

Knowledge Article – How to Action CalFresh Elderly/Disabled Compromise Recovery Accounts Not Being Picked Up

Issue

CalFresh recovery accounts eligible for the CalFresh Elderly/Disabled Compromise are not being picked up by batch.

How to Resolve

The CalFresh Elderly/Disabled Compromise batch only compromises recovery accounts that are established after 12/31/2023. If a recovery account was established prior to 12/31/2023, users need to manually compromise recovery accounts by adding a 50% or 100% compromise transaction.

For additional information about the CalFresh Elderly/Disabled batch, please see SCR CA-228466 and SCR CA-264343.

Perform the following steps to manually compromise a CalFresh Elderly/Disabled Recovery Account.

Step	Action
1.	Place the cursor over Fiscal on the Global navigation bar.
2.	Select Collections from the Local navigator.
3.	On the Recovery Account Search page: a) Select <Category> from the Search By drop list. b) Enter the search criteria for the populated field based on the Search By option selected. c) Click the Search button. d) Click the Recovery Account Number hyperlink for the appropriate recovery account.
4.	On the Recovery Account Detail page, click the Transaction Summary link on the Task navigation bar.
5.	On the Transaction Summary Page , click the Add Transaction button.
6.	On the Transaction Detail page: a) Select Compromised (100%) or Compromised (50%) from the Transaction Type drop list. b) Fill out all required and applicable fields. c) Click the Save button. Note: If a recovery account is 100% compromised, the status is updated to Closed, Paid in Full in a nightly batch (if opted in). If a recovery account is compromised by 50%, worker must manually

	calculate 50% of the current remaining balance of the Recovery Account.
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Information to Include in the ServiceNow Ticket

- Recovery Account Number
- Case Number
- Screenshots of the Recovery Account Detail Page