



Recoupment Mismatch

Priority Level: 1

Programs Impacted: CalFresh, CalWORKs

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, the Recoupment amount in CalSAWS differs from what was determined in the CalWIN System. Recoupment amount differences will need to be identified and remedied between converted CalWIN budgets and CalSAWS run EDBC.

Run EDBC in CalSAWS to find the actual Recoupment amount details and compare with the Conversion EDBC. Based on the differences, the User will need to verify the results, take action based on county policy and authorize the EDBC results.

These cases will be identified in the **Conversion EDBC Case Review Report** as follows:

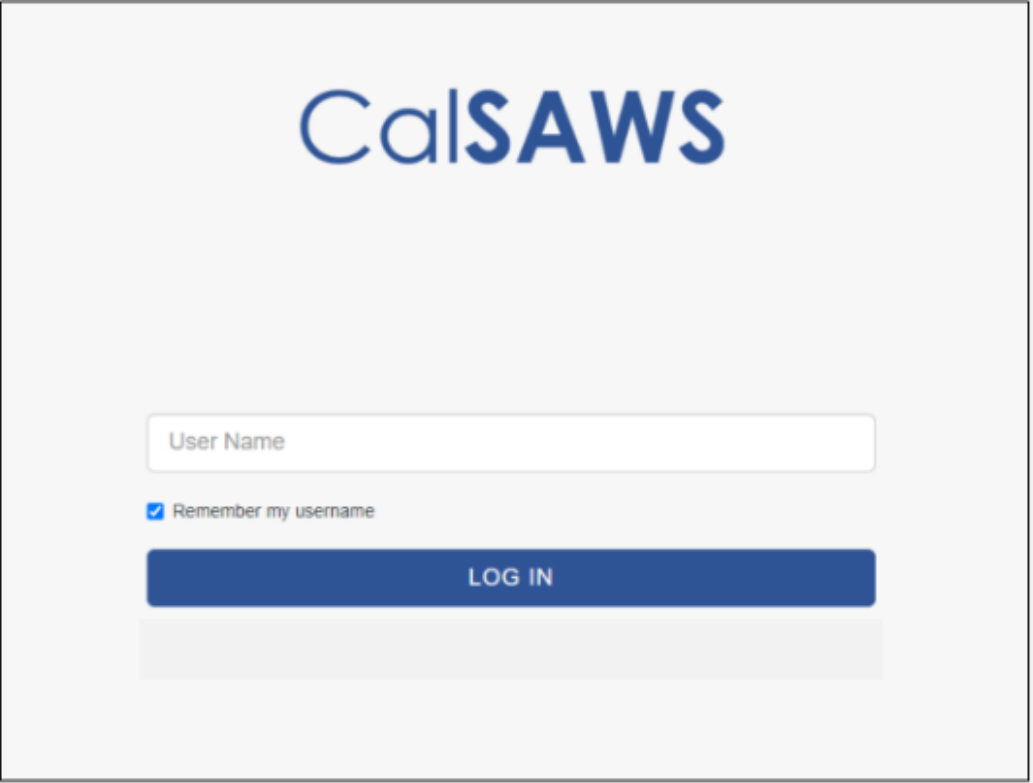
COUNTY_CODE	COUNTY_NAME	OFFICE_NUM_IDENTIF	OFFICE_NAME	WORKER_NUMBER	CASE_NUMBER	PROGRAM	MISMATCH_REASON	RE_DUE_DATE	PGM_STAT_RSN_CODE	PRIORITY	SSA_INCOMESSI_SSP_OPA
00	Sample	00	1305 Sample	xxxxxxxxxx	xxxxxxx	CalWORKs	Recoupment Mismatch	05/31/2022		1	

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

Recoupment Mismatch

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



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



Steps to Clear Alert

3

On the **Case Summary** Page:

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

2. Click on the **Customer Information** tab on the Local navigator.

From the **Contact Summary** page:

3. Click on **Run EDBC** on the Task navigator.

Screenshot

CalSAWS

Case Name:
Case Number:

JournalTasksHelpResourcesPage MappingImagesDCFS ImagesLog Out

Case InfoEligibilityEmpl. ServicesChild CareResource DatabankFiscalSpecial UnitsReportsClient Corresp.Admin Tools

Case Summary

Case Number:

Go

Person Search

EBT Account Search

Application Registration

Case Summary

Contact

Authorized Representative

Application Questions

Negative Action

Case InfoEligibilityEmpl. ServicesChild CareResource DatabankFiscalSpecial UnitsReportsClient Corresp.Admin Tools

Case Summary

Case Name:

Go

Workload Inventory

Case Summary

Customer Information

Reporting

Distributed Documents

Customer Schedule

Courtesy Month

Display:
07/01/2022
View

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

Case InfoEligibilityEmpl. ServicesChild CareResource DatabankFiscalSpecial UnitsReportsClient Corresp.Admin Tools

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		Edit View History
	Physical	RICHMOND, CA 94804-4748	09/28/2021		Edit View History



Steps to Clear Alert

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.

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 cannot be run without the appropriate updates made to the data collection pages.

When experiencing a **Soft Validation**, EDBC can still be run without making changes to the data collection pages.

★

Note: Although a Soft Validation will allow the user to run EDBC and remove the Yellow Banner, the pending verifications may result in a negative case action and/or potential over issuance. Follow your county policy.

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

Run EDBC

*- Indicates required fields

Change ReasonRun EDBCCancel

Benefit Processing Range:

Begin Month:07/2022End Month:07/2022

☒

Program

☒

Status

☒

Timely Notice Exception

☒

Reason

☒

Run Reason

☒

Medi-Cal

☒

Active

☒

CalFresh

☒

Active

☒

CalWORKs

☒

Active

1

Change ReasonRun EDBCCancel

This Type_1 page took 0.98 seconds to load.

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

Run EDBC

*- Indicates required fields

Change ReasonRun EDBC w/o VerificationsCancel

Benefit Processing Range:

Begin Month:07/2022End Month:07/2022

☒

Program

☒

Status

☒

Timely Notice Exception

☒

Reason

☒

Run Reason

☒

CalWORKs

☒

Active

☒

CalFresh

☒

Active

☒

Medi-Cal

☒

Active

The following verification(s) have not been received:

To run EDBC without these verifications, click on the "Run EDBC w/o Verifications" button.



Steps to Clear Alert

Screenshot

5 Access the **EDBC List** page.

For this example, there was a Recoupment Mismatch flagged for the CalWORKs Program.

1. Click on the **CalWORKs** hyperlink to access the CalWORKs EDBC Summary Page.

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: To: 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	398.00	02/05/2022	Conversion
03/2022		CalFresh	Regular	Accepted - Saved	370.00	02/05/2022	Conversion
03/2022		Medi-Cal	Regular	Accepted - Saved	Details	02/05/2022	Conversion
07/2022		CalWORKs	Regular	Accepted - Not Saved	459.00	06/13/2022	Online EDBC Rules
07/2022		CalFresh	Regular	Accepted - Not Saved	270.00	06/13/2022	Online EDBC Rules
07/2022		Medi-Cal	Regular	Not Accepted	Fail	06/13/2022	Online EDBC Rules



Steps to Clear Alert

6 Once on the **EDBC Summary Page**, the User will need to review the CalWORKs Conversion budget against the newly run **07/2022** CalWORKs EDBC to assess the differences between the two and whether to accept the new recoupment amount or pursue an override.

In this example, the Conversion budget reflected an Overpayment withheld at \$36.00, and the newly run CW EDBC has not withheld any amount from the aid payment.

- 1. Click on the **Overpayment Adjustment Amount** hyperlink to review the associated Recovery Account.

Screenshot

Case Info

Eligibility

Empl. Services

Child Care

Resource Databank

Fiscal

Special Units

Reports

Client Corresp.

Admin Tools

CalWORKs EDBC Summary

★ - Indicates required fields

Close

Begin Month	End Month	Run Date	Run Status	Accepted By
03/2022		02/01/2022	Accepted - Saved	Conversion User

EDBC Information

Semi-Annual Reporting Period Begin

Month:

Reporting Type Reason:

Type: Regular

Recalculation: No

Program Configuration

System Determination

EDBC Source: Conversion

Aid Code: 30 - CW-All Other Families (Fed)

Program Status: Active

Case Info

Eligibility

Empl. Services

Child Care

Resource Databank

Fiscal

Special Units

Reports

Client Corresp.

Admin Tools

CalWORKs EDBC Summary

★ - Indicates required fields

Change Reason

Accept

Cancel

Begin Month	End Month	Run Date	Run Status	Accepted By
07/2022		06/08/2022	Not Accepted	

EDBC Information

Semi-Annual Reporting Period Begin

Month:

Reporting Type Reason:

Type: Regular

Recalculation: No

Program Configuration

System Determination

EDBC Source: Online EDBC Rules

Aid Code: 30 - CW-All Other Families (Fed)

Program Status: Active

MAP Family Unit Size		2
Family MAP	\$	733.00
Family MAP Test		Pass
Family Special Needs	\$	0.00
Potential Grant	\$	434.00
Assistance Unit Size		2
Assistance Unit MAP	\$	
Assistance Unit Special Needs	\$	0.00
Aid Payment	\$	434.00

Aid Payment

Regular

Full Month Aid Payment	\$	434.00
Dates to Prorate		1-31
Aid Payment	\$	
Combined Aid Payment	\$	434.00
Final Aid Payment	\$	398.00
Overridden Aid Payment	\$	
Penalties	-	0.00
Potential Benefit	=	398.00
Previous Potential Benefit	-	0.00
Overpayment Adjustment Amount		36.00
Authorized Amount	=	398.00

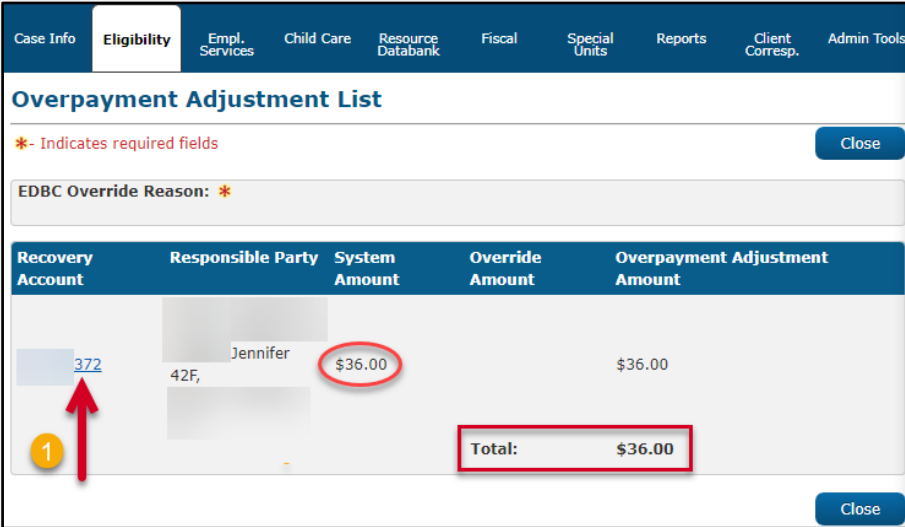
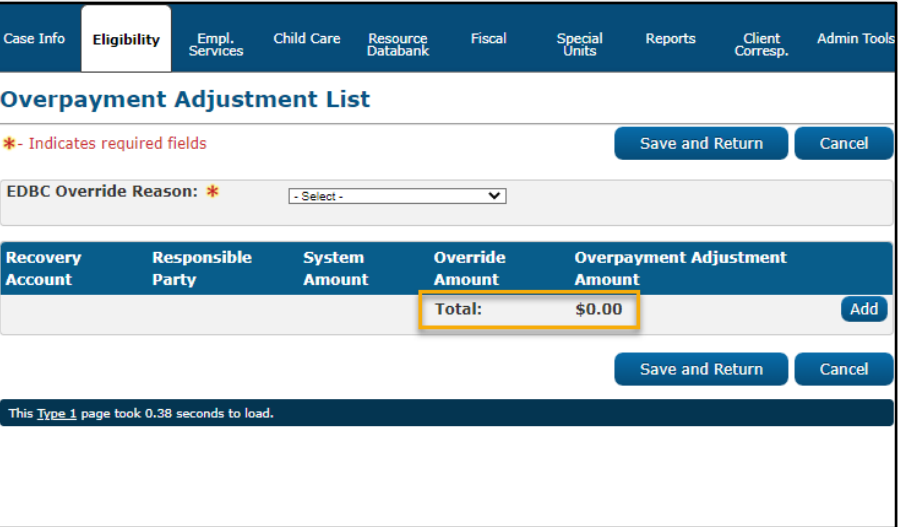
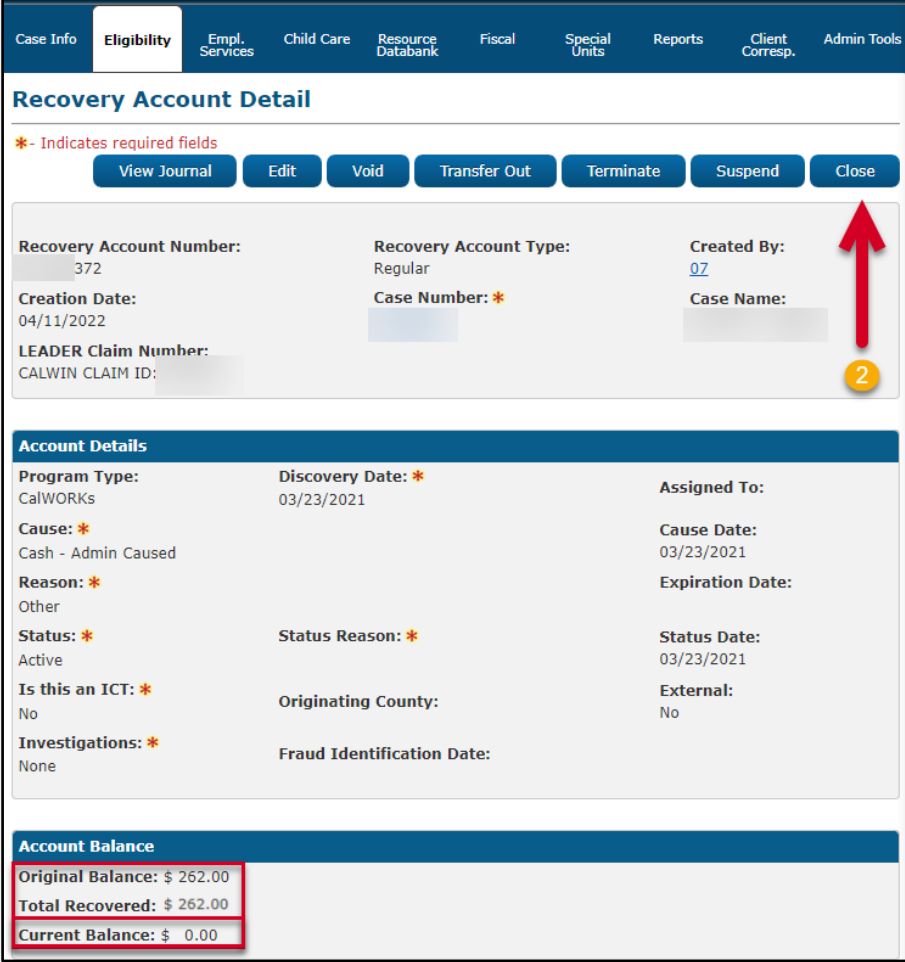
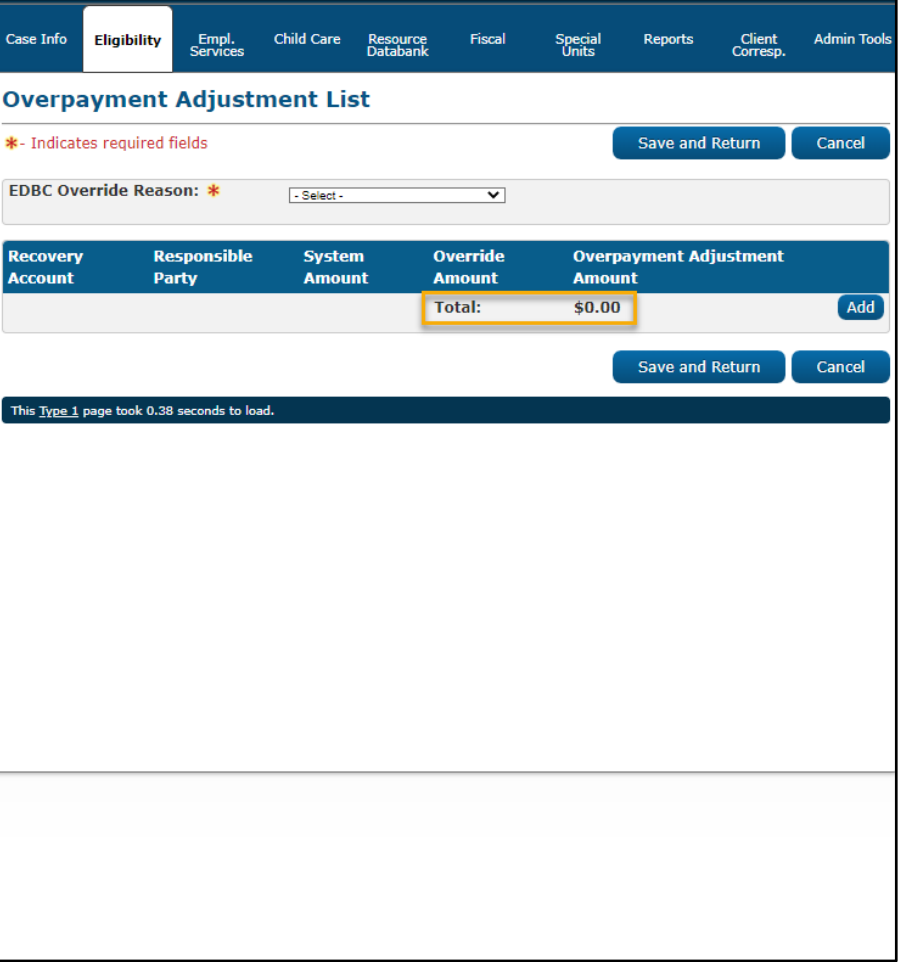
MAP Family Unit Size		2
Family MAP	\$	733.00
Family MAP Test		Pass
Family Special Needs	\$	0.00
Potential Grant	\$	459.00
Assistance Unit Size		2
Assistance Unit MAP	\$	733.00
Assistance Unit Special Needs	\$	0.00
Aid Payment	\$	459.00

Aid Payment

Regular

Full Month Aid Payment	\$	459.00
Dates to Prorate		1-31
Aid Payment	\$	459.00
Combined Aid Payment	\$	459.00
Final Aid Payment	\$	459.00
Overridden Aid Payment	\$	
		<div>Override Payment</div>
Penalties	-	0.00
Potential Benefit	=	459.00
Previous Potential Benefit	-	0.00
Overpayment Adjustment Amount	-	0.00
Authorized Amount	=	459.00



Steps to Clear Alert		Screenshot	
7	From the Overpayment Adjustment List Page: 1. Select the Recovery Account hyperlink to review the Recovery Account details. In the example to the right, the last saved CalWIN EDBC the overpayment adjustment amount was \$36.00. In the newly run CalSAWS determination, there is no overpayment being withheld from the grant amount.		
			
8	The Recovery Account reflects an Original Balance of \$262.00 with a Current Balance of \$0.00. This Recovery Account has been paid in full and is no longer collectable. 2. Close the Recovery Account Detail page and navigate back to the CalWORKs EDBC Summary page.		
			



Steps to Clear Alert		Screenshot
9	Once back on the CalWORKs EDBC Summary page, Users should review EDBC results to ensure accuracy before accepting results.	
	<p>The newly run CW EDBC is not reflecting an Overpayment Adjustment Amount as the collection has been satisfied and the Recovery Account is at \$0.</p> <p>Once reviewed:</p> <ol style="list-style-type: none">Click Accept to return to the EDBC List page.	



Steps to Clear Alert

10 Click on the **CalFresh** and **Medi-Cal** hyperlinks to review the EDBC results per program.

Once Users review all active case programs for any potential data collection discrepancies and make appropriate updates, Users will navigate back to the Run EDBC page to access, review, and accept the new EDBC budget results.

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 county policy when Troubleshooting EDBC Results.

CalSAWS Job Aids available:

JA EDBC – Troubleshooting Incorrect Results

JA EDBC - Online Definitions and Troubleshooting

Screenshot

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:

To:

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	398.00	02/05/2022	Conversion
03/2022		CalFresh	Regular	Accepted - Saved	370.00	02/05/2022	Conversion
03/2022		Medi-Cal	Regular	Accepted - Saved	Details	02/05/2022	Conversion
07/2022		CalWORKs	Regular	Accepted - Not Saved	459.00	06/13/2022	Online EDBC Rules
07/2022		CalFresh	Regular	Not Accepted	270.00	06/13/2022	Online EDBC Rules
07/2022		Medi-Cal	Regular	Not Accepted	Fail	06/13/2022	Online EDBC Rules

Cancel



Steps to Clear Alert		Screenshot																																																								
11	<p>Once all programs have been reviewed and accepted,</p> <p>1. Click Save and Continue to save all newly accepted EDBC determinations.</p> <p>Review and send any applicable Notices of Action and Journal the action taken according to county policy.</p>	<div><div>EDBC List</div><div><div>Preview NOAs</div><div>Save and Continue</div><div>Cancel</div></div><div><div><div>• CalWORKs NOA run is complete – NOA generated</div><div>• CalFresh NOA run is complete – NOA generated</div><div>• Medi-Cal NOA run is complete – No NOAs generated for this EDBC run. Review results.</div></div><div><div>Display by:</div><div>Program:</div><div>Type Reason:</div><div>Run Status:</div><div>From:</div><div>To:</div><div>View</div></div></div><div><div>Search Results Summary</div><div>Results 1 - 6 of 6</div><table><tr><th>Begin Month</th><th>End Month</th><th>Program</th><th>Type</th><th>Run Status</th><th>Auth Amount</th><th>Date Run</th><th>EDBC Source</th></tr><tr><td>03/2022</td><td></td><td>CalWORKs</td><td>Regular</td><td>Accepted - Saved</td><td>398.00</td><td>02/05/2022</td><td>Conversion</td></tr><tr><td>03/2022</td><td></td><td>CalFresh</td><td>Regular</td><td>Accepted - Saved</td><td>370.00</td><td>02/05/2022</td><td>Conversion</td></tr><tr><td>03/2022</td><td></td><td>Medi-Cal</td><td>Regular</td><td>Accepted - Saved</td><td>Details</td><td>02/05/2022</td><td>Conversion</td></tr><tr><td>07/2022</td><td></td><td>CalWORKs</td><td>Regular</td><td>Accepted - Not Saved</td><td>459.00</td><td>06/13/2022</td><td>Online EDBC Rules</td></tr><tr><td>07/2022</td><td></td><td>CalFresh</td><td>Regular</td><td>Accepted - Not Saved</td><td>270.00</td><td>06/13/2022</td><td>Online EDBC Rules</td></tr><tr><td>07/2022</td><td></td><td>Medi-Cal</td><td>Regular</td><td>Accepted - Not Saved</td><td>Fail</td><td>06/13/2022</td><td>Online EDBC Rules</td></tr></table></div></div>	Begin Month	End Month	Program	Type	Run Status	Auth Amount	Date Run	EDBC Source	03/2022		CalWORKs	Regular	Accepted - Saved	398.00	02/05/2022	Conversion	03/2022		CalFresh	Regular	Accepted - Saved	370.00	02/05/2022	Conversion	03/2022		Medi-Cal	Regular	Accepted - Saved	Details	02/05/2022	Conversion	07/2022		CalWORKs	Regular	Accepted - Not Saved	459.00	06/13/2022	Online EDBC Rules	07/2022		CalFresh	Regular	Accepted - Not Saved	270.00	06/13/2022	Online EDBC Rules	07/2022		Medi-Cal	Regular	Accepted - Not Saved	Fail	06/13/2022	Online EDBC Rules
Begin Month	End Month	Program	Type	Run Status	Auth Amount	Date Run	EDBC Source																																																			
03/2022		CalWORKs	Regular	Accepted - Saved	398.00	02/05/2022	Conversion																																																			
03/2022		CalFresh	Regular	Accepted - Saved	370.00	02/05/2022	Conversion																																																			
03/2022		Medi-Cal	Regular	Accepted - Saved	Details	02/05/2022	Conversion																																																			
07/2022		CalWORKs	Regular	Accepted - Not Saved	459.00	06/13/2022	Online EDBC Rules																																																			
07/2022		CalFresh	Regular	Accepted - Not Saved	270.00	06/13/2022	Online EDBC Rules																																																			
07/2022		Medi-Cal	Regular	Accepted - Not Saved	Fail	06/13/2022	Online EDBC Rules																																																			
12	<p>Document all actions taken as per county policy.</p> <p>The Yellow Banner should no longer appear on the case.</p> <p>The case review is complete.</p>	<div><div><div>Case Name:</div><div>Case Number:</div></div><div><div>Journal</div><div>Tasks</div><div>Help</div><div>Resources</div><div>Page Mapping</div><div>Images</div><div>DCFS Images</div><div>Log Out</div></div><div><div>Case Info</div><div>Eligibility</div><div>Empl. Services</div><div>Child Care</div><div>Resource Databank</div><div>Fiscal</div><div>Special Units</div><div>Reports</div><div>Client Corresp.</div><div>Admin Tools</div></div><div><div>Case Summary</div><div><div>Case Name</div><div>County</div></div><div><div>Companion Cases</div><div><div>Case Number</div><div>Case Name</div><div>Yellow Banner cleared!</div><div>Add</div></div></div><div><div>Display:</div><div>07/01/2022</div><div>View</div></div></div></div>																																																								

Screenshot

13 In this example, we will review a case requiring an **Override** to the system-determined recoupment amount.

Follow Steps 1-3 to run EDBC and access the **EDBC List** page.

- Case Info **Eligibility** Empl. Services Child Care Resource Databank Fiscal Special Units Reports Client Corresp. Admin Tools

Run EDBC

*- Indicates required fields

Benefit Processing Range:
 Begin Month: 07/2022 2 End Month: * 07/2022 3

1

<input checked="" type="checkbox"/>	Program	Status	Timely Notice Exception	Reason	Run Reason
<input checked="" type="checkbox"/>	Medi-Cal	Active			<input type="text"/>
<input checked="" type="checkbox"/>	CalFresh	Active			
<input checked="" type="checkbox"/>	CalWORKs	Active			

Change Reason Run EDBC Cancel

This Type 1 page took 0.98 seconds to load.

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 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

EDBC List

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

Cancel View

Search Results Summary Results 1 - 5 of 5

Begin Month	End Month	Program	Type	Run Status	Auth Amount	Date Run	EDBC Source
03/2022		CalWORKs	Regular	Accepted - Saved	1,184.00	02/01/2022	Conversion
03/2022		CalFresh	Regular	Accepted - Saved	703.00	02/01/2022	Conversion
07/2022		CalWORKs	Regular	Not Accepted	1,243.00	06/08/2022	Online EDBC Rules
07/2022		CalFresh	Regular	Not Accepted	862.00	06/08/2022	Online EDBC Rules
07/2022		Medi-Cal	Regular	Not Accepted	Fail	06/08/2022	Online EDBC Rules



Steps to Clear Alert

15

On the **EDBC Summary Page**, the User will need to assess the differences between the two Overpayment Amounts and whether to accept the new recoupment amount or pursue an override.

In this example, the Conversion budget reflected an Overpayment withheld at \$59.00, and the newly run CW EDBC has not withheld any amount from the aid payment.

1. Click on the **Overpayment Adjustment Amount** hyperlink to review the associated Recovery Account.

Screenshot

Case InfoEligibilityEmpl. ServicesChild CareResource DatabankFiscalSpecial UnitsReportsClient Corresp.Admin Tools

CalWORKs EDBC Summary

*- Indicates required fields

Close

Begin Month	End Month	Run Date	Run Status	Accepted By
03/2022		02/01/2022	Accepted - Saved	Conversion User

EDBC Information

Semi-Annual Reporting Period Begin
Month:
Reporting Type Reason:
Type: Regular
Recalculation: No

Program Configuration

System Determination
EDBC Source: Conversion
Aid Code: 30 - CW-All Other Families (Fed)
Program Status: Active

MAP Family Unit Size		5
Family MAP	\$	1,243.00
Family MAP Test		Pass
Family Special Needs	\$	0.00
Potential Grant	\$	1,243.00
Assistance Unit Size		5
Assistance Unit MAP	\$	
Assistance Unit Special Needs	\$	0.00
Aid Payment	\$	1,243.00

Aid Payment	Regular
Full Month Aid Payment	\$ 1,243.00
Dates to Prorate	1-31
Aid Payment	\$
Combined Aid Payment	\$ 1,243.00
Final Aid Payment	\$ 1,184.00
Overridden Aid Payment	\$
Penalties	- 0.00
Potential Benefit	= 1,184.00
Previous Potential Benefit	- 0.00
Overpayment Adjustment Amount	= 59.00
Authorized Amount	= 1,184.00

Pay Code:

Case InfoEligibilityEmpl. ServicesChild CareResource DatabankFiscalSpecial UnitsReportsClient Corresp.Admin Tools

CalWORKs EDBC Summary

*- Indicates required fields

Change ReasonAcceptCancel

Begin Month	End Month	Run Date	Run Status	Accepted By
07/2022		06/08/2022	Not Accepted	

EDBC Information

Semi-Annual Reporting Period Begin
Month:
Reporting Type Reason:
Type: Regular
Recalculation: No

Program Configuration

System Determination
EDBC Source: Online EDBC Rules
Aid Code: 30 - CW-All Other Families (Fed)
Program Status: Active

MAP Family Unit Size		5
Family MAP	\$	1,243.00
Family MAP Test		Pass
Family Special Needs	\$	0.00
Potential Grant	\$	1,243.00
Assistance Unit Size		5
Assistance Unit MAP	\$	1,243.00
Assistance Unit Special Needs	\$	0.00
Aid Payment	\$	1,243.00

Aid Payment	Regular
Full Month Aid Payment	\$ 1,243.00
Dates to Prorate	1-31
Aid Payment	\$ 1,243.00
Combined Aid Payment	\$ 1,243.00
Final Aid Payment	\$ 1,243.00
Overridden Aid Payment	\$
Penalties	- 0.00
Potential Benefit	= 1,243.00
Previous Potential Benefit	- 0.00
Overpayment Adjustment Amount	- 0.00
Authorized Amount	= 1,243.00

Override Payment



Steps to Clear Alert

16

From the **Overpayment Adjustment List** Page:

1. Select the **Recovery Account** hyperlink to review the Recovery Account details.

The Recovery Account reflects an Original Balance of \$1,180.00 with a Current Balance of \$944.00.

★

Note:

In CalSAWS, if an individual responsible for an overpayment establishes a separate case, EDBC does not automatically calculate recoupment on a second case. The user will need to properly establish adjust indicators and run both programs on both cases.

Screenshot

Case Info

Eligibility

Empl. Services

Child Care

Resource Databank

Fiscal

Special Units

Reports

Client Corresp.

Admin Tools

Overpayment Adjustment List

*- Indicates required fields

Close

EDBC Override Reason: *

Recovery Account	Responsible Party	System Amount	Override Amount	Overpayment Adjustment Amount
953	Michael 39M	\$59.00		\$59.00
Total:				\$59.00

Close

This Type 1 page took 0.42 seconds to load.

Case Info

Eligibility

Empl. Services

Child Care

Resource Databank

Fiscal

Special Units

Reports

Client Corresp.

Admin Tools

Overpayment Adjustment List

*- Indicates required fields

Save and Return

Cancel

EDBC Override Reason: *

- Select -

Recovery Account	Responsible Party	System Amount	Override Amount	Overpayment Adjustment Amount
Total:				\$0.00

Add

Save and Return

Cancel

This Type 1 page took 0.36 seconds to load.

Case Info

Eligibility

Empl. Services

Child Care

Resource Databank

Fiscal

Special Units

Reports

Client Corresp.

Admin Tools

Recovery Account Detail

*- Indicates required fields

View Journal

Edit

Void

Transfer Out

Terminate

Suspend

Close

Recovery Account Number: 5963

Recovery Account Type: Regular

Created By:

Creation Date: 04/11/2022

Case Number: *

Case Name:

LEADER Claim Number: CALWIN CLAIM ID: 992

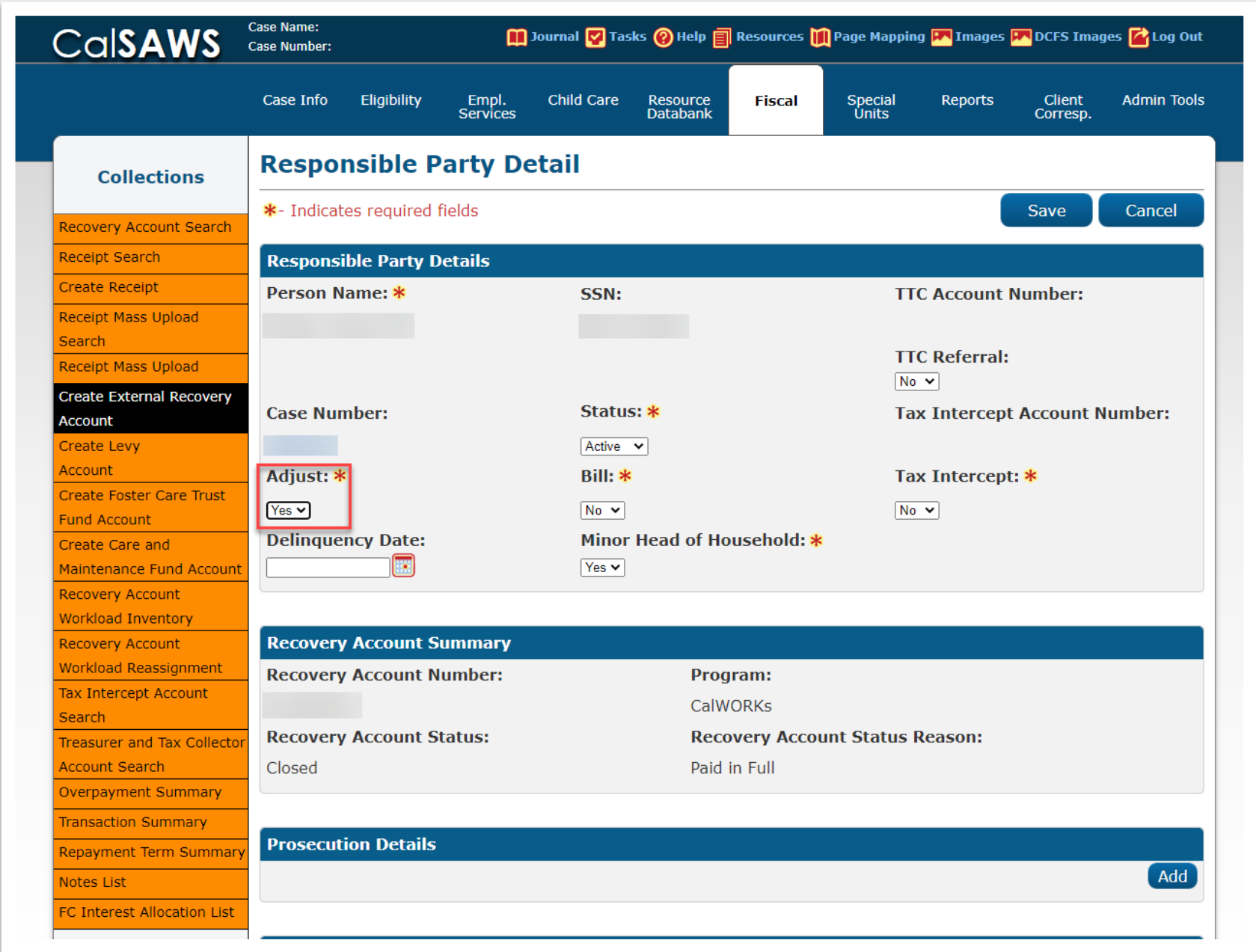
Account Details

Program Type: CalWORKs	Discovery Date: * 03/24/2021	Assigned To:
Cause: * Cash - Admin Caused		Cause Date: 03/24/2021
Reason: * Other		Expiration Date:
Status: * Active	Status Reason: *	Status Date: 04/02/2021
Is this an ICT: * No	Originating County:	External: No
Investigations: * None	Fraud Identification Date:	


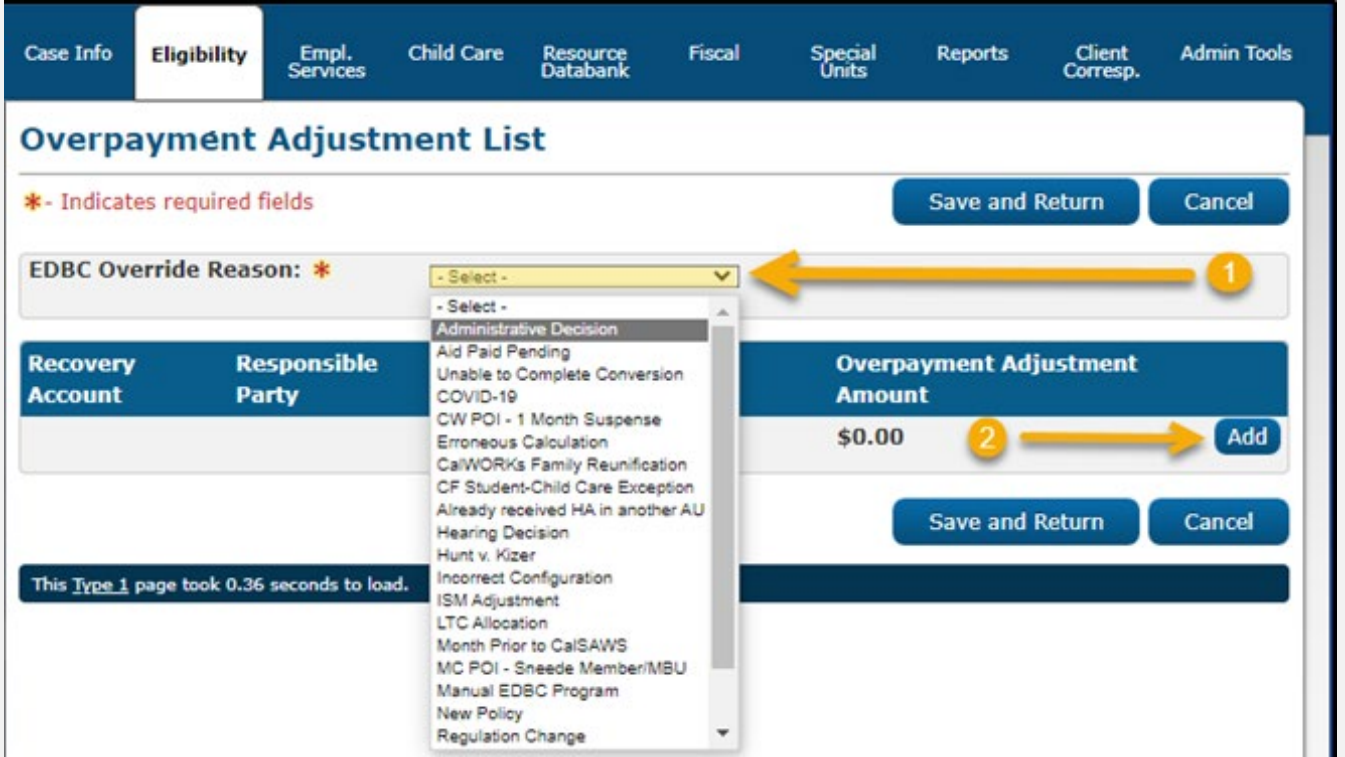

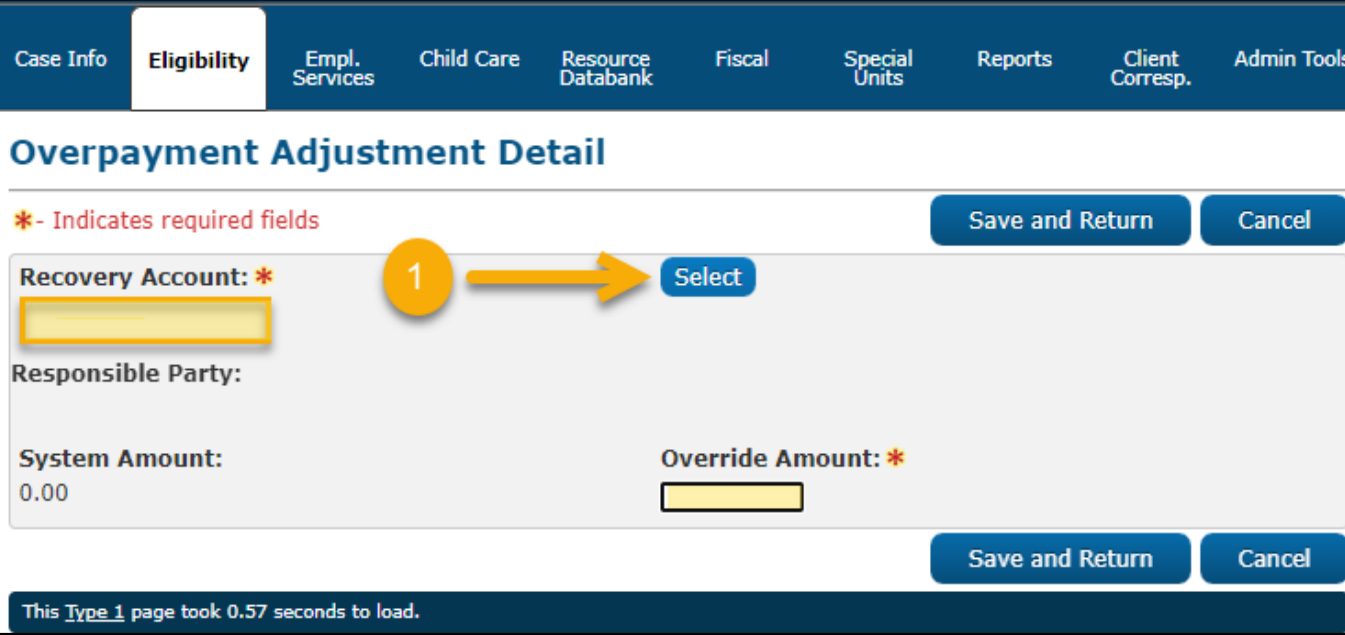
Account Balance

Original Balance: \$ 1,180.00
Total Recovered: \$ 236.00
Current Balance: \$ 944.00



Steps to Clear Alert		Screenshot
17	<p>For a recoupment to occur, at least one person being aided on the program that EDBC is run for must be an active responsible member with the adjust indicator with a value of "Yes."</p> <p>To set the Adjust Indicator:</p> <ol style="list-style-type: none">1. Place the cursor over Fiscal on the Global navigation bar.2. Select Collections from the Local navigator to access the Recovery Account Search page.3. Under Search By, enter the Case # and click the Search button.4. Click the appropriate hyperlink for the Recovery Account to access the Recovery Account Detail page.5. Click the appropriate hyperlink for the Responsible Party to access the Responsible Party Detail page.6. Click the Edit button.7. Select the desired Adjust Indicator from the drop-down menu.8. Click the Save button.	



Steps to Clear Alert		Screenshot
18	<p>There is still a balance remaining on this account needing to be recovered. Review for accuracy in the Collection Page.</p> <p> Tip: Ensure customer has been properly notified of the withholdings from their benefits!</p> <ol style="list-style-type: none">1. In the newly run CW EDBC, the Worker will select an EDBC Override Reason and2. Click the Add button to navigate to the Overpayment Adjustment Detail page. <p><i>* Users will need appropriate security right to perform EDBC overrides and/or adjustments.</i></p>	
19	<p>On the Overpayment Adjustment Detail page:</p> <ol style="list-style-type: none">1. Click Select to be taken to the Select Recovery Account page. <p> Note: The Recovery Account and Override sections are mandatory fields and will be populated once the appropriate collection account is selected.</p>	
20	<p>On the Select Recovery Account page:</p> <ol style="list-style-type: none">1. Navigate to the Search By dropdown box and make a selection.	



Steps to Clear Alert	Screenshot
<div data-bbox="310 292 1165 413"><p>2. Ensure the applicable criteria is in the Select field.</p><p>3. Click Search to run a search based on the parameters entered.</p></div> <div data-bbox="357 594 1103 715"><p>Once the Search button is selected, the page will refresh to display a list of associated Recovery Accounts.</p></div>	<div data-bbox="1404 292 2707 949"><p>The screenshot shows the 'Select Recovery Account' form within the 'Eligibility' tab. At the top, a navigation bar includes links for Case Info, Eligibility, Empl. Services, Child Care, Resource Databank, Fiscal, Special Units, Reports, Client Corresp., and Admin Tools. Below the navigation bar, the form title 'Select Recovery Account' is displayed. A red asterisk note indicates that fields marked with an asterisk are required. The form contains a 'Search By:' dropdown menu (marked with a red asterisk) and a 'Select' button. A callout '1' points to the dropdown menu, which is open, showing options: Case, Recovery Account, Discovery Date, Responsible Party, and LEADER Claim Number. A callout '2' points to the 'Select' button. A callout '3' points to the 'Search' button. At the bottom right, there is a 'Results per Page' dropdown set to 25, and 'Search' and 'Cancel' buttons.</p></div>



Steps to Clear Alert		Screenshot
21	<p>A list of associated Recovery Accounts will populate.</p> <p>1. Click the radio button next to the appropriate account and click Select to choose this Recovery Account.</p>	
22	<p>Once Recovery Account has been selected,</p> <p>1. Enter the Override Amount</p> <p>2. Click Save and Return to save the recoupment amount.</p>	



Steps to Clear Alert		Screenshot
23	<p>You will be returned to the Overpayment Adjustment List page to confirm the selections.</p> <p>Review to ensure accuracy of the Override Amount and selected Recovery Account.</p> <p>1. Click Save and Return to navigate back to the CW EDBC Summary page.</p>	



Steps to Clear Alert

24

Review the EDBC results for all eligibility factors, including overridden overpayment adjustment amount.

Note that the CW payment has been reduced from \$1,243 to \$1,184 due to the overpayment adjustment.

If budget appears correct,

1. Click **Accept** to navigate back to the EDBC List page.

Screenshot

Case Info

Eligibility

Empl. Services

Child Care

Resource Databank

Fiscal

Special Units

Reports

Client Corresp.

Admin Tools

MAP Family Unit Size

5

Family MAP

\$

1,243.00

Family MAP Test

Pass

Family Special Needs

\$

0.00

Potential Grant

\$

1,243.00

Assistance Unit Size

5

Assistance Unit MAP

\$

Assistance Unit Special Needs

\$

0.00

Aid Payment

\$

1,243.00

Aid Payment

Regular

Full Month Aid Payment

\$

1,243.00

Dates to Prorate

1-31

Aid Payment

\$

Combined Aid Payment

\$

1,243.00

Final Aid Payment

\$

1,184.00

Overridden Aid Payment

\$

Penalties

-

0.00

Potential Benefit

=

1,184.00

Previous Potential Benefit

-

0.00

Overpayment Adjustment Amount

-

59.00

Authorized Amount

=

1,184.00

Pay Code:

Delivery Method: *

Mail

Immediacy Indicator: *

Routine

Issuance Method:

EBT

Close

This Type 1 page took 0.15 seconds to load.

Case Info

Eligibility

Empl. Services

Child Care

Resource Databank

Fiscal

Special Units

Reports

Client Corresp.

Admin Tools

MAP Family Unit Size

5

Family MAP

\$

1,243.00

Family MAP Test

Pass

Family Special Needs

\$

0.00

Potential Grant

\$

1,243.00

Assistance Unit Size

5

Assistance Unit MAP

\$

1,243.00

Assistance Unit Special Needs

\$

0.00

Aid Payment

\$

1,243.00

Aid Payment

Regular

Full Month Aid Payment

\$

1,243.00

Dates to Prorate

1-31

Aid Payment

\$

1,243.00

Combined Aid Payment

\$

1,243.00

Final Aid Payment

\$

1,243.00

Overridden Aid Payment

\$

Penalties

-

0.00

Potential Benefit

=

1,243.00

Previous Potential Benefit

-

0.00

Overpayment Adjustment Amount

-

59.00

Authorized Amount

=

1,184.00

Pay Code:

Delivery Method: *

Mail

Immediacy Indicator: *

Routine

Issuance Method:

EBT

Change Reason

Accept

Cancel

This Type 1 page took 0.52 seconds to load.



Steps to Clear Alert

Screenshot

25 Once back on the EDBC List page, click on the **CalFresh** and **Medi-Cal** hyperlinks to review the EDBC results per program, and accept the budgets.

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: To: View

Search Results Summary

Results 1 - 5 of 5

Begin Month	End Month	Program	Type	Run Status	Auth Amount	Date Run	EDBC Source
03/2022		CalWORKs	Regular	Accepted - Saved	1,184.00	02/01/2022	Conversion
03/2022		CalFresh	Regular	Accepted - Saved	703.00	02/01/2022	Conversion
07/2022		CalWORKs	Regular	Accepted - Not Saved	1,184.00	06/08/2022	Online EDBC Rules
07/2022	→	CalFresh	Regular	Not Accepted	862.00	06/08/2022	Online EDBC Rules
07/2022	→	Medi-Cal	Regular	Not Accepted	Fail	06/08/2022	Online EDBC Rules

Cancel



Steps to Clear Alert

Screenshot

26 Once all programs have been reviewed and accepted,

1. Click **Save and Continue** to accept and save all new EDBC determinations.

Notice that the Conversion budget and the newly run CW EDBC now match.

Case Info

Eligibility

Empl. Services

Child Care

Resource Databank

Fiscal

Special Units

Reports

Client Corresp.

Admin Tools

EDBC List

Preview NOAs

Save and Continue

Cancel

- CalWORKs NOA run is complete – No NOAs generated for this EDBC run. Review results.
- CalFresh NOA run is complete – NOA generated
- Medi-Cal NOA run is complete – No NOAs generated for this EDBC run. Review results.

Display by:

Program: Type Reason: Run Status: From: To:

View

Search Results Summary

Results 1 - 5 of 5

Begin Month	End Month	Program	Type	Run Status	Auth Amount	Date Run	EDBC Source
03/2022		CalWORKs	Regular	Accepted - Saved	1,184.00	02/01/2022	Conversion
03/2022		CalFresh	Regular	Accepted - Saved	703.00	02/01/2022	Conversion
07/2022		CalWORKs	Regular	Accepted - Not Saved	1,184.00	06/08/2022	Online EDBC Rules
07/2022		CalFresh	Regular	Accepted - Not Saved	803.00	06/08/2022	Online EDBC Rules
07/2022		Medi-Cal	Regular	Accepted - Not Saved	Fail	06/08/2022	Online EDBC Rules

1

Save and Continue

Cancel

This Type 1 page took 0.42 seconds to load.



- 27
- Review and send any applicable **Notices of Action** and **Journal** the action taken according to county policy.
- Users will be directed to a PDF preview of the NOA. Users will have the following options:
- **Append:** User can make limited edits to NOA if necessary
 - **Save and Print Locally:** User will save NOA to the case and will need to manually print the NOA for distribution.
 - **Save and Print Centrally:** User will save the NOA to the case and the NOA will be sent out by central printing during nightly batch.
 - **Reject:** User will reject the NOA, the NOA will still display in the case as a rejected status
 - **Cancel:** User can cancel, this will leave the NOA in a “pending review” status.

Select the appropriate status for the NOA. This will update the status in the **Distributed Document Search** page.

Once the NOA are reviewed, accepted, and saved, journal the actions taken according to navigate back to the **Case Summary** page.

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

NOA

AppendSave and Print LocallySave and Print CentrallyRejectCancel

1 of 2

STATE OF CALIFORNIA
HEALTH AND WELFARE AGENCY
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

NOTICE DATE: June 11, 2022
CASE NAME:
CASE NUMBER:
WORKER NAME:
WORKER ID:
TELEPHONE NUMBER:
CUSTOMER ID:

TEST USE ONLY

NOTICE OF ACTION

As of 06/30/2022, the County is
Here's why :

Here's why

Questions? Ask your worker.
State Hearing: If you think this action is wrong, you can ask for a hearing. The back page tells you how. Your benefits may not be changed if you ask for a hearing before this action takes place.

Rules: These rules apply; you may review them at your local welfare office:

Page 1 of 1



Steps to Clear Alert		Screenshot
28	<p>Document all actions taken as per county policy.</p> <p>The Yellow Banner should no longer appear on the case.</p> <p>This case review is complete!</p> <p>Note: If the responsible member's adjust indicator has a value of "Yes" and that individual is receiving aid on another case, the user must run EDBC and select "Rush" from the Immediacy Indicator dropdown menu on the second case for the same benefit month to continue recoupment.</p> <p>If recoupment is required from multiple cases, users will be required to run RUSH EDBC on the subsequent case, with the following guidance:</p> <p>Run routine EDBC for first case and confirm the adjusted recoupment is calculated. The Benefit Recoupment should be UNPOSTED (not posted for the effective month).</p> <p>Run RUSH EDBC on second case for the same benefit month. Confirm EDBC calculates a benefit recoupment, and it is posted to the recovery account.</p>	<p>The screenshot shows the CalSAWS Case Summary page. At the top, there is a navigation bar with links for Journal, Tasks, Help, Resources, Page Mapping, Images, DCFS Images, and Log Out. Below this is a secondary navigation bar with tabs for Case Info, Eligibility (which is selected), Empl. Services, Child Care, Resource Databank, Fiscal, Special Units, Reports, Client Corresp., and Admin Tools. The main content area is titled 'Case Summary' and contains a form with fields for Case Name and County. Below this is a section for Companion Cases with a table header for Case Number and Case Name. A large red text overlay reads 'Yellow Banner cleared!'. At the bottom, there is a 'Display:' section with a date field set to 07/01/2022 and a 'View' button.</p>

