Diversion – Process and Issue Benefits

Purpose

The purpose of this job aid is to provide step-by-step instructions on how to process a Diversion program and issue benefits.

Starting Point

The following table provides steps to add a Diversion program to a case. The following steps assume you are in the context of a case.

Refer to the Job Aids: Reapplications and Rescissions and Re-Evaluation Process for information on repending a Diversion program that already exists on a case.

Adding the Diversion Program to the Case:

Step	Action
1.	Place the cursor over **Case Info** in the **Global** navigation bar.
2.	Click **Case Summary** in the **Local** navigation bar.
3.	Click **New Program** in the **Task** navigation bar.
4.	On the Program Detail page: a) Select **Diversion** from the **Select Program** drop-down box. b) Click the **Go** button.
5.	On the New/Reapplication Detail page: a) Enter the **<Date>** in the **Application Date** text box. **OR** Use the **Calendar** icon to select a date. b) Enter the **<Date>** in the **Beginning Date of Aid** text box. **OR** Use the **Calendar** icon to select a date. **Note**: The beginning date of aid should be the same as the CalWORKs beginning date of aid.

	c) Select an **<Option>** from the **Source** drop-down box. d) Click the check boxes to select the members of the Diversion program. e) Click the **Save and Return** button.
6.	On the Diversion Detail page: a) Click the **Add** button in the **Administrative Roles** section.
7.	On the Administrative Role Detail page: a) Select **Primary Applicant/Recipient** from the **Administrative Role** drop-down box. b) Select the **<Primary Applicant>** from the **Name** drop-down box. c) Enter the **<Month>** in the **Begin Month** text box. **OR** Use the **Calendar** icon to select a date. d) Click the **Save and Return** button.
8.	On the Diversion Detail page: a) Click the **Add** button in the **Administrative Roles** section.
9.	On the Administrative Role Detail page: a) Select **Payee** from the **Administrative Role** drop-down box. b) Select the **<Payee>** from the **Name** drop-down box. c) Enter the **<Month>** in the **Begin Month** text box. **OR** Use the **Calendar** icon to select a date. d) Click the **Save and Return** button.
10.	On the Diversion Detail page: a) Click the **Save and Return** button.
11.	Place the cursor over **Case Info** in the **Global** navigation bar.
12.	Click **Worker Assignment** in the **Local** navigation bar.
13.	On the Pending Assignment List page: a) Click the **Diversion** check box. If Diversion programs are automatically assigned in your county, go to step 15. b) Click the **Manual Assignment** radio button to manually assign the program to a Worker. c) Click the **Select** button.
14.	On the Select Worker page: a) Enter search criteria. b) Click the **Search** button. c) Select or confirm the radio button for the appropriate Worker is selected. d) Click the **Select** button.
15.	On the Pending Assignment List page: a) Select or confirm **<Yes or No>** is selected from the **Automatically Reassign When Activated** drop-down box. b) Click the **Assign** button.

Entering Data Collection Information

In order to approve a Diversion program, you must enter all necessary data collection information including employment and income records.

An income record for the appropriate type and correct begin date is necessary to approve Diversion. The income category should be Earnings. The type should then be Earnings Anticipated w/Diversion. The begin date of the income is the date of the conditional job offer. This may be the same date as the Diversion BDA.

The income record should also be end dated. This end date depends on what months you want to issue Diversion benefits for and your county's procedures.

The steps below provide instruction for entering the employment and income information related to Diversion.

You must also enter all other relevant case information.

Entering Diversion Employment and Income Information:

Step	Action
1.	Place the cursor over **Eligibility** in the **Global** navigation bar.
2.	Click **Customer Information** in the **Local** navigation bar.
3.	Click **Employment** in the **Task** navigation bar.
4.	On the Employment List page: a) Click the **Add** button.
5.	On the Employment Detail page: a) Select an **<Option>** from the **New Change Reason** drop-down box. **Note**: Refer to the Change Reason job aid for information on this section. b) Enter the **<Date>** in the **New Reported Date** text box. OR Use the **Calendar** icon to select a date. c) Select the **<Name>** from the **Name** drop-down box. d) Select an **<Option>** from the **Category** drop-down box. e) Select an **<Option>** from the **Type** drop-down box. f) Enter the **<Employer's Name>** in the **Employer** text box. **Note:** You may use the Select button if the Employer has a record in the RDB according to your county's policy. g) Enter the **<Address>** in the **Address** text box. h) Enter the **<Title>** in the **Job Title** text box. i) Enter the **<Date>** in the **Date Hired** text box. **OR** Use the **Calendar** icon to select a date. j) Click the **Add** button in the **Status Information** section.
6.	On the Employment Status Detail page: a) Select **Active** from the **Status** drop-down box.

	b) Select **Employed** from the **Status Reason** drop-down box. c) Enter the **<Rate>** in the **Hourly Wage** text box. d) Enter the **<Number>** in the **Hours/Week** text box. e) Enter the **<Date>** in the **Begin Date** text box. **OR** Use the **Calendar** icon to select a date. f) Click the **Save and Return** button.
7.	On the Employment Detail page: a) Select an **<Option>** from the **Verified** drop-down box to indicate if the employment information has been verified. b) Click the **Save and Return** button.
8.	Expand the **Financial** section in the **Task** navigation bar.
9.	Click **Income** in the **Task** navigation bar.
10.	On the Income List page: a) Select **Earnings** from the **Income Category** drop-down box. b) Click the **Add** button.
11.	On the Income Detail page a) Select the **<Name>** from the **Name** drop-down box. b) Select **Earnings Anticipated w/Diversion** from the **Type** drop-down box. c) Click the Employment **Select** button.
12.	On the Select Employment page: a) Click the radio button for the appropriate employment record. b) Click the **Select** button.
13.	On the Income Detail page: a) Select an **<Option>** from the **Frequency** drop-down box. Go to step 13d if the frequency is not Twice a Month. b) Select the **<Day>** from the **1st Pay Day** drop-down box if displayed. c) Select the **<Day>** from the **2nd Pay Day** drop-down box if displayed. d) Select **Cash/CalFresh** in the **Display Program** drop-down box. e) Click the **Add** button.
14.	On the Income Amount Detail page: a) Enter the **<Amount>** in the **Reported Amount** text box. b) Enter the **<Diversion BDA>** in the **Begin Date** text box. **OR** Use the **Calendar** icon to select a date. c) Enter the **<Date>** in the **End Date** text box if appropriate. **OR** Use the **Calendar** icon to select a date. d) Select an **<Option>** from the **Verified** drop-down box to indicate if the income information has been verified. e) Click the **Save and Return** button.
15.	On the Income Detail page: a) Click the **Save and Return** button.

Running EDBC

It is important to run EDBC for the Diversion BDA month first.

When you run EDBC for CalWORKs and Diversion together for the Diversion BDA month, the C-IV System returns the correct results for both programs.

When the Diversion program is approved, CalWORKs is denied and the C-IV System auto-tests for Medi-Cal.

When the Diversion program is denied, CalWORKs is approved if the case is otherwise eligible.

If you do not run the CalWORKs and Diversion EDBCs together, you need to take action on the second program separately.

Step	Action
1.	Click **Run EDBC** in the **Task** navigation bar.
2.	On the Run EDBC page: a) Select the **<Diversion BDA Month>** from the **Benefit Month** drop-down box if necessary. b) Click the **Diversion** check box to select the program. c) Click the **CalWORKs** check box to select the program. d) Click the **Run EDBC** button.
3.	On the EDBC List page: a) Click the **Diversion** hyperlink.
4.	On the Diversion EDBC page: a) Review EDBC results. b) Click the **Accept** button if the results are correct. **OR** Click the **Cancel** button and review the case information if the results are incorrect.
5.	On the EDBC List page: a) Click the **CalWORKs** hyperlink.
6.	On the CalWORKs EDBC Summary page: a) Review EDBC results. The program should be denied with a reason of Accepted Diversion if Diversion is approved. b) Select an **<Option>** from the **Potential Aid Code** drop-down box. c) Click the **Accept** button if the results are correct. **OR** Click the **Cancel** button and review the case information if the results are incorrect.
7.	On the EDBC List page: a) Click the **Medi-Cal** hyperlink if displayed. **OR** Go to step 9.

8.	On the Medi-Cal EDBC Summary page: a) Review the EDBC results. b) Click the **Accept** button.
9.	On the EDBC List page: a) Click the **Save and Continue** button.

NOAs

NOAs are automatically generated when you save the EDBC results. You must review the NOAs before printing and saving them.

Denying Diversion

Diversion may be denied when you run EDBC. You may also use the Negative Action Detail page to deny the program.

Issuing Diversion Benefits

An EDBC is used to approve Diversion but not issue the benefits. Service arrangements are used to issue Diversion benefits.

Adding the Need and Service Arrangement:

Step	Action
1.	Click **Needs** in the **Task** navigation bar.
2.	On the Needs List page: a) Click the **Add Need** button.
3.	On the Need Detail page: a) Select the **<Name>** from the **Name** drop-down box if necessary. b) Select **Diversion Services** from the **Category** drop-down box. c) Select an **<Option>** from the **Type** drop-down box. d) Enter the **<Diversion BDA>** in the **Begin Date** text box. e) Select **Indicated** from the **Status** drop-down box. **Note:** A need must have a Status of Indicated to be associated with a service arrangement. f) Select **Documented** from the **Status Reason** drop-down box. g) Select **Service Arrangement** from the **Save & Add New** drop-down box and click the **Go** button. **OR** Click the **Save and Return** button if you are not ready to create the service arrangement at this time.
4.	On the Service Arrangement Detail page: a) Select or confirm the **Diversion Need** radio button is selected. b) Enter the **<Date>** in the **Arrangement Period From** text box. **OR** Use the **Calendar** icon to select a date.

	c) Enter the **<Date>** in the **Arrangement Period To** text box. **OR** Use the **Calendar** icon to select a date. d) Select **Diversion** from the **Program Type** drop-down box. e) Select or confirm the **<Option>** is selected from the **Aid Code** drop-down box. f) Select **<Yes or No>** from the **Voucher** drop-down box if displayed. Go to step 4h if you selected No or this field does not display. g) If your county offers more than one type of voucher for the program, select an **<Option>** from the **Voucher Type** drop-down box. h) Select an **<Option>** from the **Payee** drop-down box. i) Click the Provider **Select** button if you selected **Same as Provider** from the **Payee** drop-down box. Go to step 6 if you did not select Same as Provider.
5.	On the Select Service and Provider page: a) Enter search criteria. b) Click the **Search** button. c) Select or confirm the radio button for the appropriate Service Provider is selected. d) Click the **Select** button.
6.	On the Service Arrangement Detail page: a) Enter or select a **<Description>** from the **Service Type Description** field. b) Enter the **<Amount>** in the **Total** text box if displayed. c) Enter an **<Amount>** in the **Quantity/Month** text box if displayed. d) Select an **<Option>** from the **Status** drop-down box. e) Select an **<Option>** from the **Status Reason** drop-down box. f) Enter the **<Date>** in the **Status Date** text box. **OR** Use the **Calendar** icon to select a date. g) Enter **<Comments>** in the **Comments** text box if appropriate. h) Click the **Save and Return** button.

Issuance Method

When issuing a voucher, the voucher may be issued according to your county's policy after the service arrangement is saved. Refer to the Job Aid: Valuables – Issue a Valuable for information on issuing a voucher.

Creating a Payment Request

When issuing a warrant, a payment request must be created before the warrant can be issued.

Step	Action
1.	On the Service Arrangement List page: a) Click the **Service Arrangement ID** hyperlink.
2.	On the Service Arrangement Detail page: a) Click the **Create Payment Request** button. **Note**: The Create Payment Request button only displays if the latest status of the service arrangement is Approved, Closed or Discontinued.
3.	On the Payment Request Detail page: a) Enter the **<Amount>** in the **Requested Amount** text box. b) Select the **<Month>** from the **Service Month** drop-down box. c) Enter or confirm the **<Date>** is entered in the **Received Date** text box. **OR** Use the **Calendar** icon to select the date. d) Select an **<Option>** from the **Issuance Method** drop-down box if necessary. e) Select or confirm **<Mail or Pickup>** is selected from the **Delivery Method** drop-down box. f) Select or confirm the **<Option>** is selected from the **Immediacy** drop-down box. g) Click the **Save** button.

Issuing a Warrant

After the payment request is saved, it is ready to be processed according to your county's procedures to generate the warrant.

Refer to the Job Aid: Payment Requests – Manage for information on approving a Payment Request.

Closing the Service Arrangement

After the service has been provided to the Customer, the service arrangement must be closed. Follow your county's policy regarding closing the service arrangement.

Time Limits and Diversion

The need type selected on the Need Detail page determines which time clock is ticked for the month that the Diversion payment was issued.

When a Customer reapplies for CalWORKs during the Diversion period, the C-IV System counts the Diversion months if a recovery account is created prior to CalWORKs approval. If a Customer opts to repay the Diversion payment, you must manually calculate the overpayment and create an external recovery account before approving the CalWORKs program. If the external recovery account is created after the CalWORKs is approved, you must manually adjust the time limit records. Refer to Job Aid: Time Limit Aid for information about adjusting Time Limit records.