



CDSS

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DIRECTOR

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

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EDMUND G. BROWN JR.
GOVERNOR

January 17, 2012

ALL COUNTY INFORMATION NOTICE I-03-12

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 COUNTY WELFARE-TO-WORK COORDINATORS
ALL CalWORKs PROGRAM SPECIALISTS

SUBJECT: CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS (CalWORKs) COUNTY POLICIES AND PROCEDURES

REFERENCES: ALL COUNTY LETTERS (ACL) 98-58, AND 00-08; ALL COUNTY INFORMATION NOTICES (ACIN) I-32-99 AND I-70-99

The purpose of this letter is to remind county welfare departments (CWDs) they must develop written policies and procedures for those sections of the CalWORKs program in which they have operational discretion. In addition to the development of written policies and procedures, CDSS strongly encourages counties to place the information on their own county department websites as soon as administratively possible to maximize access for all applicants and recipients of the CalWORKs program.

Manual of Policies and Procedures (MPP) Section 11-501.3 requires, for those areas of the CalWORKs program in which CWDs have discretion to adopt specific standards that affect a client's eligibility, grant amount, and welfare-to-work activities, including supportive services, policies and procedures must be in writing and be made available to the public upon request.

Having written policies and procedures ensures the following:

- ✓ Access to and knowledge of applicable program rules for CWD staff, applicants for and recipients of aid, and other interested parties;
- ✓ Uniform and equitable treatment of clients;

- ✓ CWDs staff actions are based on standardized county procedures; and
- ✓ CWD actions will be further supported in State hearings.

To be effective, these policies and procedures must contain sufficient details so that the county's criteria related to program requirements and participation can be clearly understood. Having this information available on CWD websites will further promote a more uniform and equitable treatment of those individuals accessing the benefits and services that the CalWORKs program offers.

To assist in identifying the CalWORKs policies and procedures counties have the responsibility to adopt in writing, please refer to the attached list. This list is not all inclusive; counties must document other policy or procedures used in the determination of eligibility or services for their clients. If you have any questions or need additional information regarding this letter please contact your CalWORKs eligibility bureau county consultant at (916) 654-1322 or your CalWORKs employment bureau county consultant at (916) 654-2137.

Sincerely,

Original Document Signed By:

KÄREN DICKERSON, Chief
Employment and Eligibility Branch

Attachment

**California Work Opportunity and Responsibility to Kids (CalWORKs) Program
Eligibility
&
Welfare-to-Work (WTW) Regulations**

CalWORKs Eligibility Regulations

Subject	Manual of Policies and Procedures (MPP) Section(s)	All County Letter (ACL)/ All County Information Notice (ACIN) References
<ul style="list-style-type: none"> Determining good cause for not attending school regularly and for failure to cooperate 	MPP Section 40-105(f)	ACLs 97-70, 98-58, & 00-08
<ul style="list-style-type: none"> Verifying regular school attendance 	MPP Section 40-105.5(a)	ACLs 97-70, 98-58, 00-08, 07-03, 07-05, 08-07, & 09-07
<ul style="list-style-type: none"> Establishing procedures for informing recipients of the 48-month time limit requirements and the procedures for recipients to claim time limit exemptions from the 48-month time limit 	MPP Section 40-107 (a)(4)	ACLs 00-08 & 02-03
<ul style="list-style-type: none"> Determining eligibility for lump sum diversion services 	MPP Section 81-215.3	ACLs 98-58, 00-08, & 02-03
<ul style="list-style-type: none"> Repayment procedures for diversion benefits for recipients that reapply and are eligible within the diversion period 	MPP Section 81-215.51	ACLs 98-58, 00-08, & 02-03
<ul style="list-style-type: none"> Emergencies Resulting from Sudden and Unusual Circumstances Beyond the AU's Control - The CWD shall determine the most feasible and economic method of repair or replacement including the provision of donated or used serviceable items 	MPP Section 44-211.412	No prior ACL/ACIN reference
<ul style="list-style-type: none"> Procedures for determining what overpayments are not cost-effective to pursue collections on and what overpayments are eligible for a settlement of the total amount for repayment 	MPP Sections 44-350.161 & 44-352.46	No prior ACL/ACIN reference
<ul style="list-style-type: none"> Determining when "good cause" exist that may have kept the client from submitting their QR 7 timely 	MPP Sections 40-181.23	ACLs 09-41 & 10-10

**California Work Opportunity and Responsibility to Kids (CalWORKs) Program
Eligibility
&
Welfare-to-Work (WTW) Regulations**

WTW Regulations

Subject	Manual of Policies and Procedures (MPP) Section(s)	All County Letter (ACL)/ All County Information Notice (ACIN) References
<ul style="list-style-type: none"> Making a determination that the recipient's performance during job search indicates that extending the job search period is likely to result in unsubsidized employment 	MPP Section 42-711.534	ACL 00-08
<ul style="list-style-type: none"> Establishing satisfactory progress for purposes of allowing a recipient to continue in an undergraduate degree or certificate program that leads to employment 	MPP Section 42-711.541(b) & 42-716.232(b)	ACLs 99-32, 00-08, 07-03, 07-05, 08-07, & 09-07
<ul style="list-style-type: none"> Making the determination that a program leads to employment, for recipients whose program is not on the list of approved SIPs, or for recipients who are participating in education activities as part of a WTW plan 	MPP Sections 42-711.543(b)(1) & 42-716.32	ACLs 99-32, 00-08, 07-03, 07-05, 08-07, & 09-07
<ul style="list-style-type: none"> Referring a participant for an evaluation and determination of any treatment needs when it is believed that the mental health or substance abuse problems will impair the ability of the participant to obtain and retain employment 	MPP Sections 42-711.56 & 42-711.57	ACLs 98-26, 07-03, 07-05, 08-07, 09-07, ACINs I-82-99, & I-16-00
<ul style="list-style-type: none"> Determining whether extenuating circumstances exist, for purposes of a reappraisal 	MPP Section 42-711.71	ACL 00-08
<ul style="list-style-type: none"> Determining satisfactory participation in an assigned education or training activity. These criteria must include regular attendance and satisfactory progress in the assigned activity 	MPP Section 42-711.81	ACLs 00-08, 07-03, 07-05, 08-07, 09-07, 11-36, & 11-60

**California Work Opportunity and Responsibility to Kids (CalWORKs) Program
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WTW Regulations continued

Subject	Manual of Policies and Procedures (MPP) Section(s)	All County Letter (ACL)/ All County Information Notice (ACIN) References
<ul style="list-style-type: none"> Determining what conditions, in addition to those in regulations, may be considered good cause for not participating in welfare-to-work activities 	MPP Section 42-713.2	ACLs 00-08 & 03-59
<ul style="list-style-type: none"> Determining what child care is commonly available in the community and what distance is customarily traveled by working families in accessing child care services in the community 	MPP Sections 42-713.25 & 42-713.253	ACL 00-08
<ul style="list-style-type: none"> Determining when program requirements would be waived for a recipient who has been identified as a past or present victim of domestic abuse when it has been determined that good cause exists. 	MPP Section 42-715.52	ACINs I-02-06 & ACL 09-07
<ul style="list-style-type: none"> Determining the duration and types of services, and, when available, the reimbursement rate for, those services for former recipients 	MPP Section 42-717.42	ACL 05-01
<ul style="list-style-type: none"> Determining when an ancillary expense is necessary for the individual to participate in WTW activities 	MPP Section 42-750.113	ACLs 97-72, 00-12, & 08-36