



[CA-267438] Failure to Cooperate – add as a Negative Action Reason

Issue Type:	CER	Team Responsible:	Assignee:	Adelaide Mendoza
Fix Version/s:		Designer Contact:	Change Type (SCR):	
Minor Version:		Expedite Changes:	Estimate:	
Reporter:	Frederick Gains	Regulation Reference:	Created:	09/06/2023 08:42 AM
Status:	Closed	Impact Analysis:	Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:	Funding Source:	
Project Phase (SCR):		Funding Source ID:		
Other Agency Cross Reference:				
Current Design:				
Request:	Proof of SSI denial due to immigration status is an Eligibility requirement for CAPI. Currently, CalSAWS will still pass CAPI without this verification. If this is missing, we need to fail CAPI outside the queue. Also, there is other verification needed for CAPI (such as passport or other proof of travel) to establish California residency and there is no page in CalSAWS to indicate that these were not received, or client refused to provide to fail; hence, CalSAWS would still pass the case. We need to fail these cases outside the queue but failure to provide is currently not an option to deny CAPI.			
Recommendation:	Add "failure to cooperate" as a denial reason for CAPI under "Negative Action Reason."			
Outreach Description:				
Operational Impact:				