

County of San Diego, Health and Human Services Agency (HHS)
Eligibility Policy and Procedures

CALWIN NON-SYSTEM DETERMINED ISSUANCES (NSDI)

Page
1 of 1

Revision Date:

08/01/2020

Background:

CalWIN Non-System Determined Issuance (NSDI) allows the recording of issuances that occurred outside of CalWIN as well as a request for issuances when the eligibility determination and/or benefit calculation must be completed outside of CalWIN.

Purpose:

The purpose of this document is to provide guidance for eligibility staff as to when it is acceptable to issue benefits using the NSDI window in CalWIN.

Policy:

NSDI may be used for the following reasons:

- To issue cash or CalFresh (CF) benefits on an emergency basis when CalWIN functionality will not issue the benefits
- To record benefits issued manually due to CalWIN unavailability (Downtime)
- To issue certain benefits for Foster Care and Child Care programs

Note: Foster Care and Child Care have separate procedures.

To ensure accuracy of benefit issuances and program integrity, eligibility staff are required to thoroughly document all calculations related to the benefit amount to be issued via Eligibility Determination and Benefits Calculation (EDBC) and to thoroughly narrate as to the reason the benefits could not be issued through the EDBC authorization process in CalWIN. Supervisors will ensure that all documentation, related manual budgets and case comments are addressed and imaged prior to authorizing Fiscal to release NSDI benefits.

Procedures:

Issue cash or CF benefits when correct benefits cannot be processed via CalWIN functionality. For the office procedures, see the NSDI Processing Guide found on the Eligibility Operations (EO) InSite Share Point Site under the EO page.

Impacts:

All Programs except Medi-Cal and County Medical Services (CMS)

References:

On-Line User's Manual (OLUM) in CalWIN Help

Sunset Date:

This policy will be reviewed for continuance by 07/31/2023

Approval for Release:

 8-13-20

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Eligibility Operations