



# CalSAWS | Process A General Assistance/General Relief RE When GAGR RE Records Does Not Exist

## Fact Sheet

### Purpose

The purpose of this fact sheet is to provide instructions on how to process a General Assistance/General Relief Renewal when the program has been discontinued and a GAGR RE record does not exist in CalSAWS.

### What Should You do?

In the example below, the GAGR program has been discontinued effective 02/01/2023 and a 01/2023 GA/GR RE packet does not exist in CalSAWS.

### Take the following steps below if the GA/GR RE has been completed:

1. Rescind the 02/01/2023 discontinuance from the Case Summary page
  - Expand the discontinued GA/GR Automated Solution program block and click the **View Details** button.
  - Click the **Edit** button on the **GA/GR Automated Solution Detail** page.
  - Update the **Date** field to 02/01/2023 and click the **View Date** button.
  - On the **Program Persons** page section, click the **Rescind** button.
  - On the **Rescind Detail** page, select **<Reason>** from the **Rescind Reason** drop list.
  - Click the **Save and Return** button.
  - On the **GA/GR Automated Solution Detail** page, click the **Save and Return** button.
2. Assign the program to a worker if one is not already assigned.
3. Navigate to the **Customer Reporting List** page via Eligibility > Reporting
  - Select **GA/GR RE Packet** from the **Display Type** drop list and click the **View** button.
  - Enter the appropriate **<Month>** in the **RE Month** field, then click the GA/GR RE Packet button. (The field and button only appear after the View button is clicked in the prior step).



**Customer Reporting List**

Display Type: GA/GR RE Packet    Display Name: All    From:    To:    [View](#)    [Images](#)

Type	Name	Submit Month	Program	Status	Status Date
No Data Found					

RE Month:  [GA/GR RE Packet](#)    [Images](#)

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4. The packet will now display in the Search Results Summary page section.
  - Click the **Edit** button for the **GA/GR RE Packet** to navigate to the **Customer Reporting Detail** page in Edit mode.
  - Update the packet status from 'Sent' to 'Received' by selecting **Received** from the **Status** drop down list and then click the **Save and Return** button.
  - On the **Customer Reporting List** page, click the **Edit** button for the **GA/GR RE Packet**.
  - Update the packet status from 'Received' to 'Reviewed Ready to Run EDBC' by selecting **Reviewed- Ready to Run EDBC** from the **Status** drop list.
  - Click the **Save and Return** button.

5. Complete Manual EDBC for 02/2023 benefit month
  - Navigate to the **Create Manual EDBC** page via Eligibility > Customer Information > Manual EDBC

**Note:** Please refer to CalSAWS Job Aid "EDBC – Manual EDBC and Clarifications" if needed.

6. Run Online EDBC from 03/2023 to the future month(s), making sure that the correct RE run reason is shown at the top of the EDBC summary
7. Generate Manual NOA.