

☐ CalSAWS DD&I☐ C-IV M&O☐ CalWIN M&O☒ LRS M&E

<b>Distribution Date:</b>	October 6, 2021
<b>To:</b>	PPOC.40; Consortium.RegionalManagers.All
<b>CIT Name:</b>	<b>Manually Generate the CF 386 Notice of Missed Interview and Deny CF Application</b>
<b>From:</b>	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

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|--|---|
| <input type="checkbox"/> General<br><input checked="" type="checkbox"/> Policy<br><input type="checkbox"/> CW<br><input checked="" type="checkbox"/> CF<br><input type="checkbox"/> MC<br><input type="checkbox"/> CMSP<br><input type="checkbox"/> FC/KG/AAP<br><input type="checkbox"/> Child Care<br><input type="checkbox"/> WtW<br><input type="checkbox"/> Other Program(s): _____<br><input type="checkbox"/> C4Yourself <input type="checkbox"/> Your Benefits Now!<br><input checked="" type="checkbox"/> Individual Correspondence<br><input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Caseload Movement<br><input type="checkbox"/> Management<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Security<br><input type="checkbox"/> Batch and Interfaces<br><input type="checkbox"/> Imaging<br><input type="checkbox"/> Migration<br><input type="checkbox"/> Conversion<br><input type="checkbox"/> Technical<br><input checked="" type="checkbox"/> Training<br><input checked="" type="checkbox"/> Help Desk |
|--|---|

Description:	<p><b>Purpose</b> The purpose of this CIT is to provide instruction to counties to manually generate the CF 386 Notice of Missed Interview (NOMI) and deny the CalFresh (CF) application when the customer misses their scheduled CF interview appointment.</p> <p><b>Background</b> If the CalFresh (CF) customer 'No Shows' to their CF intake appointment, the CF 386 Notice of Missed Interview (NOMI) must be sent giving them 30 days from the application date to comply. If the 30th day falls on a weekend or holiday, they have until the next business day to comply. If the customer does not comply by the due date, the CF 377.4 CF Denial Notice must be sent (MPP 63-300.461). If the customer 'No Shows' to their recertification (RE) appointment, the interview due date on the NOMI must be the last day of the RE due month.</p> <p><b>Additional Information</b> The CF 386 NOMI is currently generating with an interview due date of 10 days.</p> <p>SCR CA-201756 'NOMI - Interview Completion Due date to be 30 days from application date' has been opened to address this issue. As part of CA-201756 – the NOMI will populate 30 days from the application date (or on the next business</p>
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day if the 30th day falls on a weekend or holiday) for missed intake interview appointments and the last day of the RE Due Month for missed RE appointments. In addition, the PB00E472 batch job will be updated to deny the CF application on the 30th day from the application date (or on the next business day if the 30th day falls on a weekend or holiday).

### County Action

Until SCR CA-201756 is implemented, users must follow the steps below.

1. Follow your county process to schedule the CF intake interview. When scheduling the CF intake interview appointment in the system, choose one of the categories/types listed on the table below on the **Customer Schedule** page to ensure the CF 386 is not auto-generated:

Category	Appointment Type
Telephone Interview	N/A, no dropdown
General Appointment	Intake-follow-up Appointment
General Appointment	Screening & Intake Appointment

2. Generate and complete the GEN 102 Appointment letter in the template repository.
3. If the customer No Shows to the scheduled appointment, the CF 386 NOMI will not auto-generate. The worker must manually generate the CF 386 NOMI from the template repository.
4. Follow your county process to track the CalFresh applications
5. If the customer does not comply with their CF interview within 30 days from the application date, manually deny the CF. On the **Negative Action Detail** page:
  - a) Select the individual(s) from the **CalFresh** program.
  - b) Select the **Negative Action Reason**: 'CF Missed Interview (New Application/Recertification)'.
  - c) Run EDBC, Accept and Save the EDBC results.
  - d) Review and process the DFA 377.1A CF Denial.
  - e) Follow your County's business process to create a Journal entry describing actions taken on the case.

When scheduling the CF RE interview in the system, choose one of the categories/types listed on the table below on the **Customer Schedule** page to ensure the CF 386 is not auto-generated. The worker must manually generate the CF 386 NOMI from the template repository.

Category	Appointment Type
Re-Evaluation CW/CF Interview	N/A, no dropdown
Re-Evaluation Interview	N/A, no dropdown
Telephone CW/CF RE Interview	N/A, no dropdown
General Appointment	2 <sup>nd</sup> Telephone Interview Recertification

	<p><b>Note:</b> If the customer never submits a signed CF RE application, the previously issued CF 377.2 Notice of Expiration of Certification (NEC) is sufficient notification of discontinuance.</p> <p>If you have any questions on this CIT, please email the primary contact and cc your Regional Manager(s).</p>
Primary Project Contact:	<p>Caroline Bui – CalFresh (916) 282-3668 <a href="mailto:BuiC@CalSAWS.org">BuiC@CalSAWS.org</a></p>
Backup Project Contact:	<p>Binh Tran – CalWORKs/CalFresh (562) 484-7955 <a href="mailto:TranB@CalSAWS.org">TranB@CalSAWS.org</a></p>
Attachments:	None
Web Portal Link:	<p>██████████</p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> <li>1. Click on the CRFs &amp; CITs link at the top of the page.</li> <li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> <li>3. Click on the "2021" folder.</li> <li>4. Click on the appropriate CIT # folder.</li> </ol>