



Frequently Asked Questions



General Eligibility

1

Do Case Flags replace Case Alerts?

No, Case Flags do not replace Alerts. Case Flags are County-specific and added to indicate some key information, or that an action should be taken. Flags that can be associated to a case or a case individual, to signify unique situations (e.g., teen parent, convicted drug felon, outstanding overpayment), are known as *Special Indicators*. CalSAWS mainly communicates about changes by task assignment, either automated or manual. The only 'alerts' in CalSAWS are from MEDS.



2

How many people can be added to a case?

The Person Number is a two-digit code, so no more than 99 individual person records can be added to a single CalSAWS case.



3

Does CalSAWS give an error message if you attempt to add a person that is *Hidden*?

In CalSAWS, *Hidden* case members cannot be pending to any program block. In the section titled *All Persons Associated with the Case*, if you see a person record listed there but you are unable to *Add* that person to the program as pending, that is your clue that the person is *Hidden*. If appropriate, you can navigate to the **Hide Person** page and unhide that person record, then take any necessary action to pending the individual to any appropriate program(s).



4

For ICTs, if the last month of aid passes, does the other County discontinue the case?

This depends on the timing of Disposition(s) transmitted between the two Counties. Occasionally, a delay in processing makes it necessary for the receiving County to manually update the case and pick up the benefits, but this should be the exception, not the rule.





Frequently Asked Questions



Clerical

1

Can you schedule an appointment without creating a case?

No, an appointment in CalSAWS cannot be scheduled without a Case Number.



2

After adding a program, when/where are we able to generate the SAWS 1 form?

Use the **Application Registration Summary** page to register an application and generate the SAWS 1. Or on the **Case Summary** page, in the context of a case, select the *Application Questions* link, answer the questions, then save and generate the SAWS 1 on the following page.



3

What is the escalation process for the Reception Log? How does a user escalate to a Supervisor if needed?

A user can send an email or Yellow Message to the assigned Worker listed on the **Reception Log Detail** page. If the Worker does not respond within the designated timeframe, the user can add an additional email address (for a supervisor) by clicking *Edit* on the **Reception Log Detail** page and sending a Yellow Message and/or email to assigned Worker for required follow-up.



4

Will case comments transfer over from CalWIN to CalSAWS?

Yes! Case Comments become Journal Entries.



5

What is the retention timeframe for Distributed Documents? Is it the same for converted cases vs. new cases in CalSAWS?

Any case in CalSAWS will keep all Distributed Documents in the history of that case, whether it's a converted case or one newly created post go-live.





Frequently Asked Questions



CalFresh, CalWORKs & Medi-Cal

1

Where do you view the linked CalHEERS ID in CalSAWS?



This information can be found in several places, but the easiest place to find it is on the **Inter-Agency Transfer Summary** page. In the context of the case, on the **Case Summary** page, click the *IAT Summary* link on the **Task** navigation bar.

2

How do the Medical Cost Ratio premium(s) count in a CalFresh budget?



Any appropriate expense(s), including medical expenses and/or Medicare premiums, are used/counted in the CalFresh budget for the applicable households. Best practice is to always review all aspects of the **CalFresh EDBC Summary** page for appropriate deductions.

3

On a CalWORKs/CalFresh case, can both programs be re-evaluated at the same time by selecting the Re-evaluate button on the Case Summary page?



The *Re-evaluate* button only clears the Root Questions; it has no other functionality. Both CalFresh and CalWORKs can be processed for any RE at the same time, depending on the **Customer Reporting List** page.

4

Does CalSAWS automatically align the PR/RE cycle when CalWORKs is added after CalFresh/Medi-Cal are approved?



Yes!

5

Is there a wait time for the issuance method to become active from EBT card to direct deposit?



It would depend on the bank and the County. The time frame should be about the same as it was in CalWIN.



Frequently Asked Questions



Employment Services

1

What date does CalSAWS use to track the 90-day Universal Engagement?

The 90-day Universal Engagement begins the date the CalWORKs program became active.



2

For Job Readiness, once the recipient exceeds the 180-hour rule, does CalSAWS stop tracking hours?

No, CalSAWS won't stop tracking hours, but the job readiness timeline will show the recipient is over the 180-hours.



3

Will mandatory/voluntary activities auto populate the activity agreement (WTW 2), similar to how it currently does in CalWIN?

The WTW 2 is generated/created when completing the **Activity Agreement Detail** page in CalSAWS. Once the appropriate fields are entered and the page is saved, the *Generate Form* button is available for creating the WTW 2 form.



4

What does *In Conciliation* status mean?

In Conciliation is the status when a participant is in Non-Compliance but is willing to participate – in other words, has signed a compliance plan.



5

If the employment record is end-dated, does it also close the activity that was created from the employment record?

The Activity needs to be closed separately – do this on the **Employment Detail** page.

