

# 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/recipient to be ineligible based on program rules.

### Example 1 – Over Income

Income Detail Page

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

EDBC Results –Denial for Over Income

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

### Example 2 – Failure to Provide

Case is pending Residency verification (which is mandatory for their program). Customer does not return proof of residency by the Verification Due Date.

When EDBC is run after the Residency verification due date the results will show the Program Status as *Discontinued* and the Status Reason as *FTP Verification*.

Verification List Page

EDBC Results – Discontinuance for FTP Verification

When updating the status of a pending verification on the Verification List page, the corresponding data collection page is automatically updated with the new status value.

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## Negative Action

Run a Negative Action to deny/discontinue a 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.

The Negative Action Reasons available for selection will vary by program.

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

The screenshot shows the 'Negative Action Detail' page. At the top, there's a 'Benefit Month' dropdown set to '08/2023' and a 'Run EDBC' button. Below this is a table for 'Medi-Cal' with columns for 'Person', 'SSN', and 'Date of Birth'. A checkbox 'Run EDBC for this program' is checked. A dropdown menu for 'Negative Action Reason' is open, showing various reasons like 'On Aid Another Case', 'Does Not Live in County (CMSP)', etc. The 'On Aid Another Case' option is highlighted.

### Negative Action Reason Drop List

### Run EDBC

This screenshot shows the 'CalWORKs' section of the 'Negative Action Detail' page. It includes a 'Run EDBC for this program' checkbox, a table with 'Person', 'SSN', and 'Date of Birth' columns, and a 'Negative Action Reason' dropdown menu.

### Negative Action Detail Page

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

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

Begin Month	End Month	Run Date	Run Status	Accepted By
10/2022		12/15/2022	Not Accepted	
EDBC Information				
Reporting Type Reason:				
Type: Regular				
Recalculation: No				
Program Configuration				
System Determination				
EDBC Source: Online EDBC Rules				
Program Status: Denied				
SUAS Eligible: No				
Program Type: Regular				
Program Reason: No Plausible Mem				
DOB	Role	Role Reason	Status	Status Reason
	MEM		Denied	On Aid Another Case
Override Program Configuration				

### EDBC Results – On Aid Another Case