Cash Program Not Authorized

Priority Level: 1

<u>Programs Impacted</u>: CalFresh

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 and the Cash Program fails due to a mismatch between CalWIN and CalSAWS, the associated CalFresh (CF) Program cannot be authorized. This is applicable only in Cash Aid / CalFresh combo cases (e.g., CW/CF, GA/CF, RC/CF, CP/CF, etc.)

Run EDBC for the Cash Program and CalFresh together to compare against the converted CalWIN EDBC results. Review the CalFresh program to accept and save the EDBC results and authorize the program.

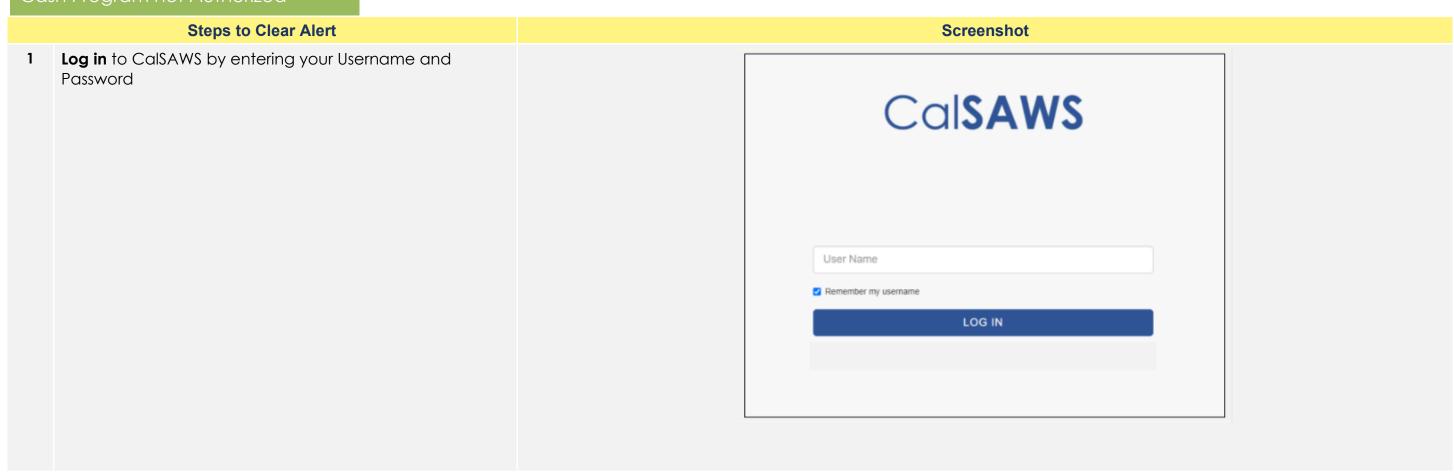
These cases will be identified in the Conversion EDBC Case Review Report as follows:

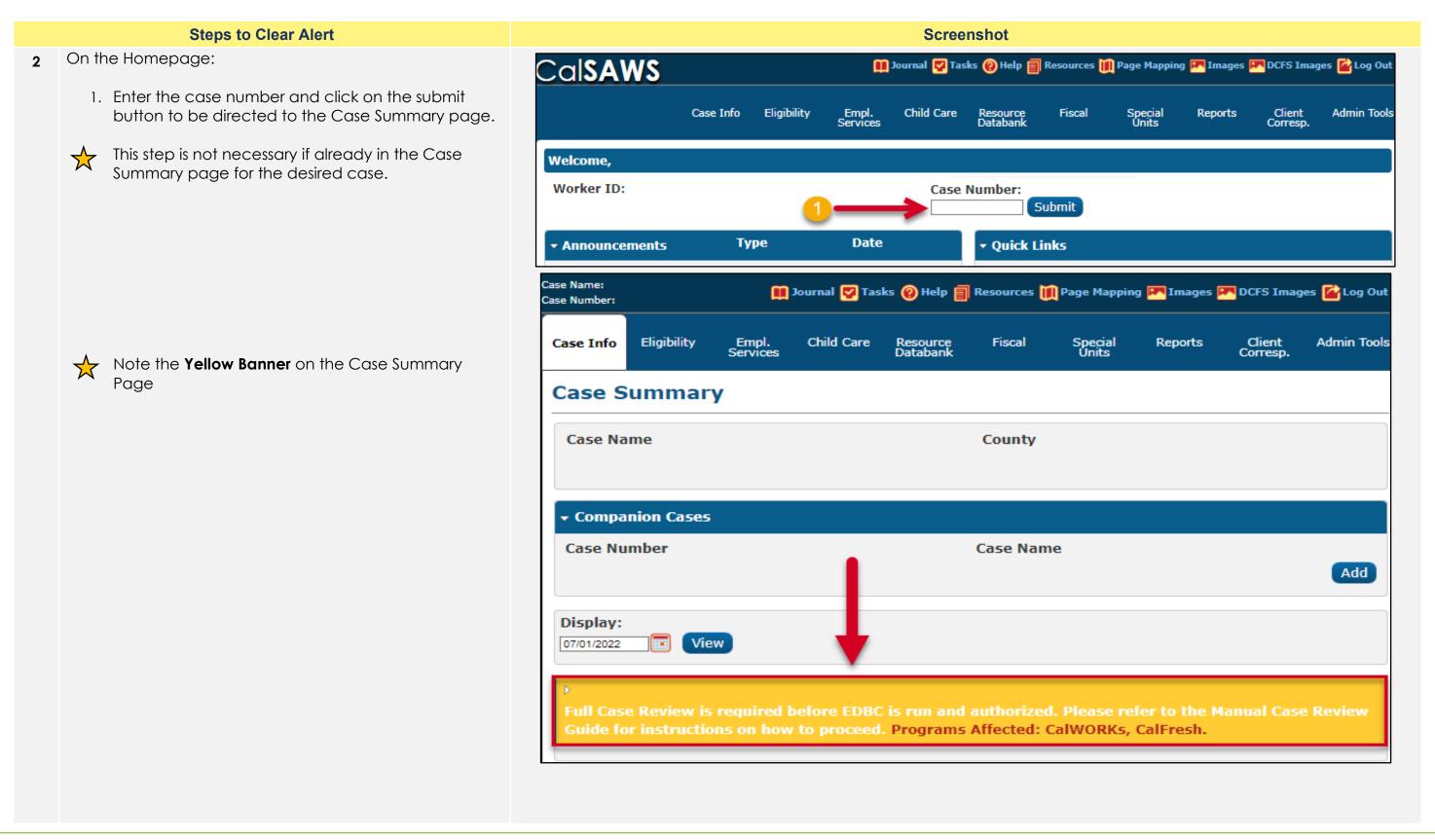
COUNTY_CODE	COUNTY_NAME	OFFICE_NUM_IDENTIF	OFFICE_NAME	WORKER_NUMBER	CASE_NUMBER	PROGRAM	MISMATCH_REASON	RE_DUE_DATE	PGM_STAT_RSN_CODE	PRIORITY	SSA_INCOME	SSI_SSP_OPA
							Cash Program not					
00	Sample	00	1305 Sample	XXXXXXXXX	XXXXXXX	CalFresh	<u>Authorized</u>	07/31/2022		3		

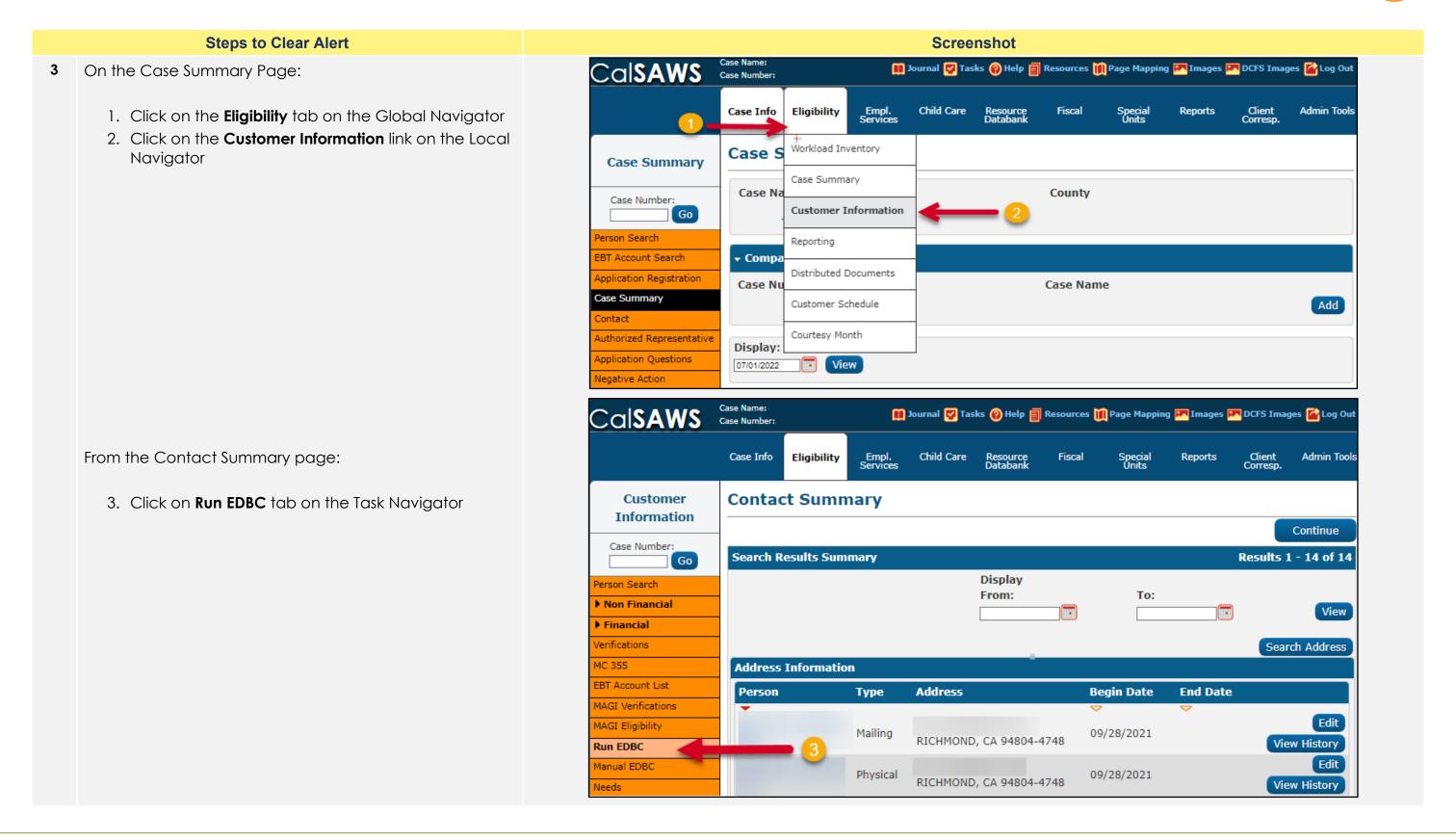
<u>Note:</u> The examples provided in these guides do not represent every scenario that a user might encounter. The scenarios provided below are intended to direct users to the most commonly impacted areas on the Yellow Banner report. A full and thorough review of each case must be conducted to ensure that all of the information is entered as accurately as possible to allow for a correct determination to be made.

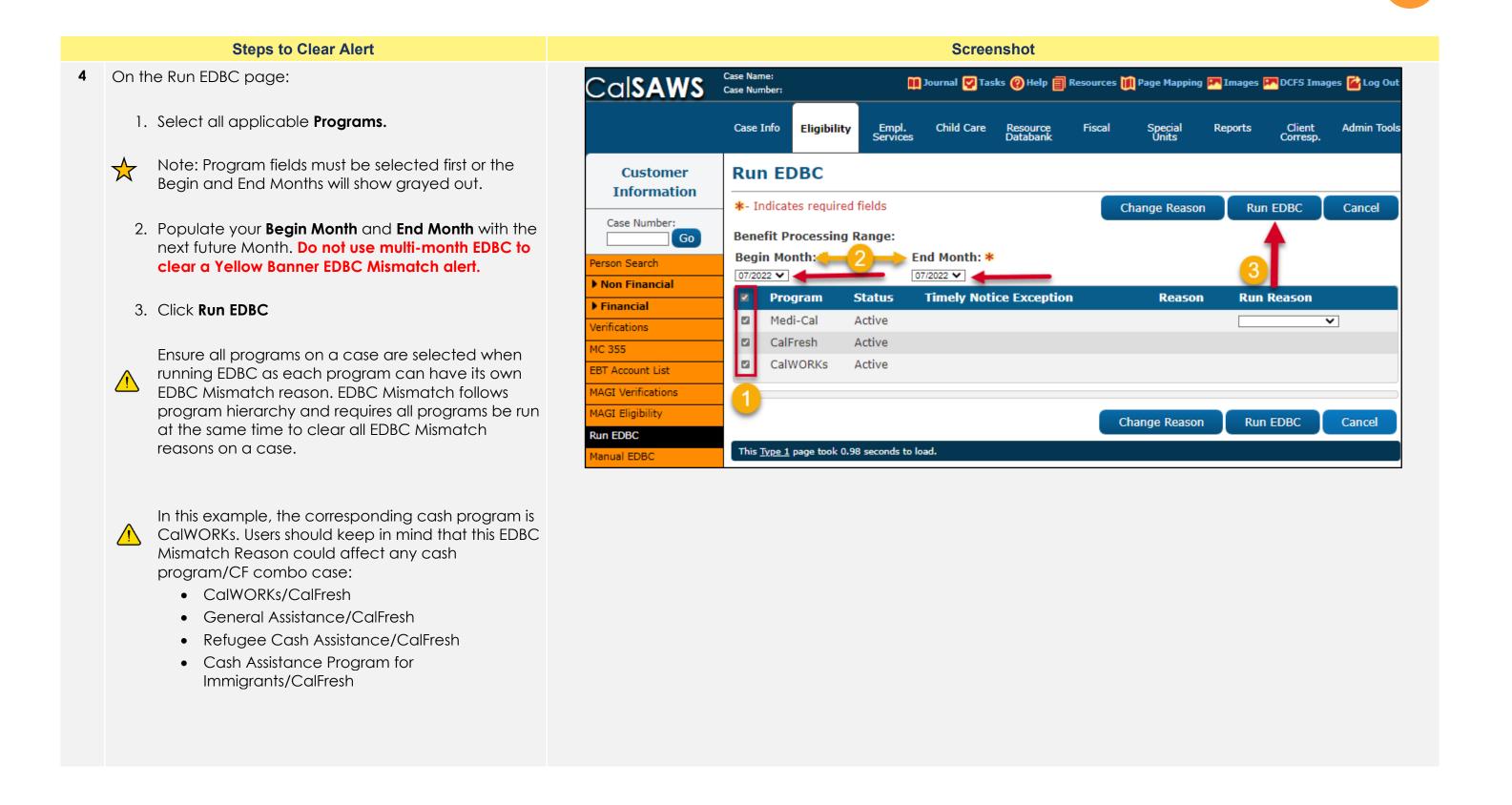
Example

Cash Program not Authorized









Steps to Clear Alert

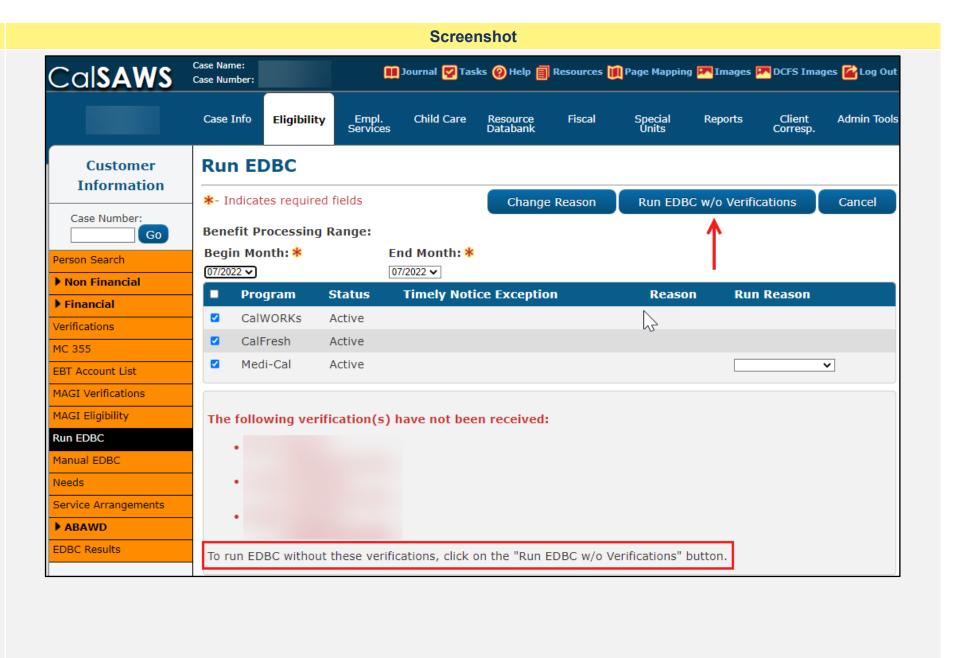
When running EDBC, there are two types of validations that a User may experience if eligibility criteria is missing or pending.

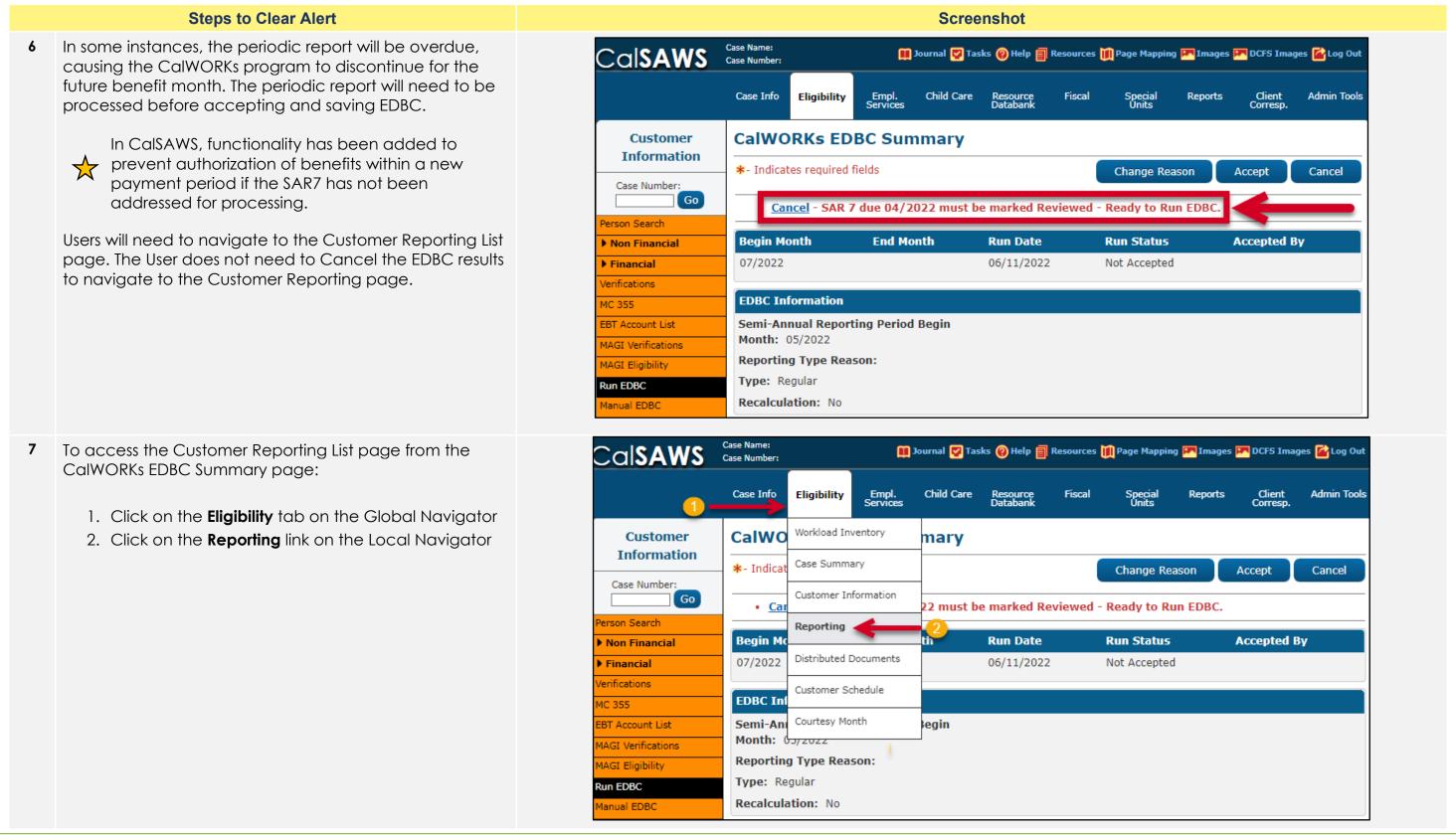
When experiencing a **Hard Validation**, EDBC <u>cannot</u> be run without the appropriate updates made to the data collection pages.

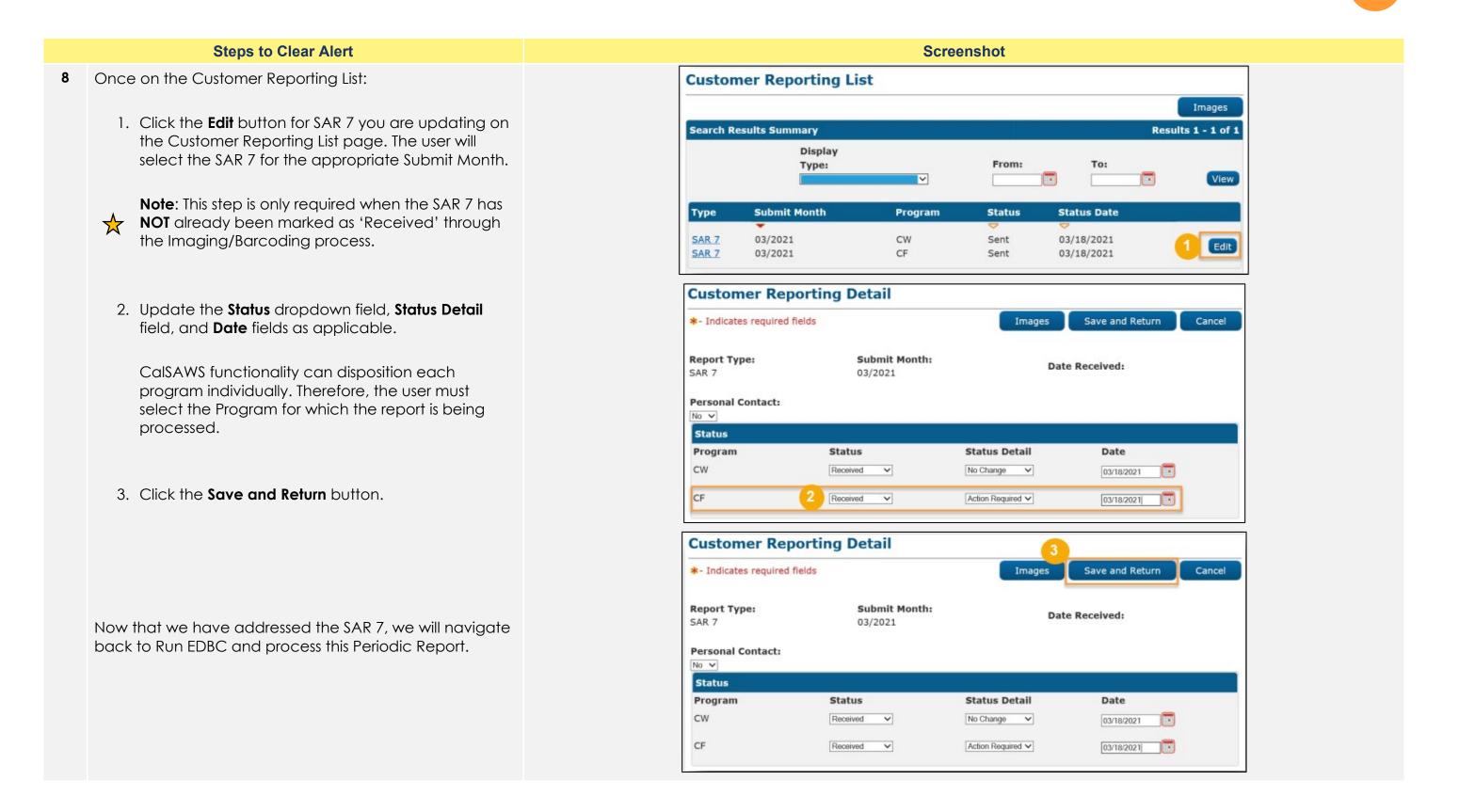
When experiencing a **Soft Validation**, EDBC <u>can</u> still be run without making changes to the data collection pages. Follow your county policy.

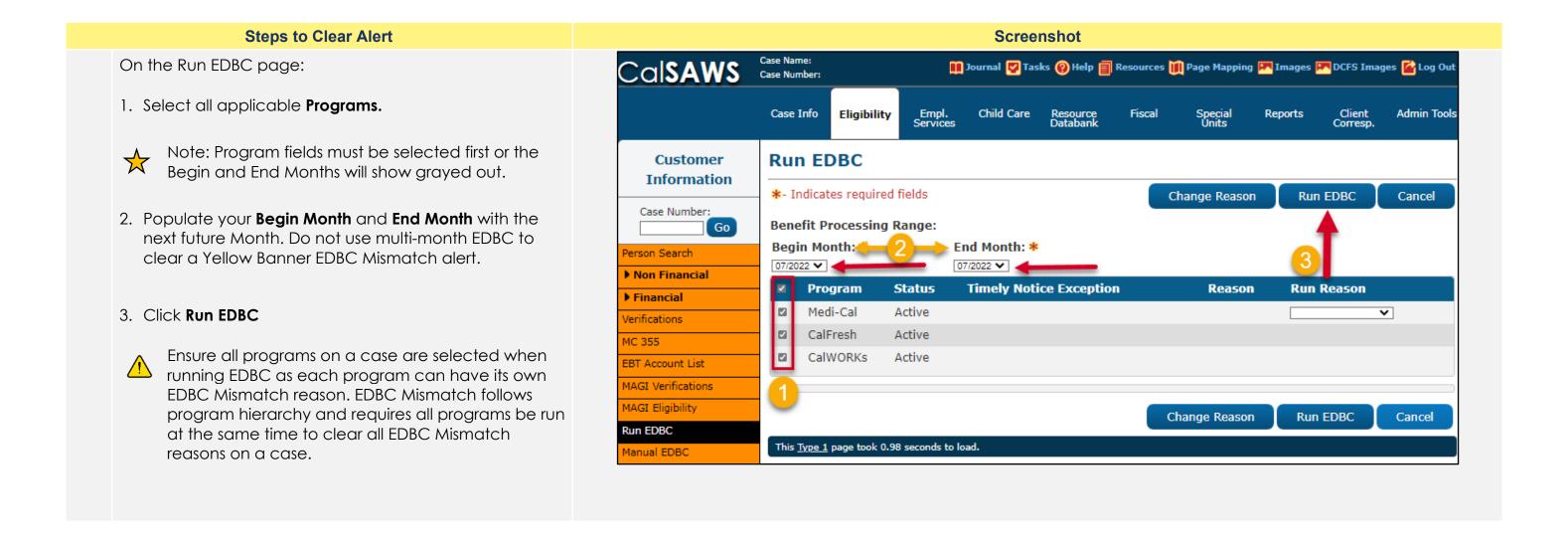


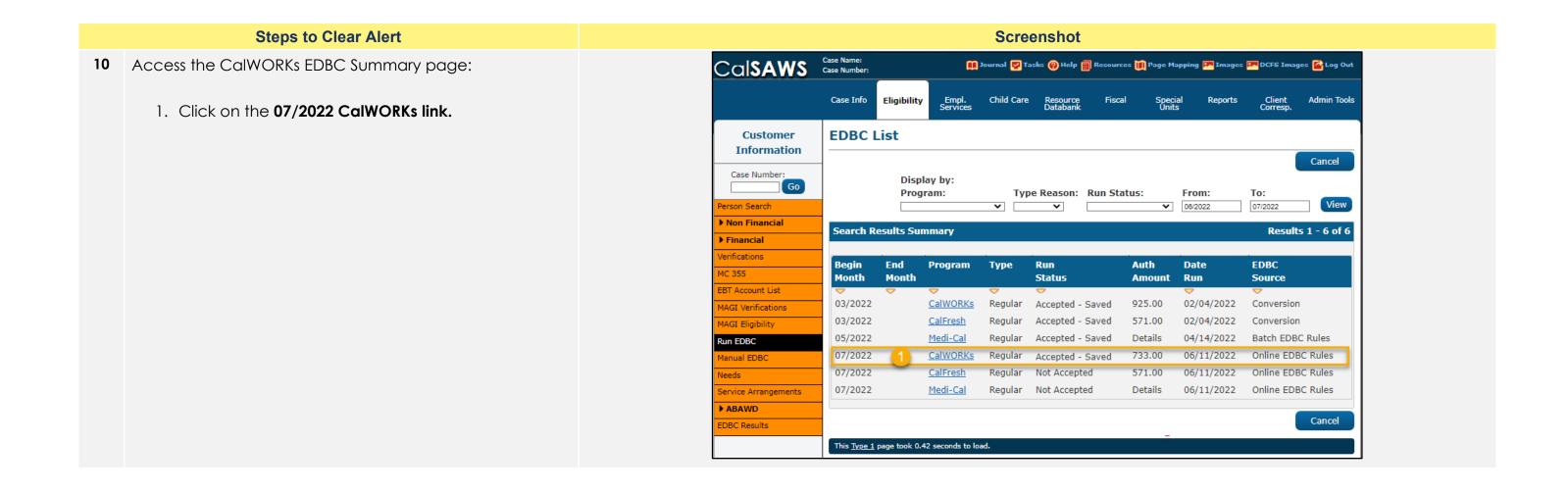
Note: Although a Soft Validation will allow the user to run EBDC and remove the Yellow Banner, the pending verifications may result in a negative case action and/or potential over issuance. Follow your county policy.











11 Once on the CalWORKs EDBC Summary page. 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 your county policy when Troubleshooting EDBC Results.

Additional Quick Guides available in LMS and Job Aids available in CalSAWS:

JA EDBC - Troubleshooting Incorrect Results JA EDBC – Online Definitions and Troubleshooting

The EDBC Mismatch Reason: Cash Program Not Authorized means the **associated CalFresh program** cannot have EDBC run until eligibility has been determined for the case's associated Cash Program.

Continue to review and authorize EDBC results for the associated CF and MC programs.

