSP account. This page allows the worker to review the information of the person prior to performing the link/unlink action.

2.2.2 Case Link Select Person Summary Mockup

Figure 2.2.1 – Case Link Select Person Summary when Customer is not linked to a SSP account

Case Link Select Person Summary

This person is no longer linked to any Self-Service Portal account.

Close

Case Number:
B1K0D07
B0P3M81
QA6F6FD
B0MN446

First Name:	**Middle Name:**	**Last Name:**
Joey		Mouse
SSN:	**Date of Birth:**	**Gender:**
000-55-7823	02/01/1982	Male
Address Line 1:	**City:**	**State:**
42 HAYNES AVE	Kansas City	CA
Zip Code:		
70262		
Phone Number:		
(280)279-8048		

Close

Figure 2.2.2 – Case Link Select Person Summary when Worker unlinks the SSP account

2.2.3 Description of Changes

1. Update the message that is displayed when a person record is not linked to any SSP account during the linking/unlinking process (as shown in Figure 2.2.1):
   a. **Old message:** This person is not linked to any E-Application account.
   b. **New message:** This person is not linked to any Self-Service Portal account.
2. Update the message that is displayed when a person record is unlinked from an SSP account to the following (as shown in Figure 2.2.2):
   a. **Old message:** This person is not linked to any E-Application account.
   b. **New message:** This person is no longer linked to any Self-Service Portal account.

2.2.4 Page Location

- **Global: Case Info**
- **Local: e-Tools**
- **Task: Case Link Request**

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

N/A

2.2.7 Accessibility

Page will be assessed for accessibility.

2.2.8 Page Usage/Data Volume Impacts

N/A

2.3 [Eligibility Rules Updates] – No Impact

2.4 [Batch Name] – No Impact

2.5 [Interface Name] – No Impact

2.6 [eHIT] – No Impact

2.7 [Form/NOA Name] – No Impact

2.8 [Report Name] – No Impact

2.9 [Data Warehouse Name] – No Impact

2.10 [Data Change] – No Impact

2.11 Automated Regression Test

2.11.1 Overview

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

2.11.2 Description of Change

1. Evaluate each system test scenario for the potential of automation. Known exclusionary criteria:

a. Temporary or one-time changes (ex., Data Change Requests, operational batch job execution)
b. Technical limitations (ex., visual comparison of a static document against a template)
c. Security restrictions (ex., access to an external service requiring Multi-Factor Authentication)
d. Required manual intervention (ex., physical printing, document scanning, forced service outage)

2. For each scenario determined to be an automation candidate, modify the system test scenario to be executable as part of the Regression Test Suite. This may include the following:
    a. Repeatability: The script must be able to execute multiple times between data refreshes
    b. Targetability: The script must fully and accurately verify the actual result against the expected result of the scenario

3 SUPPORTING DOCUMENTS

N/A

4 REQUIREMENTS

N/A

5 MIGRATION IMPACTS

N/A

6 OUTREACH

N/A

7 APPENDIX

N/A

CalSAWS

California Statewide Automated Welfare System

Design

CA-283204

Update Special Investigation Detail to Add Witness
Information and Not Auto Select Program

	DOCUMENT APPROVAL HISTORY		
CalSAWS	Prepared By	Andrea Rodriguez	
	Reviewed By	Michael Wu, Chitra Barsagade, Sunitha Sampathkumar	
DATE	**VERSION**	**REVISION DESCRIPTION**	**AUTHOR**
3/21/2025	1.0	Initial	Andrea Rodriguez
5/20/2025	1.1	Updated Sections 2.2.3, 2.2.5, 2.3.5, 2.4.5, and Security Matrix	Andrea Rodriguez
5/22/2025	1.2	Updated Section 1.4 and 2.2	Andrea Rodriguez

Table of Contents

CA-283204 Update Special Investigation Detail to Add Witness Information and Not Auto Select Program

1 OVERVIEW

1.1 Current Design

On the Special Investigation Referral page, all the programs associated to the case will automatically be preselected on the Program section after a "Case Number" is selected and when the page is refreshed. Once the referral record is created on the Special Investigation Referral page, the record can be viewed on the Special Investigation Detail page.

The Special Investigation Detail page in edit mode displays checkboxes next to all programs when the "Investigation Status" was last saved as 'New' or 'Referral'. However, a checkbox will not display next to a program when there currently exists an Investigation Result and/or Prosecution Result record with that program selected.

Unselecting any prior selected checkboxes and then saving the page will not apply the removals to the record. Selecting additional program checkboxes and then saving the page will apply the additions to the record.

When the "Investigation Status" was last saved as a status other than 'New' or 'Referral', the program checkboxes that were selected and saved prior will not display in edit mode, but the user can select the checkboxes on any additional programs that have not been selected yet.

On the Special Investigation Detail page in view mode, only the selected and saved programs display in the list for the Program section. All other program options do not display.

On the Evidence Detail page, there are no additional entry fields for witness name and contact information when the 'Witness' option is selected on the evidence "Type" field. Witnesses entered in the evidence page are also not visible on Special Investigation Detail page.

1.2 Requests

Update the Special Investigation Detail page to allow the user to deselect programs on the investigation/referral after they are initially selected/created.

The 'Witness' option for the "Type" field on the Evidence Detail page should be dynamic and result in additional entry fields to add witness name, DOB, and witness

contact information (phone and address). This information is required as part of an investigation and should not be captured only in an evidence note.

Witnesses entered in the Evidence Detail page should display in a new Witness segment on Special Investigation Detail page. The new witness segment should display the Witnesses' names and DOBs with hyperlinks to open the Witnesses' Evidence Detail entries containing contact information.

1.3 Overview of Recommendations

1. Update the Program section on the Special investigation Referral page.
   a. A title will be added for the PACF/NACF Indicator column to meet page Accessibility Standards.
   b. The program checkboxes will no longer all be automatically selected when the page is refreshed or when a case number is selected.
2. Update the Program section and create a Witness section on the Special Investigation Detail page.
   a. The Program section will be updated to allow the user to remove programs on the investigation/referral after the programs have been saved to the record.
   b. The Witness section will be created to display Witness information from the new fields added on Evidence Detail page.
3. Update the Evidence Detail page to display new dynamic fields for witness information when 'Witness' is selected on the "Type" field.
4. Create a new Witness Detail page to enter witness information.

1.4 Assumptions

1. All other functionalities remain unchanged unless specifically stated by this document.
2. This SCR will not make updates to the DSS 66 Report. It will continue to report the data that is currently available as of the last day of the report month.

2 RECOMMENDATIONS

This SCR will update the Special Investigation Referral, Special Investigation Detail, and Evidence Detail pages. The Program section on the Special Investigation Referral and Detail pages will update the checkbox selection functionality and allow for removals. The Evidence Detail and Special Investigation Detail pages will be updated to display new Witness fields, and a new Witness Detail page will be created to enter Witness information.

2.1 Special Investigation Referral

2.1.1 Overview

The Special Investigation Referral page allows the user to create a referral record that can then be viewed from the Special Investigation Detail page. Once a case number is selected, the list of programs associated to the case will be displayed and all will be automatically checked. The Program section will be updated to meet accessibility standards and to no longer automatically select the checkboxes for all programs.

2.1.2 Special Investigation Referral Mockup

Special Investigation Referral

Figure 2.1.1 – Special Investigation Referral Page (Create Mode)

2.1.3 Description of Changes

1. Add a 'PACF/NACF' title to the Program section for the PAFS Indicator column on the Special Investigation Referral page.

   Note: This column contains a drop-down input for the CalFresh program. The field is blank for all other programs. The page currently displays page validations to prompt the user to enter a value on the PACF/NACF drop-down when CalFresh is selected or to remove/select CalFresh when a value has been entered on the PACF/NACF drop-down.

2. Update the functionality for the check boxes on the Program section of the Special Investigation Referral page.
   a. The page should no longer automatically select the checkboxes for all the programs listed when the user enters a Case Number or when the page is refreshed.
   b. When the page is refreshed as a result of clicking the 'Submit Referral' button, the page should retain the user's current selected checkboxes in the page context.

2.1.4 Page Location

- **Global:** Special Units
- **Local:** Special Investigation
- **Task:** Special Investigation Referral

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

Update page mapping to reflect the changes being made to the Special Investigation Referral page.

2.1.7 Accessibility

The following Accessibility Enhancements have been identified.
- Table header text should not be empty.

2.1.8 Page Usage/Data Volume Impacts

N/A

2.2 Special Investigation Detail

2.2.1 Overview

The Special Investigation Detail page allows the user to view, edit, and create special investigation records. The page also allows the user to view and edit referral records created via the Special Investigation Referral page.

The Special Investigation Detail page in edit mode displays checkboxes next to all programs when the "Investigation Status" was last saved as 'New' or 'Referral'. However, a checkbox will not display next to a program when there currently exists an Investigation Result and/or Prosecution Result record with that program selected.

The worker will not be able to remove prior selected and saved programs when the "Investigation Status" was last saved as a status other than 'New' or Referral' on the record, but the worker can continue to select more programs. For these records, there will not be a checkbox available for the prior selected and saved programs, but there will be an checkbox next to the programs that have not yet been selected on the record.

This SCR will update the Program section to meet accessibility standards and be able to remove selected programs when the "Investigation Status" was last saved as 'New' or 'Referral'. A new section will also be created to display Witness information documented on the Evidence Detail page for the current special investigation.

2.2.2 Special Investigation Detail Mockup

☐	Program ✳	PACF/NACF	Status	Worker ID	Worker Name	Application Date	Close Date
☑	Medi-Cal		Active	19AS000000	Worker Name	05/09/2023	
	Child Care		Active			08/12/2008	10/03/2008
☐	CalWORKs		Active			11/08/2024	01/01/2025
☐	CalFresh	⌄	Active			11/08/2024	01/01/2025
☐	Welfare to Work		Deregistered			10/17/2013	
	⌄		⌄ Select				Add

Figure 2.2.1 – Program section when Investigation Status is in 'New' or 'Referral' and the Child Care is on an Investigation Result Record (Edit Mode)

Allegation Description:

Sample Allegation Description Text

▾ Witness Information

Name	DOB	Evidence ID
DOE, JANE	01/01/2001	00000001
DOE, JOHN	02/02/2002	00000001
DOE, JOHNNY	03/03/2003	00000002

Investigation Assignment

Investigator Name	Worker ID	Assignment Type	
Investigator Name	19AS000000	Primary	Edit

Add

Figure 2.2.2 – Witness Information section (Edit Mode)

Allegation Description:

Sample Allegation Description Text

▾ Witness Information

Name	DOB	Evidence ID
DOE, JANE	01/01/2001	00000001
DOE, JOHN	02/02/2002	00000001
DOE, JOHNNY	03/03/2003	00000002

Investigation Assignment

Investigator Name	Worker ID	Assignment Type
Investigator Name	19AS000000	Primary

Figure 2.2.3 – Witness Information section (View Mode)

▾ Witness Information

Name	DOB	Evidence ID
No Data Found		

Figure 2.2.4 – Witness Information section with No Data Found (View/Edit Mode)

2.2.3 Description of Changes

1. Add a 'PACF/NACF' title to the Program section for the PACF/NACF Indicator column on the Special Investigation Detail page.

   Note: This column contains a drop-down input for the CalFresh program. The field is blank for all other programs. The page currently displays page validations to prompt the user to enter a value on the PACF/NACF drop-down when CalFresh is selected or to remove/select CalFresh when a value has been entered on the PACF/NACF drop-down.

2. Update the functionality for the check boxes on the Program section of the Special Investigation Detail page.
   a. Update the page to not display a checkbox next to a prior selected program name when the program currently appears on an Administrative Disqualification Detail record.
      Note: This will not apply to Administrative Disqualification Detail records with Program values that were not pulled from the Special Investigation Detail page.
   b. When the worker unselects a previously saved program checkbox and saves the page, the record will be updated to remove the unselected program.
      i. If the unselected program was added to the table list manually by the worker using the 'Add' button, it will no longer appear on the table's listed programs after removal.

         Note: The options in the Program drop-down at the end of the list are not modified by this change.
      ii. Unselected programs will be removed from the upper portion of the list and return to the lower portion of the list.

         Note: Saving the page will continue to append the newly selected programs to the upper portion of the list.
      Note: A program currently can only be unselected when the "Investigation Status" was last saved as 'New' or 'Referral', and the program does not currently appear on an associated Investigation Result or Prosecution Result record (a checkbox will not display next to the program name). A worker can select or add a new program to the Special Investigation Detail record regardless of the "Investigation Status".

      Note: The page in view mode will continue to display only the saved selected programs in the Program section. Programs that were not selected upon saving will not display in the list in view mode.
3. Create a new collapsible 'Witness Information' section that will display in edit and view mode on the Special Investigation Detail page.
   a. The section will not display when
      i. The page is in create mode.

ii. The current user does not have the appropriate security rights to access the Witness Detail pages. The section will be protected by the WitnessDetailView security right.

b. The section will display below the Allegation Description section.

c. The section will display a table with the following columns
   i. Witness Name
      1. This will list the names (in alphabetical order) of Witness records added via the Evidence Detail page associated to the Special Investigation.
      2. The name will display in the following format: [Last Name], [First Name].
      3. The name will display as a hyperlink that links to the associated Witness Detail record in view mode. The hyperlink will be protected by the WitnessDetailView security right (this will be a new security right that will be created as part of this SCR).
   ii. DOB
      1. This will list the value on the Date of Birth field for the associated Witness when available.
   iii. Evidence ID
      1. This will list the ID of the Evidence Detail record that the associated Witness appears on.
      2. The numbers will display as a hyperlink that links to the associated Evidence Detail record in view mode. The hyperlink will be protected by the existing EvidenceDetailView security right.

d. When data exists for the table, the section will be expanded by default. When no data exists for the table, the table will display the "No Data Found" message and the section will be collapsed by default.
   i. For historical records, the section will be collapsed and will display "No Data found" message.

2.2.4 Page Location

- **Global:** Special Units
- **Local:** Special Investigation
- **Task:** Special Investigation Search/Detail

2.2.5 Security Updates

1. Security Rights

SECURITY RIGHT	RIGHT DESCRIPTION	RIGHT TO GROUP MAPPING
WitnessDetailView	View witness information for evidence on a special investigation.	Special Investigation Close, Special Investigation Restricted, Special Investigations Assignment, Special

Security Right	Right Description	Right to Group Mapping
		Investigations Edit, Special Investigations View

2. Security Groups

SECURITY GROUP	GROUP DESCRIPTION	GROUP TO ROLE MAPPING
Special Investigation Close	View and Edit detailed information for a restricted investigation. Can also close an Investigation.	Special Investigations Supervisor
Special Investigation Restricted	View and Edit detailed information for a restricted investigation.	See Matrix
Special Investigations Assignment	View detailed information for an investigation and assign Investigators.	Special Investigations Supervisor
Special Investigations Edit	View and Edit detailed information for an investigation.	Special Investigations Staff, Special Investigations Supervisor
Special Investigations View	View detailed information for an investigation.	Child Support View Only, Executive, Help Desk Staff, View Only

Note: EvidenceDetailView is an existing security right and no changes will be done to the Right to Group and Group to Role mapping. Special Investigation Close, Special Investigation Restricted, Special Investigations Assignment, Special Investigations Edit, and Special Investigations View are existing security groups, and no changes will be done to Group to Role mapping.

2.2.6 Page Mapping

Update page mapping to reflect the changes being made to the Special Investigation Detail page.

2.2.7 Accessibility

The following Accessibility Enhancements have been identified.
- Table header text should not be empty.

2.2.8 Page Usage/Data Volume Impacts

N/A

2.3 Evidence Detail

2.3.1 Overview

The Evidence Detail page allows the worker to create, edit, and view evidence information. This SCR will create a new Witness Information section that will allow a worker to document witness contact information when the evidence "Type" is 'Witness'.

2.3.2 Evidence Detail Mockup

Evidence Detail

✱- Indicates required fields   [Save] [Cancel]

Case Information

Case Number:	Case Name:	Investigation ID:
1234567	Case Name	F2800481095

Evidence Number: ✱
1

Type: ✱
Witness ▾

Source: ✱
Other ▾

Received By: ✱
90AS0000I6 [Remove]

Received Date: ✱
12/01/2025 📅

Investigator:
Investigator Name

Attorney:
Attorney Name

Other Agency Number:

Released Date:
📅

Released By:

Released To:

Evidence Description:
Sample Evidence Description Text

Notes:
Sample Notes Text

Witness Information

☐	Name	DOB	Phone Number	Mailing Address	Physical Address	
☐	DOE, JANE	01/01/2001	888-888-8888	123 MAIN ST NORWALK, CA 90650	123 MAIN ST NORWALK, CA 90650	[Edit]
☐	DOE, JOHNNY	02/02/2002	777-777-7777			[Edit]

[Remove]   [Add Witness]

                                    [Save] [Cancel]

Figure 2.3.1 – Evidence Detail page displaying Witness Information section with WitnessDetailRemove and WitnessDetailEdit rights (Edit Mode)

Evidence Detail

*- Indicates required fields   [Save] [Cancel]

Case Information

Case Number:
1234567

Case Name:
Case Name

Investigation ID:
F2800481095

Evidence Number: *
| 1 |

Type: *
| Witness ▾ |

Source: *
| Other ▾ |

Received By: *
90AS0000I6 [Remove]

Received Date: *
| 12/01/2025 | 📅

Investigator:
| Investigator Name |

Attorney:
| Attorney Name |

Other Agency Number:
| |

Released Date:
| | 📅

Released By:
| |

Released To:
| |

Evidence Description:
Sample Evidence Description Text

Notes:
Sample Notes Text

Witness Information

Name	DOB	Phone Number	Mailing Address	Physical Address	
DOE, JANE	01/01/2001	888-888-8888	123 MAIN ST NORWALK, CA 90650	123 MAIN ST NORWALK, CA 90650	[Edit]
DOE, JOHNNY	02/02/2002	777-777-7777			[Edit]

[Add Witness]

[Save] [Cancel]

Figure 2.3.2 – Evidence Detail page displaying Witness Information section with WitnessDetailEdit rights and without WitnessDetailRemove rights (Edit Mode)

Evidence Detail

*- Indicates required fields

[Edit] [Close]

Case Information

Case Number:	Case Name:	Investigation ID:
1234567	Case Name	F2800481095

Evidence Number: *	Type: *	Source: *
1	Witness	Other

Received By: *	Received Date: *	
90AS0000I6	12/01/2025	

Investigator:	Attorney:	Other Agency Number:
Investigator Name	Attorney Name	

Released Date:	Released By:	Released To:

Evidence Description:

Sample Evidence Description Text

Notes:

Sample Notes Text

Witness Information

Name	DOB	Phone Number	Mailing Address	Physical Address
DOE, JANE	01/01/2001	888-888-8888	123 MAIN ST NORWALK, CA 90650	123 MAIN ST NORWALK, CA 90650
DOE, JOHN	02/02/2002	777-777-7777		

Last Updated On 12/01/2025 8:00:00 AM By: 1234567

[Edit] [Close]

Figure 2.3.3 – Evidence Detail page displaying Witness Information section (View Mode)

Evidence Detail

✱- Indicates required fields   [Save] [Cancel]

Case Information

Case Number:	**Case Name:**	**Investigation ID:**
1234567	Case Name	F2800481095

Evidence Number: ✱
[   ]

Type: ✱
[Witness ▾]

Source: ✱
[- Select - ▾]

Received By: ✱
19AS000000 [Remove]

Received Date: ✱
[   ] 📅

Investigator:
[   ]

Attorney:
[   ]

Other Agency Number:
[   ]

Released Date:
[   ] 📅

Released By:
[   ]

Released To:
[   ]

Evidence Description:
[   ]

Notes:
[   ]

Witness Information

Name	DOB	Phone Number	Mailing Address	Physical Address

[Add Witness]

[Save] [Cancel]

Figure 2.3.4 – Evidence Detail page displaying empty Witness Information section (Edit Mode)

2.3.3 Description of Changes

1. Create a new 'Witness Information' section on the Evidence Detail page.
    a. The section will display dynamically when 'Witness' is selected on the "Type" field.
        i. Any previously saved data on the 'Witness Information' section will be removed from the evidence record when the "Type" is updated from 'Witness' to another type option upon saving.

           Note: This may also remove the information on the 'Witness Information' section displayed on the Special Investigation Detail page.

    b. The section will display a table with the following columns that list created Witness record information:

      i. A checkbox column
          1. The checkbox will not display when no witness records exist and when the user does not have the WitnessDetailRemove security right.
     ii. Name
          1. The name will display in the following format: [Last Name], [First Name], and display the value on the First Name and Last Name fields for the associated Witness.
          1. The name will display as a hyperlink.
              a. Clicking the hyperlink will re-direct the user to the Witness Detail page in view mode for that record.
              b. The hyperlink will be protected by the WitnessDetailView security right (this will be a new security right that will be created as part of this SCR).
                   i. The name will not display as a hyperlink for users that are not assigned to the newly created WitnessDetailView security right.
    iii. DOB
          1. This will list the value on the Date of Birth field for the associated Witness.
    iv. Phone Number
          1. This will list the value on the Primary Phone Number field for the associated Witness.
     v. Mailing Address
          1. This will list the value on the Mailing Address fields: the Address field, followed by the City, State, and Zip Code fields.
    vi. Physical Address
          1. This will list the value on the Physical Address fields: the Address field, followed by the City, State, and Zip Code fields.
             Note: When the "Same as Mailing Address" box is checked for the associated Witness, this field will list the same value on the Mailing Address field.
    vii. An edit button column for each listed witness record.
          1. Clicking the Edit button will open the Witness Detail page in Edit mode for the associated witness record.
          2. The button will only display in edit and create mode, and will be protected by the newly created WitnessDetailEdit security right.
              a. Edit button will not display for users that are not assigned to the WitnessDetailEdit security right or when the page is in View mode.
  c. A 'Remove' button will display at the bottom left of the section.
     i. Clicking the remove button will remove any selected witnesses from the Witness Information list.
          1. The witness record will be removed from the database when the user clicks the save button on the Evidence

Detail page.

Example: The user selected a checkbox next to a witness name, and then clicked the 'Remove' button (the witness information will no longer display). However, the user clicks the 'Cancel' button, and when they return to view the page, the witness name will still be displayed.

ii. The 'Remove' button will only display in create/edit mode, and will be protected by the WitnessDetailRemove security right. It will not display without this security right.

iii. The button will not display when no witness records exist.

d. An 'Add Witness' button will display at the bottom right of the section.

i. Clicking the button will redirect the user to the Witness Detail page in create mode to insert a new witness record into the Witness Information list.

ii. The button will only display in edit and create mode and will be protected by the WitnessDetailEdit security right. It will not display without this security right.

Note: Witness Detail records can be removed either by using the 'Remove' button and saving the Evidence Detail record or by updating the 'Type' from 'Witness' to another type and saving the Evidence Detail record.

2.3.4 Page Location

- **Global:** Special Units
- **Local:** Special Investigation
- **Task:** Evidence

2.3.5 Security Updates

1. Security Rights

SECURITY RIGHT	RIGHT DESCRIPTION	RIGHT TO GROUP MAPPING
WitnessDetailView	View witness information for evidence on a special investigation.	Special Investigation Close, Special Investigation Restricted, Special Investigations Assignment, Special Investigations Edit, Special Investigations View
WitnessDetailEdit	View, create, and edit witness information for evidence on a special investigation.	Special Investigation Close, Special Investigation Restricted, Special Investigations Assignment, Special Investigations Edit
WitnessDetailRemove	Remove witness information for evidence on a special investigation.	Information Remove

2. Security Groups

SECURITY GROUP	GROUP DESCRIPTION	GROUP TO ROLE MAPPING
Special Investigation Close	View and Edit detailed information for a restricted investigation. Can also close an Investigation.	Special Investigations Supervisor
Special Investigation Restricted	View and Edit detailed information for a restricted investigation.	See Matrix
Special Investigations Assignment	View detailed information for an investigation and assign Investigators.	Special Investigations Supervisor
Special Investigations Edit	View and Edit detailed information for an investigation.	Special Investigations Staff, Special Investigations Supervisor
Special Investigations View	View detailed information for an investigation.	Child Support View Only, Executive, Help Desk Staff, View Only
Information Remove	Remove information from lists across data collection pages.	Eligibility Supervisor, Regional Call Center Supervisor

Note: Special Investigation Close, Special Investigation Restricted, Special Investigations Assignment, Special Investigations Edit, Special Investigations View, and Information Remove are existing security groups, and no changes will be done to Group to Role mapping.

2.3.6 Page Mapping

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

2.3.7 Accessibility

This page has been assessed for accessibility requirements and meets Accessibility Standards.

2.3.8 Page Usage/Data Volume Impacts

N/A

2.4   Witness Detail

2.4.1 Overview

The Witness Detail page is a new page that will be created to add Witness information to an Evidence record. The page will be accessible from the Evidence Detail page only when the evidence "Type" drop-down is set to 'Witness'.

2.4.2 Witness Detail Mockup

Witness Detail

✱- Indicates required fields

[Save and Return]   [Cancel]

| First Name: ✱ | Last Name: ✱ | Date of Birth: | Age 18 or Over: |

Contact Information

Primary Phone Number: Secondary Phone Number:

Mailing Address

Address:

City: State: ZIP Code:

Physical Address

☐ Same as Mailing Address

Address:

City: State: ZIP Code:

[Save and Return]   [Cancel]

Figure 2.4.1 – Witness Detail Page (Create Mode)

Witness Detail

* - Indicates required fields   [Save and Return] [Cancel]

First Name: *****	Last Name: *****	Date of Birth:	Age 18 or Over:
JANE	DOE	01/01/2001 📅	Yes ▾

Contact Information

Primary Phone Number:	Secondary Phone Number:
888-888-8888	777-777-7777

Mailing Address

Address:
123 MAIN ST

City:	State:	ZIP Code:
NORWALK	CA ▾	90650

Physical Address

☑ Same as Mailing Address

[Save and Return] [Cancel]

Figure 2.4.2 – Witness Detail Page when "Same as Mailing Address" is checked (Edit/Create Mode)

Witness Detail

* - Indicates required fields   [Edit] [Close]

First Name: *****	Last Name: *****	Date of Birth:	Age 18 or Over:
JANE	DOE	01/01/2001	Yes

Contact Information

Primary Phone Number:	Secondary Phone Number:
888-888-8888	777-777-7777

Mailing Address

Address:
123 MAIN ST

City:	State:	ZIP Code:
NORWALK	CA	90650

Physical Address

✓ Same as Mailing Address

[Edit] [Close]

Figure 2.4.3 – Witness Detail Page when "Same as Mailing Address" is checked (View Mode with WitnessDetailEdit rights)

Witness Detail

*- Indicates required fields   [Save and Return] [Cancel]

First Name: *   **Last Name:** *   **Date of Birth:**   **Age 18 or Over:**
JOHN   DOE   Yes ▾

Contact Information

Primary Phone Number: **Secondary Phone Number:**

Mailing Address

Address:
123 MAIN ST
City: **State:**   **ZIP Code:**
NORWALK   CA ▾   90650

Physical Address

☐ Same as Mailing Address

Address:

City: **State:**   **ZIP Code:**
                              ▾

[Save and Return] [Cancel]

Figure 2.4.4 – Witness Detail Page when "Same as Mailing Address" is not checked (Edit/Create Mode)

Witness Detail

*- Indicates required fields   [Close]

First Name: *   **Last Name:** *   **Date of Birth:**   **Age 18 or Over:**
JOHN   DOE   Yes

Contact Information

Primary Phone Number: **Secondary Phone Number:**

Mailing Address

Address:
123 MAIN ST
City: **State:**   **ZIP Code:**
NORWALK   CA   90650

Physical Address

Address:

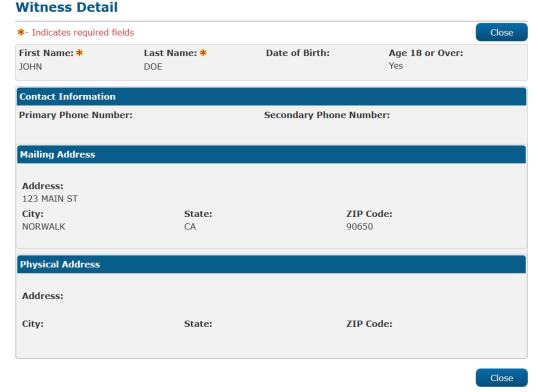**City:**   **State:**   **ZIP Code:**

[Close]

Figure 2.4.5 – Witness Detail Page when "Same as Mailing Address" is not checked (View Mode without WitnessDetailEdit rights)

2.4.3 Description of Changes

1. Create a new Witness Detail page to document Witness information for evidence records.
   a. The page will display the following fields at the top of the page:
      i. First Name
         1. This field will apply the system Name constraint to ensure that invalid characters are not entered with a max limit of 30 characters.
         2. This field will be required.
      ii. Last Name
         1. This field will apply the system Name constraint to ensure that invalid characters are not entered with a max limit of 30 characters.
         2. This field will be required.
      iii. Date of Birth
         1. This will be a date-picker input field with a max date of the current system date.
      iv. Age 18 or Over
         1. This will be a drop-box field with the following options:
            a. [Blank]
            b. Yes
            c. No
         2. The value will be blank by default.
   b. The page will contain a Contact Information section with the following fields:
      i. Primary Phone Number
         1. This field will apply the system Phone Number constraint to ensure that formatting of the phone is correct.
      ii. Secondary Phone Number
         1. This field will apply the system Phone Number constraint to ensure that formatting of the phone is correct.
      iii. A Mailing Address subsection will display with the following fields:
         1. Address
            a. This field will apply the system Address constraint to ensure that invalid characters are not entered with a max limit of 50 characters.
         2. City
            a. This field will apply the system City constraint to ensure that invalid characters are not entered with a max limit of 50 characters.
         3. State
            a. This field will contain a drop-down list with the standard abbreviated state options in the system.
            b. The value will be blank by default.

4. ZIP Code
   a. This field will apply the system Zip Code constraint to ensure that formatting of the zip code is correct.

iv. A Physical Address subsection will display with the following fields:

1. Same as Mailing Address
   a. This will be a checkbox field that when checked will hide the following Physical Address section fields:
      i. Address
      ii. City
      iii. State
      iv. ZIP Code
   b. Upon saving the page with the checkbox selected, the corresponding values (Address, City, State, ZIP Code) from the Mailing Address section fields will be saved on to the Physical Address fields in the database. Any prior values that were entered on the fields will be replaced.
   c. When the box is unchecked, the Physical Address input fields will be displayed again with all the field values cleared.
   d. In view mode, this field will display with the checked box when checked, and the field will not display when unchecked.

2. Address
   a. This field will apply the system Address constraint to ensure that invalid characters are not entered with a max limit of 50 characters.

3. City
   a. This field will apply the system City constraint to ensure that invalid characters are not entered with a max limit of 50 characters.

4. State
   a. This field will contain a drop-down list with the standard abbreviated options in the system.
   b. The value will be blank by default.

5. ZIP Code
   a. This field will apply the system Zip Code constraint to ensure that formatting of the zip code is correct.

c. A "Save and Return" button will display in create/edit mode that will save the current witness record and return the user to the Evidence Detail page in the previous mode the page was in (Create or Edit). The witness record will not be saved in the database until the Evidence record is also saved.

Example: The user adds a witness record and clicks "Save and Return" on the Witness Detail page, directing them back to the Evidence

Detail page. The witness record will display on the Witness Information section, but it will not be saved until the user clicks "Save" on the Evidence Detail page.

    d. A "Cancel" button will display in create/edit mode that will discard any changes to the current witness record and return the user to the associated Evidence Detail page in the previous mode the page was in (Create or Edit).

    e. An "Edit" button will display in view mode that will open the current witness record in edit mode. This button will be protected by the WitnessDetailEdit security right and will not be visible without this right.

    f. A "Close" button will display in view mode that will return the current user back to the prior page in View mode.

2.4.4 Page Location

- **Global:** Special Units
- **Local:** Special Investigation
- **Task:** Evidence

2.4.5 Security Updates

1. Security Rights

SECURITY RIGHT	RIGHT DESCRIPTION	RIGHT TO GROUP MAPPING
WitnessDetailView	View witness information for evidence on a special investigation.	Special Investigation Close, Special Investigation Restricted, Special Investigations Assignment, Special Investigations Edit, Special Investigations View
WitnessDetailEdit	View, create, and edit witness information for evidence on a special investigation.	Special Investigation Close, Special Investigation Restricted, Special Investigations Assignment, Special Investigations Edit

2. Security Groups

SECURITY GROUP	GROUP DESCRIPTION	GROUP TO ROLE MAPPING
Special Investigation Close	View and Edit detailed information for a restricted investigation. Can also close an Investigation.	Special Investigations Supervisor

Security Group	Group Description	Group to Role Mapping
Special Investigation Restricted	View and Edit detailed information for a restricted investigation.	See Matrix
Special Investigations Assignment	View detailed information for an investigation and assign Investigators.	Special Investigations Supervisor
Special Investigations Edit	View and Edit detailed information for an investigation.	Special Investigations Staff, Special Investigations Supervisor
Special Investigations View	View detailed information for an investigation.	Child Support View Only, Executive, Help Desk Staff, View Only

Note: Special Investigation Close, Special Investigation Restricted, Special Investigations Assignment, Special Investigations Edit, and Special Investigations View are existing security groups, and no changes will be done to Group to Role mapping.

2.4.6 Page Mapping

Create page mapping for the new Witness Detail page.

2.4.7 Accessibility

This is a new page and should be assessed for accessibility requirements to meet Accessibility Standards.

2.4.8 Page Usage/Data Volume Impacts

N/A

2.5 [Eligibility Rules Updates] – No Impact

2.6 [Batch Name] – No Impact

2.7 [Interface Name] – No Impact

2.8 [eHIT] – No Impact

2.9 [Form/NOA Name] – No Impact

2.10 [Report Name] – No Impact

2.11 [Data Warehouse Name] – No Impact

2.12 [Data Change] – No Impact

2.13 [Automated Regression Test] – No Impact

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Online	Security Matrix	CA-283204 Security Matrix.xls

4 OUTREACH

N/A

4.1 Lists

N/A

5 APPENDIX

N/A