CalSAWS | e-Applications Received for Pending / Active Programs

Fact Sheet

Purpose

To provide instructions on how to process an e-Application that has been submitted for an existing CalSAWS program that is currently pending and or active.

What Should You Do?

Review the Application Dates

Scenario 1: If the e-Application has an application date that precedes the currently pending application, the currently pending application in CalSAWS needs to be denied and the e-application linked and processed.

▾ **CalFresh**			
Worker:	Zoulikha Acampora	**Primary Applicant/Recipient:**	Meyskens, Ildiko 21M
Worker ID:	57LS010J12	**Language:**	English
Program Status:	Pending	**Phone Number:**	
		Email:	
Aid Code:		**Payee:**	Meyskens, Ildiko 21M
Meets ESAP Criteria:			
Public Assistance Indicator:		**Application Date:**	11/24/2022
FBU:	1		

Name	**Role**	**Role Reason**	**Status**	**Status Reason**
Meyskens, Ildiko 21M	MEM		Pending	

View Details

e-App Number:	**e-App Status:**	**Case Number:**
3128909	Pending Clearance	
Application Date:	**Signed Date:**	**Transferred Date:**
11/04/2022	11/03/2022	
Expedited Services/Immediate Need/Immediate MediCal:	**Authorized Representative:**	**Programs:**
No		CF

Scenario 2: If the e-Application has an application date that is after the currently pending application or if the program is already active, then the e-Application can either be linked using steps 1-9 below or the **e-App Status** can be changed to Not Accepted on the e-Application Summary screen. Proceed as per County policy.

▼ CalFresh

Worker:		**Primary Applicant/Recipient:**	Swing, Steeve 39M
Worker ID:			
Program Status:	Pending	**Language:**	English
RE Due Month:	10/2022 [Re-Evaluate]	**Phone Number:**	(552)075-5546
		Email:	johndoe@testcalsaws.org
Aid Code:		**Payee:**	Swing, Steeve 39M
Meets ESAP Criteria:		**Application Date:**	10/14/2022

e-App Number: 3131905	**e-App Status:** Pending Clearance	**Case Number:**
Application Date: 11/04/2022	**Signed Date:** 11/03/2022	**Transferred Date:**
Expedited Services/Immediate Need/Immediate MediCal: No	**Authorized Representative:**	**Programs:** CF

Scenario 1 Instructions:

Deny CalSAWS Application

Note: The following steps assume you are within the context of a case.

1. Navigate to the **Negative Action Detail** page:
   - Global: Eligibility
   - Local: Case Summary
   - Task Navigation: **Negative Action**
2. Verify the selection in the **Benefit Month** drop list is the first month of the application that needs to be denied.
3. Click the **Person** checkbox for the person(s) that are being denied.
4. Select **Application Opened in Error** from the **Negative Action Reason** drop list.
5. Click the **Run EDBC** button.
6. From the **EDBC List** page:
7. Click the **<Program>** hyperlink. From the **<Program> EDBC Summary** page:
   - Select the **Accept** button
8. From the EDBC List page:
   - Select the **Save and Continue** button.

You are navigated to the Case Summary page where the program that was negative actioned is now collapsed and denied.

Link the e-Application to the CalSAWS Case

1. Navigate to the **e-Application Search** page
   - Global: Case Info
   - Local: e-Tools
   - Task Navigation: **e-Application Search**
2. Enter the e-Application Number that is to be linked to the case and select the **Search** button.
3. Select the **Hyperlink** for the e-App Number.
4. From the e-Application Summary page select the **Link e-App to Case** button.
5. From the New Person Search page select the **Search** button.
6. From the **New Person Search Results** page:
   - Find the correct person and mark the radio button
   - Click the **Select** button
7. From the New Person Detail page:
   - Click the **Continue** button
8. From the Previous Case List page:
   - Select the radio button of the Case Number to link the e-Application to.
   - Click the **Select** button
9. From the Case Member List page:
   - Click **Save and Continue** if all the persons from the Application are there; <u>if more persons are needed</u> select **Add Person** and complete steps 6-9 again until all persons are shown on the page.
10. From the Program Application List page:
    - Select the **Reapply** button for the Program(s) that has been applied for.
11. From the New / Reapplication Detail page
    - Verify the Application Date and Requested BDA are correct.
    - Select the checkboxes for the Names that are applying for the program.
    - Select the **Save and Return** button
12. From the Program Application List page select **Continue**.
13. From the Pending Assignment List page:
    - Click the Program checkbox.
    - Select the Manual Assignment radial button.
    - Click the **Select** button
      - From the Select Worker page enter the information needed to find the worker for assignment and select the **Search** button.
      - Select the radial button of the correct worker for assignment and then choose the **Select** button.
    - Select the **Assign** button.

14. Navigate back to Case Summary:
- Global: Eligibility
- Local: Case Summary

The e-application is now linked to the case, the program should now show pending with the e-application date and can now be processed.