

[CIV-100774] Updates to the GEN 1365 Form and Form Generation

Team Responsible:	Client Correspondence	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Nithya Cherreddy	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	No	Estimate:	305
Reporter:	Elisa Miller	Regulation Reference:	ACWDL 17-23	Created:	03/21/2018 06:52 PM
Status:	Design in Progress	Impact Analysis:		Outreach Required:	
Consortium Contact:	Virginia C. Bernal	Training Impacted:		Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:		Funding Source ID:	
Committee:	[Correspondence]	Approved by Committee:		Other Agency Cross Reference:	CA-202307

Non-Committee

Review:
Expedite Approval:
Current Design:

The GEN 1365 is only sent to customers in the following scenarios:
 1. Each form and NOA that is saved to a case in English, but the recipient has indicated a different language.
 2. English language NOAs are generated, but the recipient has indicated a different language.

For C-IV System threshold languages, if a recipient has Correspondence in English set to Yes in Individual Demographics, a GEN 1365 will not be attached.

Request: Per ACWDLs 08-32, 11-23 and 17-23, the GEN 1365 is required to be included with all customer correspondence. ACWDL 11-23 added the requirement to include the GEN 1365 in Annual Re-Evaluation (RE) packets. ACWDL 17-23 provides an updated GEN 1365 with two additional threshold languages and reiterates the requirement to include the form with all correspondence and RE packets.

Recommendation: Enclose the GEN 1365 (06/17) in all customer correspondence, including RE packets.

Outreach
Description:
Migration Impact
Description:
Migration Impact
Analysis:
Alternative None
Procedure
Description:
Operational Impact:
Estimate: **305**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	250	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	55	Tech Arch :	0	Tech Ops :	0
Training :	0				