Deny/Discontinue a Case

Update Data Collection Pages and Run EDBC

A case or program will be discontinued or denied after running EDBC when information entered in data collection pages causes the applicant to be ineligible based on program rules.

Example 1 – Over Income

Income Detail Page

EDBC Results –Denial for Over Income

A customer calls to report an increase in income. The Worker navigates to the Income pages and updates the income record.

When EDBC is run the results will show the Program Status as Denied and the Program Status Reason as Over Income.

Example 2 – Out of the Home

A customer calls to report a household member that has moved. The Worker navigates to the Household Status Detail page and updates the Living in the Home Status to Permanently Out of the Home.

When EDBC is run the results will show the Program Status as Discontinued and the Status Reason as Out of the Home for the discontinued household member. The Program Status remains active.

Household Status Detail Page

EDBC Results – Discontinued Household Member

Data collection pages will need to be completed to result in a denial/discontinuance.
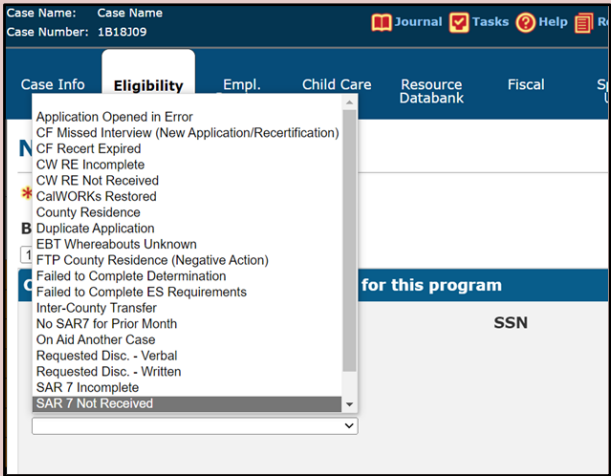
Deny/Discontinue a Case

Negative Action

Run a Negative Action to deny/discontinue a case/program when the action is **unrelated** to information entered during data collection.

Select a Negative Action Reason

Running a Negative Action begins by navigating to the **Negative Action Detail** page and selecting a Negative Action Reason from the drop list.

There are many negative action reasons for each program. Depending on the program, only applicable negative action reasons are available for selection.

Note: Negative Actions can be run at the person or program level.

Negative Action Reason Drop List

Run EDBC

Negative Action Detail Page

Once the **Negative Action Detail** page is completed, the worker clicks the **Run EDBC** button to run EDBC and accept and save the denial/discontinuance.

The Program Status Reason reflects the negative action reason that was selected.

EDBC Results – On Aid Another Case