



CalSAWS | Utilizing Reports for Managing Skipped Issuances

Fact Sheet (as of 6/21/2024)

Purpose

The purpose of this fact sheet is to provide counties with strategies for managing skipped issuances. This fact sheet includes how to interpret specific management reports and covers how to utilize various reports to proactively manage the number of skipped issuances. The fact sheet also provides an overview of the Skipped Issuances Report.

What Should You Know?

If all criteria necessary for an issuance to be generated are not met, issuances are skipped in the nightly and monthly batch processes. The Skipped Issuance Report is a daily report of the skipped supplemental and monthly issuances. A Skipped Issuance will continue to show as an entry on the Skipped Issuance Report until the skip reason is resolved or after six months, whichever happens first.

Overview of Skipped Issuance Report

The Skipped Issuance Report is utilized throughout the month (daily or weekly) by designated staff who monitor and investigate the skipped issuance. Counties follow their business process for correcting the program error.

This report has the following seven tabs:

- **Summary** – Displays summary numbers in the report including the number of skipped issuances by Type of Skipped Issuance, Category and Reason with totals
- **EDBC Actionable** – Displays the EDBC determined program benefits that require worker action to resolve a skipped issuance
- **EDBC Informational** – Displays programs which are set to discontinue for the following reasons:
 - Periodic Report **is** Incomplete
 - Periodic Report was Not Received for the Reporting Period
 - Redetermination/Recertification was not received for submit month
 - Homeless Payment Already Issued
- **Payment Request** – Displays information on Service Arrangements that have not been issued
- **Recovery Account** - Displays recovery account issuances/refunds that have not been issued
- **Reactivated Expungements** - Displays reactivated expungements that are not posting due to skip issuances
- **Auxiliary** – Displays Auxiliary issued issuances that require action to resolve a skipped issuance

Steps for Retrieving the Skipped Issuance Report

1. Hover over the **Reports** tab in the **Global** navigation bar
2. Select **Scheduled** on the **Local** navigator



3. Select **Fiscal** on the **Task** navigation bar
4. In the **Report Search** page, select or enter **Skipped Issuance Report** in the **Title** drop list
 - a. Enter your search criteria to refine your report search
5. Click the **Search** button
6. Click the **Skipped Issuance Report** hyperlink for the report date
7. A pop-up in a secondary window displays; **Open** or **Save** the report (opens as an Excel document)

CalSAWS

Skipped Issuance Report

San Bernardino

Run Date: JUN-07-24 01:59 AM

Date: 06/06/2024

Type Summary

	Total Count	Total Amount
EDBC – Actionable Total:	1043	\$561,903.00
EDBC – Informational Total:	308	\$111,947.00
Payment Request Total:	1	\$7,500.00
Recovery Account Total:	0	\$0.00
Reactivated Expungement Total:	0	\$0.00
Auxiliary	0	\$0.00
Grand Total:	1352	\$681,350.00

Skipped Reason Summary

Type	Category	Reason	Total Count	Total Amount
EDBC	Supplemental Benefit	Child Placement Does Not Match Placement/Payee on Authorization Record	8	\$61,224.00

Type Summary

EDBC - Actionable

EDBC - Informational

Payment Request

Recovery Account ...

Best Practices to Manage Skipped Issuances

- Report should be pulled frequently throughout the month, both daily and monthly
- Review the EDBC Informational tab for the Skipped Issuance Report generated for the date of the **Main Payroll** batch run
 - Skipped Issuance Reports for the day prior and the day after main payroll run do not show the program issuances that will be skipped the following month
 - Corrective action should be taken on the case so it doesn't become an actionable skipped issuance
 - Example: A "Periodic Report Incomplete" and a verification has come in that can be processed prior to the end of the month
 - If no action is taken or needed, then on the first day of the following month the programs on the EDBC Informational tab may appear on the EDBC Actionable tab
- In the EDBC Actionable tab, review the record and description for skipped issuance, navigate to the case, review the program listed on the report and update applicable case information
- The status of a periodic report on the Customer Reporting List page must be updated to Reviewed-Ready to Run EDBC prior to running EDBC for the submit month
- When processing an RE, the user must run EDBC for the month after the submit month
 - This establishes the new RE date, which displays on the Case Summary page
- EDBC must be ran for all future months
- To Prevent "Homeless Payment Already Issued" from appearing on the report, all Temporary Homeless payments issued for one single period (all 16 days) need to be issued from the first



initial temporary homeless entry. **DO NOT** add a secondary program entry. Instead, Edit the first entry and Add the next approved temporary homeless payment

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

Homeless Assistance Detail - Temporary

* - Indicates required fields

Type: Temporary

Reason: *
Lacks regular, fixed night time residence

Exception:

Prior Misuse of Funds: * No

CW 42 Received Date: * 05/08/2024

Payments *			
Payment Begin Date	Payment End Date	Verified	CW 74 Received
05/08/2024	05/09/2024	Yes	Yes
05/10/2024	05/16/2024	Yes	Good Cause
05/17/2024	05/23/2024	unknown	unknown

Management Reports Related to Skipped Issuances

The following reports can be leveraged to monitor and work programs as a proactive tool to minimize issuances from being skipped.

Report Title	Description of Report	Location of Report	Security Group for Report	Frequency of when to work
Customer Reporting Progress Detail Report	Provides detailed information of SAR 7, TMC 176 S, QR 7 and Redetermination (RE) Packets by status for a specified benefit month.	Global: Reports Local: On Request Task: Administrative	Customer Reporting Reports Operational Reports	Daily, Weekly, or Monthly
RE Date Report	Provides a listing of cases with an active program where there is an RE that is due or coming due.	Global: Reports Local: On Request Task: Case Activity	RE Date Report	Bi-Weekly
Controls Unreceived Voucher Report	Provides a four-month detailed listing of vendors who are authorized to receive foster care benefits	Global: Reports Local: Scheduled Task: Fiscal	Controls Unreceived Voucher Report DCFS	Once per month to catch up the foster parents new to the system.



	but did not complete the placement verification to receive payments. Only useful for counties using Child Placement Vouchers			NOTE: current defect CA-279107- Pulls LA County Information only.
Current Status Report Analysis	Displays current Status Report Analysis for periodic reports and packets. Also used as a dashboard report out.	Global: Reports Local: Business Intelligence Task: Statistical Summary Analysis	BI Consumer Role	Once a month

Customer Reporting Progress Detail Report

This report provides the user with detailed information on the statuses of the Periodic Reports and REs for the requested benefit month. This is a point in time report; it updates as the status of the periodic report or RE changes within the System. This report should be generated daily for SAR7s to assist in prioritizing and working and processing the SARs that are received, process timely and prevent skipped issuances.

Steps for Retrieving the Customer Reporting Progress Detail Report

1. Hover over **Reports** on the **Global** navigation bar
2. Select **On Request** from the **Local** navigator
3. Select **Administrative** from the **Task** navigation bar
4. Click the **Customer Reporting Progress Detail Report** hyperlink
5. Select the **County** and **Submit** month on the report filters
6. Click the **Generate Results** button
7. Click the **SAR 7 & TMC 176 S & QR (GA/GR)** or **Packets** button
8. **Right click** within the generated data
9. Click the **Ellipsis** button

CalSAWS SAR 7 & TMC 176 S & QR (GA/GR)

Return to Selections Data Extracted Daily As Of: 06/09/2024 County: Butte User: wilsonc

Summary SAR 7 & TMC 176 S & QR (GA/GR) Packets

Total Distinct

Generated	Error	Sent	Received	Incomplete	Not Applicable	Reviewed Ready To Run EDBC	Completed	%Completed
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Total

Generated	Error	Sent	Received	Incomplete	Not Applicable	Reviewed Ready To Run EDBC	Completed	%Completed
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SAR 7 & TMC 176 S & QR (GA/GR)

Type	Q Worker Id	Q Case Number	Q Progr...	Q Gener... Date	Q Error Date	Q Sent Date	Q Actv... Date	Q Incom... Date	Q Not Applic... Date	Q Revis... -RR EDBC	Q Compl... - EDBC Accep...	Q Status
SAR 7	04LS0A189G		CF	05/25/2024	-	05/25/2024						Sent
SAR 7	04LS0A1996		CF	05/25/2024	-	05/25/2024						Sent
SAR 7	04LS0A1990		CF	06/03/2024	-	06/03/2024				06/03/2024	06/04/2024	Complete-EDBC
SAR 7	04LS0A1908		CF	05/25/2024	-	05/25/2024						Reviewed



10. Select **Download as**

CalSAWS SAR 7 & TMC 176 S & QR (GA/GR)

Return to Selections Data Extracted Daily As Of: 06/09/2024 County: Butte User: wilsonc

Summary SAR 7 & TMC 176 S & QR (GA/GR) Packets

Total Distinct

Generated	Error	Sent	Received	Incomplete	Not Applicable	Reviewed Ready To Run EDBC	Completed	% Completed
Total								
Generated	Error	Sent	Received	Incomplete	Not Applicable	Reviewed Ready To Run EDBC	Completed	% Completed

SAR 7 & TMC 176 S & QR (GA/GR)

Type	Worker Id	Case Number	Progr...	Gener... Date	Error Date	Sent Date	Receiv... Date	Compl... -EDBC Accep...	Status
SAR 7	04LS0A180G		CF	05/25/2024	-	05/25/2024	-	-	Sent
SAR 7	04LS0A1906		CF	05/25/2024	-	05/25/2024	-	-	Sent
SAR 7	04LS0A1906		CF	06/03/2024	-	06/03/2024	06/03/2024	06/04/2024	Complete- EDBC
SAR 7	04LS0A1908		CF	05/25/2024	-	05/25/2024	06/05/2024	-	Received

Context menu options: Copy cell value, View data, Share, Download as...

11. Select **Data** and follow the steps to retrieve the Excel sheet

CalSAWS SAR 7 & TMC 176 S & QR (GA/GR)

Return to Selections Data Extracted Daily As Of: 06/09/2024 County: Butte User: wilsonc

Summary SAR 7 & TMC 176 S & QR (GA/GR) Packets

Total Distinct

Generated	Error	Sent	Received	Incomplete	Not Applicable	Reviewed Ready To Run EDBC	Completed	% Completed
Total								
Generated	Error	Sent	Received	Incomplete	Not Applicable	Reviewed Ready To Run EDBC	Completed	% Completed

SAR 7 & TMC 176 S & QR (GA/GR)

Type	Worker Id	Case Number	Progr...	Gener... Date	Error Date	Sent Date	Receiv... Date	Compl... -EDBC Accep...	Status
SAR 7	04LS0A180G		CF	05/25/2024	-	05/25/2024	-	-	Sent
SAR 7	04LS0A1906		CF	05/25/2024	-	05/25/2024	-	-	Sent
SAR 7	04LS0A1906		CF	06/03/2024	-	06/03/2024	06/03/2024	06/04/2024	Complete- EDBC
SAR 7	04LS0A1908		CF	05/25/2024	-	05/25/2024	06/05/2024	-	Received

Context menu options: Back, Image, PDF, Data

Best Practices for Utilizing Customer Reporting Progress Detail Report

- Generate the report each morning to locate all received Periodic Reports and RE packets that are ready to be processed
- If the status is "Reviewed – Ready to Run EDBC", review to confirm that the report is ready to be processed and run EDBC to authorize upcoming benefits
- This report is a point in time report so it can be pulled frequently **throughout** the day to ensure all received Periodic Reports are processed
 - On 10-day cutoff, best practice is to pull the report **hourly** to identify all received SAR7s available for processing



RE Date Report

The purpose of this report is to provide the RE dates for all active Medi-Cal, CalFresh, CalWORKs, GA/GR, and Transitional Nutritional Benefits programs. This report can be used to see the current month due dates, the current RE statuses, and the REs coming due in the following month. The report can be used to ensure the program RE dates are aligned. This report should be run monthly to manage and track workload progress and find any potential issuances that may skip.

Steps for Retrieving the RE Date Report

1. Hover over **Reports** on the **Global** navigation bar
2. Select **On Request** from the **Local** navigator
3. Click the **Case Activity** link on the **Task** navigation bar
4. Click the **RE Date Report** hyperlink
5. On the **RE Date Summary** select the program

CalSAWS Summary

Data extracted daily as of: 06/09/2024 04:06:24 AM

County: -

User: chandler

Buttons: Summary, CW and CF Details, MC Details, TNB Details, GA/GR and CS Details, Reset

RE Due Month: Department: Office: Unit: Worker: Mismatching REs

CalWORKs/CalFresh Summary by RE Due Month

Program	Total REs Due	Packets	Mismatching RE Date Total
CalFresh Only	452,435	209,670	0
CalWORKs and CalFresh	85,865	31,983	18,179
CalWORKs Only	7,921	3,158	0

Medi-Cal Summary by RE due Month

Program	Total REs Due	Packets	Mismatching RE Date Total	MC Programs with a Preceding CW/CF RE
Medi-Cal	690,566	303,604	48,007	1,230,377
-	48,364	2,198	32,878	640,175
Aid Code 38 Only	10,963	5,649	652	10,963
MAOI	452,320	363,942	5,145	452,320
MSP Only	58,248	21,410	243	58,248
MSP SSI Only	22,718	274	120	22,718
NON-MAOI	181,566	49,043	1,818	181,566
NON-MAOI TMC	2,359	188	31	2,359

6. Right click within the data
7. Select **Table**
8. Select **Download As**
9. Select **Data** and follow the export processes



CalSAWS Summary

Data extracted daily as of: 06/09/2024 04:06:24 AM

County: -

User: chandler

Summary **CW and CF Details** **MC Details** **TNB Details** **GA/GB and CF Details**

RE Due Month: Department: Office: Unit: Worker: Mismatching RES

Reset

Program	Total REs Due	Packets	Mismatching RE Date Total
CalFresh Only	452,410	209,676	0
CalWORKs and CalFresh	85,865	31,983	18,179
CalWORKs Only	7,931	2,158	0

Medi-Cal Summary by RE due Month

Program	Total REs Due	Packets	Mismatching RE Date Total	MC Programs with a Preceding CW/CF RE
Medi-Cal	696,566	383,004	49,087	1,280,977
-	48,364	2,108	32,878	640,175
Aid Code 38 Only	18,963	5,649	652	10,983
MAGI	452,310	263,942	5,145	452,310
MSP Only	58,248	21,410	243	58,248
MSP SSI Only	22,718	274	120	22,718
NON-MAGI	101,546	48,043	1,818	191,546
NON-MAGI TMC	2,319	188	31	2,319

CalSAWS CW and CF Details

Data extracted daily as of: 06/09/2024 04:38:24 AM

County: -

User: chandler

Summary **CW and CF Details** **MC Details** **TNB Details** **GA/GB and CF Details**

RE Due Month: Department: Office: Unit: Worker: Mismatching RES

Reset

Total: 546,212

Case Number	Case Name	RE Due Month	CW Worker	CW Worker Begin	CW Applic. Date	CW Discontin. Date	CW RE Due Month	CW Previs. RE	CW Packet Type	CW Packet Gener...
N		56LS07140M	04/02/2024	09/18/2023	-	08/2024	11/01/2023	-		
N		-	-	-	-	-	-	-		
N		-	-	-	-	-	-	-		
N		-	-	-	-	-	-	-		
N		-	-	-	-	-	-	-		
N		48LS088K08	07/28/2023	08/06/2018	-	07/2024	07/25/2023	-		
N		-	-	-	-	-	-	-		
N		-	-	-	-	-	-	-		

Best Practices for Utilizing the RE Date Report

- This report can be used to ensure the packet was sent ; this prevents Does not exist for submit month skipped issuances.

Controls Unreceived Voucher Report

Steps for Retrieving the Controls Unreceived Voucher Report

- [illegible]

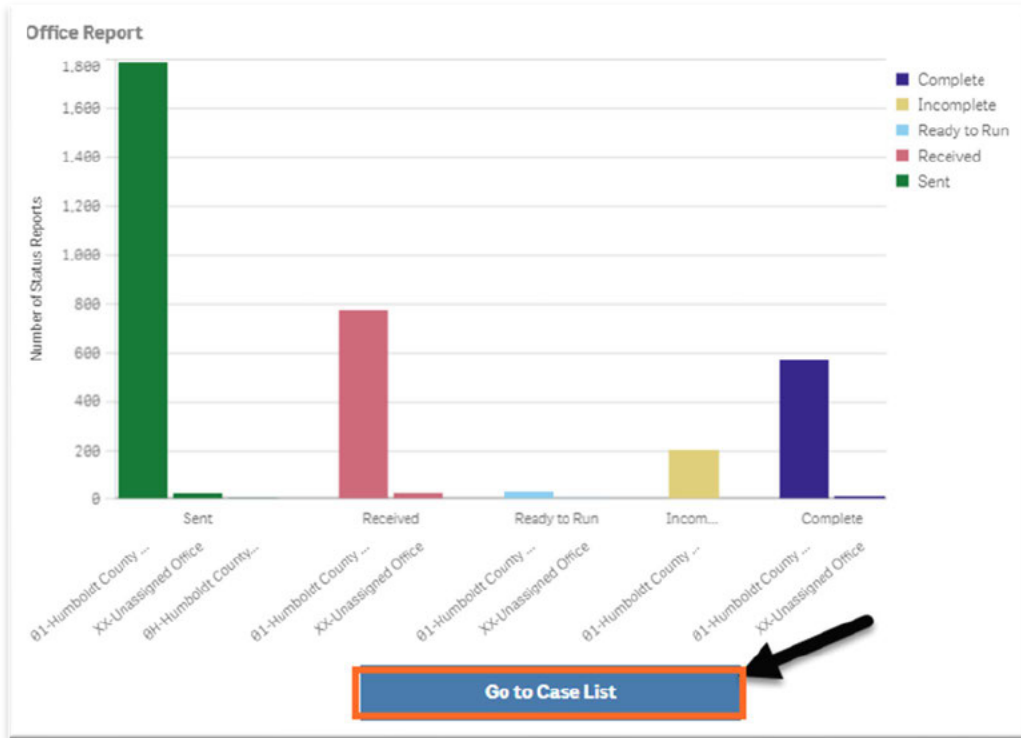
Best Practices for Utilizing the Controls Unreceived Voucher Report

- ## Current Status Report Analysis

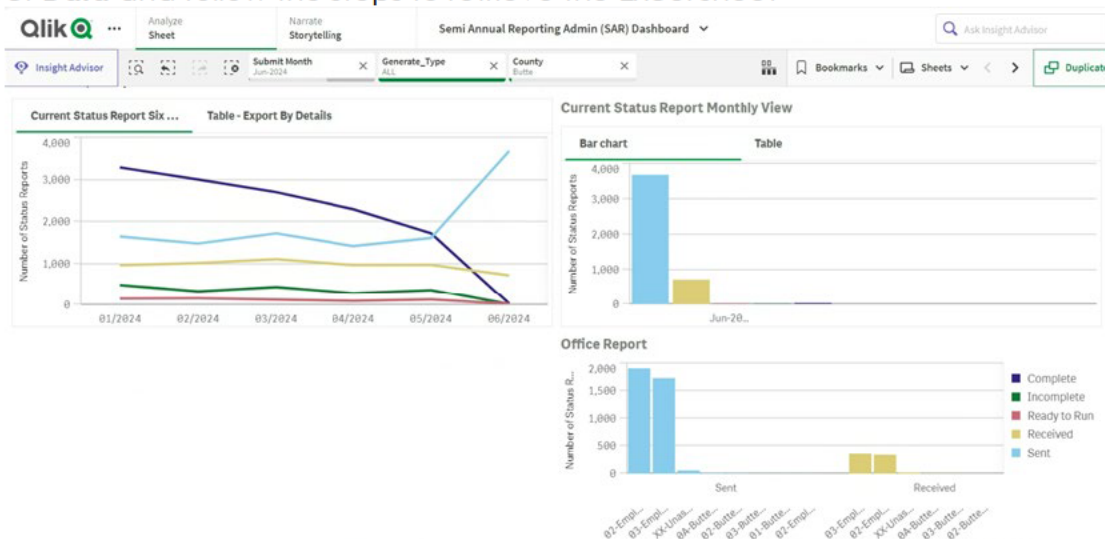
Steps for Retrieving the Current Status Report Analysis



1. Hover over **Reports** on the **Global** navigation bar
2. Select **Business Intelligence** from the **Local** navigator bar
3. Click the **Statistical Summary Analysis** hyperlink on the **Task** navigation bar
4. Click the **Current Status Report Analysis** hyperlink
5. Filter for the **Submit Month, Office, Region**
6. Click the **Go To Case List** button



7. **Right click** within the generated data
8. Select the **Ellipsis** button
9. Select **Download as**
10. Select **Data** and follow the steps to retrieve the Excel sheet



Best Practices for Utilizing the Current Status Report Analysis



- When Business intelligence is running too long, do not exit and start again because the run uses bandwidth and starting over will only prolong the report upload
 - An error will display that states the report is already running
 - Note that the data bars will slightly change colors when report is still running
- Review trends for the last 6-months for each status

Additional Resources

- Reports Overview [REDACTED] (available in CalSAWS Help)
- JA- Issuance – Skipped Issuances
- JA- Transitional CalFresh (TCF) Processing
- JA- EDBC – Online Definitions and Troubleshooting (search for - After 10-day Notice)
- JA- CalWORKs CalFresh Re-evaluation and Periodic Reporting
- JA- Semi-Annual Report (SAR 7) – Process
- Fact Sheet_Periodic Reporting Skipped Issuances Related to Converted Data
- WBT- 002-Eligibility General
- WBT- 05- Reevaluation and Periodic Reporting