CalSAWS

CalWIN ISS

Implementation Support Services

Case Review Report and Guide (CRG)

Go-Live Packet (GLP) – Appendix A – Discrepant Reports

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1. INTRODUCTION

As part of the CalWIN to CalSAWS cutover, a reconciliation is performed to confirm the successful conversion of specific case data. If a set of information does not match between CalWIN and CalSAWS, these are deemed as discrepant. In order to assist counties with review of this data, the CalSAWS project team is producing a set of reports.

This document has the description of these reports, that will be generated at Go-Live, along with impacts on cases and relevant instructions for Counties to address the discrepancies.

Below is the list of reports that will be generated as part of the conversion reconciliation process:

1. Application Discrepancy
2. Case Discrepancy
3. Future Appointment Discrepancy
4. Pending Application Individuals Discrepancy
5. Pending Programs Discrepancy
6. Placement Discrepancy
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Note:

- These reports can only be generated as part of the final conversion from CalWIN to CalSAWS and the information may not be fixed in advance of the cutover process.
- Each of the reports listed above will only be generated if discrepancies are identified. If discrepancies, for the specific case data, are not identified, the corresponding will not be generated.
- Counties are expected to review the reports when they are produced at Go-Live and use the instructions in this document resolve the discrepancies related to each report.
- All available reports are posted to ***Web Portal > County Documents > County Folder > Go-Live Reports.***

2. DISCREPANT CASE REPORTS

2.1 APPLICATION DISCREPANCY REPORT

Report Name	Application Discrepancy

Report Overview

This report identifies applications present in CalWIN but either not available in CalSAWS or not valid/incomplete. This report includes historical applications based on the application registration information in CalWIN. A case number may not exist, depending on the application as it existed in the CalWIN system.

SPECIAL SCENARIOS

- CalWIN applications with no case number will only include applications with an application date in the 365 days preceding the County's CalSAWS cutover date.
- There will be multiple rows on the report if the application has multiple programs. Sort by application number for ease of reviewing.

How Will This Affect the Case?

If the application was an incorrect application which needs to be canceled. However, the application will appear on reports for the person it is assigned to or as an unassigned application.

If the application is a legitimate application, it may be impacted by the application being delayed and Cash/CalFresh benefits and/or Medi-Cal coverage not being provided in a timely manner according to state regulations for application processing.

What Should You Do?

You should first determine if the application is a legitimate pending application number. Once that is determined, take the following steps according to the outcome of that evaluation.

SCENARIOS

If application number is no longer valid and needs to be cancelled

1. Search for the CalSAWS application, click *Case Info* and then select *E-Tools* from the **Global Navigation Bar.**
2. Select *Application Registration Search* from the **Task Navigation Bar**.

3. On the **Application Registration Search** page, enter the CalSAWS application number, and then click the *Search* button.
4. Click the <*application number*> hyperlink for the application you want to cancel.
5. Click the *Edit* button on the top right on **Application Registration Summary** Page.
6. Under *App Status*, change the drop list value "In Process" to "Canceled" and then select the appropriate cancel reason and click the *Save and Return* button. It is recommended you also update *Cancel Notes* available on the page.

<u>If application is valid and needs to be linked to a case</u>

1. Follow steps 1 through 3 above to find the application.
2. Click the <*application number*> hyperlink for the application you want to link to a case number.
3. Click the *Edit* button and check the box for *Application Signed* and then click the *Save and Return* button on **Application Registration Summary** Page.
4. The *Link to Case* button is now available, click the button.
5. If check the box for *Application Signed was already checked then skip step 3*
6. Follow the pages and directions to link the application to the correct case or to create a new case number.

<u>If the application is not present in CalSAWS but is a valid (pending), then register a new application via standard process</u>

2.2 CASE DISCREPANCY REPORT

Report Name	Case Discrepancy
Report Overview	
This report identifies cases which did not convert. **<u>SPECIAL SCENARIOS</u>** The missing case may be sourced either from CalWIN or your County's Ancillary Collection System.	

How Will This Affect the Case?
If case is missing from CalSAWS and was a shell case, no benefits can or will be issued for shell cases. If the case was an actual case receiving benefits **(not likely to happen)**, then benefits will not issue in CalSAWS.
What Should You Do?
1. In CalWIN gather the individual's names and Client Index Number (CINs) and possibly address, Commercial Driver License (CDL), etc. for a search in CalSAWS. 2. Click *Case Info* on the **Global Navigation Bar**, then select *Case Summary* and navigate *to* **Person Search** Page 3. On the **Person Search** page enter the case number and search to see if it exists in the CalSAWS system **SCENARIOS** **Case number is flagged as a shell case** 1. On the **Person Search** page use name, CIN, address, etc. to identify the proper individual for which to create a shell case. **Case number is NOT flagged as a shell case** 1. On the **Person Search** page use name, CIN, address, etc. to identify the proper individual for which to create a full case by entering the data from CalWIN into CalSAWS. 2. Click *Case Info* on the **Global Navigation Bar**, then select *New Application*. 3. Enter the primary applicant's information in the **Person Search** page, including date of birth, SSN, and gender to ensure a proper search match with the CIN Database, if the applicant were created in CalWIN with a CIN, there should be a match. 4. Click the radio button next to the correct person. 5. Confirm the New Person Detail information is correct and then click the *Continue* button. 6. If there is a record of previous cases, they will show here. Confirm the case believed to be missing is not reflected in this page. 7. If there is NO MATCH for the case, click the *Create New Case* button.

8. On the **Case Member List** page, add any other members by clicking the *Add Person* button. If no other persons need to be added, click the *Save and Continue* button.
9. Fill out the *New Programs Detail* information, including primary applicant, date of application, source, language, and adding all needed missing program(s).
10. Click the *Save and Continue* button.
11. A new case will be created. Please follow training jobs on adding persons for application programs as required.

2.3 FUTURE APPOINTMENT DISCREPANCY REPORT

Report Name	Future Appointment Discrepancy
Report Overview	
This report identifies missing future dated appointments received from CalWIN which were not converted into CalSAWS.	
How Will This Affect the Case?	
If an appointment is missing in CalSAWS, the assigned worker for that appointment from CalWIN will not be aware that they have appointment(s) scheduled. This will cause confusion for clerical staff, workers, and customers, and could cause delays if appointments need to be rescheduled.	
What Should You Do?	
1. In CalSAWS, enter the case number to view the **Case Summary** page. 1. Place your cursor over the **Eligibility** tab on the **Global Navigation Bar** and select *Customer Schedule* from the **Local Navigator**. 2. On the **Customer Schedule Search** page, enter the date range for the missing appointment(s), click the *Search* button. 3. Converted appointments will reflect in the list if any are found. 4. After reviewing and confirming the appointment did not convert, click the *Add Appointment* button. 5. Complete the **Customer Appointment Detail** page with the necessary information, using the CalWIN legacy system to ensure accuracy.	

6. Once the page is completed, click the *Save* button at the bottom of the page.

2.4 PENDING APPLICATION INDIVIDUAL DISCREPANCY REPORT

Report Name	Pending Application Individual Discrepancy
Report Overview	
This report identifies pending applications with individuals that are missing in CalSAWS or incorrect/not in pending status. The application will not have a case number if there was no case number attached to the application in the CalWIN system. Counties should use the Application Date column to find recent applications that may be approaching regulatory grant/deny dates. **SPECIAL SCENARIOS** • This report will only include applications with an application date in the 365 days preceding your County's CalSAWS cutover date because the applications with an older application date were removed from CalWIN. • There will be multiple rows if the application has multiple programs. It is recommended to sort by application number to view all programs attached to the application number.	
How Will This Affect the Case?	
If the missing pending person was NOT going to be aided in ANY program, and is NOT A MANDATORY INCLUSION FAMILY MEMBER, there is no impact to the Counties or to the case to not add that person to the case. If the missing pending person was requesting benefits, it may be impacted by the application being delayed and Cash/CalFresh benefits and/or Medi-Cal coverage not being provided in a timely manner according to state regulations for application processing.	
What Should You Do?	
You should first determine if the missing pending person(s) are legitimate or not. Once that is determined, take the following steps according to the outcome of that evaluation.	

SCENARIOS

Missing person should not be on the program

1. If the missing person was not going to be aided, "Not requesting aid" in CalWIN, and they are not a mandatory inclusion person, then they do not need to be added to the CalSAWS program.

Missing pending person is on the program(s), but in a different status, such as "Denied" or "Discontinued"

Do the following for each program as needed:

1. Place the cursor over the **Case Info** tab on the **Global Navigation Bar**.
2. Select **Case Summary** from the **Local Navigator**
3. On the program to which they need to be added, click the *View Details* button to navigate to **Program Detail** page.
4. On the **Program Detail** page, click on *Edit* button.
5. Click the *Reapply* button within the *Program Persons* block.
6. On the **New/Reapplication Detail** page, enter the application date and requested Beginning Date of Aid of Date (BDA).
7. Click the *check box* next to the person who should be added to the program.
8. Click the *Save and Return* button.
9. Proceed through the pages to update/add the customer information for each person.

The missing pending person is not on any program

Do the following for each program as needed:

1. Place the cursor over the **Case Info** tab on the **Global Navigation Bar**.
2. Select **Case Summary** from the **Local Navigator**
3. On the **Case Summary** page for the case in question, click the *New Person* task navigation.
4. Complete the **New Person Search** page with all information, including date of birth, SSN, and gender, to make a match to the person for whom you are searching and ensure the correct person/CIN is selected and then click the *Search* button.
5. On the **New Person Search Results** page, click the *radio* button next to the correct person, if listed.
6. If NO MATCH is found in the list, click the *Add New Person* button, and follow the steps to add the person and select a CIN.

7. Confirm the information on the **New Person Detail** Page is correct, or make updates as needed, and click Continue.
8. On **Case Member List** page, click the *Save and Continue* button.
9. You will then be taken back to the **Case Summary** page for your case.
10. Click the *View Details* button for the appropriate program.
11. On the **Program Detail** page, click on *Edit* button.
12. Click the *Reapply* button within the Program Persons block.
13. On the **New/Reapplication Detail** page, enter the application date, requested BDA, and source.
14. Click the check box next to the person who should be added to the program.
15. Click the *Save and Return* button.
16. Repeat steps 8 through 14 for any other program(s) to which you need to add the new person.
17. Proceed through the pages to update/add the customer information for the person.

2.5 PENDING PROGRAMS DISCREPANCY REPORT

Report Name	Pending Programs Discrepancy
Report Overview	
Report identifies a difference on program status where the status is "pending" in CalWIN but is other in CalSAWS. **SPECIAL SCENARIOS** • If the CalSAWS program and worker information is "N/A" the program does not exist in CalSAWS	
How Will This Affect the Case?	
If the program does not convert, there are no benefits from which to roll a benefit.	
What Should You Do?	
If the pending program is missing, adding a new program to the case is required. Refer to your training guides to complete the program registration for the case.	

1. Place the cursor over the **Case Info** tab on the **Global Navigation Bar**.
2. Select **Case Summary** from the **Local Navigator**
3. Select *New Program* from the **Task Navigation Bar**.
4. Select the program from the drop list and click the *Go* button.
5. Complete the fields with correct information and click the check box(es) for the persons to include in the program.
6. Click the *Save and Return* button.
7. Repeat with any other programs as needed.

2.6 PLACEMENT DISCREPANCY REPORT

Report Name	Placement Discrepancy Report
Report Overview	
This report identifies discrepancies for placements where foster care resource would be missing or resource is present, but type of foster care resource is missing e.g., Adoptive home or group home type is missing. It is based on the associated Foster Care, Kin-GAP, or Adoption Assistance Programs (AAP). **SPECIAL SCENARIOSs** • If the CalSAWS *Organization Type* is "N/A" – the Organization Type is missing. • If the CalSAWS *Organization ID* is "N/A" – the Organization is missing.	
How Will This Affect the Case?	
Placement payments for Foster Care/Kin-GAP cannot be paid if the resource is missing from the RDB as there is no placement listed.	
What Should You Do?	
SCENARIOS **CalSAWS Resource Type is "N/A"** 1. If the resource already exists, but the Service Type is not completed, user will update the Type on the Foster Care Resource 2. Click Resource Databank and Select **Foster Care** on the Local Navigation.	

3. Enter the **Foster Care Resource Name**, address if available. If address is not available, update the "Address Type", to Actual Address, and it will not be mandatory any longer. Click the Search Button.
4. On the Search results, sort by "County Approved" to ensure you are selecting your own County's resource. When located, click the Resource Name hyperlink.
5. On the Foster Care Resource Detail page, click the Edit button.
6. Under the **Placement Types** section, Click the Drop down to select the correct missing type, such as Adoptive Home, FFA, Group Home, etc.
7. Click the Add, to add it to the list. Repeat Step 6 as needed for each additional type that the Resource provides. Example, someone could be a Foster Home, and an Adoptive Home.
8. Click Save, then return to your case.

CalSAWS Resource ID is "N/A"

Information is needed on the resource, including the city where the service is needed and contact information from CalWIN. This information will be needed to add the Resource to the Foster Care Resource Data Bank (RDB). Follow the steps below to create the Resource.

1. Place the cursor over Resource Databank tab on the **Global Navigation Bar** and select *Foster Care* from the **Local Navigator**.
2. Type in Resource Name, and all available information such as address, type, etc. Click Search. This will ensure that the Resource is in fact missing from the Foster Care Resource Data Bank.
3. If Resource is not found, click **Add Resource** if you are the person to add the new Resource to the Databank.
4. Complete all mandatory information to add the new Resource, and click Save. The Foster Care resource is now available to use.
5. **IF YOU ARE COMPLETING A REQUEST TO ADD THIS MISSING RESOURCE**
6. Click **Request Resource,** if the Search does not reflect your provider.
7. On the **Resource Request Detail** complete all information available. Then click Submit button. This will go to the correct person to create the Foster Care Resource needed.
8. On the confirmation page, click the *Close* button.

2.7 RECOVERY ACCOUNT DISCREPANCY REPORT

Report Name	Recovery Account Discrepancy

Report Overview

This report identifies discrepancies between recovery accounts from CalWIN and the County's Ancillary Collection System.

How Will This Affect the Case?

If the recovery account needs to be ADDED, there is no impact to the customer.

If the recovery account should not exist or should not have been converted, then it can lead to incorrect recovery/issuance being processed for the customer.

What Should You Do?

This report will indicate from which system the source data originated. You will need to:

- Identify duplicates by case number between CalWIN and Ancillary Claims.
- Use CalWIN legacy contact information to validate information if no contact information is present in CalSAWS.

SCENARIOS

Overpayment or Overissuance did not convert to CalSAWS

1. Place the cursor over the **Fiscal** tab on the **Global Navigation Bar** and select *Collections* from the **Local Navigator**.
2. On the **Task Navigation Bar**, select *Create External Recovery Account.*
3. Enter the appropriate overpayment information, making special note of required fields.
4. Ensure responsible parties and resources are reflected.
5. Add comments reflecting why the external recovery account was created.
6. Click the *Save and Continue* button.
7. On **Overpayment Detail** page**,** enter the benefit month, aid code, original payment, and correct payment and then click the *Save and Return* button.
8. On the **Overpayment Summary** page, you can add overpayment for additional months.

9. When you are done adding months, click the *Close* button on the **Overpayment Summary** page.
10. Update the Status and Status Reason fields to begin collection appropriately.

Overpayment or Overissuance converted to CalSAWS and should be Voided/Cancelled

1. Place the cursor over *Fiscal* on the **Global Navigation Bar** and select *Collections* from the **Local Navigator**.
2. Use the report to search by either the case number or the recovery account ID on **Recovery Account Search** Page.
3. Click the *<recovery account number>* hyperlink to view the **Recovery Account Detail** page**.**
4. Click the *Void* button on the top right.
5. Select the appropriate <status reason> from the *Status Reason for the Void* drop list.
6. Click the *Save* button**.** The Recovery Account is now a zero balance.

2.8 RECOVERY ACCOUNT OUTSTANDING BALANCE DISCREPANCY REPORT

Report Name	Recovery Account Outstanding Balance Discrepancy
Report Overview	
This report identifies recovery account outstanding balance discrepancies between CalSAWS and CalWIN or the Ancillary Collection System. The CalSAWS current balance is a calculated value based on the overpayment amount minus the sum of all transactions. **SPECIAL SCENARIOS** • This report will state which system was chosen to determine the current balance.	
How Will This Affect the Case?	
May result in over or under collection of recovery amounts from customers.	

What Should You Do?

CONSIDERATIONS

- This report will indicate from which system the values related to the claim balance originated.
    - If your County did not participate in ancillary collections conversion, CalWIN will always be your source system.
- Using the source system identified by this report, review the claim for any balance irregularities due to missing transactions or credit owed.
- While adding transaction information or issuing a refund, follow appropriate State and/or County policies and processes.

SCENARIOS

Edit a recovery account (update current balance or overpayment amount)

1. Place the cursor over the **Fiscal** tab on the **Global Navigation Bar** and select *Collections* from the **Local Navigator**.
2. Go to the **Recovery Account Detail** page in *Edit* mode via the **Task Navigation Bar**.
3. Update the values as needed.
4. Click **Save** button.

Transfer funds to another claim when an excess recoupment has occurred on a claim

1. Place the cursor over **Fiscal** on the **Global Navigation Bar** and select *Collections* from the **Local Navigator**.
2. On the **Recovery Account Search** page, use the case number or recovery account number to search.
3. Click the hyperlink for the recovery account that contains the excess recoupment.
4. On the **Task Navigation Bar**, select *Transaction Summary*.
5. Click the <*transaction number*> hyperlink of the transaction that overpaid the account to view the **Transaction Detail** page.
6. Click the *Transfer* button at the top of the page.
7. On the **Transaction Transfer Detail** page, click the *Select* button under the recovery account number in the *Transfer To* section.
8. On the **Select Recovery Account** page, enter the search criteria to locate the recovery account to which you are transferring the funds.

9. From the results, select the radio button next to the account and then click the *Select* button.
10. On the **Transaction Transfer Detail** page, enter the required information, including the amount and the general ledger document ID. Click the *Add* button in the *Transfer To* section, and then click the *Save* button. Click the *Close* button.
11. On the **Transaction Detail** page, click the *Close* button.

Refunds which require supervisor oversight prior to any action being taken

1. Follow steps 1 through 4 from scenario 2 to navigate to the **Transaction Summary** page.
2. Click the <*transaction number*> hyperlink of the transaction that overpaid the account.
3. Click the *Refund* button at the top of the page.
4. On the **Transaction Refund Detail** page, enter the required information, including payee, transaction type, and amount. Click the *Save* button. Click the *Close* button.
5. On the **Transaction Detail** page, click the *Close* button.
6. On the **Transaction Summary** page, click the *Close* button.

2.9 RECOVERY ACCOUNT RESPONSIBLE PARTY DISCREPANCY REPORT

Report Name	Recovery Account Responsible Party Discrepancy
Report Overview	
This discrepancy report identifies the recovery accounts responsible party differences between CalSAWS and CalWIN or the Ancillary Collection System. This report looks at the total number of responsible party members between individuals and organizations (providers). **SPECIAL SCENARIOS** • This report will state which system was chosen to determine the responsible party total count.	
How Will This Affect the Case?	
If no responsible party or responsible resource is listed, no collection actions can take place as there is no case or person/resource that can be recouped or billed.	

What Should You Do?

CONSIDERATIONS

This report will identify the different values that exist for a specific responsible party individual and/or organization.

- Use external applications (i.e., MEDS, Ancillary, CalWIN, CMIPS, etc.) to cross-reference and aid in ensuring the correct individual or provider is linked to the claim.
- Use this report to identify if there is more current contact information related to a responsible party.

SCENARIOS

Update responsible party or responsible resource

Note: Instructions are the same whether adding a responsible party or a resource.

1. Place the cursor over the **Fiscal** tab on the **Global Navigation Bar** and select *Collections* from the **Local Navigator**.
2. On the **Recovery Account Search** page, use the case number or recovery account number to search.
3. Search for the recovery account(s) using the recovery account number(s).
4. Scroll down to the *Responsible Party* section or *Resource* section of the **Recovery Account Detail** page, depending on what the report indicates is missing.
5. Review the responsible parties and resources that are already linked. If missing a person(s) or resource, first click the *Edit* button at the top of the page, then click the *Add* button under the *Responsible Party* section or to add a missing resource, click the *Add* button under the *Resources* section.
6. On the **Detail** page, click the *Select* button to search for the correct person/resource to add. Then complete the remainder of the page. Click Save and Return.
7. Repeat steps E-F to add any other missing Parties/Resources.
8. Repeat steps C-F to update any other Recovery accounts on the case.

Add responsible party/resource if none exists

Note: Instructions are the same whether adding a responsible party or a resource.

1. Place the cursor over the **Fiscal** tab on the **Global Navigation Bar** and select *Collections* from the **Local Navigator**.

2. On the **Recovery Account Search** page, use the case number or recovery account number to search.
3. Search for the recovery account number from the report.
4. Click the *hyperlink* for the recovery account number to view the **Recovery Account Detail** page.
5. Scroll down to the *Responsible Party* section or the *Resources* section and verify that no information exists.
6. Click the *Edit* button at the top of the **Recovery Account Detail** page.
7. Click the *Add* button under the appropriate section.
8. On the **Detail** page, click the *Select* button to search for the correct person/resource to add. Complete the remainder of the page and then click the *Save and Return* button.
9. Repeat steps 5 through 7 to add any other missing parties or resources.
10. Click the *Save and Return* button.
11. Generate a collection notice, if needed.

2.10 ACTIVE PROGRAMS AID CODE DISCREPANCY REPORT

Report Name	Active Programs Aid Code Discrepancy

Report Overview

This report identifies aid code discrepancies for active programs between CalWIN and CalSAWS.

SPECIAL SCENARIOS

- CalWIN Aid Code "9X County Funding for Foster Care" is mapped to CalSAWS Aid Code "45 Foster Care (County)."

How Will This Affect the Case?

There is no MEDS impact, the aid code will update with the next run, the benefits provided are the same.

What Should You Do?

1. Enter the case number on the CalSAWS Homepage and click the *Submit* button.

2. On the **Case Summary** page, scroll down to the *Active Program* section to validate the aid code displayed agrees with the discrepancy report. 3. Place the cursor over the **Eligibility** tab on the **Global Navigation Bar** and select *Customer Information* from the **Local Navigator**. 4. On the **Task Navigation Bar,** select *EDBC Results*. 5. Review each section of the EDBC results to determine if the assigned CalSAWS aid code is correct. 6. Review the non-financial and financial task items to analyze individual and case data elements that could contribute to the aid code determination.

2.11 AIDED INDIVIDUALS DISCREPANCY REPORT

Report Name	Aided Individuals Discrepancy
Report Overview	
This report identifies people who are not receiving aid in CalSAWS who were receiving aid in CALWIN.	
How Will This Affect the Case?	
If a person is not "Active" on the program(s), then benefits could be reduced when the worker is making changes to the case(s). The benefits that were being received will continue to roll until the case is touched. The case will be a Yellow Banner item due to the discrepancy between the systems.	
What Should You Do?	
Review the CalWIN legacy case to confirm the person(s) was "Active" or "Approved" at the time of the conversion, and they were not discontinued from the program(s) in question. **<u>SCENARIOS</u>** **<u>Customer was discontinued prior to conversion or was NOT "Active" or "Approved" in CalWIN</u>** 1. If they were in fact discontinued, no further action needs to be taken, since the status in CalSAWS is correct.	

<u>Customer was "Active" or "Approved" in CalWIN and was NOT discontinued prior to conversion</u>
Note: You will need the correct effective beginning date for any persons BEFORE adding the person back to the program(s). 1. Click *View Details* on the program in question, then click that person's name in the list of program persons. 2. View the dates that the customer was removed from the program or discontinued. 3. Click the *Edit* button. 4. If this is a reapplication, click the *Reapply* button. If it is a rescind of the person, click the *Rescind* button. 5. Select the box next to the correct person(s), and fill in the appropriate application dates, including the beginning dates of aid. 6. Click the *Save* button. 7. Go through the **Data Collection** pages and validate the data is still correct and present for that person. 8. Run EDBC. 9. Review to confirm everything is correct and according to policy, click the *Accept and Save* button. 10. Review *Program* list on **Case Summary** page to confirm person is added.

2.12 INDIVIDUALS ATTACHED TO CASES DISCREPANCY REPORT

Report Name	Individuals Attached to Cases Discrepancy
Report Overview	
This report identifies individuals who were attached to a case in CalWIN but were not attached to the case in CalSAWS. **<u>SPECIAL SCENARIOS</u>** • If the case has multiple programs only one (1) program is displayed based on program hierarchy. • This is only for case persons who are listed in the *All People Associated with the Case* section at the bottom of the **Case Summary** page.	

How Will This Affect the Case?
There is no benefits impact to these cases. These are only persons that are listed in the *All Persons Associated with the Case* section in CalSAWS and were not aided.

What Should You Do?

SCENARIOS

A person attached to the case in CalWIN is missing from the *All People Associated with the Case* section in CalSAWS

1. Review CalWIN to determine that person's status in the household. Were they pertinent to the household determination of the case? Were they "Out of the Home"?
   a. If the person was "Out of the Home" or a non-family member residing in the same residence, they DO NOT need to be added to the case persons.
   b. Otherwise, continue with steps 2 through 7.
2. Click *New Person* on the **Task Navigation Bar**.
3. Enter the information with the information you have, such as last and first name, SSN, DOB on the page to search for the person.
4. Click *Select* for the correct person OR click *Add New Person* if the person is not found.
5. On **New Person Detail** page, complete appropriate fields.
6. Click the Continue button.
7. Confirm the person has been added to the *All People Associated with the Case* section at bottom of page.

A person NOT attached to the case in CalWIN is showing in the *All People Associated with the Case* section in CalSAWS (very rare scenario)

1. Review CalWIN to confirm the person was never part of the case persons in that system as either an aided or unaided person.
2. If the person does not belong on case, review the following to ensure there will be no impact on the CalSAWS case.
3. Review the *All People Associated with the* Case section and confirm their *Household Status* is either blank or "Permanently Out of the Home."

a. If their *Household Status* is "Permanently Out of the Home," they do have some case history in the case. Review the **Household Status** page to determine dates and review the Case Journal.

b. If their *Household Status* is blank, they can remain on the case as-is. They are not part of any of the programs, and their presence will not affect the case.

4. If needed, follow County Policy regarding marking a person as "Do Not Use" or the appropriate wording to ensure the record is not used in the case for any reason.

2.13 INDIVIDUALS ATTACHED TO PROGRAM DISCREPANCY

Report Name	Individuals Attached to Program

Report Overview

The Individuals Attached to a Program Discrepancy Report is populated with Individuals who are on a CalWIN Approved or Pending Program but were not used in the eligibility determination in CalWIN for the program listed in this report.

An example of this type of individual is out of home or not applying for aid. In CalSAWS, these individuals are shown on the Case in the "All Persons Associated with the Case" block, but not in the program block for the program shown on this report. We recommend these be reviewed to verify these individuals were correctly excluded from the Eligibility determination.

SPECIAL SCENARIOS

- If a row is listed without a person number on the Individuals Attached to Programs Discrepancy Report, the individual may be missing from the case.
- This report does not include the following programs:
  - County Specific
  - Work Program
  - Wrap Around
  - Child Care

How Will This Affect the Case?

If the person was aided in CalWIN and now is missing, the benefits will remain intact and the case will be a Yellow Banner case.

What Should You Do?

SCENARIOS

The person missing from the program is also missing from *All People Associated with the Case* section

If the person is missing from the *All People Associated with the Case* section, that person will need to be added as a new person to the case and then added to the program. If the person is present, skip to scenario 2.

1. Review CalWIN to determine the person information that is missing from CalSAWS.
2. Click *New Person* on the **Task Navigation Bar** to open the **New Person Search** page.
3. Complete the person information including all information available from CalWIN, then click the *Search* button to view the search results.
    a. If the person information is present in the search results, highlight the indicator next to the record and then click *Select*.
    b. If the person is not present in the search results, click the *Add New Person* button to create the record and CIN.
4. The **New Person Detail** page will open with the person's information, click the *Continue* button.
5. When the **Case Member List** page opens, click the *Add Person* button.
6. Return to the **Case Summary** page and confirm that the new person is showing in the *All People Associated with the Case* section.

The person missing from the program is present in the *All People Associated with the Case* section

1. Go to the *Program* section and click the *View Details* button.
2. On the **Program Detail** page, click the *Edit* button.
3. Click the Add button in the Program Persons section.
4. Complete the **Program Person Detail** page with the correct information to add the missing person.
5. Click the *Save and Return* button.

2.14 NET BENEFIT AMOUNT DISCREPANCY

Report Name	Net Benefit Amount
Report Overview	
This report identifies differences between the CalWIN net benefit amount and the CalSAWS net benefit amount, for a program in a case.	
How Will This Affect the Case?	
Incorrect issuance of benefits.	
What Should You Do?	
Review Issuance 1. Place your cursor over the **Global Navigation Bar** and select *Fiscal*. 2. Select *Issuances* from the **Local Navigator.** 3. On the **Issuance Search** page, select *Case* from the *Search By* drop list**.** 4. Compare Issuance in CalWIN to Issuance in CalSAWS and make note for comparison in the next steps. **Review EDBC Results** 1. Place your cursor over the **Global Navigation Bar** and select *Eligibility* 2. Select *Customer Information* from the **Local Navigator** and enter case number. 3. Select *EDBC Results* from the **Task Navigation Bar.** 4. On the **EDBC List** page, click on the *hyperlink* for the applicable program. 5. Review budget and payment and compare it to the Issuance amount from the previous steps to locate the source of the discrepancy.	

2.15 SANCTIONS DISCREPANCY

Report Name	Sanctions Discrepancy
Report Overview	
This report identifies discrepancies related to missing sanctions for individuals in CalSAWS.	

SPECIAL SCENARIOS

- If a person is on more than one case, the case listed on the report will be determined by the latest CalWIN case effective date.

How Will This Affect the Case?

If the sanctions/penalties are missing, the customer will receive benefits incorrectly. These cases will also be on the Yellow Banner reports as the benefits will mismatch.

What Should You Do?

Sanctions do not exist in one central location. The program type, frequency, whom is being sanctioned and regulations play a role. Take the following steps to address where the sanction needs to be applied.

1. Review the sanction on the case in CalWIN for validity such as:
    a. To whom the sanction should be applied.
    b. Are the Begin and End Dates of the sanction correct.
    c. Is the sanction valid (Welfare to Work, Cal-Learn, Family Support Penalty, immunization, etc.) or should the sanction be ended.
    d. Does the sanctioned person live in the household.
2. If the sanction is valid refer to the appropriate program for next steps.

Cal-Learn

1. Place your cursor over *Empl. Services* on the **Global Navigation Bar** and select *Case Summary* from the **Local Navigator**.
2. Click the *Cal-Learn Progress* link on the **Task Navigation Bar** to access the **Cal-Learn Progress List** page.
3. Click the <*begin date*> hyperlink or the *Add* button to access the **Cal-Learn Progress Detail** page in *View* or *Add* mode.
4. Click the <*discovery date*> hyperlink or the *Add* button to access the **Cal-Learn Non-Compliance Cause Determination Detail** page in *View* or *Add* mode.
5. Click the *Edit* Button, then click the *Authorize* button to access the **Cal-Learn Sanction Authorization Detail** page.

    General Assistance/General Relief (GA/GR)

    a. Place your cursor over *Empl. Services* on the **Global Navigation Bar** and select *Case Summary* from the **Local Navigator**.

b. Click *WPR* on the **Task Navigation Bar**.

c. Click the *Sanction* link on the **Task Navigation Bar** to access the **Sanction Track List** page.

d. From here, you either edit the appropriate sanction or add a sanction by clicking the *Edit* button.

e. Update the sanction with the appropriate information.

f. Click the *Save* button.

Welfare to Work (WTW)

a. Place the cursor over Empl. Services on the Global Navigation Bar and select Case Summary from Local Navigator.

b. On the Case Summary page click the WTW link on the Task Navigation Bar.

c. On the WTW Status List page, select the <participant> from the Display by Name drop list.

d. Click the View button.

e. Click the Edit button next to "Program Status Non-Compliance in Conciliation."

f. On the WTW Status Detail page in the Compliance Plan Activity section, select "Sanctioned" from the Non-Completion Result drop list.

g. Click the Save and Return button.