Update 2009-17: Common-Place Handbook -IEVS
Process for IEVS CalWIN Reports and IEVS NHR410 Hard Copy Reports [Chapters 5 & 7]

Background

Prior to CalWIN, all IEVS Abstract Reports were printed and distributed to the Eligibility Workers. The Eligibility Worker would sign the signature block to acknowledge the review, the date of the review and to indicate possible discrepancies.

In June 2005, when CalWIN went live, the workers were instructed to document the action taken on the IEVS Applicant Abstract Report in the CalWIN Maintain Case Comments window. This still holds true for all CalWIN IEVS Recipient reports.

In February 2007, the State decided to eliminate the New Hire Registry NHR410 Recipient Abstract hard copy reports. The CalWIN Consortium requested to continue receiving the hard copy of the IEVS abstract reports because when comparing the hard copy with CalWIN, in some instances not all information was in CalWIN. Santa Clara County chose to continue to receive the IEVS NHR410 abstract hard copy reports for this reason.

On February 16, 2007, the California Department of Social Services (CDSS) advised CalWIN counties that CDSS would cease producing the secondary output namely paper, tape, CD, etc. for the Payment Verification System PVS030 and PVS040 Recipient Abstract Reports. As an alternative to a secondary output, CDSS offered CalWIN counties an opportunity to access the PVS030 and PVS040 hard copies via a secure server called Tumbleweed. Santa Clara chose to receive the secondary output as of April 6, 2007, through Tumbleweed. The PVS reports are only printed upon request through the Program Bureau.
**Change**  
When the worker receives the IEVS recipient **NHR410** abstract hard copy report, the data MUST be compared with CalWIN data, to ensure all information coincides.

[Refer to “Processing Recipient IEVS Reports,” page 7-4 in the Common-Place Handbook.]

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**EW Process**  
The EW MUST take the following steps for processing IEVS reports:

- Clear the IEVS CalWIN **NHR** Alerts, they are not automatically resolved.

- Compare the IEVS Abstract hard copy data with CalWIN’s IEVS Report data in the **View IEVS Recipient Report** windows to ensure the data coincides. Take appropriate action in a timely manner according to the affected programs’ regulations. This may include contacting the client, making entries in the **Data Collection** Subsystem windows and/or requesting verification.

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**Applicant IEVS Reports**  
- Complete the CalWIN Applicant Create IEVS Applicant Review Document window when there is a discrepancy to send the information to IEVS. Please note that the **Status** drop down field “Client Caused Discrepancy” & “County Caused Discrepancy” are the only values that trigger the response to IEVS. If “Processed No Discrepancy” is selected, a system-generated case comment will be triggered when you save the information stating, “The IEVS Applicant review was completed without a discrepancy and Identified by <Current User> on <Report Date>.” If there is a discrepancy, then the **Maintain Case Comments** window will open after the window is successfully saved. [Refer to “Processing Applicant IEVS Reports,” page 5-3 in the Common-Place Handbook.]

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**Recipient IEVS Reports**  
- Complete the CalWIN Recipient Create IEVS Response Document window when there is a discrepancy to send the information to IEVS. Please note that the **Status** drop down field “Approved, Discrepancy” for PVS reports is the only value that triggers the response to IEVS. Must document the processing of the IEVS Recipient Report in the CalWIN **Maintain Case Comments** window. [Refer to “Processing Recipient IEVS Reports,” page 7-4 in the Common-Place Handbook.]

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**IEVS NHR & NPM Reports**  
- Document the (NHR) and/or the Nationwide Prisoner Match (NPM) review on the **Maintain Case Comments** window of CalWIN. The IEVS NHR and NPM reports DO NOT have a CalWIN **Response Document** window. Therefore, the EW must document on the CalWIN **Maintain Case Comments** window in order to comply with regulations. The comments must include who processed the report and the results (e.g., for **NHR** client already reported the job, income under 130% limit, alert set to make sure job is reported on next QR 7).
Summary

The EW processes the following IEVS Reports:

- **Recipient PVS** - No hard copy, the report is only in CalWIN. Report includes UI, DI, RSDI Data-1 & RSDI-Data-2. Must document actions taken on reports on the CalWIN **Maintain Case Comments** window. Must check CalWIN for Recipient PVS Reports to meet the 45-day requirement. Must complete the **Create IEVS Response Document** window. [Refer to CA-150.]

- **Recipient NHR** - Hard copy and in CalWIN - MUST compare hard copy data with CalWIN data and must clear NHR Alert. There is no Response Document, therefore, must document CalWIN **Maintain Case Comments** window in order to comply with regulations. [Refer to CA-145.]

- **Applicant Reports** (IEVS410) - There are some hard copies and in CalWIN. Reports can also be viewed in MEDS. [Refer to User’s Guide “IEVS/SAVE System,” page 13-1 for MEDS IEVS/Save System.] Must complete the **Create IEVS Applicant Review Document** window.

**Note:**

The CalWIN **View IEVS Applicant Report Abstract** window has five (5) Tabs [Refer to “CalWIN Structure,” page 5-6 in the Common Place Handbook.]

Implementation

This change is in effect upon receipt of this Update.

**EW Supervisors**

EW Supervisors must review this material at their next unit meeting but no later than October 16, 2009, to ensure that the IEVS Abstract Reports are processed correctly.

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