

Knowledge Article – How to Perform Workaround for the SSI/SSP Reversal Month Issue

Issue

This issue is observed after running EDBC, the results show an incorrect AU size with the income and/or expenses of the SSI/SSP recipient excluded from the budget.

How to Resolve

The alternate procedure outlined below can be used until SCR CA-275368 is implemented.

The following steps assume you are in the context of a case.

Step	Action
1.	Place the cursor over Case Info on the Global navigation bar and select Case Summary from the Local navigator.
2.	On the Case Summary page: a. Click the View Details button for the CalFresh program.
3.	On the CalFresh Detail page: a. Click the Edit button. b. Click the Add button under the SSI/SSP Reversal Month field in the Program Information page section.
4.	On the CalFresh SSI/SSP Reversal Detail page: a. Enter < Month > in the SSI/SSP Reversal Month field. b. Under the Nutrition Benefit Eligibility Details page section, select EDBC Determination from the Type drop list. c. Click the Save and Return button.
5.	On the CalFresh Detail page, click the Save and Return button.

If the steps in the alternate procedure do not work, log an additional comment on the incident ticket and include information listed in the **Information to Include in the ServiceNow Ticket** section, if it was not initially provided.

Information to Include in the ServiceNow Ticket

- CalSAWS Case Number
- Detailed steps in the **Description** field
- Expected Outcome