

CalSAWS | Case Review Report and Guide

Guide #3: Update Sub-Program Type for Nutrition Benefit program

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This guide provides detailed actions that end-users take to manually update their case data due to known data discrepancies in the conversion process.

Background

In both C-IV and CalSAWS, users can override the EDBC determined Nutrition Benefit sub-program type to either SNB or TNB, which can impact eligibility and benefits issuance.

This [Case Review Report and Guide #3](#) provides C-IV users with a report of the cases that have been identified as having an incorrect sub-program type for the Nutrition Benefits program, and a guide for how to correct the sub-program type in C-IV.

Figure 1 – C-IV System screenshot of 'Type' field for the Nutrition Benefits program

The screenshot shows the C-IV system interface for San Bernardino. The top navigation bar includes 'Case Name: Case Name' and 'Case Number: 3213556'. The main menu has tabs for 'Case Info', 'Eligibility', 'Empl. Services', 'Child Care', 'Resource Databank', 'Fiscal', 'Special Units', 'Reports', 'Document Control', and 'Tools'. The 'Case Summary' sidebar on the left includes 'Case Number: [input] Go', 'Person Search', 'Imaging Workflow', 'EBT Account Search', and 'Case Summary'. The main content area is titled 'CalFresh SSI/SSP Reversal Detail' and contains a 'Save and Return' button and a 'Cancel' button. Below this, there are fields for 'SSI/SSP Reversal Month:', 'Reversal Month Source: Worker Determined', and 'Request Date:'. A section titled 'Nutrition Benefit Eligibility Details' contains a 'Type: *' dropdown menu with 'Transitional' selected, and an 'Updated Source: Worker Determined' field.

Impact Analysis

In the CalFresh SSI/SSP Reversal Detail page, if the user manually selects a **Type** in the dropdown menu that is inconsistent with the EDBC determined sub-program type, then this will trigger EDBC skip logic and EDBC will not run for the case.

Selecting the incorrect Nutrition Benefit type impacts eligibility and benefit issuance.

Clean-up Instructions

Case Review Report #3 identifies C-IV case records that have a sub-program type that is not consistent with what EDBC has identified as the correct sub-program type, based on the information entered into the data collection pages. C-IV users must review the impacted cases and determine the correct sub-program type.

Instructions

Review the impacted cases on **Case Review Report #3** to determine the correct sub-program type for the Nutrition Benefit program.

Follow the instructions below to update the Type on the 'CalFresh SSI/SSP Reversal Detail' page.

Update 'CalFresh SSI/SSP Reversal Detail' Records

Step	Action
1.	Use Case Review Report #3 to select a case. Open the impacted case in C-IV.
2.	Place the cursor over Case Info in the Global navigation bar.
3.	Select Case Summary in the Local navigator.
4.	Click the View Details button in the Nutrition Benefit program block to access the Nutrition Benefit Detail page.
5.	Click the SSI/SSP Reversal Month hyperlink to access the CalFresh SSI/SSP Reversal Detail page.
6.	Click the Edit button and select the correct dropdown value for the Type field.
7.	Click the Save and Return button.