



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' tab 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. The 'Case Info' tab is selected, showing fields for Case Number and Case Name, with an 'Add' button. Below this is a 'Display' section with a date (02/01/2022) and a 'View' button. A 'Case Flags' section is collapsed. The 'Cal-Learn' section is expanded, showing the following details:

- Worker: Closed - E Caseload - E
- Worker ID: [Redacted]
- Program Status: Active
- FBU: 0
- Primary Applicant/Recipient: Mariah
- Language: English
- Phone Number: [Redacted]
- Email: [Redacted]
- Payee: Mariah
- Program Begins on: 10/01/2007

At the bottom, a table lists the case details:

Name	Role	Role Reason	Status	Status Reason
Mariah 32F	MEM		Active	

Red arrows in the image point to the 'Closed - E Caseload - E' status and the 'Active' status in 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.