

CalACES Enhancement Request

PPOC: Please send the completed request to CER@CalACES.org with a cc to your RPM.

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|---|----------------------------|----------------------------------|
| Region #: 1 | County: Riverside | Date Submitted: |
| Submitter's Name: Robin Zeno-Jackson | Phone: 951-358-4991 | Email: rozenoja@rivco.org |

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|--|---|---------------------------------------|------------------------------------|
| Title: NOAs denial reason location | | | |
| Program(s) Impacted: | | | |
| <input type="checkbox"/> Adoptive Services | <input type="checkbox"/> ARC | <input type="checkbox"/> CalFresh | <input type="checkbox"/> Cal-Learn |
| <input checked="" 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 | | | |

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|---|--|--|--|
| Area(s) Impacted: | | | |
| <input type="checkbox"/> Call Center | <input type="checkbox"/> Case Assignment | <input type="checkbox"/> Client Correspondence | <input type="checkbox"/> Eligibility |
| <input type="checkbox"/> Fiscal / Collections | <input type="checkbox"/> Hearings | <input type="checkbox"/> Imaging | <input checked="" 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 | | | |
| <input checked="" type="checkbox"/> Other – specify | | | |
| Denial NOAs | | | |

Justification / Request Summary:

Issue:
Certain CIV Notices of Action (NOA) list the reason(s) for the denial of a program or other pertinent information on the last page of the NOA instead of the first. Please see attached NOAs with the issue.

Proposed Recommendation:

List the reason(s) for the denial of of the program or other pertinent information on page 1 of the NOA. It will make it easier for the customer to identify the reason for the denial.

Priority/Implementation Consideration(s):

CalACES Response:

CER Tracking #: (automatically generate by JIRA)

SCR #

Rejected By:

Date:

Rejection Reason(s) or other Comments: