CalSAWS

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.

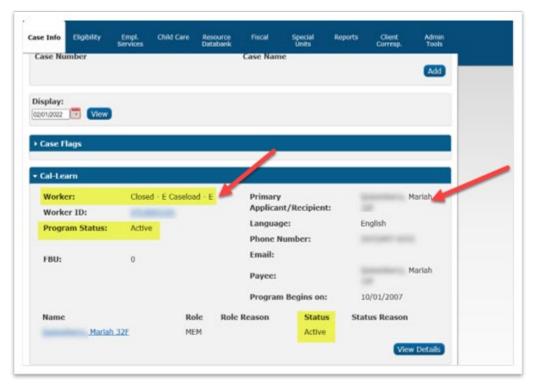


Figure 2-1 – Case Info

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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.

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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.

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5. ADDITIONAL INFORMATION

Not applicable.