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.
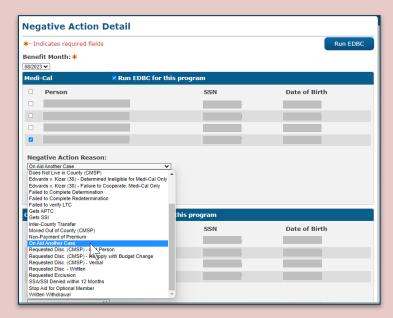
Deny/Discontinue a Case

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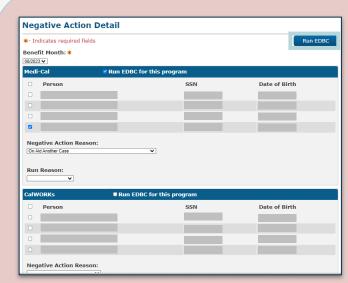
The Negative Action Reasons available for selection will vary by program.

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

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 apply the negative action and save the denial/discontinuance.

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

EDBC Results – On Aid Another Case