

Cash Program Not Authorized

Priority Level: 1

Programs Impacted: 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:

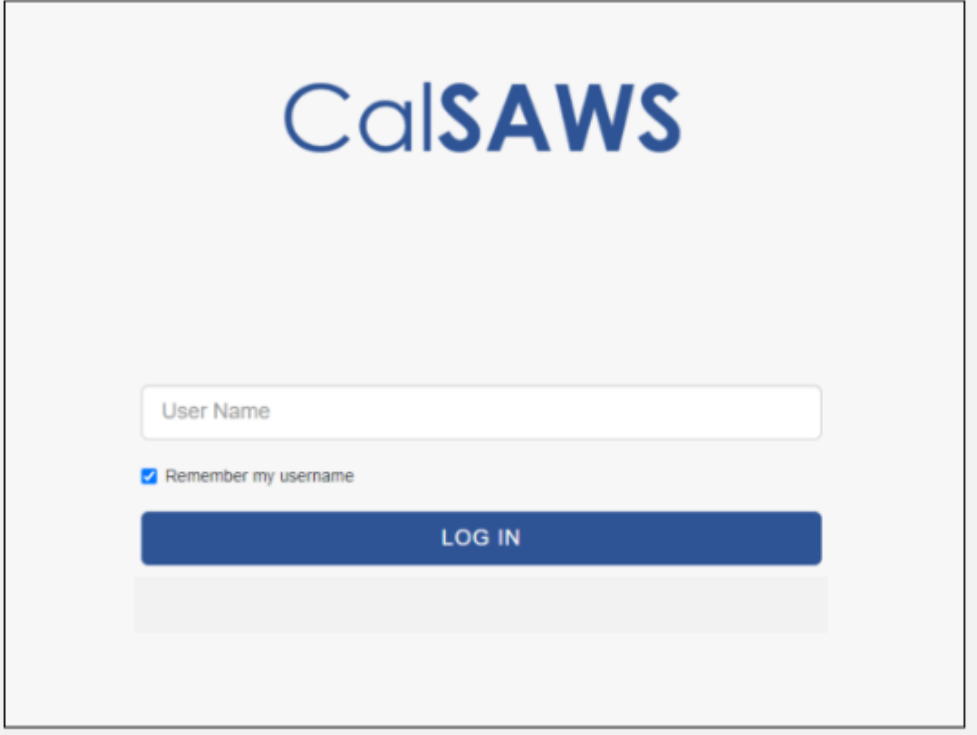
COUNTY_CODE	COUNTY_NAME	OFFICE_NUM_IDENTIF	OFFICE_NAME	WORKER_NUMBER	CASE_NUMBER	PROGRAM	MISMATCH_REASON	RE_DUE_DATE	PGM_STAT_RSN_CODE	PRIORITY	SSA_INCOME	SSI_SSP_OPA
00	Sample	00	1305 Sample	xxxxxxxxxx	xxxxxxx	CalFresh	Cash Program not Authorized	07/31/2022		3		

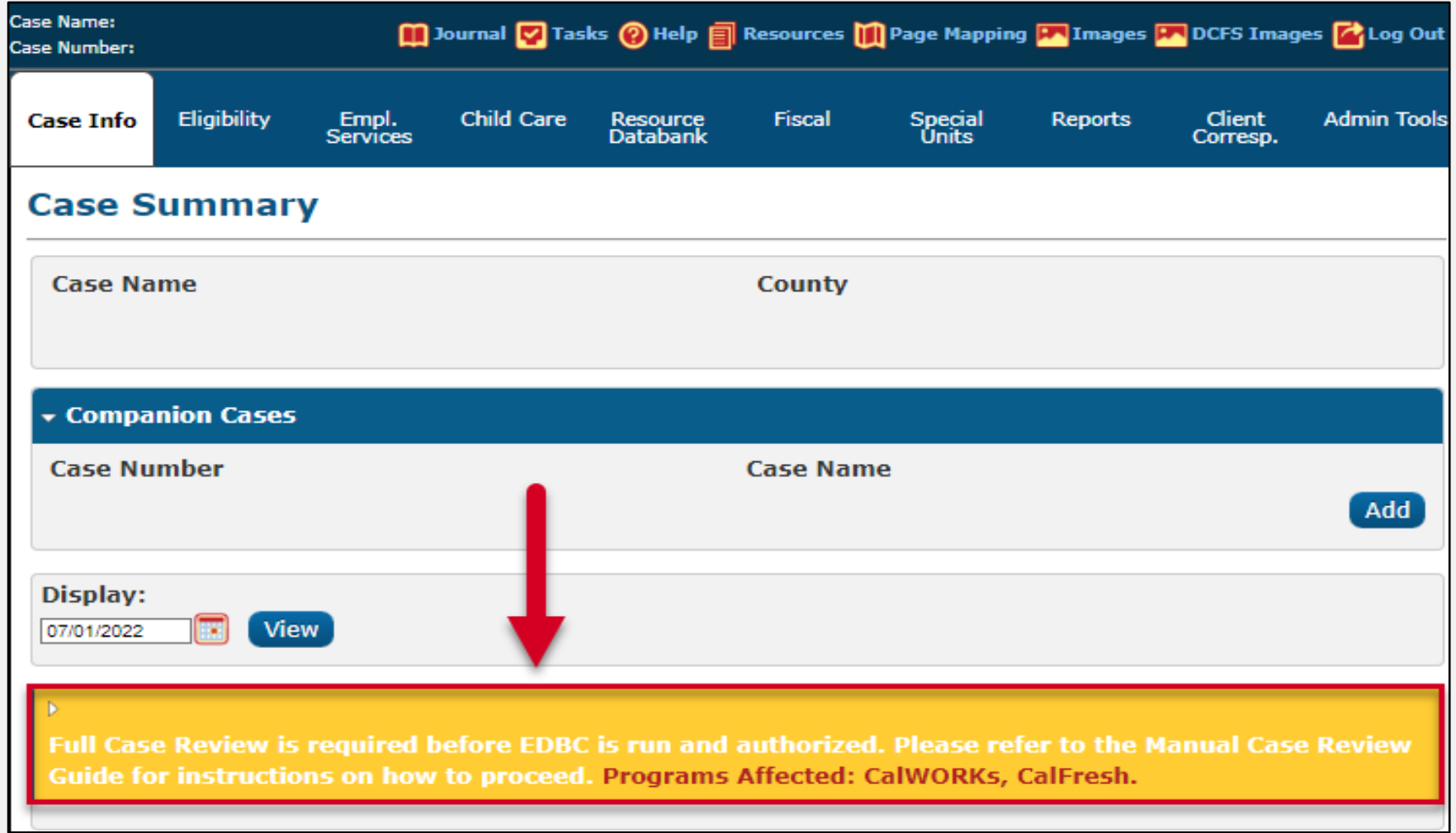
Note: The examples provided in these guides do not represent every scenario that a user might encounter. The scenarios provided below are intended to direct users to the most impacted areas on the Yellow Banner report. A full and thorough review of each case must be conducted to ensure that all the information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



Example

Cash Program not Authorized

Steps to Clear Alert		Screenshot
1	Log in to CalSAWS by entering your Username and Password	

Steps to Clear Alert		Screenshot
2	On the Homepage: 1. Enter the case number and click on the submit button to be directed to the Case Summary page. ★ This step is not necessary if already in the Case Summary page for the desired case. ★ Note the Yellow Banner on the Case Summary Page	 

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On the Case Summary Page:

1. Click on the **Eligibility** tab on the Global Navigator

2. Click on the **Customer Information** link on the Local Navigator

From the Contact Summary page:

3. Click on **Run EDBC** tab on the Task Navigator

Screenshot

CalSAWS

Case Name:
Case Number:

JournalTasksHelpResourcesPage MappingImagesDCFS ImagesLog Out

Case InfoEligibilityEmpl. ServicesChild CareResource DatabankFiscalSpecial UnitsReportsClient Corresp.Admin Tools

1

Case Summary

Case Number:
 Go

Person Search

EBT Account Search

Application Registration

Case Summary

Contact

Authorized Representative

Application Questions

Negative Action

Case S

Workload Inventory

Case Summary

Customer Information

Reporting

Compa

Case Nu

Distributed Documents

Customer Schedule

Courtesy Month

Display:
07/01/2022View

County

Case Name

Add

CalSAWS

Case Name:
Case Number:

JournalTasksHelpResourcesPage MappingImagesDCFS ImagesLog Out

Case InfoEligibilityEmpl. ServicesChild CareResource DatabankFiscalSpecial UnitsReportsClient Corresp.Admin Tools

Customer Information

Case Number:
 Go

Person Search

Non Financial

Financial

Verifications

MC 355

EBT Account List

MAGI Verifications

MAGI Eligibility

Run EDBC

Manual EDBC

Needs

Contact Summary

Continue

Search Results Summary

Results 1 - 14 of 14

Display From:To:View

Search Address

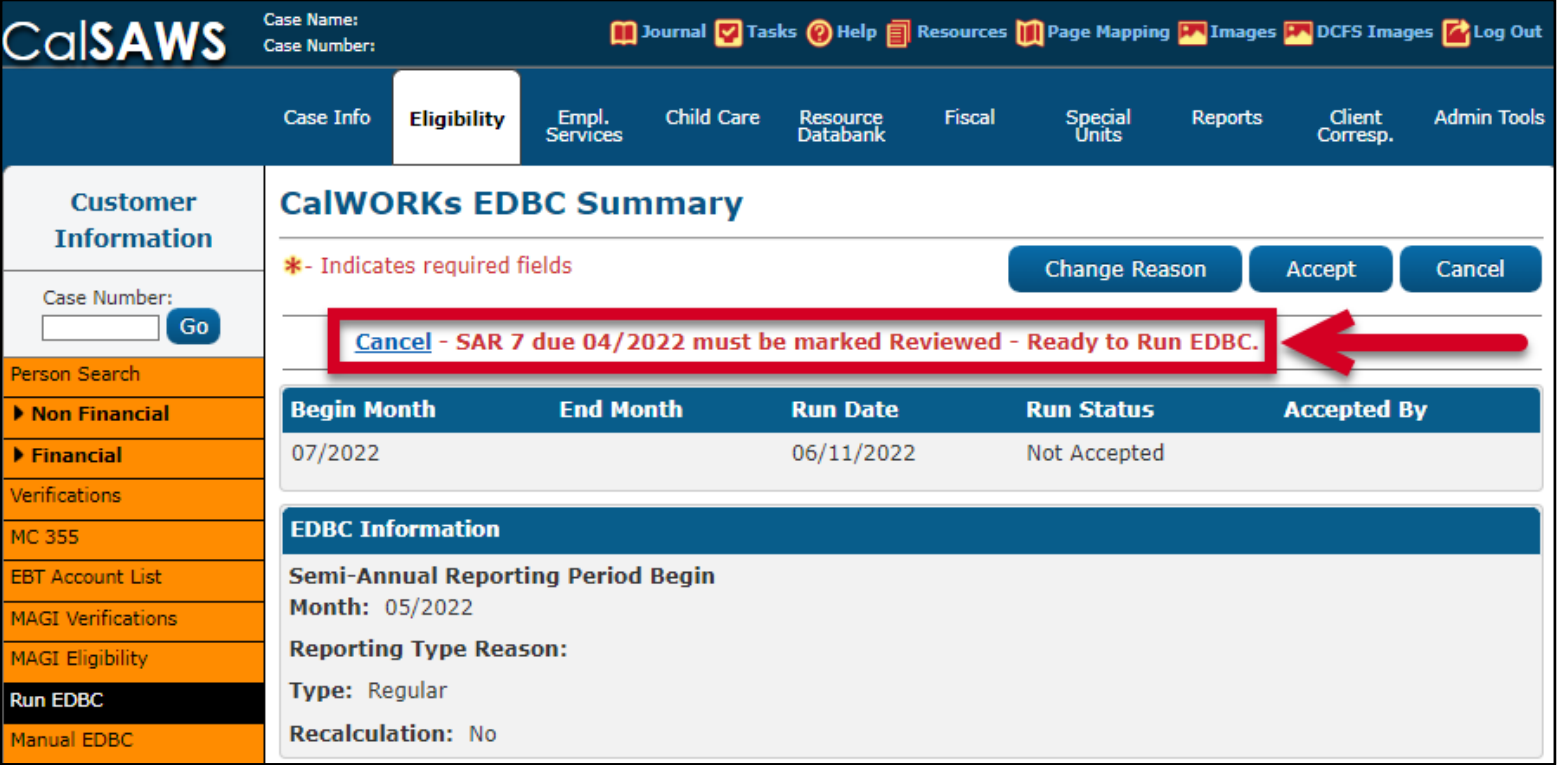
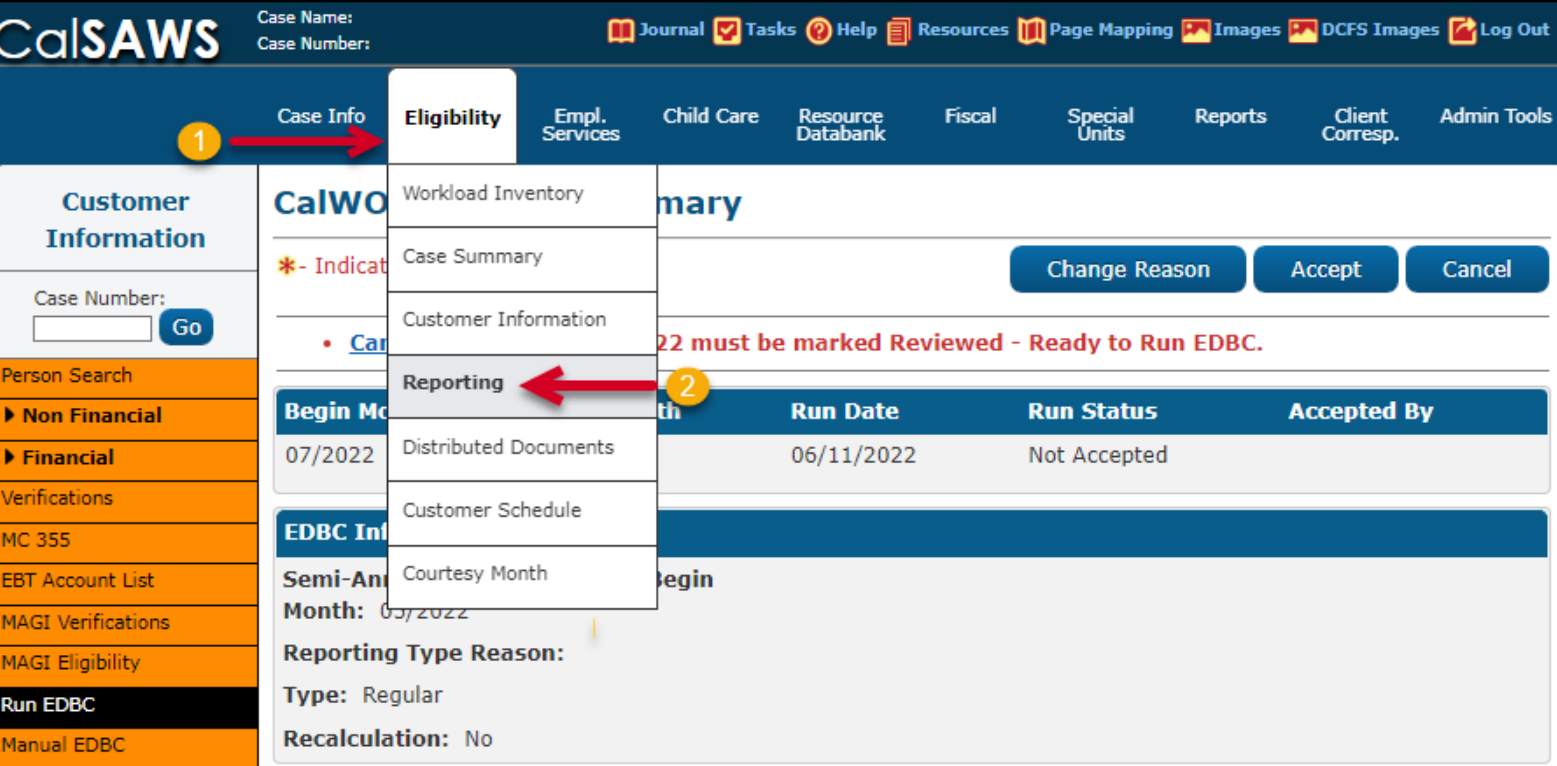
Address Information

Person	Type	Address	Begin Date	End Date	
	Mailing	RICHMOND, CA 94804-4748	09/28/2021		EditView History
	Physical	RICHMOND, CA 94804-4748	09/28/2021		EditView History

Page 4

Steps to Clear Alert		Screenshot
4	On the Run EDBC page: 1. Select all applicable Programs. ★ Note: Program fields must be selected first or the Begin and End Months will show grayed out. 2. Populate your Begin Month and End Month with the next future Month. Do not use multi-month EDBC to clear a Yellow Banner EDBC Mismatch alert. 3. Click Run EDBC ⚠ Ensure all programs on a case are selected when running EDBC as each program can have its own EDBC Mismatch reason. EDBC Mismatch follows program hierarchy and requires all programs be run at the same time to clear all EDBC Mismatch reasons on a case. ⚠ In this example, the corresponding cash program is CalWORKs. Users should keep in mind that this EDBC Mismatch Reason could affect any cash program/CF combo case: • CalWORKs/CalFresh • General Assistance/CalFresh • Refugee Cash Assistance/CalFresh • Cash Assistance Program for Immigrants/CalFresh	The screenshot shows the CalSAWS interface for running EDBC. The 'Run EDBC' page is displayed, showing a table of programs to be processed. The table has columns: Program, Status, Timely Notice Exception, Reason, and Run Reason. Three programs are listed: Medi-Cal, CalFresh, and CalWORKs, all with a status of 'Active'. The 'Begin Month' and 'End Month' are both set to 07/2022. A red arrow points to the 'Run EDBC' button. A yellow circle with the number 1 is next to the 'Run EDBC' button. A yellow circle with the number 2 is next to the 'Begin Month' and 'End Month' fields. A yellow circle with the number 3 is next to the 'Run EDBC' button.

Steps to Clear Alert		Screenshot
5	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.	

Steps to Clear Alert		Screenshot
6	In some instances, the periodic report will be overdue, causing the CalWORKs program to discontinue for the future benefit month. The periodic report will need to be processed before accepting and saving EDBC. ★ In CalSAWS, functionality has been added to prevent authorization of benefits within a new payment period if the SAR7 has not been addressed for processing. Users will need to navigate to the Customer Reporting List page. The User does not need to Cancel the EDBC results to navigate to the Customer Reporting page.	 The screenshot shows the CalSAWS interface with the 'Eligibility' tab selected. A red alert message is displayed: 'Cancel - SAR 7 due 04/2022 must be marked Reviewed - Ready to Run EDBC.' A red arrow points to this message. The interface includes a top navigation bar with links like Journal, Tasks, Help, Resources, Page Mapping, Images, DCFS Images, and Log Out. The left sidebar shows a 'Customer Information' menu with options like Person Search, Non Financial, Financial, Verifications, MC 355, EBT Account List, MAGI Verifications, MAGI Eligibility, Run EDBC, and Manual EDBC. The main content area shows the 'CalWORKs EDBC Summary' with buttons for Change Reason, Accept, and Cancel. Below this is a table with columns: Begin Month, End Month, Run Date, Run Status, and Accepted By. The table shows one entry for 07/2022 with a Run Date of 06/11/2022 and a Run Status of 'Not Accepted'. Below the table is the 'EDBC Information' section, which includes 'Semi-Annual Reporting Period Begin Month: 05/2022', 'Reporting Type Reason: Type: Regular', and 'Recalculation: No'.
7	To access the Customer Reporting List page from the CalWORKs EDBC Summary page: 1. Click on the Eligibility tab on the Global Navigator 2. Click on the Reporting link on the Local Navigator	 The screenshot shows the CalSAWS interface with the 'Eligibility' tab selected. A red arrow points to the 'Eligibility' tab in the top navigation bar. Another red arrow points to the 'Reporting' link in the local navigator. The interface is similar to the previous screenshot, showing the 'CalWORKs EDBC Summary' and the 'EDBC Information' section. The 'Reporting' link is highlighted in the local navigator.

Steps to Clear Alert

8 Once on the Customer Reporting List:

1. Click the **Edit** button for SAR 7 you are updating on the Customer Reporting List page. The user will select the SAR 7 for the appropriate Submit Month.

★ **Note:** This step is only required when the SAR 7 has **NOT** already been marked as 'Received' through the Imaging/Barcoding process.

2. Update the **Status** dropdown field, **Status Detail** field, and **Date** fields as applicable.

CalSAWS functionality can disposition each program individually. Therefore, the user must select the Program for which the report is being processed.

3. Click the **Save and Return** button.

Now that we have addressed the SAR 7, we will navigate back to Run EDBC and process this Periodic Report.

Screenshot

The image contains three screenshots of the CalSAWS interface, illustrating the steps to clear an alert for SAR 7.

Top Screenshot: Customer Reporting List
This screenshot shows the 'Customer Reporting List' page. At the top right is an 'Images' button. Below it is a 'Search Results Summary' bar indicating 'Results 1 - 1 of 1'. There are filters for 'Display Type' (a dropdown menu), 'From:' (a date field), and 'To:' (a date field), followed by a 'View' button. A table lists the reporting items:

Type	Submit Month	Program	Status	Status Date
SAR 7	03/2021	CW	Sent	03/18/2021
SAR 7	03/2021	CF	Sent	03/18/2021

An orange circle with the number '1' highlights the 'Edit' button next to the SAR 7 entry for program CF.

Middle Screenshot: Customer Reporting Detail
This screenshot shows the 'Customer Reporting Detail' page for SAR 7. At the top right are 'Images', 'Save and Return', and 'Cancel' buttons. A red asterisk icon indicates required fields. The form includes fields for 'Report Type' (SAR 7), 'Submit Month' (03/2021), and 'Date Received'. Below is a 'Personal Contact' dropdown set to 'No'. A 'Status' section contains a table:

Program	Status	Status Detail	Date
CW	Received	No Change	03/18/2021
CF	Received	Action Required	03/18/2021

An orange circle with the number '2' highlights the 'Received' dropdown for the CF program.

Bottom Screenshot: Customer Reporting Detail
This screenshot is identical to the middle one, but with an orange circle containing the number '3' highlighting the 'Save and Return' button at the top right.

Steps to Clear Alert

On the Run EDBC page:

1. Select all applicable **Programs**.

★ Note: Program fields must be selected first or the Begin and End Months will show grayed out.

2. Populate your **Begin Month** and **End Month** with the next future Month. Do not use multi-month EDBC to clear a Yellow Banner EDBC Mismatch alert.

3. Click **Run EDBC**

⚠ Ensure all programs on a case are selected when running EDBC as each program can have its own EDBC Mismatch reason. EDBC Mismatch follows program hierarchy and requires all programs be run at the same time to clear all EDBC Mismatch reasons on a case.

Screenshot

Steps to Clear Alert

10

Access the CalWORKs EDBC Summary page:

1. Click on the **07/2022 CalWORKs** link.

Screenshot

CalSAWS

Case Name:
Case Number:

JournalTasksHelpResourcesPage MappingImagesDCFS ImagesLog Out

Case InfoEligibilityEmpl. ServicesChild CareResource DatabankFiscalSpecial UnitsReportsClient Corresp.Admin Tools

Customer Information

Case Number:
 Go

Person Search

► Non Financial

► Financial

Verifications

MC 355

EBT Account List

MAGI Verifications

MAGI Eligibility

Run EDBC

Manual EDBC

Needs

Service Arrangements

► ABAWD

EDBC Results

EDBC List

Display by:
Program:

Type Reason:

Run Status:

From:
08/2022

To:
07/2022

Cancel

View

Search Results Summary

Results 1 - 6 of 6

Begin Month	End Month	Program	Type	Run Status	Auth Amount	Date Run	EDBC Source
03/2022		CalWORKs	Regular	Accepted - Saved	925.00	02/04/2022	Conversion
03/2022		CalFresh	Regular	Accepted - Saved	571.00	02/04/2022	Conversion
05/2022		Medi-Cal	Regular	Accepted - Saved	Details	04/14/2022	Batch EDBC Rules
07/2022	1	CalWORKs	Regular	Accepted - Saved	733.00	06/11/2022	Online EDBC Rules
07/2022		CalFresh	Regular	Not Accepted	571.00	06/11/2022	Online EDBC Rules
07/2022		Medi-Cal	Regular	Not Accepted	Details	06/11/2022	Online EDBC Rules

Cancel

This Type 1 page took 0.42 seconds to load.

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- 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.
- CalSAWS

Case Name:
Case Number:

Journal

Tasks

Help

Resources

Page Mapping

Images

DCFS Images

Log Out

Case Info

Eligibility

Empl. Services

Child Care

Resource Databank

Fiscal

Special Units

Reports

Client Corresp.

Admin Tool

Customer Information

Case Number:

Go

Person Search

Non Financial

Financial

Verifications

MC 355

EBT Account List

MAGI Verifications

MAGI Eligibility

CalWORKs EDBC Summary

*- Indicates required fields

Change Reason

Accept

Cancel

Begin Month	End Month	Run Date	Run Status	Accepted By
07/2022		06/11/2022	Not Accepted	

EDBC Information

Semi-Annual Reporting Period Begin
Month: 05/2022

Reporting Type Reason:
Type: Regular

Recalculation: No

Aid Payment		Regular
Full Month Aid Payment	\$	733.00
Dates to Prorate		1-31
Aid Payment	\$	733.00
Combined Aid Payment	\$	733.00
Final Aid Payment	\$	733.00
Overridden Aid Payment	\$	
		Override Payment
Penalties	-	0.00
Potential Benefit	=	733.00
Previous Potential Benefit	-	0.00
Overpayment Adjustment Amount	-	0.00
Authorized Amount	=	733.00

Delivery Method: *
Mail

Immediacy Indicator: *
Routine

Issuance Method:
EBT

Change Reason

Accept

Cancel

Steps to Clear Alert

Screenshot

12 Click on **EDBC Summary** hyperlinks for each program to review all eligibility factors for budgeting. **Accept** and **Save** EDBC results and send any applicable Notices of Action.

Journal the action taken according to county policy.

Case Info

Eligibility

Empl. Services

Child Care

Resource Databank

Fiscal

Special Units

Reports

Client Corresp.

Admin Tools

EDBC List

Cancel

Display by:
Program:Type Reason:Run Status:From:

06/2022

To:

07/2022

View

Search Results Summary

Results 1 - 6 of 6

Begin Month	End Month	Program	Type	Run Status	Auth Amount	Date Run	EDBC Source
03/2022		CalWORKs	Regular	Accepted - Saved	925.00	02/04/2022	Conversion
03/2022		CalFresh	Regular	Accepted - Saved	571.00	02/04/2022	Conversion
05/2022		Medi-Cal	Regular	Accepted - Saved	Details	04/14/2022	Batch EDBC Rules
07/2022		CalWORKs	Regular	Accepted - Saved	733.00	06/11/2022	Online EDBC Rules
07/2022		CalFresh	Regular	Not Accepted	571.00	06/11/2022	Online EDBC Rules
07/2022		Medi-Cal	Regular	Not Accepted	Details	06/11/2022	Online EDBC Rules

Steps to Clear Alert

13 A second example of a Cash Program not Authorized EDBC Mismatch Reason is when the Cash Aid program has **Failed**, and the determination is **correct**.

Screenshot

CalSAWS

Case Name:
Case Number:

JournalTasksHelpResourcesPage MappingImagesDCFS ImagesLog Out

Case InfoEligibilityEmpl. ServicesChild CareResource DatabankFiscalSpecial UnitsReportsClient Corresp.Admin Tools

Customer Information

Case Number:
 Go

Person Search

Non Financial

Financial

Verifications

MC 355

EBT Account List

MAGI Verifications

MAGI Eligibility

Run EDBC

Manual EDBC

Needs

Service Arrangements

ABAWD

EDBC List

Display by:
Program:

Type Reason:

Run Status:

From:
06/2022

To:
07/2022

Cancel

View

Search Results SummaryResults 1 - 7 of 7

Begin Month	End Month	Program	Type	Run Status	Auth Amount	Date Run	EDBC Source
04/2019		Immediate Need	Regular	Accepted - Saved	Fail	04/08/2019	Conversion
03/2022		CalWORKs	Regular	Accepted - Saved	705.00	02/16/2022	Conversion
03/2022		CalFresh	Regular	Accepted - Saved	459.00	02/16/2022	Conversion
03/2022		Medi-Cal	Regular	Accepted - Saved	Details	02/16/2022	Conversion
07/2022		CalWORKs	Regular	Not Accepted	Fail	06/11/2022	Online EDBC Rules
07/2022		CalFresh	Regular	Not Accepted	354.00	06/11/2022	Online EDBC Rules
07/2022		Medi-Cal	Regular	Not Accepted	Details	06/11/2022	Online EDBC Rules

Steps to Clear Alert

14 In this example, the only eligible CW child has graduated high school and is turning 18. The AU is no longer eligible to CalWORKs. Users will Review and **Accept** the CalWORKs discontinuance and will review, accept, and save the corresponding CalFresh EDBC results.

Users must check for any missing verifications, reports received, or images awaiting review for potential case changes prior to running EDBC and authorizing future benefit EDBC results for both CalFresh (possible TCF) and Medi-Cal programs.

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

JA Transitional CalFresh (TCF) Processing

Screenshot

CalSAWS

Case Name:
Case Number:

JournalTasksHelpResourcesPage MappingImagesDCFS ImagesLog Out

Case Info

Eligibility

Empl. Services

Child Care

Resource Databank

Fiscal

Special Units

Reports

Client Corresp.

Admin Tools

Customer Information

Case Number:
 Go

Person Search

Non Financial

Financial

Verifications

MC 355

EBT Account List

MAGI Verifications

MAGI Eligibility

Run EDBC

Manual EDBC

Needs

Service Arrangements

ABAWD

EDBC Results

CalWORKs EDBC Summary

*- Indicates required fields

Change ReasonAcceptCancel

Begin Month	End Month	Run Date	Run Status	Accepted By
07/2022		06/11/2022	Not Accepted	

EDBC Information

Reporting Type Reason:

Type: Regular

Recalculation: No

Program Configuration

System Determination

EDBC Source: Online EDBC Rules

Aid Code:

Program Status: Discontinued

Program Status Reason: No Elig. Child

Note: Overridden rows are in bold.

Name	DOB	Role	Role Reason	Status	Status Reason
Leah D. 17F		MEM		Discontinued	Age 18 Requirements
Brian D. 43M		MEM		Discontinued	No Elig. Child

Override Program Configuration

Reporting Configuration

Work Eligibility

Aid Payment

	Budget Amount
Penalties	\$ 0.00
Potential Benefit	\$ 0.00
Previous Potential Benefit	\$ 0.00
Overpayment Adjustment Amount	\$ 0.00
Authorized Amount	\$ 0.00

Change ReasonAcceptCancel

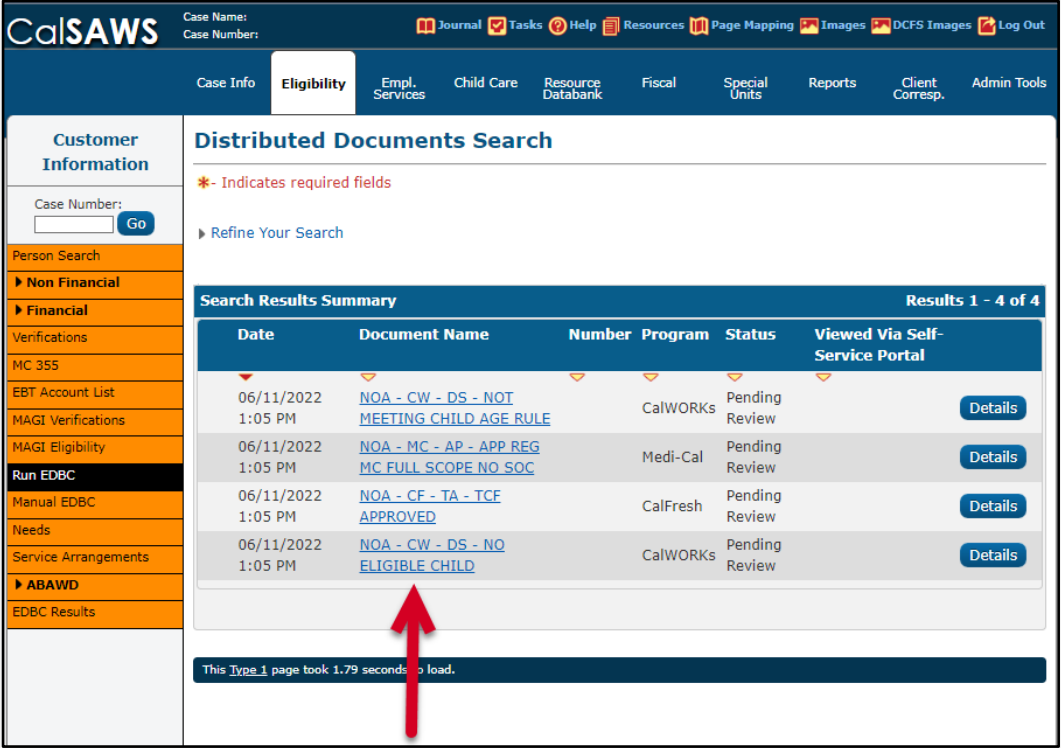
This Type 1 page took 0.47 seconds to load.

Steps to Clear Alert

15 Once all active programs have been accepted and saved, CalSAWS will navigate Users to the **Distributed Documents Search** page.

Click the **Document Name** hyperlinks to review the Notice of Action details.

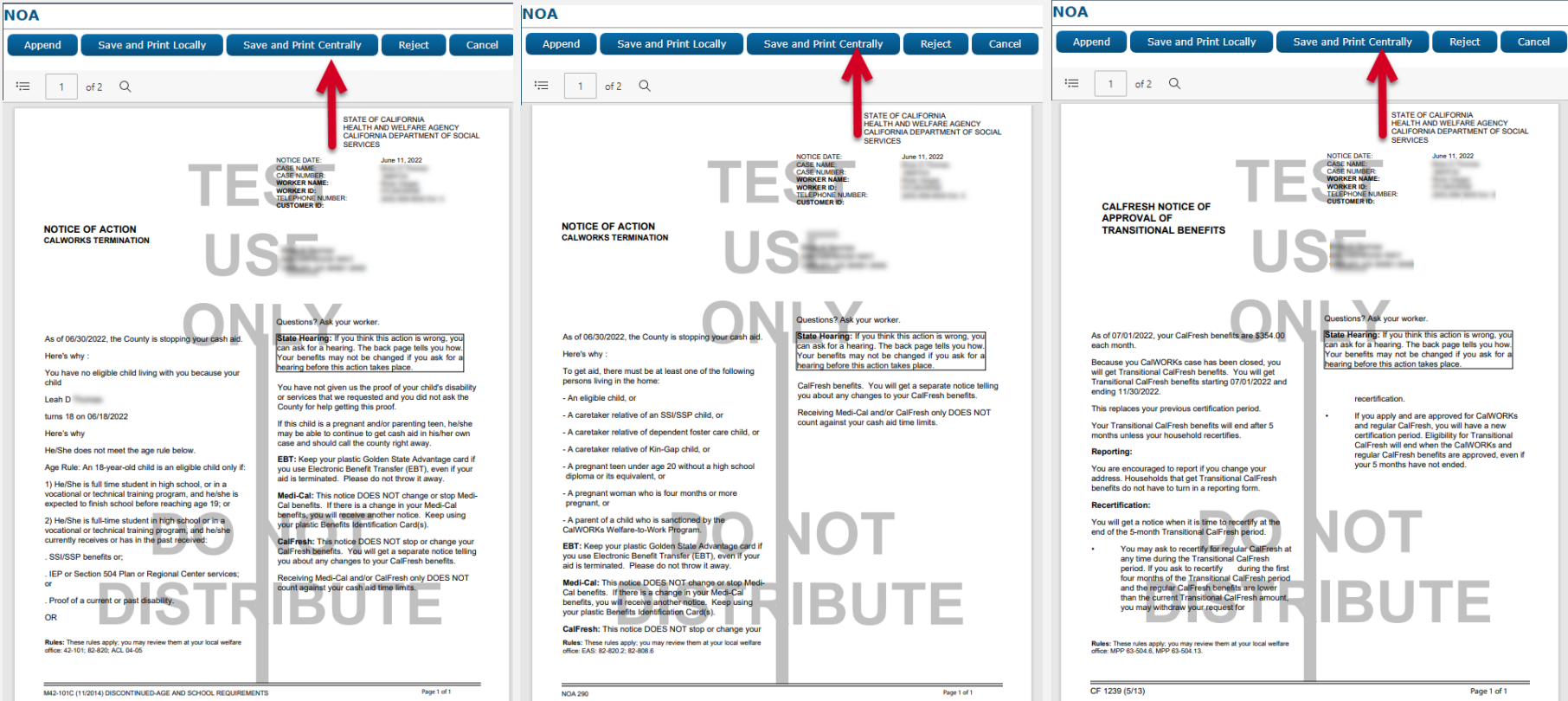
Screenshot



16 Review all pending Notices of Action for accuracy.

Click **Save and Print Centrally** to accept the NOA and navigate back to the **Case Summary** Page.

If the NOA is not reviewed, it will go out by way of an overnight batch process.



Steps to Clear Alert		Screenshot
17	In this example, the household no longer qualified for CalWORKs and transitioned into TCF and transitional Medi-Cal programs. Document all actions taken as per county policy. The Yellow Banner should no longer appear on the case. The case review is complete!	The screenshot displays the CalSAWS Case Summary page. The left sidebar contains a list of navigation options, with 'Case Summary' highlighted. The main content area shows the 'Case Summary' tab selected. At the top, there are fields for 'Case Name' and 'County'. Below this is a 'Companion Cases' section with a table for adding cases. A 'Display' section shows a date of 07/01/2022 and a 'View' button. A prominent red arrow points to a blue banner that reads 'CalWORKS closed'. Below this is a 'CalFresh' section with various fields for worker information, including 'Worker ID', 'Program Status', 'RE Due Month', 'Reporting Type', 'Reporting Type Reason', and 'Aid Code'. A red box highlights the 'Reporting Type' (Non Reporting), 'Reporting Type Reason' (Transitional CalFresh), and 'Aid Code' (0F - TCF) fields. To the right of these fields, the text 'TCF Authorized' is displayed. At the bottom, there is a table for 'Meets ESAP Criteria' with columns for Name, Role, Role Reason, Status, and Status Reason. The table lists two individuals: Brian 43M and Leah 17F, both with a role of MEM and a status of Active.