
CalFresh Handbook :. 63-03.04

Denying for No Show or Failure to Provide

Effective Date: 7/25/88

Revised Date: 08/21/17

Publish Date:

Published By: E103/E116

Summary:

This handbook outlines all the required regulations when a household is denied for:

- Failing to show for the initial interview or group orientation.
- Failure to provide necessary information.

This handbook has been updated to advise staff of processing missed interviews within for Phase II of the Service Center model

Updates are in blue.

I. General

Households that are found ineligible for CalFresh shall be denied and sent a Notice of Action (NOA) when the determination is made but no later than 30 days following the date the application was filed. The reason(s) and circumstances for the denial action must be documented, in case comments. The CalFresh Program (CF) regulations require special denial processing in the following two situations:

- Failure to show for the initial interview when an application has been filed via a CF 285 or SAWs; and,
- Failure to provide necessary information to determine eligibility.

II. Interview:

When an applicant fails to show for the initial application interview for CalWORKs or GA, those programs shall be denied **in accordance with** current program regulation. When this occurs, eligibility determination for the CF Program must continue, under no circumstances can the CalFresh application be denied for not showing at this time. **The CF Program must always allow the household to reschedule their first scheduled appointment that was missed.**

At intake, an applicant that comes into the office to apply for CalFresh is usually given a SAWs or CF 285, or **may apply online** to preserve their application date. **The applicant will be given the option for** an appointment **for an interview same day.** **If the client is unable to stay for their appointment then a telephone appointment and telephone appointment letter, CF 29A, will be given.** **As part of the application process,** he applicant will be **interviewed** by an Eligibility Services Technician (EST) who has been

assigned the [Application Interview case action](#) to complete the remaining part of the application process.

Refer to [CalFresh Handbook 63-03.05](#) for further instruction on application processing.

Clerical Staff:

When the individual is requesting to add CalFresh on their existing case, they are asked to complete and submit the CF285 or SAWs, and [will be given an appointment to be seen the same day by an Eligibility Services Technician](#). If the client is unable to stay for their appointment a telephone appointment will be given. Clients will be given a telephone appointment letter [CF 29A](#), to complete the application process.

Eligibility Services Technicians (EST):

If the household has failed to appear for the first scheduled interview (intake or ongoing), the EST shall [not initiate the interview from the Search Client and Non-Client Appointments window in CalWIN](#). CalWIN will automatically send a Notice of Missed appointment (NOMI), [CF 386 in Batch](#). The NOMI must be sent in order to allow the individual to reschedule their interview or [to](#) notify the EST they have a hardship and cannot come into the office. The following steps shall be taken once the NOMI has been sent.

If the customer reschedules the appointment within 30 days from the application date or the EST conducts a telephone interview, as stated on the NOMI notice, process the application as normal, [and mark Application Interview case action complete](#).

If the customer does not call to reschedule a second interview or schedules a second interview within 30 days of the application date, but fails to appear, deny the application on the 30th day. The denial reason will be: Failure to appear for scheduled appointment, NOA DFA 377.1A, Reason Code FAN207.

The EST [shall](#) not deny a household's application prior to the 30th day for a missed interview [Note: This](#) is not considered a failure to provide, therefore a failure to provide notice [should](#) not be sent when the household fails to appear to complete the entire application process (interview) in the CF Program.

III. Conducting a Telephone Interview:

A failure to provide NOA may be sent only after the customer has submitted a completed CF 285 or SAWS application and verification [via form CW2200 "Request for Verification"](#) has been requested in writing by the EST. [The CW 2200](#), "Request for Verification", must be given either; at the office [interview](#) or after a telephone interview has been conducted and additional verification is needed. [CalFresh households are](#) allowed 10-days to return the verifications that are being requested. You cannot send a failure to provide NOA if only the CF 285 or SAWS has been received, as you must schedule an interview/telephone appointment first, as described in Section II of this handbook.

NOTE: No other needs letter can be substituted for form CW 2200. Please see [How To # 411](#) on how to complete and print a CW2200.

In situations where the EST:

- Conducted an interview and requested all the necessary verification;
- Allowed 10 days after the date of request for verification; and
- The applicant fails to provide the required information; and
- No subsequent requests for verifications were made;

The application may be denied on or before the 30th day. If the verifications are submitted after the denial notice **is sent** but before the 30th day of the application date, the case must be rescinded. If the verification is provided within 60 days of the original application (second 30-day period), a new application is not necessary. The benefits would be approved from the date the last needed verification was received.

The following steps should be taken once the household has failed to provide the required verification:

- If the verification due date is prior to the 30th day of the date the application was filed, the denial **NOA, [DFA 377.1A](#)**, failure to provide must be sent. This notice will inform the household that the application is denied and must list what required verifications are still outstanding in order to allow the household time to provide the missing verifications. If the verifications are provided by the 30th day after the application date, the denial must be rescinded; or,
- If the verification due date is on or after the 30th day of the date the application was filed, the denial **NOA, [DFA 377.1A](#)**, failure to provide must be sent.

Scenario:

Household applies for CalFresh on March 3rd and is scheduled for its first interview on March 8th. The household attends the appointment and is given a written notice to provide verifications within 10 days or by March 18th. The household does not provide the verification by March 18th.

Action if denied prior to the 30th day

Since the household failed to provide the requested verifications within the 10-day period, the EST can deny the application in CalWIN prior to the 30th day following the date of application. However, the denial date must be effective the 30th day from the application date on the denial NOA, [DFA 377.1A](#).

Action if denied on or after the 30th day.

The EST must deny the application by sending a denial notice on or after 30th day (April 2nd). The denial NOA, [DFA 377.1A](#) must be used.

IV. Processing Recertifications

The following table describes the necessary actions required when a household may be denied for missing their interview or for failure to provide information.

Filing of application starts 30 day process	Action	Action in second 30 day period	Entitled to original month of application allotment
HH completed application, was interviewed and submits all verifications.	Determine eligibility for HH. If eligible approve and issue benefits by 28th day.	Eligibility continues	Yes, if eligible
HH fails to show for 1st scheduled interview and does not contact EST to reschedule within 30 days of app.	NOMI (CF 386) is automatically mailed out through CalWIN. If HH does not reschedule, denial notice must be sent on 30th day.	HH must reapply.	No.
HH schedules 2nd interview within 30 days of application and is determined eligible.	Issue benefits from date of application.	Issue benefits, eligibility continues	Yes
Household fails to show for second interview.	Send denial notice, but not before the 30th day of the application.	Case is reopened without a new application if action taken within 30 days of denial. HH loses entitlement to benefits for first 30 days.	No. Delayed Action - customer caused
Request for verification on day application is filed and HH fails to provide verification. (Not received within 10 day of request)	Send denial notice on or before 30th day to be effective 30th day after the application date.	Case reopened without a new application if required action taken within 60 days of date of original application.	No. Delayed Action - customer caused

V. Verifications:

If the household's eligibility and opportunity to participate is not determined within 30 days, the EST shall determine the cause for the delay. There are two types of delays:

- County caused delays; and
- Household caused delays

A. County Caused Delays

The following actions must be taken before the delay is to be considered the fault of the household.

- The EST must have offered, or attempted to offer, help in completion of the application.
- The household must be given a CW 2200, Request for Verification.
- The EST must have informed the household of any work registration requirements and given the household 10 days from the notice to comply.
- The applicant is having trouble providing needed verifications; the EST must have attempted to help the applicant obtain them. The EST must allow 10 days from the date the verifications were requested.
- The EST must have offered to make a collateral contact (by mail or phone) in situations in which the missing verification would be difficult or impossible to obtain in a timely manner.

If the delay is determined to be the fault of the county, take the following steps:

- Notify the household of what is needed to clear eligibility. Hold the case pending for an additional 30 days.
- If the household is determined to be eligible during the second 30 days, approve the application from the original application date.
- Deny the application if it is still incomplete at the end of the second 30 days.

B. Household Caused Delays

Household caused delays are defined as situations in which the applicant has not cleared eligibility and the EST has taken all the steps outlined above (Section VI A). A new application is not required during the second 30-day period.

- Take action to deny the application. If the household provides the missing verifications during the second 30 days, approve the application from the date the last verification was received by the county.

No retroactive benefits for the month of application will be issued when the household was at fault in the first 30 days, but completes the application process in the second 30 days and is determined eligible.

VI. Processing Time-Frame:

County Caused Delays

When the county is at fault for not completing the application process at the end of the 60 days, the case should remain pending. The household should be notified what information is needed to complete the application. If the household is eligible, approve the case from the original application date. Deny the application if the household is not determined eligible.

Household Caused Delays

If the household is at fault for not completing the application process by the end of the second 30-day period, deny the application and require the household to file a new

application if the household wishes to participate. If the initial delay was the household's fault, the household should receive benefits retroactive only to the date the county received verification that the household completed the required action.

References:

63-301.3 and .4

ACIN I-79-06

ACL 02-17

ACL 02-06

ACL 14-26

[ACL 15-93](#)