# CalSAWS

# CalWIN ISS

## Implementation Support Services

# Case Review Report and Guide (CRG)

Go-Live Packet (GLP) – Appendix G07 – Guide #07: Update Ineligible Individual Employable

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# 1    BACKGROUND

Customers may show as "Employable" within the *Work Registration Program* block, even though they are ineligible for CalWORKs and WTW because they are receiving SSI.
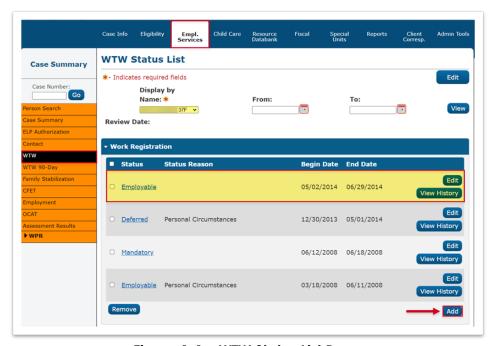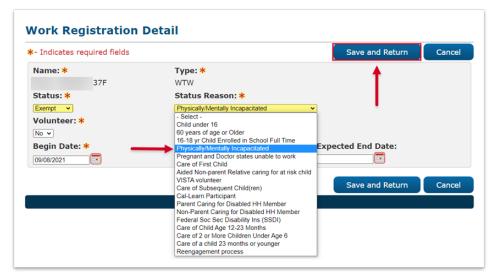


**Figure 1-1 – WTW Status List Page**
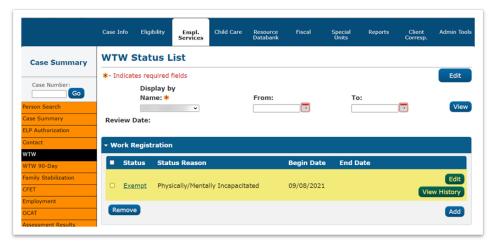


**Figure 1-2 – Work Registration Detail Page**

**Figure 1-3– WTW Status List Page**

## 2   IMPACT ANALYSIS

The customer may be incorrectly referred to WTW and/or show an erroneous "Employable" record which could potentially lead to benefits being issued for ineligible customers. May also have impacts to reports.

## 3    CLEAN-UP INSTRUCTIONS

Manually update the **WTW Work Registration Status** page to exempt the customer from work registration due to receiving SSI.

1.  Place your cursor over the *Empl. Services* tab on the **Global** navigation bar and select *Case Summary* from the **Local** navigator.

2.  On the **Task** navigation bar, click *WTW*. The **WTW Status List** page will display.

3.  Under the *Display by Name* field, select *PN01* from the drop list. Click the *View* button.

4.  Under the *Work Registration* block, click the *Add* button. The **Work Registration Detail** page will appear.

5.  Update the mandatory fields.
    a.  *Status*: Exempt
    b.  *Status Reason*: Physically/Mentally Incapacitated

6.  Click the *Save and Return* button. The **WTW Status List** page will display.

7.  Scroll down to the *Program* block. Click the *Add Status* button. The **WTW Status Detail** page will appear.

8.  Update the Mandatory fields:
    a.  *Status*: Exempt
    b.  *Status Reason*: Physically/Mentally Incapacitated

9.  Click the *Save and Return* button.

10.  The **Effective Dating Confirmation List** page will display. Validate the dates and click the *Save* button to continue. The **WTW Status List** page will display.

## 4    ADDITIONAL INFORMATION

Not applicable.