

County of San Diego, Health and Human Services Agency (HHS)
Cash Assistance Program for Immigrants (CAPI) Program Guide

Notices of Action (NOA)

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Revision Date:

April 1, 2021

Background:

This section provides information the Notice of Action (NOA) requirements for the Cash Assistance Program for Immigrants (CAPI). This section is being updated for the sunset review; no program rules have changed.

Purpose:

To provide the NOA requirements for CAPI.

Policy:

NOAs are required when the applicant/recipient is to be notified of actions regarding:

- Eligibility for assistance
- Denials and terminations
- Suspensions and reinstatements
- Changes in benefits due to changes in circumstances

The California Department of Social Services (CDSS) has developed CAPI NOAs. Shelf stock is available, and some of the notices are available in CalWIN.

1. Adequate NOA

An adequate NOA informs the customer of:

- The action being taken
- The reasons for the action
- The regulations, or proper citation, supporting the action
- An explanation of the right to request a state hearing

An adequate NOA is required for applicants regarding the application action and for certain discontinuances where timely notice is not required. An adequate NOA is always required.

2. Timely NOA

A timely NOA is an adequate NOA and is mailed to the recipient at least 10 days prior to the effective date of the action. The 10 days does not include the day the NOA is mailed or the effective day.

The table below shows the different types of actions and the requirement for timely and adequate notice.

Action	Adequate NOA?	Timely NOA?
Granting	Yes	No
Denial	Yes	No
Discontinuance	Yes	Yes
Change in payment	Yes	Yes

3. Exceptions to Timely NOA:

The following are exceptions to the timely notice requirements:

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- Information concerning the recipient's death
- A clearly written statement of the recipient's wish to have their case discontinued
- A verbal request for discontinuance (the Human Services Specialist (HSS) must document the request in case comments)
- The recipient is admitted to an ineligible institution for the entire month
- The recipient's whereabouts are unknown
- Verified approval for assistance in another county
- Time-limited special allowances when prior timely notice has been given.

4. Automated NOAs:

The State-developed NOAs are available in CalWIN. Any NOA that does not have Manual Variables will be mailed automatically in Batch. All others will remain in Online mode until the Manual Variables are entered and either printed immediately or sent in Batch. The need to complete Manual Variables and then mail the NOA must be considered in meeting timely NOA requirements.

5. Manual NOAs:

A manual NOA is used when an automated NOA is not available or there is not enough time to generate, complete, and mail a NOA to meet timely NOA requirements. When sending the customer a manual NOA, ensure a copy is imaged in the case file.

6. Rescinding NOAs

When an action to deny or discontinue is being rescinded, send the customer a NOA regarding the rescission action. The rescission action may be noted on a granting NOA if rescinding a denial or may be part of a change NOA if rescinding a discontinuance action. When there is no change in the amount of benefits being issued from the current month to the future month, it is still required to send the recipient a NOA rescinding the discontinuance action.

Procedure:

Follow the actions in the policies above to ensure that the customer is properly notified of case actions.

Program Impact/s:

None.

References:

MPP 22-071 and 22-072

Sunset Date:

This policy will be reviewed for continuance by 03/31/20241

Authorization for Release:



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Eligibility Operations