STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY

DEPARTMENT OF SOCIAL SERVICES
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CDSS

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December 18, 2015

ALL-COUNTY INFORMATION NOTICE NO.: I-92-15

TO: ALL COUNTY WELFARE DIRECTORS
             ALL IHSS PROGRAM MANAGERS

SUBJECT: **ENHANCEMENTS TO NOTICE OF ACTION FUNCTIONALITIES IN THE CASE MANAGEMENT, INFORMATION AND PAYROLLING SYSTEM II**

This All-County Information Notice (ACIN) provides counties with information on the enhancements to the Notice of Action (NOA) functionalities in the Case Management, Information and Payrolling System II (CMIPS II) effective December 21, 2015. NOA functionality in CMIPS II has been enhanced to include the following:

- Adds the ability to reprint a NOA in a language other than the original language printed,
- Allows for NOA suppression,
- Bypasses the Hour Reassessment (HR04) NOA codes when triggered by a State Hearing,
- Allows skip functionality in the Blind and Visually Impaired (BVI) Textual NOA.

BACKGROUND

A NOA is a written notice that provides an applicant or recipient of the In Home Supportive Services (IHSS) program an explanation of their eligibility and coverage of benefits. NOA's are printed when there is a change to the case such as an increase or decrease in benefits, or if a mistake was made by a user. County IHSS CMIPS II users have reported that a large number of NOA's are created unnecessarily for actions that do not legally require a notification to clients, resulting in an increase in workload and cost

This ACIN will address the enhancements made to CMIPS II to add functionality to reprint a NOA in another language, and suppress NOA's. In addition, improvements were made to the BVI textual NOA format to add skip functionality.

REPRINT A NOA IN A LANGUAGE OTHER THAN THE ORIGINAL LANGUAGE PRINTED

New functionality was added to CMIPS II allowing a user to reprint NOA's in another language. This enhancement will accommodate those individuals who may require a NOA to be printed in a different language other than the original printed NOA.

From the left navigation menu the new functionality is accessed via the *Forms/Correspondence* link. The *Forms* screen will display and the user will select 'Edit' to access the new 'Reprint in Another Language' cluster within the *Modify and Inactivate Form* screen (see Figure 1).

This cluster is used to specify which language to reprint the NOA. Users will now have the ability to reprint a NOA in English, Spanish, Chinese, or Armenian. In addition, a new *Comments* field has been added to the *Modify and Inactivate Form* screen for the user to input required comments describing the need for the reprint.


Figure1: *Modify and Inactivate Form* Screen

A new *Forms History* screen has been created to display the status of a NOA form when the "*History*" link is selected from the *Forms* screen (see Figure 2). Any time a user requests a form change, an entry is displayed on this screen. The most recent record is displayed at the top with the oldest record at the bottom. The screen displays the following fields: "*Language*", "*Last Update & Time*", "*NOA Status*", "*Inactivate/Not Mailed*", "*BVI Status*", "*BVI Option*" and "*Updated By*".
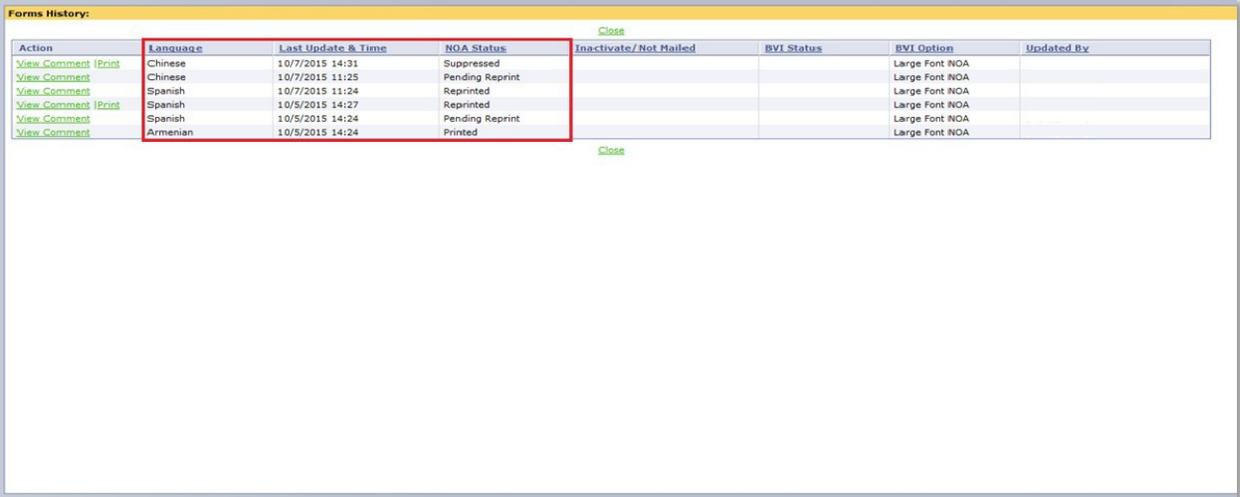
Action	Language	Last Update & Time	NOA Status	Inactivate/Not Mailed	BVI Status	BVI Option	Updated By
View Comment |Print	Chinese	10/7/2015 14:31	Suppressed			Large Font INOA	
View Comment	Chinese	10/7/2015 11:25	Pending Reprint			Large Font INOA	
View Comment	Spanish	10/7/2015 11:24	Reprinted			Large Font INOA	
View Comment |Print	Spanish	10/5/2015 14:27	Reprinted			Large Font INOA	
View Comment	Spanish	10/5/2015 14:24	Pending Reprint			Large Font INOA	
View Comment	Armenian	10/5/2015 14:24	Printed			Large Font INOA	

Figure 2: *Forms History* Screen

When the "*View Comment*" link is selected from the *Forms History* screen, the *Comment* screen displays as a pop up window. If a user did not enter a comment, this screen will be blank.
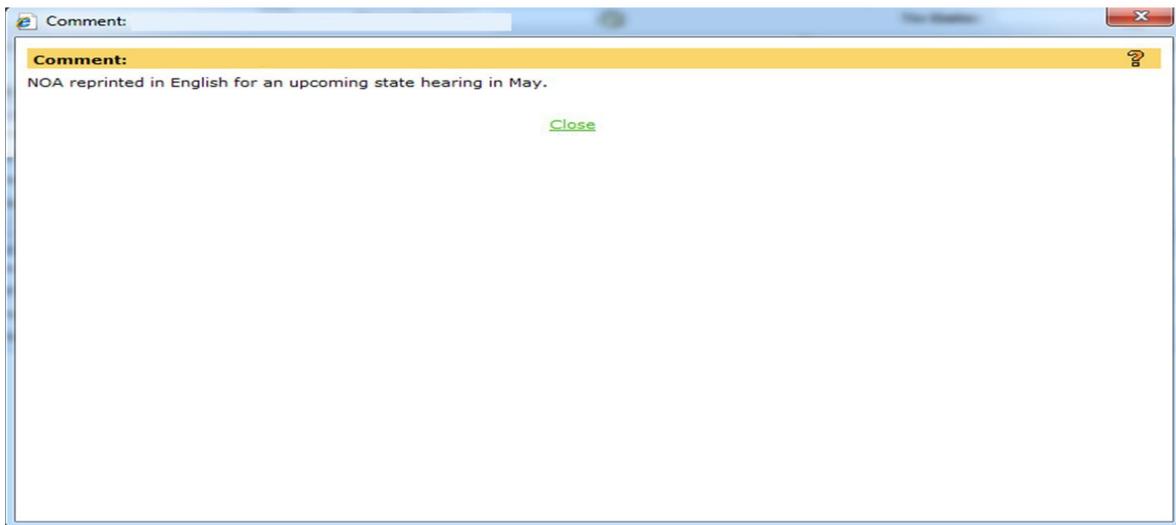
Comment:

NOA reprinted in English for an upcoming state hearing in May.

Close

Figure 3: *Comment* Screen.

REPRINT IN ANOTHER LANGUAGE ERROR MESSAGES

There are specific circumstances where the NOA cannot be reprinted in another language. These circumstances, as well as other related restrictions are captured in six new error messages that have been added to the *Modify and Inactivate Form* screen. The new error messages are as follows:

1. **"Action not allowed for a NOA in Pending status."**

   This error message displays when a user attempts to reprint a NOA in another language and the NOA is in Pending Status.

2. **"The reprint Language cannot be the same as previous NOA language."**

   This error message displays when the user attempts to reprint the NOA in the same language as previously printed.

3. **"Original NOA may only be reprinted twice. Please see Forms History screen for the pdf of the reprinted languages."**

   This error message displays when a user attempts to reprint the NOA after it has already been reprinted twice.

4. **"Reprint in Another Language action is only allowed on NOA's."**

   This error message displays when the user attempts to reprint a form in another language that is not a NOA.

5. **"Changes to Print in Another Language are not allowed when Correspondence Details Status is Pending Reprint."**

   This error message displays when the user attempts to reprint in another language when the Correspondence Details Status is 'Pending Reprint'.

6. **"A NOA in Pending or Pending Reprint status may not be inactivated."**

   This error message displays when a user attempts to inactivate a NOA in "*Pending*" or "*Pending Reprint*" status.

NOA SUPPRESSION

The *Modify and Inactivate Form* screen has been enhanced to allow users to suppress the printing of a NOA in the case that a NOA has been unnecessarily triggered. This action only applies to a NOA that is in 'Pending' status. A user may select the check box (see Figure 4) to indicate suppression of a NOA.

Figure 4: *Modify and Inactive Form Screen (NOA Suppression Check Box)*

The NOA will be saved to the CMIPS II application as a PDF file for the user to access, review and reprint for later use. A NOA cannot be suppressed if a case is in the Initial Assessment phase. A 'Comments' field has been added to the *Modify and Inactivate Form* screen. When a user suppresses a NOA, the 'Comments' field must be completed in order for the NOA to be suppressed.

For a BVI recipient, when the user elects to suppress a NOA, the NOA in the specified BVI format (Audio CD, Data CD, or Braille Document) will not be produced.

When a user has selected the functionality to suppress a NOA, a notification will be sent to the case owner's supervisor after the nightly batch job has completed. The notification will state: *"[case number] NOA Suppressed."*

NOA SUPPRESSION ERROR MESSAGES

There are specific requirements relating to NOA suppression. These requirements are captured in five new error messages that have been added to the *Modify and Inactivate Form* screen. The new error messages are as follows:

1. **"When the Suppress NOA check box is selected a comment is required."**

   This message will be triggered when the *Save* link is selected, and the "*Suppress NOA*" check box is selected, and the Comments box is left blank.

2. **"Action not allowed when case Assessment Type is Initial Assessment."**

   This message will be triggered when the *Save* link is selected and the *Modify and Inactive Form* screen and "*Suppress NOA*" checkbox is selected AND the Assessment Type is "Initial Assessment."

3. **"Action is not allowed when the Status is suppressed."**

   This message will be triggered when the *Save* link is selected and the status is Suppressed AND a user has unselected the "*Suppress NOA*" check box.

4. **"Only a NOA in Pending or Pending Reprint status can be suppressed."**

   This message will be triggered when the *Save* link is selected and the "*Suppress NOA*" check box is selected AND the status is other than "*Pending*" or "*Pending Reprint*."

5. **"Only a NOA in Pending or Pending Reprint status can be suppressed."**

   This message will be triggered when the *Save* link is selected and the "*Suppress NOA*" check box is selected AND the Form is not a NOA.

STATE HEARING RELATED HOUR REASSESSMENT DOES NOT REQUIRE (HR04) NOA MESSAGE OR 10-DAY NOTICE

Currently, when a State Hearing decision upholds a county's negative action, the recipient is notified from CDSS of the State Hearing outcome and the state hearing outcome is entered into CMIPS II, generating a notice to the recipient. Although this has been the current practice, it is not necessary to generate the notice to the recipient because the recipient previously received notice of the decrease.

The HR04 NOA message is triggered when there is a decrease in assessed hours. The trigger has been modified to bypass the NOA message and the 10-day notice when an Assessment type of 'State Hearing' is selected. The user will be required to select '*manual*' State Hearing NOA message prior to processing the *Check Eligibility* or

Submit for Approval functions on an *Assessment type* of 'State Hearing'. The HR04 NOA message will not be produced when the *Assessment Type* is '*State Hearing*,' and hours are being decreased.

BVI TEXTUAL NOA CD FORMAT NOW INCLUDES THE ABILITY TO SKIP TO THE NEXT PARAGRAPH

Modifications have been made to the BVI Textual NOA to better support BVI recipients. The modifications will allow recipients, when using text readers that support skip features, to skip through the BVI textual NOA's to predefined paragraphs. This feature will only be available on the textual-based versions of the NOA's in the English language. At this time, this feature is not available for the Spanish, Armenian and Chinese NOA's.

BVI recipients will now be able to skip ahead to quickly access the information they would like to hear. For example, in the English textual NOA, the beginning of each paragraph which can be skipped is highlighted in yellow (see Figure 5).

Figure 5: *US English Textual NOA*

NOTE: For those recipients that use JAWS Version 16.0, there is a known issue with the skip functionality on the last paragraph of the Continuation NOA. When this skip functionality is used, the reader may skip to the middle of the last paragraph. This does affect JAWS 16.0 ability to read a document only to the paragraph skip functionality.

If you have any questions regarding this ACIN, please contact the Adult Programs County Assistance line at (916) 551-1003 or via email at: CMIPSII-Requests@dss.ca.gov.

Sincerely,

Original Document Signed By:

EILEEN CARROLL
Deputy Director
Adult Programs Division

c: CWDA