

Distribution Date:	September 16, 2024
To:	PPOC.All; Consortium.RegionalManagers.All; Committee.SelfServicePortal.All
CIT Name:	Add Journal Entry for Cases Affected by BenefitsCal Asset Issue
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

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| <input checked="" type="checkbox"/> General | <input type="checkbox"/> Reports |
| <input checked="" type="checkbox"/> Policy | <input type="checkbox"/> Fiscal |
| <input checked="" type="checkbox"/> CW | <input type="checkbox"/> Caseload Movement |
| <input checked="" type="checkbox"/> CF | <input type="checkbox"/> Management |
| <input type="checkbox"/> MC | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> CMSP | <input type="checkbox"/> Security |
| <input type="checkbox"/> FC/KG/AAP | <input type="checkbox"/> Batch and Interfaces |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Imaging |
| <input type="checkbox"/> WtW | <input type="checkbox"/> Migration |
| <input type="checkbox"/> Other Program(s) _____ | <input type="checkbox"/> Conversion |
| <input checked="" type="checkbox"/> BenefitsCal | <input type="checkbox"/> Technical |
| <input type="checkbox"/> Customer Correspondence | <input type="checkbox"/> Training |
| <input type="checkbox"/> OCAT | <input type="checkbox"/> Help Desk |
| <input type="checkbox"/> Other _____ | |

Description:	<p>Purpose</p> <p>The purpose of this CIT is to inform Counties the list associated with CA-279674, Add Journal Entry for cases impacted by the BenefitsCal Asset issue, has been posted.</p> <p>Background</p> <p>The Self-Service Portal (SSP) had reported an issue in which the Asset screens were not displaying for a customer to enter their asset/property information during the Apply for Benefits Flow. The questions were left blank and CalSAWS did not receive any asset data. This issue impacted CalWORKS and CalWORKS/CalFresh e-Applications received between March 1, 2024 and April 25, 2024 and has been corrected.</p> <p>Additional Information</p> <p>A one-time CA-279674 Data Change Request (DCR) will be run to add a journal entry for the impacted e-Applications that have been linked to a CalSAWS case with the following details:</p> <ol style="list-style-type: none">New/Update: NewJournal Category: AllJournal Type: Self ServiceShort Description: E-Application Asset DefectLong Description: Cash Aid e-Application potentially impacted due to defect, from 3/1/2024 to 5/1/2024. Cash aid asset application questions failed to display. Review and determine if overpayment (OP) is result of a defect. If applicable, classify OP as an Administrative Error.
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	<p>County Action</p> <p>The list associated with CA-279674 DCR has been posted to the CalSAWS Web Portal in the following location:</p> <p>[REDACTED]</p> <p>Counties that have e-Applications that have yet to be linked to a case will require a manually entered Journal Entry for asset review, after the linking process, if that e-Application was submitted for CalWORKS or CalWORKS/CalFresh between March 1, 2024 and April 25, 2024.</p> <p>Cash Aid e-Application potentially impacted due to defect, from 3/1/2024 to 5/1/2024. Cash aid asset application questions failed to display. Review and determine if overpayment (OP) is result of a defect. If applicable, classify OP as an Administrative Error.</p> <p>Users must follow their county's business process to review the cases and take any necessary actions.</p> <p>The list will have the standard and additional columns as noted. Standard columns include Case Name, Case Number, County, Unit, Unit Name, Office Name and Worker ID. Additional column included is E-Application Number.</p> <p>If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.</p>
Primary Project Contact: (Name and email address)	<p>Cathy Vaisau CalSAWS Business Analyst Policy & Design Team VaisauC@CalSAWS.org</p>
Backup Project Contact: (Name and email address)	<p>Dymas Pena CalSAWS Business Analyst Policy & Design Team PenaD@CalSAWS.org</p>
Attachments:	N/A
Web Portal Link:	<p>[REDACTED]</p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2024" folder. 4. Click on the appropriate CIT # folder.