



CDSS

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STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES

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EDMUND G. BROWN JR.
GOVERNOR

July 13, 2017

ALL COUNTY LETTER NO. 17-73

REASON FOR THIS TRANSMITTAL

- ☐ State Law Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order
- ☐ Clarification Requested by One or More Counties
- ☒ Initiated by CDSS

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY INCOME AND ELIGIBILITY VERIFICATION SYSTEM COORDINATORS
ALL COUNTY SIU COORDINATORS
ALL COUNTY SIU CHIEFS
ALL CONSORTIUM PROJECT MANAGERS
ALL COUNTY CALFRESH PROGRAM SPECIALISTS
ALL COUNTY CALWORKS PROGRAM SPECIALISTS

SUBJECT: IMPLEMENTATION INSTRUCTIONS FOR THE ELECTRONIC INCOME AND ELIGIBILITY VERIFICATION SYSTEM (eIEVS)

REFERENCES: [INTERNAL REVENUE SERVICES \(IRS\) PUBLICATION 1075](#) (PUB 1075); ALL COUNTY LETTERS [15-56](#) AND [16-106](#)

The purpose of this letter is to provide county welfare departments (CWDs) implementation instructions for the newly developed stand-alone system via web based portal to transmit the current five paper Income and Eligibility Verification System (IEVS) matches to CWDs. The eIEVS will provide a secure electronic space to house IEVS matches that contain federal tax information (FTI) and personally identifying information (PII). The new system went live on July 6, 2017 with the first of five IEVS matches available to CWDs and will be fully implemented by November 2017.

Background

The development of eIEVS started in April 2015 as a collaborative effort between the California Department of Social Services (CDSS), representatives from CWDs, the three consortia systems, and the County Welfare Directors Association (CWDA). The goal of the project is to provide CWDs with a web based portal to access IEVS matches that are currently provided in paper format. The processing of paper matches is costly, labor intensive, and less secure leaving clients' data more vulnerable. Finally, CWDs have no automated mechanism to track the outcomes on the disposition of their review

of the IEVS matches. A series of statewide regional train-the-trainer sessions were provided to counties in April 2017 and a user guide along with an overview of the features of eIEVS has been developed for CWDs (Attachments 2 and 3).

The CDSS will now be able to collect and report on Recipient IEVS data outcomes on a statewide level by replacing paper IEVS match process with a secure electronic system for five of the ten Recipient IEVS matches. IEVS matches currently provided electronically will continue to be accessible through the Statewide Automated Welfare Systems (SAWS) and/or county-owned system. In addition, existing electronic IEVS data exchanges and matching process are not affected. CDSS will continue to receive and process data from source agencies the same way.

The use of the web based portal for eIEVS is necessary for CDSS to meet federal and state security requirements for data matches that contain FTI and PII as well as provide an on-line reporting feature for counties to report to CDSS the disposition of its review of the IEVS data accessed via eIEVS.

Specifically, the following paper-only matches will be moved to the new eIEVS system:

- Beneficiary Earnings Exchange Record (BEER)
- Internal Revenue Service Asset Match (IRS)
- Deceased Persons Match (DPM)
- Franchise Tax Board Asset Match (FTB)

An additional match is currently not accessible electronically in all the SAWS. However, this match will also be included in eIEVS for those counties that do not have access to this match in their SAWS:

- Fleeing Felon Match (FFM)

The following matches are currently accessible electronically to the SAWS and will not be included in the eIEVS:

- Integrated Fraud Detection/Wage Match (IFD)
- New Hire Registry Match (NHR)
- Payment Verification System (PVS)

The matches noted below are under review for consideration for the next phase of the eIEVS due to some counties' inability to access these matches electronically in SAWS. These will continue to be provided to the counties who cannot access them in their SAWS via paper until such time that the CDSS determines if they can be included in eIEVS:

- Nationwide Prisoners Match (NPM)
- California Youth Authority (CYA)

eIEVS Implementation Schedule

The following five matches that are included in eIEVS and the corresponding tentative implementation schedule for 2017:

Month	Match Type	Frequency	Data Source
July	FFM	Monthly	Department of Justice
August	FTB Asset Match	Annual	FTB
September	IRS Asset Match ¹	Annual	IRS
October	BEER ^{1&2}	Monthly	IRS and SSA
November	DPM ²	Semi-Annual	SSA

1. Data subject to safeguarding requirements covered in the IRS Publication 1075 (Pub1075).

2. Data subject to safeguarding requirements and approval from the SSA.

Since these matches will now be provided to the counties electronically, CDSS will develop a regular schedule of when these matches will become available in eIEVS in 2018 for the annual matches and in the last quarter of 2017 for the monthly matches.

eIEVS User Roles

The system will consist of the following primary roles to complete specific tasks in eIEVS. User roles were created to identify the level of access needed in the system to comply with the safeguarding requirements for the FTI.

- *Coordinator* – eIEVS point of contact in the CWD responsible for the timely processing of the matches and reporting of any issues to CDSS and/or federal agencies as required.
- *Supervisor FTI and Non-FTI* – separate roles that will provide guidance and oversight regarding IEVS CWD process. Only the designated FTI Supervisor will be able to access and view desks that contain FTI.
- *Match Assigner FTI and Non-FTI* – separate roles that will assign match abstracts to desks for processing. Only the designated FTI Match Assigners will be able to assign FTI matches.
- *Match Reviewer FTI and Non-FTI* – separate roles that will review abstracts and submit response documents back to CDSS. Only FTI Match Reviewer will be able to access and view FTI matches.

An organizational hierarchy was developed to assist CWDs in the determination of the level of each user's access to the system. This is also to ensure that only authorized users with the need-to-know will have access to the appropriate data (See Attachment 1, eIEVS Organizational Hierarchy).

eIEVS County Administrator

CWDs are strongly encouraged to select and/or assign the Administrator role to county staff in a Supervisory or Managerial level that has experience and knowledge of their county's current criminal and income/asset IEVS match processes due to the responsibilities associated with this role. However, the county may choose to allow non-supervisory staff to take this role, provided that the county and the assigned staff are aware of the administrator role's capabilities and responsibilities. This role is limited to no more than two per county. However, counties may submit a request for additional administrators to the CDSS based on their specific needs and volume of users.

The Administrator will not be part of the IEVS match process in eIEVS. Their primary role is to determine who will have access in their county to eIEVS, including the level and type of access, create new users, delete and/or edit existing users. Administrators will also ensure that only employees with appropriate authorization are provided access. Administrators must also maintain documentation of all issued and terminated user IDs. This includes the copies of the users completed eIEVS Access Form (See attached GEN 1391) and the annual FTI safeguarding training acknowledgement form for FTI user access for audit purposes.

During the first phase of the roll-out of matches, Administrators will not be expected to provide county users access to the system. Additional details and training information for this role will be provided as information and the county administrator capabilities in the Secure Access Framework (SAF) become available. A separate county notification will be provided.

FTI Security Requirements per IRS Pub 1075

The SAF is a separate system that is a required user authentication process to access the system. All authorized users for eIEVS must have their accounts registered in SAF using their county email address (See Attached GEN 1391, eIEVS Access Form). Users will login to SAF using their county email address and a password then a separate email will be provided with a random-access code to complete the authentication process prior to accessing eIEVS.

A warning page will appear prior to direct access to eIEVS that outlines the users' responsibilities and penalties for misuse of the system. Additionally, a red warning banner appears on any screen in eIEVS where FTI is displayed.

Printing data from eIEVS is highly discouraged due to the safeguarding requirements found in IRS Pub 1075. If there is a compelling business need, such as client request, and the CWD must print a copy of the abstract in eIEVS, the CWD shall be responsible for safeguarding the document outside of eIEVS. The CWD must follow the IRS Pub 1075 requirements regarding the proper safeguarding and destruction of paper FTI. Printers used to print the data must also comply with the requirements of IRS Pub 1075. See All County Letter (ACL) 15-56 for more information. Additionally, scanning and exporting FTI from eIEVS to another system is not allowed. CWDs are prohibited from storing data from eIEVS to another system.

eIEVS Technical Requirements

eIEVS Coordinators are responsible for working with their county Information Technology staff to ensure hardware is updated with one of the Web Browser versions listed below:

Web Browser	Version Required
Internet Explorer	x.9 or newer
Firefox	x.0
Safari	x.0
Google Chrome	x.0

Only the Internet Protocol (IP) address of the CWD can access eIEVS. County users cannot access eIEVS in their home or in any other location that is not an official county place of business. Access to eIEVS using an unauthorized IP address is considered a breach of data in eIEVS and must be reported to CDSS and federal source agencies immediately. See ACL 15-56 for more information.

Future Enhancements

The CDSS is exploring enhancements to eIEVS in the future such as the addition of status reports and other data matches. Any updates to the system will be communicated to CWDs prior to implementation.

If you have any questions regarding this ACL, please submit them by email to eIEVSAdmin@dss.ca.gov.

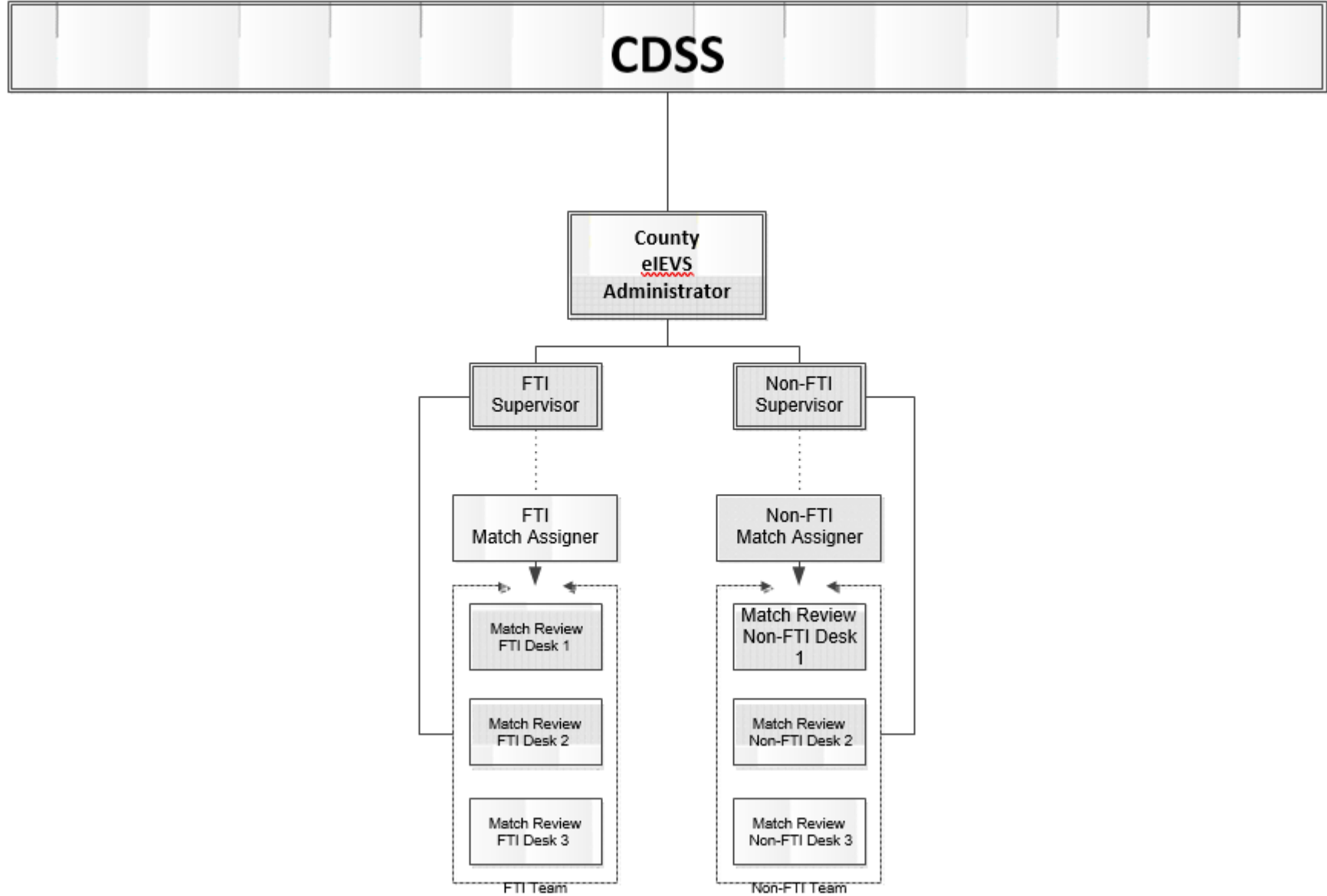
Sincerely,

Original Document Signed By:

TODD R. BLAND
Deputy Director
Family Engagement and Empowerment Division

Attachments

Attachment 1
eIEVS Organizational Hierarchy





California Department of Social Services

Electronic Income and Eligibility Verification System (eIEVS)

eIEVS

County User Manual

Prepared by the California Department of Social Services,
Information Systems Division and Fraud Bureau

June 1, 2017

Introduction

Welcome,

The California Department of Social Services (CDSS) has implemented the Electronic Income and Eligibility Verification System (eIEVS). The eIEVS is an automated solution for the delivery of Recipient IEVS matches to the Counties. This System also allows Counties to report their results of Match Reviews and Investigations to the CDSS Program Integrity Bureau.

The following User Guide is designed to provide the User with an overview of the eIEVS system - including a detailed look at the screens and the information that is available within it. This Guide is intended to help You, the User, navigate eIEVS – with the understanding that Counties will be using eIEVS to supplement your existing and evolving business functions.

This User Guide is not a comprehensive, step-by-step guide for your daily business tasks. Each County, Business Unit and User Role will have their own unique business processes. Our intention is for the Counties to incorporate eIEVS within their existing Business Processes, in order to meet your specific goals.

Thank you,

California Department of Social Services

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I. How to Login to eIEVS

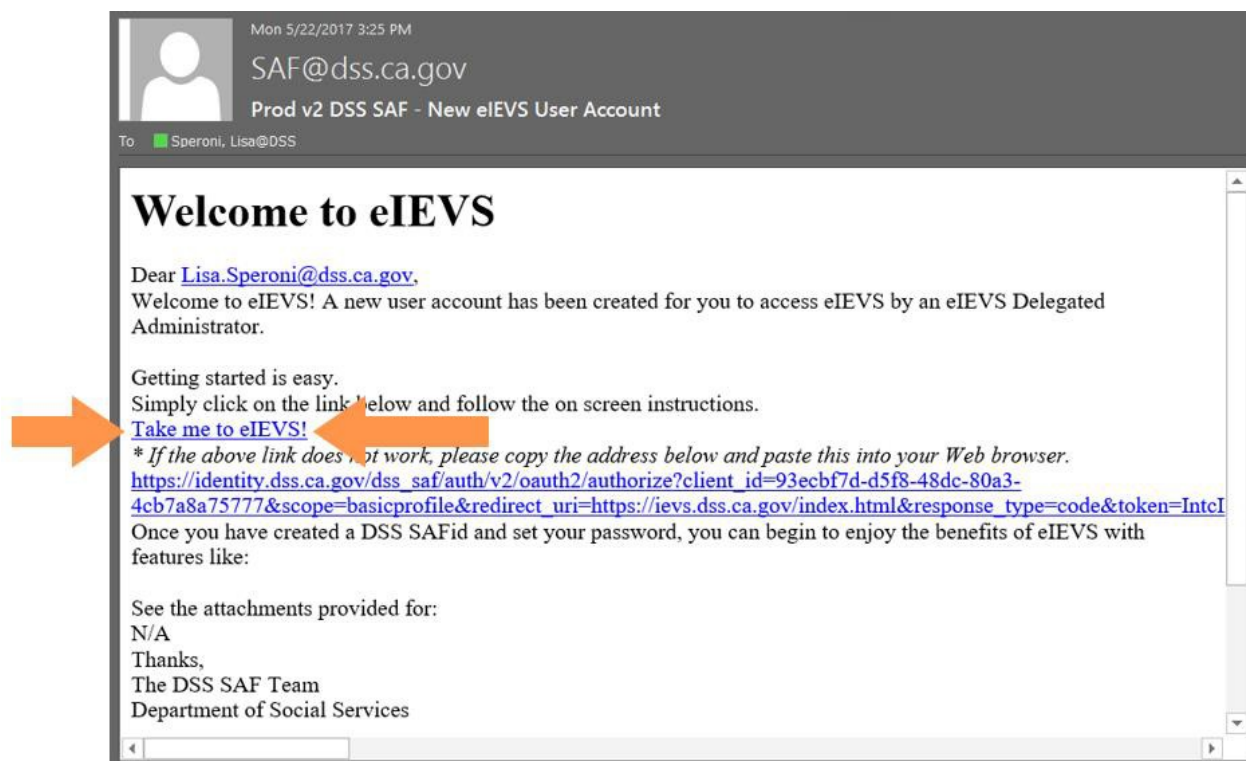
A. Before logging in to eIEVS, you must first Register in SAF.

Please Note: You will only need to Register once within SAF.

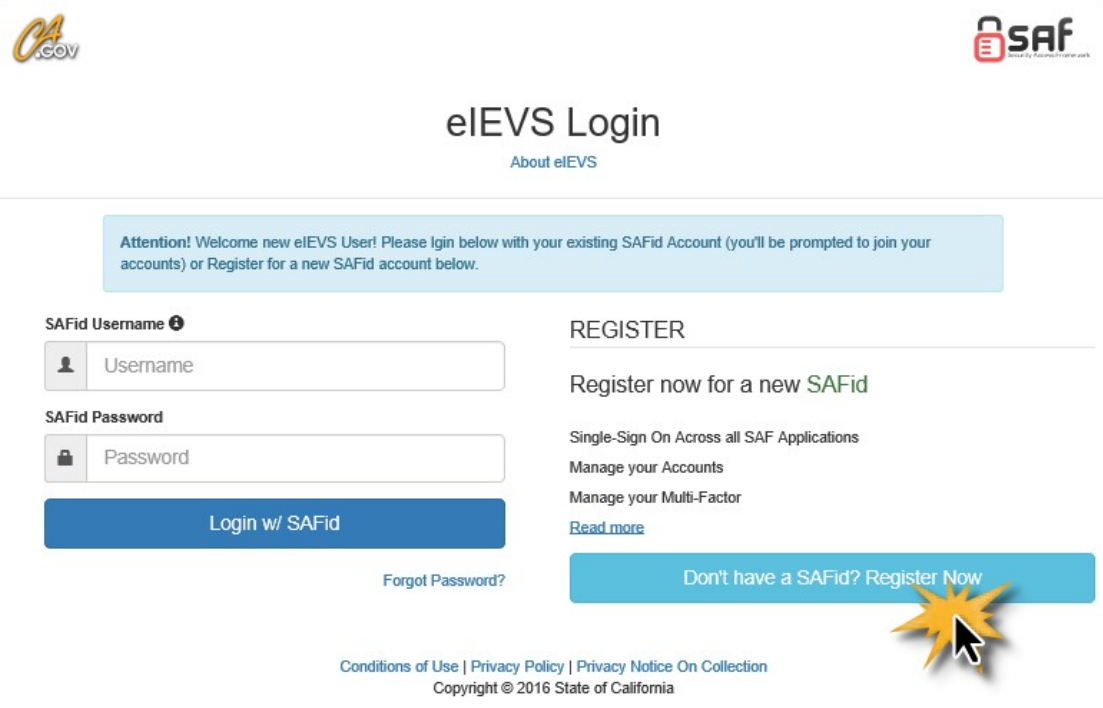
What is SAF?

The Security Access Framework or SAF application works in partnership with eIEVS to **manage all Login and Password credentials**. SAF is used, not only for eIEVS, but for several other web-based applications developed by or for CDSS.

You should have **received an email** with the Subject Line: **“Welcome to eIEVS”**. The email looks like this:



1. Click the link that says **“Take me to eIEVS”**.
2. If, after clicking the link, you are not taken to the eIEVS/SAF Login page – **copy and paste the second, longer link**.
3. You should be on the eIEVS/SAF Login Page. You can see what the Login Page looks like on the next page (page 6 of this User Guide).



The image shows the eIEVS Login page. At the top left is the CA.gov logo, and at the top right is the SAF logo. The main heading is "eIEVS Login" with a link "About eIEVS" below it. A light blue banner contains the text: "Attention! Welcome new eIEVS User! Please login below with your existing SAFid Account (you'll be prompted to join your accounts) or Register for a new SAFid account below." Below this, on the left, are input fields for "SAFid Username" (with a user icon) and "SAFid Password" (with a lock icon), followed by a blue "Login w/ SAFid" button and a "Forgot Password?" link. On the right, under the heading "REGISTER", is the text "Register now for a new SAFid" in green. Below this are links for "Single-Sign On Across all SAF Applications", "Manage your Accounts", "Manage your Multi-Factor", and a "Read more" link. At the bottom right of the register section is a large blue button that says "Don't have a SAFid? Register Now", which is highlighted with a yellow starburst and a mouse cursor. At the very bottom of the page are links for "Conditions of Use", "Privacy Policy", and "Privacy Notice On Collection", along with the copyright notice "Copyright © 2016 State of California".

CA.gov

SAF

eIEVS Login

[About eIEVS](#)

Attention! Welcome new eIEVS User! Please login below with your existing SAFid Account (you'll be prompted to join your accounts) or Register for a new SAFid account below.

SAFid Username ⓘ

Username

SAFid Password

Password

Login w/ SAFid

[Forgot Password?](#)

REGISTER

Register now for a new SAFid

Single-Sign On Across all SAF Applications

Manage your Accounts

Manage your Multi-Factor


[Read more](#)

Don't have a SAFid? Register Now

[Conditions of Use](#) | [Privacy Policy](#) | [Privacy Notice On Collection](#)

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4. Click **"Don't have a SAFid? Register Now"**



This image is a close-up of the "REGISTER" section of the eIEVS page, enclosed in an orange border. It shows the heading "REGISTER", the text "Register now for a new SAFid" in green, and links for "Single-Sign On Across all SAF Applications", "Manage your Accounts", "Manage your Multi-Factor", and "Read more". At the bottom is a large blue button labeled "Don't have a SAFid? Register Now", which is highlighted with a yellow starburst and a mouse cursor.

REGISTER

Register now for a new SAFid

Single-Sign On Across all SAF Applications

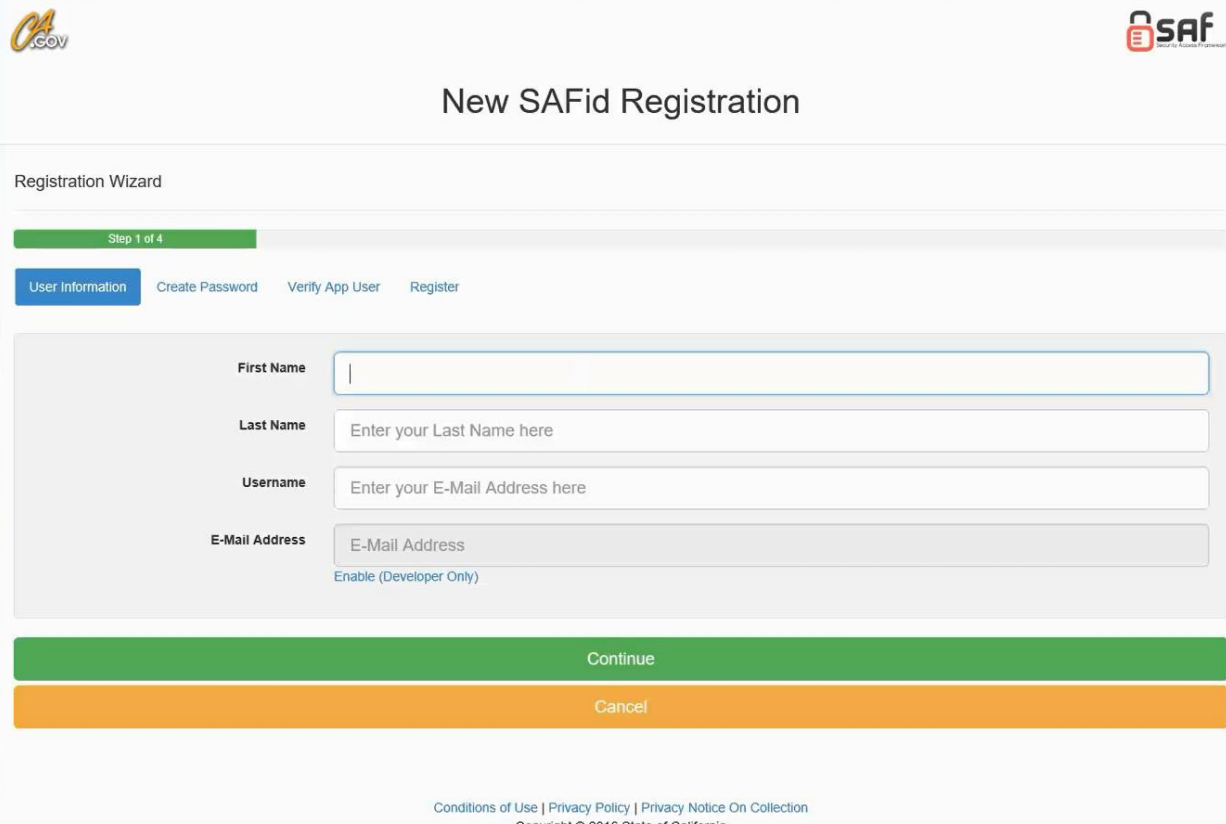
Manage your Accounts

Manage your Multi-Factor

[Read more](#)

Don't have a SAFid? Register Now

You will then be taken to the **SAFid Registration Page**.



The image shows the 'New SAFid Registration' form. At the top left is the 'CA.GOV' logo, and at the top right is the 'SAF' logo with the tagline 'Secure Access Framework'. The title 'New SAFid Registration' is centered. Below it is a 'Registration Wizard' section with a progress bar indicating 'Step 1 of 4'. There are four tabs: 'User Information' (active), 'Create Password', 'Verify App User', and 'Register'. The form fields are: 'First Name' (empty), 'Last Name' (placeholder: 'Enter your Last Name here'), 'Username' (placeholder: 'Enter your E-Mail Address here'), and 'E-Mail Address' (placeholder: 'E-Mail Address'). Below the 'E-Mail Address' field is a link 'Enable (Developer Only)'. At the bottom are two large buttons: 'Continue' (green) and 'Cancel' (orange). The footer contains links for 'Conditions of Use', 'Privacy Policy', and 'Privacy Notice On Collection', along with 'Copyright © 2016 State of California'.

CA.GOV

SAF
Secure Access Framework

New SAFid Registration

Registration Wizard

Step 1 of 4

User Information Create Password Verify App User Register

First Name

Last Name

Username

E-Mail Address

[Enable \(Developer Only\)](#)

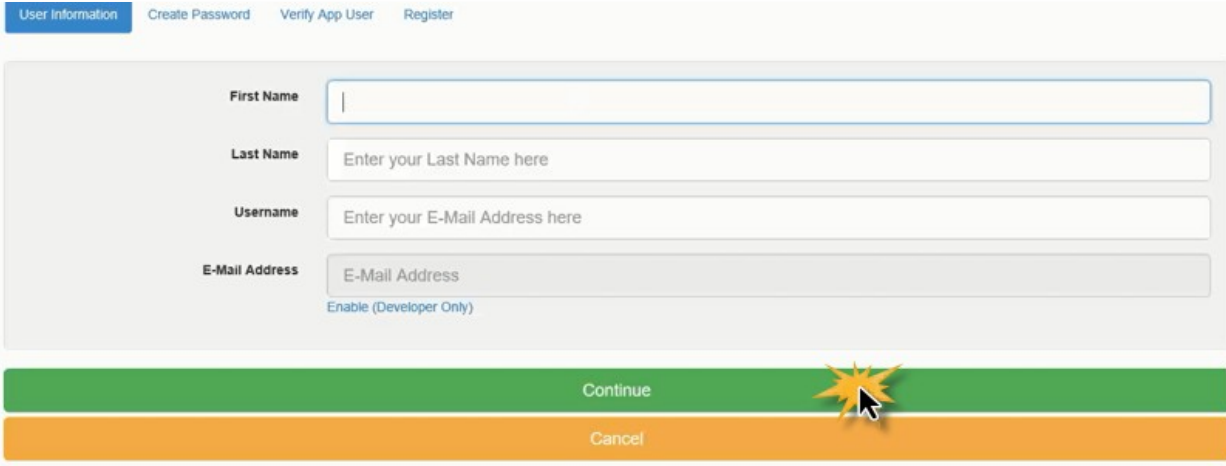
Continue

Cancel

[Conditions of Use](#) | [Privacy Policy](#) | [Privacy Notice On Collection](#)
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5. Enter your **First** and **Last Name**.
6. Enter your **work email address as your User Name**.

The "E-mail Address" field below will fill in automatically.



This image is a close-up of the 'New SAFid Registration' form, specifically the 'User Information' tab. It shows the same fields as the previous image: 'First Name', 'Last Name', 'Username', and 'E-Mail Address'. A mouse cursor is pointing at the 'Continue' button, which is highlighted with a yellow starburst effect.

User Information Create Password Verify App User Register

First Name

Last Name

Username

E-Mail Address

[Enable \(Developer Only\)](#)

Continue

Cancel

7. Click **Continue**.
8. Create a Password using the criteria given. (Criteria is listed below.) This is the **password you will use to access eIEVS**.

Password Criteria:

A minimum of 8 characters

A maximum of 14 characters

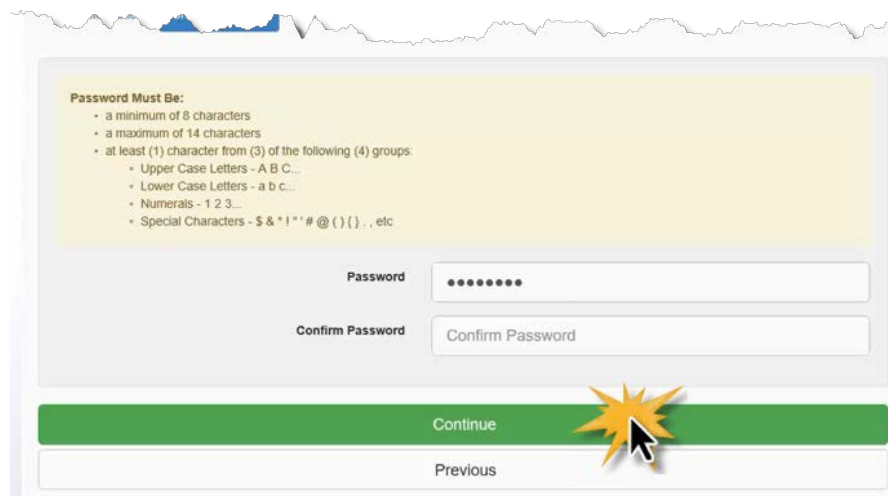
At least (1) character from 3 of the following 4 groups:

Uppercase Letters – ABC...

Lowercase Letters – abc...

Numbers – 123...

Special Characters - \$&%...



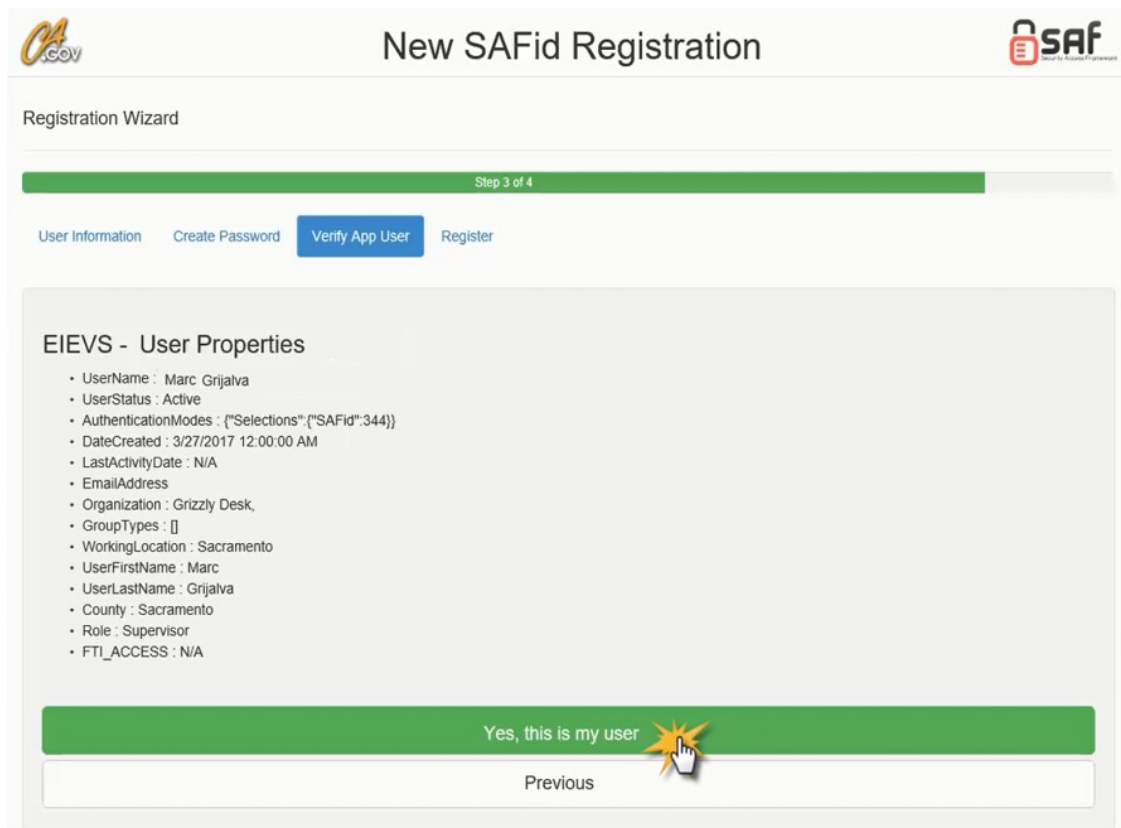
The screenshot shows a web form for password creation. At the top, a yellow box contains the following text:

Password Must Be:

- a minimum of 8 characters
- a maximum of 14 characters
- at least (1) character from (3) of the following (4) groups:
 - Upper Case Letters - A B C...
 - Lower Case Letters - a b c...
 - Numerals - 1 2 3...
 - Special Characters - \$ & * ! " ' # @ { } . , etc

Below the yellow box are two input fields: "Password" (containing 8 dots) and "Confirm Password" (containing the text "Confirm Password"). At the bottom are two buttons: a green "Continue" button and a white "Previous" button. A yellow starburst icon with a mouse cursor is pointing at the "Continue" button.

9. Then enter the password again to confirm.
10. **Verify all the information is correct.**
 - If correct, choose **This is My User**.
 - If not correct, choose **Previous**.



The screenshot shows the 'New SAFid Registration' page at Step 3 of 4. The page header includes the 'CA.gov' logo and the 'SAF' logo. The 'Registration Wizard' progress bar indicates 'Step 3 of 4'. The navigation tabs are 'User Information', 'Create Password', 'Verify App User' (highlighted in blue), and 'Register'. The main content area is titled 'EIEVS - User Properties' and lists the following user details:

- UserName : Marc Grijalva
- UserStatus : Active
- AuthenticationModes : ("Selections":("SAFid":344))
- DateCreated : 3/27/2017 12:00:00 AM
- LastActivityDate : N/A
- EmailAddress
- Organization : Grizzly Desk,
- GroupTypes : []
- WorkingLocation : Sacramento
- UserFirstName : Marc
- UserLastName : Grijalva
- County : Sacramento
- Role : Supervisor
- FTI_ACCESS : N/A

At the bottom, there is a green button labeled 'Yes, this is my user' with a yellow starburst icon and a mouse cursor pointing at it, and a white button labeled 'Previous'.

11. Complete the Registration by clicking **Complete Registration**.



The screenshot shows the 'New SAFid Registration' page at Step 4 of 4. The page header includes the 'CA.gov' logo and the 'SAF' logo. The 'Registration Wizard' progress bar indicates 'Step 4 of 4'. The navigation tabs are 'User Information', 'Create Password', 'Verify App User', and 'Register' (highlighted in blue). The main content area features two large buttons: a green button labeled 'Complete Registration' with a yellow starburst icon and a mouse cursor pointing at it, and an orange button labeled 'Cancel' below it.

Next you will be **taken to the eIEVS Login page.**

B. Logging in to eIEVS

1. Use the **email (as your Username)** and **password you just created to login.**
2. Click **“Login w/ SAFid”**.

CA.GOV SAFid Security Access Framework

EIEVS - Sandbox Login

[What is EIEVS - Sandbox ??](#)

Attention! Congratulations, you have created your SAFid and linked your EIEVS - Sandbox Account. Please login below to access EIEVS - Sandbox.

SAFid Username ⓘ

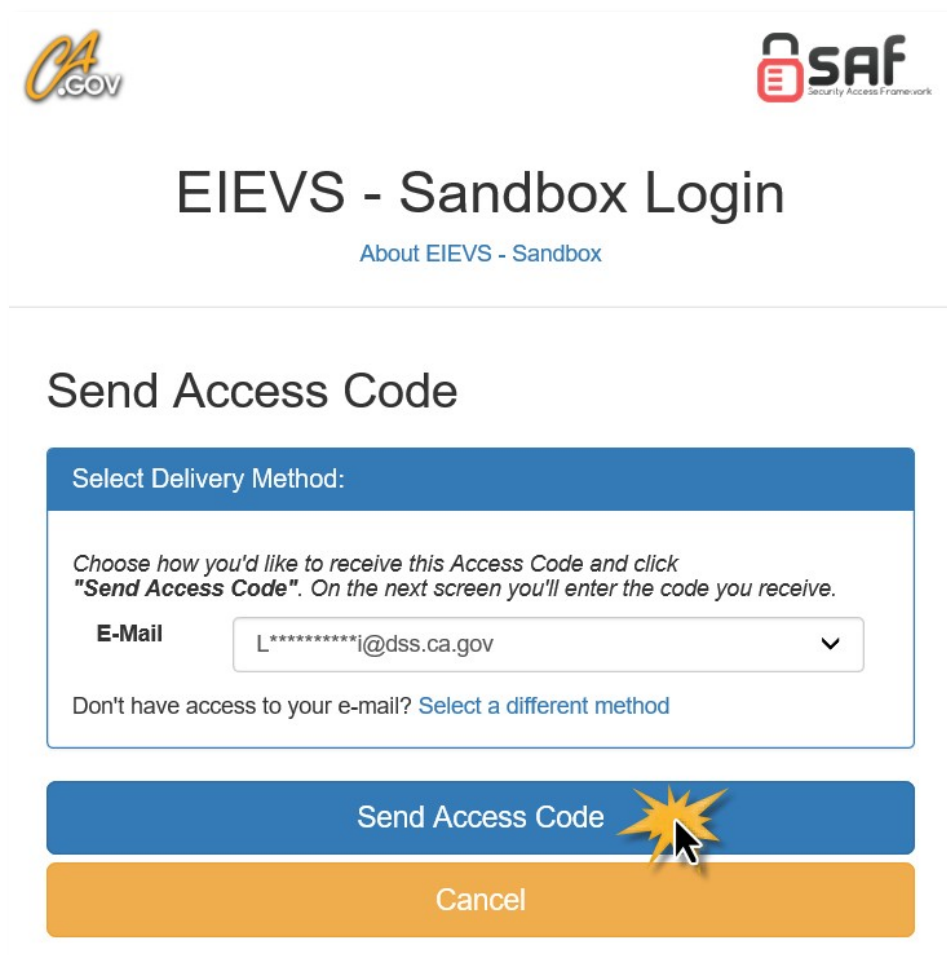
SAFid Password

Login w/ SAFid

[Forgot Password?](#)

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3. You will then be taken to the **“Send Access Code”** page. This is a second verification that you are, who you say you are. **(See the image on the next page.)**




EIEVS - Sandbox Login

[About EIEVS - Sandbox](#)

Send Access Code

Select Delivery Method:

Choose how you'd like to receive this Access Code and click "Send Access Code". On the next screen you'll enter the code you receive.

E-Mail 

Don't have access to your e-mail? [Select a different method](#)

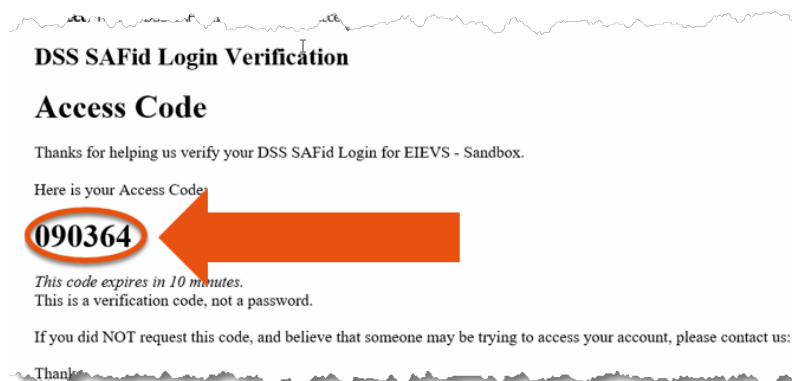
Send Access Code

Cancel

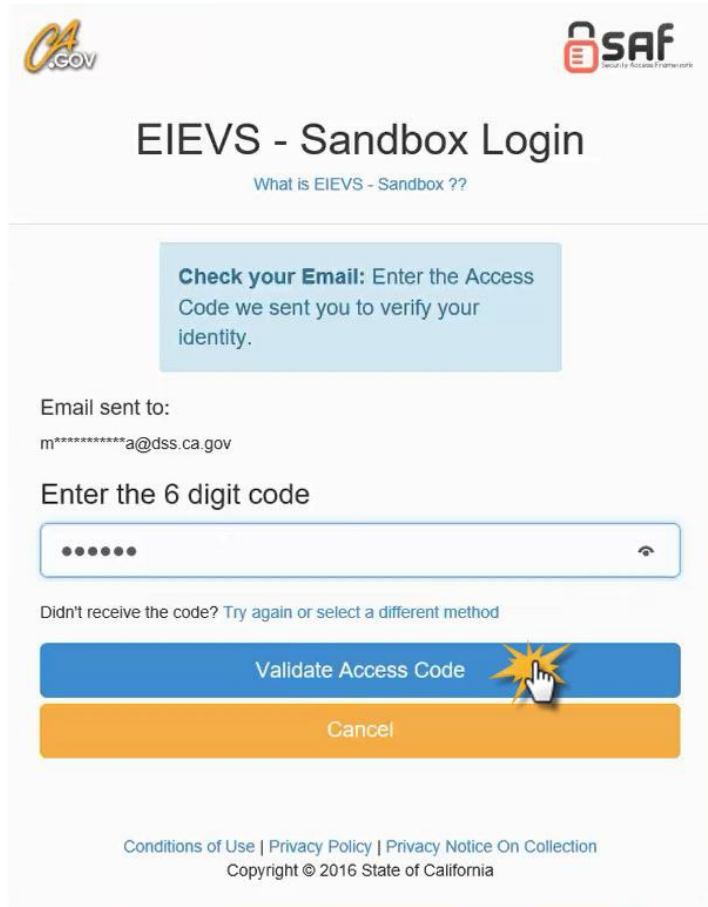
4. Every time you Login to eIEVS you will go through the process of receiving a new Access Code and inputting that code into eIEVS.

You will receive the one-time Access Code via email. **That code is only valid for 10 minutes.**

5. **Confirm** the **email address** the code will be sent to.
6. **Click "Send Access Code"**.
7. You will receive an email entitled "**eIEVS Access Code**". It will look like this:

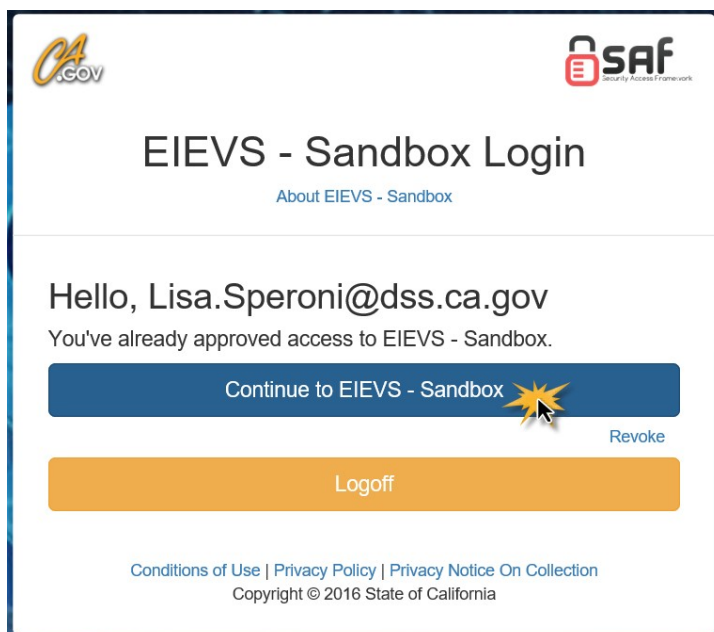


8. Enter the Access Code here:



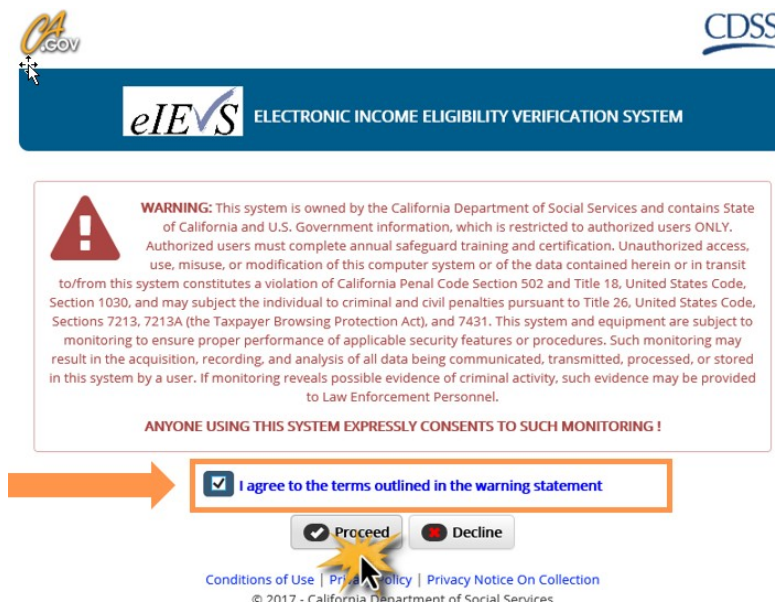
The screenshot shows the 'EIEVS - Sandbox Login' page. At the top left is the 'CA.GOV' logo and at the top right is the 'SAF' logo with the text 'Security Access Framework'. Below the title is a link 'What is EIEVS - Sandbox ??'. A blue box contains the instruction: 'Check your Email: Enter the Access Code we sent you to verify your identity.' Below this, it says 'Email sent to: m*****a@dss.ca.gov'. A text prompt 'Enter the 6 digit code' is followed by a text input field with six dots and a clear button. Below the input field is a link: 'Didn't receive the code? Try again or select a different method'. There are two buttons: a blue 'Validate Access Code' button with a cursor icon, and an orange 'Cancel' button. At the bottom are links for 'Conditions of Use', 'Privacy Policy', and 'Privacy Notice On Collection', and a copyright notice 'Copyright © 2016 State of California'.

9. Click "Validate Access Code". You will be taken to a greeting page that looks like this:



The screenshot shows the 'EIEVS - Sandbox Login' page after a successful login. At the top left is the 'CA.GOV' logo and at the top right is the 'SAF' logo with the text 'Security Access Framework'. Below the title is a link 'About EIEVS - Sandbox'. The main content area says 'Hello, Lisa.Speroni@dss.ca.gov' and 'You've already approved access to EIEVS - Sandbox.' Below this are two buttons: a blue 'Continue to EIEVS - Sandbox' button with a cursor icon, and an orange 'Logoff' button. To the right of the blue button is a link 'Revoke'. At the bottom are links for 'Conditions of Use', 'Privacy Policy', and 'Privacy Notice On Collection', and a copyright notice 'Copyright © 2016 State of California'.

10. Click **“Continue to eIEVS”**.
11. You will then be taken to the **Warning Statement Page**.



WARNING: This system is owned by the California Department of Social Services and contains State of California and U.S. Government information, which is restricted to authorized users ONLY. Authorized users must complete annual safeguard training and certification. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system constitutes a violation of California Penal Code Section 502 and Title 18, United States Code, Section 1030, and may subject the individual to criminal and civil penalties pursuant to Title 26, United States Code, Sections 7213, 7213A (the Taxpayer Browsing Protection Act), and 7431. This system and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording, and analysis of all data being communicated, transmitted, processed, or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel.

ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING !

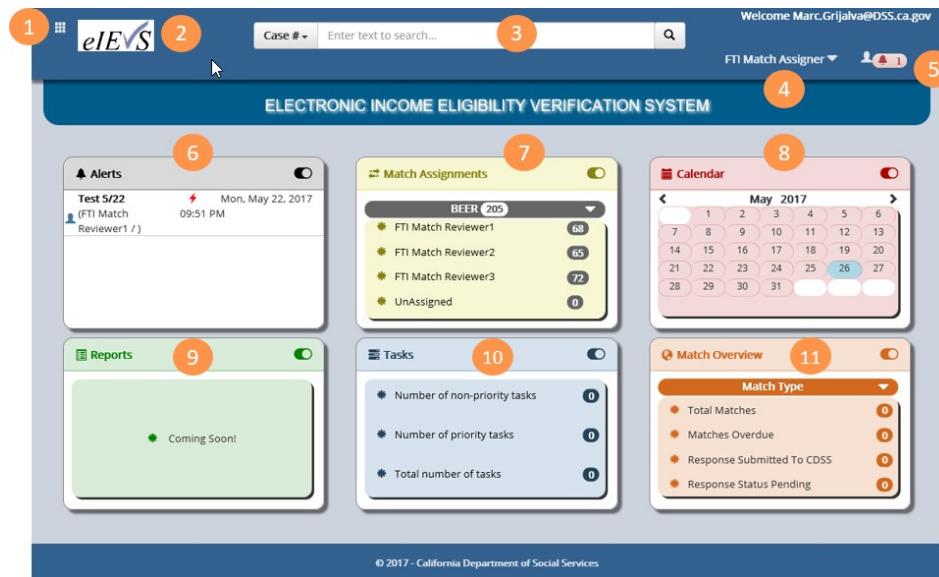
☒ I agree to the terms outlined in the warning statement

[Conditions of Use](#) | [Privacy Policy](#) | [Privacy Notice On Collection](#)
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12. Please **read the Warning Statement Carefully** and then **click “I agree to the terms outlined in the warning statement”**.
13. Next, **click on the Proceed button**.
14. Then you will be taken to the **eIEVS Main Landing Page**.

II. The Main Landing Page

After you Login to eIEVS, the first page you will see is the **Main Landing Page**. Below is a Map of the **eIEVS Main Landing Page**:

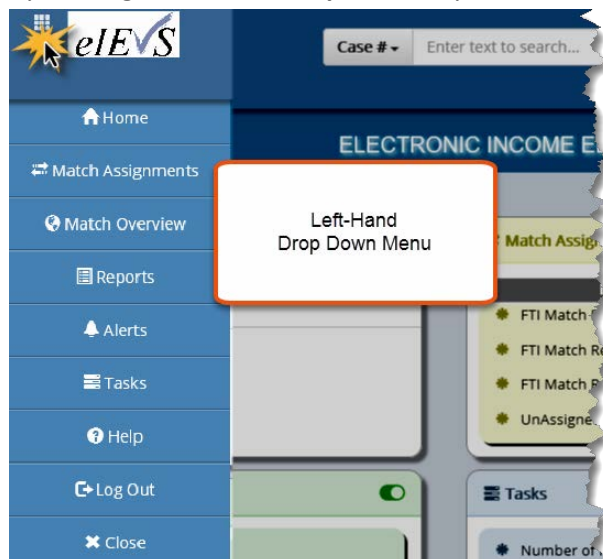


At the **very top** of the **Main Landing Page** is the **Header Bar**:



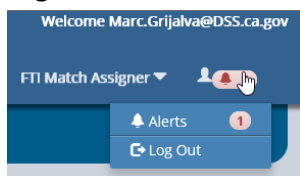
Features 1 - 5 (on the Header Bar) are **visible throughout eIEVS** and display the same information on all User Desks, except where noted.

1. **Left-Hand Drop Down Menu:** Home, Match Overview, Match Queue, Reports and Log Out.
By **clicking on the small, square icon** you will be able to see and click the following:

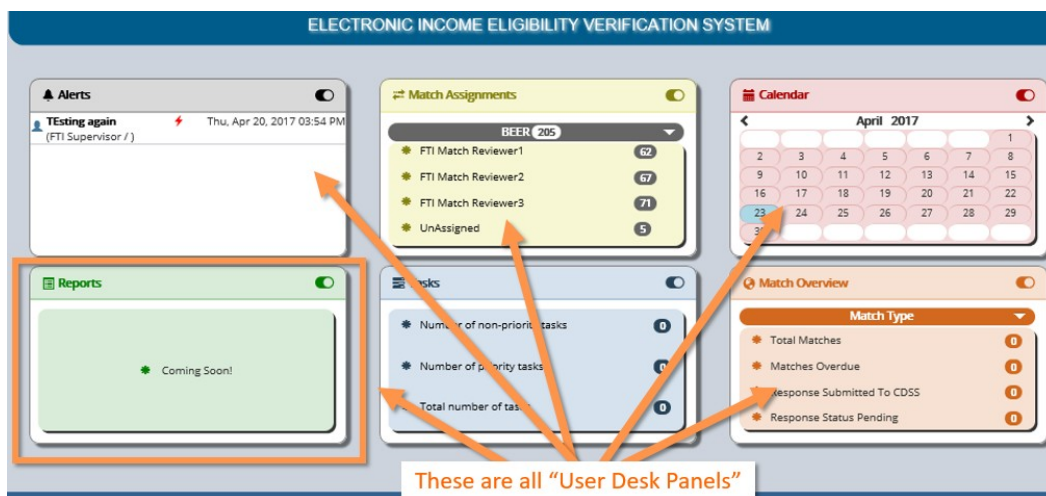


2. **eIEVS Home Page button:** This button will bring you back to the **eIEVS Main Landing Page**.
3. **Search Bar:** Allows you to search the System for the following types of data:
 - a. SSN
 - b. Name

- c. Case Number
 - d. Run Date
 - e. Match Type
 - f. Partial Letters or Numbers
4. **User Desk Display and Drop-down Menu:** by clicking on this menu, you can switch between User Roles and Desks that have been assigned to you. **Each User Role will provide a different type of access to the System.**
5. **User Profile button:** This drop-down menu provides a **shortcut** to the **Alert Page** and the **Log Out** button. You can also see **when there is an Alter** and **how many Alerts** there are:



A. User Desk Panels



The **User Desk Panels** provide summary information and a portal to **Pre-Authorized User Pages** within the system. Panels will be **viewable and accessible only to authorized staff** for the corresponding User Role. Not all panels will be viewable to all users. Access to each panel will be based on the User Role.

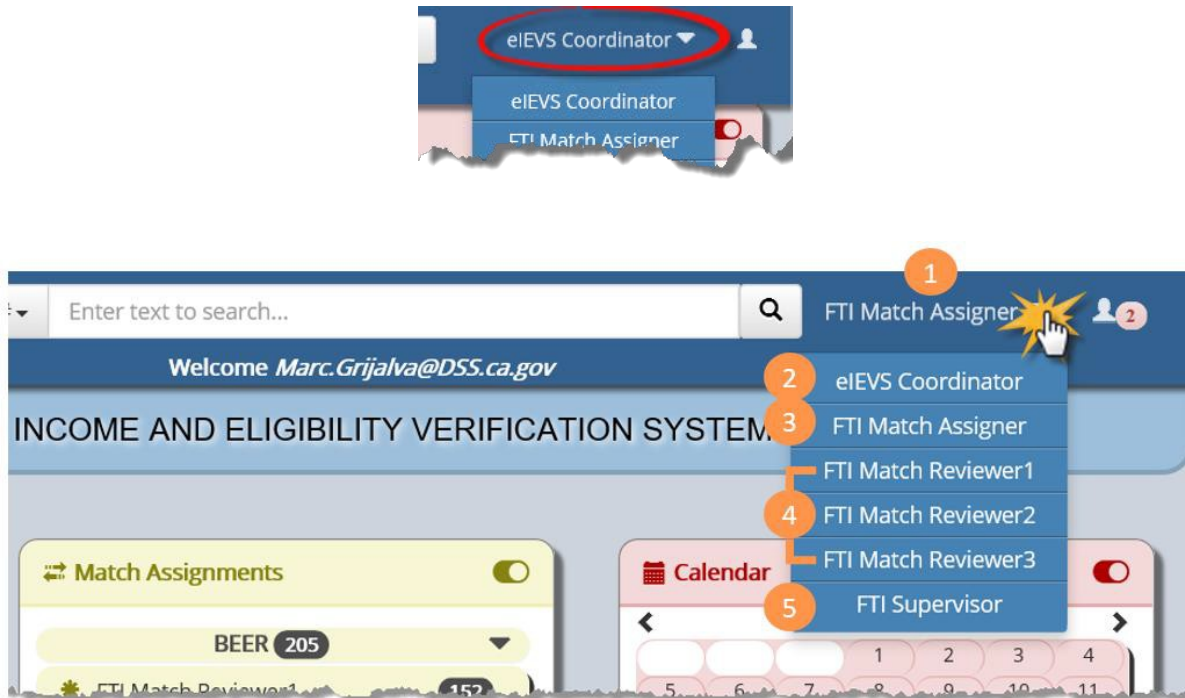
1. **Alerts**
2. **Match Assignments*** – *This panel is only visible for designated Match Assigners*
3. **Calendar**
4. **Reports**
5. **Tasks**
6. **Match Overview**

Each of these panels will be explained in more detail throughout this User Guide.

III. Selecting a User Desk

Within eIEVS, each **User Desk** has a **Corresponding Role** and **Type of Access**. Each User Desk **enables** the **User** to access only **Appropriate Panels**. If you **do not have the Authority to Assign Matches** you **will not be able to choose the Match Assigner Desk**.

Users that have **access to multiple desks** will be able to **select the desk** they would like to work from, using the **Drop-down Menu** in the **upper right-hand corner** of the **Main Landing Page**. (Seen here.)



1. To **Select a User Desk**, click on the small arrow and **Select** the authorized **User Desk** you would like to work from.
2. **User Desk Display and Drop-Down Menu**: Displays the current User Desk you are working in. Click to open drop-down options of roles that you have been provided access.
3. **eIEVS Coordinator**: Each County has designated an eIEVS Coordinator.
4. **Match Assigner Desk(s)**: This Desk has the ability to assign matches to all **Match Reviewer Desks** under their hierarchy.
5. **Match Reviewer Desk(s)**: These Desks are responsible for completing and submitting Match Reviews that have been assigned to each individual Desk.
6. **Supervisor Desk(s)**: This Desk has access to view the **Match Assigner Desk(s)** and all **Match Reviewer Desks** under their Supervisory hierarchy.

IV. Match Workflow Progress Indicator Buttons

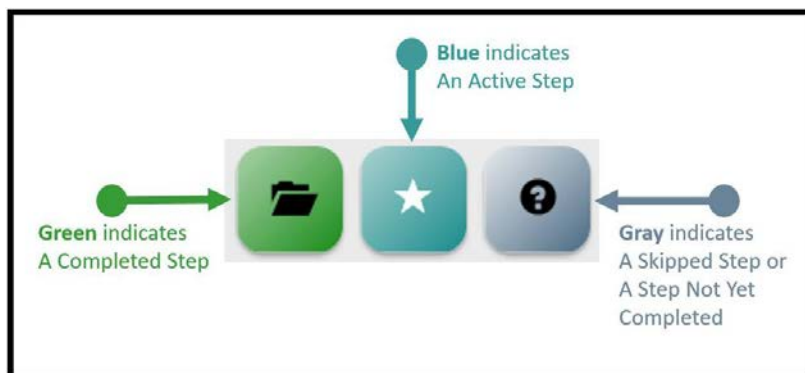
At the top of every **Match Workflow Screen** there are seven (7) **Match Workflow Progress Indicator Buttons**. They look like this:



These buttons indicate Steps within each **Match Review Workflow**. If there are 7 Steps in a workflow, 7 buttons will be visible.

The **buttons change colors** as the **Match Review Steps** are completed. They are Color Coded to indicate whether the User is **Actively in a Step**, has **Completed a Step** or if the User has **Skipped a Step**. They can also indicate that **a Step has not yet been Completed**.

Here is the **Color-Coded Diagram** of the **Match Workflow Progress Indicator Buttons**:



If clicked, the **Match Workflow Progress Indicator Buttons** will take you to that **Specific Workflow Step**. If you hover your mouse over the button you will see the **Title of the Button**.

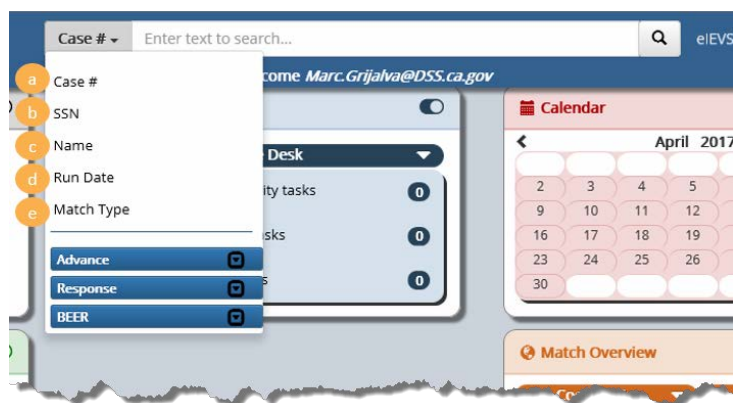


These buttons appear for every **Match Workflow** and can be seen/accessed on each page within the Workflow.

V. Searching in eEVS

The **eEVS Search** function allows you to **search the active data** for Matches based on a **variety of User Selected Criteria**.

A. Basic Search



For a Basic Search, **click on the little arrow near “Case #”**. This will reveal a drop-down menu. The list below applies to the **Map of the Basic Search** screen on **page 17**.

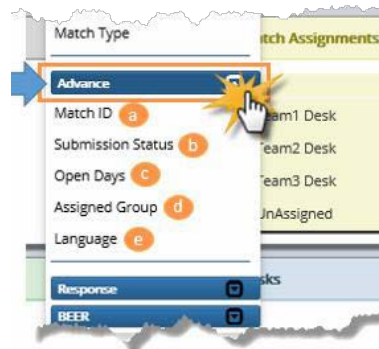
- Case #:** Search for a match based on a **complete** or **partial CalFresh** or **CalWORKs Case Number**.
- SSN:** Search for matches based on a **participant’s complete** or **partial Social Security Number**.
- Name:** Search for matches based on a **participant’s complete** or **partial name**.
- Run Date:** Search for matches based on the system generated **Run Date**, which is **the date the Matches were generated and delivered to the County**.
- Match Type:** Search for matches based on the **Match Type**. (i.e. BEER, FFM, etc.)

Choose the type of information you would like to Search for. If you wanted to Search **using a partial Social Security Number**, you would click **SSN** and enter the **partial Social Security Number** in the field marked **“Enter Text to Search...”**. Click the **Magnifying Glass**, to **begin the Search**:



The Search above would return any Match Reviews containing 553 in any Social Security Number.

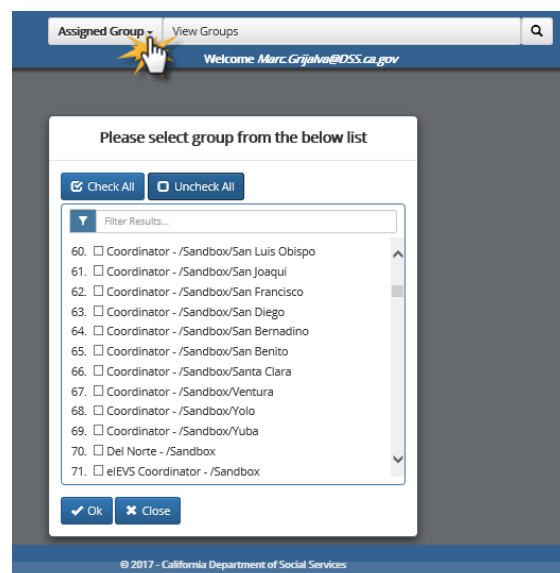
B. Advanced Search



The eIEVS Advanced Search functionality enables you to Search, or Filter the Search, for specific Matches based on specific criteria. The criteria outlined below corresponds to the Map above.

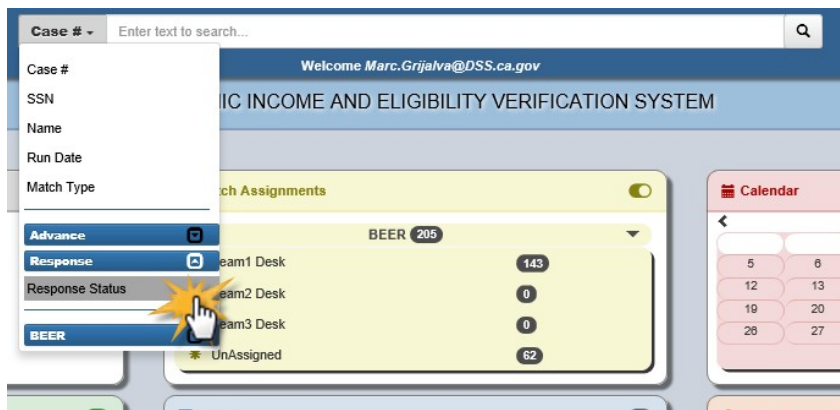
- a. **Match ID:** Search based on the **System Generated ID**, unique to each individual match.
- b. **Submission Status:** Search based on the Status of a Specific Match. (i.e. If you're searching for a Match Review that has already been Submitted to CDSS, you could search here by "Submit to CDSS" as that is a Step in the Match Review Workflow.)
- c. **Open Days:** Search based on the **Number of Days** a particular **Match** has been opened.
- d. **Assigned Group:** You can **Search** and **View** all the **Match Reviewer Desks** and the **Matches that have been assigned** to them for processing.

Select the **Assigned Groups** from the **Drop-Down Menu Options**. Click **View Groups** and a new **"Select Group"** window will pop up. You can Check All, Check One or Filter your results.



- e. **Language:** You can **Search** by the **Primary Language** used by the **Recipient**.

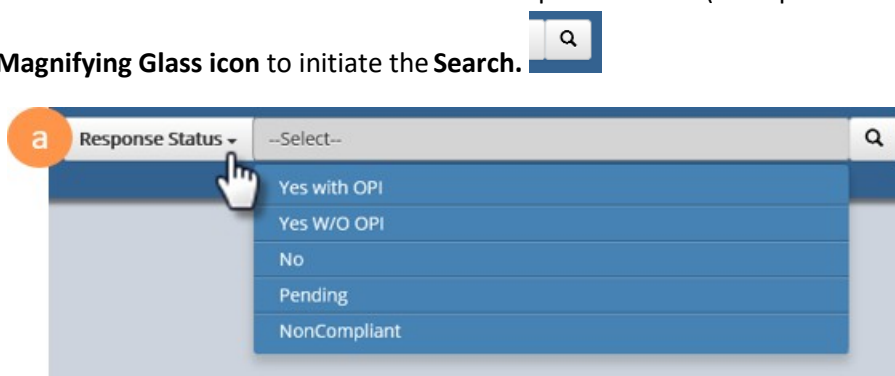
Directly under the **Advance Menu Search** is the **Response Status Search**.



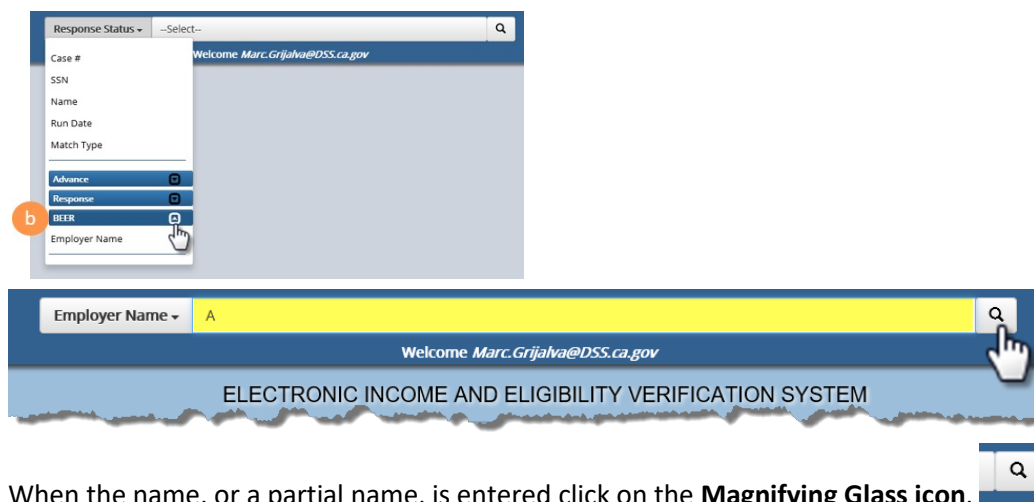
A **Response Status Search** allows you to search for Matches based on the **Match Review Response Status**. You can do so by choosing from the options available in the drop-down menu.

- a. **Match Response Drop-down Options.** To Search by Match Response Status, use the drop-down menu in the Search Bar. Chose the Match Response Status. (See options below.) Then Click the

Magnifying Glass icon to initiate the Search.



- b. **BEER – Employer Name:** Specific for a BEER match, this Search displays and filters **Employer Name**. You can also enter a partial name.



When the name, or a partial name, is entered click on the **Magnifying Glass icon**.

VI. Alerts

There are **two types of Alerts** within eIEVS – **User to User Messaging** and **System (eIEVS) to User Messaging**.

A. Alerts Webpage

To view your Alerts, go to the **eIEVS Main Landing Page**, click on the **Alerts Panel Title** and you will be taken to the **Alerts Webpage**.

Need more info on the eIEVS Main Landing page and what Panels are? Go to [Page 13](#).

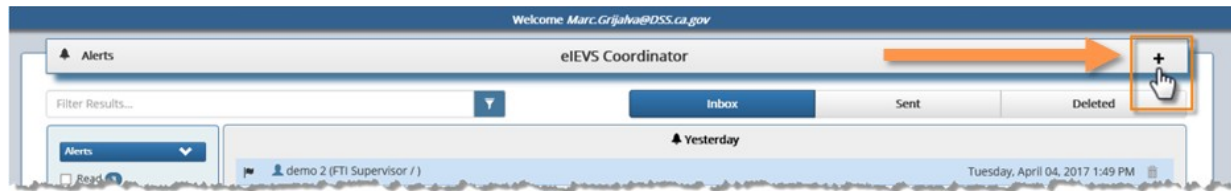
The **Alerts Webpage** looks like this:



- Alerts Identification Bar and Pop-Up Window Expander:** The bar indicates that you are on the Alerts webpage via the title on the left-hand side of the bar. The + on the right-hand side expands into a small window. (See image below.)
- Alert Filter:** Filter displayed alerts by user defined content.
- Inbox:** Contains Messages received by the Active User.
- Sent:** Contains Messages generated and sent by the Active User.
- Deleted:** Messages that were received or generated by the Active User.
- Read/Unread filter:** Filter results by Read/Unread status.
- Priority:** Filter results based on the Alert Priority settings of "Priority" or "Normal".
- Custom Alert filter:** Filter alert by Custom (or User Generated) Alert.

B. Alerts Generation

To **generate an Alert**, begin by **clicking** the **Alerts Identification Bar** and **click** on the "+" to **Open** the **Alert Generation Drop-Down Window**.



This is what the **Alert Generation Window** looks like when **expanded**:

- a. After you have opened the Window, **Click Select Group/s to open eIEVS User Group Lists.**

A new window will pop-up so you can **Select the Group(s)** you want to receive the Alert. You can **Check or Uncheck All** of the Users in the list. You can also **Check the Users One-by-One.**

In the same window, you can also **Filter the Results of the Groups.** **Filtering the Results** helps you narrow down the list. This is the **Alert Select Group(s) Window**:

Please select group/s from the below list

Check All Uncheck All

Filter Results...

1. ☐ Coordinator - /Sandbox/Tulare
2. ☐ Desk1 - /Sandbox/Tulare/Coordinator/Supervisor
3. ☐ Desk2 - /Sandbox/Tulare/Coordinator/Supervisor
4. ☐ Desk3 - /Sandbox/Tulare/Coordinator/Supervisor
5. ☒ elEVS Coordinator - /Sandbox
6. ☐ elEVS Coordinator - /Sandbox
7. ☐ FTI Desk1 - /Sandbox/Tulare/Coordinator/FTI Supervisor
8. ☐ FTI Desk2 - /Sandbox/Tulare/Coordinator/FTI Supervisor
9. ☐ FTI Desk3 - /Sandbox/Tulare/Coordinator/FTI Supervisor
10. ☐ FTI Match Assigner - /Sandbox/elEVS Coordinator/FTI Supervisor
11. ☐ FTI Match Assigner - /Sandbox/elEVS Coordinator/FTI Supervisor

Ok Close

After you have chosen the User's you want to send the Alert to – **click OK.**

Next enter the following information:

- b. **Title:** Enter the title of your Message in this field
- c. **Comments:** Enter your Message here
- d. **Send** your Alert

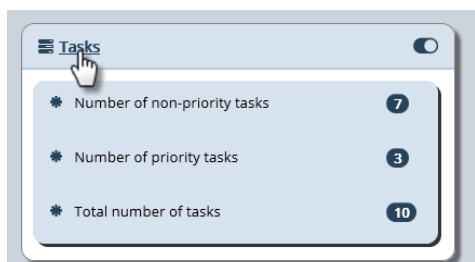
VII. Tasks

Tasks are notifications or reminders sent to Users by eIEVS. These Tasks **relay information** regarding specific **Workflow Tasks** that are **Required** or **Optional** for **Processing Matches**.

A. Tasks Webpage

To access the **Tasks Webpage**, return to the eIEVS Landing Page by clicking the eIEVS logo in the far left-hand corner. Find the tile marked **"Tasks"**.

Click on the Panel Title **"Tasks"** and you will be taken to the **Tasks Webpage**.



The **Tasks Webpage** looks like this:

Match Id	Case Number	Task Name	Task Created	Match Type	Task Type
3761	431	Ffm Abstract Response	1/19/2017	FFM	FFM
3746	409	Ffm Abstract Response	1/19/2017	FFM	FFM
3736	395	Warrant Review	1/19/2017	FFM	FFM
3727	383	Benefits Affected	1/19/2017	FFM	FFM

Match Id	Case Number	Task Name	Task Created	Match Type	Task Type
3737	396	Ffm Abstract Response	1/19/2017	FFM	FFM
3732	390	Warrant Review	1/19/2017	FFM	FFM

- a. **Filter Results:** This field allows you to Filter or Sort through displayed Tasks based on User Defined Criteria.
- b. **Desk Selection:** This Drop-Down List allows you to view Tasks for a specific User Desk. (This functionality is only available for those Users who are authorized to view multiple desks.)
- c. **Match ID:** eIEVS generates a Match ID unique for each individual Match.
- d. **Case Number:** The number generated by MMEF.
- e. **Task Name:** The current Step or Status of the Match.
- f. **Task Created:** The Date the last time the Workflow was run.
- g. **Match Type:** The type of Match being executed for this Task
- h. **Task Type**
- i. **Flag:** Priority or Non-Priority

VIII. Reports

This functionality will not be available in the initial rollout of eIEVS.


IX. Calendar

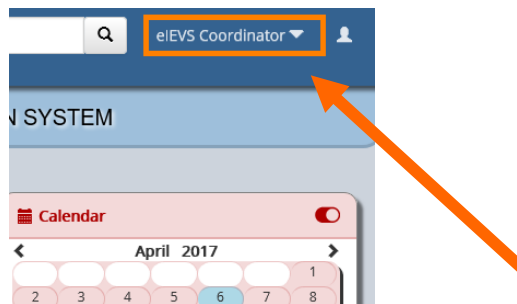
This functionality will not be available in the initial rollout of eIEVS.

X. How to Make Match Assignments

A. Select a Match Assigner Desk

Match Assigners only have access to the **Matches they have been Authorized to have access to.** (Match Types that include FTI (Federal Tax Information) will only be accessible to Match Assigners that have the authority to access FTI.

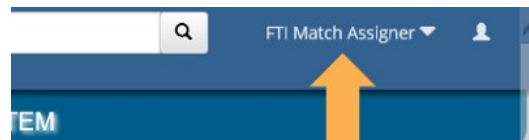
1. To choose the **Match Assigner Desk**, go to the **Main Landing Page** and **click** on the small white triangle  next to the User Desk Name.



Please see the attached FTI Safeguarding Requirements for more detail.

B. Match Assignment

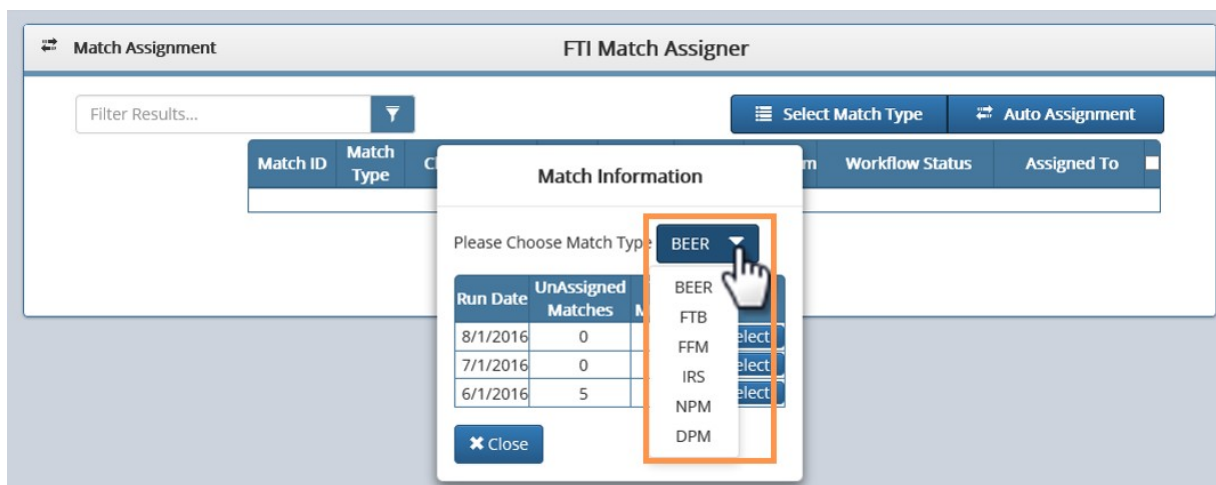
1. To **make Match Assignments** make sure you have **chosen** the **FTI or Non-FTI Match Assigner User Desk**, in the upper right hand corner.



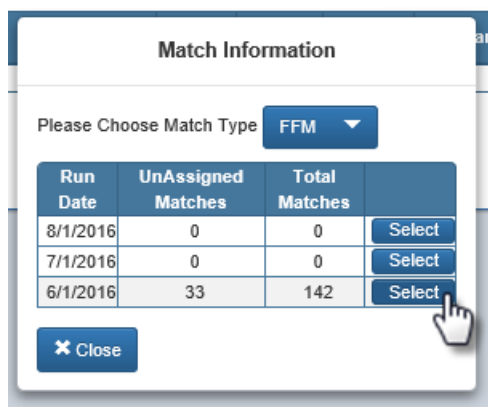
2. Click on the **Title** of the **Match Assignments Panel**



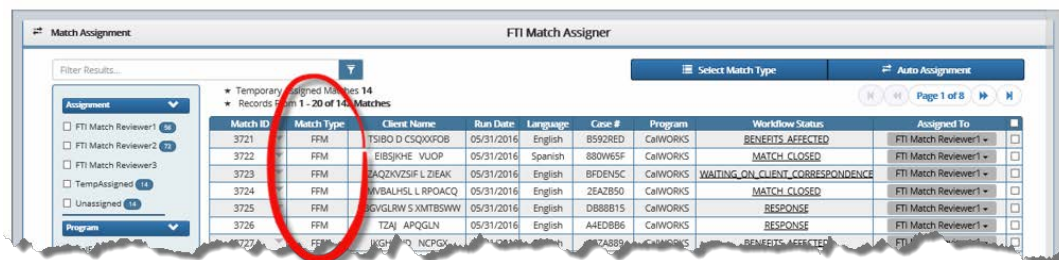
3. The **Match Assignment Webpage** will open.
4. A small **Match Information Window** will **pop up**, too. Select the **Match Type** you wish to **Assign**



5. Select the **Match Run Date** for the **Group of Matches** you wish to Assign



6. You are now on the **Match Assignment Webpage**, showing all the Matches for the Match Type you've chose. For this exercise, we've chose FFM, as you can see in the next image.



Match Assignment Results can be sorted or filtered in many ways. There is a **Short Cut Menu** on the left-hand side of the webpage. The **Menu** gives you the option to **sort by Assignment, Program or Language**. The numbers in blue to the right of the choices indicate

how many Matches fit that description. (i.e. FTI Match Reviewer 1 has been assigned 56 FFM Matches.)

★ Temporary Assigned Match
★ Records From 1 - 20 of 14

Match ID	Match Type
3721	FFM
3722	FFM
3723	FFM
3724	FFM
3725	FFM
3726	FFM
3730	FFM
3731	FFM
3732	FFM
3733	FFM
3734	FFM
3735	FFM

Assignment

- ☐ FTI Match Reviewer1 56
- ☐ FTI Match Reviewer2 72
- ☐ FTI Match Reviewer3
- ☐ TempAssigned 14
- ☐ Unassigned 14

Program

- ☐ CalFresh
- ☐ CalWORKS 142
- ☐ CalWORKS/CalFresh
- ☐ MCO

Language

- ☐ American Sign Language
- ☐ Arabic
- ☐ Armenian 1
- ☐ Cambodian

7. Select the **Matches** you would like to **Assign**. You can either **click to Select All** (7a) or select each Match **Individually** (7b).

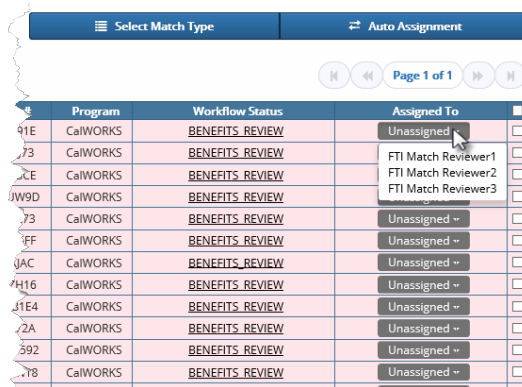
7a

Workflow Status	Assigned To	
BENEFITS REVIEW	Unassigned	<input checked="" type="checkbox"/>
BENEFITS REVIEW	Unassigned	<input checked="" type="checkbox"/>
BENEFITS REVIEW	Unassigned	<input checked="" type="checkbox"/>
BENEFITS REVIEW	Unassigned	<input checked="" type="checkbox"/>
BENEFITS REVIEW	Unassigned	<input checked="" type="checkbox"/>
BENEFITS REVIEW	Unassigned	<input checked="" type="checkbox"/>
BENEFITS REVIEW	Unassigned	<input checked="" type="checkbox"/>
BENEFITS REVIEW	Unassigned	<input checked="" type="checkbox"/>


7b

Workflow Status	Assigned To	
BENEFITS REVIEW	Unassigned	<input checked="" type="checkbox"/>
BENEFITS REVIEW	Unassigned	<input checked="" type="checkbox"/>
BENEFITS REVIEW	Unassigned	<input checked="" type="checkbox"/>
BENEFITS REVIEW	Unassigned	<input checked="" type="checkbox"/>
BENEFITS REVIEW	Unassigned	<input checked="" type="checkbox"/>
BENEFITS REVIEW	Unassigned	<input type="checkbox"/>
BENEFITS REVIEW	Unassigned	<input type="checkbox"/>
BENEFITS REVIEW	Unassigned	<input type="checkbox"/>
BENEFITS REVIEW	Unassigned	<input type="checkbox"/>
BENEFITS REVIEW	Unassigned	<input type="checkbox"/>

8. Within the **Assign To** column, you can **click the individual Match to Assign it to the appropriate User Desk**.

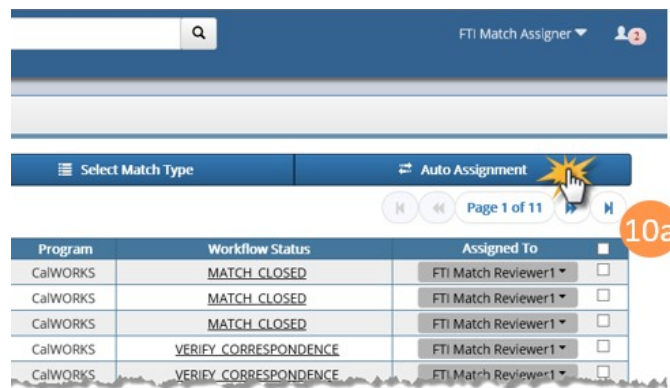


	Program	Workflow Status	Assigned To
91E	CalWORKS	BENEFITS REVIEW	Unassigned
73	CalWORKS	BENEFITS REVIEW	FTI Match Reviewer1
CE	CalWORKS	BENEFITS REVIEW	FTI Match Reviewer2
JW9D	CalWORKS	BENEFITS REVIEW	FTI Match Reviewer3
73	CalWORKS	BENEFITS REVIEW	Unassigned
FF	CalWORKS	BENEFITS REVIEW	Unassigned
JAC	CalWORKS	BENEFITS REVIEW	Unassigned
H16	CalWORKS	BENEFITS REVIEW	Unassigned
E4	CalWORKS	BENEFITS REVIEW	Unassigned
2A	CalWORKS	BENEFITS REVIEW	Unassigned
92	CalWORKS	BENEFITS REVIEW	Unassigned
78	CalWORKS	BENEFITS REVIEW	Unassigned

Confirm the **Match Assignments** you have made. Click the **Confirm** Button  in the lower left-hand corner of the to confirm your Match Assignments. Then **Click OK**.

9. **Automatic Match Assignments:** eLEVS has the capability to **Assign Matches Automatically**.

a. On the **Match Assigner Webpage**, click the Auto Assignment Button




Program	Workflow Status	Assigned To
CalWORKS	MATCH CLOSED	FTI Match Reviewer1
CalWORKS	MATCH CLOSED	FTI Match Reviewer1
CalWORKS	MATCH CLOSED	FTI Match Reviewer1
CalWORKS	VERIFY CORRESPONDENCE	FTI Match Reviewer1
CalWORKS	VERIFY CORRESPONDENCE	FTI Match Reviewer1

b. A small “**Assign Matches**” window will appear. You will be able to **view User Desks** in this window. **Enter the Percentages of the Total Unassigned Matches** (10b) in the **box** next to the appropriate User Desk Name. The **actual Number of Matches** that will be assigned are **shown** to the right of the data field. As seen below (10c). For example, in the picture below **FTI Match Reviewer 1 has been assigned 33% of all the matches**, which comes out **to 4 matches**.

Assign Matches

FTI Match Reviewer1	33	% (4)
FTI Match Reviewer2	33	% (4)
FTI Match Reviewer3	34	% (6)

✓ Ok ✕ Close

- c. Please Note: Automatic Match Assignment doesn't guarantee that Matches involving the same name, are sent to the same Match Reviewer.
- d. When you have completed the assignments, click .

XI. Match Overview

Match Overview is a Tool that **allows** the **User to View a Summary** of all the work currently assigned to their Desk (as a Match Reviewer) or to the User Desks under their hierarchy, if they are a Supervisor.

A. Match Overview Webpage

To get to The Match Overview Webpage, navigate to the Landing Page by clicking on the **eIEVS Home Page Button** in the **upper left-hand corner**.

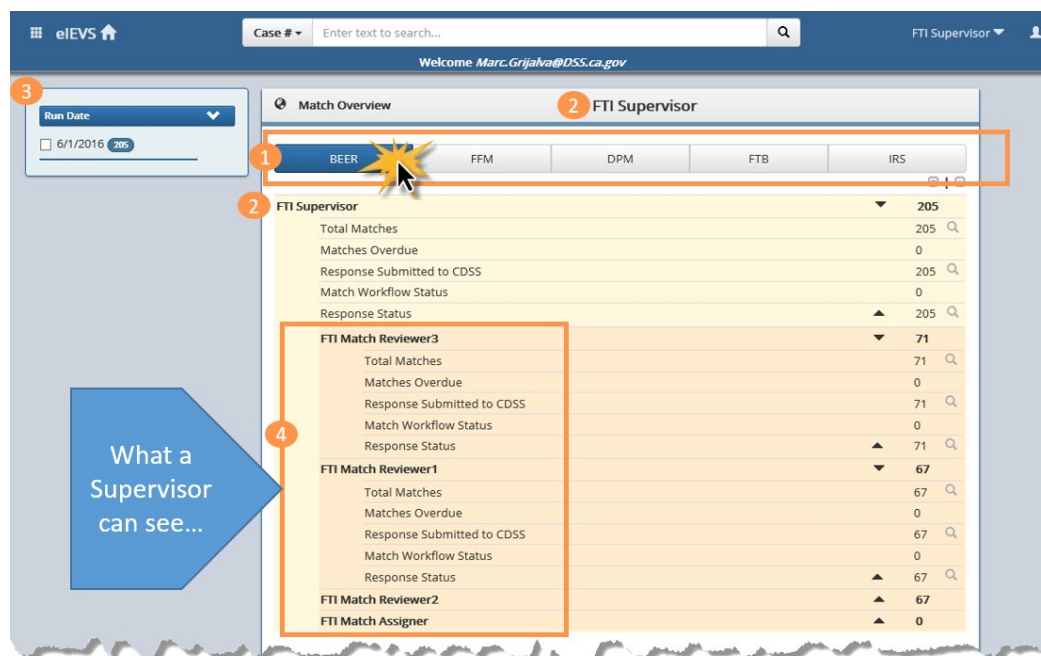
On the **Main Landing Page**, Click the **title** of the **Match Overview Panel**. As seen below:

Match Overview ☐

Choose Match Type ▼

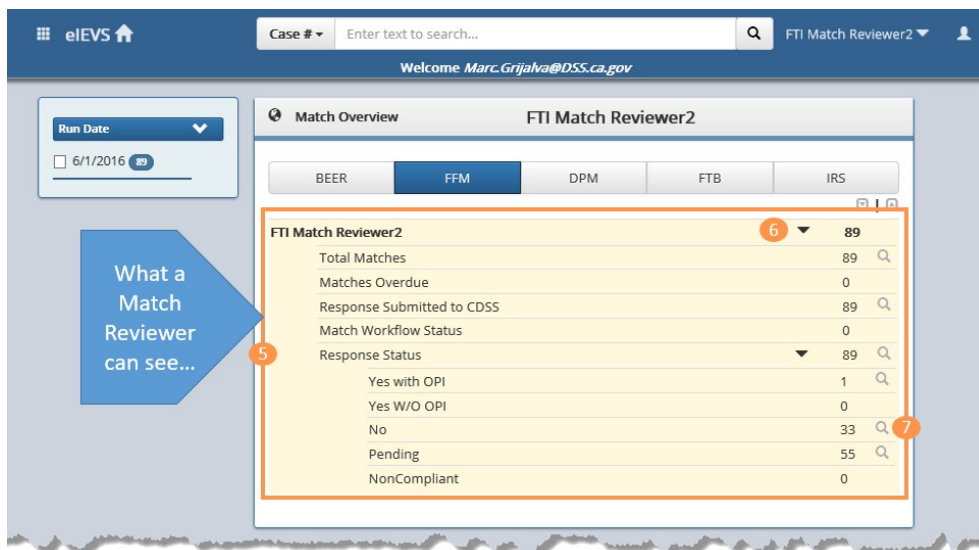
- Total Matches 0
- Matches Overdue 0
- Response Submitted To CDSS 0
- Response Status Pending 0



1. You will be taken to **Match Overview Webpage**. Here is a Map of that Webpage:

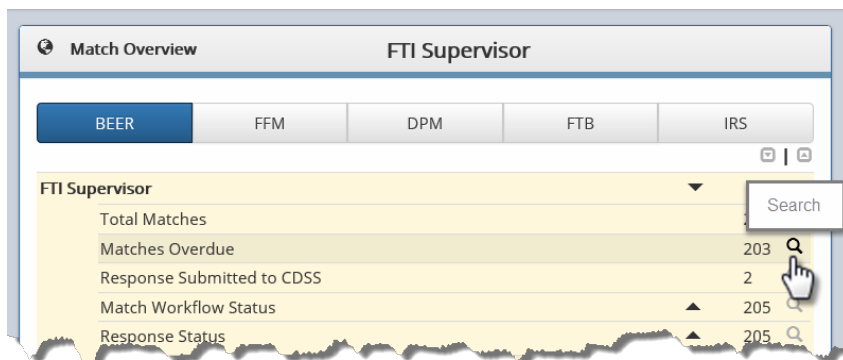


2. To view data, choose and click on the **Match Type** you wish to view for the **Match Type Bar**.
3. **User Desk**: Displays the User Level being Used to see the Overview.
4. **Run Date Filter**: Allows the User to filter Overview results based on a single or combination of available Run Dates.
5. **Underlying Desks**: Each Supervisor will be able to view the **User Desk Workload** under their hierarchy. The above image shows detailed information about each User Desk under this Supervisor's hierarchy.

If a **Match Reviewer** wishes to use the **Match Overview Page/Functionality** they will only be able to view their own workload. (See image below.)

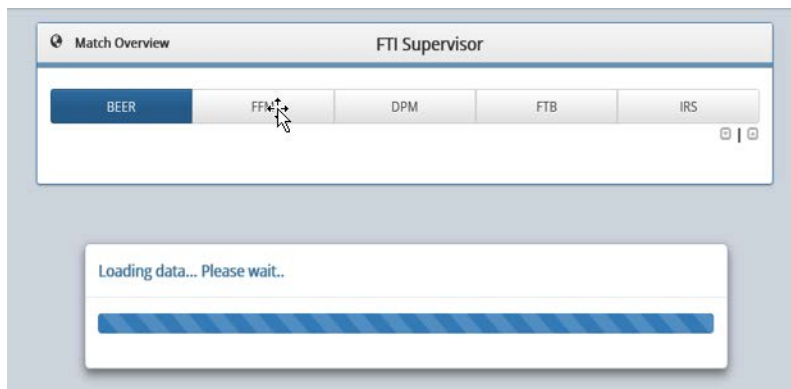


- Each small, black arrow  indicates there is more information to see when the window is expanded. **Click on the arrow and the screen will expand.**
- If you click the Magnifying Glass  on a particular line item, you initiate a Search for that line item.
- Click the Magnifying Glass next to the data you wish to see. For this example we chose **BEER Matches Overdue**:



You will immediately be taken to, what looks like, a blank screen:

Then you will see that the **data is loading**:



The system has narrowed down the **Search Request** for the **Match Type** you indicated earlier. In our case that would be the **BEER Matches** – where we can find **Matches Overdue** listed on the left-hand menu:

	Match Id	County	Case #	Name	SSN	Run Date	Match Type	
1	FTI Match Reviewer1	5847	Kern	B23ACD5	XYQQCG TSKPR E	*****0815	5/31/2016	BEER
2	FTI Match Reviewer1	5848	Los Angeles	E85RF6B	VBEWODMVK QIUGXFZU	*****4420	5/31/2016	BEER
3	FTI Match Reviewer1	5849	Fresno	059053D	XVPJMSXQLHT HQMUB	*****8121	5/31/2016	BEER
4	FTI Match Reviewer1	5850	Sacramento	BFAPAA4	WJTA TROYQ M	*****3984	5/31/2016	BEER
5	FTI Match Reviewer1	5851	Santa Clara	0E07P91	CICGI ILUPTLSKE	*****7715	5/31/2016	BEER
6	FTI Match Reviewer1	5852	San Diego	1F29Q40	PKXO AUAA S	*****6497	5/31/2016	BEER
7	FTI Match Reviewer1	5853	Los Angeles	F5BVSD4	AMRM KEXLFDBM S	*****1244	5/31/2016	BEER
8	FTI Match Reviewer1	5854	San Bernardino	A239553	CXEVRF5 YPVNBN D	*****2809	5/31/2016	BEER
9	FTI Match Reviewer1	5855	Imperial	E2464ED	KBHYRKY LAZMTA	*****7121	5/31/2016	BEER
10	FTI Match Reviewer1	5856	Santa Clara	79B0B7C	SCMSYFX LQVQ M	*****3267	5/31/2016	BEER
11	FTI Match Reviewer1	5857	Los Angeles	33M5J54	BVUME JOVO S	*****2247	5/31/2016	BEER
12	FTI Match Reviewer1	5858	Alameda	6D8E079	THQQGFG RCGKOUZH	*****9135	5/31/2016	BEER
13	FTI Match Reviewer1	5859	Los Angeles	2BT6AD6	VISYRXUJ KLXGMEAJ	*****3326	5/31/2016	BEER
14	FTI Match Reviewer1	5860	Los Angeles	273HJBA	GLUJE MXZMH C	*****6875	5/31/2016	BEER
15	FTI Match Reviewer1	5861	Santa Clara	826YX7C	MAYESJQ TQMVKN D	*****9422	5/31/2016	BEER
16	FTI Match Reviewer1	5862	Los Angeles	8BVY6F	FRNTSSAO QXREAPIT	*****3249	5/31/2016	BEER
17	FTI Match Reviewer1	5863	San Francisco	CECDB30	KXZQSL BHZY	*****2219	5/31/2016	BEER
18	FTI Match Reviewer1	5864	Ventura	A6BE1A5	VXZHVK VVZUEXP	*****8628	5/31/2016	BEER
19	FTI Match Reviewer1	5865	Sacramento	F29NA92	VTTUXUL QNJVDKB	*****9672	5/31/2016	BEER
20	FTI Match Reviewer1	5866	Solano	072CLB8	DSYOSDX HQIUC L	*****8501	5/31/2016	BEER

XII. Match Queue

The Match Queue provides a display of **current workload** assignments **by Match Type**.

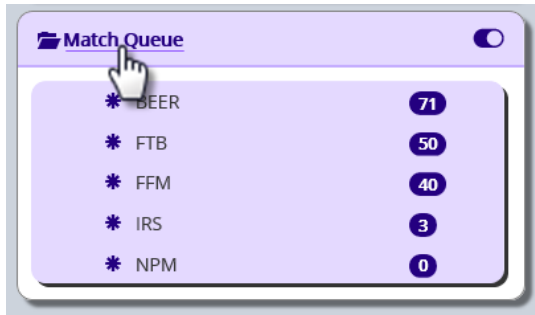
Please Note: Only FTI and Non-FTI Match Reviewers will be able to view the Match Queue.

To reach the Match Queue, click the eIEVS icon in the upper left-hand corner of the screen to get to the **eIEVS Main Landing Page**. (What's the eIEVS Main Landing Page? [See Section III on Page 13.](#))

On the **Main Landing Page**, make sure you have **chosen to work on the Match Reviewer's Desk** by clicking on it the drop-down menu in the right-hand corner:



Go to the **Match Queue Panel** and click on the title.



The Match Queue Webpage will open. This is a map of that webpage and below are the corresponding numbers with a definition of each section.

No.	Recipient	Case #	Match Type	Open Days	Workflow Status	Response
1	EQJQNMFF UNJPAU	BL2F80C	BEER	0	MATCH_REVIEW	Pending
2	ZDFV IW0HF CSJ T	CCA94DA	BEER	0	MATCH_REVIEW	Pending
3	XMEQVXX OXFEU	AA689D2	BEER	0	MATCH_REVIEW	Pending
4	CY CY	A6CE7A4	BEER	0	MATCH_REVIEW	Pending
5	DTYXZJ OKJGL B	8D7D594	BEER	0	MATCH_REVIEW	Pending
6	EQJQNMFF GJMY D	T40C3FB	BEER	0	MATCH_REVIEW	Pending
7	IZUKLR CGZD	UD949AD	BEER	0	MATCH_REVIEW	Pending
8	MMKMZ SLGTZ J	92B87FE	BEER	0	MATCH_REVIEW	Pending
9	ONXUHU EDSSHJ N	1FEFF2A	BEER	0	MATCH_REVIEW	Pending
10	TOAPQRB FZJFERO	8CD5Q74	BEER	0	MATCH_REVIEW	Pending
11	TRVGRS WKBQEEQ L	7576735	BEER	0	MATCH_REVIEW	Pending
12	RXTJS IXHM D	FCPTX8B	BEER	0	MATCH_REVIEW	Pending
13	EYHFKFSXCZ YXBTH D	D3B6699	BEER	0	MATCH_REVIEW	Pending
14	QRDWKBUYA KCIOFLIG	0C18K9C	BEER	0	MATCH_REVIEW	Pending
15	QRDWKBUYA GPJUTEZNV	HWAQW6B	BEER	0	MATCH_REVIEW	Pending
16	QSPGDHJW HKJAQZ I	FFDSS5B	BEER	0	MATCH_REVIEW	Pending
17	VHKCBH ZTAHGPD	8BE300D	BEER	0	MATCH_REVIEW	Pending
18	OOOIPX MEPEO A	FE1DFEC	BEER	0	MATCH_REVIEW	Pending
19	CLGZKODBJ PMMMS P	758K93A	BEER	0	MATCH_REVIEW	Pending
20	NW04 MBGQY E	43D33C5	BEER	0	MATCH_REVIEW	Pending

- Filter:** This field allows you to filter the data on this webpage.
- Match Type Selection:** This Drop-Down Menu allows narrow down the data on this page by selecting a special Match Type from the Menu. Also shown is the number of the resulting Matches.
- Results Page Indicator:** Allows the User to view the results displayed in a page format and with 20 lines per page.
- Results Sorting:** Allows User to sort total results by ascending or descending order for each column and by multiple columns, simultaneously.
- Workflow Status:** This is a hyperlink to specific Match Review Workflows.

XIII. Match Review Process

The **Match Review Process** is the process by which each County can research Matches and provide their Results or Findings back to CDSS.

Match Review Process: eIEVS currently automates only 5 of the Review Processes: FFM, DPM, BEERS, IRS, FTB.

Each of the five (5) Match Types has a specific **Match Review Workflow** built into eIEVS.

*Please Note: **BEERS, FTB and IRS Matches are rolled into one Match Review Workflow entitled “Asset Match”.***

Each County can decide, on their own, which automated steps they will choose to follow and complete within the eIEVS Workflow.

The requirement is that **each County completes the Match Response and Match Submittal Steps and provides their findings to CDSS.**

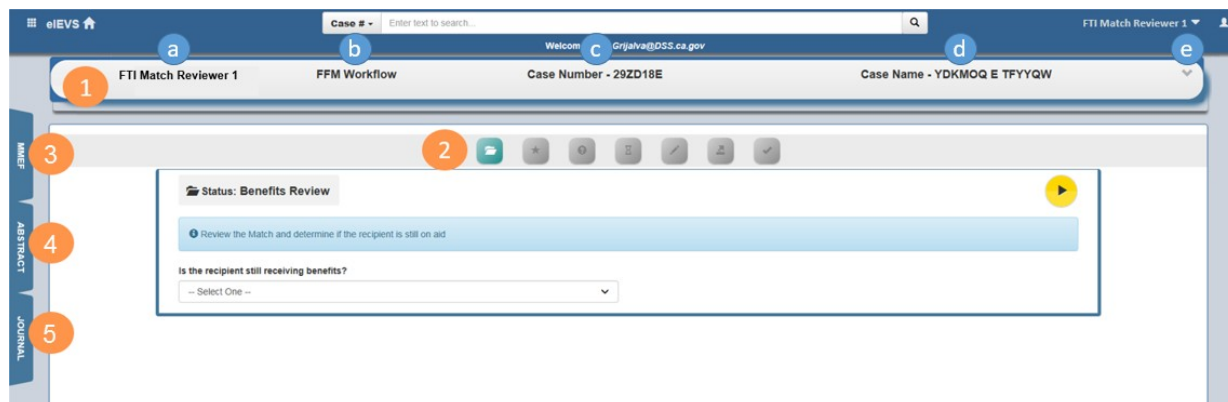
Below is a summary of the **Match Review Workflows** as they are executed within eIEVS. The Asset Matches (BEER, IRS and FTB) are considered to be one (1) Workflow for this purpose – as the steps are the same for those three (3) workflows:


	FLEEING FELON MATCH (FFM)	DECEASED PERSON MATCH (DPM)	ASSET MATCHES (BEER, IRS, FTB)
Step 1	Benefit Review	Verify Deceased?	Match Review
Step 2	Warrant Review	Recipient Receiving Benefits?	Client Letter
Step 3	Benefits Affected by Warrant?	Benefits being Used?	Waiting on Client: Timer
Step 4	Waiting on Client: Timer	Case Referred to SIU or DA?	Verify Correspondence
Step 5	Enter Match Response	Waiting on SIU/DA: Timer	Third Party Letter
Step 6	Submit to CDSS	Referred for an OP/OI Calculation?	Waiting on Third Party Letter : Timer
Step 7	Closed Match	Waiting for OP/OI: Timer	Enter Match Response
Step 8	-	Enter Match Response	Submit to CDSS
Step 9	-	Submit to CDSS	Closed Match
Step 10	-	Closed Match	-

XIV. Map of Common Screens for All Match Review Workflows

When you are executing a **Match Review Workflow** you will see a common, basic screen.

This is a **Map** of the **Main Review Workflow Screen**:

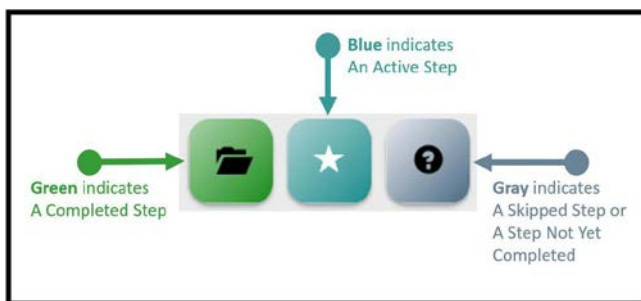


1. **Match Identification Bar.** This line provides basic information to identify which Match the User is reviewing. It should provide the following:
 - a. The **User Desk** the **Match** has been **assigned to**.
 - b. **Type of Match**
 - c. **MEDS Case Number**
 - d. The **Case Name**
 - e. **Match Summary Data:** An Expanded Screen showing Summary Data pertaining to the Match. (Click on the arrow  to expand this screen to show more data. **See data and screen, in detail, below in #6.**)

Please Note: All the information on this screen pertains to the Case being displayed.

2. **Match Review Workflow Progress Indicator Buttons.** At the top of every **Match Workflow Screen** there are seven (7) **Match Workflow Progress Indicator Buttons**. These buttons indicate specific Steps within each Match Review Workflow. The buttons change colors as the Match Review Steps are completed. They are Color Coded to indicate whether the User is Actively working a Step, has Completed a Step or if the User has Skipped a Step. They can also indicate if a Step has not yet been Completed.

Here is the Color-Coded Diagram of the Workflow Progress Indicator Buttons:



If clicked, each button will take you to that Specific Workflow Step. If you hover your mouse over the button you will see the Title of the Button.



These buttons appear on every Match Workflow and can be seen/accessed on each page within the Match Workflow.

3. **MMEF Tab (Pop-Out):** This tab opens a Pop-Out that displays the MMEF Data for the Current Match. Here is a partial snapshot of the information displayed:

MMEF Data						
MMEF Primary						
Recipient Information						
CALWorks Case #	CALFresh Case #	SSN	HIC #	Language Code	Data	
		745453987			6/1/2016	
Recipient Name	Sex	Date of Birth	Recipient Address	Mailing Address		
RNQWUA R LIOBKJ	F	11/20/1993	5652 PUA FN OV ZJG 29 INGLEWOOD CA CA 90301 3967			
CALWorks Information						
Case #	Case Name	County District #	County #	Aid Code	Eligibility Worker	FBU #
29ZD18E	YDKMOQ E TFYYQW	83	19	30	TD0D	1
CALFresh Information						

4. **Abstracts Tab:** This tap opens a Pop-Out that displays additional Abstract information for the Current Match. See page 36 for an example:

×

FFM Abstract Data

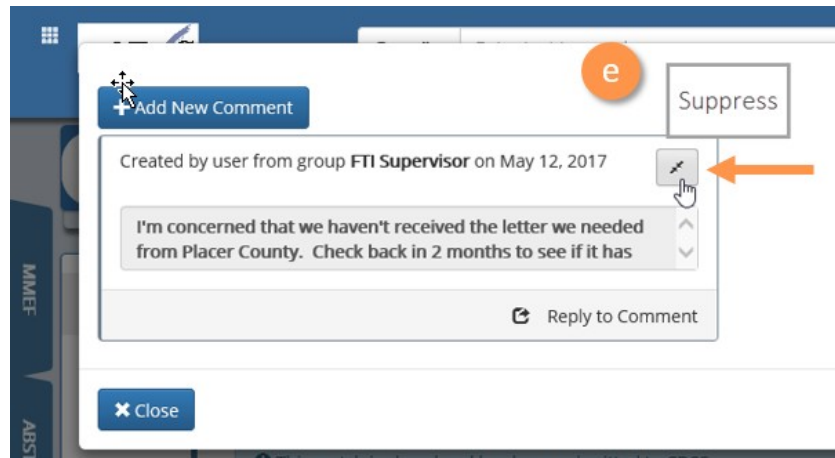
Recipient Information Received from DOJ (Department of Justice)									
File Control Number	Aid Group	Date of Range (YYYYQ)	Wanting Agency Name	Wanting Agency Phone	Contact Person	Warrant Number	Date of Warrant	Type of Warrant	NCIC Number
109053764	AFDC	12345	WANTING AGENCY 289	916-123-4567		12345	05-31-2016	A	


Name	Address	Sex	Date of Birth	Height	Weight	Color of Eyes	Race	Hair	County Name
XMTBSWW S BBGVGLRW	11100 YIGM KAKR OH LWT 1930 N	F	07-25-1993	711	170	GRN	N	GLD	36

5. **Journal Tab:** This button opens a Journal Entry Window. **See the Next Page.**

- a. **Journal Comment Entry:** Add Comments in this field.
- b. **Save/Cancel:** Click Save to save the New Journal Entry or click Cancel to cancel the entry.
- c. **Journal Reply:** Click to add a reply to an existing Journal Entry Comment.
- d. **Close:** Click to close the Journal Entries/Journal Entry Tab.
- e. **Suppression:** Supervisors Can **Suppress Journal entries so that only another Supervisor may view** the Journal Entry. See Below.

Please Note: Supervisors can view all Journal Comments that pertain to Matches completed by desks in their hierarchy.



6. **Match Summary Data:** Click on the arrow  to expand this Drop-Down Menu. The is opens a Summary Table with more detail on the Match being reviewed.

a	b	c	d	e	f	g
County Case Status	Response Status	Matched Program	Match ID	Match Due Date	Run Date	Open Days
Open	Pending	AFDC	5159	3/5/2017	05/31/2016	259

- County Case Status:** Open or Closed. Closed indicates the Review has been Submitted to CDSS.
- Response Status:** Pending, Yes w/ OP/OI, Yes w/o OP/OI, No
- Matched Program** or Aid Group identifier from the Match
- Match ID:** Unique identifying Number generated by eIEVS
- Match Due Date**
- Run Date**
- Open Days**

XV. Common Match Review Workflow Screens

Each **Match Type** has a **Predetermined Workflow** for the **Review** and **Reporting Process**; however, **Match Workflows do share some Common Steps**. Each **Match Type Workflow** may have additional **steps** that are not listed or steps that may be repetitive of those listed below.

Please Note: The following Match Review Steps are not intended to be All-Inclusive. This User Guide is only highlighting specific Workflow Screens that may be common across ALL Match Review Workflows. Users should work through the Match to determine applicability within their own County/Match Business Processes.

1. **Match Review/Benefit Review Step:** Generally, the initial step in every **Review Process** is to ask if this is a Valid Match.

2. **Waiting Period Timer Screen:** At least one time is provided in each Workflow. These Timers are pre-set countdowns intended to provide Match Reviewers with a reminder to follow up on notifications to External Parties.

3. **The Match Response Screen:** This screen enables Match Reviewers to enter findings from their research, before Submittal to CDSS.

Once you **click on the Response**, Yes w/OP/OI, Yes w/o OP/OI or No, **more data fields will appear – as needed.**

4. **Submit to CDSS Screen:** This is the last point in any Match Review to verify findings prior to submittal to CDSS. Once confirmed, submit those findings to CDSS.

5. **Closed Match Step:** This is the confirmation that the Match Response has been submitted to CDSS.

Specific Workflows

XVI. Fleeing Felon Match (FFM) Match Review Workflow

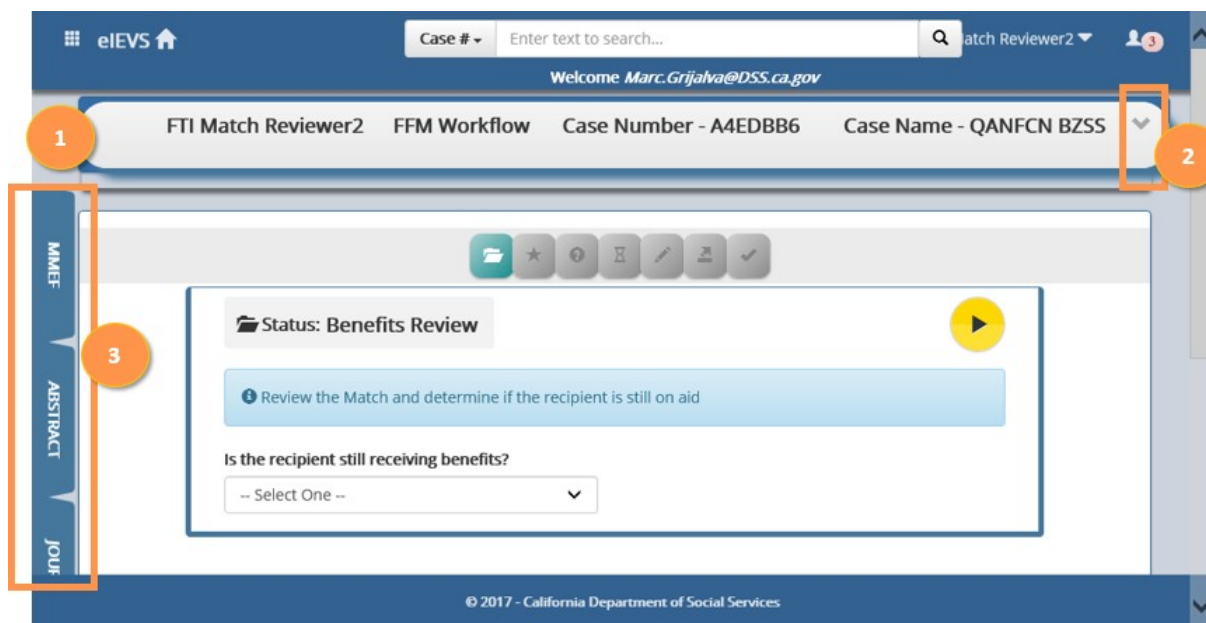
The **FFM Workflow** has been designed to provide a **Match Review Process** has **Seven (7) Simple Steps**.

FLEEING FELON MATCH (FFM)	
Step 1	Benefit Review
Step 2	Warrant Review
Step 3	Benefits Affected by Warrant?
Step 4	Waiting on Client: Timer
Step 5	Enter Match Response
Step 6	Submit to CDSS
Step 7	Closed Match

The **FFM Workflow Landing Page** provides the User with the following:

1. **Match Identifier Bar** - This Bar provides **basic information** to **identify** the **specific Match** being reviewed (**User Desk, Workflow, Case Number** and **Case Name**.)
2. **Match Summary Data Drop-down Menu** - Clicking on the **black arrow** opens a **Summary Table** with **more detail on the Match** being reviewed
3. **Pop Out Tabs** – MMEF, Abstract and Journal.

(See [Map of Common Screens](#), for more detailed information on any of these elements.)



A. FFM Workflow Steps


Step #1 - Benefits Review

“Review the Match and Determine if the recipient is still on aid.”

- a. The first question for this step, “Is the recipient still receiving benefits?”

The screenshot shows the eEVS (Electronic Evidence and Verification System) interface for the FFM (Family Match) Workflow. The top navigation bar includes the eEVS logo, a search bar, and user information: "Welcome Marc.Grijalva@DSS.ca.gov". Below this, a breadcrumb trail shows "FTI Match Reviewer2" > "FFM Workflow" > "Case Number - A4EDBB6" > "Case Name - QANFCN BZSS". The main content area displays the workflow steps. Step 1, "Benefits Review", is highlighted. It includes a sub-step "Step 1a" with the question "Is the recipient still receiving benefits?" and a dropdown menu showing "-- Select One --". A yellow starburst icon with a hand cursor points to the dropdown menu. A yellow action button with a play icon is located at the top right of the workflow diagram. The footer indicates "© 2017 - California Department of Social Services".

- b. Select the appropriate **Response (Yes, No)**

- c. To complete this step, **click on the Yellow Action Button**  to end/run the Workflow.
 - i. A response of “Yes” will take you to **Step #2 – Warrant Review**
 - ii. A “No” or “Skip Response will take you to **Step #5 – Enter Match Response**

Status: Benefits Review

Step 1c

Review the Match and determine if the recipient is still on aid


Is the recipient still receiving benefits?

Step 1b

-- Select One --
 Yes
 No
 Skip to Response

Step #2 – Warrant Review

“Determine if the Warrant is still Active.”

- Select one** of the Options from the Drop-Down Menu – **Yes** or **No**.
- After selecting the appropriate Response, **click on the Yellow Action Button**  **to end the Workflow.**

★ Status: Warrant Review

Step 2b

Determine if the warrant is still active.

Warrant Active?


Step 2a

-- Select One --
 Yes
 No

- A Response of **“Yes”** will take you to **Step #3 – Benefits Affected by Warrant**
- A Response of **“No”** will take you to **Step #5 – Enter Match Response**

Step 3# - Benefits Affected by Warrant

“Determine if the active warrant affects benefits”

- Answer the questions **“Does the warrant affect benefits?”**
- Select One Option from the Drop-Down Menu – **Yes** or **No**
- After selecting the appropriate response, **click the Yellow Action Button**  **to end the Workflow.**

Status: Benefits Affected By Warrant

Determine if the active warrant affects benefits

Does the active warrant affect benefits?

-- Select One --

Yes

No

Step 3a

- i. A “Yes” response will take you to **Step #4 - Waiting on a Client**.
- ii. A “No” response will take you directly to **Step #5 – Enter Match Response**.

Step #4 - Waiting on Client

The fourth step in the FFM Match Review Workflow is a **Timer**. Match Reviewers can **use the Timer** as a **Countdown or Reminder** while they **Await a Response from the Client**.

Below is a **Map** of the **Timer Screen**:

Status: Waiting On Client

Wait for the Client to respond to the request for additional information.

WAITINGPERIOD-TIMER

★ Due Date ★

Friday, April 28th 2017

10:25:50 AM


0 Months 10 Days 0 Hours 0 Minutes 0 Seconds

i ii

c d

- a. **Timer Due Date Display:** This displays the **Date and Time** when the **timer will expire**.
- b. **Timer Setting Display:** This is the display of the time remaining.
 - i. **Incremental Increase:** Clicking on the small up arrow will increase each timer variable by one unit.
 - ii. **Incremental Decrease:** Clicking on the small down arrow will decrease each timer variable by one unit.

- ii. **Incremental Decrease:** Clicking on the small down arrow will decrease each timer variable by one unit.
- c. **Time Reset:** Clicking this button will reset the time to the default count down setting of 10 days.
- d. **Time Stop:** Clicking this button will **Stop the Timer**, after which you can click the Yellow

Action Button,  in the upper right-hand corner of the window to proceed to **Step #5 – Enter Match Response**.

Step #5 – Enter Match Response

“Enter the Response and Record any potential Over Payment (OP) or Over Issuance (OI) information to Submit to CDSS.”

- a. **Select one** of the following options
 - i. **Yes (w/ OP/OI):** A discrepancy exists and there is an OP/OI
 - ii. **Yes (w/o OP/OI):** A discrepancy exists and there is no OP/OI
 - iii. **No:** No discrepancy exists



FFM Match Review Responses in Detail

Yes: (w/OP/OI)

Status: Enter Match Response

Enter the Response and record any potential OP/OI information to Submit to CDSS

☒ **Yes (w/ OP/OI)** ☐ Yes (w/o OP/OI) ☐ No

If **Yes (w/ OP/OI)** is selected, the following information is needed:

Status: Enter Match Response

Enter the Response and record any potential OP/OI information to Submit to CDSS

☒ **Yes (w/ OP/OI)** ☐ Yes (w/o OP/OI) ☐ No

1. Was the discrepancy due to Client or Admin error?
☐ Client ☒ Admin

Which program(s) were affected and what was the actual/potential amount of overpayment/overissuance?

CalWORKS CalFresh

\$ \$

2. 3.

Comments

Enter Comments Here... 4.

5. Did the discrepancy result in the case being discontinued?
☐ Yes ☒ No

6. Did the discrepancy result in the reduction of benefits?
☒ Yes ☐ No

7. Did this discrepancy result in a referral for investigation?
☐ Yes ☒ No

8.

1. **Select** if the discrepancy was due to **Client** or **Administrative Error**
2. If the discrepancy resulted in a **CalWORKs OP/OI**, **Enter the Amount** here
3. If the discrepancy resulted in a **CalFresh OP/OI**, **Enter the Amount** here
4. **Enter any Match Review Notes**
5. Did the discrepancy result in the **case being continued**? Click **Yes** or **No**
 - a) if **Yes**, questions **6** and **7** will not appear. **Proceed to 8.**
 - b) If **No**, **Proceed to 6.**
6. Did the discrepancy result in the **Reduction of Benefits**? Select **Yes** or **No**.
7. Did the discrepancy result in a **Referral for Investigation**? Select **Yes** or **No**.

8. Click the **Yellow Action Button** to **complete this Workflow**.

Yes: (w/o OP/OI)

Status: Enter Match Response

Enter the Response and record any potential OP/OI information to Submit to CDSS

☐ Yes (w/ OP/OI)
 ☒ **Yes (w/o OP/OI)**
☐ No

If **Yes (w/ OP/OI)** is selected, the following information is needed:

1. Did the **discrepancy Result** in the **Case being Discontinued**? Select **Yes** or **No**.

Status: Enter Match Response

Enter the Response and record any potential OP/OI information to Submit to CDSS

☐ Yes (w/ OP/OI)
 ☒ **Yes (w/o OP/OI)**
☐ No

1. Did the discrepancy result in the case being discontinued?

☒ Yes
 ☐ No

2. Did this discrepancy result in a referral for investigation?

☐ Yes
 ☒ No

1. Did the discrepancy result in the case being discontinued?

☐ Yes
 ☒ No

2. Did the discrepancy result in the reduction of benefits?

☒ Yes
 ☐ No

3. Did this discrepancy result in a referral for investigation?

☐ Yes
 ☒ No

If you select “Yes”:

You only have one more question to answer –

2. Did this discrepancy result in a **referral For investigation**? **Yes** or **No**.
3. **Click the Yellow Action Button**
4. **Advance** to the **Step #6**

If you select “No”:

You have two more questions to answer -

2. Did the discrepancy result in the **reduction of benefits**? **Yes** or **No**.
3. **If Yes, or No on to the Next Question**
4. Did this **discrepancy result** in a **referral to Investigation**? **Yes** or **No**, advance to the next question.
5. **Click the Yellow Action button**
6. **Advance to Step #6**

No:

Status: Enter Match Response

Enter the Response and record any potential OP/OI information to Submit to CDSS

☐ Yes (w/ OP/OI) ☒ Yes (w/o OP/OI) ☐ No

If **No** is selected:

1. Go to Drop Down Menu under “Reasons”.
2. Choose the correct reason from the list.
3. Click on the Yellow Action Button to run the Workflow.

Status: Enter Match Response

Enter the Response and record any potential OP/OI information to Submit to CDSS

☐ Yes (w/ OP/OI) ☐ Yes (w/o OP/OI) ☒ No

Reasons

- Select One --
- ID Error
- Client Not on Aid
- Not in Cal-Fresh NCIC code list
- Warrant no longer active (Recalled)
- SAR7/Recertification
- Other

Step #6 – Submit to CDSS

“A summary of the work completed for this Match.”

- a. Review the Summary of the work you have just completed for this FFM Match.
- b. If all the data is reflected correctly, click the **Submit to CDSS** button.
- c. You do not need to click the Yellow Action Button.



The screenshot shows the eIEVS interface for a user named Marc.Grijalva@DSS.ca.gov. The top navigation bar includes 'Case #', a search field, and 'FTI Match Reviewer2'. The main header displays 'FTI Match Reviewer2', 'FFM Workflow', 'Case Number - A4EDBB6', and 'Case Name - QANFCN BZSS'. The left sidebar has tabs for 'HOME', 'ABSTRACT', and 'JOURNAL'. The main content area shows a workflow step 'Status: Submit To CDSS'. A blue box highlights a 'Submit To CDSS' button, with an orange callout 'Step 6b' pointing to it. Another orange callout 'Step 6a' points to a blue box containing the text 'A Summary of the work completed for this match.' Below this, there are two rows: 'Benefits Review' with 'Completed On:' and 'By:' fields, and 'Warrant Review' with 'Completed On:' and 'By:' fields. The 'Warrant Active' status is also visible.

Once the Match Review has been submitted you should see this confirmation screen:

The screenshot shows a confirmation screen with a green bar at the top that says 'Response Submitted to CDSS'. Below this is a blue box with the text 'A Summary of the work completed for this match.' At the bottom, there is a row for 'Benefits Review' with 'Completed On:' and 'By:' fields.

Step #7 – Closed Match

“The Match is closed and has been submitted to CDSS.”

You’ve submitted the Match Review to CDSS. This screen will confirm your submittal.

The screenshot shows a confirmation screen for a 'Closed Match'. The top navigation bar includes a status bar with icons for 'Status', 'Star', 'Info', 'Timer', 'Edit', 'Print', and 'Check'. The main content area shows a status bar with '✓ Status: Closed Match'. Below this is a blue box with the text 'This match is closed and has been submitted to CDSS.' At the bottom, there is a row for 'Closed Match' with 'Completed On: 2/23/2017 1:16:51 PM' and 'By: FTI Match Assigner 2'. Orange callouts 'Step 7a' and 'Step 7b' point to the 'Completed On' and 'By' fields respectively.

- You’ll see the date and time the Match was completed.
- You can also see who completed it.

This is the **Final Step** in the **FFM Match Review Workflow**.



End

XVII. Deceased Persons Match (DPM) Match Review Workflow

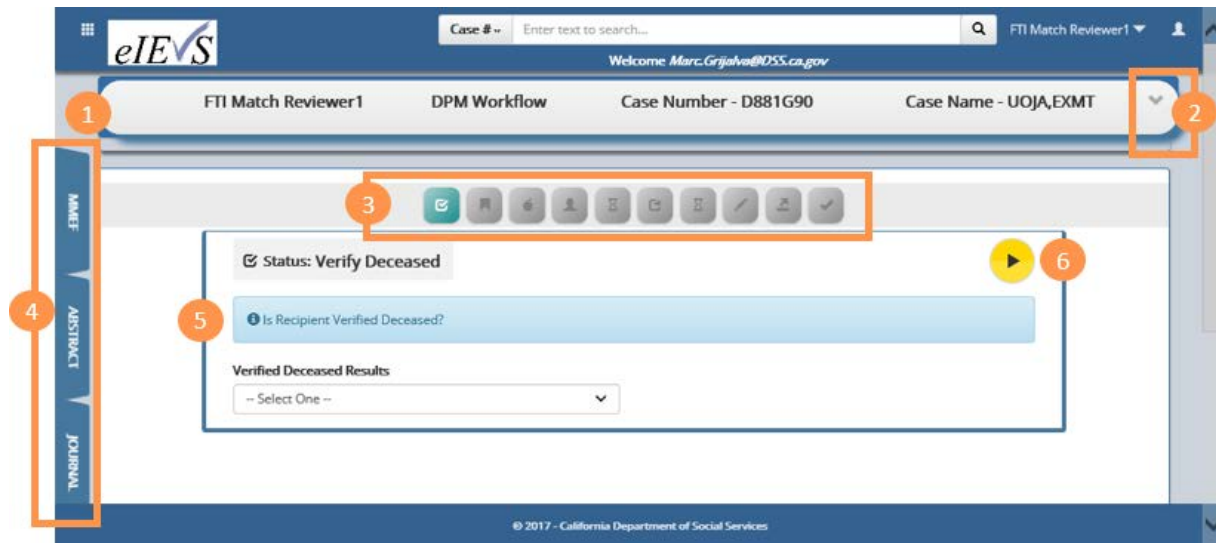
The DPM Match Review Workflow has been designed to provide you with a simple 10 Step Match Review Process.

DECEASED PERSON MATCH (DPM)

Step 1	Verify Deceased?
Step 2	Recipient Receiving Benefits?
Step 3	Benefits being Used?
Step 4	Case Referred to SIU or DA?
Step 5	Waiting on SIU/DA: Timer
Step 6	Referred for an OP/OI Calculation?
Step 7	Waiting for OP/OI: Timer
Step 8	Enter Match Response
Step 9	Submit to CDSS
Step 10	Closed Match

On the **DPM Workflow Landing Page** provides:

1. Match Identification Bar
2. Match Summary Data Drop Down Menus
3. Match Workflow Buttons
4. Pop-Out Tabs
5. Status Question



Need more information about this screen? Go to [Section XV Map of Common Screens](#).

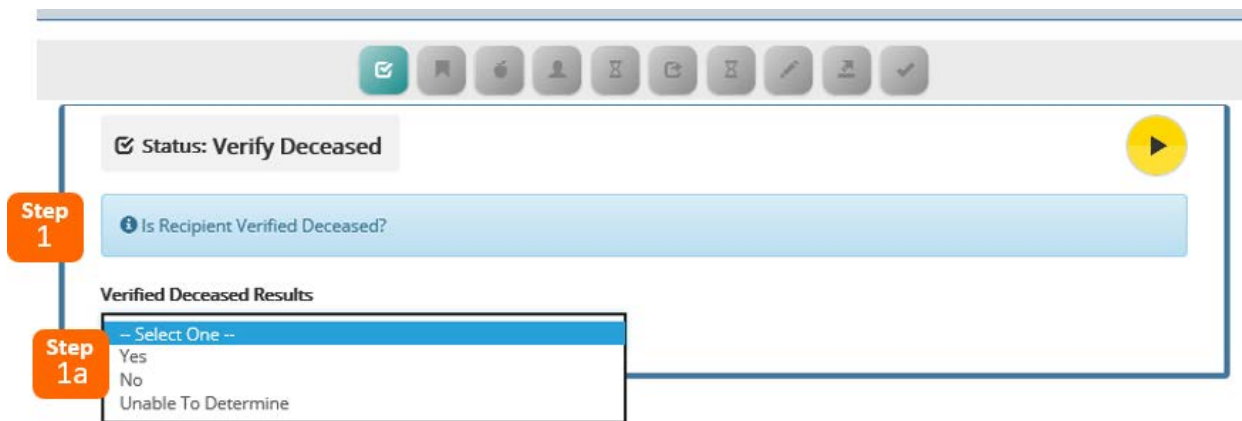
A. DPM Workflow Steps

Step #1 – Verified Deceased?

“Is Recipient Verify Deceased?”

- a. To answer the questions above, **Select One** of the **options from the Drop-down Menu. Yes, No or Unable to Determine.**

- b. Click the **Yellow Action Button**  to run the Workflow.



Step 1

Status: Verify Deceased

Is Recipient Verified Deceased?

Verified Deceased Results

Step 1a

-- Select One --

Yes

No

Unable To Determine

- i. A response of “Yes” will take the user to **Step #2 – Verify Deceased**
- ii. Responses of “No” will take user directly to **Step #8 - Enter Match Response**
- iii. A response of “Unable to Determine” Will take the User to **Step #2 – Verify Deceased**

Step #2 – Receiving Benefits?

“Is Recipient Receiving Benefits?”

- a. Click on the **correct answer. Yes or No.**

- b. Click on the **Yellow Action Button**  to run the Workflow.

Status: Receiving Benefits

Is Recipient Receiving Benefits?

Receiving Benefits Results

-- Select One --
Yes
No


Step 2a

Step 2b

- i. A response of “Yes” or will take the User to **Step #3 – Benefits Being Used Results**
- ii. A “No” response will take the User directly to **Step #8 - Enter Match Response**

Step #3 – Benefits Being Used Results

“Are Benefits Being Used?”

- a. To respond **Select One** of the options from the Drop-down Menu. Yes or No.
- b. Click on the **Yellow Action Button**  to run the Workflow.

Status: Using Benefits

Are Benefits Being Used?

Benefits Being Used Results

-- Select One --
Yes
No

Step 3a

Step 3b

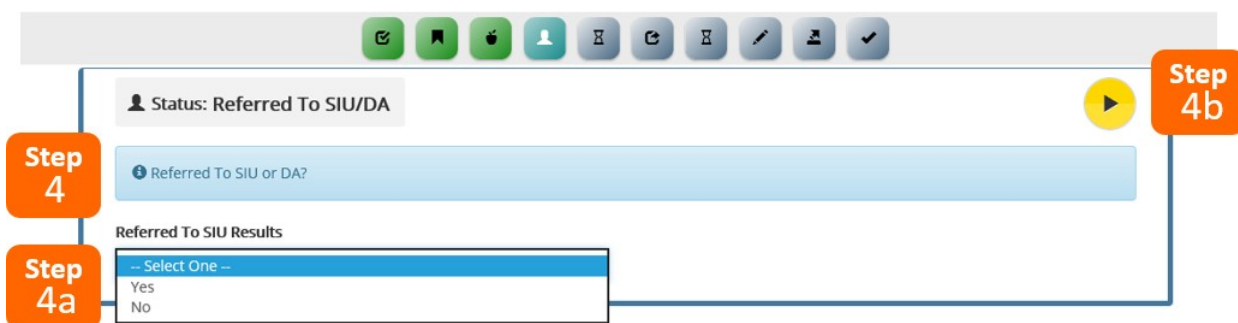
- i. A response of “**Yes**” or “Unable to Determine” will take you to **Step #4 – Referred to SIU/DA.**
- ii. A “**No**” response will take you directly to **Step #8 - Enter Match Response.**

Step #4 – Referred to Special Investigation Unit (SIU) or the District Attorney (DA)?

“Referred to SIU or DA?”

- a. Was this case referred to SIU or the DA? Choose Yes or No from the **Drop-Down Menu.**

b. Click on the **Yellow Action Button**  to run the Workflow.



Step 4

Status: Referred To SIU/DA

Referred To SIU or DA?

Referred To SIU Results

-- Select One --

Yes

No

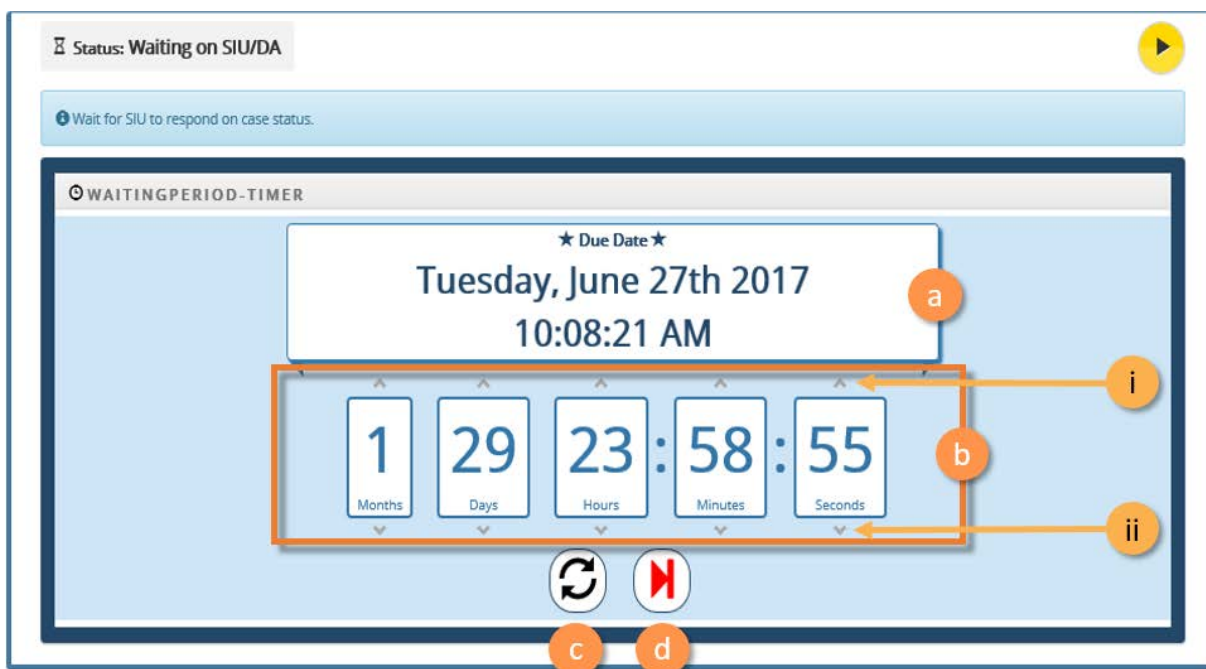
Step 4a

Step 4b

- i. A response of “Yes” will take you to **Step# 5 – Waiting on SIU/DA**
- ii. If you choose “No” you will be taken directly to **Step #6 Referred for OP/OI**

Step #5 – Waiting on SIU/DA Timer

The fifth step in the DPM Match Review Workflow is a Timer. This **timer** will **default to a 90-day Countdown** and is intended to be a **reminder for the Match Reviewer** to follow up with the party, SIU or the DA, to which the case was referred to, for review.



Status: Waiting on SIU/DA

Wait for SIU to respond on case status.

WAITINGPERIOD-TIMER

★ Due Date ★

Tuesday, June 27th 2017

10:08:21 AM

1 29 23 : 58 : 55

Months Days Hours Minutes Seconds

a

b

c

d

i

ii

- a. **Timer Due Date Display:** This displays the **Date and Time** when the **timer will expire**.
- b. **Timer Setting Display:** This is the display of the time remaining.

- i. **Incremental Increase:** Clicking on the small up arrow will increase each timer variable by one unit.
- ii. **Incremental Decrease:** Clicking on the small down arrow will decrease each timer variable by one unit.
- c. **Time Reset:** Clicking this button will reset the time to the default count down setting of 10 days.
- d. **Time Stop:** Clicking this button will **Stop the Timer**, after which you can click the Yellow

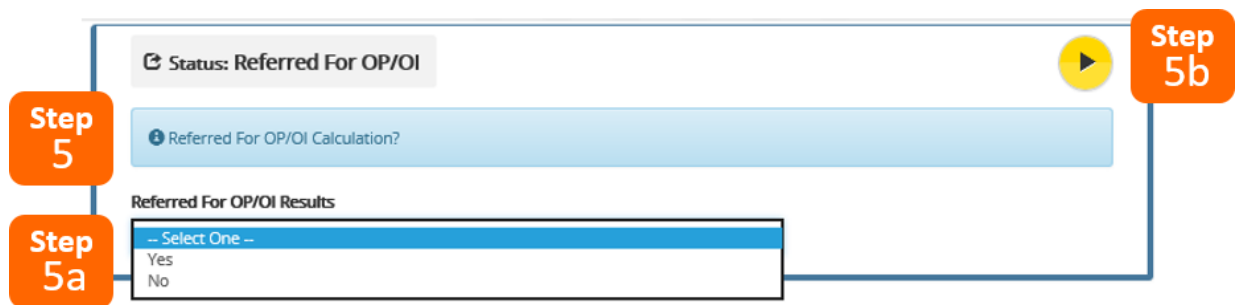


Action Button, in the upper right-hand corner of the window to proceed to **Step #5 – Enter Match Response**.

Step #6 – Referred to OP/OI

“Referred For OP/OI Calculation?”

- a. Answer the question of referral by clicking on the Drop-Down Menu and choosing Yes or No.
- b. Click on the **Yellow Action Button**  to complete this Workflow.





- i. Responding with “**Yes**” will take you to Step #7 – **Waiting for OP/OI**
- ii. If you answer “**No**”, you will be taken directly to **Step #8 – Enter Match Response**

Step #7 – Waiting for OP/OI

The seventh step in this DPM Match Review is the **Waiting for OP/OI Timer**. This **Timer** will **default** to a **30-day Countdown** and intended to be a **reminder for the Match Reviewer** to **flow up** with the party to which the case was **referred to for an OP/OI calculation**.

To see a Map of this Timer, go to Step #5 in this Workflow (Page 52).

- To **stop this timer**, click the  Button. If you use the predetermined 30-day countdown you will receive a Task after the 30 days are up. You can also stop the timer on your own by clicking the button.
- After the **Timer** has stopped click the **Yellow Action Button**,  in the upper right-hand corner of the window to proceed to **Step #5 – Enter Match Response**.

Step #8 – Enter Match Response

“Enter the Response and record any potential OP/OI information to Submit to CDSS”

DPM Match Review Responses in Detail

Yes: (w/OP/OI)

If **Yes (w/ OP/OI)** is selected, the following information is needed:

Status: Enter Match Response

Enter the Response and record any potential OP/OI information to Submit to CDSS

1. ☒ **Yes (w/ OP/OI)** ☐ Yes (w/o OP/OI) ☐ No

Was the discrepancy due to Client or Admin error?

☐ Client ☒ Admin

Which program(s) were affected and what was the actual/potential amount of overpayment/overissuance?

CalWORKS \$ 2. CalFresh \$ 3.

Comments

Enter Comments Here... 4.

5. Did the discrepancy result in the case being discontinued?
☐ Yes ☒ No

6. Did the discrepancy result in the reduction of benefits?
☒ Yes ☐ No

7. Did this discrepancy result in a referral for investigation?
☐ Yes ☒ No

8.

1. **Select** if the discrepancy was due to **Client** or **Administrative Error**
2. If the discrepancy resulted in a **CalWORKs OP/OI**, **Enter the Amount** here
3. If the discrepancy resulted in a **CalFresh OP/OI**, **Enter the Amount** here
4. **Enter any Match Review Notes**
5. Did the discrepancy result in the **case being continued**? Click **Yes** or **No**
 - a) if **Yes**, questions 6 and 7 will not appear. **Proceed to 8.**
 - b) If **No**, **Proceed to 6.**
6. Did the discrepancy result in the **Reduction of Benefits**? Select **Yes** or **No**.
7. Did the discrepancy result in a **Referral for Investigation**? Select **Yes** or **No**.
8. Click the **Yellow Action Button** to complete this Workflow.

Yes: (w/o OP/OI)

Status: Enter Match Response

Enter the Response and record any potential OP/OI information to Submit to CDSS

☐ Yes (w/ OP/OI) ☒ **Yes (w/o OP/OI)** ☐ No

If **Yes (w/ OP/OI)** is selected, the following information is needed:

1. Did the **discrepancy Result** in the **Case being Discontinued**? Select **Yes** or **No**.

Status: Enter Match Response

Enter the Response and record any potential OP/OI information to Submit to CDSS

☐ Yes (w/ OP/OI)
 ☒ **Yes (w/o OP/OI)**
☐ No

1. Did the discrepancy result in the case being discontinued?
☒ Yes ☐ No

2. Did this discrepancy result in a referral for investigation?
☐ Yes ☒ No


1. Did the discrepancy result in the case being discontinued?
☐ Yes ☒ No

2. Did the discrepancy result in the reduction of benefits?
☒ Yes ☐ No

3. Did this discrepancy result in a referral for investigation?
☐ Yes ☒ No


If you select “Yes”:

You only have 1 more question

1. Did this discrepancy result in a **referral For investigation**? Yes or No.
2. Click the **Yellow Action Button** 
3. **Advance to the Step #6**

If you select “No”:

You have two more questions to answer -

1. Did the discrepancy result in the **reduction of benefits**? Yes or No.
2. If Yes, or No on to the **Next Question**
3. Did this **discrepancy result in a referral to Investigation**? Yes or No, advance to the next question.
4. Click the **Yellow Action button** 
5. **Advance to Step #6**


No:

If **No** is selected:

Status: Enter Match Response

Enter the Response and record any potential OP/OI information to Submit to CDSS

☐ Yes (w/ OP/OI)
 ☐ Yes (w/o OP/OI)
 ☒ **No**



1. Go to Drop Down Menu under “Reasons”.
2. Choose the **correct reason** from the list.

Status: Enter Match Response

Enter the Response and record any potential OP/OI information to Submit to CDSS

☐ Yes (w/ OP/OI)
☐ Yes (w/o OP/OI)
☒ No

Reasons

-- Select One --
SAWS already updated
No match on SSN/Name
Client Not on Aid
Client not deceased
Confirmed by family
Confirmed by medical facility
Death Certificate provided
Confirmed on news media
Other

You can choose from the following list:

SAWS already updated
No Match on SSN/Name
Client Not on Aid
Client not deceased
Confirmed by Family
Confirmed by medical facility
Death Certificate provided
Confirmed on news media
Other

3. Click on the **Yellow Action Button**  to run the Workflow.

Step #9 – Submit to CDSS

“A summary of the work completed for this Match.”

Review the Summary of the work you have just completed for this **DPM Match**.

- If all the data is reflected correctly, click the **Submit to CDSS** button.

You **do not** need to click the **Yellow Action Button**.



FTI Match Reviewer1 DPM Workflow Case Number - D881G90 Case Name - UOJA,EXMT

Status: Submit To CDSS

Step 9

Step 9a → Submit To CDSS

A Summary of the work completed for this match.

<input checked="" type="checkbox"/> Verify Deceased	Completed On:	By: /
Is Recipient Verify Deceased		
<input checked="" type="checkbox"/> Receiving Benefits	Completed On:	By: /
Is Recipient Receiving Benefits		
<input checked="" type="checkbox"/> Using Benefits	Completed On:	By: /
Is Recipient Using Benefits		

This is what your screen will look like when you have **successfully Submitted to CDSS**.

Status: Submit To CDSS

Response Submitted to CDSS

A Summary of the work completed for this match.

<input checked="" type="checkbox"/> Benefits Review	Completed On:	By: /
---	---------------	-------

Step #10 – Closed Match

“The Match is closed and has been submitted to CDSS.”

You’ve submitted the Match Review to CDSS. This screen will confirm your submittal.

✓ Status: Closed Match

Step 10

This match is closed and has been submitted to CDSS.

Step 10a

✓ Closed Match

Completed On: 4/28/2017 11:10:40 AM **Step 10b** By: / FTI Match Reviewer1

- You’ll see the date and time the Match was completed.
- You can also see who completed it.

This is the Final Step in the DPM Match Review Workflow.


 End

XVIII. Asset Match Review Workflow Landing BEER, FTB and IRS

The **Benefit Earnings Exchange Records (BEER)**, the **Franchise Tax Board Asset Match (FTB)**, and the **Internal Revenue Service Asset Match (IRS)** Match Types all compare reported income between the MEDS MMEF files and other source data. **All three (3) of these comprise the Asset Matches.**

Please Note: The Asset Matches all have the same workflows and will be presented as one in this document.

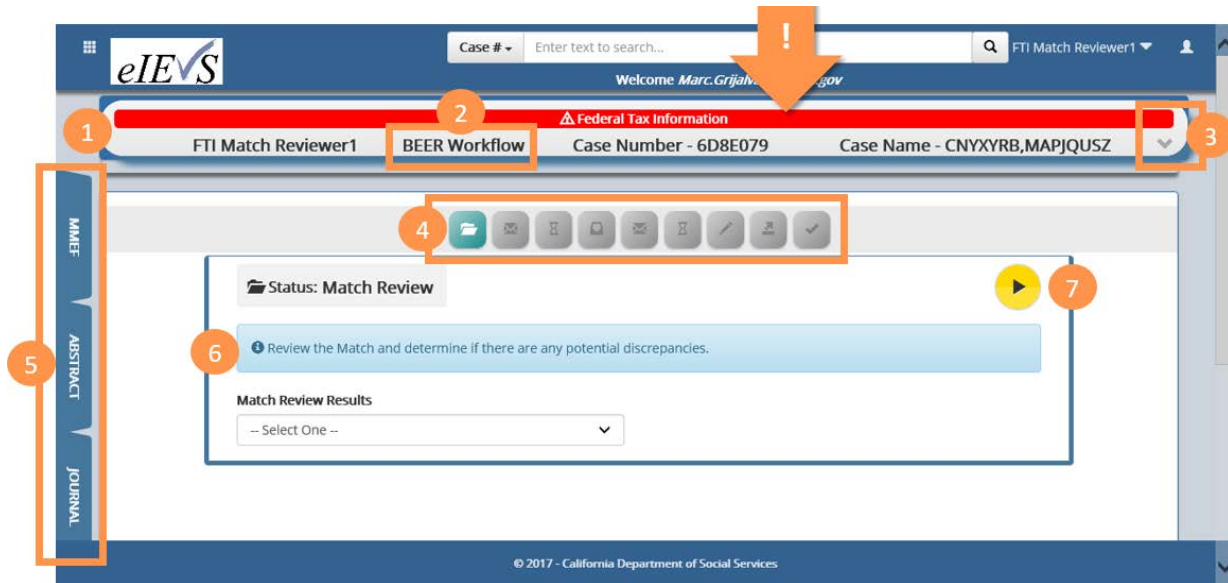
The **Asset Matches** have been designed to provide you (the County User) with a simple **9 Step Workflow** of the Match Review Process:

Step 1	Match Review
Step 2	Client Letter
Step 3	Waiting on Client: Timer
Step 4	Verify Correspondence
Step 5	3rd Party Letter
Step 6	Waiting on 3rd Party Letter : Timer
Step 7	Enter Match Response
Step 8	Submit to CDSS
Step 9	Closed Match

The Asset Match Workflow Landing Page (**image is the Next Page**) provides:

1. Match Identification Bar
2. Workflow Identifier
3. Summary Drop-Down Menu
4. Match Workflow Process Indicator Buttons
5. Pop-Out Tabs
6. Status Question
7. Yellow Action Button
- and...

A **Federal Tax Information Indicator** within the Match Identification Bar. **See the next page for the image.**



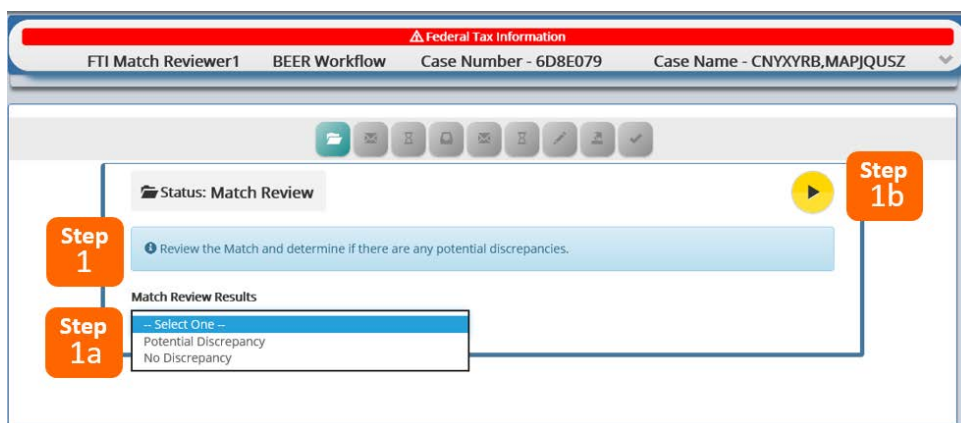
A. Asset Match Workflow

Step #1 - Match Review Results

For this example, we are using the **BEER Match**. Both **FTB** and **IRS** Matches are considered **Asset Match Workflows** and their processes within eIEVS will be identical to the BEER Match we are using for an example, here.

“Review the Match and determine if there are any potential discrepancies.”


- a. To respond to the potential discrepancy question you will Select One of the options from the Drop-Down Menu. **Choose Potential Discrepancy or No Discrepancy.**
- b. Click on the **Yellow Action Button** to complete this Workflow.



- i. A Response of “Potential Discrepancy” will take you to **Step #2 – Client Letter**.
- ii. A Response of “No Discrepancy” will take you to **Step #7 – Enter Match Response**.

Step #2 – Client Letter

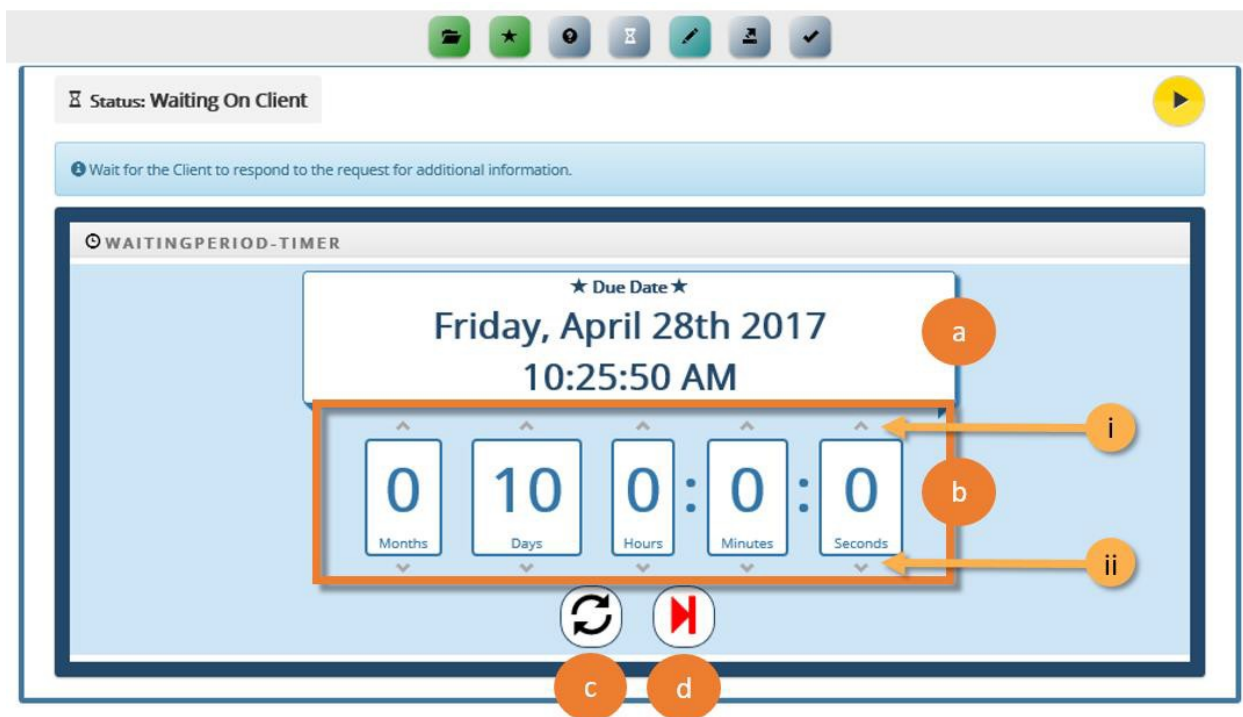
“Request additional information from Client.”

- a. Once the Contact Letter has been mailed to the Client, **check the box “Client Letter Sent”**.
- b. After confirming the issuance of the Client Letter, **click the Yellow Action button**  to **run the Workflow**.
- i. After completing this workflow, you can move forward to **Step #3 – Waiting on Client**. **Do so by clicking on the third Match Workflow Process Indicator Buttons**. As seen here:




Step #3 – Waiting on Client Timer

Once the Contact Letter has been sent, the next step in the Workflow is a **Timer**. The Waiting on Client Response **Timer** will **default** to a **10-day Countdown**. It is intended to be a reminder for the Match Reviewer to follow up with the Client.



- a. **Timer Due Date Display:** This displays the **Date and Time** when the **timer will expire**.
- b. **Timer Setting Display:** This is the display of the time remaining.
 - i. **Incremental Increase:** Clicking on the small up arrow will increase each timer variable by one unit.
 - ii. **Incremental Decrease:** Clicking on the small down arrow will decrease each timer variable by one unit.
- c. **Time Reset:** Clicking this button will reset the time to the default count down setting of 10 days.
- d. **Time Stop:** Clicking this button will **Stop the Timer**, after which you can click the Yellow

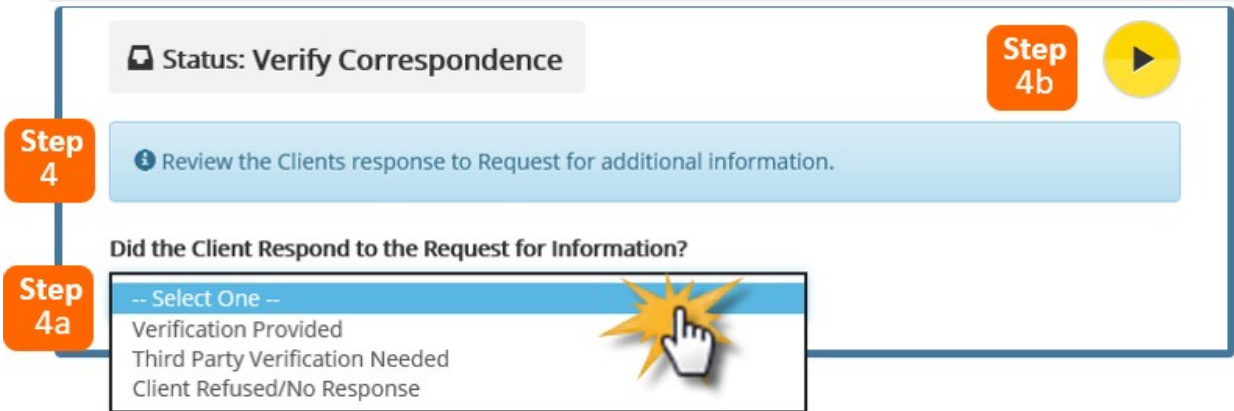
Action Button,  in the upper right-hand corner of the window to proceed to **Step #4 – Verify Correspondence**.

Step #4 – Verify Correspondence

“Review the client’s response to Request for additional Information.”

- a. Respond to the Question “Did the Client Respond to the Request for Information?” by clicking on the Drop-Down Menu and selectin the appropriate answer – **Verification Provided, Third Party Verification Needed or Client Refused/No Response**.

- b. After selecting your response, click the **Yellow Action Button**  to complete this workflow.



Step 4

Status: Verify Correspondence

Review the Clients response to Request for additional information.

Did the Client Respond to the Request for Information?

-- Select One --

Verification Provided

Third Party Verification Needed

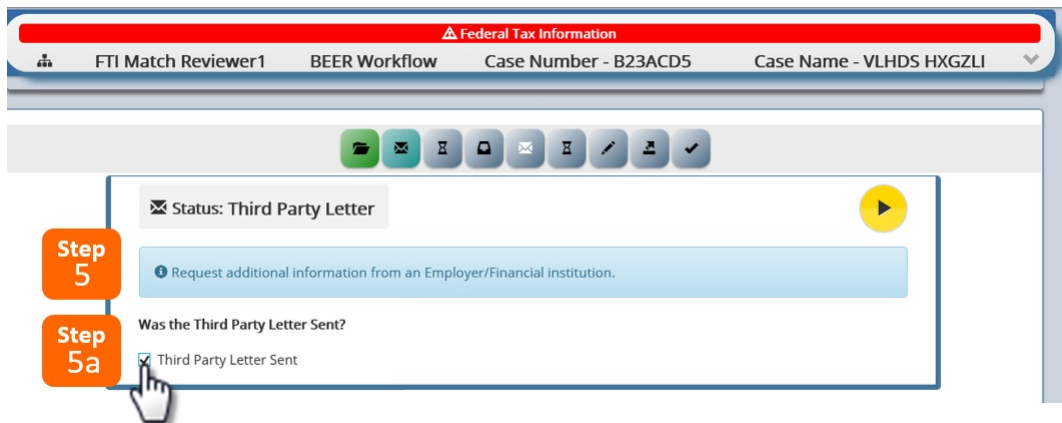
Client Refused/No Response

Step 4a

- i) A response of “**Verification Provided**” will take you to **Step #7 – Enter Match Response**.
- ii) A response of “**Third Party Verification Needed**” takes you directly to **Step #5 – Third Party Letter**.
- iii) If you chose “**Client Refused/No Response**” you will be taken to **Step #7 – Enter Math Response**.

Step #5 – Third Party Letter

“Request additional information from the Employer/Financial institution.”



Federal Tax Information

FTI Match Reviewer1 BEER Workflow Case Number - B23ACD5 Case Name - VLHDS HXGZLI

Status: Third Party Letter

Request additional information from an Employer/Financial institution.

Was the Third Party Letter Sent?

☒ Third Party Letter Sent

Step 5

Step 5a

- a. Once a Contact Letter, to the Client, has been mailed **check the box “Third Party Letter Sent”**.

- b. After **confirming the issuance** of the Third-Party Letter click the Yellow Action Button



to run the workflow so you can move on to the next step.

Step #6 – Waiting on Third Party Letter Timer

This is the **second timer** in the **Asset Match Workflow**. This **Timer** will default to a **10-Day Countdown** and is intended to be a **reminder for the Match Reviewer to follow up with the Client**. A **Map of the Timer**, including description of each button and/or field, to go **Step #3** in this **Workflow** (Page 61).

- a. To move on to **Step #7 – Enter Match Response**, you will need to **Stop the Timer**. This will happen at the end of the 10-day Default Countdown or if you stop the Timer yourself by



clicking on the **Stop Button**.

- b. Then click on the **Yellow Action Button**  to **complete this Step**. If it is not done automatically, **move on to Step #7**.

Step #7 – Enter Match Response

“Enter the Match Response and record any potential OP/OI Information to Submit to CDSS”

Asset Match Review Responses in Detail

Yes: (w/OP/OI)

If **Yes (w/ OP/OI)** is selected, the following information is needed:

1. **Select** if the discrepancy was due to **Client** or **Administrative Error**
2. If the discrepancy resulted in a **CalWORKs OP/OI**, **Enter the Amount** here
3. If the discrepancy resulted in a **CalFresh OP/OI**, **Enter the Amount** here
4. **Enter any Match Review Notes**
5. Did the discrepancy result in the **case being continued**? Click **Yes** or **No**
 - a. ★ if **Yes**, questions **6** and **7** will not appear. **Proceed to 8.**
 - b. If **No**, **Proceed to 6.**
6. Did the discrepancy result in the **Reduction of Benefits**? Select **Yes** or **No**.
7. Did the discrepancy result in a **Referral for Investigation**? Select **Yes** or **No**.

8. Click the **Yellow Action Button**  to **complete this Workflow**.


Yes: (w/o OP/OI)

If **Yes (w/ OP/OI)** is selected, the following information is needed:

1. Did the **discrepancy Result** in the **Case being Discontinued**? Select **Yes** or **No**.


If you select “Yes”:

You only have 1 more question

1. Did this discrepancy result in a **referral For investigation**? **Yes** or **No**.
2. **Click the Yellow Action Button** 
3. **Advance to the Step #8 – Submit to CDSS**

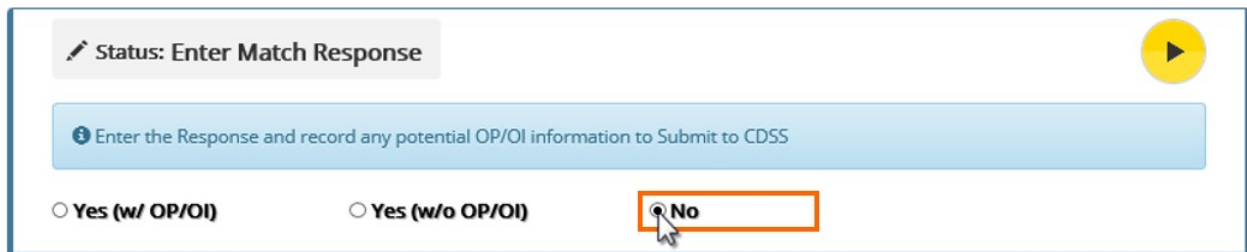
If you select “No”:

You have two more questions to answer -

1. Did the discrepancy result in the **reduction of benefits**? **Yes** or **No**.
2. **If Yes, or No on to the Next Question**
3. Did this **discrepancy result** in a **referral to Investigation**? **Yes** or **No**, advance to the next question.
4. **Click the Yellow Action button** 
5. **Advance to Step #8 – Submit to CDSS**

No:

If **No** is selected:

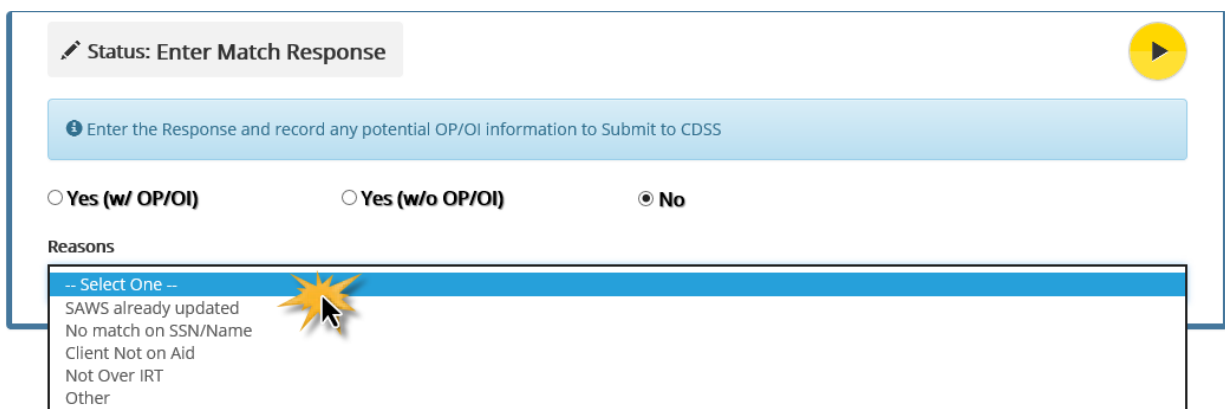


Status: Enter Match Response

Enter the Response and record any potential OP/OI information to Submit to CDSS

☐ Yes (w/ OP/OI) ☐ Yes (w/o OP/OI) ☒ No

1. Go to Drop Down Menu under **"Reasons"**.
2. Choose the **correct reason** from the list.



Status: Enter Match Response

Enter the Response and record any potential OP/OI information to Submit to CDSS

☐ Yes (w/ OP/OI) ☐ Yes (w/o OP/OI) ☒ No

Reasons

-- Select One --

- SAWS already updated
- No match on SSN/Name
- Client Not on Aid
- Not Over IRT
- Other

Choose from the following list of responses:

SAWS already updated
No match on SSN/Name
Client Not on Aid
Not Over IRT
Other

3. Click the **Yellow Action Button**  to run the Workflow.

Step #8 – Submit to CDSS

“A summary of the work completed for this Match.”

Review the Summary of the work you have just completed for this Asset Match Workflow.

- a. If all the data is reflected correctly, **click the Submit to CDSS button.**

You do not need to click the Yellow Action Button.



FTI Match Reviewer1 DPM Workflow Case Number - D881G90 Case Name - UOJA,EXMT

Status: Submit To CDSS

Step 8a → **Submit To CDSS**

Step 8 A Summary of the work completed for this match.

☒ **Verify Deceased** Completed On: By: /
Is Recipient Verify Deceased

☒ **Receiving Benefits** Completed On: By: /
Is Recipient Receiving Benefits

☒ **Using Benefits** Completed On: By: /
Is Recipient Using Benefits

This is what your screen will look like when you have **successfully Submitted to CDSS.**

Status: Submit To CDSS

Response Submitted to CDSS

A Summary of the work completed for this match.

☒ **Benefits Review** Completed On: By: /

Step #9 – Closed Match

“The Match is closed and has been submitted to CDSS.”

You’ve submitted the Match Review to CDSS. This screen will confirm your submittal.

✓ Status: Closed Match

ⓘ This match is closed and has been submitted to CDSS.

✓ Closed Match

Completed On: 4/28/2017 11:10:40 AM

By: / FTI Match Reviewer1

- a. You'll see the date and time the Match was completed.
- b. You can also see who completed it.

You do not need to click on the Yellow Action Button.

This is the **Final Step** in the **Asset Match Review Workflow**.


End

XIX. Contacts

This concludes the User Guide for the eIEVS solution. If you have any questions or comments, please contact the appropriate person according to chart below:

IT Support	Business Policy	CDSS eIEVS Coordinator	Safeguard Coordinator
Marc Grijalva	Analyn Deloso	Suzanna Ledesma	Nancy Cronin
Marc.Grijalva@dss.ca.gov	Analyn.Deloso@dss.ca.gov	Suzanna.Ledesma@dss.ca.gov	Nancy.Cronin@dss.ca.gov
(916) 651-5562	(916) 651-5008	(916) 651-3981	(916) 651-5007

XX. Glossary

Word	Definition
App	Application - A piece(s) of software that can run on the internet, your computer or a mobile device
Functionality	The set of capabilities associated with a Computer Software or Web Page
Run the Workflow	Click on the Yellow Arrow Button  when you have finished entering data, entering a response or completed a specific step in the process you are working
SAF	Security Access Framework – the application that works in partnership with eIEVS to manage all Login and Password credentials
Workflow	A progression of Steps, Tasks or Interactions that comprise a Work Process

eIEVS Features

A. Match Assignment

The Match Assignment feature is only accessible to authorized county staff that has been set up with the Match Assigner role to receive and assign matches. Match Assignment allows the Match Assigner to sort matches using Social Security Number (SSN), Name, Match Type, Case Number, Language, and more categories to assist with assigning abstracts. (See **Attachment 2, eIEVS User Guide** for the complete sorting list.) Or, the Match Assigner can activate the auto-assign function to automatically assign all unassigned abstracts to desks and/or workers based on match type and run date. Abstracts can later be re-assigned to accommodate different staffing arrangements and schedules.

B. Alerts

This messaging feature within eIEVS can send messages to users from the eIEVS system and from other users. Alerts sent by eIEVS are based on a process or information captured in the system. Each user will have an Alert panel in their landing page. In addition, each user may send a message to other users within their county and outside of their county if the user has similar access to eIEVS. This messaging functionality is not connected to any outside messaging system like Microsoft Outlook. Messages created in eIEVS using the Alert functionality will stay in eIEVS and will only be accessible through eIEVS. By using this feature, users can share data within eIEVS and prevent data from being put in another system outside of eIEVS. This is a safeguarding requirement from IRS Publication 1075. Users are also cautioned to ensure that FTI is only provided to the appropriate FTI staff. Notifications such as availability of new abstracts for assigning, abstracts that have been assigned to a desk or worker, or the expiration of a process will be added in the next phase of the project.

C. Match Queue

This feature will provide the county user the list of abstract(s) that have been assigned to their desk. This functionality will allow each user to view which abstracts need to be processed and the status of the abstracts, this feature will help users prioritize the abstracts assigned to their desk.

D. Match Overview

This provides a high level summary for County Coordinators and Supervisors of the matches that are being worked by the staff they oversee. In addition, the worker themselves will have their own Match Overview panel showing only the summary of their assigned matches and abstracts. This panel will only be accessible to authorized county staff and includes the number of abstracts assigned to each group or desk, current counts of the abstracts, and where they are in the process. This also provides both the County Supervisor and the workers a quick glance on the workers' progress with each of the abstracts assigned to them.

E. Tasks

This is a summary of the actions and other activities that need to be completed for abstracts being processed. The system will generate a “Task” of those abstracts that have been started and will need to continue to be processed. “Tasks” are system-generated notifications. (See “Alerts” above.) This feature will enable the county worker to leave and return to the match workflow to complete the process.

F. Calendar

This feature is currently under consideration for the next phase of the project. The Calendar will allow users to schedule activities or client meetings. At this time the Calendar feature provides dates like a standard on-the-wall calendar.

G. Reports

This feature is currently deactivated and will not provide information. This high priority feature will be included in the next phase of the eIEVS project. Until that time the Reports panel will act as a placeholder for this feature.

Additional Feature:

Match Workflow

The Match Workflow feature will allow the user to have preset steps or a checklist of tasks to do in order to work on an abstract or other process. This feature will enable the user to review the abstract, complete the response document, and submit the completed abstract to CDSS. To aid the users with maintaining and prioritizing their work, here are the additional features accessible in this panel:

- 1) *Medi-Cal Monthly Extract File (MMEF) tab* - This contains information regarding the client provided by the California Department of Health Care Services (DHCS) from their Medi-Cal Eligibility Determination System (MEDS). The data included here is part of the current paper abstract.
- 2) *Abstract tab* – This tab contains the data or information provided by the source agency (ies) specific to the match based on current agreements. Source agencies include the Social Security Administration (SSA), Internal Revenue Services (IRS), California Department of Justice, Employment Development Department, and California Department of Corrections and Rehabilitation.
- 3) *Journal* – Users will have the ability to enter notes or comments for each abstract in the system. This journal does not replace the journal entry within the SAWS systems for case comments. SAWS remains the system of record.

- 4) *Timer* – The eEVS has a built-in timer for processes that are time sensitive, such as the Client or Third Party Verification letters, or Special Investigation Unit (SIU) reviews of criminal or death matches. Users will have the capability to adjust the timer to alert them when the next step or process is due.
- 5) *Response Submission Tool* – Each abstract will require a response submission to CDSS. This will include the disposition of the abstract process. CWDs will need to submit the response to CDSS for each abstract and report: whether or not a potential discrepancy was found, the reason for the potential discrepancy by choosing an option in the drop-down menu, ,an overpayment (OP) or over issuance (OI), or discrepant but no OP/OI.

CDSS ~~eIEVS~~ ACCESS REQUEST FORM

The CDSS electronic Income and Eligibility Verification System (~~eIEVS~~) access Form is used to authorize, change and terminate access to the ~~eIEVS~~ containing CDSS data. The information on this form must be kept current. It must be signed by the appropriate User Supervisor and System Administrator(s). It must also be signed by the user before he/she obtains access. (Once completed, all County and Non-CDSS State staff must submit this form to fraudsystemaccess@dss.ca.gov mailbox for approval.)

Section 1 – access Request:

Level of Access Requested:

User Administrator (go to Section 2)

Role Requested (Check all that apply):

Coordinator	FTI Supervisor (attach FTI certification)	FTI Match Assigner (attach FTI certification)	FTI Reviewer (attach FTI certification) Desk: _____
CDSS User	Non-FTI Supervisor	Non-FTI Match Assigner	Non-FTI Reviewer Desk: _____

Requested action:

Add User Delete User Edit User

Section 2 – User Information *(To be completed by the requesting individual. For administrator access, please complete Section 2 only)*

User Name: _____
Last Name First Name Middle Initial

Company Name: _____

Phone Number: _____ Email address: _____

User acknowledgement and Signature:

This section is to be read and completed by the user prior to receiving access to ~~eIEVS~~.

I will access the system for appropriate business purposes only. I will take all appropriate precautions to protect the confidential and sensitive data in the system as detailed in the security policies and guidelines provided by my employer.

Submitted by:

User's Name (Print) User's Signature Date

Supervisor's Name (Print) Supervisor's Signature Date

Supervisor's Phone Supervisor's Email

Section 3 – administrator approval: *(This section to be completed by the administrator granting access to County users only – leave blank if administrator Level access is requested above)*

administrator authorization Signature *(The below administrator must be on the approved CDSS administrator list):* I certify that the above employee may be granted access to the systems indicated for the above county.

administrator's Name (Print) administrator's Signature Date