

☐ CalSAWS DD&I☒ C-IV M&O☐ CalWIN M&O☐ LRS M&E

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| Distribution Date: | September 7, 2021 |
| To: | Reports.CRLs.All ; Committee.State.Fiscal.Reports.All; PPOC.Alpine; PPOC.Amador; PPOC.Butte; PPOC.Calaveras; PPOC.Colusa; PPOC.Del Norte; PPOC.El Dorado; PPOC.Glenn; PPOC.Humboldt; PPOC.Imperial; PPOC.Inyo; PPOC.Kern; PPOC.Kings; PPOC.Lake; PPOC.Lassen; PPOC.Local; PPOC.Madera; PPOC.Marin; PPOC.Mariposa; PPOC.Mendocino; PPOC.Merced; PPOC.Modoc; PPOC.Mono; PPOC.Monterey; PPOC.Napa; PPOC.Nevada; PPOC.Plumas; PPOC.Riverside; PPOC.San Benito; PPOC.San Bernardino; PPOC.San Joaquin; PPOC.Shasta; PPOC.Sierra; PPOC.Siskiyou; PPOC.Stanislaus; PPOC.Sutter; PPOC.Tehama; PPOC.Trinity; PPOC.Tuolumne; PPOC.Yuba; Consortium.RegionalManagers.All |
| CIT Name: | CIV-109224 and CIV-109305 Deleted Recovery Accounts and Transactions |
| From: | CalSAWS Project |

PPOCs, please forward to the appropriate impacted staff in your county:

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| <input type="checkbox"/> General <input type="checkbox"/> Policy <input type="checkbox"/> CW <input type="checkbox"/> CF <input type="checkbox"/> MC <input type="checkbox"/> CMSP <input type="checkbox"/> FC/KG/AAP <input type="checkbox"/> Child Care <input type="checkbox"/> WtW <input type="checkbox"/> Other Program(s) _____ <input type="checkbox"/> C4Yourself <input type="checkbox"/> Your Benefits Now! <input type="checkbox"/> Customer Correspondence <input type="checkbox"/> Other _____ | <input checked="" type="checkbox"/> Reports <input type="checkbox"/> Fiscal <input checked="" type="checkbox"/> State <input type="checkbox"/> Management <input type="checkbox"/> Fiscal <input type="checkbox"/> Security <input type="checkbox"/> Batch and Interfaces <input type="checkbox"/> Imaging <input type="checkbox"/> Migration <input type="checkbox"/> Conversion <input type="checkbox"/> Technical <input type="checkbox"/> Training <input type="checkbox"/> Help Desk |
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| Description: | <p>Purpose The purpose of this CIT is to inform the C-IV counties of an issue identified that caused inaccurate data reported on the CA 812, FNS 209 and SOC 808 for the Apr-Jun 2021 report quarter. The reports will be re-run for counties to submit to CDSS.</p> <p>Background Users reported recovery accounts incorrectly reported on Line 1b of the CA 812 for the April-Jun 2021 quarter. These accounts had previously been closed with a zero balance. After investigating the issue, the project found the issue was caused by recovery accounts and recovery account transactions that were erroneously</p> |
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| | <p>deleted during the case purge process. Recovery accounts and transactions on a different case linked to a responsible party associated to a purged case were being deleted. Previously existing collection transactions (that allowed some accounts to be closed and paid in full) were no longer present in Recovery Account Detail and Transaction Detail pages. CIV-109224 was created for the data fix solution to restore these deleted recovery accounts and transactions. During testing, the team found that recovery accounts with a status of 'Uncollectible' or 'Closed', 'Discharged', 'Terminated', 'Voided' with a non-zero balance were also deleted. This is per design and in the Case Purge Identification logic that flags cases for removal on cases that have recovery accounts. CIV-109305 was created to restore these deleted recovery accounts. Both issues impact all programs. Case Purge Identification logic in CalSAWS will be updated to correct the issues ongoing with SCR CA-229302.</p> <p>Additional Information CIV-109224 and CIV-109305 will be applied to Production on 9/5/2021. The CA 812, FNS 209 and SOC 808 will be re-run after the data fix is applied and will be available to the C-IV counties on Tuesday, 9/7/2021.</p> <p>For reference, a list with a count of recovery accounts and recovery account transactions restored in each county is available on the CalSAWS Web Portal.</p> <p>[REDACTED]</p> <p>County Action Submit the corrected CA 812, FNS 209, and SOC 808 as instructed by CDSS.</p> |
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| Backup Project Contact: (Name, phone number, email address) | <p>Ron Quinn (916) 851-3343 quinnR@calsaws.org</p> |
| Web Portal Link: | <p>[REDACTED]</p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2021" folder. 4. Click on the appropriate CIT # folder. |