



Recoupment Mismatch

Priority Level: 1

Programs Impacted: CalFresh, CalWORKs

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, the Recoupment amount in CalSAWS differs from what was determined in the CalWIN System. Recoupment amount differences will need to be identified and remedied between converted CalWIN budgets and CalSAWS run EDBC.

Run EDBC in CalSAWS to find the actual Recoupment amount details and compare with the Conversion EDBC. Based on the differences, the User will need to verify the results, take action based on county policy and authorize the EDBC results.

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

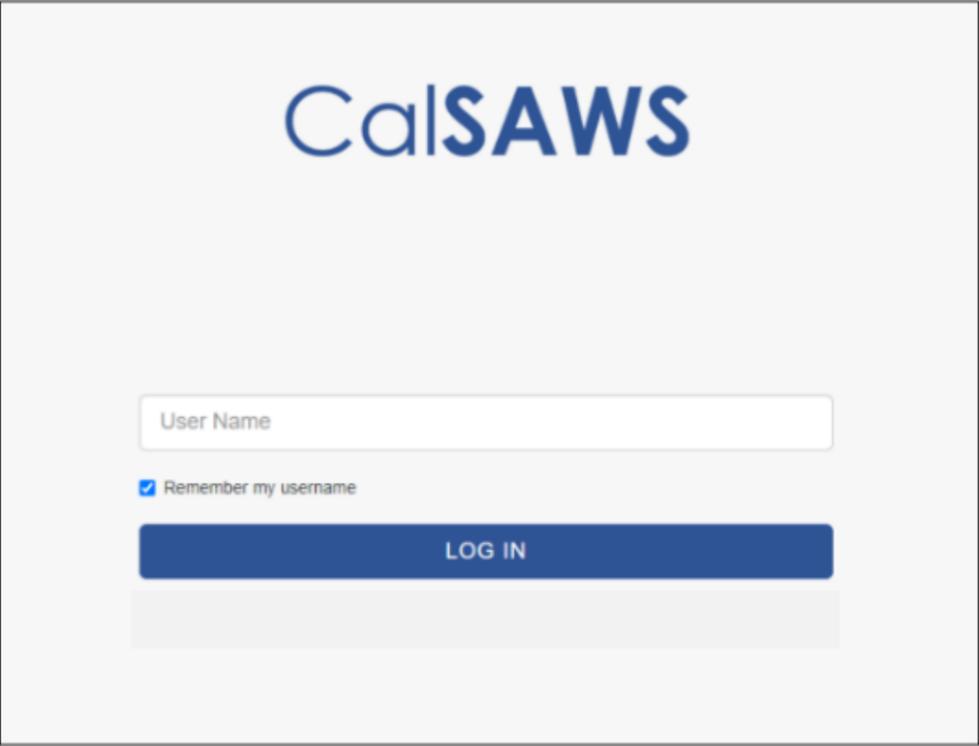
| COUNTY_CODE | COUNTY_NAME | OFFICE_NUM_IDENTIF | OFFICE_NAME | WORKER_NUMBER | CASE_NUMBER | PROGRAM | MISMATCH_REASON | RE_DUE_DATE | PGM_STAT_RSN_CODE | PRIORITY | SSA_INCOMESSI_SSP_OPA |
|-------------|-------------|--------------------|-------------|---------------|-------------|----------|------------------------|-------------|-------------------|----------|-----------------------|
| 00 | Sample | 00 | 1305 Sample | xxxxxxxxxx | xxxxxxx | CalWORKs | Recoupment Mismatch | 05/31/2022 | | 1 | |

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.



Example

Recoupment Mismatch

| Steps to Clear Alert | Screenshot |
|--|--|
| <p>1 Log in to CalSAWS by entering your Username and Password</p> |  |



Steps to Clear Alert

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

From the **Contact Summary** page:

3. Click on **Run EDBC** on the Task navigator.

Screenshot

The screenshot shows the CalSAWS interface. At the top, there are navigation icons for Journal, Tasks, Help, Resources, Page Mapping, Images, DCFS Images, and Log Out. Below this is a horizontal menu with tabs: Case Info, Eligibility, Empl. Services, Child Care, Resource Databank, Fiscal, Special Units, Reports, Client Corresp., and Admin Tools. The 'Eligibility' tab is highlighted. On the left, a vertical sidebar contains various search and action options: Case Summary, Case Number (with a Go button), Person Search, EBT Account Search, Application Registration, Case Summary (highlighted), Contact, Authorized Representative, Application Questions, and Negative Action. A dropdown menu is open under 'Eligibility', showing options: Workload Inventory, Case Summary, Customer Information (highlighted with a red arrow and '2'), Reporting, Distributed Documents, Customer Schedule, and Courtesy Month. The main content area shows a 'County' field and a 'Case Name' field with an 'Add' button. At the bottom, there is a 'Display:' section with a date '07/01/2022' and a 'View' button.

The screenshot shows the CalSAWS 'Contact Summary' page. The 'Eligibility' tab is selected on the global navigator. The local navigator on the left shows 'Customer Information' selected. Below it, a list of tasks is visible: Person Search, Non Financial, Financial, Verifications, MC 355, EBT Account List, MAGI Verifications, MAGI Eligibility, Run EDBC (highlighted with a red arrow and '3'), Manual EDBC, and Needs. The main content area is titled 'Contact Summary' and includes a 'Continue' button. Below that is a 'Search Results Summary' section showing 'Results 1 - 14 of 14'. There are 'Display From:' and 'To:' fields with calendar icons and a 'View' button. A 'Search Address' button is also present. The 'Address Information' section contains a table with columns: Person, Type, Address, Begin Date, and End Date. The table has two rows: one for 'Mailing' and one for 'Physical', both with the address 'RICHMOND, CA 94804-4748' and the date '09/28/2021'. Each row has 'Edit' and 'View History' buttons. A red arrow points to the 'Run EDBC' task in the local navigator.

| Person | Type | Address | Begin Date | End Date |
|--------|----------|-------------------------|------------|----------|
| | Mailing | RICHMOND, CA 94804-4748 | 09/28/2021 | |
| | Physical | RICHMOND, CA 94804-4748 | 09/28/2021 | |



Steps to Clear Alert

4 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.

When running EDBC, there are two types of validations 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 can still be run without making changes to the data collection pages.

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

Screenshot

CalSAWS Case Name: Case Number: Journal Tasks Help Resources Page Mapping Images DCFS Images Log Out

Case Info Eligibility Empl. Services Child Care Resource Databank Fiscal Special Units Reports Client Corresp. Admin Tools

Customer Information Case Number: Go

Person Search

Non Financial

Financial

Verifications

MC 355

EBT Account List

MAGI Verifications

MAGI Eligibility

Run EDBC

Manual EDBC

Run EDBC

* - Indicates required fields

Change Reason Run EDBC Cancel

Benefit Processing Range:

Begin Month: 07/2022 End Month: 07/2022

| Program | Status | Timely Notice Exception | Reason | Run Reason |
|-------------------------------------|----------|-------------------------|--------|------------|
| <input checked="" type="checkbox"/> | Medi-Cal | Active | | |
| <input checked="" type="checkbox"/> | CalFresh | Active | | |
| <input checked="" type="checkbox"/> | CalWORKs | Active | | |

Change Reason Run EDBC Cancel

This Type_1 page took 0.98 seconds to load.

CalSAWS Case Name: Case Number: Journal Tasks Help Resources Page Mapping Images DCFS Images Log Out

Case Info Eligibility Empl. Services Child Care Resource Databank Fiscal Special Units Reports Client Corresp. Admin Tools

Customer Information Case Number: Go

Person Search

Non Financial

Financial

Verifications

MC 355

EBT Account List

MAGI Verifications

MAGI Eligibility

Run EDBC

Manual EDBC

Needs

Service Arrangements

ABAWD

EDBC Results

Run EDBC

* - Indicates required fields

Change Reason Run EDBC w/o Verifications Cancel

Benefit Processing Range:

Begin Month: 07/2022 End Month: 07/2022

| Program | Status | Timely Notice Exception | Reason | Run Reason |
|-------------------------------------|----------|-------------------------|--------|------------|
| <input checked="" type="checkbox"/> | CalWORKs | Active | | |
| <input checked="" type="checkbox"/> | CalFresh | Active | | |
| <input checked="" type="checkbox"/> | Medi-Cal | Active | | |

The following verification(s) have not been received:

To run EDBC without these verifications, click on the "Run EDBC w/o Verifications" button.



Steps to Clear Alert

5 Access the **EDBC List** page.

For this example, there was a Recoupment Mismatch flagged for the CalWORKs Program.

1. Click on the **CalWORKs** hyperlink to access the CalWORKs EDBC Summary Page.

Screenshot

The screenshot shows the 'EDBC List' page with a search filter for 'Program' set to 'CalWORKs'. The search results summary shows 6 results. The table below is a representation of the data shown in the screenshot:

| Begin Month | End Month | Program | Type | Run Status | Auth Amount | Date Run | EDBC Source |
|-------------|-----------|--------------------------|---------|----------------------|-------------|------------|-------------------|
| 03/2022 | | CalWORKs | Regular | Accepted - Saved | 398.00 | 02/05/2022 | Conversion |
| 03/2022 | | CalFresh | Regular | Accepted - Saved | 370.00 | 02/05/2022 | Conversion |
| 03/2022 | | Medi-Cal | Regular | Accepted - Saved | Details | 02/05/2022 | Conversion |
| 07/2022 | | CalWORKs | Regular | Accepted - Not Saved | 459.00 | 06/13/2022 | Online EDBC Rules |
| 07/2022 | | CalFresh | Regular | Accepted - Not Saved | 270.00 | 06/13/2022 | Online EDBC Rules |
| 07/2022 | | Medi-Cal | Regular | Not Accepted | Fail | 06/13/2022 | Online EDBC Rules |



Steps to Clear Alert

6 Once on the **EDBC Summary Page**, the User will need to review the CalWORKs Conversion budget against the newly run **07/2022** CalWORKs EDBC to assess the differences between the two and whether to accept the new recoupment amount or pursue an override.

In this example, the Conversion budget reflected an Overpayment withheld at \$36.00, and the newly run CW EDBC has not withheld any amount from the aid payment.

1. Click on the **Overpayment Adjustment Amount** hyperlink to review the associated Recovery Account.

Screenshot

CalWORKs EDBC Summary (Left Screenshot)

| Begin Month | End Month | Run Date | Run Status | Accepted By |
|-------------|-----------|------------|------------------|-----------------|
| 03/2022 | | 02/01/2022 | Accepted - Saved | Conversion User |

EDBC Information

Semi-Annual Reporting Period Begin Month:

Reporting Type Reason: Type: Regular

Recalculation: No

Program Configuration

System Determination

EDBC Source: Conversion

Aid Code: 30 - CW-All Other Families (Fed)

Program Status: Active

| | |
|-------------------------------|-----------|
| MAP Family Unit Size | 2 |
| Family MAP | \$ 733.00 |
| Family MAP Test | Pass |
| Family Special Needs | \$ 0.00 |
| Potential Grant | \$ 434.00 |
| Assistance Unit Size | 2 |
| Assistance Unit MAP | \$ |
| Assistance Unit Special Needs | \$ 0.00 |
| Aid Payment | \$ 434.00 |

Aid Payment Regular

| | |
|-------------------------------|-----------|
| Full Month Aid Payment | \$ 434.00 |
| Dates to Prorate | 1-31 |
| Aid Payment | \$ |
| Combined Aid Payment | \$ 434.00 |
| Final Aid Payment | \$ 398.00 |
| Overridden Aid Payment | \$ |
| Penalties | - 0.00 |
| Potential Benefit | = 398.00 |
| Previous Potential Benefit | - 0.00 |
| Overpayment Adjustment Amount | = 36.00 |
| Authorized Amount | = 398.00 |

CalWORKs EDBC Summary (Right Screenshot)

| Begin Month | End Month | Run Date | Run Status | Accepted By |
|-------------|-----------|------------|--------------|-------------|
| 07/2022 | | 06/08/2022 | Not Accepted | |

EDBC Information

Semi-Annual Reporting Period Begin Month:

Reporting Type Reason: Type: Regular

Recalculation: No

Program Configuration

System Determination

EDBC Source: Online EDBC Rules

Aid Code: 30 - CW-All Other Families (Fed)

Program Status: Active

| | |
|-------------------------------|-----------|
| MAP Family Unit Size | 2 |
| Family MAP | \$ 733.00 |
| Family MAP Test | Pass |
| Family Special Needs | \$ 0.00 |
| Potential Grant | \$ 459.00 |
| Assistance Unit Size | 2 |
| Assistance Unit MAP | \$ 733.00 |
| Assistance Unit Special Needs | \$ 0.00 |
| Aid Payment | \$ 459.00 |

Aid Payment Regular

| | |
|-------------------------------|-----------|
| Full Month Aid Payment | \$ 459.00 |
| Dates to Prorate | 1-31 |
| Aid Payment | \$ 459.00 |
| Combined Aid Payment | \$ 459.00 |
| Final Aid Payment | \$ 459.00 |
| Overridden Aid Payment | \$ |
| Penalties | - 0.00 |
| Potential Benefit | = 459.00 |
| Previous Potential Benefit | - 0.00 |
| Overpayment Adjustment Amount | - 0.00 |
| Authorized Amount | = 459.00 |



Steps to Clear Alert

7 From the **Overpayment Adjustment List** Page:

1. Select the Recovery Account **hyperlink** to review the Recovery Account details.

In the example to the right, the last saved CalWIN EDBC the overpayment adjustment amount was \$36.00. In the newly run CalSAWS determination, there is no overpayment being withheld from the grant amount.

Screenshot

8 The Recovery Account reflects an Original Balance of \$262.00 with a Current Balance of \$0.00.

This Recovery Account has been paid in full and is no longer collectable.

2. **Close** the Recovery Account Detail page and navigate back to the CalWORKs EDBC Summary page.



| Steps to Clear Alert | Screenshot | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|----------------------------|----|--------|----------------------|--|-------------------|------------|----|--------|-----------------|--|----------------------|----------------------|----|------|-----------------|----|--------|----------------------|--|-------------------|---------------------|----|--------|-------------------------------|----|----------------------|-------------|----|--------|-------------|---------|------------------------|-----------|------------------|------|-------------|-----------|----------------------|-----------|-------------------|-----------|------------------------|----|-----------|------------------------|-------------------|----------|----------------------------|------------------------|-------------------------------|------------------------|-------------------|----------|
| <p>9 Once back on the CalWORKs EDBC Summary page, Users should review EDBC results to ensure accuracy before accepting results.</p> <p>The newly run CW EDBC is not reflecting an Overpayment Adjustment Amount as the collection has been satisfied and the Recovery Account is at \$0.</p> <p>Once reviewed:</p> <ol style="list-style-type: none"> 1. Click Accept to return to the EDBC List page. | <p>The screenshot displays the following data:</p> <table border="1"> <tr><td>Total Net Nonexempt Income</td><td>\$</td><td>274.00</td></tr> <tr><td>MAP Family Unit Size</td><td></td><td>2</td></tr> <tr><td>Family MAP</td><td>\$</td><td>733.00</td></tr> <tr><td>Family MAP Test</td><td></td><td>Pass</td></tr> <tr><td>Family Special Needs</td><td>\$</td><td>0.00</td></tr> <tr><td>Potential Grant</td><td>\$</td><td>459.00</td></tr> <tr><td>Assistance Unit Size</td><td></td><td>2</td></tr> <tr><td>Assistance Unit MAP</td><td>\$</td><td>733.00</td></tr> <tr><td>Assistance Unit Special Needs</td><td>\$</td><td>0.00</td></tr> <tr><td>Aid Payment</td><td>\$</td><td>459.00</td></tr> </table> <table border="1"> <thead> <tr> <th>Aid Payment</th> <th>Regular</th> </tr> </thead> <tbody> <tr><td>Full Month Aid Payment</td><td>\$ 459.00</td></tr> <tr><td>Dates to Prorate</td><td>1-31</td></tr> <tr><td>Aid Payment</td><td>\$ 459.00</td></tr> <tr><td>Combined Aid Payment</td><td>\$ 459.00</td></tr> <tr><td>Final Aid Payment</td><td>\$ 459.00</td></tr> <tr><td>Overridden Aid Payment</td><td>\$</td></tr> <tr><td>Penalties</td><td>- 0.00</td></tr> <tr><td>Potential Benefit</td><td>= 459.00</td></tr> <tr><td>Previous Potential Benefit</td><td>- 0.00</td></tr> <tr><td>Overpayment Adjustment Amount</td><td>- 0.00</td></tr> <tr><td>Authorized Amount</td><td>= 459.00</td></tr> </tbody> </table> <p>Buttons: Override Payment, Change Reason, Accept, Cancel</p> | Total Net Nonexempt Income | \$ | 274.00 | MAP Family Unit Size | | 2 | Family MAP | \$ | 733.00 | Family MAP Test | | Pass | Family Special Needs | \$ | 0.00 | Potential Grant | \$ | 459.00 | Assistance Unit Size | | 2 | Assistance Unit MAP | \$ | 733.00 | Assistance Unit Special Needs | \$ | 0.00 | Aid Payment | \$ | 459.00 | Aid Payment | Regular | Full Month Aid Payment | \$ 459.00 | Dates to Prorate | 1-31 | Aid Payment | \$ 459.00 | Combined Aid Payment | \$ 459.00 | Final Aid Payment | \$ 459.00 | Overridden Aid Payment | \$ | Penalties | - 0.00 | Potential Benefit | = 459.00 | Previous Potential Benefit | - 0.00 | Overpayment Adjustment Amount | - 0.00 | Authorized Amount | = 459.00 |
| Total Net Nonexempt Income | \$ | 274.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MAP Family Unit Size | | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Family MAP | \$ | 733.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Family MAP Test | | Pass | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Family Special Needs | \$ | 0.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Potential Grant | \$ | 459.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assistance Unit Size | | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assistance Unit MAP | \$ | 733.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assistance Unit Special Needs | \$ | 0.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Aid Payment | \$ | 459.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Aid Payment | Regular | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Full Month Aid Payment | \$ 459.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dates to Prorate | 1-31 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Aid Payment | \$ 459.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Combined Aid Payment | \$ 459.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Final Aid Payment | \$ 459.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Overridden Aid Payment | \$ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalties | - 0.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Potential Benefit | = 459.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Previous Potential Benefit | - 0.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Overpayment Adjustment Amount | - 0.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Authorized Amount | = 459.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |



Steps to Clear Alert

10 Click on the **CalFresh** and **Medi-Cal hyperlinks** to review the EDBC results per program.

Once Users review all active case programs for any potential data collection discrepancies and make appropriate updates, Users will navigate back to the Run EDBC page to access, review, and accept the new EDBC budget results.

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 county policy when Troubleshooting EDBC Results.

CalSAWS Job Aids available:

JA EDBC – Troubleshooting Incorrect Results

JA EDBC - Online Definitions and Troubleshooting

Screenshot

| Begin Month | End Month | Program | Type | Run Status | Auth Amount | Date Run | EDBC Source |
|-------------|-----------|--------------------------|---------|----------------------|-------------|------------|-------------------|
| 03/2022 | | CalWORKs | Regular | Accepted - Saved | 398.00 | 02/05/2022 | Conversion |
| 03/2022 | | CalFresh | Regular | Accepted - Saved | 370.00 | 02/05/2022 | Conversion |
| 03/2022 | | Medi-Cal | Regular | Accepted - Saved | Details | 02/05/2022 | Conversion |
| 07/2022 | | CalWORKs | Regular | Accepted - Not Saved | 459.00 | 06/13/2022 | Online EDBC Rules |
| 07/2022 | | CalFresh | Regular | Not Accepted | 270.00 | 06/13/2022 | Online EDBC Rules |
| 07/2022 | | Medi-Cal | Regular | Not Accepted | Fail | 06/13/2022 | Online EDBC Rules |



Steps to Clear Alert

11 Once all programs have been reviewed and accepted,
 1. Click **Save and Continue** to save all newly accepted EDBC determinations.

Review and send any applicable Notices of Action and Journal the action taken according to county policy.

Screenshot

EDBC List

Preview NOAs Save and Continue Cancel

- CalWORKs NOA run is complete – NOA generated
- CalFresh NOA run is complete – NOA generated
- Medi-Cal NOA run is complete – No NOAs generated for this EDBC run. Review results.

Display by:
 Program: [dropdown] Type Reason: [dropdown] Run Status: [dropdown] From: 06/2022 To: 07/2022 View

Search Results Summary Results 1 - 6 of 6

| Begin Month | End Month | Program | Type | Run Status | Auth Amount | Date Run | EDBC Source |
|-------------|-----------|--------------------------|---------|----------------------|-------------|------------|-------------------|
| 03/2022 | | CalWORKs | Regular | Accepted - Saved | 398.00 | 02/05/2022 | Conversion |
| 03/2022 | | CalFresh | Regular | Accepted - Saved | 370.00 | 02/05/2022 | Conversion |
| 03/2022 | | Medi-Cal | Regular | Accepted - Saved | Details | 02/05/2022 | Conversion |
| 07/2022 | | CalWORKs | Regular | Accepted - Not Saved | 459.00 | 06/13/2022 | Online EDBC Rules |
| 07/2022 | | CalFresh | Regular | Accepted - Not Saved | 270.00 | 06/13/2022 | Online EDBC Rules |
| 07/2022 | | Medi-Cal | Regular | Accepted - Not Saved | Fail | 06/13/2022 | Online EDBC Rules |

12 Document all actions taken as per county policy.
 The Yellow Banner should no longer appear on the case.
 The case review is complete.

Case Name:
Case Number:

Journal Tasks Help Resources Page Mapping Images DCFS Images Log Out

Case Info **Eligibility** Emp. Services Child Care Resource Databank Fiscal Special Units Reports Client Corresp. Admin Tools

Case Summary

Case Name County

Companion Cases

Case Number Case Name

Yellow Banner cleared!

Add

Display: 07/01/2022 View



Steps to Clear Alert

- 13 In this example, we will review a case requiring an **Override** to the system-determined recoupment amount.
- Follow Steps 1-3 to run EDBC and access the **EDBC List** page.
1. Select all applicable **Programs**.
 2. Populate your **Begin Month** and End Month with the next future Month.
 3. Click **Run EDBC**

Screenshot

- 14 Access the **EDBC List** page.
- For this example, there was a Recoupment Mismatch flagged for the CalWORKs Program.
- The Worker will need to review the CalWORKs Conversion budget against the newly run 07/2022 CalWORKs EDBC.
4. Click on the **CalWORKs hyperlink** to access the CalWORKs EDBC Summary Page.

| Begin Month | End Month | Program | Type | Run Status | Auth Amount | Date Run | EDBC Source |
|-------------|-----------|--------------------------|---------|------------------|-------------|------------|-------------------|
| 03/2022 | | CalWORKs | Regular | Accepted - Saved | 1,184.00 | 02/01/2022 | Conversion |
| 03/2022 | | CalFresh | Regular | Accepted - Saved | 703.00 | 02/01/2022 | Conversion |
| 07/2022 | | CalWORKs | Regular | Not Accepted | 1,243.00 | 06/08/2022 | Online EDBC Rules |
| 07/2022 | | CalFresh | Regular | Not Accepted | 862.00 | 06/08/2022 | Online EDBC Rules |
| 07/2022 | | Medi-Cal | Regular | Not Accepted | Fail | 06/08/2022 | Online EDBC Rules |



Steps to Clear Alert

15 On the **EDBC Summary Page**, the User will need to assess the differences between the two Overpayment Amounts and whether to accept the new recoupment amount or pursue an override.

In this example, the Conversion budget reflected an Overpayment withheld at \$59.00, and the newly run CW EDBC has not withheld any amount from the aid payment.

1. Click on the **Overpayment Adjustment Amount** hyperlink to review the associated Recovery Account.

Screenshot

CalWORKs EDBC Summary

* - Indicates required fields

| Begin Month | End Month | Run Date | Run Status | Accepted By |
|-------------|-----------|------------|------------------|-----------------|
| 03/2022 | | 02/01/2022 | Accepted - Saved | Conversion User |

EDBC Information

Semi-Annual Reporting Period Begin Month:

Reporting Type Reason:
Type: Regular
Recalculation: No

Program Configuration

System Determination
EDBC Source: Conversion
Aid Code: 30 - CW-All Other Families (Fed)
Program Status: Active

| | | |
|-------------------------------|----|----------|
| MAP Family Unit Size | | 5 |
| Family MAP | \$ | 1,243.00 |
| Family MAP Test | | Pass |
| Family Special Needs | \$ | 0.00 |
| Potential Grant | \$ | 1,243.00 |
| Assistance Unit Size | | 5 |
| Assistance Unit MAP | \$ | |
| Assistance Unit Special Needs | \$ | 0.00 |
| Aid Payment | \$ | 1,243.00 |

Aid Payment

| | Regular |
|-------------------------------|-------------|
| Full Month Aid Payment | \$ 1,243.00 |
| Dates to Prorate | 1-31 |
| Aid Payment | \$ |
| Combined Aid Payment | \$ 1,243.00 |
| Final Aid Payment | \$ 1,184.00 |
| Overridden Aid Payment | \$ |
| Penalties | - 0.00 |
| Potential Benefit | = 1,184.00 |
| Previous Potential Benefit | - 0.00 |
| Overpayment Adjustment Amount | - 59.00 |
| Authorized Amount | = 1,184.00 |

Pay Code:

CalWORKs EDBC Summary

* - Indicates required fields

Change Reason Accept Cancel

| Begin Month | End Month | Run Date | Run Status | Accepted By |
|-------------|-----------|------------|--------------|-------------|
| 07/2022 | | 06/08/2022 | Not Accepted | |

EDBC Information

Semi-Annual Reporting Period Begin Month:

Reporting Type Reason:
Type: Regular
Recalculation: No

Program Configuration

System Determination
EDBC Source: Online EDBC Rules
Aid Code: 30 - CW-All Other Families (Fed)
Program Status: Active

| | | |
|-------------------------------|----|----------|
| MAP Family Unit Size | | 5 |
| Family MAP | \$ | 1,243.00 |
| Family MAP Test | | Pass |
| Family Special Needs | \$ | 0.00 |
| Potential Grant | \$ | 1,243.00 |
| Assistance Unit Size | | 5 |
| Assistance Unit MAP | \$ | 1,243.00 |
| Assistance Unit Special Needs | \$ | 0.00 |
| Aid Payment | \$ | 1,243.00 |

Aid Payment

| | Regular |
|-------------------------------|-------------|
| Full Month Aid Payment | \$ 1,243.00 |
| Dates to Prorate | 1-31 |
| Aid Payment | \$ 1,243.00 |
| Combined Aid Payment | \$ 1,243.00 |
| Final Aid Payment | \$ 1,243.00 |
| Overridden Aid Payment | \$ |
| Penalties | - 0.00 |
| Potential Benefit | = 1,243.00 |
| Previous Potential Benefit | - 0.00 |
| Overpayment Adjustment Amount | - 0.00 |
| Authorized Amount | = 1,243.00 |

Override Payment



Steps to Clear Alert

16 From the **Overpayment Adjustment List** Page:

1. Select the **Recovery Account** hyperlink to review the Recovery Account details.

The Recovery Account reflects an Original Balance of \$1,180.00 with a Current Balance of \$944.00.

★ **Note:** In CalSAWS, if an individual responsible for an overpayment establishes a separate case, EDBC does not automatically calculate recoupment on a second case. The user will need to properly establish adjust indicators and run both programs on both cases.

Screenshot



Steps to Clear Alert

17 For a recoupment to occur, at least one person being aided on the program that EDBC is run for must be an active responsible member with the adjust indicator with a value of "Yes."

To set the Adjust Indicator:

1. Place the cursor over **Fiscal** on the Global navigation bar.
2. Select **Collections** from the Local navigator to access the **Recovery Account Search** page.
3. Under Search By, enter the Case # and click the **Search** button.
4. Click the appropriate hyperlink for the Recovery Account to access the **Recovery Account Detail** page.
5. Click the appropriate hyperlink for the Responsible Party to access the **Responsible Party Detail** page.
6. Click the **Edit** button.
7. Select the desired Adjust Indicator from the drop-down menu.
8. Click the **Save** button.

Screenshot

The screenshot displays the CalSAWS interface for editing a Responsible Party. The top navigation bar includes 'Case Info', 'Eligibility', 'Empl. Services', 'Child Care', 'Resource Databank', 'Fiscal' (selected), 'Special Units', 'Reports', 'Client Corresp.', and 'Admin Tools'. The sidebar on the left lists various 'Collections' options, with 'Recovery Account Search' and 'Responsible Party Detail' highlighted. The main content area is titled 'Responsible Party Detail' and contains several sections:

- Responsible Party Details:** Fields for Person Name, SSN, TTC Account Number, Case Number, Status (Active), Bill (No), Delinquency Date, Minor Head of Household (Yes), TTC Referral (No), and Tax Intercept Account Number. The 'Adjust' field is set to 'Yes' and is highlighted with a red box.
- Recovery Account Summary:** Fields for Recovery Account Number, Program (CalWORKs), Recovery Account Status (Closed), and Recovery Account Status Reason (Paid in Full).
- Prosecution Details:** A section with an 'Add' button.



Steps to Clear Alert

Screenshot

18 There is still a balance remaining on this account needing to be recovered. Review for accuracy in the **Collection Page**.

 **Tip:** Ensure customer has been properly notified of the withholdings from their benefits!

1. In the newly run CW EDBC, the Worker will select an **EDBC Override Reason** and
2. Click the **Add** button to navigate to the Overpayment Adjustment Detail page.

* Users will need appropriate security right to perform EDBC overrides and/or adjustments.

19 On the **Overpayment Adjustment Detail** page:

1. Click **Select** to be taken to the Select Recovery Account page.

 **Note:** The **Recovery Account** and **Override** sections are mandatory fields and will be populated once the appropriate collection account is selected.

20 On the **Select Recovery Account** page:

1. Navigate to the **Search By** dropdown box and make a selection.



Steps to Clear Alert

2. Ensure the applicable criteria is in the **Select** field.
3. Click **Search** to run a search based on the parameters entered.

Once the Search button is selected, the page will refresh to display a list of associated Recovery Accounts.

Screenshot

The screenshot shows the 'Select Recovery Account' interface within the 'Eligibility' tab. At the top, there is a navigation bar with tabs for Case Info, Eligibility, Empl. Services, Child Care, Resource Databank, Fiscal, Special Units, Reports, Client Corresp., and Admin Tools. Below the navigation bar, the title 'Select Recovery Account' is displayed. A legend indicates that an asterisk (*) denotes required fields. The main form area contains a 'Search By: *' section with a dropdown menu currently set to 'Case'. A callout '1' points to this dropdown. Below the dropdown is a 'Select' button. A callout '2' points to the 'Select' button. To the right of the 'Search By' section is a search input field. A callout '3' points to the 'Search' button located to the right of the search input field. At the bottom right of the form, there is a 'Results per Page: 25' dropdown and another 'Search' button. A 'Cancel' button is located at the top right of the form area.



| Steps to Clear Alert | Screenshot |
|--|---|
| <p>21 A list of associated Recovery Accounts will populate.</p> <ol style="list-style-type: none"> Click the radio button next to the appropriate account and click Select to choose this Recovery Account. | <p>The screenshot shows the 'Select Recovery Account' page. At the top, there are navigation tabs: Case Info, Eligibility (selected), Empl. Services, Child Care, Resource Databank, Fiscal, Special Units, Reports, Client Corresp., and Admin Tools. Below the tabs is the title 'Select Recovery Account' and a 'Cancel' button. A legend indicates '*- Indicates required fields'. There is a 'Refine Your Search' link. A 'Search Results Summary' section shows 'Results 1 - 10 of 10'. Below this are buttons for 'Select', 'Add Recovery Account', and 'View Detailed Results'. A table lists search results with columns: Recovery Account Number, Case Number, Case Name, Status, Discovery Date, Cause, and Program Type. Two results are visible for 'Michael'. The second result, with account number 5963, is selected with a radio button and highlighted by a yellow arrow labeled '1'.</p> |
| <p>22 Once Recovery Account has been selected,</p> <ol style="list-style-type: none"> Enter the Override Amount Click Save and Return to save the recoupment amount. | <p>The screenshot shows the 'Overpayment Adjustment Detail' page. At the top, there are navigation tabs: Case Info, Eligibility (selected), Empl. Services, Child Care, Resource Databank, Fiscal, Special Units, Reports, Client Corresp., and Admin Tools. Below the tabs is the title 'Overpayment Adjustment Detail' and buttons for 'Save and Return' and 'Cancel'. A legend indicates '*- Indicates required fields'. There is a 'Select' button. The 'Recovery Account' field is populated with '963'. The 'System Amount' field is '0.00'. The 'Override Amount' field is '\$59.00', highlighted by a yellow arrow labeled '1'. A yellow arrow labeled '2' points to the 'Save and Return' button. At the bottom, a status bar says 'This Type 1 page took 0.57 seconds to load.'</p> |



Steps to Clear Alert

23 You will be returned to the **Overpayment Adjustment List** page to confirm the selections.

Review to ensure accuracy of the Override Amount and selected Recovery Account.

1. Click **Save and Return** to navigate back to the CW EDBC Summary page.

Screenshot

Overpayment Adjustment List

*- Indicates required fields

EDBC Override Reason: * Administrative Decision

| Recovery Account | Responsible Party | System Amount | Override Amount | Overpayment Adjustment Amount | |
|------------------|-------------------|---------------|-----------------|-------------------------------|----------|
| i5963 | Michael 39M, | \$0.00 | \$59.00 | \$59.00 | Override |
| Total: | | | | \$59.00 | Add |

Save and Return Cancel



Steps to Clear Alert

24 Review the EDBC results for all eligibility factors, including overridden overpayment adjustment amount.

Note that the CW payment has been reduced from \$1,243 to \$1,184 due to the overpayment adjustment.

If budget appears correct,

1. Click **Accept** to navigate back to the EDBC List page.

Screenshot

The screenshot displays two side-by-side views of the system interface. The left view shows a summary of eligibility factors and aid payments. The right view shows a detailed breakdown of the aid payment, including a table of payment types and a summary of the overpayment adjustment.

| Case Info | Eligibility | Empl. Services | Child Care | Resource Databank | Fiscal | Special Units | Reports | Client Corresp. | Admin Tools |
|-------------------------------|-------------|----------------|------------|-------------------|--------|---------------|---------|-----------------|-------------|
| MAP Family Unit Size | | | | | | | | | |
| Family MAP | | | | | | | | \$ 1,243.00 | |
| Family MAP Test | | | | | | | | Pass | |
| Family Special Needs | | | | | | | | \$ 0.00 | |
| Potential Grant | | | | | | | | \$ 1,243.00 | |
| Assistance Unit Size | | | | | | | | | |
| Assistance Unit MAP | | | | | | | | \$ | 1,243.00 |
| Assistance Unit Special Needs | | | | | | | | \$ | 0.00 |
| Aid Payment | | | | | | | | \$ | 1,243.00 |

| Aid Payment | Regular |
|-------------------------------|-------------|
| Full Month Aid Payment | \$ 1,243.00 |
| Dates to Prorate | 1-31 |
| Aid Payment | \$ |
| Combined Aid Payment | \$ 1,243.00 |
| Final Aid Payment | \$ 1,184.00 |
| Overridden Aid Payment | \$ |
| Penalties | - 0.00 |
| Potential Benefit | = 1,184.00 |
| Previous Potential Benefit | - 0.00 |
| Overpayment Adjustment Amount | - 59.00 |
| Authorized Amount | = 1,184.00 |

| Aid Payment | Regular |
|-------------------------------|-------------|
| Full Month Aid Payment | \$ 1,243.00 |
| Dates to Prorate | 1-31 |
| Aid Payment | \$ 1,243.00 |
| Combined Aid Payment | \$ 1,243.00 |
| Final Aid Payment | \$ 1,243.00 |
| Overridden Aid Payment | \$ |
| Penalties | - 0.00 |
| Potential Benefit | = 1,243.00 |
| Previous Potential Benefit | - 0.00 |
| Overpayment Adjustment Amount | - 59.00 |
| Authorized Amount | = 1,184.00 |

Pay Code: [Dropdown]

Delivery Method: * [Mail] Immediacy Indicator: * [Routine] Issuance Method: [EBT]

Buttons: Change Reason, **Accept**, Cancel



Steps to Clear Alert

25 Once back on the EDBC List page, click on the **CalFresh** and **Medi-Cal hyperlinks** to review the EDBC results per program, and accept the budgets.

Screenshot

The screenshot shows the 'Eligibility' tab of the EDBC List application. At the top, there is a navigation bar with tabs for Case Info, Eligibility, Empl. Services, Child Care, Resource Databank, Fiscal, Special Units, Reports, Client Corresp., and Admin Tools. Below the navigation bar, the 'EDBC List' title is displayed. There are two 'Cancel' buttons, one at the top right and one at the bottom right. In the center, there are search filters: 'Display by:' followed by a 'Program:' dropdown menu, 'Type Reason:' dropdown menu, 'Run Status:' dropdown menu, 'From:' date field (06/2022), and 'To:' date field (07/2022). A 'View' button is located to the right of the date fields. Below the filters is a 'Search Results Summary' section with the text 'Results 1 - 5 of 5'. A table with the following columns is shown: Begin Month, End Month, Program, Type, Run Status, Auth Amount, Date Run, and EDBC Source. The table contains five rows of data. The last two rows are highlighted with a yellow border and have orange arrows pointing to the 'Program' column. The first row shows '03/2022' for both Begin and End months, 'CalWORKs' for Program, 'Regular' for Type, 'Accepted - Saved' for Run Status, '1,184.00' for Auth Amount, '02/01/2022' for Date Run, and 'Conversion' for EDBC Source. The second row shows '03/2022' for both Begin and End months, 'CalFresh' for Program, 'Regular' for Type, 'Accepted - Saved' for Run Status, '703.00' for Auth Amount, '02/01/2022' for Date Run, and 'Conversion' for EDBC Source. The third row shows '07/2022' for both Begin and End months, 'CalWORKs' for Program, 'Regular' for Type, 'Accepted - Not Saved' for Run Status, '1,184.00' for Auth Amount, '06/08/2022' for Date Run, and 'Online EDBC Rules' for EDBC Source. The fourth row shows '07/2022' for both Begin and End months, 'CalFresh' for Program, 'Regular' for Type, 'Not Accepted' for Run Status, '862.00' for Auth Amount, '06/08/2022' for Date Run, and 'Online EDBC Rules' for EDBC Source. The fifth row shows '07/2022' for both Begin and End months, 'Medi-Cal' for Program, 'Regular' for Type, 'Not Accepted' for Run Status, 'Fail' for Auth Amount, '06/08/2022' for Date Run, and 'Online EDBC Rules' for EDBC Source.

| Begin Month | End Month | Program | Type | Run Status | Auth Amount | Date Run | EDBC Source |
|-------------|-----------|--------------------------|---------|----------------------|-------------|------------|-------------------|
| 03/2022 | 03/2022 | CalWORKs | Regular | Accepted - Saved | 1,184.00 | 02/01/2022 | Conversion |
| 03/2022 | 03/2022 | CalFresh | Regular | Accepted - Saved | 703.00 | 02/01/2022 | Conversion |
| 07/2022 | 07/2022 | CalWORKs | Regular | Accepted - Not Saved | 1,184.00 | 06/08/2022 | Online EDBC Rules |
| 07/2022 | 07/2022 | CalFresh | Regular | Not Accepted | 862.00 | 06/08/2022 | Online EDBC Rules |
| 07/2022 | 07/2022 | Medi-Cal | Regular | Not Accepted | Fail | 06/08/2022 | Online EDBC Rules |



Steps to Clear Alert

- 26** Once all programs have been reviewed and accepted,
1. Click **Save and Continue** to accept and save all new EDBC determinations.

★ Notice that the Conversion budget and the newly run CW EDBC now match.

Screenshot

The screenshot shows the 'Eligibility' tab in the CalSAWS system. At the top, there are navigation tabs: Case Info, Eligibility (selected), Empl. Services, Child Care, Resource Databank, Fiscal, Special Units, Reports, Client Corresp., and Admin Tools. Below the tabs is the 'EDBC List' section with buttons for 'Preview NOAs', 'Save and Continue', and 'Cancel'. A message states: 'CalWORKs NOA run is complete - No NOAs generated for this EDBC run. Review results.', 'CalFresh NOA run is complete - NOA generated', and 'Medi-Cal NOA run is complete - No NOAs generated for this EDBC run. Review results.'. Below this is a 'Display by:' section with dropdown menus for 'Program', 'Type Reason', and 'Run Status', and text input fields for 'From:' (06/2022) and 'To:' (07/2022), with a 'View' button. The 'Search Results Summary' section shows 'Results 1 - 5 of 5' and a table with columns: Begin Month, End Month, Program, Type, Run Status, Auth Amount, Date Run, and EDBC Source. The table contains five rows of data. The first row (03/2022, CalWORKs, Regular, Accepted - Saved, 1,184.00, 02/01/2022, Conversion) is highlighted with a red border. The second row (03/2022, CalFresh, Regular, Accepted - Saved, 703.00, 02/01/2022, Conversion) is also highlighted with a red border. The third row (07/2022, CalWORKs, Regular, Accepted - Not Saved, 1,184.00, 06/08/2022, Online EDBC Rules) is highlighted with a yellow border. The fourth row (07/2022, CalFresh, Regular, Accepted - Not Saved, 803.00, 06/08/2022, Online EDBC Rules) is highlighted with a yellow border. The fifth row (07/2022, Medi-Cal, Regular, Accepted - Not Saved, Fail, 06/08/2022, Online EDBC Rules) is highlighted with a yellow border. At the bottom of the table, there is a '1' in a yellow circle with a red arrow pointing to the 'Save and Continue' button, which is also highlighted with a red border. A 'Cancel' button is to the right. At the very bottom, a status bar says 'This Type 1 page took 0.42 seconds to load.'



27 Review and send any applicable **Notices of Action** and **Journal** the action taken according to county policy.

Users will be directed to a PDF preview of the NOA. Users will have the following options:

- **Append:** User can make limited edits to NOA if necessary
- **Save and Print Locally:** User will save NOA to the case and will need to manually print the NOA for distribution.
- **Save and Print Centrally:** User will save the NOA to the case and the NOA will be sent out by central printing during nightly batch
- **Reject:** User will reject the NOA, the NOA will still display in the case as a rejected status
- **Cancel:** User can cancel, this will leave the NOA in a “pending review” status.

Select the appropriate status for the NOA. This will update the status in the **Distributed Document Search** page.

Once the NOA are reviewed, accepted, and saved, journal the actions taken according to navigate back to the **Case Summary** page.

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



Steps to Clear Alert

28 Document all actions taken as per county policy.
 The Yellow Banner should no longer appear on the case.
 This case review is complete!



Note: If the responsible member's adjust indicator has a value of "Yes" and that individual is receiving aid on another case, the user must run EDBC and select "Rush" from the Immediacy Indicator dropdown menu on the second case for the same benefit month to continue recoupment.

If recoupment is required from multiple cases, users will be required to run RUSH EDBC on the subsequent case, with the following guidance:

Run routine EDBC for first case and confirm the adjusted recoupment is calculated. The Benefit Recoupment should be UNPOSTED (not posted for the effective month).

Run RUSH EDBC on second case for the same benefit month. Confirm EDBC calculates a benefit recoupment, and it is posted to the recovery account.

Screenshot

The screenshot displays the CalSAWS user interface. At the top, there are navigation links for Journal, Tasks, Help, Resources, Page Mapping, Images, DCFS Images, and Log Out. Below this is a menu with tabs for Case Info, Eligibility (which is selected), Empl. Services, Child Care, Resource Databank, Fiscal, Special Units, Reports, Client Corresp., and Admin Tools. The main content area is titled 'Case Summary' and contains a form with fields for Case Name and County. Below this is a section for 'Companion Cases' with a table header for Case Number and Case Name. A large red text overlay reads 'Yellow Banner cleared!' with an 'Add' button to its right. At the bottom, there is a 'Display:' section with a date field set to 07/01/2022 and a 'View' button.

