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DSD - Section 33



CMIPS

D-4.2-03 – IHSS CMIPS Detailed System Design (DSD) (R2025.03.01) Section 33

Version 1.0

03/28/2025

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DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub

The IHSS CMIPS Web Portal & CommsHub topic area will discuss the CMIPS functionality associated with dynamic content available on the web portal and CommsHub. These areas of the Web Portal are designed and used by CGI staff only. This document defines the system design only. Help Desk and Back Office procedures are maintained within their separate procedure manuals.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Business Process Functions

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Business Process Functions/AEM Communication Security Tokens

CI
 CI-823884 - DSD BF AEM Communication Security Tokens IMPLEMENTED

The purpose for AEM communication security tokens is to enhance security and prevent unauthorized access to the AEM URLs in Case Management, CMIPS Services Portal (CSP), and Electronic Services Portal (ESP). This token-based approach will ensure that the URLs can only be accessed by a single user, and the URL is set to expire after 30 minutes. The AEM tokens will be implemented to all CMIPS Services Portal screens, ESP adaptive electronic forms URLs and any time a county worker edits an adaptive electronic form from Case Management. When this edit occurs, a webservice is triggered in AEM to generate a web token, which is then appended to the URL and is made configurable for every ESP and CSP web apps. This ensures that only authorized users can access the AEM web URL. These AEM web URLs are set with a Secure Flag to increase security. This AEM link will not work if copied/shared into an unauthenticated browser.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Business Process Functions/Service Request Submission

CI	Document Name
 CI-815719 - DSD BP Help Desk Service Request Form IMPLEMENTED	DSD_BP_Help_Desk_Service_Request_Form.docx

Users of the web portal are able to submit a Service Request (SR) Form through the extranet to the CMIPS II Help Desk.

1. A user submits the Service Request details in the Extranet.
2. Data will be stored in REPWARE Database – Ticket Table used to capture SR details entered by user
3. A scheduler transfers data to the Oracle DB (CA Service Desk) is used to complete this transfer
4. CA Service Desk (Maintained by HDU Tech) uses a java program to send the emails:
 - a. Response to the user who submitted the request, if an email address was indicated. Email address on form is an optional field.
 - b. CMIPS II Help Desk Inbox

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Business Process Functions/Very Important Contacts (VIC)

CI
 CI-823210 - DSD BP Very Important Contacts (VIC) IMPLEMENTED

Very Important Contacts (VIC) is available on CommsHub to CMIPS users as well as Contractor, State, and designated County staff. VIC serves as the primary source of contact information for individuals who work with various adult programs both in the counties and CDSS Adult Programs Division. VIC categorizes and groups contacts to assist users in contact identification. These contact groups provide users with functionality that includes, but is not limited to:

- Search capabilities
- Export capabilities
- Ability to sort groups by contact information alphanumerically in both ascending and descending order
- Ability to generate mailing and e-mail grouping(s) for mass distribution of information
- View individual contact details
- View e-mail list(s) of designated groups

In addition, approved users from designated groups are provided the ability to enter and maintain their own contact information.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Web Portal Topic Area

The CMIPS Web Portal and CommsHub topic area defines in detail the system functionality associated with these activities.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Flows

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Flows/CommsHub Navigation

CI	Document Name
CI-822480 - DSD SF CommsHub Navigation IMPLEMENTED	DSD SF CommsHub Navigation

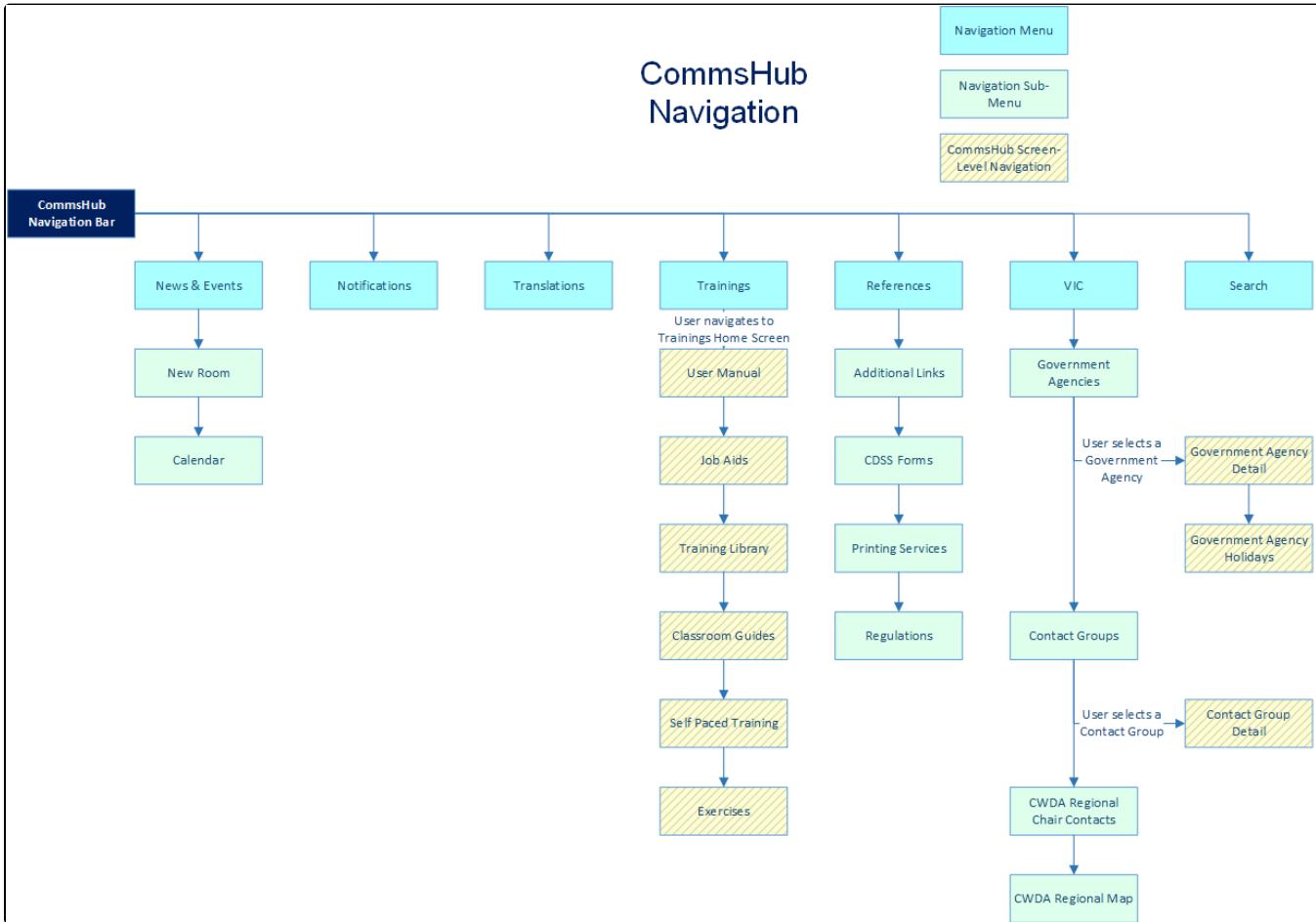


Figure - CommsHub Navigation

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs

This section will identify the user interface, including application screens.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/WELCOME

CI	Document Name
 CI-487748 - DSD SC WP Welcome CANCELLED	DSD_SC_WP_Welcome.doc

Cancelled by CR 66

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Contact Us (Legacy)

CI	Document Name
 CI-487731 - DSD SC WP Contact Us CANCELLED	DSD_SC_WP_Contact_Us.doc

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Contacts for CMIPS II

CI	Document Name
CI-487730 - DSD SC WP Contact CMIPSII CANCELLED	DSD_SC_WP_Contact_CMIPSII.doc

The Contacts for CMIPS II link is located at the top of all CMIPS II web portal screens. When selected it will display the Contact CMIPS II screen displaying contact information to assist the end user.

The screenshot shows the 'Contact CMIPS II' page from the CMIPS II website. At the top, there's a navigation bar with links for Home, Announcements, Bulletins, Training, and Links. On the right side of the header, there are links for Log On | CA.gov | Contact Us | Contacts for CMIPS II and a search bar. The main content area has a heading 'Contact CMIPS II' with a sub-section 'CMIPS II Help Desk'. It provides contact information for the Help Desk, including a phone number (877) 844-5844 and email links. Below this is a section titled 'VIC - Very Important Contacts' featuring a cartoon character of a dog wearing a blue vest with 'VIC' on it. The text explains that the VIC application serves as the primary source of contact information for adult programs. It includes links for 'The link to VIC', 'Send an email for assistance', and 'View the guide here' (with a PDF icon). At the bottom of the page, there are links for 'Back to Top | Contact Us | Accessibility'.

Figure – Contact CMIPS II

Actions/Functions

The following actions/functions are associated with the Contact CMIPS II screen:

Hyperlink	Function
CMIPS II Extranet	Displays CMIPS Contacts screen
E-mail the Help Desk	Displays an email page pre-populated with the County Help Desk email address CGI.CMIPS.ServiceDesk@cgi.com .
The link to ViC	Displays the login screen for the CDSS Very Important Contacts (VIC) List
Send an email	Displays an email page pre-populated with this CDSS email address (apbinquiryresponse@dss.ca.gov)
View the guide here	Opens a PDF document that is the Quick ViC User's Guide

Data Elements

There are no data elements specific to the Contact CMIPS II screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Search (Legacy)

CI	Document Name
 CI-487739 - DSD SC WP Search CANCELLED	DSD_SC_WP_Search.doc

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Search Not Found (Legacy)

CI	Document Name
 CI-487740 - DSD SC WP Search Not Found CANCELLED	DSD_SC_WP_Search_Not_Found.doc

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Links

CI	Document Name
 CI-487736 - DSD SC WP Links Home CANCELLED	DSD_SC_WP_Links_Home.doc

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/CDSS

CI	Document Name
 CI-487733 - DSD SC WP Links CDSS CANCELLED	DSD_SC_WP_Links_CDSS_.doc

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Forms (Legacy)

CI	Document Name
 CI-487735 - DSD SC WP Links Forms CANCELLED	DSD_SC_Links_Forms.doc

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/County Shared Information

CI	Document Name
 CI-487734 - DSD SC WP Links County Shared Information CANCELLED	DSD_SC_WP_Links_County_Shared_Information.doc

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Regulations (Legacy)

CI	Document Name
 CI-487737 - DSD SC WP Links Regulations CANCELLED	DSD_SC_WP_Links_Regulations_.doc

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Additional Links (Legacy)

CI	Document Name
 CI-487732 - DSD SC WP Links Additional Links CANCELLED	DSD_SC_WP_Links_Additional_Links_.doc

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Accessibility

CI	Document Name
 CI-487721 - DSD SC WP Accessibility CANCELLED	DSD_SC_WP_Accessibility.doc

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Workgroups and Committees

CI	Document Name
 CI-487749 - DSD SC WP Workgroup Committees CANCELLED	DSD_SC_WP_Workgroup_Committees.doc

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Announcements

CI	Document Name
 CI-487722 - DSD SC WP Announcements CANCELLED	DSD_SC_WP_Announcements.doc

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Calendar of Events

CI	Document Name
 CI-487729 - DSD SC WP Calendar Of Events CANCELLED	DSD_SC_WP_Calendar_Of_Events.doc

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/News & Alerts

CI	Document Name
 CI-487738 - DSD SC WP News and Alerts CANCELLED	DSD_SC_WP_News_and_Alerts.doc

Cancelled by CR 66

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Bulletins

CI	Document Name
 CI-487724 - DSD SC WP Bulletins CANCELLED	DSD_SC_WP_Bulletins.doc

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/FAQs

CI	Document Name
CI-487723 - DSD SC WP Bulletins FAQs CANCELLED	DSD_SC_WP_Bulletins_FAQs.doc

The FAQs link located under the Bulletins tab from the CMIPS II web portal Welcome screen when selected will display links to frequently asked questions documents which contain FAQs that CDSS would like to communicate to CMIPS II users

The screenshot shows a web browser window for the CMIPS II Bulletins FAQ page. The URL is https://cmipsii.ca.gov/CMIPSInfo/html/bulletins_FAQ.jsp. The page has a blue header bar with the CMIPS II logo and navigation links for Home, Announcements, Bulletins (which is highlighted), Training, and Links. Below the header is a menu with links to FAQs, Workarounds / Interim Processes, Helpful Hints, TPF Announcements, and Other. The main content area is titled 'FAQs' and contains two items: 'FAQ' and 'FAQ TTT Webinars Jan2018'. At the bottom of the page are links for Back to Top, Contact Us, and Accessibility, along with a copyright notice for the State of California.

Figure – FAQs

Actions/Functions

The following actions/functions are associated with the FAQs screen:

Hyperlink	Function
Available Links are Dynamic and Subject to change	Any displayed link will download a pdf containing FAQs which the user may open.

Data Elements

There are no data elements specific to the FAQs screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Workaround and Interim Process

CI	Document Name
 CI-487727 - DSD SC WP Bulletins Workaround Interim Process	DSD_SC_WP_Bulletins_Workaround_Interim_Process.doc CANCELLED

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Helpful Hints

CI	Document Name
 CI-487725 - DSD SC WP Bulletins Helpful Hints CANCELLED	DSD_SC_WP_Bulletins_Helpful_Hints.doc

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/TPF Announcements

CI	Document Name
 CI-487728 - DSD SC WP Bulletins TPF Announcements CANCELLED	DSD_SC_WP_Bulletins_TPF_Announcements.doc

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Other

CI	Document Name
 CI-487726 - DSD SC WP Bulletins Other CANCELLED	DSD_SC_WP_Bulletins_Other.doc

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Training

CI	Document Name
 CI-487744 - DSD SC WP Training Home CANCELLED	DSD_SC_WP_Training_Home.doc

Cancelled by CR 66

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Training Guides (Legacy)

CI	Document Name
 CI-487743 - DSD SC WP Training Guides CANCELLED	DSD_SC_WP_Training_Guides.doc

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Exercises

CI	Document Name
 CI-487742 - DSD SC WP Training Exercises CANCELLED	DSD_SC_WP_Training_Exercises.doc

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Job Aids (Legacy)

CI	Document Name
 CI-487745 - DSD SC WP Training Job Aids CANCELLED	DSD_SC_WP_Training_Job_Aids.doc

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Presentations

CI	Document Name
CI-487746 - DSD SC WP Training Presentations CANCELLED	DSD_SC_WP_Training_Presentations.doc

The Presentations link located under the Training tab from the CMIPS II web portal Welcome screen when selected will display the Presentations screen containing a list of links to various CMIPS II presentation documentation.

The screenshot shows the CMIPS II web portal's "Presentations" page. At the top, there is a navigation bar with links for Home, Announcements, Bulletins, Training (which is highlighted in blue), and Links. Below the navigation bar, there is a sub-navigation menu with links for Training Guides, Exercises, Job Aids, Presentations, CMIPS SPT, and User Manual. The main content area is titled "Presentations" and contains a list of 19 presentation documents, each preceded by a blue circular icon with a white arrow. The documents are: CMIPSII 4.5.4.4.1.1 TrMat 02 PPT CMIPSII Overview v12.1 (Rel 1.20), CMIPSII 4.5.4.4.1.1 TrMat 03 PPT Get Start v12.1 (Rel 1.20), CMIPSII 4.5.4.4.1.1 TrMat 05 PPT Int Cont Inf Appl v12.1 (Rel 1.20), CMIPSII 4.5.4.4.1.1 TrMat 06 PPT Serv Elig Final Det v12.1 (Rel 1.20), CMIPSII 4.5.4.4.1.1 TrMat 07 PPT Case Maint v12.1 (Rel 1.20), CMIPSII 4.5.4.4.1.1 TrMat 08 PPT Tasks Nots WGs v12.1 (Rel 1.20), CMIPSII 4.5.4.4.1.1 TrMat 09 PPT Prog Mgmt CM Sups v12.1 (Rel 1.20), CMIPSII 4.5.4.4.1.1 TrMat 10 PPT Prov Mgmt v12.1 (Rel 1.20), CMIPSII 4.5.4.4.1.1 TrMat 11 PPT Time Att v12.1 (Rel 1.20), CMIPSII 4.5.4.4.1.1 TrMat 12 PPT Payroll v12.1 (Rel 1.20), CMIPSII 4.5.4.4.1.1 TrMat 13 PPT Prog Mgmt Payr Apps v12.1 (Rel 1.20), CMIPSII 4.5.4.4.1.1 TrMat 14 PPT Rep v12.1 (Rel 1.20), CMIPSII 4.5.4.4.1.1 TrMat 15 PPT Tech Appliance Supp v12.1 (Rel 1.20), CMIPSII 4.5.4.4.1.1 TrMat 17 PPT COSS v12.1 (Rel 1.20), and CMIPSII 4.5.4.4.1.1 TrMat 18 PPT Exer Prev v12.1 (Rel 1.20). At the bottom of the page, there is a footer with links for Back to Top, Contact Us, and Accessibility, and a copyright notice: Copyright © 2012 State of California.

Figure – Presentations

Actions/Functions

There are no actions or functions specific to the Presentations screen.

Data Elements

There are no data elements specific to the Presentations screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/CMIPS II Self-Paced Training (SPT)

CI	Document Name
 CI-487741 - DSD SC WP Training CMIPS SPT CANCELLED	DSD SC WP Training CMIPS SPT

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/User Manual (Legacy)

CI	Document Name
 CI-487747 - DSD SC WP Training User Manual CANCELLED	DSD_SC_WP_Training_User_Manual.doc

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/CMIPS Contacts

CI	Document Name
 CI-815570 - DSD SC WP CMIPS Contacts CANCELLED	DSD_SC_WP_CMIPS_Contacts.docx

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Service Request Form

CI	Document Name
CI-815571 - DSD SC WP Service Request Form IMPLEMENTED	DSD_SC_WP_Service_Request_Form.docx

When a user selects the Fill in a quick form link on the Welcome screen or the Submit Service Request link on the Welcome screen or the CMIPS Contacts screen the Service Request Form screen displays. This screen allows a CMIPS user to submit information to the County Help Desk to create a Service Request.

Figure – Service Request Form

Actions/Functions

The following actions/functions are associated with the Service Request Form screen:

Hyperlink	Function
Browse	Each Browse option will open a window to allow the user to search for a file or document to upload and submit with the Service Request.
Submit Service Ticket	This action will submit the provided details and attachments to the CMIPS ticketing tool for creation of a service ticket. NOTE: A service ticket number will be emailed to the submitter once the ticket is created.

Data Elements

Service Request Form screen

The following data elements are specific to the Service Request Form screen.

Field Name	Help	Data Type	Required Indicator	Default Value	Editable Field
Date:	Displays the current calendar date when the user accessed the Service Request Form screen	MM/DD/YYYY	N/A	Date screen accessed	No
Time:	Displays the time at which the user accessed the Service Request Form screen	HH:MM:SS (24 hour clock)	N/A	Time screen accessed	No
First	Initiators first name	String	Yes	N/A	Yes
Last	Initiators last name	String	Yes	N/A	Yes
Phone	Initiators telephone contact information including extension if appropriate	String	Yes	N/A	Yes
E-Mail Address	Initiators email contact information	String	No	N/A	Yes
SR Priority:	Allows user to select the priority of their service request. Values are: Low Medium High Urgent	Radio Button	No	Low	Yes
Request Area:	Allows user to select a request area associated to their service request	Drop-down	Yes	I Received and Error Message	Yes
SR Summary:	Short summary title for the service request being submitted	String	No	N/A	Yes
Case Number:	Recipient Case Number associated with this service request	String	No	N/A	Yes
Provider Number:	Provider Number associated with this service request	String	No	N/A	Yes
Does this affect payment or eligibility?:	Allows user to identify if payment or eligibility are affected by this service request. Values are: Yes No	Radio Button	No	No	Yes
SR Description Detail:	Pre-populated with information to guide the user in providing a description of their need for a service request.	String	Yes	Problem or request detail / Description: Authorization period (if applicable): Timesheet number and pay period (if applicable): Steps taken (if applicable): Is this issue affecting multiple users? (Y/N):	Yes
SR Supporting Attachment:	A maximum of three (3) files may be attached with a limit of 5mb each. Acceptable file types are the following: .jpg, .gif, .bmp, .png, .txt, .pdf, .doc, .docx, .zip	Document	No	N/A	Yes

Data Mapping for Service Request Form to ServiceNow

The following data elements represent the mapping from the CMIPS Portal Service Request Form to ServiceNow:

CMIPS Portal Field Name	ServiceNow Field Label	ServiceNow Field Name
First Name space Last Name	Description	Concatenated First and Last Name with a Space in between Ex. John Doe – append to description. Name : <Concatenated Value>
Phone Number	Description	Append to description. Phone Number : <Phone Number>
Email Address	Description Caller	Append to description. Email : <Email> Caller: <Email> - this enables matching a corresponding profile based on email address, if a unique one exists. If more than one exist, no matching is done. Caller is also used for the confirmation email.

Priority	Priority and Description	priority – needs to be appended to description as well Priority : <priority>
Request Area	Description	description: – The Request Area drop down label needs to be appended to description as follows: Request Area: <request area drop down label>
SR Summary	Short Description	u_short_description
Case Number	Case Number and Description	u_case_number - needs to be appended to description as well Case Number : <Case Number >
Provider Number	Provider Number and Description	u_provider_number - needs to be appended to description as well Provider Number : <Provider Number>
Payment /Eligibility Affected	Payment/Eligibility Affected and Description	u_payment_eligibility_affected ('yes' or 'no') - needs to be appended to description as well Payment or Eligibility Affected : < Value>
SR Description / Detail	Description	description – The SR Summary field value needs to be appended along with the other fields that has been identified to be appended to the description
	Service Desk and Description	u_call ("CMIPS Service Desk") - needs to be appended to description as well Service Desk: CMIPS Service Desk
Contact Type	Contact Type	contact_type ('Portal')
Attachments	Attachments	Once the incident is created, retrieve the "sys_id" for the incident just created, then issue a post for each attachment.

When the incident is created, ServiceNow will generate a notification email in English providing the SR number based on the email address in the caller field. The URL endpoint invoked to create the incident is configurable for production and non-production instances of ServiceNow.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/WELCOME TO CMIPS II

CI	Document Name
CI-815572 - DSD SC WP Welcome to CMIPS II IMPLEMENTED	DSD_SC_WP_Welcome_to_CMIPS_II.docx

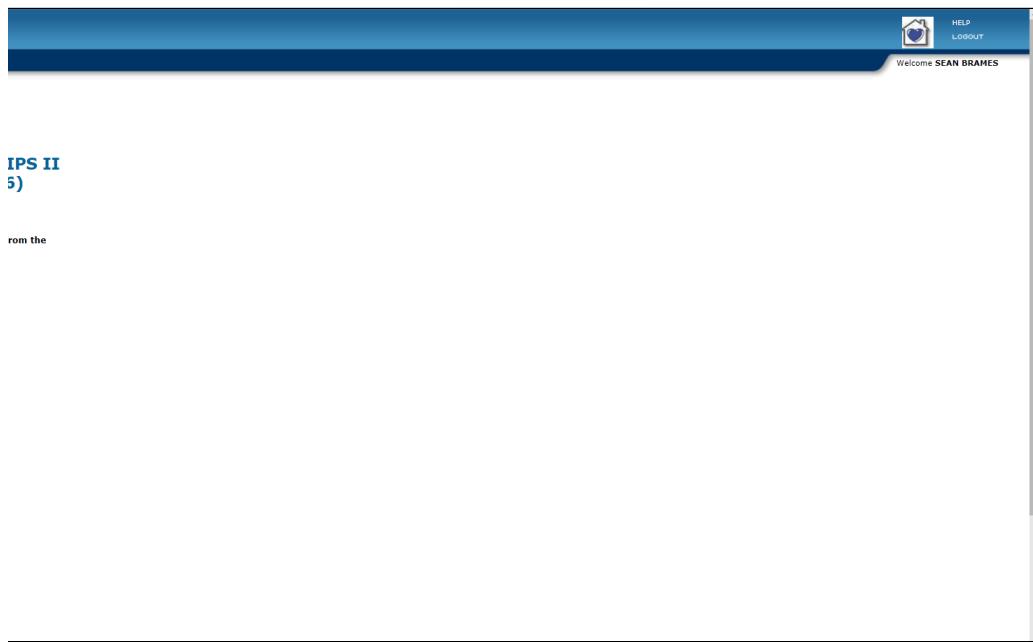


Figure – Welcome to CMIPS II

Actions/Functions

The following actions/functions are associated with the Welcome to CMIPS II screen:

Action	Function
Navigation	
Home	Default landing page "Welcome to CMIPS II (Version 1.X) landing page.
Reset Password	Displays the Enter New Password and Verify screen.
Maintain Account	Displays the Maintain Account Information screen.
Case Management	Opens the CMIPS II Case Management system as a separate window.
Reporting	Opens the Reporting application as a separate window.
Security Administration	Displays the Welcome to the Security Officer Home Page.
Add New User	Displays the Search User screen.
Security Profile	Displays the Search Active User screen.
Reset User Password	Displays the Search Active User screen.
Activate Account	Displays the Search Active User screen.
Deactivate Account	Displays the Search Active User screen.
Report Security	Opens the Reporting application as a separate window.
Advantage Financial	Opens the CGI Advantage Login screen as a separate window.

Advantage HRM	Opens the CGI Advantage Login screen as a separate window.
CMIPS II Notifications	Displays the CMIPS II Notifications screen.
CMIPS II Contacts	Displays the CMIPS II Contacts screen.
Upper Right Corner	
Help	Opens the CMIPS Online Help system as a separate window.
Logout	Logs the user out of the CMIPS Web Portal.
Upper Left Corner	
<CMIPS II Logo>	Opens the CommsHub Home screen as a separate window.
CommsHub	Opens the CommsHub Home screen as a separate window.

Data Elements

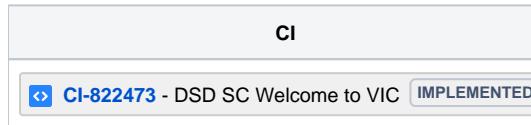
There are no data elements associated with the Welcome to CMIPS II screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/CMIPS II Maintenance Page

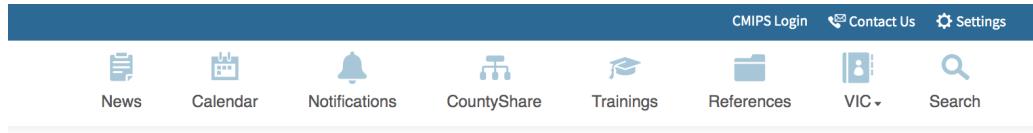
CI	Document Name
 CI-819082 - DSD SC CMIPS Maintenance Page CANCELLED	DSD_SC_CMIPS_Maintenance_Page.docx

Cancelled by CR 66.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Welcome to VIC



The Welcome to VIC screen displays by selecting the VIC icon on the CommsHub Home Page. This screen provides a menu to navigate to the following VIC screens: VIC Government Agencies, VIC Contact Groups, VIC CWDA Regional Chair Contacts, and VIC CWDA Regional Map.



re to serve as the primary source of contact information for those who work with the various adult programs, both in the counties and Social Services, Adult Programs Division.

outdated or incorrect, please advise the correct VIC Administrator who can make the necessary updates.

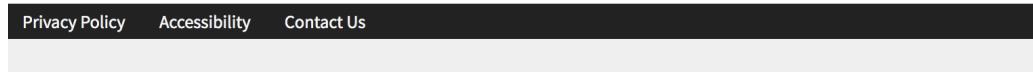


Figure – Welcome to VIC

Actions/Functions

The following actions/functions are associated with the Welcome to VIC screen:

Action	Function
Government Agencies	Government Agencies is a link that Directs the user to the VIC Government Agencies screen.
Contact Groups	Contact Groups is a link that Directs the user to the VIC Contact Groups screen.
CWDA Regional Chair Contacts	CWDA Regional Chair Contacts is a link that Directs the user to the VIC CWDA Regional Chair Contacts screen.
CWDA Regional Map	CWDA Regional Map is a link that Directs the user to the VIC CWDA Regional Map screen.

Data Elements

There are no data elements associated with the Welcome to VIC screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Webinars

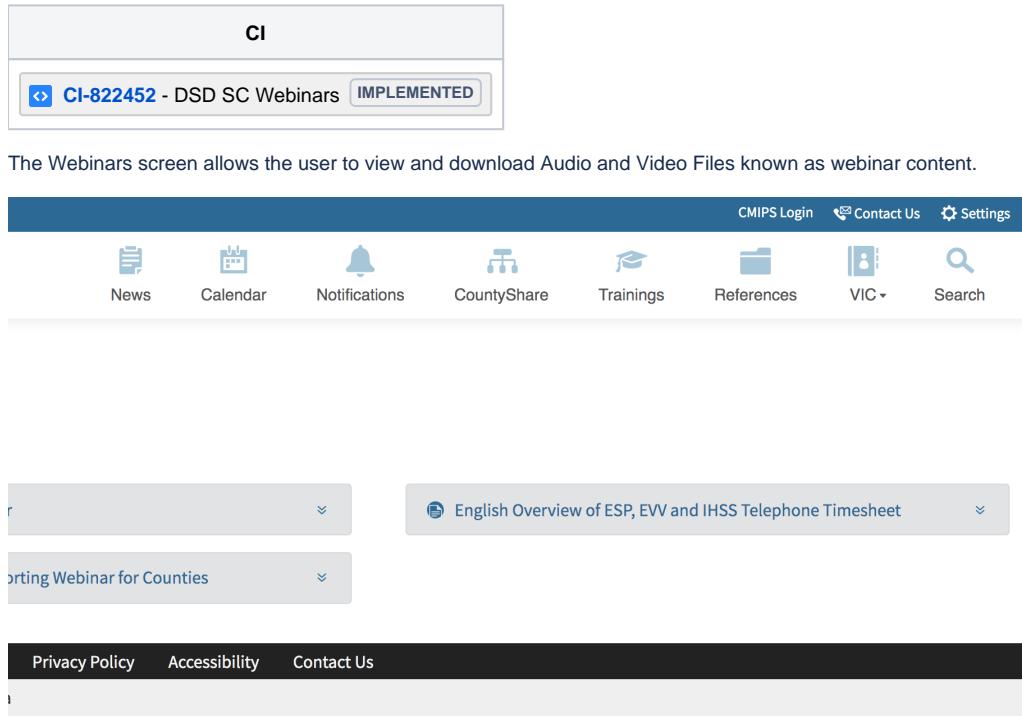


Figure – Webinars

Actions/Functions

The following actions/functions are associated with the Webinars screen:

Action	Function
Trainings	Directs the user to the Trainings Home screen.
	Downloads the associated webinar content.

Data Elements

There are no data elements associated with the Webinars screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/VIC Government Agency Detail Holidays

CI
 CI-822472 - DSD SC VIC Government Agency Detail Holidays IMPLEMENTED

The VIC Government Agency Detail Holidays screen displays when a user selects Holidays on the VIC Government Agency Detail screen. The screen displays information regarding government agency holidays.

CMIPS Login Contact Us Settings

News Calendar Notifications CountyShare Trainings References VIC Search

ties :: Alpine :: Holidays

Holidays

on Saturday

on Sunday

Monday in January

?

Sunday

nday in February

May

ember

October

n Saturday

n Sunday

y in November

l Saturday

l Sun.

Privacy Policy Accessibility Contact Us

Figure – VIC Government Agency Holidays Details Screen

Actions/Functions

The following Actions/Functions are specific to the VIC Government Agency Detail Holidays screen:

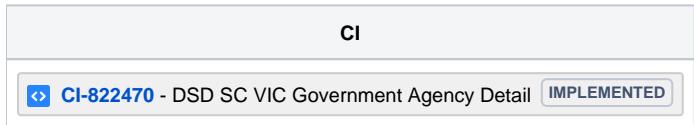
Action	Function
VIC	Hyperlink to the Welcome to VIC screen.
Government Agencies	Hyperlink to the Government Agencies screen.
Contacts	Takes the user to the Government Agency Contacts Detail screen.
Offices	Takes the user to the Government Agency Offices Detail screen.
Holidays	Takes the user to the Government Agency Holiday Detail screen.

Data Elements

The following data elements are specific to the VIC Government Agency Detail Holidays screen:

Field Name	Help	Data Type	Required Indicator	Default Value	Editable Field
Holiday	The holiday title and day	String	No	No	No

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/VIC Government Agency Detail



The VIC Government Agency Detail screen displays when a user selects a government agency on the VIC Government Agency screen. The VIC Government Agency Detail screen provides a contact details list specific to the agency.

CMIPS Login Contact Us

News
 Calendar
 Notifications
 CountyShare
 Trainings
 References
 VIC ▾
 Search

Alpine

Export **Email** **Print**

Contact Name	Email	Phone
Jeffrey McKay	jmckay@alpinecountyca.gov	530.694.2230 ext 231
Nichole Williamson	nwilliamson@alpinecountyca.gov	(530) 694-2235 x233

Contact Name	Email	Phone
24 Hr. Complaint # (530) 694-2235		(866) 900-0525
Jeffrey McKay	jmckay@alpinecountyca.gov	530.694.2230 ext 231
Jeffrey McKay	jmckay@alpinecountyca.gov	530.694.2230 ext 231

Contact Name	Email	Phone
Jeffrey McKay	jmckay@alpinecountyca.gov	530.694.2230 ext 231
Janel Morales	jmorales@alpinecountyca.gov	(530) 694-2235 x230
Sarah Simis	ssimis@alpinecountyca.gov	530.694.2287 ext 121
Sarah Simis	ssimis@alpinecountyca.gov	530.694.2287 ext 121

Contact Name	Email	Phone
Jeffrey McKay	jmckay@alpinecountyca.gov	530.694.2230 ext 231
Jeffrey McKay	jmckay@alpinecountyca.gov	530.694.2230 ext 231
Jeffrey McKay	jmckay@alpinecountyca.gov	530.694.2230 ext 231
Jeffrey McKay	jmckay@alpinecountyca.gov	530.694.2230 ext 231
Jeffrey McKay	jmckay@alpinecountyca.gov	530.694.2230 ext 231
IHSS Payroll		530-694-2235
Nichole Williamson	nwilliamson@alpinecountyca.gov	(530) 694-2235 x233

Contact Name	Email	Phone
Gabriel Chavarin	gchavarin@alpinecountyca.gov	530-694-2235 x231
Janel Morales	jmorales@alpinecountyca.gov	(530) 694-2235 x230

[Privacy Policy](#)
 [Accessibility](#)
 [Contact Us](#)

Figure – VIC Government Agency Contact Detail (Collapsed)

CMIPS Login Contact Us

News
 Calendar
 Notifications
 CountyShare
 Trainings
 References
 VIC Search

Alpine

Export **Email** **Print**

IPS	IHSS	Other			
			Contact Name	Email	Phone
			Jeffrey McKay	jmckay@alpinecountyca.gov	530.694.2230 ext 231 (530) 694-2235
			Nichole Williamson	nwilliamson@alpinecountyca.gov	(530) 694-2235 x233
			Fax: 530.694.2252		
			Website: https://www.alpinecountyca.gov/		
			24 Hr. Complaint # (530) 694-2235	(866) 900-0525	
			Jeffrey McKay	jmckay@alpinecountyca.gov	530.694.2230 ext 231
			Jeffrey McKay	jmckay@alpinecountyca.gov	530.694.2230 ext 231
			Contact Jeffrey Sarah	jmckay@alpinecountyca.gov	530.694.2230 ext 231 (530) 694-2235 x230
			Contact Janel Morales	jmorales@alpinecountyca.gov	530.694.2287 ext 121
			Contact Sarah Simis	ssimis@alpinecountyca.gov	530.694.2287 ext 121
			Contact Sarah Simis	ssimis@alpinecountyca.gov	530.694.2287 ext 121

[Privacy Policy](#)
 [Accessibility](#)
 [Contact Us](#)

Figure – VIC Government Agency Contact Detail (Expanded)

CMIPS Login Contact Us Settings

News Calendar Notifications CountyShare Trainings References VIC Search

ies | Alpine | Offices

ffices

Human Service

/ Road

by Road

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v

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Privacy Policy Accessibility Contact Us

Figure – VIC Government Agency Detail - Offices Detail

Actions/Functions

The following actions/functions are associated with the VIC Government Agency Detail screen:

Action	Function
VIC	Hyperlink to the Welcome to VIC screen.
Government Agencies	Hyperlink to the Government Agencies screen.

Contacts	Takes the user to the Government Agency Contacts Detail screen.
Offices	Takes the user to the Government Agency Offices Detail screen.
Holidays	Takes the user to the Government Agency Holiday Detail screen.
Email	Exports a list of all email addresses for that selected Government Agency.
Export	Exports all of the data table information into a selected Microsoft Office Doc.
Print	Prints all of the data table information.
	Searches the contact list based on the search criteria.
County	Filters the contacts details list to the County list on the screen.
APS	Filters the contacts details list to the APS list on the screen.
CMIPS	Filters the contacts details to the CMIPS list on the screen.
IHSS	Filters the contacts details to the IHSS list on the screen.
Other	Filters the contacts details to the Other list on the screen.
	Expands the indicated section for viewing details.
	Collapses the indicated section.

Data Elements

The following data elements are specific to the VIC Government Agency Detail screen:

Field Name	Help	Data Type	Required Indicator	Default Value	Editable Field
Search	The user's search criteria.	String	No	No	Yes
Contact List					
Title	Displays the Title of the contact.	String	N	No	No
Contact Name	Displays the First and Last Name of the contact.	String	N	No	No
Email	Displays the Email of the contact.	String	N	No	No
Phone	Displays the Phone number of the contact including area code.	String	N	No	No
Expanded View					
Street Address	Displays the Street Address of the contact.	String	N	N/A	No
Mailing Address	Displays the Street Address of the contact.	String	N	N/A	No
Website	Displays the Website of the contact.	String	N	N/A	No
Cell Phone	Displays the Cell Phone number of the contact including area code.	String	N	N/A	No
Fax	Displays the Fax number of the contact.	String	N	N/A	No
Offices Detail Screen					
Office Name	Displays the Office Name of the Office.	String	N	N/A	No
Site Contact	Displays the Site Contact of the Office.	String	N	N/A	No
Contact Name	Displays the Contact Name of the Office.	String	N	N/A	No
Street Address	Displays the Street Address of the Office.	String	N	N/A	No
Phone	Displays the Phone of the Office.	String	N	N/A	No
Mailing Address	Displays the Mailing Address of the Office.	String	N	N/A	No
Fax	Displays the Fax of the Office.	String	N	N/A	No
Email	Displays the Email of the Office.	String	N	N/A	No

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/VIC Government Agencies



The VIC Government Agency screen displays by selecting the Government Agencies icon on the Welcome to VIC screen. The VIC Government Agencies screen is a list of contact agency hyperlinks that directs a user to the specified Government Agency's VIC Government Agency Detail screen.

The screenshot shows a list of government agencies arranged in three columns:

Lake	Riverside	Sonoma
Lassen	Sacramento	Stanislaus
Los Angeles	San Benito	Sutter
Madera	San Bernardino	Tehama
Marin	San Diego	Trinity
Mariposa	San Francisco	Tulare
Mendocino	San Joaquin	Tuolumne
Merced	San Luis Obispo	Ventura
Modoc	San Mateo	Yolo
Mono	Santa Barbara	Yuba
Monterey	Santa Clara	CDSS Adult Program Division
Napa	Santa Cruz	DHCS
Nevada	Shasta	OSI-CMIPS
Orange	Sierra	
Placer	Siskiyou	
Plumas	Solano	

At the bottom of the screen, there is a navigation bar with links to Privacy Policy, Accessibility, and Contact Us.

Figure – VIC Government Agencies

Actions/Functions

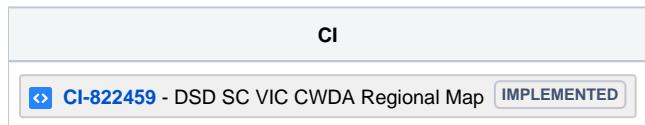
The following actions/functions are associated with the VIC Government Agency screen:

Action	Function
VIC	Directs the user to the Welcome to VIC screen.
<Hyperlink>	Directs the user to the specific government agency's VIC Government Agency Detail screen.

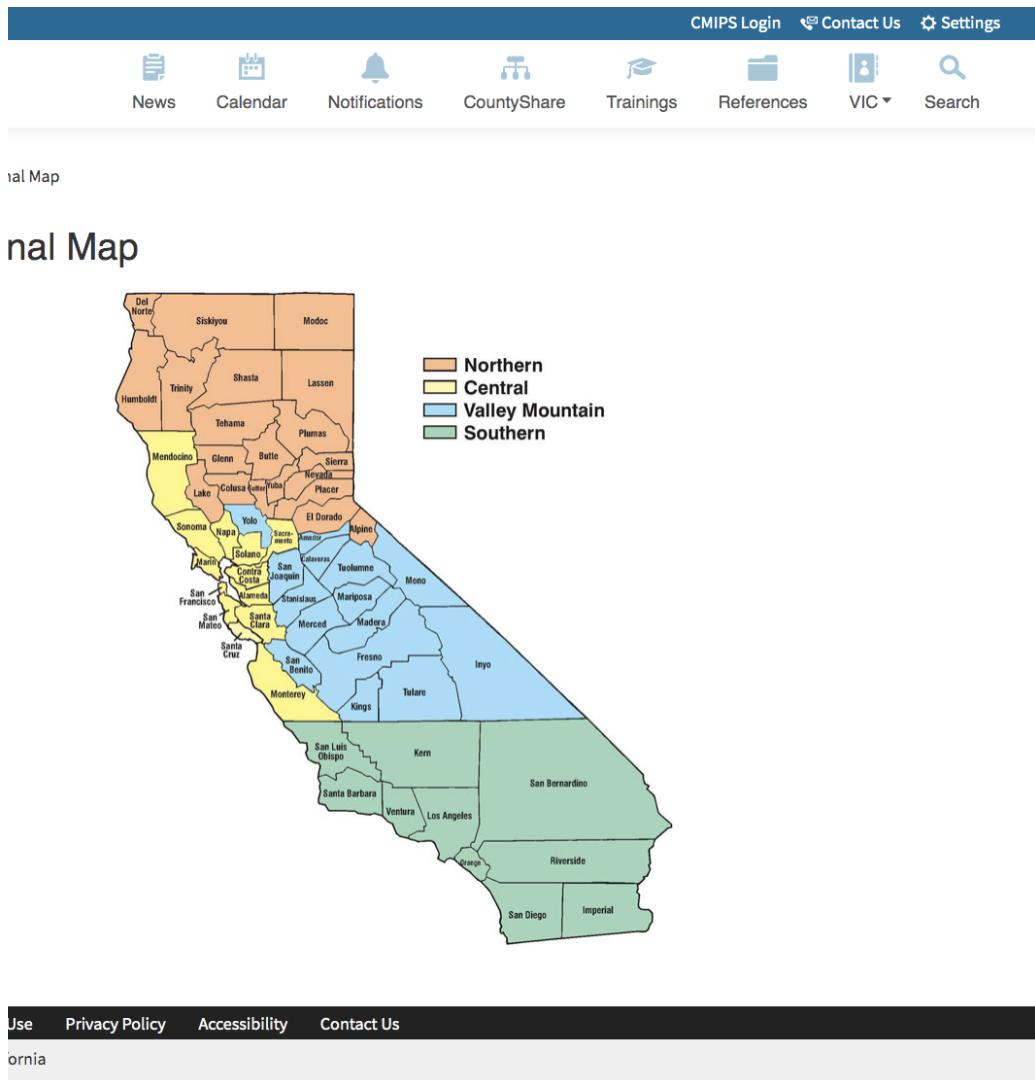
Data Elements

There are no data elements associated with the VIC Government Agency screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/VIC CWDA Regional Map



The VIC CWDA Regional Map screen displays by selecting the CWDA Regional Map icon on the Welcome to VIC screen. The VIC CWDA Regional Map provides a county map of California along with a tabular list of counties with basic information regarding each county.



The screenshot shows the VIC CWDA Regional Map screen. At the top, there is a navigation bar with links for CMIPS Login, Contact Us, Settings, News, Calendar, Notifications, CountyShare, Trainings, References, VIC, and Search. Below the navigation bar is a large map of California divided into four regions: Northern (orange), Central (yellow), Valley Mountain (blue), and Southern (green). Each region contains several county names. A legend on the left side of the map identifies the regions: Northern, Central, Valley Mountain, and Southern. At the bottom of the screen, there is a footer with links for User, Privacy Policy, Accessibility, and Contact Us.

Figure – VIC CWDA Regional Map

Actions/Functions

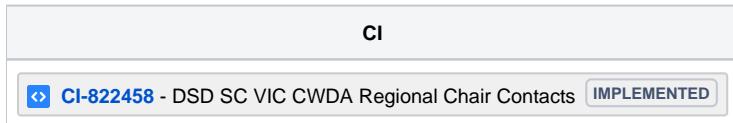
The following actions/functions are associated with the VIC CWDA Regional Map screen:

Action	Function
VIC	Directs the user to the Welcome to VIC screen.

Data Elements

There are no data elements associated with the VIC CWDA Regional Map screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/VIC CWDA Regional Chair Contacts



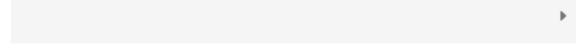
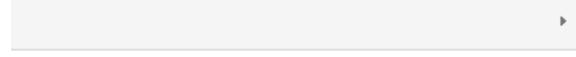
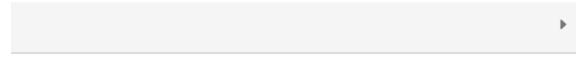
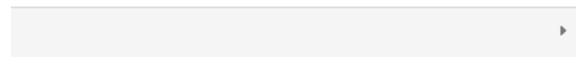
The VIC CWDA Regional Chair Contacts screen displays by selecting the CWDA Regional Chair Contacts icon on the Welcome to VIC screen. The VIC CWDA Regional Chair Contacts screen displays contact information for CWDA Regional Chair Contacts categorized by Region and split by IHSS or APS.

Chair Contacts

al Chair Contacts

ociation of California (CWDA) is a non-profit association representing the human service directors from each of California's 58 counties. They advocate for county social service agencies, and federal and state policy-makers and the public regarding the impact of human services policies on individuals, communities, and county social service agencies. They collaborate with governmental and community-based organizations to ensure efficient and effective service delivery. They strive for excellence and among county social service agencies, and state and federal administrative agencies, including the exchange of knowledge and information.

re divided into four regional Adult Services groups. The list below provides contact information for each of the CWDA Adult Services regions.



egion

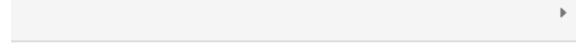
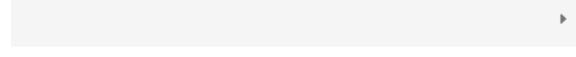
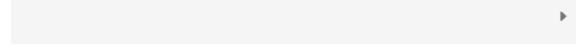
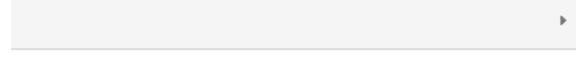


Figure – VIC CWDA Regional Chair Contacts (collapsed)

The screenshot shows the top navigation bar of the CMIPS Login interface. It includes links for CMIPS Login, Contact Us, and Settings, along with icons for News, Calendar, Notifications, CountyShare, Trainings, References, VIC, and Search.

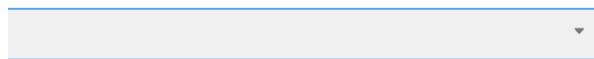
onal Chair Contacts

onal Chair Contacts

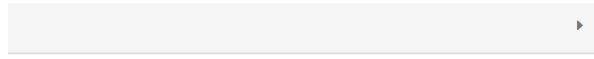
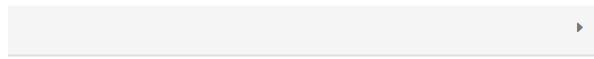
Association of California (CWDA) is a non-profit association representing the human service directors from each of California's 58 counties. CWDA serves as a voice for county social service directors before state and federal policy-makers and the public regarding the impact of human services policies on individuals, communities, and county government. CWDA collaborates with governmental and community-based organizations to ensure efficient and effective service delivery. They strive for excellence in service delivery, advocacy, and among county social service agencies, and state and federal administrative agencies, including the exchange of knowledge and information.

es are divided into four regional Adult Services groups. The list below provides contact information for each of the CWDA Adult Services regions.

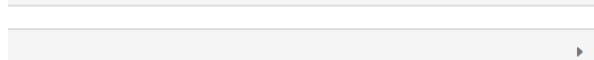
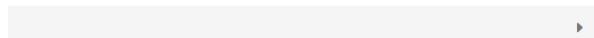
1



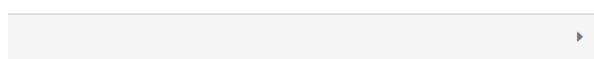
er
0
edcgov.us
Name: Lucy Walters
Phone: (530) 642-4812
Email: lucy.walters@edcgov.us



Region



n



n



Figure – VIC CWDA Regional Chair Contacts (expanded)

Actions/Functions

The following actions/functions are associated with the VIC CWDA Regional Chair Contacts screen:

Action	Function
--------	----------

VIC	Directs the user to the Welcome to VIC screen.
	Button expands the accordion view.
	Button collapses the accordion view.

Data Elements

The following data elements are associated with the VIC CWDA Regional Chair Contacts screen:

Field Name	Help	Data Type	Required Indicator	Default Value	Editable Field
Region Card - Each Region Card will be split into two sections: IHSS and APS. Each section and region card contains the same data elements.					
<Name>	The first and last name of the contact.	String	No	No	No
<Phone>	The area code and phone number of the contact.	String	No	N/A	No
<Email>	The email of the contact.	String	No	N/A	No

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/VIC Contact Groups

The VIC Contact Groups screen displays when selecting the Contact Groups icon on the Welcome to VIC screen. The VIC Contact Groups page is a list of contact titles directing a user to a specified contact group VIC Contact Detail screen.

CMIPS Login Contact Us Settings

News Calendar Notifications CountyShare Trainings References VIC Search

[IHSS Extraordinary Circumstances Exemption 2 Secondary Contact](#)
[IHSS Inter-County Transfer Point of Contact](#)
[IHSS Payroll Point of Contact](#)
[IHSS Program Integrity \(PI\) Point of Contact](#)
[IHSS Provider Appeals Point of Contact](#)
[IHSS Program Manager](#)
[IHSS Provider Payroll Call Center](#)
[IHSS Quality Assurance \(QA\) Point of Contact](#)
[IHSS Social Worker Supervisor](#)
[IHSS Training Coordinator](#)

Other

[Cash Assistance Program for Immigrants \(CAPI\) Point of Contact](#)
[Fiscal Officer](#)
[Interim Assistance Reimbursement \(IAR\) Point of Contact](#)
[Public Authority \(PA\) Point of Contact](#)
[WorkSite Web Login Owner](#)
[CDSS-APD Deputy Director](#)
[CDSS-APD Branch Chief](#)
[CDSS-APD Manager](#)
[CDSS-APD Bureau Chief](#)
[DHCS Fraud Investigator](#)
[DHCS Payroll Hotline](#)
[DHCS Supervising Fraud Investigator](#)
[OSI-CMIPS Assistant Project Director](#)

Privacy Policy Accessibility Contact Us

Figure – VIC Contact Groups

Actions/Functions

The following actions/functions are associated with the VIC Contact Groups screen:

Action	Function
VIC	Directs the user to the Welcome to VIC screen.
<Hyperlink>	Directs the user to the specific contact group Contact Detail screen.

Data Elements

There are no data elements associated with the VIC Contact Groups screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/VIC Contact Detail



The VIC Contact Detail screen displays when a user selects a specific contact from the VIC Contact Group screen. The VIC Contact Detail screen provides a searchable list of contacts.

	First Name	Last Name	Title	Email	Phone
Alpine County Social Services	Faith	Battles	Assistant Agency Director	battlfa@acgov.org	510.577.1978
Alpine County Social Services	Lori A.	Cox	Agency Director	ssadirector@acgov.org	510.271.9100
Alpine County Health & Human Services	Nichole	Williamson	Director	nwilliamson@alpinecountyca.gov	(530) 694-2235 x233
Alpine County Social Services	Jim	Foley	Director	jfoley@amadorgov.org	(209) 223-6625
Butte County Employment & Training	Shelby	Boston	Director -Public Guardian/Public Administrator	sboston@buttecounty.net	(530) 538-7572
Calaveras County Human Services	Kristin	Stranger	Director	kbrinks@co.calaveras.ca.us	(209) 754-6445
Colusa County Health & Human Services	Elizabeth	Kelly	Director	Elizabeth.Kelly@colusadhhs.org	(530) 458-0250

Privacy Policy Accessibility Contact Us

Figure – VIC Contact Detail

Actions/Functions

The following actions/functions are associated with the VIC Contact Detail screen:

Action	Function
VIC	Directs the user to the Welcome to VIC screen.
Contact Groups	Directs the user to the VIC Contact Groups screen.
Email	Exports a list of all email addresses for that selected Contact Group.
Export	Exports all of the data table information for that selected Contact Group into a selected Microsoft Office Doc.
Print	Prints all of the data table information for that selected Contact Group.

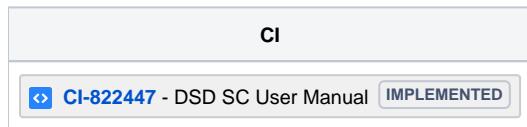
Search <Field>	Searches the contact list based on the search criteria.
----------------	---------------------------------------------------------

Data Elements

The following data elements are specific to the VIC Contact Detail screen:

Field Name	Help	Data Type	Required Indicator	Default Value	Editable Field
Search	The user's search criteria.	String	No	No	Yes
Contact List					
County	Displays the county of the contact.	String	No	No	No
Agency Name	Displays the agency of the contact.	String	No	No	No
First Name	Displays the first name of the contact.	String	No	No	No
Last Name	Displays the last name of the contact.	String	No	No	No
Title	Displays the title of the contact.	String	No	No	No
Email	Displays the email of the contact.	String	No	N/A	No
Phone	Displays the phone number of the contact including area code.	String	No	N/A	No

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/User Manual



The User Manual screen allows the user to view information about the latest release and the changes to the User Manual training content. It allows the user to download any of the User Manual training content.

A screenshot of the CMIPS Services Portal main menu. At the top, there is a navigation bar with links for "CMIPS Login", "Contact Us", and "Settings". Below the navigation bar, there are eight menu items: "News", "Calendar", "Notifications", "CountyShare", "Trainings", "References", "VIC", and "Search". On the left side of the page, there is a sidebar with several collapsed sections, each represented by a grey box with a downward arrow icon. To the right of the sidebar, there are six expanded sections, each with a blue icon and a title: "Payroll", "Forms, Reports & Data Download", "System Security", "CMIPS Adults Program Division", "CDSS Accounting Procedures", and "Job Aids". At the bottom of the page, there is a footer bar with links for "Privacy Policy", "Accessibility", and "Contact Us".

Figure – User Manual

Actions/Functions

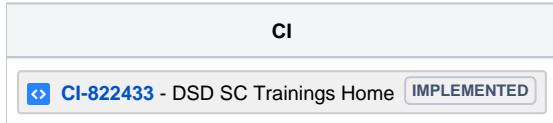
The following actions/functions are associated with the User Manual screen:

Action	Function
Trainings	Directs the user to the Trainings Home screen.
	Downloads the associated User Manual content.

Data Elements

There are no data elements associated with the User Manual screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Trainings Home



A user may navigate to the Trainings Home screen from the CommsHub Navigation Header. The Trainings Home screen provides a menu to navigate to other training screens.



CMIPS Login  Contact Us  Settings

News  Calendar  Notifications  CountyShare  Trainings  References  VIC  Search

Manual

User Manual

Job Aids

Time-Saving Tools

VIEW

CMIPS Self-Paced Training

Link to Online Training

VIEW

Training

es

Training Library

DDL Instructions, Release Notes for Regional Meetings & More

VIEW

CMIPS Training Materials

Guides, Exercises & Presentations

VIEW

[Privacy Policy](#) [Accessibility](#) [Contact Us](#)

Figure – Trainings Home

Actions/Functions

The following actions/functions are associated with the Trainings screen:

Action	Function
View	Directs the user to the associated training page.

Data Elements

There are no data elements associated with the Trainings screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Training Library

The screenshot shows a card with the title "CI-822449 - DSD SC Training Library" and a status box labeled "IMPLEMENTED".

The Training Library screen allows the user to view information about the latest release and the changes to the Training Library training content. It allows the user to download any of the Training Library training content.

The screenshot shows the CMIPS Web Portal interface with a navigation bar at the top. Below the navigation bar, there is a section titled "Release Notes for Regional Meetings" which contains two PDF files: "release_notes_forRegionalMeetings--april_2020.pdf" and "release_notes_forRegionalMeetings--march_2020_v2.pdf". There is also a link to "Release Notes for Regional Meetings -February 2020.pdf". Another section titled "IHSS Training Academy" contains a link to "https://www.cdss.ca.gov/inforesources/ihss/training-academy". At the bottom of the page is a footer with links to "Privacy Policy", "Accessibility", and "Contact Us".

Figure – Training Library

Actions/Functions

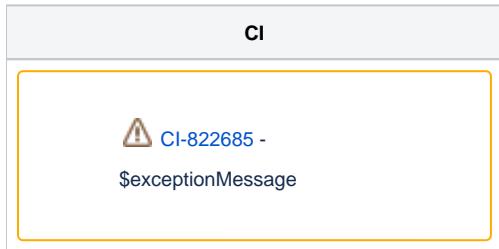
The following actions/functions are associated with the Training Library screen:

Action	Function
Trainings	Directs the user to the Trainings Home screen.
	Downloads the associated Training Library content.

Data Elements

There are no data elements associated with the Training Library screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Shared Documents



A user may navigate to the CountyShare Shared Documents screen from the CountyShare Screen. The CountyShare Shared Documents screen is a repository of shared documents listed for users to view and download.

A screenshot of the CMIPS Web Portal interface. At the top, there is a navigation bar with links for CMIPS Login, Contact Us, Settings, News, Calendar, Notifications, CountyShare (which is highlighted), Trainings, References, VIC, and Search. Below the navigation bar, a breadcrumb trail shows "CountyShare Shared Documents". The main content area is titled "Shared Documents" and displays a file named "1.xlsx". At the bottom of the page is a footer bar with links for Privacy Policy, Accessibility, and Contact Us.

Figure – Shared Documents

Actions/Functions

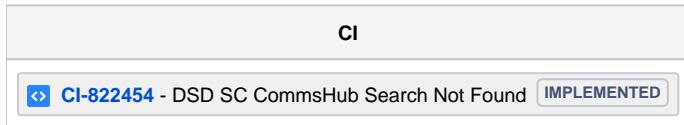
The following actions/functions are associated with the Shared Documents screen:

Action	Function
	Downloads the associated document.

Data Elements

The following data elements are associated with the Shared Documents screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Search Not Found



The Search dropdown screen is accessed by selecting search on the navigation bar. A dropdown search bar displays to allows the user to search the CommsHub website. When search results are not found, the search not found screen displays with a banner that reads No Results.

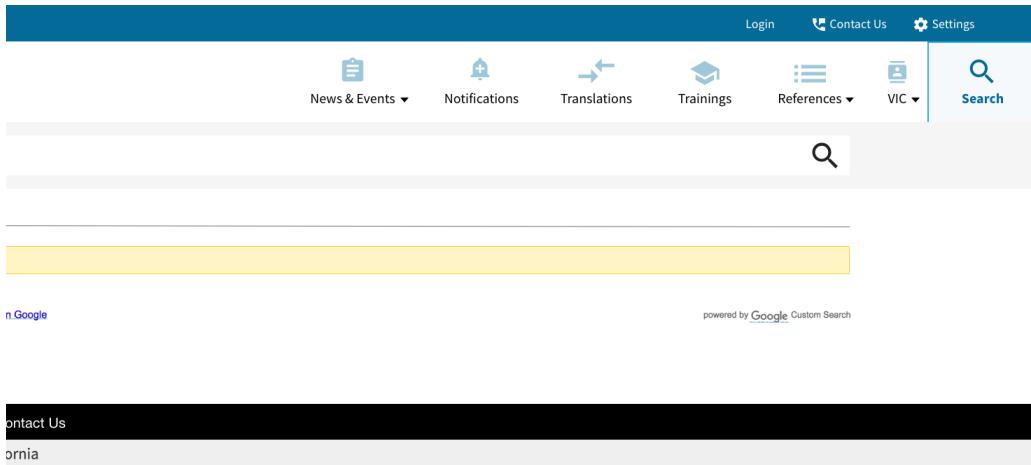


Figure – Search Not Found

Actions/Functions

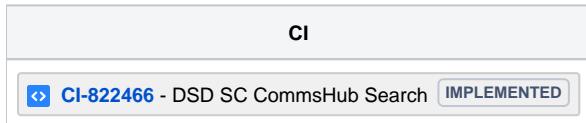
The following actions/functions are associated with the Search Not Found screen:

Action	Function
Search for <Search Criteria> on Google	Hyperlink of search criteria that directs user to Google Search.

Data Elements

There are no data elements associated with the Search Not Found screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Search



The Search dropdown screen displays by selecting search on the navigation bar. A dropdown search field displays and allows the user to enter search criteria to search the CommsHub website. When search results are found, the search found screen displays with a clickable hyperlink to the desired search information.

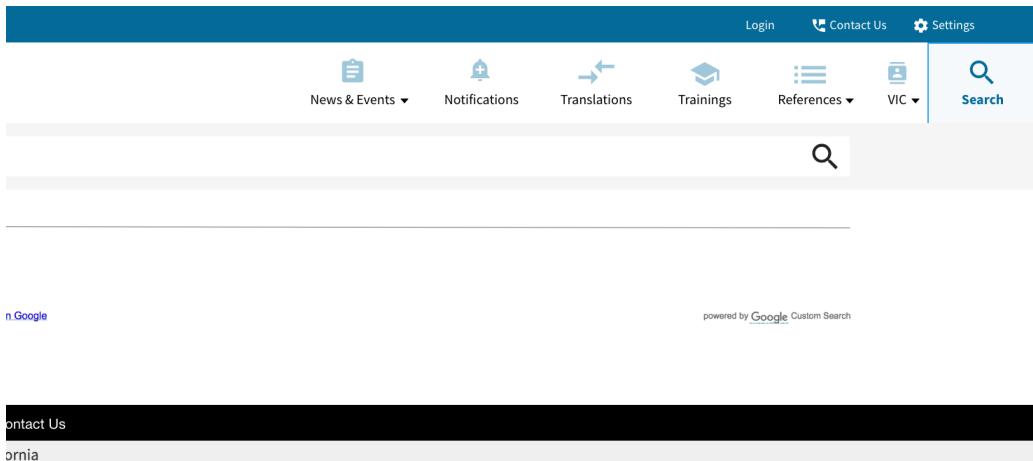


Figure – Search Found

Actions/Functions

The following actions/functions are associated with the Search screen:

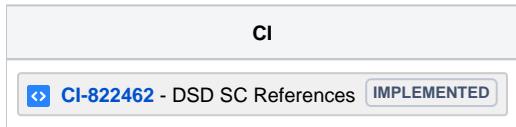
Action	Function
<Search Result>	Hyperlink of search result(s) that directs user to a specific URL.
Search for <Search Criteria> on Google	Hyperlink of search criteria that directs user to Google Search.

Data Elements

The following data elements are associated with the Search screen:

Field Name	Help	Data Type	Required Indicator	Default Value	Editable Field
<Search Result URL>	The entire URL of a search result	String	No	No	No

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/References



When the user navigates to the References screen from the References navigation, they are provided a menu that directs them to internal screens associated to Reference information.

A screenshot of the References screen. At the top, there is a navigation bar with links: News, Calendar, Notifications, CountyShare, Trainings, References, VIC, and Search. Below the navigation bar, there are two main sections: "Letters and Regulations" and "Additional Links", each with a "VIEW" button at the bottom. At the bottom of the screen, there is a footer with links: Privacy Policy, Accessibility, and Contact Us.

Figure – References

Actions/Functions

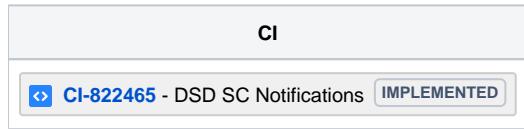
The following actions/functions are associated with the References screen:

Action	Function
View	Directs the user to the associated references page.

Data Elements

There are no data elements specific to the References screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Notifications



The Notifications screen is accessed from the Notification navigation. The Notifications screen displays and the user can view Notifications specific to system alerts, informational notices, and PML's.

A screenshot of the CMIPS Web Portal. At the top, there is a dark blue header bar with links for "CMIPS Login", "Contact Us", and "Settings". Below the header, there is a navigation bar with icons for "News", "Calendar", "Notifications" (which is highlighted), "CountyShare", "Trainings", "References", "VIC", and "Search". The main content area shows a list of notifications. One notification is highlighted with a blue border. The notification details include the date and time it was received. There is also a link to "View Details". At the bottom of the page, there is a footer bar with links for "Privacy Policy", "Accessibility", and "Contact Us".

Figure – Notifications/System Alerts

The screenshot shows the CMIPS system interface. At the top, there is a dark blue header bar with the following items from left to right: 'CMIPS Login', 'Contact Us', and 'Settings'. Below the header is a light gray navigation bar with eight items: 'News' (document icon), 'Calendar' (calendar icon), 'Notifications' (bell icon), 'CountyShare' (building icon), 'Trainings' (graduation cap icon), 'References' (book icon), 'VIC' (person icon with a dropdown arrow), and 'Search' (magnifying glass icon). The main content area has a white background. On the left, there is a sidebar with a 'PMLs' button. The main content area contains a message box with the following details: 'Subject: COVID-19 SICK LEAVE – NOTICE TO PROVIDER OF INCOMPLETE PAID SICK LEAVE REQUEST' (with a small '10' icon to its left), a timestamp '04/23/2020 - 5:03pm', and a message about the implementation of Division E of the Families First Coronavirus Response Act. Below this message, there is a list of items and a file download link.

CL 20-40 to announce the implementation of Division E of the Families First Coronavirus Response Act, House Resolution (HR) 6201, leave to In-Home Supportive Services (IHSS) and Waiver Personal Care Services (WPCS) providers due to the COVID-19 pandemic.

"Leave – Notice to Providers Incomplete Form" is an optional tool for counties to use to notify providers their "COVID – 19 Only Sick Leaves" has not processed.

- Notice to Providers Incomplete Form" has been placed in the "All Counties" folder on the SAFE Server.

I-2020_COVID 19 Sick Leave Rejection Form.pdf

SAFE Server, the files will be available for 15 days.

Notice to Providers Incomplete Form.pdf

For further clarification regarding the CMIPS Information Notification, please contact the CMIPS Service Desk at 1-877-844-5844.

[Privacy Policy](#) [Accessibility](#) [Contact Us](#)

Figure – Notifications/Informational Notifications

PMLs

)20

is Offered by Investor Owned Utilities

01/17/2020 - 10:00am

rm counties about discount programs offered by Investor Owned Utilities that are available for qualifying low-income households.
an available resource for IHSS program recipients and APS clients.

mission (CPUC) has provided the attached brochures and applications created by the Investor Owned Utilities which describe the
gy (CARE) Program, the Family Electric Rate Assistance Program (FERA), and the Medical Baseline Program.

line Programs are state programs which provide a discounted rate for electricity to qualifying low-income households. The Medical
Medical Baseline Allowance, is an assistance program for residential customers who have special energy needs due to qualifying
ns are administered to all customers by Investor Owned Utilities, including those who choose to receive service from a Community
l operating in California. People who are enrolled in CARE/FERA/Medical Baseline who start service with a CCA will remain enrolled in
to receive their full discount under their new provider.

rovides general information about the available programs is also attached. The contact groups listed in the brochures are available to
discount programs.

g the information in this Program Manager Letter, please send an email to: apbinquiryresponse@dss.ca.gov

[Privacy Policy](#) [Accessibility](#) [Contact Us](#)

Figure – Notifications/PMLs

Actions/Functions

The following actions/functions are associated with the Notifications screen:

Action	Function
System Alerts	Displays the System Alert cards.
Informational Notices	Displays the Information cards.
PML's	Displays the PML cards.
Informational Notices	
<Download Link>	Downloads a document specific to the Information card.
PML's	

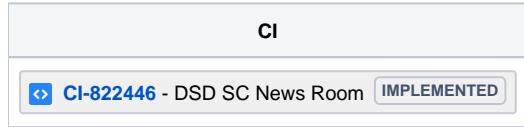
<Download Link>	Downloads a document specific to the PML card.
-----------------	------------------------------------------------

Data Elements

The following data elements are associated with the Notifications screen:

Field Name	Help	Data Type	Required Indicator	Default Value	Editable Field
Alert Resolution Card - This card only displays when an Alert has been resolved. An alert resolution card cannot exist without an associated alert card.					
Alert Resolution:	The Subject of the Alert Resolution.	String	No	No	No
<Alert Resolution Date>	The resolution date of the Alert in MM/DD/YY hh:mm <am/pm> format.	Date Time	No	No	No
<Full Subject Message>	The content of the Alert.	String	No	No	No
Reason:	The reason for the Alert. Note: This is the same information on the associated alert card.	String	No	No	No
Service Desk Ticket #:	The Service Desk Ticket # of the Alert. Note: This is the same information on the associated alert card.	String	No	No	No
<Standard contact information message>	The Service Desk standard contact information. Note: This is the same information on the associated alert card.	String	No	No	No
Alert Card					
Alert:	The Subject of the Alert.	String	No	No	No
<Alert Resolution Date>	The resolution date of the Alert in MM/DD/YY hh:mm <am/pm> format.	Date Time	No	No	No
<Full Subject Message>	The content of the Alert.	String	No	No	No
Reason:	The reason for the Alert.	String	No	No	No
Service Desk Ticket #:	The Service Desk Ticket # of the Alert.	String	No	No	No
<Standard contact information message>	The Service Desk standard contact information.	String	No	No	No
Informational Notice Card					
Informational Notification:	The Subject of the Informational Notification.	String	No	No	No
<Informational Notification Date Time>	The time and date of the Informational Notification in MM/DD/YY hh:mm <am/pm> format.	Date Time	No	No	No
PDF Download	The Informational Notification message content.	Download Link	No	No	No
SR/co Reference:	The SR/co reference for the Informational Notification.	String	No	N/A	No
<Standard contact information message>	The Service Desk standard contact information.	String	No	No	No
PML Card					
PML:	The Subject of the PML.	String	No	No	No
<PML Date Time>	The date and time of the PML in MM/DD/YY hh:mm <am/pm> format.	Date Time	No	No	No
PDF Download	The PML message content.	Download Link	No	No	No

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/News Room



The New Room screen is accessed from the News & Events navigation. The News Room Screen displays and the user can view a list of News Posts.

Search 

Tags

tag 1

tag 2

tag 3

New Data Available Now

9 IHSS Program Data has been posted to <https://ca.gov/information/IHSS/Program-Data>
SS Program Data and the two IHSS Consumer Characteristics
now available. Together, the IHSS Program Data and the IHSS
Characteristics Reports provide program data from FY 2000/01

)

Availability

not be available on Saturday, October 5 and Saturday, October
aintenance. October's CMIPS Saturday availability will be on
, 2019 and October 26, 2019.

)

Eligification (EVV) Update

Impact all personal care services and home health care services
under the state plan and various waivers. In California personal
ces are delivered to eligible aged, blind and disabled individuals
ultiple programs managed by California Department of Social
CDSS) and Department of Health Care Services (DHCS).

{}

Services

some possible warning signs that abuse might be occurring to an
abled adult or that the individual is at increased risk for abuse. If
ve some of these occurring with an older or disabled adult you
isider alerting County Adult Protective Services.

)

Figure – News Room

Actions/Functions

The following actions/functions are associated with the News Room screen:

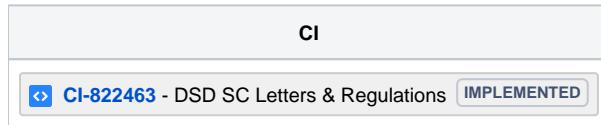
Action	Function
	Searches the News Room Screen based on provided search criteria.
Tags	
<Tag Name>	Narrows down the Latest News list to all the articles with the specified tag name.

Data Elements

The following data elements are associated with the News Room screen:

Field Name	Help	Data Type	Required Indicator	Default Value	Editable Field
Search	The user's search criteria.	String	No	No	Yes
Latest News					
<News Post Title>	The title of the News Post.	String	No	No	No
Published:	The publish date of the News Post in <Abbreviated Month> DD, YYYY format.	String	No	No	No
<News Post Content>	The content of the News Post.	String	No	No	No
Tags or Keywords	One or more tags associated with the News Post.	Tag	No	No	No

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Letters & Regulations



When the user navigates to the Letters & Regulations screen from the References page, they are provided a list of hyperlinks to letters and regulations.

A screenshot of the CMIPS Web Portal interface. At the top is a dark blue header bar with 'CMIPS Login', 'Contact Us', and 'Settings' links. Below the header is a navigation bar with icons for News, Calendar, Notifications, CountyShare, Trainings, References, VIC, and Search. The main content area shows a list of hyperlinks under the heading 'Letters & Regulations'. These links include: 'Elder and Dependent Adult', 'IHSS', 'All', 'Procedures', 's & ACLs', 'd Procedures', 'on', and 'FR]'. At the bottom is a dark footer bar with 'Privacy Policy', 'Accessibility', and 'Contact Us' links.

Figure – Letters & Regulations

Actions/Functions

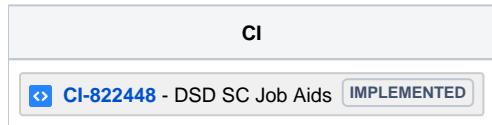
The following actions/functions are associated with the Letters & Regulations screen:

Action	Function
<Hyperlink>	A hyperlink to the specified letter & regulation.

Data Elements

There are no data elements specific to the Letters & Regulations screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Job Aids



The Job Aids screen allows the user to view information about the latest release and the changes to the Job Aid training content. It allows the user to download any of the Job Aid training content.

A screenshot of the CMIPS Web Portal interface. At the top, there is a navigation bar with links for "CMIPS Login", "Contact Us", and "Settings". Below the navigation bar is a row of icons for "News", "Calendar", "Notifications", "CountyShare", "Trainings", "References", "VIC", and "Search". The main content area displays a list of job aids categorized by date: "Counties (Oct 2019)", "2020)", "1.30.19)", ".9)", and "Grade Job Aid v2 (04.24.17)". Each category has a dropdown arrow next to it. To the right of each category is a corresponding link: "CMIPSII 4.1.5.3 User Manual App A JobAids v1.0 (Rel 1.20.2)", "MO TTT Webinar Jan 2018 Aug 2019 Update", "Reporting Visual Aids", and "Writing a Referral for FLSA Exemption Answer Key (7.23.19)". At the bottom of the page is a footer bar with links for "Privacy Policy", "Accessibility", and "Contact Us".

Figure – Job Aids

Actions/Functions

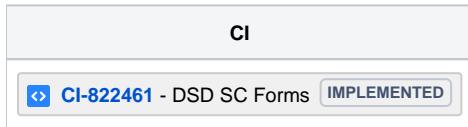
The following actions/functions are associated with the Job Aids screen:

Action	Function
Trainings	Directs the user to the Trainings Home screen.
	Downloads the associated Job Aids content.

Data Elements

There are no data elements are associated with the Job Aids screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Forms



When the user navigates to the Forms screen from the References page, they are provided a list of hyperlinks to different forms.

A screenshot of the CMIPS Web Portal. The top navigation bar includes links for "CMIPS Login", "Contact Us", and "Settings". Below the navigation bar, there are several icons with labels: "News", "Calendar", "Notifications", "CountyShare", "Trainings", "References" (which is highlighted in blue), "VIC", and "Search". Underneath this, there is a list of form links:
[m W4](#)
[m DE4](#)
[orms](#)
[S](#)
[ok](#)
At the bottom of the page, there is a dark footer bar with links for "Privacy Policy", "Accessibility", and "Contact Us".

Figure – Forms

Actions/Functions

The following actions/functions are associated with the Forms screen:

Action	Function
<Hyperlink>	A hyperlink to the specified form.

Data Elements

There are no data elements specific to the Forms screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/CountyShare Translated Documents

The screenshot shows the CountyShare Translated Documents screen. At the top, there is a navigation bar with links for CMIPS Login, Contact Us, and Settings. Below the navigation bar is a toolbar with icons for News, Calendar, Notifications, CountyShare, Trainings, References, VIC, and Search. The main content area is titled "CountyShare Translated Documents". It features a search bar with dropdown menus for "Title", "Apply", and "Reset". Below the search bar is a list of translated documents, each represented by a grey box with a downward arrow icon. The visible items include "Employee Responsibility Checklist", "Plan", "Employee Plan", "Timesheets", "Approving and Rejecting Timesheets", "Video Extras", and "Video Registration". At the bottom of the page is a footer bar with links for Privacy Policy, Accessibility, and Contact Us.

Figure – CountyShare Translated Documents

Actions/Functions

The following actions/functions are associated with the CountyShare Translated Documents screen:

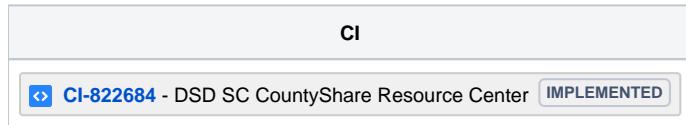
Action	Function
	Searches the Translations screen based on provided search criteria.
	Button that triggers search criteria entered in title field.
	Button that resets search criteria entered in title field to none.
	Downloads the associated translation document.

Data Elements

The following data elements are associated with the CountyShare Translated Documents screen:

Field Name	Help	Data Type	Required Indicator	Default Value	Editable Field
Search	The user's search criteria.	String	No	No	Yes
Filter					
Language	Dropdown list of languages.	Drop-Down List	No	No	Yes
<Title>	The user's search criteria by document title.	String	No	No	Yes
Translated Documents - Categorized documents by language, sorted ascending alphabetically.					
<Language Header>	Header of specific language with the number of documents in that language.	String	No	No	No
(# Documents)	The number of documents beneath a language header. Note: If there is more than one document, the field will read, Documents. If there is a single document, the field will read, Document.	String	No	No	No
Documents - Categorized by document name, sorted ascending alphabetically. This only appears if one or more documents are present for a specific language.					
<Document Name>	The name of the associated document, may be downloaded.	String	No	No	No
<Document Sub-header>	The document description.	String	No	No	No

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/CountyShare Resource Center



When the user navigates to the CountyShare Resource Center screen from the CountyShare navigation, they are provided a menu that directs them to internal screens associated to CountyShare information.

A screenshot of the CountyShare Resource Center main page. At the top is a dark blue header bar with "CMIPS Login", "Contact Us", and "Settings" links. Below the header is a navigation bar with icons for News, Calendar, Notifications, CountyShare (selected), Trainings, References, VIC, and Search. The main content area features a large blue button labeled "Shared Documents" with a "VIEW" button below it. To the left of this button is another blue button partially visible with the word "Documents". At the bottom of the page is a dark footer bar with "Privacy Policy", "Accessibility", and "Contact Us" links.

Figure – CountyShare Resource Center

Actions/Functions

The following actions/functions are associated with the CountyShare Resource Center screen:

Action	Function
View	Directs the user to the associated CountyShare page.

Data Elements

There are no data elements are associated with the CountyShare Resource Center screen.

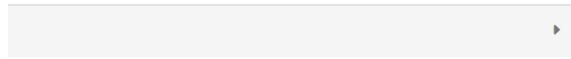
DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Contact Us



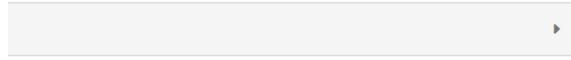
The Contact Us screen is accessed from the Contact Us navigation. The Contact Us screen displays and the user can view contact information for CMIPS application and IHSS program entities.



contact the Service Desk.



CDSS, please contact CDSS at the email address below.



the CMIPS Webmaster. Please do not include any PHI/PII data such as case, To report an issue with CMIPS, please contact the CMIPS Service Desk.

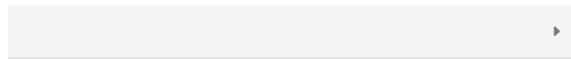


Figure – Contact Us (Collapsed)

The screenshot shows the top navigation bar of the CMIPS website. It includes links for CMIPS Login, Contact Us, and Settings. Below the main menu are several icons with labels: News (document icon), Calendar (calendar icon), Notifications (bell icon), CountyShare (building icon), Trainings (graduation cap icon), References (book icon), VIC (person icon), and Search (magnifying glass icon).

contact the Service Desk.

This screenshot shows a collapsed accordion section. The title "gi.com" is visible above a horizontal line, followed by a link "MIPSIIExtranet/".

CDSS, please contact CDSS at the email address below.

This screenshot shows an expanded accordion section. The title "gov" is visible above a horizontal line.

he CMIPS Webmaster. Please do not include any PHI/PII data such as case, to report an issue with CMIPS, please contact the CMIPS Service Desk.

This screenshot shows another expanded accordion section. The title "S Webmaster for CommsHub issues, please do not include any PHI/PII data" is visible above a horizontal line, followed by "it information. If you would like to report an issue with CMIPS, please".

The footer navigation bar contains links for Privacy Policy, Accessibility, and Contact Us.

Figure – Contact Us (Expanded)

Actions/Functions

The following actions/functions are associated with the Contact Us screen:

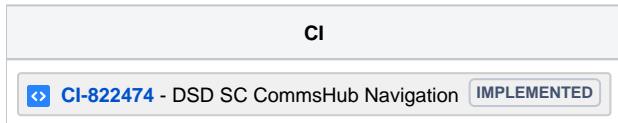
Action	Function
	Button expands the accordion view.
	Button collapses the accordion view.

Data Elements

The following data elements are associated with the Contact Us screen:

Field Name	Help	Data Type	Required Indicator	Default Value	Editable Field
<Contact Category>	The high level category of one or more contacts and may be expanded or collapsed.	Expandable Section	No	No	No
Expanded View					
<Contact Title>	The title of the Contact.	String	No	No	No
<Contact Description>	The details of the Contact.	String	No	No	No
<Contact Name>	The Name of the Contact.	String	No	No	No
<Contact Email>	The Email of the Contact.	String	No	No	No
<Contact Phone>	The Phone of the Contact including area code.	String	No	No	No
<Website>	The Website of the Contact. Note: This field is optional	String	No	No	No

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/CommsHub Navigation



Once a user logs into CommsHub, the CommsHub Navigation header and footer are visible on all screens. The CommsHub Navigation provides navigational links to other screens on the website.



Figure – CommsHub Navigation (Header)



Figure – CommsHub Navigation (Settings dropdown)



Figure – CommsHub Navigation Menu (VIC)

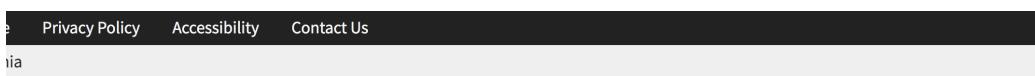


Figure – CommsHub Navigation (Footer)

Actions/Functions

The following actions/functions are associated with the CommsHub Navigation screen:

Actions	Function
Extranet Header	
	Directs the user to the CA.gov webpage

	Directs the user to the CommsHub Home Page
CMIPS Login	Directs the user to the CMIPS application login screen.
Contact Us	Directs the user to the Contact Us screen.
Settings	Directs the user to webpage accessibility setting items.
Header	
News	Directs the user to the News screen.
Calendar	Directs the user to the Calendar screen.
Notifications	Directs the user to the Notifications screen.
CountyShare	Directs the user to the CountyShare screen.
Trainings	Directs the user to the Trainings screen.
References	Directs the user to the References screen.
Search	Allows the user to search the website.
Settings dropdown	
Default	Sets the page elements to their default look and feel.
High Contrast	Sets the page elements to a high contrast look, with a black background and a yellow font color.
Reset	Resets page to be default font size.
Increase Font Size	Increases page font size.
Decrease Font Size	Decreases page font size.
VIC	
Government Agencies	Directs the user to the Government Agencies screen.
Contact Groups	Directs the user to the Contact Groups screen.
CWDA Regional Chair Contacts	Directs the user to the CWDA Regional Chair Contacts screen.
CWDA Regional Map	Directs the user to the CWDA Regional Map screen.
Search	
	Performs search on search criteria.
Footer	
Back to Top	Directs user back to the top of the webpage.
Conditions of Use	Hyperlink directs user to https://www.cdss.ca.gov/conditions-of-use .
Privacy Policy	Hyperlink directs user to https://www.cdss.ca.gov/privacy-policy .
Accessibility	Hyperlink directs user to https://www.ca.gov/accessibility/ .
Contact Us	Directs user to the Contact Us screen.

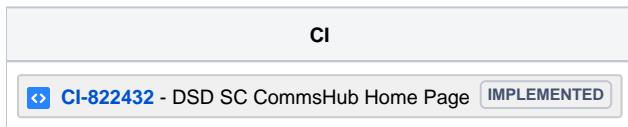
Data Elements

The following data elements are associated with the CommsHub Navigation screen:

Field Name	Help	Data Type	Required Indicator	Default Value	Editable Field

VIC	Expandable view with links to the Government Agencies screen, Contact Groups screen, CWDA Regional Chair Contacts screen, and CWDA Regional Map screen.	Drop-down Navigation	No	No	No
Search					
Search this Website	The user's search criteria used to search the website.	String	No	No	Yes

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/CommsHub Home Page



The CommsHub Home Page displays once a user accesses the website. The home page provides a summary view for navigation to alerts, news, upcoming events, and social media. The page allows a user to search the website by entering search criteria in the Search field.

CMIPS Login Contact Us Settings

News Calendar Notifications CountyShare Trainings References VIC Search

Search this website

t 05/12/2020 - 11:03am

View Details

Service Desk VIC Trainings

SS Data Portal

Want to know more about social services programs? The Department of Social Services provides accurate and timely data which is intended to inform the public. Take a look ...

[Read more](#)

What is CountyShare?

The CountyShare page has forms and other documents that have been translated by counties! It's easy to filter by language and/or form. If you have translated documents to share, get in touch...

[Read more](#)

COVID-19 Response

The California Coronavirus (COVID-19) Response website for updated information:
<https://www.covid19.ca.gov/>
Stay home, save lives!

[Read more](#)

Welcome to CommsHub!

CommsHub is the new CMIPS Communications Hub! You'll see familiar features like the link to logon to CMIPS and new additions like Notifications and CountyShare. CommsHub navigation makes...

[Read more](#)

[View More](#)

The screenshot shows the CommsHub Home Page. At the top left, there's a search bar with placeholder text "Search CommsHub". Below it are three navigation links: "Home", "Log In", and "Sign Up". A yellow banner in the center says "EVV Webinar for Recipients and Providers – ENGLISH" and "CDSS has scheduled webinars regarding Electronic Visit...". Below the banner, a blue button says "View More". At the bottom, there's a footer with links to "Privacy Policy", "Accessibility", and "Contact Us".

Figure – Home Page

Actions/Functions

The following actions/functions are associated with the CommsHub Home Page screen:

Actions	Function
Landing Page	
	Searches the website based on provided search criteria.
Explore	Directs the user to the body section of the Home Page.
Alert Banner - This only displays if an unresolved system alert is present	
View Details	Directs the user to the Notifications screen.
Featured	
Calendar	Directs the user to the Calendar screen.
Service Desk	Directs the user to the external Service Request Form page.
VIC	Directs the user to the Welcome to VIC screen.
Training	Directs the user to the Training Home screen.
News	
View More	Directs the user to the News Room screen.
Read more	Directs the user to the selected news story details.
Upcoming Events	
View More	Directs the user to the Calendar screen.

Data Elements

The following data elements are specific to the CommsHub Home Page screen:

Field Name	Help	Data Type	Required Indicator	Default Value	Editable Field
Landing Page					
Search	The user's search criteria.	String	No	No	Yes
Alert Banner - This only displays if an unresolved system alert is present.					
<Alert Subject>	The subject of the alert.	String	No	No	No
<Alert Details>	The body text of the alert.	String	No	No	No
<Alert Date Time>	The date time of the alert in M/D/YY hh:mm <am/pm> format.	Date Time	No	No	No
News - This cluster displays four news cards of the four latest news posts pulled from the News Room screen.					

<News Title>	The title of the news story.	String	No	No	No
<News Body>	The body text of the news story.	String	No	No	No
Upcoming Events - This cluster displays four calendar cards of the four latest calendar events pulled from the Calendar screen.					
<Date Picture Card>	A visual that displays the event date in DD <Abbreviated Month> format.	String	No	No	No
<Event Title>	The title of the event.	String	No	No	No
<Event Summary>	The summary of the event.	String	No	No	No
<Event Date>	The date of the event in <Abbreviated Day of the Week> MM/DD/YY HH:mm <am/pm> - hh:mm <am/pm> format.	String	No	No	No

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/CMIPS Training Materials



The CMIPS Training Materials screen allows the user to view information about the latest Guides, Exercises & Presentations content. It allows the user to download any of the selected documents.

The screenshot shows the CMIPS Training Materials interface. At the top, there's a navigation bar with links for CMIPS Login, Contact Us, Settings, News, Calendar, Notifications, CountyShare, Trainings, References, VIC, and Search. Below the navigation bar, the main content area is divided into sections for different modules:

- Module 11 Time and Attendance**
 - Introduction_v1.0_(Rel_1.22)
 - MIPS Overview_v1.0_(Rel_1.22)
- Module 12 Payroll**
 - Get_Start_v1.0_(Rel_1.22)
 - Pay_Bas_v1.0_(Rel_1.22)
 - Av_Bas_v1.0_(Rel_1.22)
- Module 13 Program Management for Payroll Approvers**
 - d-5.7-04_trmat_13_gd_prog_mgmt_payl_apps_v1.0_rel_1.22.pdf

At the bottom of the page, there's a footer with links for Privacy Policy, Accessibility, and Contact Us.

Figure – CMIPS Training Materials

Actions/Functions

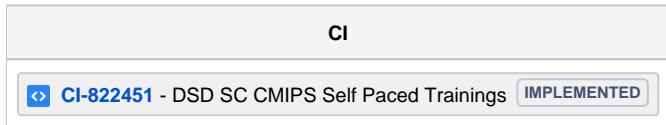
The following actions/functions are associated with the CMIPS Training Materials screen:

Action	Function
Trainings	Directs the user to the Trainings Home screen.
	Downloads the associated training content.

Data Elements

There are no data elements associated with the CMIPS Training Materials screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/CMIPS Self Paced Trainings



The CMIPS Self Paced Trainings screen allows the user to access the link to the CMIPS Self Paced Trainings.

A screenshot of the CMIPS Services Portal. At the top is a dark blue navigation bar with links for 'CMIPS Login', 'Contact Us', and 'Settings'. Below the bar are eight menu items with icons: News, Calendar, Notifications, CountyShare, Trainings, References, VIC (with a dropdown arrow), and Search. The main content area shows a partial view of a page titled 'ed Training' with some descriptive text about training support. At the bottom is a dark footer bar with links for 'Privacy Policy', 'Accessibility', and 'Contact Us'.

Figure – CMIPS Self Paced Trainings

Actions/Functions

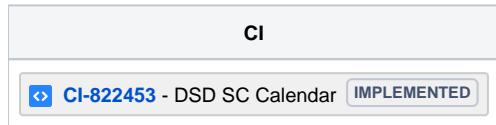
The following actions/functions are associated with the CMIPS Self Paced Trainings screen:

Action	Function
Trainings	Directs the user to the Trainings Home screen.
<CMIPS SPT Hyperlink>	Directs the user to the Self Paced Trainings Moodle link.

Data Elements

There are no data elements specific to the CMIPS Self Paced Trainings screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Calendar



The Calendar screen is accessed from the Calendar link in the navigation bar. The Calendar screen displays and the user can view events for specific dates by four different views: Month, Week, Day, and list.

The screenshot shows the CMIPS Web Portal interface. At the top, there is a dark blue header bar with 'CMIPS Login', 'Contact Us', and 'Settings' links. Below the header is a navigation bar with icons for News, Calendar, Notifications, CountyShare, Trainings, References, VIC, and Search. The main content area shows a calendar for the year 2020. A navigation bar at the top of the calendar allows switching between 'month', 'week', 'day', and 'list' views, with 'list' being selected. The calendar grid shows days of the week (Thursday, Tuesday, Thursday, Tuesday, Thursday) and lists events for each day. The events are grouped by language: SPANISH, ENGLISH, CHINESE, and ARMENIAN. Each group contains multiple entries for 'recipients and Providers'.

Day	Event Type	Language	Details
Thursday	recipients and Providers	SPANISH	multiple entries
Thursday	recipients and Providers	ENGLISH	multiple entries
Tuesday	recipients and Providers	CHINESE	multiple entries
Tuesday	recipients and Providers	ENGLISH	multiple entries
Thursday	recipients and Providers	ENGLISH	multiple entries
Thursday	recipients and Providers	ARMENIAN	multiple entries
Tuesday	recipients and Providers	ENGLISH	multiple entries
Tuesday	recipients and Providers	ENGLISH	multiple entries
Thursday	recipients and Providers	CHINESE	multiple entries
Thursday	recipients and Providers	ENGLISH	multiple entries
Tuesday	recipients and Providers	ARMENIAN	multiple entries
Tuesday	recipients and Providers	ENGLISH	multiple entries
Thursday	recipients and Providers	ENGLISH	multiple entries

At the bottom of the page, there is a dark footer bar with 'Privacy Policy', 'Accessibility', and 'Contact Us' links.

Figure – Calendar (List View)



News



Calendar



Notifications



CountyShare



Trainings



References



VIC ▾

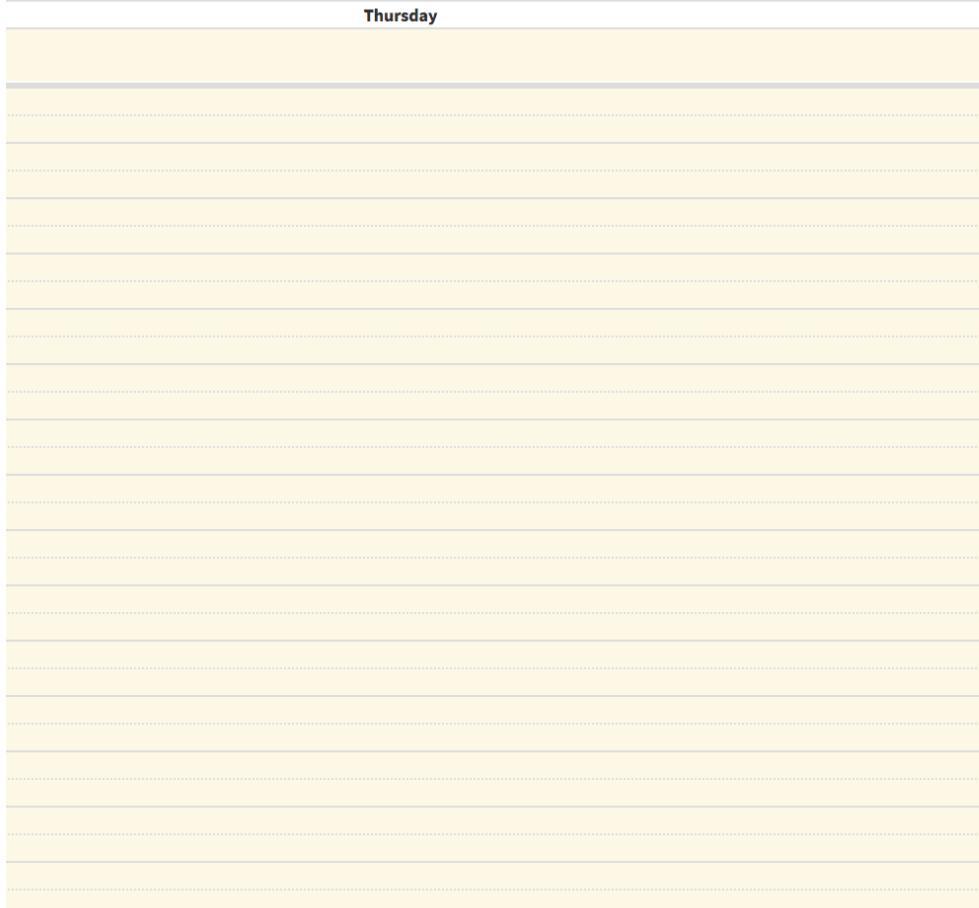


Search

May 14, 2020

[month](#) [week](#) [day](#) [list](#)

Thursday

[Privacy Policy](#) [Accessibility](#) [Contact Us](#)

ia

Figure – Calendar (Day View)

The screenshot shows the CMIPS application interface with a navigation bar at the top featuring links for CMIPS Login, Contact Us, and Settings, along with icons for News, Calendar, Notifications, CountyShare, Trainings, References, VIC, and Search.

The main content area displays the "May 2020" calendar. The days of the week are labeled as Mon, Tue, Wed, Thu, Fri, Sat, and Sun. The dates from 27 to 30 of April are shown above the first row of May. The days of May are numbered 1 through 31. A yellow shaded box covers the dates from May 13 to May 14. Below the calendar, a blue banner spans the width of the page with the text "mmsHub - Launch Week!" and "Memorial Day Holiday".

At the bottom of the calendar, there is a footer bar with links for Help, Privacy Policy, Accessibility, and Contact Us, followed by a copyright notice for California.

Figure – Calendar (Month View)

Actions/Functions

The following actions/functions are associated with the Calendar screen:

Action	Function
Calendar Tool	
today	Button that directs user to the current date's calendar page.

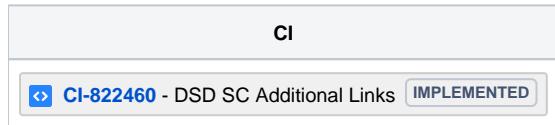
	Button that directs user to the Previous calendar page.
	Button that directs user to the Next calendar page.
	Button that directs user to the Month view of the calendar page.
	Button that directs user to the Week view of the calendar page.
	Button that directs user to the Day view of the calendar page.
	Button that directs user to the List view of the calendar page.

Data Elements

The following data elements are associated with the Calendar screen:

Field Name	Help	Data Type	Required Indicator	Default Value	Editable Field
Event Detail					
<Event Title>	The title of the event.	String	No	No	No
<Event Summary>	The summary of the event.	String	No	No	No
<Event Date>	The date of the event in <Abbreviated Day of the Week> MM/DD/YY hh:mm <am/pm> - hh:mm <am/pm> format.	String	No	No	No
<Event Details>	The details of the event. Note: This field only displays when the event is expanded.	String	No	No	No

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Additional Links



When the user navigates to the Additional Links screen from the References page, they are provided a list of hyperlinks to external websites.

A screenshot of a web application interface. At the top, there's a dark blue header bar with "CMIPS Login", "Contact Us", and "Settings" buttons. Below the header is a navigation bar with icons for News, Calendar, Notifications, CountyShare, Trainings, References, VIC, and Search. The main content area shows a list of external links:

- [Agencies on Aging - C4A](#)
- [Child Abuse Authorities - CAPA](#)
- [Fraud Prevention](#)
- [MSSP](#)
- [Adult or Child Abuse](#)

At the bottom, there's a footer bar with "Privacy Policy", "Accessibility", and "Contact Us" links.

Figure – Additional Links

Actions/Functions

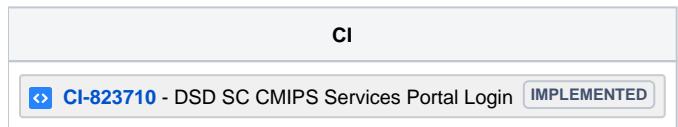
The following actions/functions are associated with the Additional Links screen:

Action	Function
<Hyperlink>	A hyperlink to the specified external website.

Data Elements

There are no data elements specific to the Additional Links screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/CMIPS Services Portal Login



When the web address for the CMIPS Services Portal (CSP) is accessed with an internet enabled browser, the user is taken to the CMIPS Services Portal Login screen.

A screenshot of the CMIPS Services Portal Login page. The header features the IHSS logo and the text "IN-HOME SUPPORTIVE SERVICES CMIPS SERVICES PORTAL". Below the header is a photo of two women. The main form area has a title "Login to Your Account". It contains fields for "User Name" (with a note "User Name is case sensitive") and "Password" (with a note "Password is case sensitive"). There are also checkboxes for "Remember Me" and "Show Password", and a "Login" button. At the bottom, there are links for "policy" and "CDSS", and a "Notice on Collection" link.

Figure – CMIPS Services Portal Login

Actions/Functions

The following actions/functions are associated with the CMIPS Services Portal Login screen:

Hyperlink	Function
Login	Button that allows authentication of Username and Password to access the CMIPS Services Portal. Button is enabled after User Name and Password fields are populated.
Privacy Policy	This hyperlink opens a new browser window and navigates to the CDSS public website's Privacy Policy web page: https://www.cdss.ca.gov/privacy-policy
Notice on Collection	This hyperlink opens a new browser window and navigates to the CDSS public website's Notice on Collection web page: https://www.cdss.ca.gov/notice-on-collection

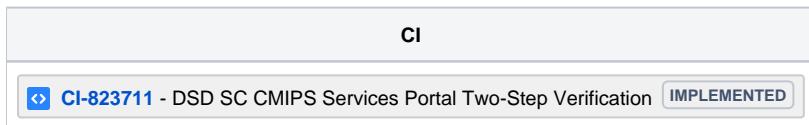
Data Elements

The following data elements are specific to the CMIPS Services Portal Login screen:

Field Name	Help	Data Type	Required Field	Default Value	Editable Field	Label Translated
User Name	Field for the user to enter their existing Case Management Username.	String	Yes	Blank Note: User Name – Only when a registered user returns to this screen with a device that was previously used to log in and the Remember Me checkbox was selected during that Login	Yes	No

Remember me	Checkbox that allows the user's device to remember their Username.	Checkbx	No	Blank	Yes	No
Password	Field for the user to enter their existing Case Management Password.	String	Yes	Blank	Yes	No
Show Password	Checkbox that when selected displays the password in plain text rather than masked text.	Checkbx	No	Blank	Yes	No

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/CMIPS Services Portal Two-Step Verification



The CMIPS Services Portal Two-Step Verification screen allows the user to complete the Two-Step Verification process. If the user only has an email address on file, only has a phone number on file, or has both an email and phone number on file the corresponding screen will display.

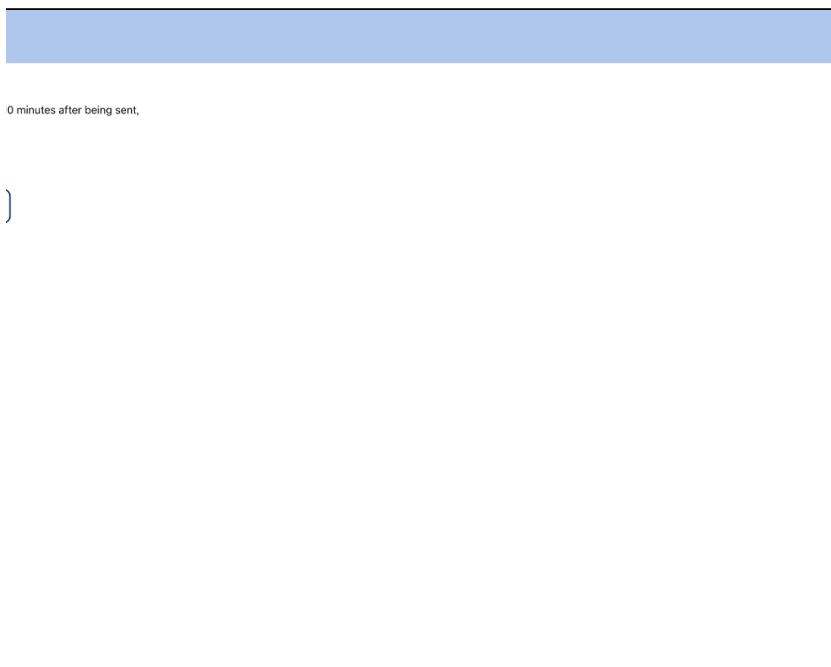


Figure – CMIPS Services Portal Two-Step Verification (Email Only)

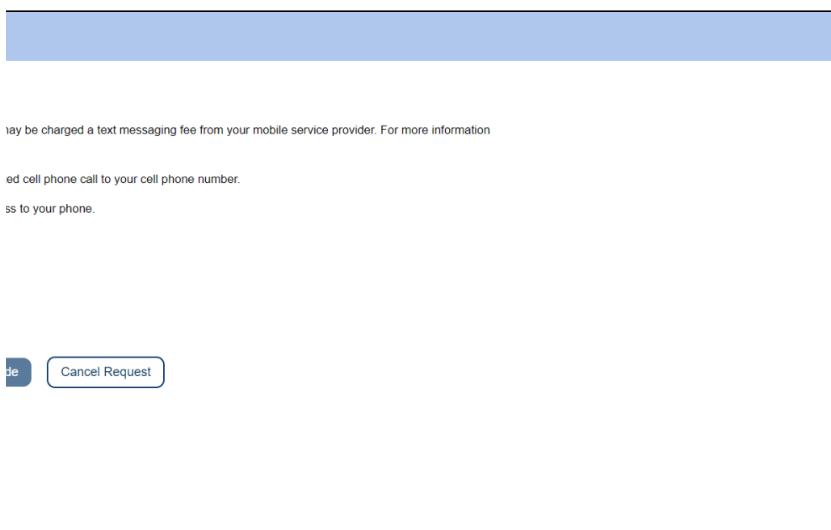


Figure – CMIPS Services Portal Two-Step Verification (Phone Number Only)

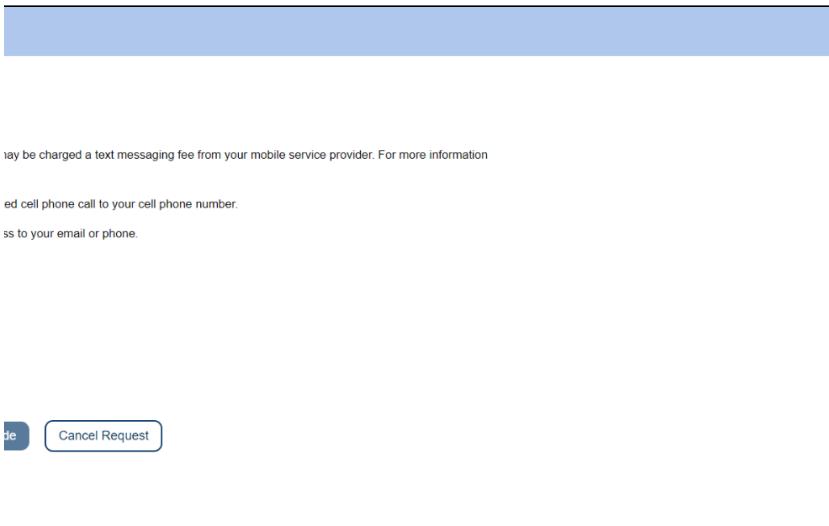


Figure – CMIPS Services Portal Two-Step Verification (Email and Phone Number)

Actions/Functions

The following actions/functions are associated with the CMIPS Services Portal Two-Step Verification screen:

Hyperlink	Function
Send Verification Code	Directs user to the Enter Verification Code Screen.
Cancel Request	Returns user to the CMIPS Services Portal Login Screen.
Currently the below features are only available to the (Phone Number) and (Email and Phone Number) screens.	
SMS Terms of Service (PDF)	This hyperlink opens Electronic Services Portal Text Messages: Short Message Service (SMS) Terms of Service PDF.
Privacy Policy	This hyperlink opens a new browser window and navigates to the CDSS public website's Privacy Policy web page: https://www.cdss.ca.gov/privacy-policy

Data Elements

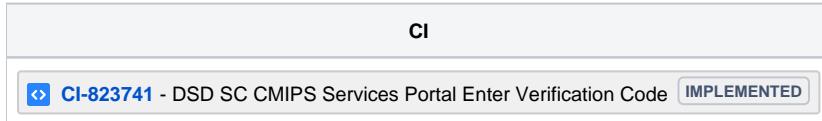
The following data elements are specific to the CMIPS Services Portal Two-Step Verification screen:

Field Name	Help	Data Type	Required Field	Default Value	Editable Field	Label Translated
Email me at <C*****r@domain>	Verification code will be sent to the email of the CSP user.	Checkbox	Yes	Blank	Yes	No
Text me at <*{}-{ }*-1234>	Verification code will be sent by text message to the phone number of the CSP user.	Checkbox	Yes	Blank	Yes	No
Call me at <*{}-{ }*-1234>	Verification code will be sent verbally to the phone number of the CSP user .	Checkbox	Yes	Blank	Yes	No

Structure

Structure Item	Applied to this Screen	Link
Skip to Content	No	CMIPS Services Portal Header
IHSS Logo	Yes (Hyperlinked)	
Header	Pre-Login Header	
Footer	Yes	CMIPS Services Portal Footer

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/CMIPS Services Portal Enter Verification Code



The CMIPS Services Portal Enter Verification Code screen allows the user to enter the verification code sent to them through email, text message, or voice message.

An asterisk (*) indicates a required field

code expires after 10 minutes. If you did not receive a code or if it expired, select "Resend Code" to

Resend Code

Figure – CMIPS Services Portal Enter Verification Code (Email)

An asterisk (*) indicates a required field

below. The code expires after 10 minutes. If you did not receive a code or if it expired, select "Resend

Resend Code

Figure – CMIPS Services Portal Enter Verification Code (Text)

An asterisk (*) indicates a required field

below. The code expires after 10 minutes. If you did not receive a code or if it expired, select "Resend

Resend Code

Figure – CMIPS Services Portal Enter Verification Code (Voice)

Actions/Functions

The following actions/functions are associated with the CMIPS Services Portal Enter Verification Code screen:

Hyperlink	Function
Verify	Directs user to the Recipient/Provider selection screen.
Resend Code	Generates a new code to be used for user verification and is sent via the prior selected method.

Data Elements

The following data elements are specific to the CMIPS Services Portal Enter Verification Code screen:

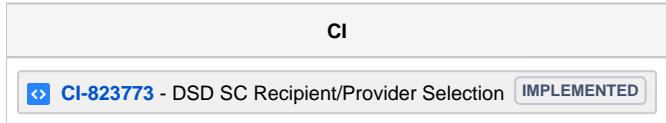
Field Name	Help	Data Type	Required Field	Default Value	Editable Field	Label Translated
Verification Code	Verification code that was sent to the CSP user.	String	Yes	Blank	Yes	No

Structure

Structure Item	Applied to this Screen	Link
Skip to Content	No	CMIPS Services Portal Header
IHSS Logo	Yes (Hyperlinked)	
Header	Pre-Login Header	
Footer	No	CMIPS Services Portal Footer

Static text "An asterisk (*) indicates a required field" appears on the page for accessibility compliance.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Recipient/Provider Selection



The Recipient/Provider Selection screen allows the user to view all the Recipients and Providers for whom they have a pending electronic form(s) so that they can assist them with completing the form(s).

A screenshot of a web application interface titled "Recipient/Provider Selection". The page includes a header with "Welcome", "Contact Us", and "Logout" links. The main content area displays two tables, each with columns "Status" and "Forms Center".

Status	Forms Center
1 pending forms	View

Status	Forms Center
1 pending forms	View
2 pending forms	View

At the bottom of the page, there is a footer bar with icons for "CDSS" and "Notice on Collection".

Figure – Recipient/Provider Selection (Desktop)

Recipient/Provider Selection

Select Person Type

All
 Recipient
 Provider

RECIPIENTS

Recipient Number	Recipient Name	Status	Forms Center
1293278	T. TestRirie	1 pending forms	→
1145374	T. TestLefavour	1 pending forms	→
1317088	S. GOOD	1 pending forms	→
1294184	T. TestLather	1 pending forms	→

PROVIDERS

Provider Number	Provider Name	Status	Forms Center
818369597	T. TestLogo	1 pending forms	→
817362121	T. TestKreitlow	2 pending forms	→

Figure – Recipient/Provider Selection (Mobile)

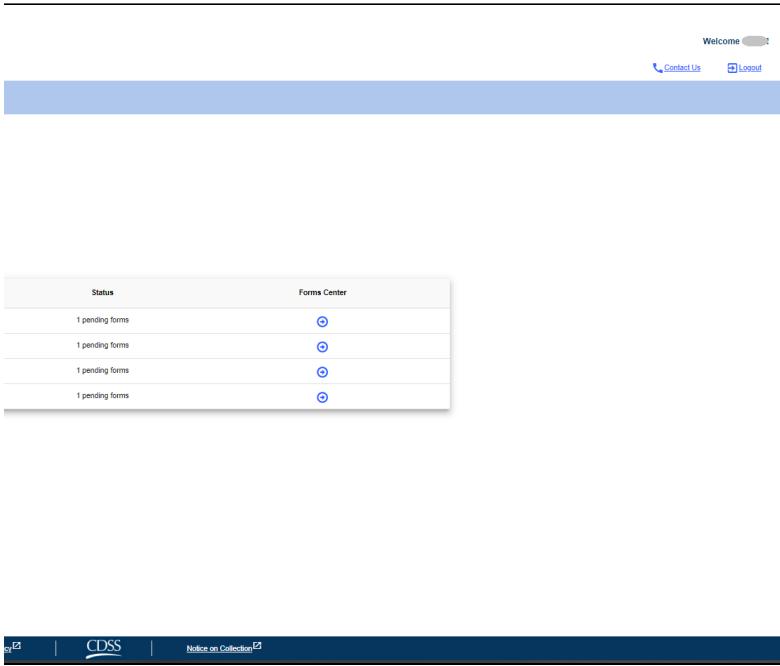


Figure – Recipient/Provider Selection - Recipient Search

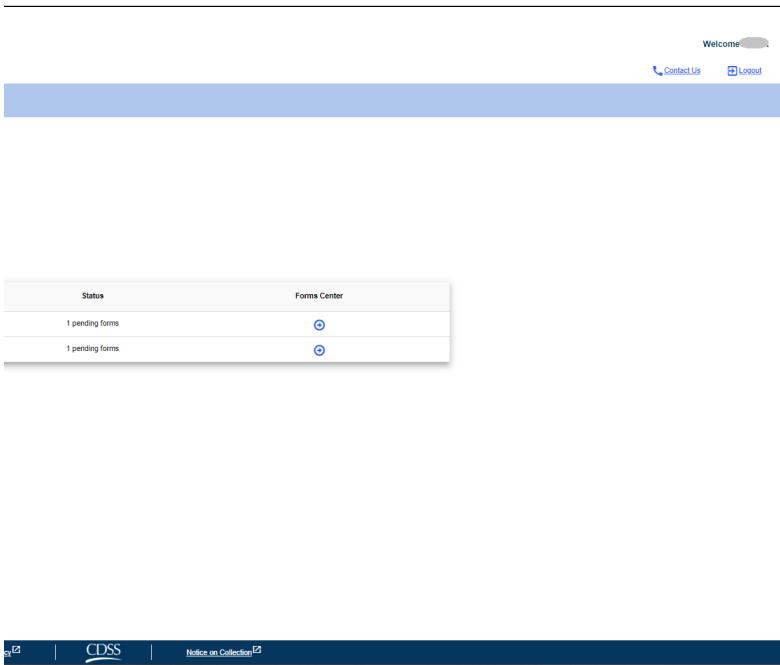


Figure – Recipient/Provider Selection - Provider Search

Actions/Functions

The following actions/functions are associated with the Recipient/Provider Selection screen:

Action	Function

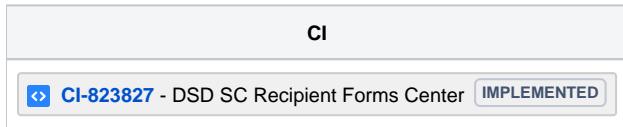
Skip To Content	This link navigates the user to an anchor at the start of the main content of the page to allow screen readers to skip over the navigation menu. Notes: <ul style="list-style-type: none">• This link is independent of the header and only displays on screens in which it is applied to. Please refer to the Structure section in each screen design document for information whether it is present on a specific screen.• This button does not navigate the user to a different screen.• This button is only visible on desktop view.
 Contact Us	This link displays the Contact Us Pop-Up.
 Logout	This link logs the user out of the application and take them to the CMIPS Service Portal Login screen.
	The right facing blue arrow within a blue circle will open the Forms Center screen for the associated Recipient or Provider.
Privacy Policy	This hyperlink opens a new browser window and navigates to the CDSS public website's Privacy Policy web page: https://www.cdss.ca.gov/privacy-policy
Notice on Collection	This hyperlink opens a new browser window and navigates to the CDSS public website's Notice on Collection web page: https://www.cdss.ca.gov/notice-on-collection

Data Elements

The following data elements are associated with the Recipient/Provider Selection screen:

Field Name	Help	Data Type	Required Field	Default Value	Editable Field	Label Translated
Select Person Type						
All	Selection of this radio button will display both Recipient and Provider cards.	Radio Button	Yes (Only one option can be selected)	Filled In	Yes	No
Recipient	Selection of this radio button will display Search options and Recipient card.	Radio Button	Yes (Only one option can be selected)	Blank	Yes	No
Provider	Selection of this radio button will display Search options and Provider card.	Radio Button	Yes (Only one option can be selected)	Blank	Yes	No
Recipients						
Enter the Recipient Number or Recipient Last Name to Search	The user can enter a Recipient Number or Recipient Last Name to search.	String	No	Blank	Yes	No
Recipient Number	Displays the Recipient Number	String	No	N/A	No	No
Recipient Name	Displays the Recipient name. (First Initial. Last Name)	String	No	N/A	No	No
Status	Displays the status of electronic form(s).	String	No	N/A	No	No
Forms Center	Displays  .	Button	No	N/A	No	No
Providers						
Enter the Provider Number or Provider Last Name to Search	The user can enter a Provider Number or Provider Last Name to search.	String	No	Blank	Yes	No
Provider Number	Displays the Provider Number	String	No	N/A	No	No
Provider Name	Displays the Provider name. (First Initial. Last Name)	String	No	N/A	No	No
Status	Displays the status of electronic form(s).	String	No	N/A	No	No
Forms Center	Displays  .	Button	No	N/A	No	No

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Recipient Forms Center



The Recipient Forms Center screen is accessed when a user selects the button on the associated Recipient in the Recipient/Provider Selection screen. The Recipient Forms Center screen allows the user to view a Recipient's pending electronic form(s) so that they can assist them with completing the form(s).

Messages are displayed in the accordion message style with the most recently received message at the top of the list. Unread messages display the envelope icon with dark blue fill, and the date and subject of the messages in bolded font. Once the user clicks on an unread message, the fill in the envelope icon is removed, message date and subject display in unbolded font, and the message body displays under the message header.

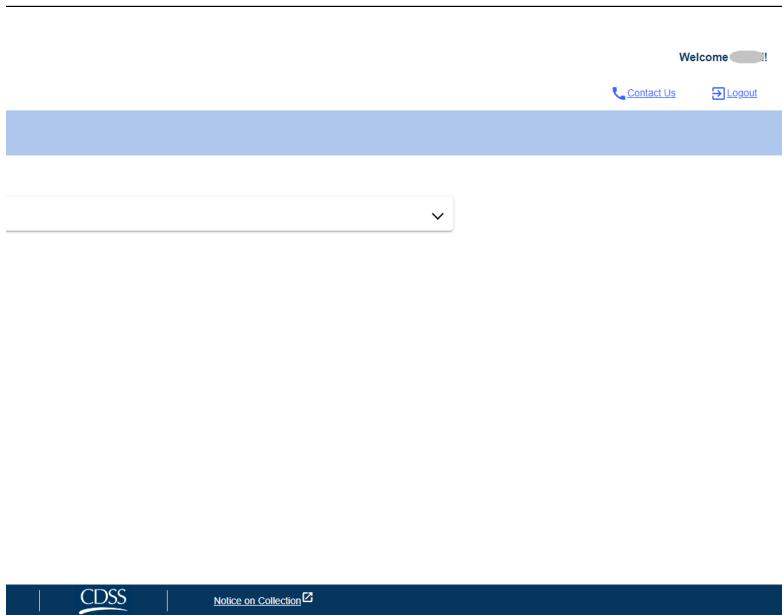


Figure – Recipient Forms Center (Desktop)

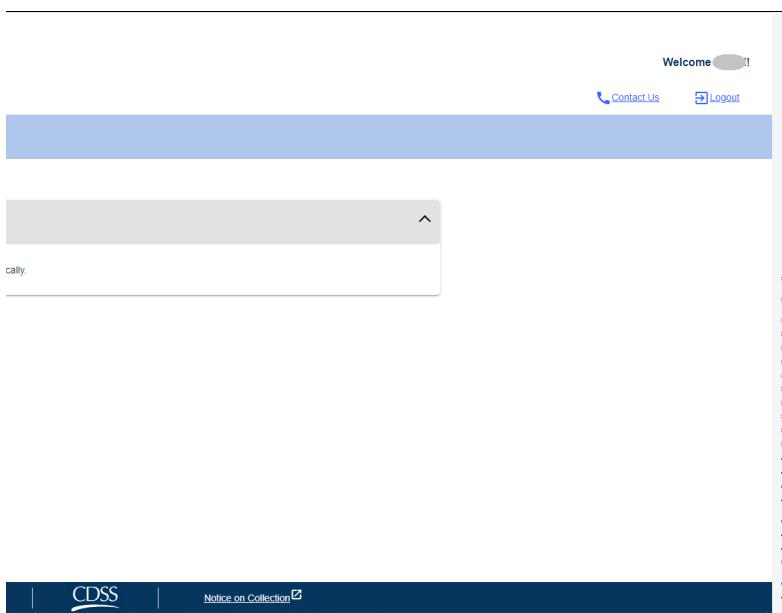


Figure – Recipient Forms Center (Desktop) - Expanded

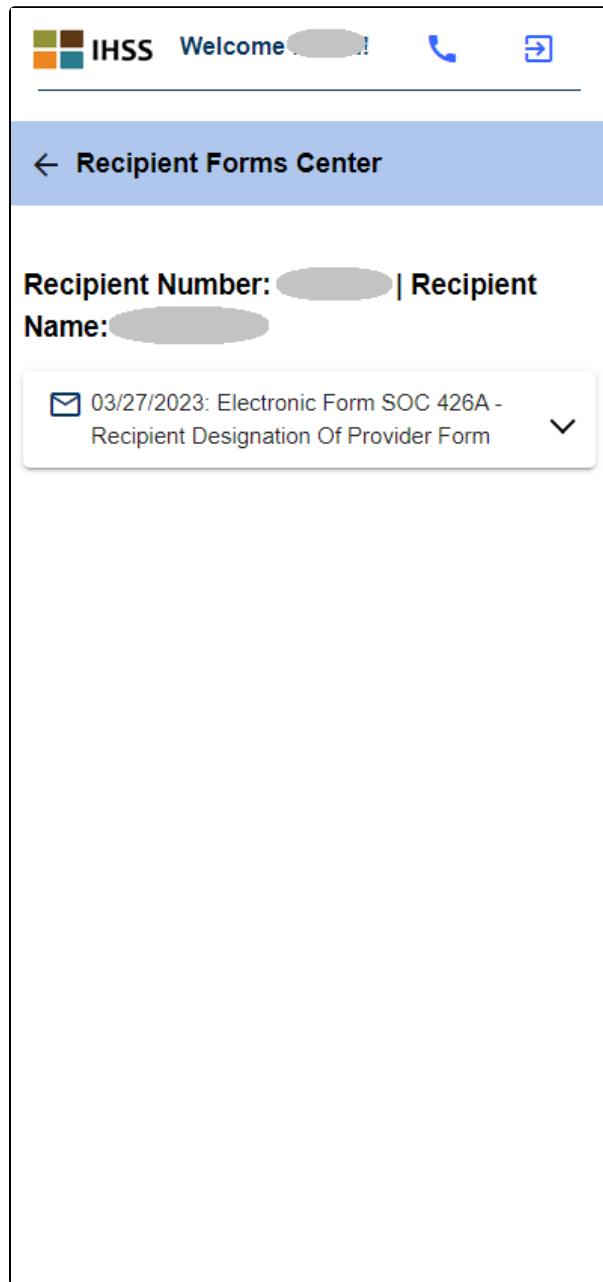


Figure – Recipient Forms Center (Mobile)

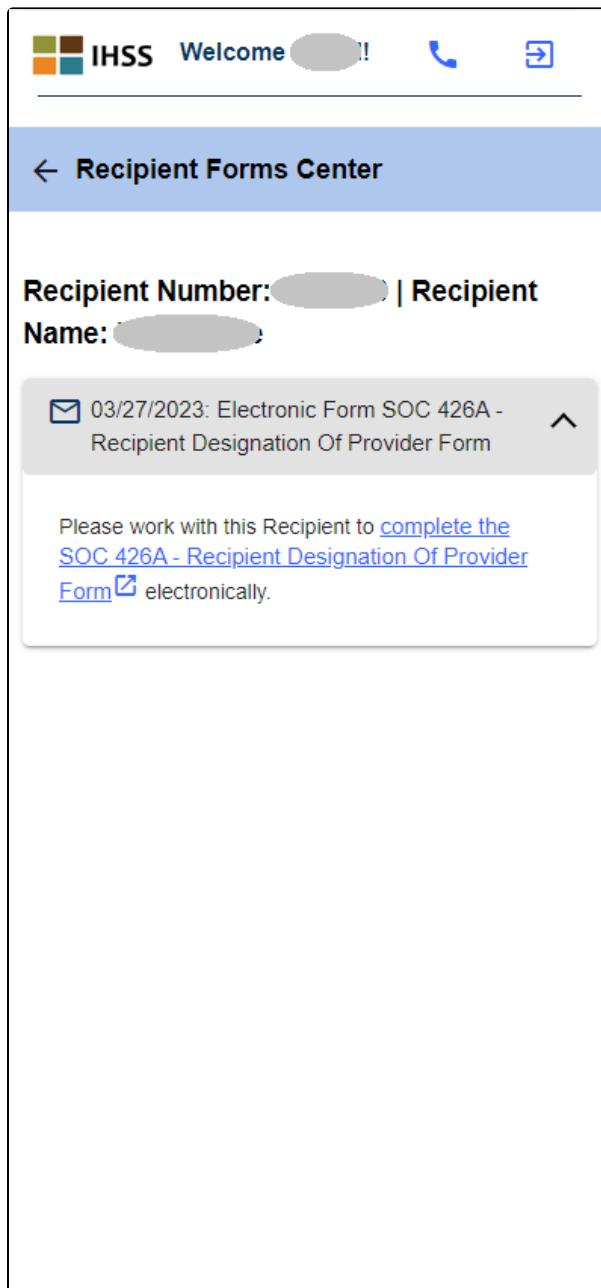


Figure – Recipient Forms Center (Mobile) - Expanded

Actions/Functions

The following actions/functions are associated with the Recipient Forms Center screen:

Action	Function
Skip To Content	<p>This link navigates the user to an anchor at the start of the main content of the page to allow screen readers to skip over the navigation menu.</p> <p>Notes:</p> <ul style="list-style-type: none">• This link is independent of the header and only displays on screens in which it is applied to. Please refer to the Structure section in each screen design document for information whether it is present on a specific screen.• This button does not navigate the user to a different screen.• This button is only visible on desktop view.

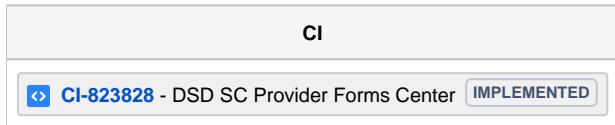
 Contact Us	This link displays the Contact Us Pop-up (CSP).
 Logout	This link logs the user out of the application and returns them to the CMIPS Service Portal Login screen.
<u><Dynamic Hyperlink></u>	This hyperlinks opens a browser corresponding to the pending electronic form that was selected.
<u>Privacy Policy</u>	This hyperlink opens a new browser window and navigates to the CDSS public website's Privacy Policy web page: https://www.cdss.ca.gov/privacy-policy
<u>Notice on Collection</u>	This hyperlink opens a new browser window and navigates to the CDSS public website's Notice on Collection web page: https://www.cdss.ca.gov/notice-on-collection

Data Elements

The following data elements are associated with the Recipient Forms Center screen:

Field Name	Help	Data Type	Required Field	Default Value	Editable Field	Label Translated
Recipient Number: <XXXXXXX>	Recipient Number	String	No	No	No	No
Recipient Name: <A. LastName>	Recipient Name	String (A. LastName) format	No	No	No	No

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Provider Forms Center



The Provider Forms Center screen is accessed when a user selects the button on the associated Provider in the Recipient/Provider Selection screen. The Provider Forms Center screen allows the user to view a Provider's pending electronic form(s) so that they can assist them with completing the form(s). Messages are displayed in the accordion message style with the most recently received message at the top of the list. Unread messages display the envelope icon with dark blue fill, and the date and subject of the messages in bolded font. Once the user clicks on an unread message, the fill in the envelope icon is removed, message date and subject display in unbolded font, and the message body displays under the message header.

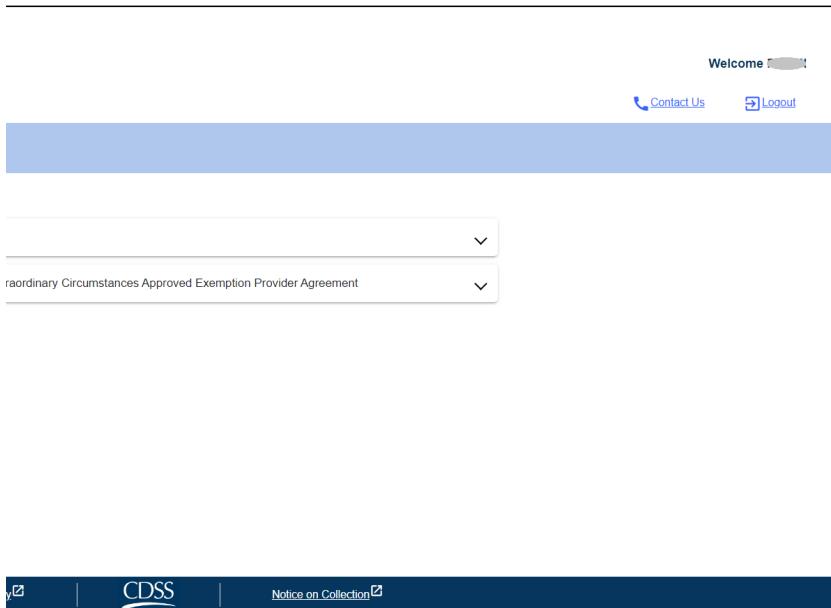


Figure – Provider Forms Center (Desktop)

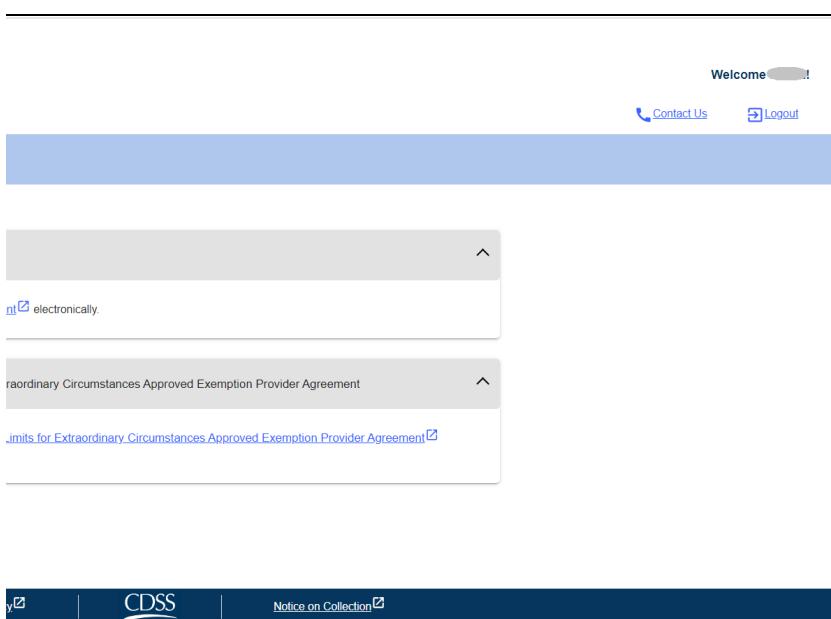


Figure – Provider Forms Center (Desktop) - Expanded



Figure – Provider Forms Center (Mobile)



Figure – Provider Forms Center (Mobile) - Expanded

Actions/Functions

The following actions/functions are associated with the Provider Forms Center screen:

Action	Function
Skip To Content	<p>This link navigates the user to an anchor at the start of the main content of the page to allow screen readers to skip over the navigation menu.</p> <p>Notes:</p> <ul style="list-style-type: none">• This link is independent of the header and only displays on screens in which it is applied to. Please refer to the Structure section in each screen design document for information whether it is present on a specific screen.• This button does not navigate the user to a different screen.• This button is only visible on desktop view.

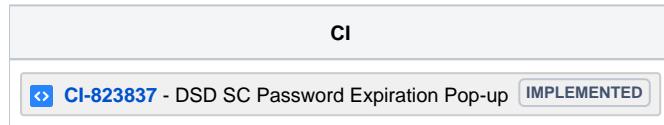
 Contact Us	This link displays the Contact Us Pop-up (CSP).
 Logout	This link logs the user out of the application and returns them to the CMIPS Service Portal Login screen.
<u><Dynamic Hyperlink></u>	This hyperlinks opens a browser corresponding to the pending electronic form that was selected.
<u>Privacy Policy</u>	This hyperlink opens a new browser window and navigates to the CDSS public website's Privacy Policy web page: https://www.cdss.ca.gov/privacy-policy
<u>Notice on Collection</u>	This hyperlink opens a new browser window and navigates to the CDSS public website's Notice on Collection web page: https://www.cdss.ca.gov/notice-on-collection

Data Elements

The following data elements are associated with the Provider Forms Center screen:

Field Name	Help	Data Type	Required Field	Default Value	Editable Field	Label Translated
Provider Number: <XXXXXXX>	Provider Number	String	No	No	No	No
Provider Name: <A. LastName>	Provider Name	String (A. LastName) format	No	No	No	No

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Password Expiration Pop-up



The Password Expiration Pop-up notifies the user to update their password after they have logged into the CMIPS Service Portal. The Pop-up will display the amount of (0-14) days the user has until the password expires.

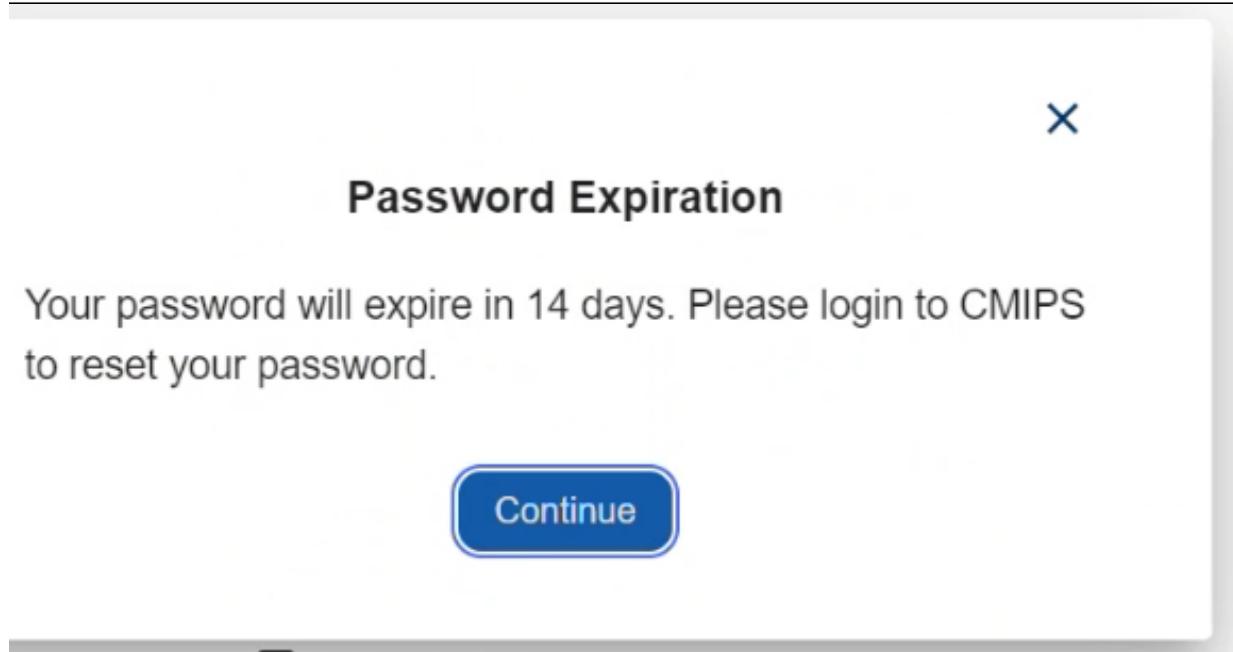


Figure – Password Expiration Pop-up

Actions/Functions

The following actions/functions are associated with the Password Expiration Pop-up:

Action	Function
Continue	The Continue button allows the user to login into the CMIPS Service Portal.

Data Elements

There are no data elements that are associated with the Password Expiration Pop-up.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Contact Us Pop-up (CSP)



The Contact Us Pop-up is accessed from the Contact Us button on the header of associated CMIPS Service Portal's screens. This Pop-up provides the phone number of the CMIPS Service Desk.

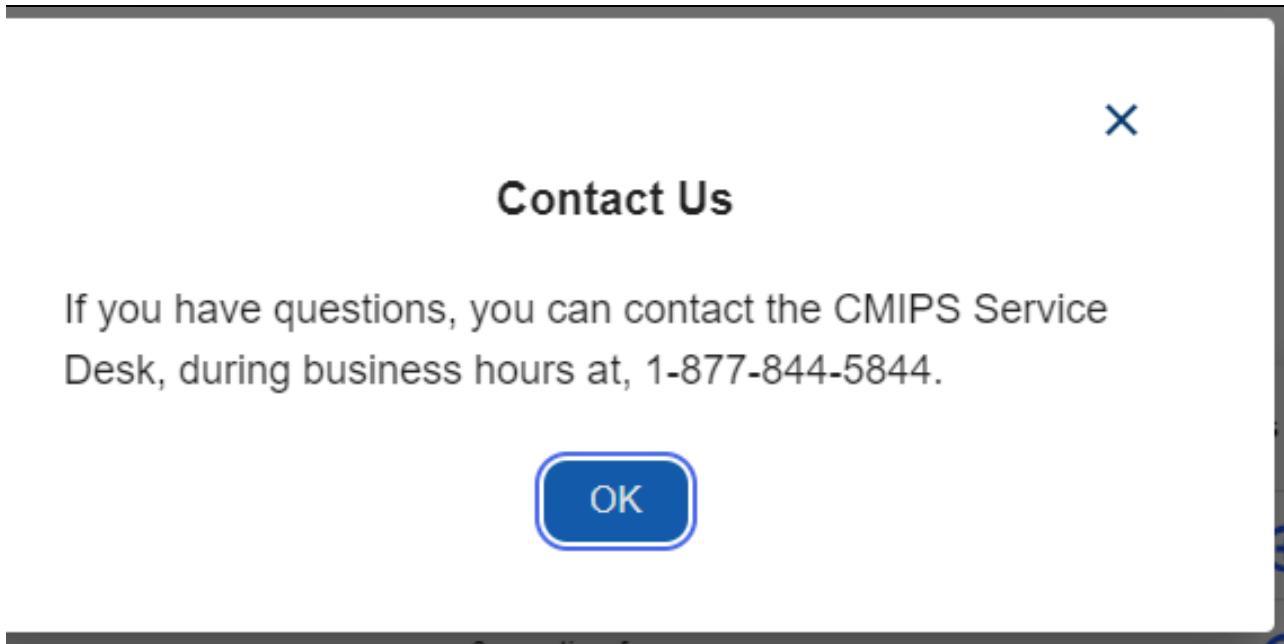


Figure – Contact Us Pop-up (CSP)

Actions/Functions

The following actions/functions are associated with the Contact Us Pop-up (CSP):

Action	Function
OK	The OK button navigates the user back to the corresponding screen before they click the Contact Us hyperlink.

Data Elements

There are no data elements that are associated with the Contact Us Pop-up (CSP).

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/CMIPS Services Portal Maintenance



When the web address for the CMIPS Services Portal is accessed with an internet enabled browser, the user is taken to the CMIPS Services Portal Maintenance screen if there is an outage on the CMIPS Services Portal. The text on the screen is variable and may change depending on the maintenance being performed.

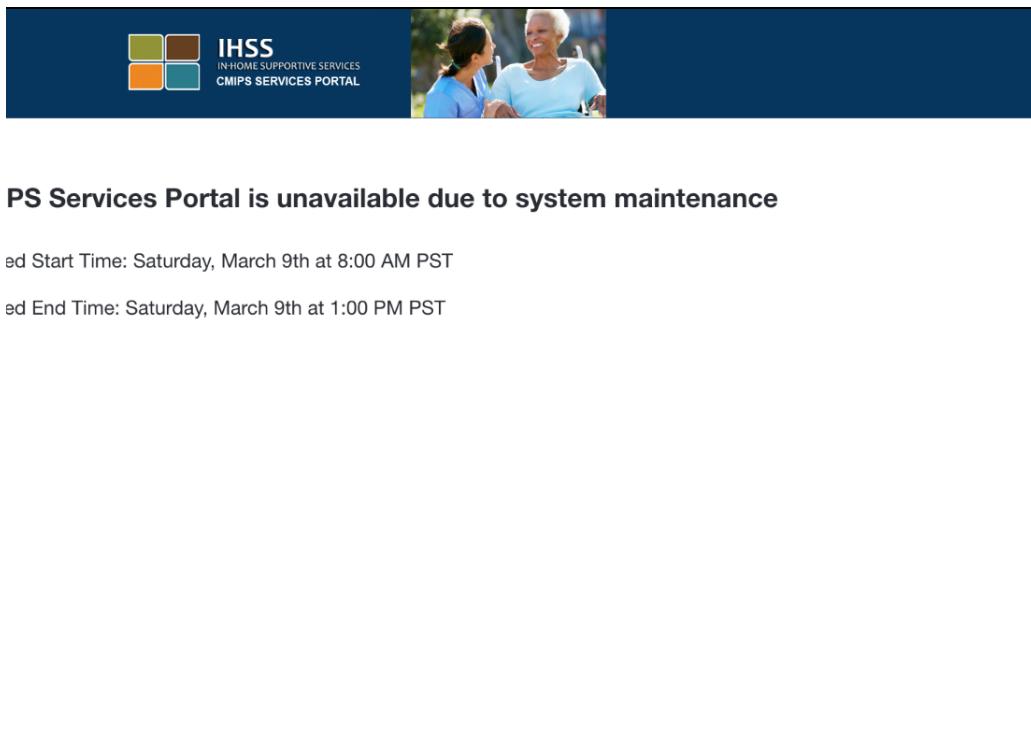


Figure - CMIPS Services Portal Maintenance

Static Text

The static text on this screen is variable depending on the maintenance being performed. The screenshot above shows a sample of what the screen may look like.

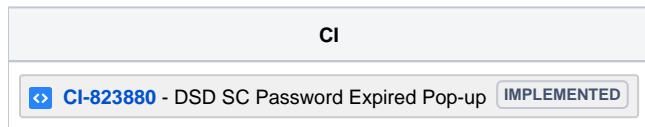
Actions/Functions

There are no actions associated with the CMIPS Services Portal Maintenance screen.

Data Elements

There are no data elements associated with the CMIPS Services Portal Maintenance screen.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Password Expired Pop-up



The Password Expired Pop-up notifies the user when attempting to log into the CMIPS Service Portal Login screen that their password has expired and to update their password in Case Management.

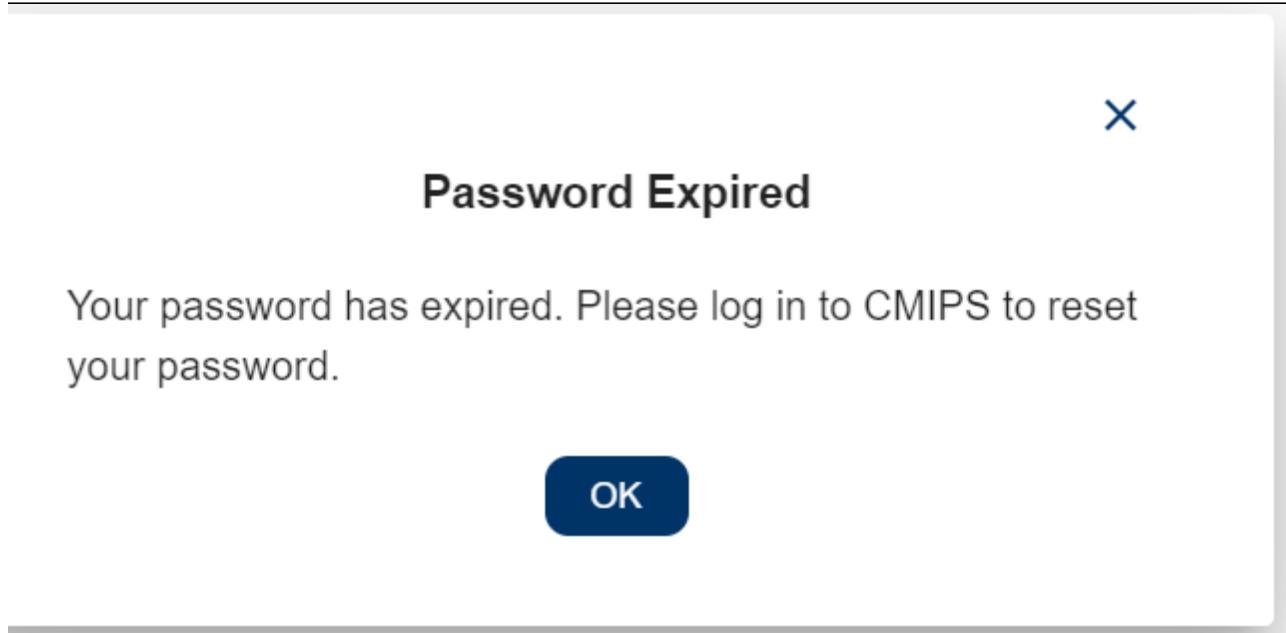


Figure – Password Expired Pop-up

Actions/Functions

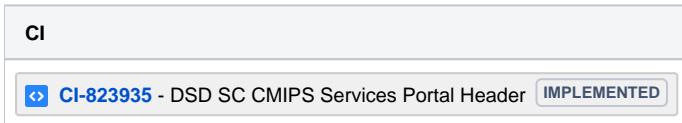
The following actions/functions are associated with the Password Expired Pop-up:

Action	Function
OK	The OK button exits the user from the Password Expired Pop-up and returns them back to the CMIPS Service Portal Login screen.

Data Elements

There are no data elements that are associated with the Password Expired Pop-up.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/CMIPS Services Portal Header



Once a user logs into the CMIPS Services Portal, the screen header displays at the top of the screen.

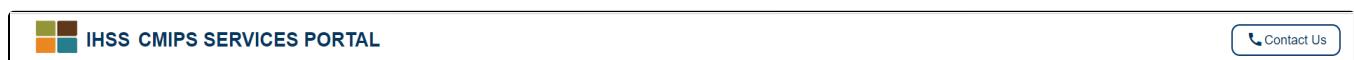


Figure - Header (Pre-Login) - Desktop View

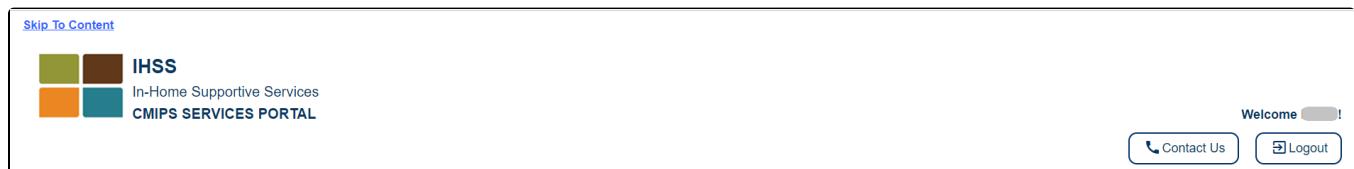


Figure - Header (Post-Login) - Desktop View



Figure - Header (Pre-Login) – Handheld View



Figure - Header (Post-Login) - Handheld View

Static Text

English	Spanish	Chinese	Armenian
IHSS In-Home Supportive Services CMIPS SERVICES PORTAL (Not seen with handheld view)	N/A	N/A	N/A
Welcome, <Variable: Person's Name>!	>Bienvenido, <Variable: Person's Name>!, <Variable: Person's Name>!	<Variable: Person's Name>!	<Variable: Person's Name>!

Actions/Functions

The following actions are associated with the CMIPS Services Portal Header:

Action	Function	Label Translated

Header		
Skip To Content	<p>This link navigates the user to an anchor at the start of the main content of the page to allow screen readers to skip over the navigation menu.</p> <p>Notes:</p> <ul style="list-style-type: none"> • This link is independent of the header and only displays on screens in which it is applied to. Please refer to the Structure section in each screen design document for information whether it is present on a specific screen. • This button does not navigate the user to a different screen. • This button is only visible on desktop view. 	No
Desktop:  Mobile: 	When selected, the IHSS icon takes the user to the user's landing page (Recipient/Provider Selection screen). This only occurs on screens once the user is logged in.	No
Desktop:  Mobile: 	This link displays the Contact Us Pop-up.	Yes
Desktop:  Mobile: 	This link logs the user out of the application and takes them to the Login screen.	Yes

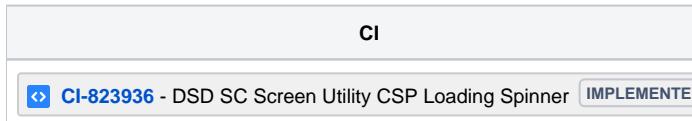
Data Elements

No data elements are specific to the CMIPS Services Portal Header.

Structure

The Structure section is not applicable to the CMIPS Services Portal Header.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Screen Utility - CSP Loading Spinner



The CSP loading spinner screen utility will provide a visual aid to users that the system is still working on their request. The loading spinner will be shown any time a user selects to be taken to a different screen.

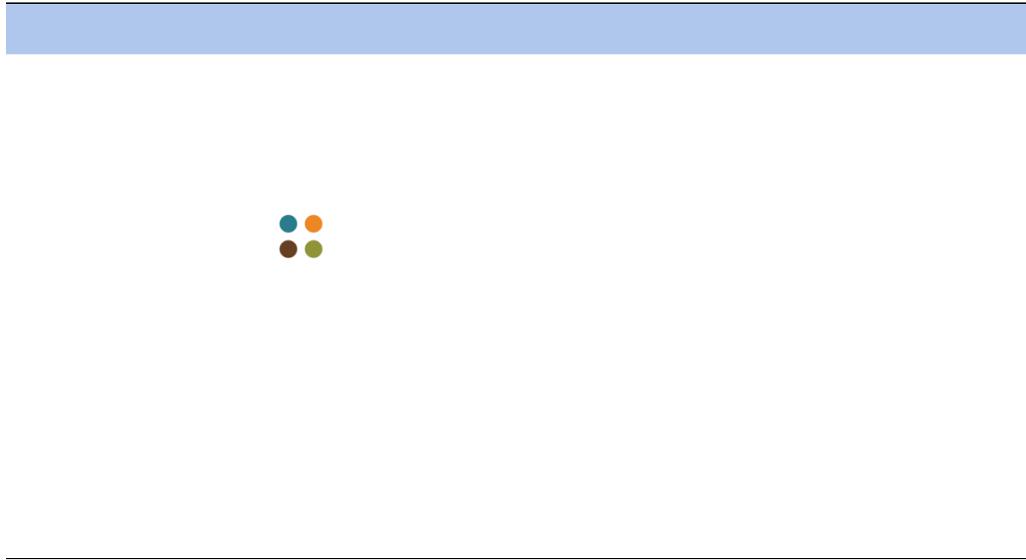


Figure – Screen Utility – CSP Loading Spinner

Static Text

There is no static text is associated with the Screen Utility – Loading Spinner.

Actions/Functions

There are no actions associated with the Screen Utility – Loading Spinner.

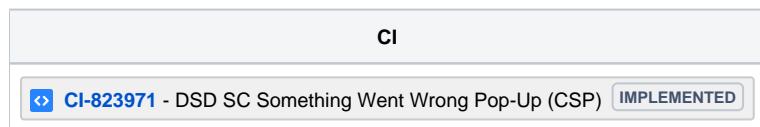
Data Elements

There are no data elements associated with the Screen Utility – Loading Spinner.

Structure

The Structure section is not applicable to the Screen Utility – Loading Spinner.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/Something Went Wrong Pop-Up (CSP)



This Pop-Up will notify the user when there is a response failure returned by any of the CSP web services. This Pop-Up will appear on any CSP screen where a connection failure occurs.

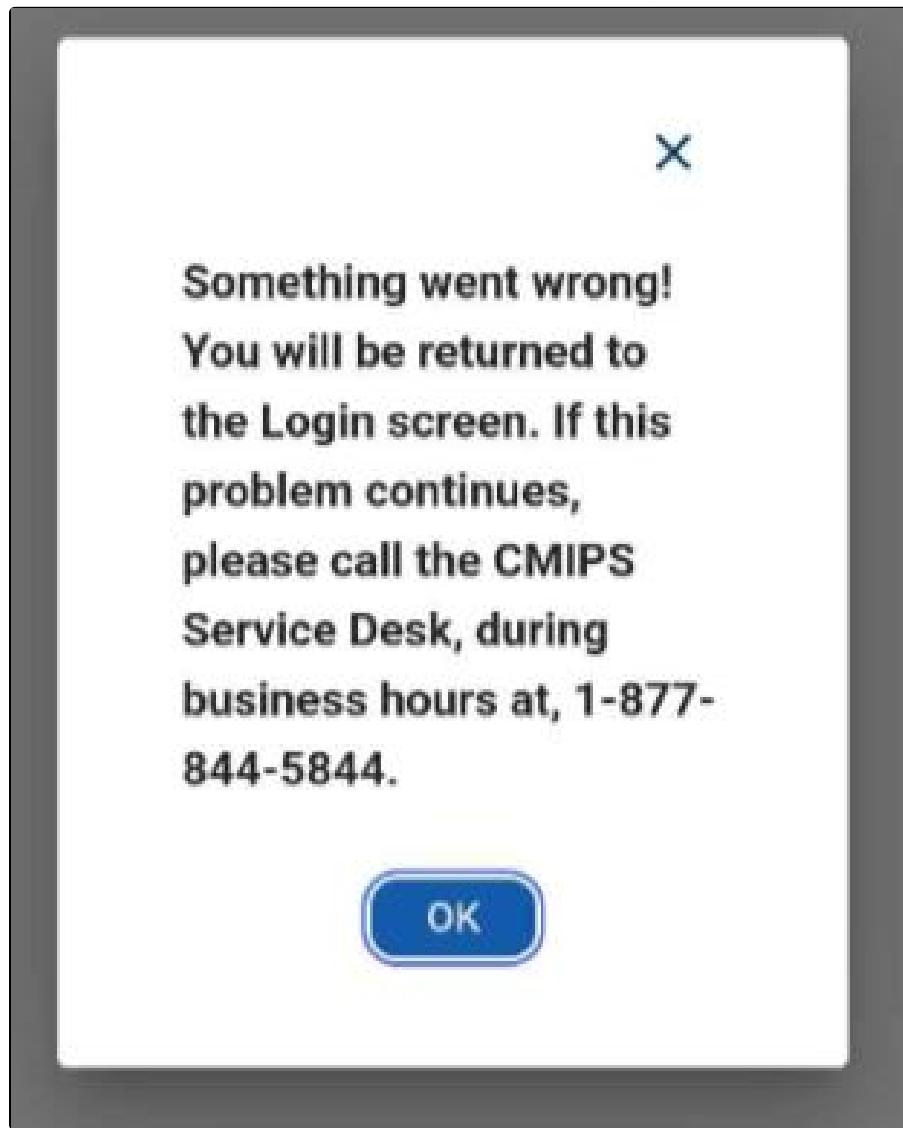


Figure – Something Went Wrong Pop-Up (CSP)

Actions/Functions

The following actions/functions are associated with the Something Went Wrong Pop-Up (CSP):

Action	Function

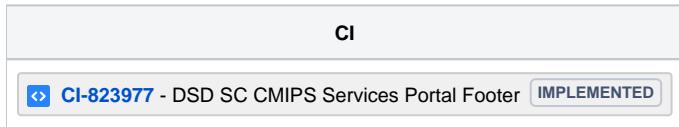
OK

The OK button navigates the user back to the CMIPS Service Portal Login screen.

Data Elements

There are no data elements associated with the Something Went Wrong Pop-Up (CSP).

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/CMIPS Services Portal Footer



Once a user logs into the CMIPS Services Portal, the screen header displays at the top of the screen.



Figure - Footer - Desktop View

Static Text

There is no static text associated with the CMIPS Services Portal Footer.

Actions/Functions

The following actions are associated with the CMIPS Services Portal Footer:

Action	Function	Label Translated
Privacy Policy	This hyperlink opens a new browser window and navigates to the CDSS public website's Privacy Policy web page: https://www.cdss.ca.gov/privacy-policy	Yes
Notice on Collection	This hyperlink opens a new browser window and navigates to the CDSS public website's Notice on Collection web page: https://www.cdss.ca.gov/notice-on-collection	Yes

Data Elements

No data elements are specific to the CMIPS Services Portal Footer.

Structure

The Structure section is not applicable to the CMIPS Services Portal Footer.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Screen Designs/CSP Session Timeout Pop-Up



The CSP Session Timeout Warning Pop-Up will be displayed on the CSP application when the user is idle for 15 minutes and no activity is performed. A popup will display a message, countdown and will have two action buttons on it. First is "Extend Session" which will allow user to continue using the application. User can click on extend session or dismiss icon to continue working. Second is "Logout" which allows user to log out from the application. If no action is taken within the countdown time, the CSP Session Timed Out Pop-Up will be displayed with the OK button. Clicking on OK button or anywhere on the screen will redirect user to the CMIPS Service Portal Login screen.

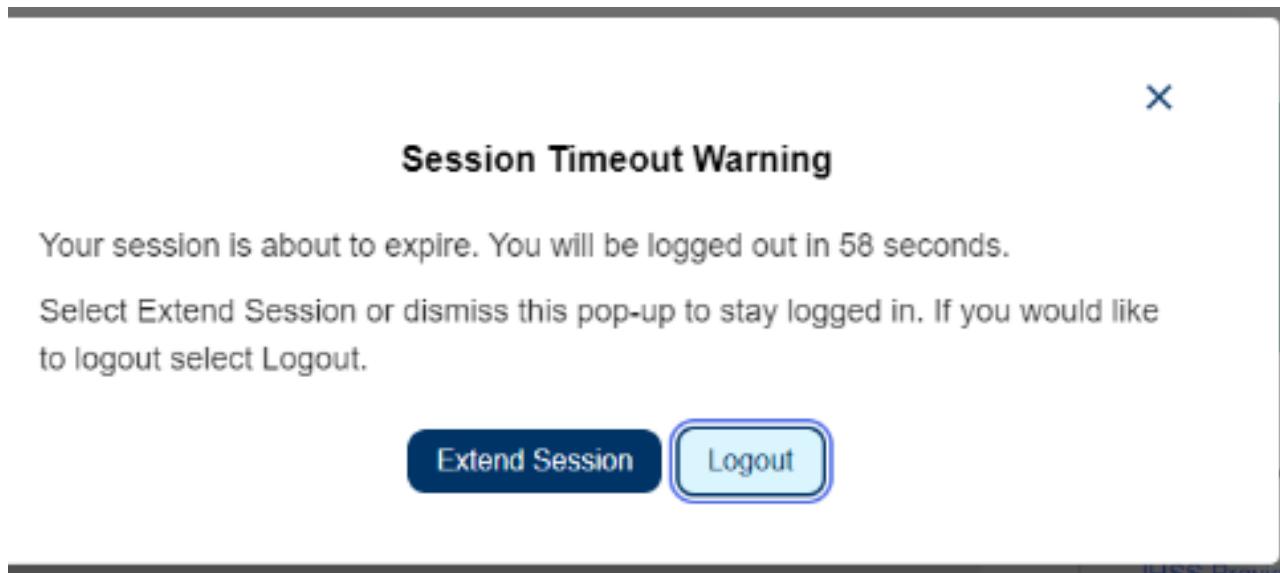


Figure – CSP Session Timeout Warning Pop-Up

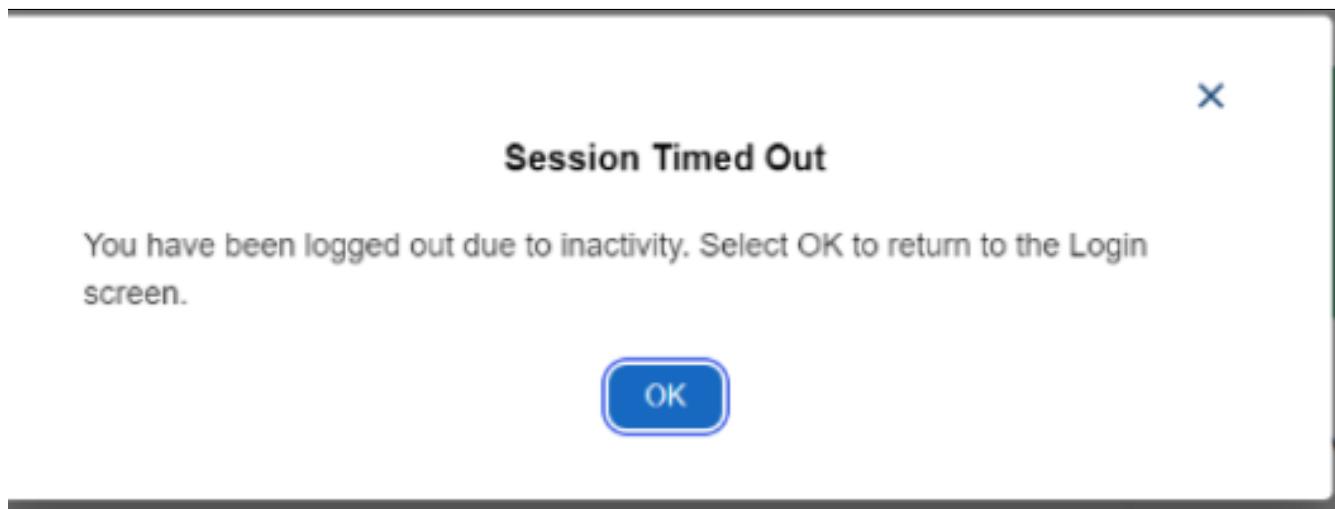


Figure – CSP Session Timed Out Pop-Up

Actions/Functions

The following actions are associated with the CSP Session Timeout warning and CSP Session Timed Out Pop-Up:

Action	Function
Extend Session	Clicking on this button will extend the session so that user can continue working and the popup will be dismissed. Note: If selected, the "X" icon will close the popup. It will also be treated as activity, which will reset the idle timer.
Logout	Clicking on Logout button will logout from application and will be redirected to the CMIPS Service Portal Login screen.
OK	Clicking on OK will redirect user to the CMIPS Service Portal Login screen.

Data Elements

There are no data elements associated with the CSP Session Timeout warning and CSP Session Timed Out Pop-Up.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Error Messages

This section defines the validation edits on the screens and documents the error messages that will be displayed for each edit. If a new error message is being added, the Number field will be left blank.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Error Messages (1-20)

No	Req ID	CI	Screen Name or User Action	Condition	Action	Error Message
01	5.5-09	↳ CI-822187 - DSD EM CWP 01 IMPLEMENTED	Service Request Form – Submit Service Ticket	When the user clicks the Submit Service Ticket button AND ServiceNow is down /unavailable	Do Not Allow the Action	Something went wrong! Your ticket has not been created. Please, contact the CMIPS Service Desk at 1-877-844-5844
02	21378	↳ CI-823742 - DSD EM CSP 02 IMPLEMENTED	CMIPS Services Portal Login - Caps Lock is on	When a user is on a desktop browser AND Has the caps lock on	Do Not Allow the Action	Display the error message above the User Name field, "⚠ Caps Lock is on".
03	21378	↳ CI-823743 - DSD EM CSP 03 IMPLEMENTED	CMIPS Services Portal Login - Internet Explorer Browser	When a user launches the CMIPS Services Portal using an Internet Explorer (I.E.) browser	Do Not Allow the Action	Display the error message, "The CMIPS Services Portal does not support Microsoft Internet Explorer. Please use another web browser."
04	21378	↳ CI-823744 - DSD EM CSP 04 IMPLEMENTED	CSP Enter Verification Code - Six digits	When a user does not enter a verification code that is six digits	Do Not Allow the Action	Display the error message under the entry field, " Verification Code must be six digits. "
05	21378	↳ CI-823745 - DSD EM CSP 05 IMPLEMENTED	CSP Enter Verification Code - Numbers only	When a user enters a verification code that contains anything other than numbers only	Do Not Allow the Action	Display the error message under the entry field, " Verification Code must contain numbers only. "
06	21378	↳ CI-823766 - DSD EM CSP 06 IMPLEMENTED	CMIPS Services Portal Login - No 2FA	When a user attempts to login to the CMIPS Services Portal Login screen AND Have not completed setting up their Two-Step Authentication information in Case Management	Do Not Allow the Action	Display the error message, "You have not set up the CSP Two-Step Authentication. Please login to Case Management and set up your Two-Step Authentication."
07	21378	↳ CI-823794 - DSD EM CSP 07 IMPLEMENTED	CMIPS Services Portal Login - Incorrect User Name	When a user selects the Login button AND The User Name does not match a user name from the LDAP server	Do Not Allow the Action	Display the error message under the header, "User Name and/or Password is incorrect. If you forgot your Password please contact your county Security Administrator or the CMIPS Service Desk."
08	21378	↳ CI-823795 - DSD EM CSP 08 IMPLEMENTED	CMIPS Services Portal Login - Incorrect Password	When a user selects the Login button AND The User Name matches a user name from the LDAP server AND The password entry does not match the current password for that user name	Do Not Allow the Action	Display the error message under the header, "User Name and/or Password is incorrect. <X> of 3 attempts. If you forgot your Password please contact your county Security Administrator or the CMIPS Help Desk."
09	21378	↳ CI-823796 - DSD EM CSP 09 IMPLEMENTED	CMIPS Services Portal Login - User Name is Locked	When a user selects the Login button AND The User Name has been locked after 3 failed login attempts	Do Not Allow the Action	Display the error message, "Your Account is locked. Please contact your county Security Administrator or the CMIPS Service Desk to unlock your account."
10	21378	↳ CI-823797 - DSD EM CSP 10 IMPLEMENTED	CSP Enter Verification Code - Invalid Code	When a user enters an invalid code AND Selects the Verify button	Do Not Allow the Action	Display the error message banner, "⚠ The verification code is invalid, please re-enter the verification code."
11	21378	↳ CI-823798 - DSD EM CSP 11 IMPLEMENTED	CSP Enter Verification Code - Expired Code	When a user enters an expired code AND Selects the Verify button	Do Not Allow the Action	Display the error message banner, "⚠ The verification code has expired, please select "Resend Code" to receive a new verification code."

12	21378	CI-823799 - DSD EM CSP 12 IMPLEMENTED	CSP Enter Verification Code - Incorrect Code Entered	When a user enters an invalid code on the 6th try after 5 invalid code attempts AND Selects the Verify button	Do Not Allow the Action	Display the error message banner, " This verification code is no longer valid since you entered an incorrect verification code more than 5 times. Please select "Resend Code" to receive a new verification code."
13	21378	CI-823801 - DSD EM CSP 13 IMPLEMENTED	CSP Enter Verification Code - New Code Sent	When a user selects the Resend Code button	Allow the Action	Display the informative notice banner, " New verification code sent."
14	21378	CI-823831 - DSD EM CSP 14 IMPLEMENTED	CMIPS Services Portal Login - Maintenance Message	When a user launches the CMIPS Services Portal Login screen AND The CMIPS Services Portal is scheduled for maintenance	Allow the Action	Display the maintenance message banner on the top of the screen, " Please be advised that the system will be unavailable from <HH:MM am/pm Month DD> until <HH:MM am/pm on Month DD, YYYY> for maintenance."
15	21378	CI-823839 - DSD EM CSP 15 IMPLEMENTED	Recipient /Provider Selection - No Pending Forms	When a user access the Recipient/Provider Selection screen AND There are no Recipients or Providers with pending electronic forms	Allow the Action	Display the informative notice banner on the top of the screen, " You have no pending electronic forms to complete."
16	21378	CI-823840 - DSD EM CSP 16 IMPLEMENTED	Recipient /Provider Selection - No Recipients with Pending Forms	When a user access the Recipient/Provider Selection screen AND There are no Recipients with pending electronic forms	Allow the Action	Display the informative notice banner under the Recipients type section, " You have no pending Recipient electronic forms to complete."
17	21378	CI-823841 - DSD EM CSP 17 IMPLEMENTED	Recipient /Provider Selection - No Providers with Pending Forms	When a user access the Recipient/Provider Selection screen AND There are no Provider with pending electronic forms	Allow the Action	Display the informative notice banner under the Providers type section, " You have no pending Provider electronic forms to complete."

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Business Rules

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Business Rules (1-10)

No	Req ID	CI	Description	When	Action
01	5.5-09	↳ CI-822190 - DSD BR CWP 01 IMPLEMENTED	Submit Service Ticket - Success	When the user clicks the Submit Service Ticket button AND ServiceNow responds that submit was successful	THEN Display the following message for the user: "Thank you for submitting a ticket. The CMIPS Service Desk will contact you shortly."
02	21378	↳ CI-823749 - DSD BR CSP 02 IMPLEMENTED	CMIPS Services Portal Login - Remember Me checkbox	When a user accesses the CMIPS Services Portal Login screen AND They had previously selected the Remember Me checkbox using this device (cookie exists)	User Name field is populated with the user name used AND Password field is blank AND Remember Me checkbox is marked
03	21378	↳ CI-823750 - DSD BR CSP 03 IMPLEMENTED	CMIPS Services Portal Login - Show Password checkbox	When a user accesses the CMIPS Services Portal Login screen AND Selects the Show Password checkbox	Display the password in plain text rather than masked text
04	21378	↳ CI-823751 - DSD BR CSP 04 IMPLEMENTED	CMIPS Services Portal Login - Enable Login Button	When a user enters data into the User Name and Password fields	Mask the Password as it is entered AND Enable the Login button
05	21378	↳ CI-823787 - DSD BR CSP 05 IMPLEMENTED	CMIPS Services Portal Two-Step Verification - Send Verification Code to Email	When a user selects 'Send Verification Code' button from the CMIPS Services Portal Two-Step Verification screen	A six digit code is generated and inserted into the CSP 2FA verification code email template AND IHSS - CMIPS Services Portal Verification Code (ESTE69) email is sent to the provided email address
06	21378	↳ CI-823789 - DSD BR CSP 06 IMPLEMENTED	CMIPS Services Portal Two-Step Verification - Display 2FA Details	When a user has successfully logged in to the CMIPS Services Portal AND Are on the CMIPS Services Portal Two-Step Verification screen	Initiate interface Get User Phone and Email Details (CMOO890A) THEN The retrieved email address and/or phone number will be masked and displayed for the user to select a method of receiving their verification code
07	21378	↳ CI-823800 - DSD BR CSP 07 IMPLEMENTED	CMIPS Services Portal Login - Login to Two-Step Authentication	When a user selects the Login button AND The User Name matches to the LDAP server AND The User Name is not locked or inactive AND The Password matches the User Name AND The Password is not expired AND The user has setup at least one Two-Step Authentication option for CMIPS Services Portal	Display the corresponding Two-Step Verification screen that matches their Two-Step options (Email, Cell Phone, or Both)
08	21378	↳ CI-823802 - DSD BR CSP 08 IMPLEMENTED	Recipient/Provider Selection - Recipient Search	When a user selects the Recipient radio button from the Person Type filter	Display the static text "Enter the Recipient Number or Recipient Last Name to Search" AND Display an input box where the user can enter search criteria The search box will filter the result of the pending forms table dynamically as the county worker enter search criteria. Only Recipient Number and Recipient Last Name are searchable.
09	21378	↳ CI-823826 - DSD BR CSP 09 IMPLEMENTED	Recipient/Provider Selection - Provider Search	When a user selects the Provider radio button from the Person Type filter	Display the static text "Enter the Provider Number or Provider Last Name to Search" AND Display an input box where the user can enter search criteria The search box will filter the result of the pending forms table dynamically as the user enters search criteria. Only Provider Number and Provider Last Name are searchable.

10	21378	 CI-823832 - DSD BR CSP 10 IMPLEMENTED	CMIPS Services Portal Login - System Down (Maintenance)	When a user navigates to the CMIPS Services Portal Login screen AND The system is not available during a maintenance period	Display the CMIPS Services Portal Maintenance screen.
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DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Business Rules (11-20)

No	Req ID	CI	Description	When	Action
11	21378	CI-823835 - DSD BR CSP 11 IMPLEMENTED	Contact Us Pop-up (CSP)	When the Contact Us hyperlink is selected from the header of CSP 2FA and post login screens	Display the Contact Us Pop-up (CSP)
12	21378	CI-823838 - DSD BR CSP 12 IMPLEMENTED	Password Expiration Pop-up	When a user logs into the CMIPS Services Portal AND Their CMIPS password is set to expire in less than or equal to 14 days	Display the Password Expiration Pop-up
13	21378	CI-823844 - DSD BR CSP 13 IMPLEMENTED	Recipient/Provider Forms Center - Form Links	When a user clicks on a form link in a CMIPS Services Portal message on the Recipient Forms Center screen or Provider Forms Center screen	Display the corresponding adaptive form which can be edited, acknowledged, and submitted
14	21378	CI-823849 - DSD BR CSP 14 IMPLEMENTED	CMIPS Services Portal Enter Verification Code - Phone Number	When a user is on the CMIPS Services Portal Enter Verification Code screen after they have requested a Verification Code to be sent to them AND The request was to be sent to the user's phone number through a text message OR The request was to be sent to the user's phone number through a phone call	2FA microservice is called: To send a verification code to the user's phone number (text or phone call) that is saved on the CSP Access screen AND To verify the code sent to the user's phone number The outgoing message will be sent in the following format: "Your CSP-IHSS verification code is: XXXXXXXX" Note: For Voice/Call - the message will be repeated twice. The Call will be made only once. If the call is unanswered, the user will need to request for another set of verification code by selecting Resend Code button on Enter Verification Code screen. The verification code expires after 10 minutes.
15	21378	CI-823881 - DSD BR CSP 15 IMPLEMENTED	Password Expired Pop-up	When a user attempts to log into the CMIPS Services Portal AND Their CMIPS password has expired	Do not allow the user to log in AND Display the Password Expired Pop-up
16	21378	CI-823882 - DSD BR CSP 16 IMPLEMENTED	Angular Route Guard - Not Logged In	When a user is not logged in to the CMIPS Services Portal AND Reloading the CMIPS Services Portal Two-Step Verification screen OR Reloading the CMIPS Services Portal Enter Verification Code screen OR Reloading the Recipient/Provider Selection screen OR Reloading the Recipient Forms Center screen OR Reloading the Provider Forms Center screen	The user will be returned to the CMIPS Services Portal Login screen. NOTE: The associated screens should only be accessed via the login process. Manually entering the URL will not work and will return the user to the CMIPS Services Portal Login screen.
17	21378	CI-823883 - DSD BR CSP 17 IMPLEMENTED	Angular Route Guard - Logged In	When a user is logged in to the CMIPS Services Portal AND Reloading the Recipient/Provider Selection screen OR Reloading the Recipient Forms Center screen OR Reloading the Provider Forms Center screen	The corresponding screen will be refreshed and visible for the logged in user. NOTE: The associated screens should only be accessed via the login process. Manually entering the URL will not work and will return the user to the CMIPS Services Portal Login screen.
18	21378	CI-823972 - DSD BR CSP 18 IMPLEMENTED	Something Went Wrong Pop-Up (CSP)	When a user attempts an action on the CMIPS Services Portal AND A call to Cúram results in a system not available response	Do not allow the action AND Display the Something Went Wrong Pop-Up (CSP) AND The keyboard focus is immediately moved to the active element within the Pop-Up message
19	21378	CI-824032 - DSD BR CSP 19 IMPLEMENTED	Activity Timeout - CSP Session Timeout Warning and CSP Session Timed Out Pop-Up	When a user is logged into the CMIPS Services Portal AND No activity has been detected for (15) minutes	CSP Session Timeout Warning Pop-Up will be displayed AND IF User clicks "Extend Session" within countdown (60 seconds) or dismisses the Pop-Up THEN The session is extended ELSE CSP Session Timed Out Pop-Up will be displayed AND User is redirected to the CMIPS Services Portal Login screen when they click the "OK" button or the "X" icon.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Tasks/Notifications

See DSD Section 30 for all CMIPS Tasks and Notifications.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Internal Interfaces

There are no Internal Interfaces associated with the Web Portal.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Internal Interfaces/Get CSP User Details (CMOO890B)

CI
CI-823824 - DSD INTF Get CSP User Details (CMOO890B) IMPLEMENTED

This internal interface is to allow county workers to see a list of the pending forms that have been sent to their CMIPS Service Portal so that they can help Recipients and Providers with completing those forms.

Data Elements of Interface – getCSPUUserDetails

Source: Case Management		Target: CMIPS Service Portal			
Table Name/ File Name/WSDL Name	Field Name	Field Name	Data Type (Format-length)	Description (Data Transformation rules)	R/O (Required or optional)
CONCERNROLEEFO RMSDATA	uuid	uuid	CHARACTER(20)	UUID value	R
CONCERNROLEEFO RMSDATA	username	username	CHARACTER(20)	User's LDAP compatible username	R
CONCERNROLEEFO RMSDATA	requestsentfrom	requestsentfrom	CHARACTER(5)	CSP	R
CONCERNROLEEFO RMSDATA	status	status	CHARACTER(200)	Response code status	R
CONCERNROLEEFO RMSDATA	hasProviderDetails	hasProviderDetails	CHARACTER(20)	Boolean indicating if the CSP user has any assigned forms that fall under the Provider category.	R
CONCERNROLEEFO RMSDATA	hasRecipientDetails	hasRecipientDetails	CHARACTER(20)	Boolean indicating if the CSP user has any assigned forms that fall under the Recipient category.	R
CONCERNROLEEFO RMSDATA	dtls	dtls	N/A	Array of Objects. Each object contains data regarding a Provider or Recipient with pending forms.	R
CONCERNROLEEFO RMSDATA	recipientnumber"/" providernumber	recipientnumber"/" providernumber	CHARACTER(20)	The Case Reference number or the Provider Number	R
CONCERNROLEEFO RMSDATA	recipientpendingforms"/" providerpendingforms	recipientpendingforms"/" providerpendingforms	CHARACTER(20)	Number count of the Provider or Recipient's current pending forms	R
CONCERNROLEEFO RMSDATA	recipientname"/" providername	recipientname"/" providername	CHARACTER(20)	The user's first initial and last name. First name is not provided in full for privacy.	R

Triggering Events

When a county worker logs into the CMIPS Service Portal using their Case Management login credentials (LDAP).

Matching Criteria

CM Element Name	Payroll Element Name	Comments
userid	N/A	

Errors

Condition	Error Message
When EVV is not available and provides an ECONNREFUSED response	Display the Something went wrong Pop-Up (CSP).

Edits and Audits

During processing with standard logging enabled error transactions will be written to the Case Management log file.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Internal Interfaces/Get Eforms For User (CMOO890C)

CI
CI-823847 - DSD INTF Get Eforms for User (CMOO890C) IMPLEMENTED

This internal interface is to retrieve pending electronic forms for Recipients and Providers. There will be weblinks associated to the pending electronic forms that need to be completed.

Data Elements of Interface – getEFormsForUser

Source: Case Management		Target: CMIPS Service Portal			
Table Name/ File Name/WSDL Name	Field Name	Field Name	Data Type (Format-length)	Description (Data Transformation rules)	R/O (Required or optional)
CONCERNROLEEFORMSDATA	userid	userid	CHARACTER(20)	User's id	R
CONCERNROLEEFORMSDATA	recipientnumber	recipientnumber	CHARACTER(7)	Recipient(s) number	R
CONCERNROLEEFORMSDATA	providernumber	providernumber	CHARACTER(7)	Provider(s) number	R
CONCERNROLEEFORMSDATA	requestsentfrom	requestsentfrom	CHARACTER(5)	CSP	R
CONCERNROLEEFORMSDATA	formfullname	formfullname	CHARACTER(100)	Full name of Form(s)	O
CONCERNROLEEFORMSDATA	weblink	weblink	CHARACTER(100)	Web link of Form(s)	O
CONCERNROLEEFORMSDATA	formcreationdate	formcreationdate	STRING(10)	Creation date of Form(s)	O
CONCERNROLEEFORMSDATA	messageread	messageread	CHARACTER(1)	Read message	O

Triggering Events

When a county worker selects a Recipient or Provider from the Recipient/Provider Selection screen on the CMIPS Service Portal.

OR

When a Recipient or Provider selects the Message Center button on the IHSS ESP Header.

Matching Criteria

CM Element Name	Payroll Element Name	Comments
userid	N/A	

Errors

Condition	Error Message
When EVV is not available and provides an ECONNREFUSED response	Display the Something went wrong Pop-Up (CSP).

Edits and Audits

During processing with standard logging enabled error transactions will be written to the Case Management log file.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Internal Interfaces/Get User Phone and Email Details (CMOO890A)

CI
 CI-823788 - DSD INTF Get User Phone and Email Details (CMOO890A) IMPLEMENTED

This internal interface is to authenticate a county worker into the CMIPS Service Portal using their Case Management login credentials (LDAP). Once the county worker successfully logs into CMIPS Service Portal, this interface will mask the user's verified email address and phone number which will then be displayed on the CMIPS Service Portal Two-Step Verification screen.

Data Elements of Interface – getUserPhoneEmailDetails

Source: Case Management		Target: CMIPS Service Portal			
Table Name/ File Name/WSDL Name	Field Name	Field Name	Data Type (Format-length)	Description (Data Transformation rules)	R/O (Required or optional)
getUserPhoneEmailDetails	userid	userid	CHARACTER(20)	CSP user's id	R
getUserPhoneEmailDetails	firstname	firstname	CHARACTER(20)	CSP user's first name	R
getUserPhoneEmailDetails	lastname	lastname	CHARACTER(20)	CSP user's last name	R
getUserPhoneEmailDetails	email	email	CHARACTER(20)	CSP user's email address	R
getUserPhoneEmailDetails	phonenumbers	phonenumbers	CHARACTER(10)	CSP user's phone number	R
getUserPhoneEmailDetails	iscspuser	iscspuser	CHARACTER(10)	True or False	R
getUserPhoneEmailDetails	errormessages	errormessages	N/A	N/A	O

Triggering Events

When a county worker logs into the CMIPS Service Portal using their Case Management login credentials (LDAP).

Matching Criteria

CM Element Name	Payroll Element Name	Comments
userid	N/A	

Errors

Condition	Error Message
N/A	

Edits and Audits

During processing with standard logging enabled error transactions will be written to the Case Management log file.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/External Interfaces

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/External Interfaces/Create County Service Request (AANE989X)

CI	Document Name
 CI-822188 - DSD EINTF Create County Service Request AANE989X IMPLEMENTED	DSD_EINTF_Create_County_Service_Request_AANE989X.docx

This interface maps data from the CMIPS II Web Portal form to the database table Tickets and sends the details to ServiceNow. The Incident Number is then received for documenting to the Ticket table. Email is generated by ServiceNow to the County User.

Internal Layout/System Mapping

Transaction Data Elements – Event

Source: Web Portal		Target: ServiceNow			
Table Name/ File Name/WSDL Name	Field Name	Field Name	Data Type (Format-length)	Description (Data Transformation rules)	R/O (Required or optional)
Web Portal – Service Request Form	firstName	u_description	STRING (56)	(Concatenated First and Last name with a space in between the names) Ex: John Doe – needs to be appended to description as: Name: <First Name Last Name>	R
	lastName				
	phoneNumb er	u_description	STRING (18)	Appended to description as: Phone: <Phone Number>	R
	emailAddress	u_caller u_description	STRING (256)	Append to description. Email: <Email> Caller: <Email> - this enables matching a corresponding profile based on email address, if a unique one exists. If more than one exists, no matching is done. Caller is also used for the confirmation email.	R
	priority	u_priority	STRING (25)	Needs to be appended to description as well Priority: <priority>	R
	requestArea	u_description	STRING (25)	The Request Area drop-down label is appended to description as follows: Request Area: <request area drop-down label>	R
	srSummary	u_short_descri ption	STRING (100)	Summary of the SR	R
	caseNumber	u_case_numb er u_description	STRING (40)	Recipient case number. Also appended to description as: Case Number: <Case Number >	O
	providerNum ber	u_provider_nu mber u_description	STRING (18)	Provider number. Also appended to description as: Provider Number: <Provider Number>	O
	paymentEligi bilityAffected	u_payment_eligibility_affecte d u_description	STRING (10)	Values are 'Yes' or 'No' – also appended to description as: Payment or Eligibility Affected: < Value>	R
	srDescriptio nDetail	u_description	STRING (1000)	The Summary field value needs to be appended along with the other fields that has been identified to be appended to the description	R
	N/A	u_call u_description	STRING (20)	Value is "CMIPS Service Desk" – also appended to description as: Service Desk: CMIPS Service Desk	R
	N/A	contact_type	STRING (10)	Value is "Portal"	R

	Attachments	Attachments	FILE	Once the incident is created, retrieve the "sys_id" for the incident just created, then issue a post for each attachment.	O
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Transaction Data Elements – Response

Source: ServiceNow		Target: ESP			
Table Name/ File Name/WSDL Name	Field Name	Field Name	Data Type (Format-length)	Description (Data Transformation rules)	R/O (Required or optional)
Response	u_number	N/A	STRING (20)	The Incident Number is returned.	R
	status	status	STRING (10)	Status Code (202 – Accept, 400 – Error)	R

Transaction Trigger Events

This interface is called when a County User selects the Submit Service Ticket button on the Service Request Form screen.

Processing Criteria

When the incident is created, ServiceNow will generate a notification email in English providing the SR number based on the email address in the caller field. The URL endpoint invoked to create the incident is configurable for production and non-production instances of ServiceNow.

Error Processing

When transaction is sent and logging is enabled, transaction data is logged in the Web Portal log file.

Related Components

Business Process Functions

N/A

Business Flows

N/A

Business Rules

N/A

External Interfaces (BPM)

N/A

Tasks/Notifications

N/A

Screens

CI	Document Name
 CI-815571 - DSD SC WP Service Request Form IMPLEMENTED	DSD_SC_WP_Service_Request_Form.docx

Forms

N/A

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Batch Processing

This section will describe the identified CMIPS batch processes.

No	Batch Process Name	CI	Description	Estimated Size (Records)	Frequency	Send Receive Maintenance
1	Disable Case Management for IHSS Web Portal (County Portal) (893DINDN)	 CI-818786 - DSD BTCH PRO CRM p 893dindn IMPLEMENTED	This batch job execute the script to disable CM for IHSS Web Portal (County Portal)	N/A	Daily	Maintenance
2	Enable Case Management for IHSS Web Portal (County Portal) (892DINDN)	 CI-818789 - DSD BTCH PRO CRM p 892dindr IMPLEMENTED	This batch job execute the script to enable CM for IHSS Web Portal (County Portal)	N/A	Daily	Maintenance

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Reporting

See DSD Section 28 for all CMIPS Reports.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Forms

See DSD Section 31 for all CMIPS Forms.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Code Table Definitions

This section will document each of the code tables and their values and descriptions that will be utilized by the CMIPS solution. Examples of CMIPS code tables are Provider pay rates, county names, address types, or family relationship types.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Code Table Definitions/Service Request Type

CI	Document Name
CI-815702 - DSD CT Sort Map Service Request Type IMPLEMENTED	DSD_CT_Sort_Map_Service_Request_Types.docx

Table – Code Table: Sort Map – Service Request Type

Code Value	Code Description	Default Value	Sort Order	Parent Code	Enabled	Notes
RA001	I Received and Error Message	Yes	1	No	Yes	
RA002	How Do I Use the Applications / Find Information	No	2	No	Yes	
RA003	I Am Having System Speed Issues	No	3	No	Yes	
RA004	I Need to Reset/Change a Password	No	4	No	Yes	
RA005	I Have a Printer Question	No	5	No	Yes	
RA006	I Have a User ID Issue/Question	No	6	No	Yes	
RA007	I Need Help with Reports	No	7	No	Yes	
RA008	My Question is Not Listed	No	8	No	Yes	
RA009	I have a problem related to Eligibility	No	9	No	Yes	
RA010	I have a problem/questions about Forms or NOAs	No	10	No	Yes	
RA011	I have a problem/question about Recipient Management	No	11	No	Yes	
RA012	I am having a Payroll or Timesheet problem	No	12	No	Yes	

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Database Entities

The following database entities associated with the Web Portal.

There are no CIs associated with Database Entities.

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Database Entities/Service Request Tickets

Table – Database Entity: Tickets

Field	Type	Length	Nulls	Screen Name – Field Name	Comments
Ticket_ID	VARCHAR	32	No		
User_ID	VARCHAR	32	No	Derived from Service Request User	Derived from Service Request user when user enters First and Last names on Service request
Timestamp	VARCHAR	32	Yes	NA	
Subject	VARCHAR	240	Yes	Service Request Form SR Summary	User entered data
Priority	Integer	32	No	Service Request Form SR Priority	Low – Default Medium High Urgent
Request_Area	VARCHAR	1500	No	Service Request Form Request Area	Drop-down Sort Map
SR_Detail	VARCHAR	20000	No	Service Request Form SR Description / Details	User entered
TMSTMP	Timestamp	16	No	NA	
Status	VARCHAR	30	No	NA	Default - Open
Ref_Num	VARCHAR	30	Yes	NA	Service Request Number assigned upon Submit Service Ticket action
Case_Number	VARCHAR	30	Yes	Case Number	User may enter multiple case numbers
Provider_Number	VARCHAR	30	Yes	Provider Number	User may enter multiple provider numbers
Affect_Eligibility	CHARACTER	1	Yes	Service Request Form Does this affect payment or eligibility	Yes No – Default

DSD 33/CMIPS Services Portal, CMIPS Web Portal, & CommsHub/Database Entities/Service Request Users

Table – Database Entity: Users

Field	Type	Length	Nulls	Screen Name – Field Name	Comments
User_ID	VARCHAR	32	No		
First_Name	VARCHAR	32	Yes	Service Request Form Initiator First	
Last_Name	VARCHAR	32	Yes	Service Request Form Initiator Last	
Phone	VARCHAR	32	Yes	Service Request Form Initiator Contact Information Phone Number	
Email	VARCHAR	128	Yes	Service Request Form Initiator Contact Information E-Mail Address	