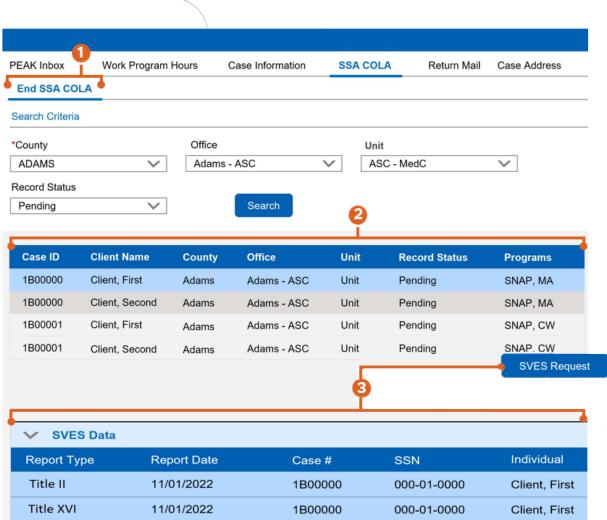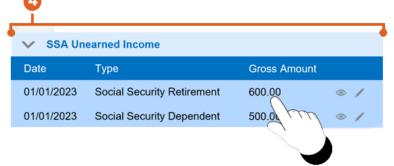# COLA MASS CHANGE EXCEPTION REPORT
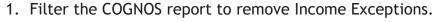## How to Clear an Income Exception

Clearing an **income exception** has never been easier! Just follow these steps if you would like to clear an income exception **all in one place**.

1. Access the **SSA COLA** tab to find the **End SSA COLA** page.
2. The system will automatically populate a list of clients whose SSA income was not updated with current SSA COLA numbers. The name of the client will be displayed **not the HOH**. This list will be sorted by county. If the **Record Status** is set to **'Pending'**, the record can be processed. If it is set to **'Worked'** it means that the client's income has already been updated and no further action is needed. Worked records will clear when EDBC batch is run overnight as long as authorization is successful.
3. Select on the **SVES Request** button to pull data from SVES without leaving the End SSA COLA page. A message will be displayed to warn you if another user has already done a SVES request for this.
4. The **SSA Unearned Income** related list will be displayed on this page. Enter the new amount(s) of the client's income here and **save**. When the record is saved, CBMS will Effective End Date the current record for 12/31 and create a new unearned income record on the client's case(s). You do not need to go to the case or take any other manual actions.

① Navigation tabs

PEAK Inbox | Work Program Hours | Case Information | **SSA COLA** | Return Mail | Case Address

End SSA COLA

Search Criteria

*County	Office	Unit
ADAMS	Adams - ASC	ASC - MedC

Record Status: Pending

Search

② Results list

Case ID	Client Name	County	Office	Unit	Record Status	Programs
1B00000	Client, First	Adams	Adams - ASC	Unit	Pending	SNAP, MA
1B00000	Client, Second	Adams	Adams - ASC	Unit	Pending	SNAP, MA
1B00001	Client, First	Adams	Adams - ASC	Unit	Pending	SNAP, CW
1B00001	Client, Second	Adams	Adams - ASC	Unit	Pending	SNAP, CW

SVES Request

③ SVES Data

Report Type	Report Date	Case #	SSN	Individual
Title II	11/01/2022	1B00000	000-01-0000	Client, First
Title XVI	11/01/2022	1B00000	000-01-0000	Client, First

④ SSA Unearned Income

Date	Type	Gross Amount		
01/01/2023	Social Security Retirement	600.00	👁	✎
01/01/2023	Social Security Dependent	500.00	👁	✎

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COLA MASS CHANGE EXCEPTION REPORT
How to Clear Exceptions Not Related to Income Interface

1. Filter the COGNOS report to remove Income Exceptions.
2. Select the case and determine the exception reason.
3. Take action on the reason:
   - **An MUE was present on the case** - Use the Exceptions Quick Fix Desk Aid (pictured left) to fix the case based on the unique exception reason.
   - **Case Wrap Up** - HLPG is marked No or Not Complete. If case is ready to run, change to Yes.
   - **Pending VCL** - if verification has been received, update data entry to clear VCL.
   - **ISM not updated due to current SSA ISM** - Review SVES data and update the ISM page with new SSA ISM amount.
4. Run EDBC, review Wrap-Up, and authorize the case.

You must online authorize the case to remove the exception from the COLA Mass Change Exception Report

Case Id	Client Name	Exception Reason
Case001	CLIENT001	Case Eligibility Status is in Pending mode
Case002	CLIENT002	Unearned Income not updated by COLA

EXCEPTION REASON	HOW TO FIX
Case Eligibility Status is in Pending mode	At least one HLPG is Pending on Display Eligibility Summary page.
ELIGIBILITY ERROR - Please validate the effective begin date or data entry on Collect Case Individual window for CWIN xxxxx.0, HLPG CW, Period 201604.0	Go to the case #. Verify the Effective Begin Date (EBD) on Case Individual and Demographics for the CWIN (client id). You may need to also look at Individual Demographics. The EBD/Food Assistance (FA) use months should be the same on both pages. Then Re-run Eligibility Determination Benefit Calculation (EDBC) and online authorize if results are correct.
Case requires supervisory review	This is really due to Supervisory Authorization. Someone with Supervisor security needs to online authorize this case. There are different reasons why a case requires Supervisor Authorization.
Case Needs online Authorization for Burial benefit	Online authorize the case.

COLA Mass Change Exception Report
How to Clear Exceptions Not Related to Income Interface continued

EXCEPTION REASON	HOW TO FIX
ERROR ENCOUNTERED IN AU0025S	Most of these are the same as the online 513 error received, usually due to a sanction record having an Effective End Date (EED) Or Medical Assistance (MA) is passing for a pregnancy aid code; however, the pregnancy record has been incorrectly EED'd or deleted. As per shift F1, the pregnancy record should only be end dated when adding a new pregnancy record.
POST AUTHORIZATION UPDATES	Online authorize. A user may be able to authorize or a different error may be displayed online. If issue persists, submit an Help Desk Ticket (HDT) case.
ELIGIBILITY ERROR - Individual Demographic not loaded for Individual	This error was "renamed" in June release project 9594.
BAD RETURN FROM AA0034S FOR CS_ID: XXXXXXX AND PROGRAM: MA	Online authorize. A user may be able to authorize or a different error may be displayed online. If issue persists, submit a HDT.
No error text is provided	Run EDBC and online authorize. If issue persists, submit an HDT (Help Desk Ticket).
ELIGIBILITY ERROR - Date of Birth is missing for Individual	Go to Individual Demographics and Case Information (In the Home). EBD on Case Information should not be before the EBD on Individual Demographics.
THE PRIMARY USER COULD NOT BE DETERMINED FOR THE CASELOAD-THE PRIMARY USER MAY HAVE BEEN END DATED	Due to one of the workers who a HLPG being assigned to has been EED'd by the Security Administrator, should transfer that HLPG to an active worker.
Case Eligibility Status is in Suspend mode	At least one HLPG is in a Suspend status on Display Eligibility Summary page. Correct eligibility if possible.
Authorization process is unsuccessful	Online authorize. A user may be able to authorize OR a different error may be displayed online. If issue persists, submit a HDT.
ELIGIBILITY ERROR - Please validate the effective begin date or data entry on Collect Case Individual Program for CWIN xxxxx.0, HLPG FS, Period 201601.0	Go to Case Individual/Individual Demographics for the CWIN (client id) for the HLPG for the month provided. Be sure these two pages have the same Use month for that HLPG.
ERROR IN SELECT FROM INDV WHERECWIN: xxxxxxxx	Validate EBD on Individual Demographic. Run EDBC online and online authorize. If issue persists, submit a HDT.

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COLA MASS CHANGE EXCEPTION REPORT
Final Thoughts

HEADS UP!

Make sure you are entering the correct income dollar amount for the correct type of income. If data entry is done incorrectly and saved, you should go directly to the case and modify the record that has been created.

GREAT CONTENT

Refer to the **SSA COLA Process WBT** for other options to work COLA income exceptions.

BEST PRACTICE!

All team members should use the End SSA COLA page for COLA income updates to eliminate duplicate work and significantly reduce the amount of time to do manual COLA updates. If anyone in your county is using the END SSA COLA page, only non income related COLA exceptions should be worked from the Cognos report.

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