CalSAWS | Enhancement Request (CER)

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

Submission Date	4/18/25
Title	CalFresh ES – "No Longer ES Date" Auto-filled after missed appointment

Region #: 4	County Name: Stanislaus	
Submitter: Melissa Moyer	**Email:** moyeme@stancounty.com	**Phone**: 209-558-3313

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	☐ Central Print	☐ 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

☐ County Operational (ex. Business Reply Mail (BRM), EBT Printers, Change of Address, Opt In/Out, etc.) – specify

☐ Other – specify

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Justification / Request Summary:

Issue:
ES functionality and fields will be updated with SCR 252984, in which a "No Longer ES Date" field was added. This field must be manually entered by a worker. ACIN I-11-20 states that a HH may lose their ES entitlement if "the HH is scheduled for an initial interview within 3 days expedited processing timeframe and the HH misses their scheduled interview."   Figure 2.1.5 – Expedited Service for a Pending Status case #1 when Entitled at File Date was saved as Yes on 12/01/2025, a No Longer ES Date was saved on 12/02/2025, and a Discovery Date is entered (Prior to Saving)

Proposed Recommendation:
 	
Create a daily batch that when the case meets the following conditions, the "No Longer ES Date" is auto-filled with the date of the missed appointment:
• The appointment was scheduled within 3 ES days of their application file date (using the ES 3-day calculation, i.e., weekends as 1 day)
• Customer has an appointment in either "Scheduled" or "No-Show" status
• Appointment type is one of the following:
    o General Appointment
    o Intake Interview
    o Telephone Interview
• There is no date already in the "No Longer ES Date" field
 	
Priority/Implementation Consideration(s):

CalSAWS Response:	
CER Tracking #: (automatically generate by JIRA)	SCR #

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Rejected By:	Date:

Rejection Reason(s) or other Comments: