

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

<b>Distribution Date:</b>	October 20, 2021
<b>To:</b>	PPOC.40; Consortium.RegionalManagers.All
<b>CIT Name:</b>	<b>Implementation of CA-201756 NOMI</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 |
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Description:	<p><b>Purpose</b></p> <p>The purpose of this CIT is to inform counties of the implementation of CA-201756 NOMI - Interview Completion Due date to be 30 days following the application date. This CIT also provides counties with the criteria for the three batch jobs for CalFresh intakes.</p> <p><b>Background</b></p> <p>If the CalFresh (CF) customer misses their CF intake appointment, the CF 386 Notice of Missed Interview (NOMI) must be sent giving them 30 days following 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>The CF 386 NOMI was generating with an interview due date of 10 days for both missed Intake and Recertification interviews. CIT 0296-21 Manually Generate the CF 386 Notice of Missed Interview and Deny CF Application was issued on October 6, 2021 to instruct CIV counties to manually generate the CF 386 NOMI and deny</p>
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the CF application when the customer misses their scheduled CF interview appointment pending the implementation of SCR CA-201756.

SCR CA-201756 'NOMI - Interview Completion Due date to be 30 days following the application date' was opened to address the issue of the NOMI interview due date. As part of CA-201756 – the NOMI will populate an interview due date of 30 days following the application date (or on the next business 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 was updated to deny the CF application on the 30th day following the application date (or on the next business day if the 30th day falls on a weekend or holiday).

#### **Additional Information**

Below are the conditions for the batch jobs that generate the NOMI, deny the CalFresh, and generate the CalFresh Denial NOA if the customer missed their CF interview.

NOMI Batch PB00R541 will generate the NOMI for a missed Intake or RE interview if the following conditions are met. All counties are opted in to this batch job.

- **Note:** If the case has CF program, but the user schedules an appointment for another program on the case using the appointment Category/Appointment Type listed in the tables below, the system will generate the NOMI if the conditions are met as it cannot differentiate appointments by program.
- 1. The system will consider the appointment as an intake interview for the following combinations listed in the table below under the Category and Appointment Type fields from the Customer Appointment Detail page. If the customer misses their scheduled interview, the compliance due date on the NOMI will populate 30 days following the application date (or on the next business day if the 30th day falls on a weekend or holiday) as the due date to comply for missed intake interview appointments.

**Note:** The system will check the CalFresh is Pending.

	Category	Appointment Type
Intake	Intake Interview	N/A, no dropdown
	General Appointment	Telephone Interview Intake

The system will consider the appointment as a recertification interview for the following combinations listed in the table below under the Category and Appointment Type fields from the Customer Appointment Detail page. The compliance due date on the NOMI will populate the last day of the RE Due Month for the due date to comply for missed RE interview appointments.

**Note:** The system will check that the recertification has not been advanced, and the missed appointment is between last success date and the batch date.

	Category	Appointment Type
Recertification	Re-Evaluation CW/CF Interview	N/A, no dropdown
	Telephone CW/CF RE Interview	N/A, no dropdown
	General Appointment	Telephone Interview Recertification
	General Appointment	Reaffirmation Non-Group

- The appointment status is 'No Show', 'Scheduled', or 'Rescheduled' regardless of the interview appointment being Intake or Recertification.

For the CF Denial batch EDBC PB00E472 job to trigger EDBC:

- The program is CalFresh.
- The program is not Transitional CalFresh.
- The program status is Pending.
- Batch run date is 30 days following the application date.
- The NOMI (CF 386) form was sent to the applicant prior to the 30th day after the application date.
- The latest intake interview status is 'No Show', 'Scheduled' or 'Rescheduled', and the interview appointment date is between the application date and the 30th day from the application date. The appointment type code must be either General Appointment with sub type code of Telephone Interview Intake or Intake Interview.

**Note:** The PB00E472 job is for CF Intakes, not ongoing CF cases. Also, if the 30th day following the application date is a weekend or holiday then batch will run on the next business day.

**Counties Impacted by CF Denial batch EDBC PB00E472 are as follows:**

	County Name
02	Alpine
06	Colusa
08	Del-Norte
11	Glenn
13	Imperial
14	Inyo
15	Kern
17	Lake
18	Lassen
19	Los Angeles
21	Marin
22	Mariposa
24	Merced
25	Modoc
26	Mono
27	Monterey

28	Napa
29	Nevada
32	Plumas
33	Riverside
35	San Benito
36	San Bernardino
39	San Joaquin
45	Shasta
50	Stanislaus
53	Trinity
55	Tuolumne
58	Yuba

Note: Counties not listed in the table above are not opted in to the CF Denial Batch EDBC PB00E472. If the customer does not comply with their CF intake interview, 30 days following the application date, the worker must run EDBC from the Negative Action page with the reason 'CF Missed Interview (New Application/Recertification)' to deny the CalFresh application.

The CalFresh Denial NOA batch job PB00R533, will generate the DFA 377.1A Denial NOA on the 30th day following the application date if:

1. The program is CalFresh
2. The program status is denied for the status reason 'CF missed interview'
3. there already exists form CF 386 on the batch run date

All counties are opted in to this batch job.

**Note:** The system will not automatically generate the CalFresh Denial at RE.

### County Action

After SCR CA-201756 is implemented with R.21.10.20, counties must use the appointment Category/Appointment Types listed in the tables above when scheduling CalFresh Intake and RE appointments for the system to generate the NOMI, deny the CalFresh and generate the DFA 377.1A CF Denial NOA for missed interviews.

**Reminder:** 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. If the customer submits a signed CF RE application or attends the RE appointment but does not provide requested verification, the worker must manually generate the DFA 377.1A CalFresh Denial NOA from the template repository.

If you have any questions on this CIT, please email the primary contact and cc your Regional Manager(s).

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Backup Project Contact:	Binh Tran – CalWORKs/CalFresh (562) 484-7955 <a href="mailto:TranB@CalSAWS.org">TranB@CalSAWS.org</a>
Attachments:	None
Web Portal Link:	<div style="background-color: black; width: 80px; height: 20px; margin-bottom: 10px;"></div> OR <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 CRFIs &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>