



[CA-214161] Phase 2 ACL 11-80 - CalWORKs New & Revised Overpayment Notice of Action Messages

Issue Type:	SCR	Team Responsible:	Client Correspondence	Assignee:	Phong Xiong
Fix Version/s:	[21.05]	Designer Contact:	Phong Xiong	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	No	Estimate:	586
Reporter:	Phong Xiong	Regulation Reference:	ACL 11-80, DATED 11/28/11 MPP 44-316, 4-350 and 44-352	Created:	03/03/2020 02:26 PM
Status:	Ready for Committee	Impact Analysis:		Outreach Required:	No
Policy/Design Consortium Contact:	Maria Arceo	Training Impacted:		Funding Source:	LRS M&E
Project Phase (SCR):	Production	Funding Source ID:			
Other Agency Cross Reference:					

Current Design: Currently, there are no NOAs that address the discovery of an overpayment without an accompanying grant reduction or to notify the participant that grant adjustment will begin on a previously noticed overpayment. In addition, several Overpayment and adjustment NOAs contain information that is unclear and incorrect.

Request: 1) From SCR CIV-100830: Remove the stand-alone statement and have it display ONLY when the overpayment has been intentionally caused.

This effort will be split into 3 phases:

Phase 1 : CA-50293

Revised/create text and templates for the NOAs below:

1. M44-0350 I is to be used to notify participants about the discovery of an overpayment without an accompanying grant reduction - Inform
2. M44-352H to be used to notify participants that a grant adjustment will now begin on a previously discovered notice overpayment - Change
3. M44-352A - Notice of O/P and Demand

Phase 2 : CA-214161

Revised/create text and templates for the NOAs below:

1. M44-350A - Overpayment Adjustment - Change
2. M44-352C - Overpayment Recovery-Change
3. M44-352D - Overpayment Recovery-Change
4. M44-352G - Demand Overpayment - Change

Phase 3 : CA-214165

Revised/create text and templates for the NOAs below:

1. M44-350E - Excess Property O/P and Adjustment w/o Good Faith-Change
2. M44-350F - Excess Property O/P w/o Good Faith-Demand
3. M44-350G- Excess Property O/P with Good Faith-Change
4. M44-350H - Excess Property O/P with Good Faith-Demand

Recommendation: 1) Revised/create text and templates for the NOAs below:

1. M44-352C - Overpayment Recovery-Change
2. M44-352D - Overpayment Recovery-Change
3. M44-352G - Demand Overpayment - Change

Revise/create NOAs in Spanish and Threshold languages provided. See attachment.

Outreach

Description:

Operational Impact: