Cash Program Not Authorized

Priority Level: 1

Programs Impacted: CalFresh

Background:

During the conversion cutover from CalWIN to CalSAWS, the system will run a Batch EDBC job for all active CalWIN cases. If the CalSAWS Batch EDBC results match the last saved CalWIN EDBC result, the system considers the benefits a match and saves EDBC. If the CalSAWS Batch EDBC does not match the existing saved CalWIN EDBC, the case will be flagged with a Yellow Banner and the Batch EDBC is not saved.

CalWIN Benefits will roll forward until the next EDBC is run in CalSAWS

When EDBC is run in CalSAWS and the Cash Program fails due to a mismatch between CalWIN and CalSAWS, the associated CalFresh (CF) Program cannot be authorized. This is applicable only in Cash Aid / CalFresh combo cases (e.g., CW/CF, GA/CF, RC/CF, CP/CF, etc.)

Run EDBC for the Cash Program and CalFresh together to compare against the converted CalWIN EDBC results. Review the CalFresh program to accept and save the EDBC results and authorize the program.

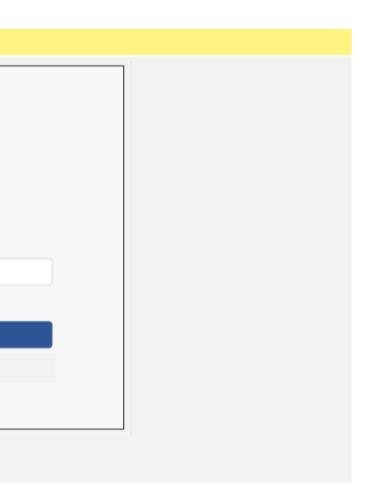
These cases will be identified in the **Conversion EDBC Case Review Report** as follows:

COUNTY_CODE	COUNTY_NAME	OFFICE_NUM_IDENTIF	OFFICE_NAME	WORKER_NUMBER	CASE_NUMBER	PROGRAM	MISMATCH_REASON	RE_DUE_DATE	PGM_STAT_RSN_CODE	PRIORITY	SSA_INCOME	SSI_SSP_OPA
							<mark>Cash Program not</mark>					
00	Sample	00	1305 Sample	XXXXXXXXXX	XXXXXXX	CalFresh	Authorized	07/31/2022		3		

Note: The examples provided in these guides do not represent every scenario that a user might encounter. The scenarios provided below are intended to direct users to the most commonly impacted areas on the Yellow Banner report. A full and thorough review of each case must be conducted to ensure that all of the information is entered as accurately as possible to allow for a correct determination to be made.

<u>Example</u>

Cas	h Program not Authorized			
	Steps to Clear Alert			Screenshot
1	Log in to CalSAWS by entering your Use Password	ername and		Cal SAWS
			User Name	
			Remember my	username
				LOG IN



- **2** On the Homepage:
 - 1. Enter the case number and click on the submit button to be directed to the Case Summary page.
 - \bigstar

This step is not necessary if already in the Case Summary page for the desired case





Note the **Yellow Banner** on the Case Summary Page

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to Clear Alert			Screer	nshot				
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Case Number Display: 07/01/2022	W	Ļ		Case Nam	e			Add
► Full Case Review is Guide for instruction							lanual Case	Review

- **3** On the Case Summary Page:
 - 1. Click on the **Eligibility** tab on the Global Navigator
 - 2. Click on the **Customer Information** link on the Local Navigator

From the Contact Summary page:

3. Click on **Run EDBC** tab on the Task Navigator

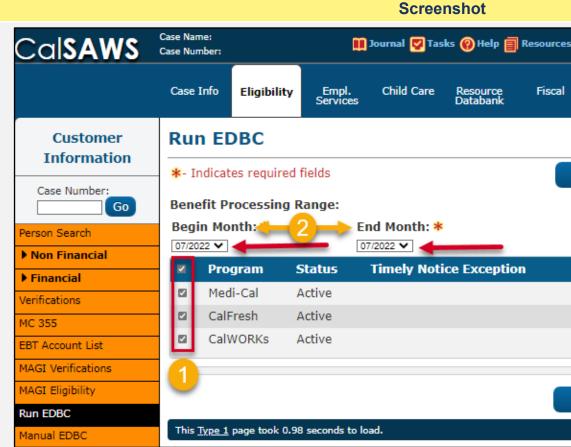
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Customer Information	Case Name: Case Number: Case Info	Eligibility	Empl. Services		Resource				Client	
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- 4 On the Run EDBC page:
 - 1. Select all applicable **Programs**
 - \bigstar
- Note: Program fields must be selected first or the Begin and End Months will show grayed out.
- 2. Populate your **Begin Month** and **End Month** with the next future Month. **Do not use multi-month EDBC to clear a Yellow Banner EDBC Mismatch alert.**
- 3. Click **Run EDBC**

Ensure all programs on a case are selected when running EDBC as each program can have its own EDBC Mismatch reason. EDBC Mismatch follows program hierarchy and requires all programs be run at the same time to clear all EDBC Mismatch reasons on a case.

In this example, the corresponding cash program is CalWORKs. Users should keep in mind that this EDBC Mismatch Reason could affect any cash program/CF combo case:

- CalWORKs/CalFresh
- General Assistance/CalFresh
- Refugee Cash Assistance/CalFresh
- Cash Assistance Program for Immigrants/CalFresh



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When running EDBC, there are two types of validations 5 that a User may experience if eligibility criteria is missing or pending.

When experiencing a Hard Validation, EDBC cannot be run without the appropriate updates made to the data collection pages.

When experiencing a **Soft Validation**, EDBC <u>can</u> still be run without making changes to the data collection pages. Follow your county policy.



Note: Although a Soft Validation will allow the user to run EBDC and remove the Yellow Banner, the pending verifications may result in a negative case action and/or potential over issuance. Follow your county policy.

				Screer	nshot	
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In some instances, the periodic report will be overdue, 6 causing the CalWORKs program to discontinue for the future benefit month. The periodic report will need to be processed before accepting and saving EDBC.



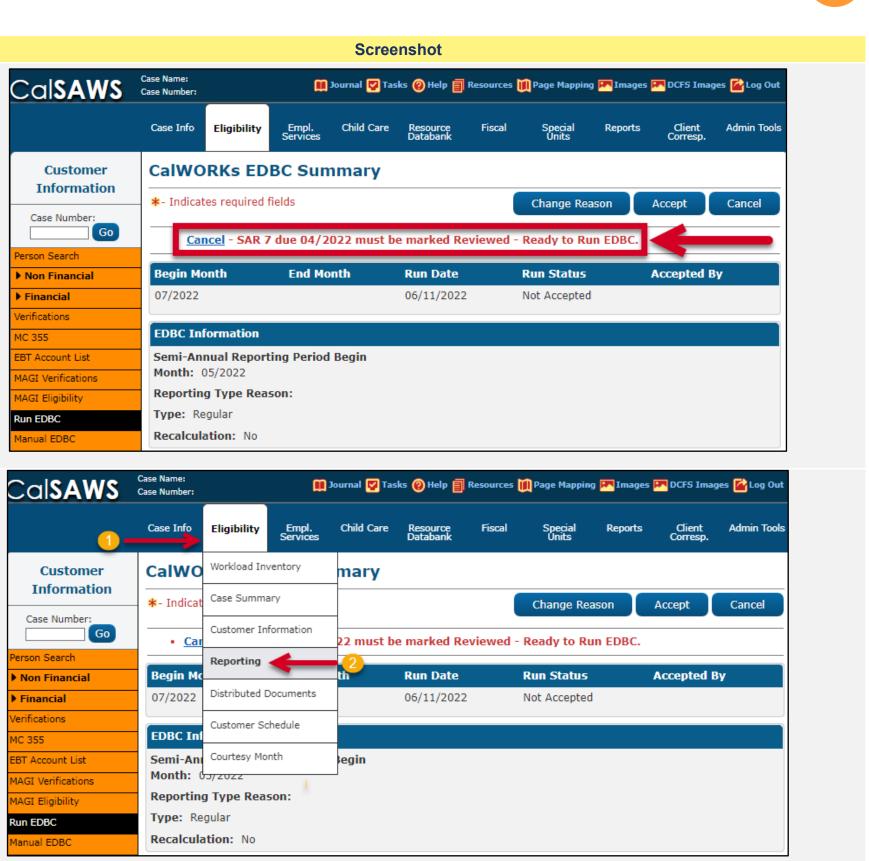
In CalSAWS, functionality has been added to \checkmark prevent authorization of benefits within a new payment period if the SAR7 has not been addressed for processing.

Users will need to navigate to the Customer Reporting List page. The User does not need to Cancel the EDBC results to navigate to the Customer Reporting page.

7 To access the Customer Reporting List page from the CalWORKs EDBC Summary page:

- 1. Click on the **Eligibility** tab on the Global Navigator
- 2. Click on the **Reporting** link on the Local Navigator

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MAGI Verifications	Month: ()5/2022				
MAGI Eligibility	Reportin	g Type Rea	son:			
Run EDBC	Type: Re	gular				
Manual EDBC	Recalcula	ation: No				



8 Once on the Customer Reporting List:

 Click the Edit button for SAR 7 you are updating on the Customer Reporting List page. The user will select the SAR 7 for the appropriate Submit Month.

Note: This step is only required when the SAR 7 has
 NOT already been marked as 'Received' through the Imaging/Barcoding process.

2. Update the **Status** dropdown field, **Status Detail** field, and **Date** fields as applicable.

CalSAWS functionality can disposition each program individually. Therefore, the user must select the Program for which the report is being processed.

3. Click the Save and Return button.

Now that we have addressed the SAR 7, we will navigate back to Run EDBC and process this Periodic Report.

Screenshot Customer Reporting List Search Results Summary Display From: Type: Y Submit Month Туре Program Status Statu SAR 7 03/2021 CW Sent 03/18/ CF SAR 7 03/2021 Sent 03/18/ **Customer Reporting Detail** *- Indicates required fields Images Report Type: Submit Month: Date Re SAR 7 03/2021 Personal Contact: No 🗸 Status Status **Status Detail** Program CW Received V No Change V CF 2 Received V Action Required V **Customer Reporting Detail** *- Indicates required fields Images **Report Type:** Submit Month: Date Re SAR 7 03/2021 Personal Contact: No 🗸 Status Status **Status Detail** Program CW No Change 🗸 Received V CF Received V Action Required V

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Results 1 - 1 of 1
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On the Run EDBC page:

1. Select all applicable **Programs**

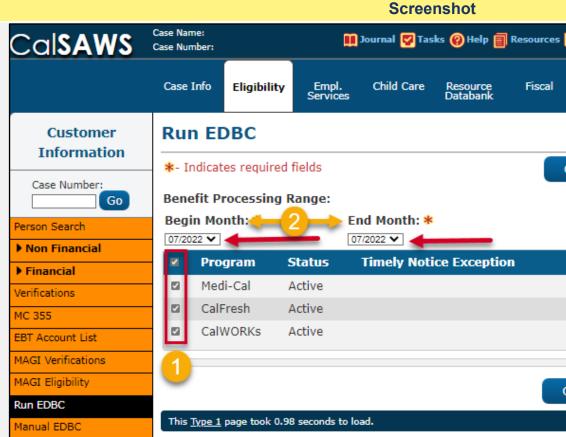


Note: Program fields must be selected first or the Begin and End Months will show grayed out.

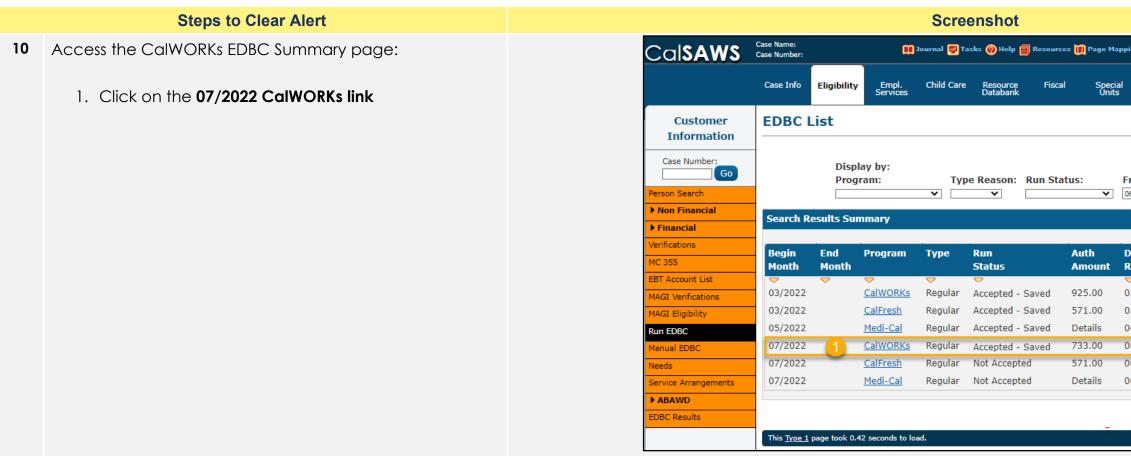
2. Populate your **Begin Month** and **End Month** with the next future Month. Do not use multi-month EDBC to clear a Yellow Banner EDBC Mismatch alert.

3. Click **Run EDBC**

Ensure all programs on a case are selected when running EDBC as each program can have its own EDBC Mismatch reason. EDBC Mismatch follows program hierarchy and requires all programs be run at the same time to clear all EDBC Mismatch reasons on a case.



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- 11 Once on the CalWORKs EDBC Summary page. Users should review EDBC results to ensure accuracy before accepting results.
 - If the EDBC results are not what you expected, you will need to Troubleshoot. Review the case and data collection pages to verify the information was entered correctly. Correct any data entry errors. Then, run EDBC again. Accept EDBC results if results are as expected.

Do **NOT** Accept or Save EDBC Results that you think may be wrong.

You will have the option to preview the NOA before it is sent out to the Applicant/Participant, by clicking the Preview NOAs button after EDBC results have been accepted.

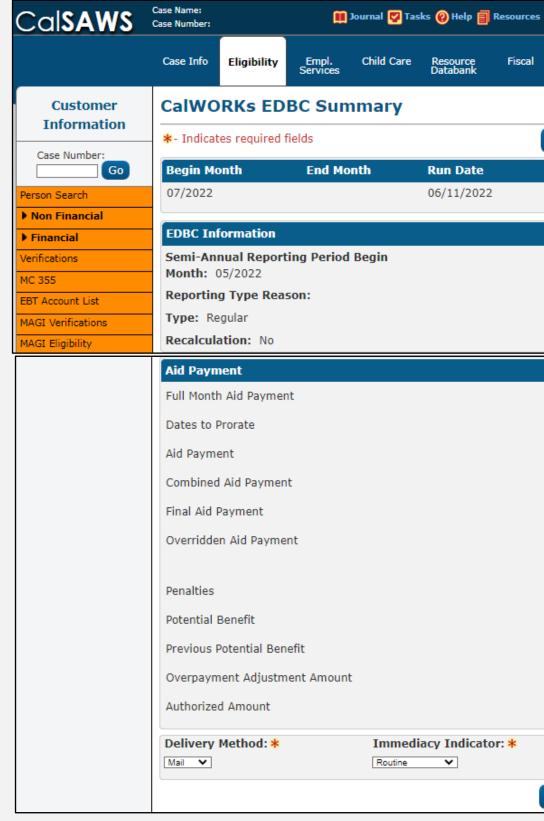
Follow your county policy when Troubleshooting EDBC Results.

Additional **Quick Guides** available in LMS and **Job Aids** available in CalSAWS:

JA EDBC – Troubleshooting Incorrect Results JA EDBC – Online Definitions and Troubleshooting

The EDBC Mismatch Reason: Cash Program Not Authorized means the **associated** <u>CalFresh program</u> cannot have EDBC run until eligibility has been determined for the case's associated Cash Program.

Continue to review and authorize EDBC results for the associated CF and MC programs.



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EBT		
Change Reason	Accept	Cancel

12 Click on EDBC Summary hyperlinks for each program to review all eligibility factors for budgeting. Accept and Save EDBC results and send any applicable Notices of Action.

Journal the action taken according to county policy.

				Screensho				
Case Info	Eligibility	Empl. Services	Child Care	Resource Fisc Databank	al Speci Unit:	al Reports s	Client Corresp.	Admin Tools
EDBC L	ist							
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13 A second example of a Cash Program not Authorized EDBC Mismatch Reason is when the <u>Cash Aid program</u> has **Failed**, and the determination is correct.

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14 In this example, the only eligible CW child has graduated high school and is turning 18. The AU is no longer eligible to CalWORKs. Users will Review and **Accept** the CalWORKs discontinuance and will review, accept, and save the corresponding CalFresh EDBC results.

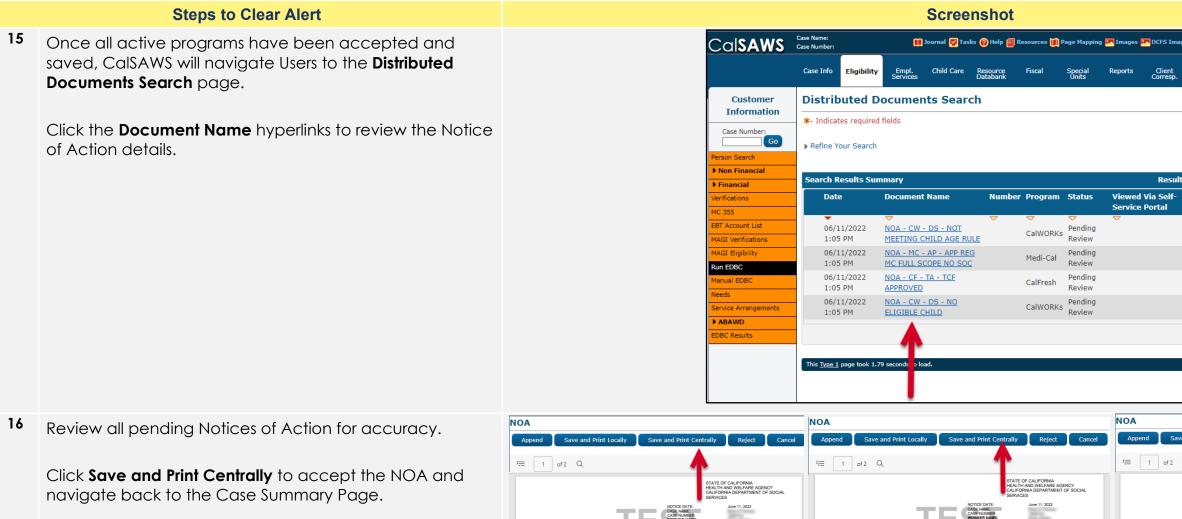
Users must check for any missing verifications, reports received, or images awaiting review for potential case changes prior to running EDBC and authorizing future benefit EDBC results for both CalFresh (possible TCF) and Medi-Cal programs.

Additional **Quick Guides** available in LMS and **Job Aids** available in CalSAWS:

JA Transitional CalFresh (TCF) Processing

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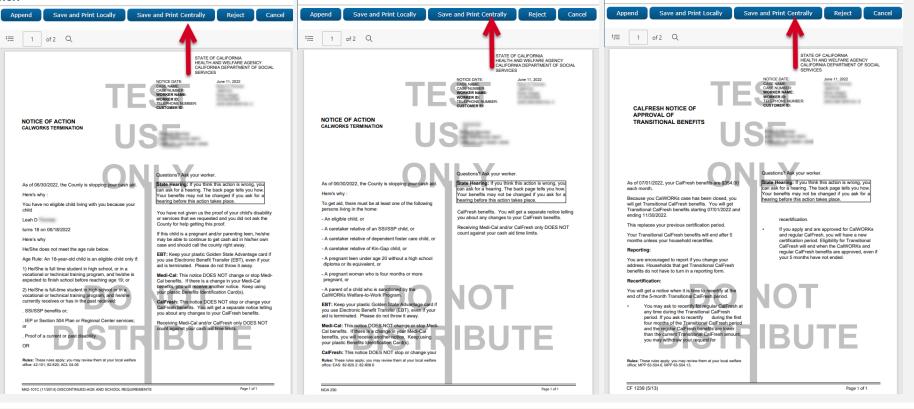


16 Review all pending Notices of Action for accuracy.

of Action details.

Click Save and Print Centrally to accept the NOA and navigate back to the Case Summary Page.

If the NOA is not reviewed, it will go out by way of an overnight batch process.



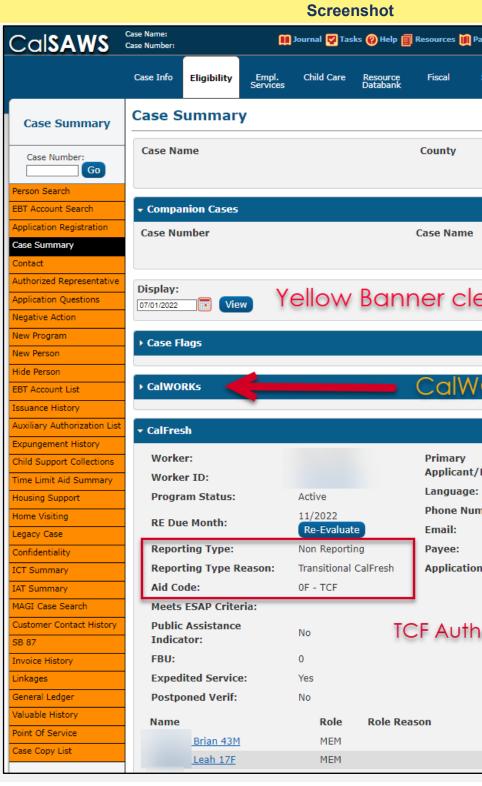
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	Ť		Details
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17 In this example, the household no longer qualified for CalWORKs and transitioned into TCF and transitional Medi-Cal programs.

Document all actions taken as per county policy.

The Yellow Banner should no longer appear on the case.

The case review is complete!



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