Update 2008-3: Common Place Handbook
Case Transfers Pending Ticket Resolution

Background
When an end user identifies a problem in CalWIN and cannot resolve it, a “GadWIN ticket” is generated and forwarded to the CalWIN Application Triage Support (CATS) Helpdesk for resolution. The research to resolve the ticket is very comprehensive. At times, it is impossible to resolve the problem at the local helpdesk level and the ticket must be escalated to the CalWIN Project in Folsom. The time frame for resolution of the problem may be extensive in these instances. As the issuance of clients’ benefits cannot be delayed, an immediate workaround is necessary through either a “Bottom-line Override” (BLO) or a “Non-System Determined Issuance” (NSDI), during ticket resolution.

Policy
Policy is established to allow cases that meet this criteria to be transferred, with the following conditions:

- The workaround must be performed in CalWIN (e.g., BLO or NSDI).
- The ticket number and how the workaround was accomplished must be thoroughly documented in the Maintain Case Comments subsystem.
- The case must be flagged via the special indicator “GadWIN Ticket Pending.”

Reminder:
When a case has been authorized using a BLO or NSDI, whenever Eligibility Determination and Benefit Calculation (EDBC) is rerun at a later date, it is imperative workers re-establish the BLO or NSDI or the program eligibility/benefit will revert to the previous result.
Implementation

This policy is effective immediately upon receipt of this update.

CalWIN

A new special indicator is developed titled, “GadWIN Ticket Pending.” This special indicator must be used when a case is transferred pending ticket resolution.

[Refer to “Ticket Resolution,” page 52-17]

Clerical

Office Management Coordinators (OMCs) must review this update with their respective staff and ensure clerical is aware that cases may be transferred pending ticket resolution.

Eligibility Work Supervisors

Eligibility Work Supervisors must review this update at the next unit meeting but no later than March 14, 2008.

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