

CalSAWS | Enhancement Request (CER)

PPOCs: Please send the completed request to CER@CalSAWS.org and cc your RM.

Submission Date	December 29, 2020
Title	BPP-GRCF-CFNP20-12: CalFresh Recertification Denial Notice of Action

Region #: 6	County: Los Angeles	
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Program(s) Impacted:			
<input type="checkbox"/> Adoptive Services	<input type="checkbox"/> ARC	<input checked="" type="checkbox"/> CalFresh	<input type="checkbox"/> Cal-Learn
<input type="checkbox"/> CalWORKs / RCA	<input type="checkbox"/> CAPI	<input type="checkbox"/> Child Care	<input type="checkbox"/> CMSP
<input type="checkbox"/> Foster Care	<input type="checkbox"/> GA/GR	<input type="checkbox"/> GAIN/REP/WTW	<input type="checkbox"/> GROW
<input type="checkbox"/> Kin-GAP	<input type="checkbox"/> Medi-Cal / RMA	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other – specify			

Area(s) Impacted:			
<input type="checkbox"/> Call Center	<input type="checkbox"/> Case Assignment	<input checked="" type="checkbox"/> Client Correspondence	<input checked="" type="checkbox"/> Eligibility
<input type="checkbox"/> Fiscal / Collections	<input type="checkbox"/> Hearings	<input type="checkbox"/> Imaging	<input type="checkbox"/> Lobby Management
<input type="checkbox"/> Reports	<input type="checkbox"/> Resource Data Bank	<input type="checkbox"/> Schedule Appt	<input type="checkbox"/> Security
<input type="checkbox"/> Self Service Portal	<input type="checkbox"/> Special Investigation	<input type="checkbox"/> Task Mgmt	<input type="checkbox"/> Time Limits
<input type="checkbox"/> Training			
<input type="checkbox"/> Interface(s) - specify			
N/A			
<input type="checkbox"/> Other – specify			

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Justification / Request Summary:

Issue: When a complete application for recertification is received and the household is denied eligibility at recertification, a denial notice must be sent. The Notice of Expiration of Certification form (NEC CF 377.2) does not satisfy the requirement for denying an application for recertification. The NEC form, alone, is only sufficient when an application for recertification is never received. When denying a recertification application due to non-compliance with recertification process, the County must send the household a denial Notice of Action (NOA) (DFA 377.1A)

Proposed Recommendation: Program the system to send a denial NOA (DFA 377. 1A) to households whose recertifications is not approved after the complete application is received.

When a complete application for recertification is received and the household doesn't comply with the recertification process, a denial notice of action (DFA 377.1A) must be sent to the household. The NEC form, alone, is only sufficient when an application for recertification is never received.

When a complete application for recertification is received and the household either doesn't comply with the interview OR after completing the interview, does not provide the requested mandatory verification(s), the County must send the household a denial Notice of Action (NOA) (DFA 377.1A).

Proposed language for the denial notice of action is as follows:

(mark X the first box on the NOA) "Your household's CalFresh application for recertification has been denied because: "
(one of the two reasons below must be populated on the DFA 377.1A. after because:)

- . You failed to complete your recertification interview; Or
- . You failed to provide us the requested information/verification.

When a complete application for recertification is received and the household doesn't comply with the recertification process, a denial notice of action (DFA 377.1A) must be sent to the household. The NEC form, alone, is only sufficient when an application for recertification is never received.

When a complete application for recertification is received and the household either doesn't comply with the interview OR after completing the interview, does not provide the requested mandatory verification(s), the County must send the household a denial Notice of Action (NOA) (DFA 377.1A).

Proposed language for the denial notice of action is as follows:

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- . You failed to complete your recertification interview; Or
- . You failed to provide us the requested information/verification.

The denial NOA must be sent out on the last day of the household's RC due month when the household didn't comply with the interview.

The denial NOA must be sent out via overnight batch the day the household's 10 calendar days to provide the requested verification expires.

This is the same process as initial intake application denial process for missed interview or missed providing the mandatory verification.

CalSAWS Response:

CER Tracking #: (automatically generate by JIRA)

SCR #

Rejected By:

Date:

Rejection Reason(s) or other Comments: