STATE OF CALIFORNIA – HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

FOOD STAMP PROGRAM
REQUEST FOR REGULATION INTERPRETATION

INSTRUCTIONS: Complete items 1 -10 of the form. Use a separate form for each policy interpretation request. Retain a copy of the FS 24 for your records. For counties asking for policy interpretations, submit the question directly to a FRAT representative via e-mail. For other organizations (e.g., Quality Control, Administrative law Judges), submit questions directly to the Food Stamp Policy Implementation Unit or Employment and Special Projects Unit representative via e-mail.

1. RESPONSE NEEDED DUE TO: ☐ Policy/Regulation Interpretation ☐ **QC** ☐ Fair Hearing ☐ Immediate Need/Emergency Services ☐ Other: **LEADER Programming**	5. DATE OF REQUEST 03-11-09	NEED RESPONSE BY: 03-11-09
	6. COUNTY/ORGANIZATION: Los Angeles County	
	7. SUBJECT: Expedited Services for Food Stamps	
2. REQUESTOR NAME:	8. REFERENCES: (ACLs/ACINs, FSQADs, etc.)	
3. PHONE NUMBER:		
4. REGULATION CITE(S): 63-301		

9. QUESTION: (INCLUDE SCENARIO IF NEEDED FOR CLARITY):

This is a QC case that was cited as an error.

1. **Scenario** - An applicant applied for Expedited Services and based on the information she reported on her application and Statement of Facts, she was eligible to ES. The CWD postponed verification and issued benefits within 3 days. However, this case was pulled for a QC review and we discovered that the pt. had failed to report resources she was in possession of when she applied. She had bank accounts with balances that exceeded the $ 2000/3000 resource limit.

Concerns: Many times households will not report all of their information in order to receive ES and once know, the CWD takes appropriate action to deny and/or terminate the case, etc. However, if these cases are subject to review and we are cited for QC errors as a result of postponing verification as well not having access to the IEVES abstract until after 3-days, there needs to be additional guidelines for CWDs to follow in order to avoid this issue.

Question: 1. How can this issue be avoided?

Case Name:
Review Number:
Sample Month: October 2008

10. REQUESTERS PROPOSED ANSWER:

11. FRAT RESPONSE TO COUNTY QUESTION:

12. STATE POLICY RESPONSE (FSPIU USE ONLY): The applicant failed to report resources. The error did not occur as a result of the CWD postponing verification. If the client had correctly reported her resources she would have been ineligible for Expedited Services (ES). Therefore, ES procedures would not apply. This is a client caused error. There is no way the agency could have avoided it. It is the responsibility of the applicant to report their circumstances correctly. FNS Handbook 310, Appendix B (page B-24) states a client error is defined as the failure of the recipient, guardian, or authorized representative to provide correct information or otherwise discharge his/her responsibility in a proper and timely manner. Appendix C, page C-23 lists the full complement of client and agency caused error codes. Codes 1 through 4 are attributable to clients and required to be identified by FNS.

FOR FRAT USE

DATE RECEIVED:	DATE RESPONDED TO COUNTY:	DATE FORWARDED TO STATE: