

CalSAWS | Enhancement Request (CER)

PPOCs: Please send the completed request to CER@CalSAWS.org and cc your RM.

Submission Date	
Title	AAP – Modify Change NOAs

Region #: 6	County: Los Angeles	
Submitter: Edgardo Tayag	Phone: 626-691-1490	Email: tayagea@dcfs.lacounty.gov

Program(s) Impacted:			
<input checked="" type="checkbox"/> Adoptive Services	<input type="checkbox"/> ARC	<input type="checkbox"/> CalFresh	<input type="checkbox"/> Cal-Learn
<input 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			

Area(s) Impacted:			
<input type="checkbox"/> Call Center	<input type="checkbox"/> Case Assignment	<input checked="" type="checkbox"/> Client Correspondence	<input type="checkbox"/> Eligibility
<input type="checkbox"/> Fiscal / Collections	<input type="checkbox"/> Hearings	<input type="checkbox"/> Imaging	<input 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 EDBC			

Justification / Request Summary: *DCFS has completed a review of LRS system NOAs (not addressed since 2016 “Go Live”) by Program and Type for needed activations, modifications, additions, deletions or suppressions. In current LRS, the majority of the existing LRS AAP Change NOAs are suppressed per SCR 49009. This request covers all AAP Change NOAs, along with six Universal Requirements for language and three for printing in this CER.*

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Issue:

- A. In current LRS, the AAP Change NOA templates (based on outdated versions of the NA 791), have not been addressed since “go live” and are mostly suppressed by SCR 49009. Modification and reactivation with the current NA 791 (9/18) template (or latest version) is needed for the following four AAP Description/Action Code reasons: “Age Increase”, “Retro Rate Increase”, “Age Extension”, and “Rate Decrease” and mail centrally
- B. Modify and activate suppressed “P2 Supplemental Rate”, but allow for AAP worker to add attachment, and then mail locally
- C. Modify “Rate Increase” NOA, which is currently active (not suppressed), and mail centrally
- D. Activate, but only auto-fill case/worker/address info for “Age Decrease” and “Hospitalization” to be EW completed and mailed locally, and
- E. Add four new AAP Change NOAs: “AAP Re-Start”, “Retro Age Increase”, “P1 Rate Child Turns 3” and “RTC Extension” to be mailed centrally

Proposed Recommendation: Modify, automate and reactivate AAP Change NOAs below with Template NA 791 (latest version) when EDBC is run resulting in the following change reasons, from the described trigger conditions:

A. Modify, automate and re-active the following AAP Change NOAs:

1. AGE INCREASE (Suppressed)

Trigger: New Agreement Type is “Amended”; Reason is “Age Related”; with the appropriate Schedule Level and Rate Basis is “Age Based Rate” in the Agreement Detail section of the AAP Agreement Detail page, AND EDBC results in increase in benefit amount.

Description of the Action: Effective date (begin date of rate increase).

Reason: Display: “Monthly negotiated rate is increased to \$ (new monthly EDBC amount).

[2] You have signed an amended AAP Agreement.”

Comments: Display following four statements:

[1] “Post Adoption Services approved rate increase at (Schedule Level) rate of (\$ amount), authorized age group (age range), effective (begin date).”

NOTE: Use schedule Level (letter value) and the Begin Date on the AAP Detail Agreement page

– UNIVERSAL REQUIREMENT [A.3] when displaying four statements

Example: “Post Adoption Services approved rate increase at D rate of \$1,331.00, authorized age group 12-14, effective 02/13/2019.” (See LRS case CX02994)

[2] “Your AAP case continues to be eligible for (Aid Code based on AAP Summary page)”

- UNIVERSAL REQUIREMENT [A.4] when displaying four statements

[3] “If you have any questions, please contact Post Adoption Services at 1-800-735-4984”

- UNIVERSAL REQUIREMENT [A.5] when displaying four statements

[4] “Processed by: (First and Last Name), AAP Payment Resolution Unit Eligibility Worker)

Running EDBC if different from Case Carrying EW)” – UNIVERSAL REQUIREMENT [A.6]

Regulation: “This action is required by the following State Regulations which are available for review at the Adoption Agency. California Code of Regulations Title 22, Division 2, Chapter 3, Subchapter 7, Articles 1-10, sections 35325-35352.2.” [UNIVERSAL REQUIREMENT [A.1]

State Hearing: “If you are dissatisfied with this action, your aid may continue unchanged if you ask for a State Hearing before the effective date of action. Read the back for important information about your right to appeal this action.”

(UNIVERSAL REQUIREMENTS [A.2])

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2. RETRO RATE INCREASE (Suppressed)

Trigger: New Agreement Type is "Amended" with a back-dated begin date on the Agreement Detail record AND EDBC results in change in "Schedule Level"; AND EDBC results in a higher rate (with a begin date equal to or earlier than) current EDBC "Rate" amount.

Description of the Action: Effective date (Begin Date of Increased Amount)

Reason: Display: "Monthly negotiated rate is increased to \$ (new monthly EDBC amount)."

Comments: Display following four statements:

[1] "Post Adoption Services approved rate increase at (Schedule Level) rate of (\$ amount), authorized age group (age range), effective (begin date)."

Use (letter value) of the Schedule Level field matching the Begin Date and Age Group fields in the Agreement List section of the AAP Placement Detail page.

Example: "Post Adoption Services approved rate increase at D rate of \$1,331.00, authorized age group 12-14, effective 02/13/2019." (See LRS case CX02994)

[2] "Your AAP case continues to be eligible for (Aid Code based on AAP Summary page)"

[3] "If you have any questions, please contact Post Adoption Services at 1-800-735-4984"

[4] "Processed by: (First and Last Name), AAP Payment Resolution Unit Eligibility Worker
Running EDBC if different from Case Carrying EW"

Regulation: and State Hearing: (UNIVERSAL REQUIREMENTS [A.1] AND [A.2] for all AAP Change NOAs)

3. AGE EXTENSION (Suppressed)

Trigger: New Agreement Type is "Amended"; Reason is "Child 18 Extended"; AND the Extended Benefits section is completed on the AAP Summary Detail page.

Description of the Action: Effective date (begin date of extension).

Reason: Display following two statements:

[1] "Monthly negotiated rate of \$ (new monthly EDBC amount) is approved"

[2] "You have signed an amended AAP Agreement"

Comments: Display following four statements:

[1] "Post Adoption Services approved the AAP Extension at (Schedule Level) rate of (\$ amount), authorized age group (age range), effective (begin date)."

Use (letter value) of the Schedule Level field matching the Begin Date and Age Group fields in the Agreement List section of the AAP Placement Detail page.

[2] "Your AAP case continues to be eligible for (Aid Code based on AAP Summary Page)"

[3] "If you have any questions, please contact Post Adoption Services at 1-800-735-4984"

[4] "Processed by: (First and Last Name), AAP Payment Resolution Unit Eligibility Worker
Running EDBC if different from Case Carrying EW"

Regulation: and State Hearing: (UNIVERSAL REQUIREMENTS [A.1] AND [A.2] for all AAP Change NOAs)

4. RATE DECREASE (Suppressed)

Trigger: Agreement type of "Amended", with a change in "Schedule Level" field in the Agreement List section of the AAP Placement Detail page," AND EDBC results in decrease in benefit amount"

Description of the Action: Effective date (begin date of rate decrease).

Reason: Display: "Monthly negotiated rate is decreased to \$ (new monthly EDBC amount)."

Comments: Display following four statements:

[1] "Your child is eligible to a (Schedule Level) rate of (\$ amount) per month effective (begin date of Schedule Level).

NOTE: Use schedule Level (letter value) and the Begin Date on the AAP Detail Agreement page.

Example: "Your child's eligible benefit is a B – Basis Placement Rate of \$960.00 effective 06/01/2019." (See LRS case CX07333)

[2] "Your AAP case continues to be eligible for (Aid Code based on AAP Summary Page)"

[3] "If you have any questions, please contact Post Adoption Services at 1-800-735-4984"

[4] "Processed by: (First and Last Name), AAP Payment Resolution Unit Eligibility Worker
Running EDBC if different from Case Carrying EW"

Regulation: and State Hearing: (UNIVERSAL REQUIREMENTS [A.1] AND [A.2] for all AAP Change NOAs)

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B. Modify and re-activate one suppressed AAP Change NOA, which requires an attachment containing data which is not in LRS and cannot, therefore, be mailed centrally:

P2 SUPPLEMENTAL RATE (Suppressed) AND (Requires manual attachment to NOA)

Trigger: Agreement type of "Amended", Benefit Basis of "Regional Center", Schedule Level of "P2 – Dual Agency/Regional Center", Age Group "Not Applicable", and a Begin Date that does not overlap any other Agreement listed with the Benefit Basis of "Regional Center" in the Agreement List section of the AAP Placement Detail page; AND EDBC results in an "Additional Rate" amount.

Description of the Action: Effective date (begin date of P2 Supplement amount).

Reason: Display following two statements only:

[1] "Monthly negotiated rate is increased to \$(ongoing monthly rate).

Example: Monthly negotiated rate is increased to \$ 3,617.00. (L08C7D0)

[2] "You have signed an amended AAP Agreement"

Comments: Display following **four** statements:

[1] "Post Adoption Services approved Dual Agency Rate (Schedule/Level) of \$ (amount) and Supplemental Rate (Additional Rate amount) of \$ (amount) effective (begin date of new P2 and Supplemental amount); therefore, your ongoing monthly benefit is (Sum of Schedule Level P2 Rate \$ (amount) + Supplemental Rate \$ (amount)). (Please see attachment.)

Example: "Post Adoption Services approved Dual Agency P2 Rate of \$2617.00 + Supplement of \$1000.00 effective 2-20-2020. (Please see attachment.)"

[2] "Your AAP case continues to be eligible for (Aid Code based on AAP Summary page)"

Example: "Your AAP case continues to be eligible for Federal (03) Funding."

[3] "If you have any questions, please contact Post Adoption Services at 1-800-735-4984"

[4] "Processed by: (First and Last Name), AAP Payment Resolution Unit Eligibility Worker running EDBC if different from Case Carrying EW"

Example: Processed by: Dana Chiakwelu, AAP Payment Resolution Unit Eligibility Worker

Regulation: and State Hearing: (UNIVERSAL REQUIREMENTS [A.1] AND [A.2] for all AAP Change NOAs)

NOTE: Do NOT centrally mail the P2 Supplemental Rate NOA, because "attachment" created by EW must be included. (Sample "attachment" is attached.)

C. Modify this one AAP Change NOA, which is currently not suppressed:

RATE INCREASE (Active)

Trigger: Agreement type of "Amended", with a change in rate greater (with a begin date later than) current EDBC rate

Description of the Action: Effective date (Begin Date of Increased Amount)

Reason: Display "Monthly negotiated rate is increased to \$ (new monthly EDBC amount).

Comments: Display following **four** statements:

[1] "Post Adoption Services approved rate increase at (Schedule Level) rate of (\$ amount), authorized age group (age range), effective (begin date)". Apply UNIVERSAL

REQUIREMENT [7]

Example: "Post Adoption Services approved rate increase at D rate of \$1,315.00, authorized age group 15 & over, effective 11/07/2019." (See LRS case KX04260)

[2] "Your AAP case continues to be eligible for (Aid Code based on AAP Summary page)"

[3] "If you have any questions, please contact Post Adoption Services at 1-800-735-4984"

[4] "Processed by: (First and Last Name), AAP Payment Resolution Unit Eligibility Worker running EDBC if different from Case Carrying EW"

Regulation: and State Hearing: (UNIVERSAL REQUIREMENTS [A.1] AND [A.2] for all AAP Change NOAs)

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D. Active, but only generate NA 791 with case/worker and addressee information for the following two AAP Change Reason NOAs:

- [1] AGE DECREASE
- [2] HOSPITALIZATION

NOTE: The eligibility worker will complete the remainder of the NA 791 and mail locally.

Regulation: and State Hearing: (UNIVERSAL REQUIREMENTS [A.1] AND [A.2] for all AAP Change NOAs)

E. Four NEW AAP Change Reason NOAs requested:

1. AAP RE-START (New)

Trigger: Placement Detail record changes back to “Adoptive Home”, AND EDBC results in a decrease in benefits to Adoptive Parent(s) as Payee

Description of the Action: Effective date (Begin date of new Adoptive Home Placement)

Reason: Display: “Monthly negotiated rate of (\$ amount) is approved.”

Comments: Display following **four** statements:

- [1] “Child returned from an RTC Placement to your home effective [EDBC begin date] at [Schedule Level based on Rate Amount] rate of [EDBC \$ amount].”

Example: “Post Adoption Services approved child’s placement in your home at the B – Basic Rate of \$960.00.”

- [2] “Your AAP case is eligible for (Aid Code based on AAP Summary page)”

- [3] “If you have any questions, please contact Post Adoption Services at 1-800-735-4984.”

- [4] “Processed by: (First and Last Name), AAP Payment Resolution Unit Eligibility Worker) running EDBC if different from Case Carrying EW)”

Regulation: and State Hearing: (UNIVERSAL REQUIREMENTS [A.1] AND [A.2] for all AAP Change NOAs)

2. RETRO AGE INCREASE (New)

Trigger: New Agreement Type of “Amended” is added with a back-dated begin date on the Agreement Detail record, with a change in “Age Group” field in the Agreement List section of the AAP Placement Detail page, AND EDBC results in increase in Amount

Description of the Action: Effective date (begin date of rate increase).

Reason: Display: “Monthly negotiated rate is increased to \$ (new monthly EDBC amount).”

Comments: Display following **four** statements:

- [1] “Approved age increase at (Schedule Level) rate authorized (Age Group) effective (begin date of increase)”

Example: “Approved rate increase at D rate of \$1,331.00, authorized age group 12-14, effective 02/13/2019.”

- [2] “Your AAP case continues to be eligible for (Aid Code based on AAP Summary page)”

- [3] “If you have any questions, please contact Post Adoption Services at 1-800-735-4984”

- [4] “Processed by: (First and Last Name) AAP Payment Resolution Unit Eligibility Worker) running EDBC if different from Case Carrying EW)”

Regulation: and State Hearing: (UNIVERSAL REQUIREMENTS [A.1] AND [A.2] for all AAP Change NOAs)

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3. P1 RATE CHILD TURNS 3 (New)

Trigger: When Stop Date is entered on **the** P1 Dual Agency Rate AND a new Basic Rate is added

Description of the Action: Effective Date (Stop Date of the P1 Dual Agency Rate)

Reason: Display: "Monthly negotiated rate is decreased to (Schedule Level BASIC rate amount)

Comments: Display following three statements:

- [1] *"Child no longer meets the definition of a dual agency child and is not eligible to receive the P1 Dual Agency Rate of (previous P1 Dual Agency Rate amount). Under ACL 08-17 dated 03/28/08 & WIC 11464 as enacted by SB84, the Dual Agency Rate is specific to Dual Agency children ages 0-3 only. Child's current rate of (P1 RATE AMOUNT) exceeds the maximum rate he/she would have received if he/she remained in a Foster family home per Welfare & Institutions Code Section 16119(f)(3)."*
- [2] *"The current maximum eligible rate your child may receive is the age-related state approved foster family home rate and Specialized Care Rate, if eligible. Please contact Post Adoption Services (PAS) at 800-735-4984 immediately to renegotiate your child's AAP rate."*
- [3] *"Processed by: (First and Last Name), AAP Payment Resolution Unit Eligibility Worker) running EDBC if different from Case Carrying EW)"*

Regulation: and State Hearing: (UNIVERSAL REQUIREMENTS [A.1] AND [A.2] for all AAP Change NOAs)

4. RTC EXTENSION (New)

Trigger: An additional 6 months is added to the original 12 months RTC approval

Description of the Action: Effective date of extension (6-month date range)

Reason: Display: Monthly negotiated rate of (new monthly EDBC amount)

Comments: Display following four statements:

- [1] *"Post Adoption Services (PAS) approved extending child's placement at [EDBC Placement Name] (RTC placement) for six more months effective [EDBC begin-end dates] at [Schedule Level based on Rate Amount] rate of [EDBC \$ amount]".*
Example: "Post Adoption Services approved extending child's placement at Five Acres Group Home (RTC placement) at STRPT rate of \$12,993.00."
- [2] *"Your AAP case continues to be eligible for (Aid Code based on AAP Summary page)"*
- [3] *"If you have any questions, please contact Post Adoption Services at 1-800-735-4984."*
- [4] *"Processed by: (First and Last Name), AAP Payment Resolution Unit Eligibility Worker) running EDBC if different from Case Carrying EW)"*

Regulation: and State Hearing: (UNIVERSAL REQUIREMENTS [A.1] AND [A.2] for all AAP Change NOAs)

UNIVERSAL REQUIREMENTS:

A. In the Comments section:

- [1] Always display in the "Regulations" for all AAP Change Reason NOAs: "This action is required by the following State Regulations which are available for review at the Adoption Agency. California Code of Regulations Title 22, Division 2, Chapter 3, Subchapter 7, Articles 1-10, sections 35325-35352.2."
- [2] Always display in the "State Hearings" section for all AAP Change Reason NOAs: "If you are dissatisfied with this action, your aid may continue unchanged if you ask for a State Hearing before the effective date of action. Read the back for important information about your right to appeal this action."
- [3] When the requirement is to "Display following four Statements:", always display in the first statement the Schedule Level (letter value) and the Begin Date on the AAP Detail Agreement page.
- [4] When the requirement is to "Display following four Statements:", always display in the second statement both the Description of Aid Code AND the Aid Code.

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Example: "Your AAP case continues to be eligible for Non-Federal (04) funding."

[5] When the requirement is to "Display following four Statements:", always display in the second statement
"If you have any questions, please contact Post Adoption Services at 1-800-735-4984."

[6] Whenever the Worker ID processing the EDBC resulting in a NOA is different from the assigned case carrying worker, add *"Processed by: (First and Last Name), AAP Payment Resolution Unit Eligibility Worker) running EDBC if different from Case Carrying EW"* as the last statement in the "Comments" section.

B. NOA Printing

[1] Always print a total of two copies of AAP Change NOAs, and

[2] Where the AAP Primary Applicant/Recipient's language is Spanish on the AAP Case Summary page, the second NOA copy should be in Spanish, and

[3] Always mail approved NOAs centrally, unless otherwise specified; i.e., "P2 Supplemental Rate"

ASSUMPTIONS: [1] NA 791 (9/18) or latest version is available with NA BACK 9 (two-page version)

[2] Applies to both batch EDBC and online EDBC

[3] Applies to both CCR rate schedules and non-CCR rate schedules

CONTACTS: Rosalinda Acosta (909) 540-2368
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BS:NOA/AAP Change NOAs CER 1 16 2020 (Updated 3 3 20)

Priority/Implementation Consideration(s):

Automation of Manual AAP Change Reason NOA process due to LRS AAP Change Reason NOAs suppressed at "Go Live" per SCR 49009 because they did not meet AAP Program needs; OR they were or non-existent from "Go Live" to the present.

CalSAWS Response:

CER Tracking #: (automatically generate by JIRA)

SCR #

Rejected by:

Date:

Rejection Reason(s) or other Comments: