

## [CIV-174] Update Expungement Detail page to allow linking CalFresh Expungements to Recovery Accounts (37548)

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Rainier Dela Cruz</b>	SPG Status:	<b>Select a value</b>
Fix Version/s:	<b>[TBD]</b>	Designer Contact:	<b>Sidhant Garg</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>100</b>
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:		Created:	<b>12/29/2017 02:22 PM</b>
Status:	<b>New</b>	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:	<b>Sheryl E. Eppler</b>	Training Impacted:		Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>TBD</b>	Funding Source ID:	
Committee:	<b>[Collections]</b>	Approved by Committee:		Other Agency Cross Reference:	<b>CA-205649</b>

**Non-Committee**

**Review:**

**Expedite Approval:**

**Current Design:**

When a CalFresh expungement occurs that has a Recovery Account, the system will post the full amount of that expungement on the Recovery Account if the Recovery Account is in an 'Active' or 'Suspended' status.

NOTE: Explore the potential for applying GA expungements to Recovery Accounts also.

If there is not an 'Active' or 'Suspended' Recovery Account for that case the system will not post the Expungement to any Recovery Account, but will instead display the Expungement information on the Expungement Detail page.

In the situation where an Expungement occurs for the same Benefit Month as an Overpayment - but the Recovery Account that has that same overissuance month is not in 'Active' or 'Suspended' status at the time the Expungement occurs - the Expungement will require user intervention to manually post an Expungement Transaction to the Recovery Account.

**Request:**

The Expungement Detail page does not reflect that a user has utilized the CalFreshExpungement to offset the amount of the Recovery Account. This can lead to errors where the Expungement is credited multiple times to the customers' Recovery Accounts, or the County could receive audit errors if the FNS Auditor does not see that the Expungement was correctly applied to a Recovery Account.

NOTE: Explore the potential for applying GA expungements to Recovery Accounts also.

**Recommendation:**

- 1) Update the Expungement Detail page (for CalFresh - Potentially GA Expungements) to allow the selection of Recovery Account(s) to post (in part or in full) Expungement to.
- 2) Upon save, the C-IV System will update the Expungement record with the information that it was applied (in part or in full) to which Recovery Account(s), and will post the corresponding transaction(s) to the appropriate Recovery Accounts.

If an Expungement Transaction on the Recovery Account is backed out - reverse the information on the Expungement Detail page and allow the Expungement to be reposted to another Recovery Account.

**Outreach**

**Description:**

**Migration Impact**

**Description:**

**Migration Impact**

**Analysis:**

**Alternative**

None

**Procedure**

**Description:**

**Operational Impact:**

**Estimate:**

**100**

Automated Test : 0

Batch/Interfaces : 0

Batch Operations : 0

CalHEERS : 0

CalHEERS Test : 0

Client Correspondence : 0

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DBA :	0	Design :	0	Eligibility :	0
Fiscal :	100	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
System Test Support :	0	Tech Arch :	0	Security :	0
Training :	0	Translation :	0	Tech Ops :	0



# [CIV-102098] Do not Create an Offset Transaction for Overpayment/Overissuances Adjustments

- Resolved: 02/25/2021 03:33 PM

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Sheryl E. Eppler</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[TBD]</b>	Designer Contact:		Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:		Created:	<b>08/24/2018 09:44 AM</b>
Status:	<b>Rejected</b>	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:	<b>Sheryl E. Eppler</b>	Training Impacted:		Funding Source:	
Project Phase (SCR):	<b>Production</b>	Migration Impact:		Funding Source ID:	
Committee:	<b>[Collections, State/ Fiscal Reports]</b>	Approved by Committee:		Other Agency Cross Reference:	<b>CA-204762</b>

## Non-Committee

### Review:

### Expedite Approval:

### Current Design:

"Offset" transaction type is for:

1. Collections similar as benefit reductions.
2. Recovery Account balance reduction adjustments which do not have any collection activities.

### Request:

The "Offset" transaction type is being reported as "Collection" on the State reports which include the recovery account reduction adjustments, non-collection offsets type. The non-collection offsets have been inflated the actual collections that we have been reported on the State reports.

### Recommendation:

Create a Recovery Account Transaction of 'RA Reduction Adjustment' to use for non-monetary recovery account balance adjustment, which is currently being named as "Offset".

Stop using the "Offset" transaction type for non-monetary recovery account adjustments.

Use the "RA Reduction Adjustment" transaction type for non-recovery account balance adjustment transactions.

To separate the current "Offset" term between monetary (collections) and non-monetary (RA adjustments).

To include the "RA Adjustments" on State FNS-209, CA-812, and SOC-808 as an recovery account adjustments. Stop using the "Offset" transaction type for non-main payroll current benefit adjustments.

Use the "RA Reduction Adjustment" transaction type for non-main payroll current benefit adjustments transactions.

## Outreach

### Description:

### Migration Impact

### Description:

### Migration Impact

### Analysis:

### Alternative

### Procedure

### Description:

### Operational Impact:

Estimate: **0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
CalHEERS :	0	CalHEERS Test :	0	Client Correspondence :	0
DBA :	0	Design :	0	Eligibility :	0
Fiscal :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0

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Reports :	0	Reports Test :	0	Security :	0
System Test Support :	0	Tech Arch :	0	Tech Ops :	0
Training :	0	Translation :	0		



# [CIV-105783] ACL 19-41 Expanding SSI Cash-Out Nutritional Benefits

- Resolved: 04/07/2021 08:23 AM

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Sheryl E. Eppler</b>	SPG Status:	<b>Select a value</b>
Fix Version/s:	<b>[TBD]</b>	Designer Contact:		Change Type (SCR):	<b>New Policy</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:	<b>ACL 19-41</b>	Created:	<b>12/03/2019 03:30 PM</b>
Status:	<b>Rejected</b>	Impact Analysis:		Outreach Required:	
Policy/Design	<b>Sheryl E. Eppler</b>	Training Impacted:		Funding Source:	
Consortium Contact:		Migration Impact:		Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by		Other Agency Cross	<b>CA-212174</b>
Committee:	<b>[Collections]</b>	Committee:		Reference:	

### Non-Committee

#### Review:

#### Expedite Approval:

#### Current Design:

With the implementation of SCRs CA-203103, CIV-101471 a Recovery Account with the program 'Nutritional Benefit' can not be made 'Active'.

#### Request:

ACL 19-41 states:

Question 8: Can the CWD refer SNB Program or TNB Program cases for investigation when fraud is suspected?  
Answer 8: Yes. Recipients of SNB Program benefits and TNB Program benefits are subject to W&IC 10980. As such, counties may choose to investigate suspected criminal activities relating to those cases.

#### Recommendation:

Update Recovery Accounts with a program of 'Nutritional Benefits' to be able to made 'Active' status.

### Outreach

#### Description:

#### Migration Impact

#### Description:

#### Migration Impact

#### Analysis:

#### Alternative

#### Procedure

#### Description:

#### Operational Impact:

Estimate: **0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
CalHEERS :	0	CalHEERS Test :	0	Client Correspondence :	0
DBA :	0	Design :	0	Eligibility :	0
Fiscal :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
System Test Support :	0	Tech Arch :	0	Security :	0
Training :	0	Translation :	0	Tech Ops :	0

## [CIV-107239] Update Benefit Reductions to Allow Cents

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Unassigned</b>	SPG Status:	<b>Select a value</b>
Fix Version/s:	<b>[TBD]</b>	Designer Contact:		Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:		Created:	<b>05/07/2020 02:19 PM</b>
Status:	<b>New</b>	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:	<b>Sheryl E. Eppler</b>	Training Impacted:		Funding Source:	
Project Phase (SCR):	<b>Production</b>	Migration Impact:		Funding Source ID:	
Committee:	<b>[Collections]</b>	Approved by Committee:		Other Agency Cross Reference:	<b>CA-216211 &amp; CA-213197</b>

### Non-Committee

#### Review:

#### Expedite Approval:

#### Current Design:

The Daily Excess Recoupment Report is a fiscal report that provides a listing of all the recovery accounts with negative balances with detailed information on the last transactions for the report date requested. Through the review of this report it was discovered that many Recovery Accounts remain open up to the cent level.

#### Request:

Modification of the system is necessary to process recoupment accounts that contain cents.

1. Currently the system does not have the functionality to allow the collection of outstanding recovery account balances under a dollar (\$1.00).
2. The system applies the benefit reduction amount greater than the outstanding recovery account balances which in cases with balances that include cents causes excess recoupment in cents. The system does not allow users to refund excess recoupments under a dollar (\$1.00).

#### Recommendation:

Enhance the system to fully allow the processing of recovery account collections and refunds of excess recoupment amounts under a dollar (\$1.00) within the Fiscal subsystem. It is recommended that the system be enhanced and allow the processing of these Fiscal Recovery Accounts to the cent level for all programs. Currently only General Relief has the functionality to process recoupment amounts under a dollar. This functionality can be leveraged and possibly be used as a baseline for the other remaining programs.

### Outreach

#### Description:

#### Migration Impact

#### Description:

#### Migration Impact

#### Analysis:

#### Alternative

#### Procedure

#### Description:

#### Operational Impact:

Estimate: **0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
CalHEERS :	0	CalHEERS Test :	0	Client Correspondence :	0
DBA :	0	Design :	0	Eligibility :	0
Fiscal :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
System Test Support :	0	Tech Arch :	0	Tech Ops :	0
Training :	0	Translation :	0		