

July 20, 2016

**ERRATA**

ALL COUNTY LETTER No. 16-14E

TO: ALL CALWORKs SPECIALISTS  
ALL COUNTY WELFARE DIRECTORS  
ALL CALFRESH PROGRAM SPECIALISTS  
ALL CONSORTIA REPRESENTATIVES  
ALL QUALITY CONTROL COORDINATORS

SUBJECT: EXPEDITED SERVICE ENTITLEMENT AND APPLICATION  
PROCESSING FOR CALFRESH

REFERENCES: ALL COUNTY LETTERS [88-54](#), [09-24](#), [12 -74](#) AND [16-14](#); ALL COUNTY INFORMATION NOTICE [I-45-11](#), [I-45-11E](#), [I-45-11E11](#) AND [I-16-13](#); MANUAL OF POLICIES AND PROCEDURES SECTIONS [11-601.1](#), [63-300.3](#), [63-300.4](#), [63-300.46](#), [63-300.5\(e\)\(3\)](#), [63-301.1](#), [63-301.5](#), [63-301.51](#), [63-301.511](#), [63-301.512](#), [63-301.513](#), [63-301.52](#), [63-301.533](#), [63-301.548](#), [63-503.43](#), AND [63-804.4](#); [TITLE 7 CODE OF FEDERAL REGULATIONS PART 273.15\(d\)](#), [273.2\(c\)\(1\)](#), [273.2\(f\)\(1\)\(vii\)](#), [273.2 \(i\)\(2\)](#), [273.2\(i\)\(3\)\(i\)](#), [273.2\(i\)\(3\)\(iv\)](#), [273.2\(i\)\(4\)\(i\)\(A\)](#) and (B); APPLICATION FOR CALFRESH BENEFITS; [ASSEMBLY BILL 1359](#), CHAPTER 468, STATUTES OF 2012 AND [ASSEMBLY BILL 2384 \(ENACTED 1987\)](#); [FOOD STAMP REAUTHORIZATION ACT OF 2002](#), PUBLIC LAW 107-171 OF MAY 13, 2002; [WELFARE AND INSTITUTIONS CODE SECTIONS 18914 AND 18912\(a\)](#); [ADMINISTRATIVE NOTICE 10-09, HANDLING MULTIPLE APPLICATIONS FROM THE SAME HOUSEHOLD AND EXPEDITED SERVICE AND INTERVIEWS](#); [7 U.S.C. 2020 \(e\)\(2\)\(C\)](#)

REASON FOR THIS TRANSMITTAL

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

The purpose of this erratum is to clarify the example that was provided on the bottom of page nine of the original All County Letter (ACL) 16-14, released February 29, 2016. The example was modified to accurately explain how to count the weekends when a

household is determined Expedited Service (ES) entitled and when to begin tracking the ES timeframe following a missed initial ES appointment.

ACL 16-14 provided an example of how to count the days for ES timeliness when a household completes and files an online application with the county. The example intends to show that if a weekend is part of the count for timeliness, both Saturday and Sunday are counted as one day. However, ACL 16-14 should have specified that in order to count the weekend as one day, the county must have first screened the application and determined the household ES entitled. If this has not been completed, the application is considered normal processing and the weekend should be counted as two separate days. In addition, the example has been changed to reflect the accurate tracking of ES for those households found entitled under normal processing following a missed initial ES appointment.

This is the original example:

#### **Notice of Missed Interview**

Example: An applicant completes and files an application online for CalFresh benefits on September 1, Saturday night (Saturday and Sunday are counted as one day, this is day zero). After the weekend, the County Welfare Department (CWD) screens the application for ES entitlement on September 3 (this is day one), Monday morning, and determines the household is ES entitled. The Eligibility Worker (EW) calls and is unable to speak with the applicant, so the EW leaves a detailed recorded message with the specific date and time of the initial scheduled interview appointment for September 4. The household misses the interview on September 4 (this is day two). The CWD mails the Notice Of Missed Interview (NOMI) to the household on a mail batch run the following day (still day two) to inform the household that they have missed their scheduled interview appointment and to inquire if the household is still interested in receiving CalFresh benefits. If so, the NOMI provides that they must contact the county to reschedule the interview. That same day the application is routed for normal processing. The household contacts the CWD two days later and is scheduled again for a second interview on September 10. On September 10, the household appears for their interview and the household complies with the requirements to complete the interview process (this is day three). If the CWD determines ES entitlement and eligibility, provides the household with a loaded Electronic Benefit Transfer (EBT) card and PIN number available to access their benefits for the household to use the same day, the CWD has met their ES timeframe on day three.

This is the modified example:

*Example: An applicant completes and submits an online application for CalFresh benefits on the afternoon of Friday, September 1 (day zero). The CWD screens the application for ES entitlement and determines that the household is ES entitled. The*

*EW immediately calls and is unable to speak with the applicant, so the EW leaves a detailed message with the specific date and time of the initial scheduled interview. The*

*interview is scheduled for the morning of Monday, September 4 (day two). The household misses their interview and later that day the CWD mails the NOMI to the household on a mail batch run the following day (still day two) to inform the household that they have missed their scheduled interview appointment and to inquire if the household is still interested in receiving CalFresh benefits. If so, the NOMI provides that they must contact the county to reschedule the interview. That same day the application is routed for normal processing. Because of the missed interview (Administrative Notice – Expedited Service and Interviews dated February 17, 2006) the household contacts the CWD two days later and is scheduled again for a second interview on September 10. On September 10, the household appears for their interview and the household complies with the requirements to complete the interview process and with the information provided, the household is determined ES entitled (this is day one for ES tracking). If the CWD determines ES entitlement and eligibility, provides the household with a loaded EBT card and PIN number available to access their benefits for the household to use the same day, the CWD has met their ES timeframe on day one.*

If you have any questions regarding this letter, please contact your CalFresh county contact person or the CalFresh Policy Bureau at (916) 654-1896.

Sincerely,

***Original Document Signed By:***

TODD R. BLAND  
Deputy Director  
Welfare to Work Division