



CalWIN ISS

Implementation Support Services

Case Review Report and Guide (CRG)

Go-Live Packet (GLP) – Appendix G05 – Guide
#05: Discontinue Active Cal-Learn Program
Cases

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1. INTRODUCTION

This guide provides detailed actions that end users will be required to take to discontinue erroneous active Cal-Learn Program.

2. BACKGROUND

The Cal-Learn program status may be incorrectly set to Active for incorrect individuals listed in the case.

The screenshot displays the 'Case Info' page in the CalSAWS system. The top navigation bar includes tabs for Case Info, Eligibility, Empl. Services, Child Care, Resource Databank, Fiscal, Special Units, Reports, Client Corresp., and Admin Tools. Below the navigation bar, there are input fields for 'Case Number' and 'Case Name', followed by a 'Display:' section with a date selector (02/01/2022) and a 'View' button. The 'Case Flags' section is expanded, showing the 'Cal-Learn' section. In the 'Cal-Learn' section, the 'Worker' field is highlighted in yellow and shows 'Closed - E Caseload - E'. The 'Program Status' field is also highlighted in yellow and shows 'Active'. The 'Primary Applicant/Recipient' field shows 'Mariah'. The 'Worker ID' field is highlighted in blue. The 'FBU' field shows '0'. The 'Program Begins on' field shows '10/01/2007'. At the bottom, there is a table with columns: Name, Role, Role Reason, Status, and Status Reason. The table contains one row for 'Mariah 32F' with Role 'MEM' and Status 'Active'. A 'View Details' button is located at the bottom right of the table.

Figure 2-1 – Case Info

3. IMPACT ANALYSIS

Cal-Learn is not an EDBC program, therefore there is no impact to Eligibility and is deemed a data clean up activity.

4. CLEAN-UP INSTRUCTIONS

There is currently no process to change the Cal-Learn Program Status from Active to Discontinued. The county should ensure the Cal-Learn Program has no User assignment. This will prevent erroneous tasks from being created. To change the status, counties should request a Help Desk ticket to manually dispose the Cal-Learn program for the relevant cases.

5. ADDITIONAL INFORMATION

Not applicable.