

CalSAWS Infographic

New Feature: Skip Issuance

A Skipped Issuance occurs when CalSAWS cannot issue a benefit. The most common reasons for a skipped issuance are an Incomplete SAR 7 or Incomplete Renewal/Recertification (RE).

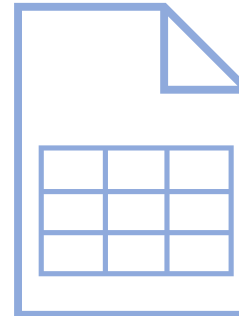
Two key tools around Skip Issuance:

1 Skipped Issuance Report



The Skipped Issuance Report is a daily report of the issuances that were not created in batch. It is recommended that each County reviews and acts on the skipped issuance list daily.

2 Skipped Issuance Report Table



The Skipped Issuance Report Table lists the reasons that issuances skip, including how to remedy the program. This table is available through Online Help via Job Aid: JA Issuance – Skipped Issuances.

Skip Issuance (Detailed)

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The following is an example of how a worker would resolve issues on the Skipped Issuance Report:

Jack is assigned to review the Skipped Issuance Report daily. He runs the report and sees there was one skipped issuance for case number 123456 with the skip reason of “Periodic Report Received After 10 Day is Not Complete”.

CalSAWS Skipped Issuance Report											
Run Date: NOV-01-22 08:00 AM											
Date: 11/01/2022											
EDBC - Actionable											
											Summary
										Total Count:	1
										Total Amount:	\$360.00
Category	Office	Worker Number	Worker Name	Case Number	Reason	Program	Submit Month	Benefit Month	EDBC Begin Date	Run Date	Amount
Supplemental Benefit	Office 1	04LS0A0001	Jane Doe	123456	Periodic Report Received After 10 Day is Not Complete	CalWORKs	10/2022	11/01/2022	11/01/2022	09/30/2022	\$360.00

Jack reviews the Skipped Issuance Report Table to understand why the issuance skipped and how to remedy the problem. Following the corrective action in the chart (and county process), Jack reaches out to the customer to have them complete their Periodic Report and runs EDBC.

Skipped Issuance Reason	Cause of Skip	County Corrective Action
Periodic Report received after 10 Day is Not Complete	When the CalFresh Periodic Report is complete then the Periodic Report logic looks to see if there is an Active CW program on the case. If no active CW companion case exists, the Periodic Report logic looks for a complete CW Periodic Report. The skip issuance displays if the latest received Periodic Report with a submit month of 6 months prior to the benefit month of the authorization record does not have a report status of complete and the date received is after the 10-day cutoff.	Have the Customer complete the Periodic Report for the CW program. Run EDBC for the benefit month.