Knowledge Article – How to Discharge Eligible CalFresh Recovery Accounts

Issue

CalFresh recovery accounts are not being discharged when eligible.

How to Resolve

A common reason for CalFresh recovery accounts to not be discharged when eligible would be due to the recovery account already being established/activated. CalFresh recovery accounts can only be discharged when in Pending status. For CalFresh recovery accounts that have already been established and are eligible for discharge, a user needs to back out any collections and void the recovery account. Then, a new recovery account needs to be set up for the overissuance and discharged while it is in Pending status.

For the full CalFresh discharge criteria, please see SCR CA-208685.

The following steps outline the process to discharge a CalFresh recovery account that is in an Active status.

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 **Trans Number** hyperlink for collections received.
6.	On the **Transaction Detail** page, click the **Back Out** button.
7.	On the **Transaction Summary page:** a) Repeat steps 5 and 6 until all collections are backed out. b) Click the **Close** button once all applicable collections have been backed out.
8.	On the **Recovery Account Detail** page: a) Confirm the recovery account Current Balance is equal to the Original Balance and Total Recovered is $0.00. b) Click the **Void** button.

	c) Select **<Reason>** from the **Status Reason** drop list. d) Click the **Save** button. e) Confirm the Current Balance is now $0.00.
9.	Set up a new recovery account for the CalFresh overissuance. Please reference Job Aids 'Recovery Account – Internal – Create' or 'Recovery Account – External – Create' if needed.
10.	After setting up the CalFresh recovery account, place the cursor over **Fiscal** on the **Global** navigation bar.
11.	Select **Collections** from the **Local** navigator.
12.	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 recovery account with a status of Pending.
13.	On the **Recovery Account Detail** page: a) Click the **Discharge** button. b) Select **<Reason>** from the **Status Reason** drop list. c) Click the **Save** button. **Note:** CalFresh recovery accounts discharged under the closed case threshold should select the status reason of Policy Threshold Limit.

Information to Include in the ServiceNow Ticket

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