



CDSS

WILL LIGHTBOURNE
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES

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EDMUND G. BROWN JR.
GOVERNOR

April 13, 2015

ALL COUNTY INFORMATION NOTICE NO. I-24-15

REASON FOR THIS TRANSMITTAL

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

TO:

- ALL COUNTY WELFARE DIRECTORS
- ALL CalWORKs PROGRAM SPECIALISTS
- ALL CALFRESH PROGRAM SPECIALISTS
- ALL COUNTY DISTRICT ATTORNEYS
- ALL COUNTY CHILD CARE COORDINATORS
- ALL COUNTY REFUGEE COORDINATORS
- ALL COUNTY WELFARE TO WORK COORDINATORS
- ALL CONSORTIA MANAGERS
- ALL SPECIAL INVESTIGATIVE UNIT CHIEFS
- ALL IEVS COORDINATORS

SUBJECT: CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS (CalWORKs) AND CALFRESH PROGRAM: IMPORTANT INFORMATION REGARDING UPCOMING CHANGES IN SERVICES PROVIDED BY THE SOCIAL SECURITY ADMINISTRATION

REFERENCE: CODE OF FEDERAL REGULATIONS (CFR) TITLE 45 SECTION 205.52; WELFARE AND INSTITUTIONS CODE (W&IC) SECTION 11268; MANUAL OF POLICIES AND PROCEDURES (MPP) SECTIONS 40-105.201(a), 40-105.212(b), 40-107(g)(1)(A)–40-107(g)(1)(C), 40-105.21, 40-115.22, 40-209; 44-101(f)(1)(D), 63-300.5(e)(1), 63-300.5(i), 63-301.544, 63-404.6, 63-404.13, AND 21-115 [All County Information Notice \(ACIN\) No. 1-45-11](#)

The purpose of this letter is to notify County Welfare Departments (CWDs) of the changes in certain services offered by the Social Security Administration (SSA). The fact sheet from the SSA website provides additional information regarding the changes in the verification processes by the SSA and is available online at <http://www.ssa.gov/pubs/EN-05-10544.pdf>.

This letter is also to remind CWDs of the statutory requirements regarding verification of Social Security Numbers (SSNs) and Social Security Income (SSI) in the CalWORKs and CalFresh programs and to reaffirm the duty of the counties to make every effort to assist clients in obtaining the documents necessary to determine eligibility for the CW program.

Verification of Social Security Numbers

CalWORKs

In the CalWORKs program, applicants are required to furnish their SSN or submit verification of a complete application for a SSN card, pursuant to W&IC section 11268 before aid may be authorized, including an immediate need request. Note, immediate need cases are subject to the provisions of MPP Section 40-105.21. CWDs shall verify the SSN by viewing the SSN card, or by other means of verification pursuant to MPP Sections 40-107(g)(1)(A) through 40-107(g)(1)(C), when the SSN card is not available.

According to MPP Section 40-105.212(a), if an applicant or recipient of aid cannot furnish a SSN, the applicant or recipient shall apply directly to the local SSA office and then submit verification of the complete application to the CWD within 30 days following the date of application for CalWORKs. The applicant shall then furnish the SSN to the CWD once received, per MPP Section 40-105.212(b).

If the applicant or recipient is unable to furnish the SSN or the complete application for the SSN card on his or her own, then the CWD shall make every effort to assist the individual in obtaining the documents necessary to submit a complete application for a SSN card. This requirement may be met by furnishing the applicant or recipient with a referral notice, such as the SSA Referral Notice, form MC 194, and/or by providing the address of the local SSA office.

If the applicant or recipient cannot complete the application for a social security account number because the necessary documentation is not immediately available, the CWD shall determine if good cause exists as outlined in MPP Section 40-209.

CW 2200- Request for Verification Form

The CW 2200 form informs clients of their responsibilities, requirements, and rights in regards to verifying their eligibility. It informs clients that they can ask for help if they are having trouble getting verification and that counties can help pay for verification if necessary. It also provides suggested types of acceptable verification and includes a client authorization for release of information so that counties can work directly with a third party to obtain verification when necessary. This form is not intended to be used to verify hours of participation in work activities.

This form is recommended for statewide use by the CWDs. If counties choose not to

use this form, the Department strongly recommends that counties ensure that the forms they are using are adequate in providing all necessary information to clients. This form may be programmed into county automation systems or printed and used as hard stock, depending on county preference. This form may also be used when requesting verifications for Medi-Cal-Only applicants and recipients and clients who are categorically eligible for Medi-Cal, due to their eligibility for CaWORKs.

CalFresh

CalFresh does not require either of the SSA documents formerly provided as verification of SSN or SSA income. [ACIN No. 1-45-11](#), released October 28, 2011, provides counties with guidance regarding acceptable verification of a SSN for the CalFresh program [MPP Section 63-404.6].

As a reminder, households entitled to expedited service are not required to furnish or apply for a SSN until after they have received their first allotment. However, these households are required to furnish or apply for a SSN before their next issuance in accordance with MPP Section 63-301.544.

Social Security Number Printouts

As of August 2014, the SSA discontinued providing SSN printouts. The purpose of this ACIN is to remind CWDs that CalWORKs and CalFresh applicants and recipients are not required to supply a SSN printout as verification of an SSN. Once the county verifies the SSN in accordance with MPP Sections 40-107(g)(1)(A) through 40-107(g)(1)(C), no additional documentation is required from the applicant or recipient. Therefore, the CDSS does not foresee any impact to the CalWORKs and CalFresh programs based on the changes in certain services offered by the SSA.

The CWDs are further reminded of their responsibility to assist applicants or recipients who need to obtain a SSN by referring them to the local SSA office, per MPP sections 40-107(g)(1)(D) and 63-300.5(i). The CDSS strongly encourages CWDs to review and provide clients the following fact sheets when referring clients to their local SSA field office to apply for a new or replacement Social Security card:

- Application for a Social Security Number:
[Learn what documents you need to get a Social Security Card](#)
- U.S. Citizen/Adult - Replacement Social Security Card:
<http://www.ssa.gov/pubs/EN-05-10512.pdf>
- U.S. Citizen/Child - Replacement Social Security Card:
<http://www.ssa.gov/pubs/EN-05-10514.pdf>

- Non-U.S. Citizen/Adult - Replacement Social Security Card:
<http://www.ssa.gov/pubs/EN-05-10515.pdf>

Verification of Social Security Income

In the CalWORKs program, Social Security Disability Benefits are classified as disability based unearned income. CalWORKs applicants and recipients are responsible for providing information necessary to determine income and eligibility, pursuant to MPP section 40-115.22.

In CalFresh, this SSA policy change did not impact the verification rules of gross nonexempt income, [MPP section 63-300.5(e)(1)]. SSA income is, with the exception of SSI/SSP which is excluded, considered nonexempt gross unearned income.

SSA reminds clients and CWDs that SSA benefit verification letters may be obtained by clients instantly through their *My Social Security* account. CWD's are encouraged to inform the applicant and recipients to visit www.socialsecurity.gov to log-in to their account or to create an account. Clients who are unable to go online may call 1-800-772-1213 or (TTY 1-800-325-0778) to request a letter by phone, SSA will provide interpreter services as needed. Information on how clients may access their *My Social Security* account to verify SSA benefit income can be found online at:
<http://www.ssa.gov/pubs/EN-05-10552.pdf>.

The CDSS has determined that the July 2014 announcement of changes in verification of SSA benefit income issued from the SSA office does not change or impact the income verification requirements for CalWORKs and CalFresh applicants or recipients. CWDs shall continue to follow current processes to collect and verify SSA income, pursuant to MPP Sections 40-115.22 and 63-300.5(e)(1).

CAMERA-READY COPIES AND TRANSLATIONS

CW 2200

For a camera-ready copy of the English version of the CW 2200 form, contact the Forms Management Unit at fmudss@dss.ca.gov. If your office has internet access, you may obtain this form from the CDSS web page at:
http://www.dss.cahwnet.gov/cdssweb/FormsandPu_271.htm.

Since this form will be used in the CalFresh Program, the Be Vu court mandates apply, and the form must be translated into the 17 designated languages. When translations are completed, they are posted on an ongoing basis on the CDSS web site for use by the counties pursuant to MPP section 21-115.2. Copies of the translated forms and publications may be obtained as they become available at:
http://www.dss.cahwnet.gov/cdssweb/FormsandPu_274.htm.

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For questions on translated materials for the CW 2200, please contact CDSS Language Services at (916) 651-8876. Until translations are available, recipients who have elected to receive materials in languages other than English should be sent the English version of the form or notice along with the GEN 1365- Notice of Language Services and local contact number.

The CWDs shall ensure that effective bilingual services are provided. This requirement may be met through utilization of paid interpreters, qualified bilingual employees, and qualified employees of other agencies or community resources. These services shall be provided free of charge to the applicant/recipient. In the event that CDSS does not provide translations of a form, it is the county's responsibility to provide translation services if an applicant or recipient requests them. More information regarding translations can be found in MPP section 21-115.

MC 194

A camera ready copy of the English version of the MC 194 form may be obtained from the California Department of Health Care Services web page at:
<http://www.dhcs.ca.gov/formsandpubs/forms/Pages/Index-MC100.aspx>.

The MC 194 is only available in English. The preceding paragraph explains the CWDs responsibilities for providing translations.

This ACIN and other CDSS Letters and Notices are available on the internet at:
<http://www.dss.cahwnet.gov/lettersnotices/default.htm>

For questions regarding the CalWORKs requirements within this letter, please contact your county consultant or the CalWORKs Eligibility Bureau at (916) 654-1322. For questions regarding the CalFresh requirements within this letter, please contact your county consultant or the CalFresh Policy Bureau at (916) 654-1896.

Sincerely,

Original Document Signed By:

KÄREN DICKERSON, Branch Chief
CalWORKs Employment and Eligibility Branch

c: CWDA
CSAC