



CDSS

WILL LIGHTBOURNE  
DIRECTOR

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

744 P Street • Sacramento, CA 95814 • [www.cdss.ca.gov](http://www.cdss.ca.gov)



EDMUND G. BROWN JR.  
GOVERNOR

REASON FOR THIS TRANSMITTAL

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

July 13, 2016

ALL COUNTY LETTER 16-59

TO: ALL COUNTY WELFARE DIRECTORS  
ALL CALFRESH PROGRAM SPECIALISTS  
ALL CALWORKS SPECIALISTS  
ALL CONSORTIUM PROJECT MANAGERS  
ALL QUALITY CONTROL PROGRAM COORDINATORS

SUBJECT: CALFRESH WAIVER TO PROVIDE ALL CLIENTS WHO APPLY ONLINE FOR CALFRESH BENEFITS AT THE LOCAL OFFICES WITH A COPY OF INFORMATION FOR THEIR RECORDS

REFERENCE: CALFRESH WAIVER [# 2160023](#); TITLE 7 CODE OF FEDERAL REGULATIONS (CFR) PARTS [272.3\(c\)\(1\)\(ii\)](#), [273.2\(c\)\(1\)](#)

The purpose of this letter is to transmit and provide instructions to County Welfare Departments (CWDs) regarding CalFresh waiver # 2160023. This waives the requirement for CWDs to provide a paper copy of the application to the applicants who apply online at the local offices for their records, and instead allows CWDs to provide a paper copy upon request.

The California Department of Social Services (CDSS) submitted a waiver request to the United States Department of Agriculture (USDA), Food and Nutrition Service (FNS) to waive Supplemental Nutrition Assistance Program (SNAP) regulations at 7 CFR 273.2 (c)(1). The FNS has approved this statewide waiver for a period of four years, effective July 1, 2016, through June 30, 2020 (See attached).

Currently, the regulation at 7 CFR 273.2(c)(1) requires state agencies to provide households that complete an online electronic application in person at the local office the opportunity to review the information that has been recorded electronically and must provide them with a copy of that information for their records.

Under this waiver the CWDs will allow individuals who complete an online application at their local offices to print their application information for their records, upon request.

The CWDs shall implement following steps:

- The CWDs must provide applicants who apply online at their local office with the opportunity to review the information recorded electronically and clearly afford applicants the opportunity to receive a paper copy of the information submitted.
- The CWDs must clearly inform applicants who apply online at their local offices that they can be issued a paper copy of the information submitted on their application. The local offices will be required to post clearly visible signs or posters in the area where clients apply for benefits, or use other methods, to inform them their right to receive a paper copy of the information submitted electronically.

This ACL and other CDSS Letters and Notices are available on the internet at:

<http://www.dss.cahwnet.gov/lettersnotices/default.htm>.

If you have any questions regarding this letter, please call your CalFresh county consultant or call the CalFresh Policy Bureau at 916-654-1896.

Sincerely,

***Original Document Signed By:***

TODD R. BLAND  
Deputy Director  
Welfare to Work Division

Attachment



MAY 13 2016

Food and  
Nutrition  
Service

Park Office  
Center

3101 Park  
Center Drive  
Alexandria  
VA 22302

Kim McCoy Wade  
Chief  
CalFresh Branch  
California Department of Social Services  
8111 Wilshire Boulevard, Suite 1142  
Los Angeles, California 93721

RE: SNAP – California Waiver Request to Supply Paper Application for Online Submission – Initial – Approval Revised

Dear Ms. Wade:

This letter transmits the approval of the California Department of Social Services (DSS) request to waive Supplemental Nutrition Assistance Program (SNAP) regulations at 7 CFR 273.2(c)(1). Under this waiver (2160023), California can waive the requirement to provide all clients who apply for SNAP benefits online at the local office with a copy of the information for their records. Applicants will have the option to print their information at the time of application, upon request. Staff should be available to assist clients and advise that the submitted information may be printed. Additionally, local offices will be required to post clearly visible signs or posters in the area where clients apply for benefits, or use other methods, to inform them of their right to receive a paper copy of the information submitted electronically.

The Food and Nutrition Service (FNS) is approving this waiver for a period of 4 years, effective July 1, 2016, through June 30, 2020, or, until the publication of the “Supplemental Nutrition Assistance Program (SNAP): Eligibility, Certification, and Employment and Training Program Provisions” final rule. The approval is contingent upon the State agency’s compliance with the waiver conditions and data reporting components in items 10 and 11 of Enclosure 1. Please note this revised approval incorporates minor changes in the waiver response, which FNS made to correct a numbering error. All other waiver terms and conditions remain unchanged. The detailed waiver response is enclosed. If the State would like to extend this waiver, a request must be submitted to the Regional Office 60 days prior to expiration date.

Kim McCoy Wade  
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If you have questions or need additional information regarding this waiver, please contact Jackie Bourne at (415) 293-3717 or [jackie.bourne@fns.usda.gov](mailto:jackie.bourne@fns.usda.gov).

Sincerely,

A handwritten signature in black ink that reads "Sasha Gersten-Paal". The signature is written in a cursive style with a long, sweeping tail on the final "l".

Sasha Gersten-Paal  
Chief  
Certification Policy Branch  
Program Development Division

Enclosure

Enclosure 1

**SUPPLY PAPER APPLICATION FOR ONLINE SUBMISSION  
WAIVER RESPONSE**

1. **Waiver serial number:** 2160023
2. **Type of request:** Initial
3. **Regulatory citation:** 7 CFR 273.2(c)(1)
4. **State:** California
5. **Region:** Western
6. **Regulatory requirements:** Supplemental Nutrition Assistance Program (SNAP) Regulations at 7 CFR 273.2(c)(1) require State agencies to provide households that complete an online electronic application in person at the Supplemental Nutrition Assistance Program (SNAP) office the opportunity to review the information that has been recorded electronically and must provide them with a copy of that information for their records.
7. **Description of alternative procedures:** The State agency will allow individuals who complete an online application at their local office to print their application information for their records, upon request. Local offices will be required to post clearly visible signs or posters in the area where clients apply for benefits, or use other methods, to inform them of their right to receive a paper copy of the information submitted electronically. Local office staff will also be available to assist clients with the online application process, as needed, and to provide a paper copy to any household that requests one.

**State specific alternative procedures:** None.

8. **Action and reason for approval or denial:** The Food and Nutrition Service (FNS) recognizes the need for State agency measures for effective and efficient program management. FNS is approving the State's request for 4 years, effective July 1, 2016.
9. **Regulatory or legislative basis for action:** Approval is based on 7 CFR 272.3(c)(1)(ii), which allows FNS to approve waivers that would result in a more effective and efficient administration of the program.
10. **Conditions and reasons:** Approval of this waiver request is based on the following conditions:

- The State agency must provide clients who apply online at the local office with the opportunity to review the information recorded electronically and clearly afford applicants the opportunity to receive a paper copy of the information submitted; and
- The State agency must clearly inform clients who apply online at the local office that they can be issued a paper copy of the information submitted on their application:
  - Local offices will post signs or posters in the area where clients apply for benefits, or use other methods, to inform them of their right to receive a paper copy of the information recorded electronically.

**11. Information required for extension:** FNS will consider a waiver extension request that includes the following:

- All client and advocate complaints related to this waiver; and
- All other relevant information.

Waiver extension requests must be submitted to the Regional Office 60 days prior to the expiration date.

**12. Expiration date:** This waiver is approved for 4 years, effective July 1, 2016, through June 30, 2020, or until publication of the "Supplemental Nutrition Assistance Program (SNAP): Eligibility, Certification, and Employment and Training Provisions" final rule.

**13. Limitation, if any, on approval:** Approval of this waiver is limited to the California Department of Social Services

**14. Quality control procedures:** No special QC procedures are required for cases subject to the provisions of this waiver. Cases should be reviewed using standard review procedures contained in the FNS Handbook 310.

**15. Date of State agency's request:** January 12, 2016

**16. Date of Regional Office's transmittal of request to national office:**  
January 23, 2016

**17. Date of national office action:** MAY 13 2016

**18. Anticipated implementation date (*notify FNS if actual date differs*):**  
July 1, 2016

2160023

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**19. State agency contact (name/email/telephone):**

Name: Laurence Lewis

Email: [laurence.lewis@dss.ca.gov](mailto:laurence.lewis@dss.ca.gov)

Phone: (916) 654-1896

**20. FNS Regional Office contact (name/email/telephone):**

Name: Jackie Bourne

Email: [jackie.bourne@fns.usda.gov](mailto:jackie.bourne@fns.usda.gov)

Phone: (415) 293-3717