CalSAWS | Enhancement Request (CER)

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

Submission Date	9/29/2022
Title	Customer Appointment triggers NOMI

Region #: 1	County: Monterey	
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Program(s) Impacted:

☐ Adoptive Services	☐ ARC	☒ CalFresh	☐ Cal-Learn
☐ CalWORKS / RCA	☐ CAPI	☐ Child Care	☐ CMSP
☐ Foster Care	☐ GA/GR	☐ GAIN/REP/WTW	☐ GROW
☐ Kin-GAP	☐ Medi-Cal / RMA	☐	☐
☐ Other – specify			

Area(s) Impacted:

☐ Call Center	☐ Case Assignment	☐ Client Correspondence	☒ **Eligibility**
☐ Fiscal / Collections	☐ Hearings	☐ Imaging	☐ Lobby Management
☐ Reports	☐ Resource Data Bank	☒ Schedule Appt	☐ Security
☐ Self Service Portal	☐ Special Investigation	☐ Task Mgmt	☐ Time Limits
☐ Training			
☐ Interface(s) – specify			
☐ Other – specify			

Justification / Request Summary: NOMI's are being sent out when customer's interview has been completed or CF granted causing confusion to customers.

Issue:

1. If the Customer appointment detail page is not updated; interview completed and processed the application, the NOMI will go out.

2. If the customer does not show for the rescheduled appointment CalSAWS will send a 2nd NOMI. . (1st NOMI issued when the 1st appointment is rescheduled). Per CalSAWS Fact Sheet - Notice of Missed Interview revised 10.7.21.pdf (sharepoint.com) CalSAWS Fact Sheet - Notice of Missed Interview 11.4.2021.pdf (sharepoint.com) *if an appointment is not the correct Category or Status to trigger the NOMI users can cancel and reschedule with the correct type prior to the appointment and the System will generate the NOMI if the appointment is missed.*

3. If any other program such as CalWORKs or General Assistance use the **Category and Appointment Type** that match the CF NOMI requirements, a NOMI will be issued for CF although CF is already an active program.

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CalSAWS Job Aid:

The table below shows the types of appointments that will generate the NOMI for **Recertification:**

Category	Appointment Type
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

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 above, the System will generate the NOMI if the conditions are met as it cannot differentiate appointments by program. The user must use other appointment types not listed in the tables above if they do not wish the System to generate the NOMI.

Proposed Recommendation:

1. If the CF program has been dispositioned (granted), do not auto generate a NOMI.

2. If NOMI has been issued (due to status coded as 'No Show', 'Scheduled' or 'Rescheduled') for not showing for 1st appointment; there should not be a 2nd NOMI issued when appointment is rescheduled.

3. If CF is active a NOMI should not be issued for a missed appointment for another pending program.

Priority/Implementation Consideration(s):

Cases will be incorrectly denied or discontinued, which could cause not meeting the State requirement for CAPER cases.

CalSAWS Response:	
CER Tracking #: (automatically generate by JIRA)	SCR #
Rejected By:	Date:
Rejection Reason(s) or other Comments:	