



CDSS

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

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EDMUND G. BROWN JR.
GOVERNOR

June 23, 2017

ALL COUNTY LETTER (ACL) NO. 17-58

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 COORDINATORS
ALL CHILD CARE COORDINATORS
ALL CONSORTIUM PROJECT MANAGERS
ALL COUNTY WELFARE-TO-WORK COORDINATORS

SUBJECT: CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS (CalWORKs) AND CALFRESH PROGRAMS: CHANGES TO THE INTER-COUNTY TRANSFER (ICT) PROCESS AS A RESULT OF SENATE BILL (SB) 1339, REVISED AND NEW NOTICE OF ACTION (NOA) MESSAGES

REFERENCE: [SB 1339](#) (CHAPTER 801, STATUTES OF 2016), WELFARE AND INSTITUTIONS CODE (WIC) SECTIONS [10003](#), [11052.6](#), [11053](#), [11053.2](#), AND [11102](#).

The purpose of this letter is to inform County Welfare Departments (CWDs) of changes to the CalWORKs/CalFresh ICT process pursuant to SB 1339, clarify current ICT requirements, and transmit copies of revised and new NOA messages for CalWORKs. The effective date for these changes was June 1, 2017. The new ICT rules outlined in this letter are intended to ensure continuity of benefits and services for CalWORKs and CalFresh recipients who move from county to county. Additionally, the intent is to align CalWORKs and CalFresh ICT procedures for a more seamless benefit transfer process.

PREVIOUS REQUIREMENTS FOR CALWORKS

The CWDs were required to initiate an ICT when a recipient moves from one county to another within California. The sending county (from which the recipient has moved) shall:

- Initiate the case transfer and provide documentation to the receiving county (to which the recipient has moved);
- Inform the recipient in writing of his/her responsibility to go into the nearest welfare office in their new county to complete the ICT process; and
- Discontinue cash aid mid-period at the end of the month following the 30-day transfer period, after the receiving county notifies the sending county that the case has been successfully transferred.

During the transfer period, the receiving county shall:

- Conduct a face-to-face interview and redetermine the eligibility and grant amount of the transferring family. Non-needy caretaker relatives receiving CalWORKs on behalf of a child who is a dependent of the court are exempt from the face-to-face interview; and
- Increase or decrease the recipient's grant mid-period based on a change in circumstances or a move from a Region 1 to a Region 2 county at the end of the transfer period, with timely notice as appropriate.

PREVIOUS REQUIREMENTS FOR CALFRESH

Per [ACL 11-22](#), dated March 25, 2011, for CalFresh only cases, the sending county shall:

- Notify the receiving county of the initiation of a case transfer via either a written or electronic data transfer process;
- Inform the recipient of the transfer using the CalFresh Informing Notice of Sending Inter-County Transfer (NA 1268 4/13);
- Within seven working days from the date that the sending county notifies the receiving county of a case transfer, provide the receiving county with copies of the most recent:
 - ✓ SAWS 1/Electronic Application (Application for Cash Aid, CalFresh and/or Medical Assistance)
 - ✓ SAWS 2 Plus
 - ✓ SAR 7 Eligibility/Status Report for Cash Aid and CalFresh
 - ✓ Over-issuance claims and repayment records (adjustment/repayment records, Notices of Action, etc.) for any over-issuance that will not be repaid before the end of the transfer period and will continue to be

- recouped by the receiving county
- ✓ Copies of any other documents supporting the eligibility determination made by the sending county; and
- Determine continuing eligibility and amount of CalFresh benefits from the most recent SAR 7 or recertification due during the transfer period. Once eligibility is determined, CalFresh benefits shall continue to be issued by the sending county until the expiration of the transfer period.

For CalFresh only cases, the receiving county shall:

- Contact the former county of residence to initiate an ICT if a recipient requests benefits while still active in the former county and the recipient has not yet notified the former county of the move to the current county of residence;
- Provide the sending county with notification of the disposition of the initiated ICT;
- Provide the sending county with any information which might affect eligibility or the amount of CalFresh benefits during the transfer period;
- Determine eligibility and benefit amount based on current circumstances using continuing recipient criteria;
- Utilize existing CalFresh requirements for requesting residency verification when the head of household moves; and
- Provide the recipient with CalFresh Informing Notice of Receiving Inter-County Transfer (NA 1267 4/13) acknowledging receipt of the transfer from the sending county, the amount of benefits, the effective date, and the number of persons in the household.

***NOTE:** Per [ACL 13-78](#) dated September 19, 2013, the CF 215 (CalFresh ICT form) is to be submitted with all CalFresh ICTs.

The CWDs are highly encouraged to communicate with each other throughout the ICT process to ensure there is no break in benefits and that no case is terminated until the receiving county has indicated that the transfer has been completed.

NEW REQUIREMENTS FOR PUBLIC ASSISTANCE CALFRESH (PACF) AND CALWORKS ONLY CASES

Effective June 1, 2017, new ICT requirements apply to PACF and CalWORKs only cases. Recipients who move from one county to another must promptly notify either the

sending county or the receiving county of their change in residence. CalWORKs recipients must report a change in residence within 10 days of the actual move. Recipients may report this change in person, in writing, by telephone, or online (if available). The CWDs must inform recipients of these options at application and redetermination/recertification. These options will be incorporated into the SAWS 2 Plus at a later date.

NOTE: The CWDs are reminded that failure to report a move to a different county within the state in itself shall not constitute a basis for an overpayment, overissuance or other negative action.

Whichever county the recipient notifies of the move, must initiate the ICT within seven business days of receiving the notification. The sending county will initiate the ICT with the CW 215 form via either a written or electronic data transfer process. The receiving county will initiate the ICT by requesting, either electronically or by written request, the sending county to transfer the recipient's case.

NOTE: If the recipient notifies the receiving county of a change in residence, the recipient shall not be required to notify the sending county and request the sending county to transfer the case.

This change requires a transfer of benefits from the sending county to the receiving county, with no redetermination/recertification of eligibility in the new county of residence. A redetermination/recertification of eligibility is allowed only if the annual redetermination/recertification is due. **Therefore, the new county of residence shall not interview, nor require or request a new application, or any verification from recipients moving from one county to another** in order to determine continuing eligibility and grant amount. **However, the new county of residence is not precluded from interviewing CalWORKs recipients only regarding participation in the Welfare-to-Work Program.** Additionally, recipients are still required to report changes as mandated under SAR or AR/CO reporting rules.

The sending county must provide copies of documents necessary to verify current benefits and grant amount to the receiving county within seven business days. Documentation includes the most recent SAR 7, SAWS 2 Plus, and SAWS 1. Recipients must not be asked to provide copies of documents that were previously provided. There is no redetermination of eligibility, just a continuation of benefits. The sending county must discontinue transferred cases once the new county has assumed responsibility for the provision of aid.

Benefits and payment responsibility must be transferred to the receiving county no later than the first day of the next available benefit month following 30 days after a county is notified of a recipient's move from one county to another. Consistent with existing

CalWORKs requirements, if the move is from a Region 1 to a Region 2 county or vice versa, the receiving county will adjust the assistance unit's (AU) grant accordingly at the end of the transfer period.

To ensure child care stability it may be appropriate to provide and/or complete the Child Care Request Form (CCP 7) as part of the ICT process. It is the recipient's responsibility to apply for child care in the receiving county.

In summary, SB 1339 mandates the following new requirements:

- No redetermination/recertification to determine continuing eligibility unless the next scheduled redetermination/recertification is due,
- Initiation of the ICT by the sending county or the receiving county, whichever county is notified,
- Recipients must not be asked to provide copies of documents that were previously provided, and
- Recipients may report residence changes to the sending county or the receiving county, in person, in writing, by telephone, or online (if available).

PACF AND CALWORKS ONLY CASE EXAMPLES:

Example 1: An AU of two has no income and receives a CalWORKs grant of \$577 in County A, Region 1. The AU will continue to receive \$577 in County B, Region 1.

Example 2: Same as above, except the AU moves from Region 1 to Region 2. The AU will receive \$549 in County B.

Example 3: An AU of three in County A, Region 1 has no income and receives a CalWORKs grant of \$714. During the transfer period, Mom reports to the county that she has started working. The income is under the Income Reporting Threshold (IRT). Because any income reported mid-period that is under the IRT is considered a voluntary report, no action will be taken to decrease the grant based on this income until the time that the next SAR 7 or SAWS 2 Plus is processed. The AU's grant will remain \$714 in County B, Region 1.

HOMELESS ASSISTANCE (HA)

The Manual of Policies and Procedures (MPP) Section [44-211.515](#) specifically requires that the CWD where the AU resides shall be responsible for the HA eligibility determination and issuance of the HA payment (permanent or temporary) from the date of request. This is the county in which the AU is physically located and intends to reside. Therefore, the receiving county is responsible for issuing the HA payment, following the HA requirements at MPP Section [44-211.5](#). If a family requests homeless

assistance in the new county, the new county may not assume residency but must confirm that the family intends to reside there. A written statement of the recipient is acceptable to establish his/her intention to reside in the county where homeless assistance has been requested.

WELFARE-TO-WORK (WTW) PROGRAM

The CWDs are reminded that, as per MPP Section [40-188.132](#), welfare-to-work plans are to be provided as part of the ICT process. Additional guidance related to WTW is in progress and will be forthcoming in a future ACL.

DOMESTIC ABUSE

For information regarding the ICT process of cases where the recipient has been identified as a domestic abuse victim, please refer to [ACIN I-60-09](#). Additional guidance related to domestic abuse is in progress and will be forthcoming in a future ACL.

REVISED NOA MESSAGE FOR CALWORKS

M40-195A (6/17) – revised to inform recipients of the transfer to the new county of residence. Reminds recipients that they must apply for child care in the new county of residence. Language to inform recipients they must come into the nearest welfare office to complete the ICT process has been removed.

The CWDs must begin using the revised NOA message as soon as administratively possible, but no later than December 1, 2017.

NEW NOA MESSAGE FOR CALWORKS

M40-195B (6/17) – informs recipients of the transfer to the new county of residence and the amount of cash aid they will receive.

The CWDs must begin using the new NOA message as soon as administratively possible, but no later than December 1, 2017.

NEW REQUIREMENTS FOR NON-ASSISTANCE CALFRESH (NACF) CASES

Effective June 1, 2017, new ICT requirements also apply to NACF cases. The ICT process for CalFresh only cases is very similar to that described above for PACF and CalWORKs only cases with minor differences to align with CalFresh reporting policy.

CalFresh recipients are not required to make a mid-period report of a move to a different county within the state. That said, CalFresh recipients should be encouraged

to promptly notify the county when they move from one county to another in order to ensure continuity of benefits. Recipients may voluntarily notify either the sending county or the receiving county of their change in residence. CalFresh recipients may report this change in person, in writing, by telephone, or online (if available).

Whichever county the recipient notifies of the move, must initiate the ICT within seven (7) business days of receiving the notification. The sending county will initiate the ICT via either a written or electronic data transfer process. The receiving county will initiate the ICT by requesting, either electronically or by written request, the sending county to transfer the recipient's case.

NOTE: If the recipient notifies the receiving county of a change in residence, the recipient shall not be required to also notify the sending county.

A voluntary report of a change in residence to a new county requires a transfer of benefits from the sending county to the receiving county with no recertification of eligibility in the new county of residence due to the ICT. A recertification of eligibility is allowed only if the annual recertification is due. The new county of residence shall not interview, nor require or request a new application, or any verification from a recipient as a result of the ICT.

The sending county must provide copies of documents necessary to verify current benefits to the receiving county. Documentation includes the most recent SAR 7 and application, such as the CF 285 or CF 37. Recipients must not be asked to provide copies of documents that were previously provided.

The sending county must discontinue transferred cases once the new county has assumed responsibility for the provision of aid. Benefits and payment responsibility must be transferred to the receiving county no later than the first day of the next available benefit month following 30 days after a county is notified of a recipient's move from one county to another.

Transitional CalFresh (TCF)

In addition to the changes outlined above for NACF cases, CWDs will now complete ICTs for TCF cases. Whichever county the TCF recipient voluntarily notifies of the move, must initiate an ICT within seven (7) business days of receiving the notification. **This policy change will become effective once functionality is available in the Statewide Automated Welfare Systems (SAWS), but no later than September 1, 2017.**

NACF CASE EXAMPLE:

Example 1: Client notifies County A (current county of residence) on June 5th that they are moving to County B. Within seven business days, County A initiates the transfer to County B. By June 14th, County B will accept the case. Benefits and payment responsibility shall be transferred no later than August 1st.

PACF, CALWORKS ONLY AND NACF PERIODIC REPORTS

If a recipient moves out of the county during either of the last two months of the semi-annual period, the receiving county will be responsible for completing the SAR 7. The sending county may process the SAR 7 if both the sending county and receiving county mutually agree it is in the recipient's best interests to do so, but ICT timeframes must be adhered to. Please refer to MPP Section [40-181.23](#) for CalWORKs and MPP Section [63-508.64](#) for CalFresh on information pertaining to good cause determinations for failing to submit the SAR 7 timely. The process will mirror the redetermination/recertification process below.

PACF, CALWORKS ONLY AND NACF REDETERMINATIONS/ RECERTIFICATIONS

If the recipient moves out of the county during either of the last two months of the certification period, the receiving county will complete the redetermination/recertification. The sending county may complete the redetermination/recertification if both the sending county and receiving county mutually agree it is in the recipient's best interest to do so. Regardless, ICT timeframes must be adhered to. Please refer to MPP Section [40-181.216](#) for CalWORKs and MPP Section [63-508.64](#) for CalFresh on information pertaining to good cause determinations for failing to complete the CalWORKs/CalFresh redetermination timely.

MEDI-CAL CASES

Please contact the Department of Health Care Services (DHCS) for information regarding Medi-Cal and Managed Health Care plans.

CAMERA-READY COPIES AND TRANSLATIONS

For a camera-ready copy in English, contact the CDSS Forms Management Unit at fmudss@dss.ca.gov. You may obtain these forms from the CDSS webpage at: <http://www.cdss.ca.gov/inforesources/Forms-Brochures>.

When all translations are completed per MPP Section [21-115.2](#), they are posted on an on-going basis on the CDSS webpage. Copies of the translated forms can be obtained at: <http://www.cdss.ca.gov/inforesources/Translated-Forms-and-Publications>.

For questions on translated materials, please contact the 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 a local contact number. <http://www.cdss.ca.gov/cdssweb/entres/forms/Multi/GEN1365MUL.pdf>

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 CWD's responsibility to provide interpreter services if an applicant or recipient requests them. More information regarding translations can be found in MPP Section [21-115](#).

REGULATION CHANGES

This ACL will be followed by regulations to incorporate the above changes.

For questions about ICTs in CalWORKs, please call the CalWORKs Eligibility Bureau at (916) 654-1322. For questions about ICTs in CalFresh, please call the CalFresh Policy Section at (916) 651-8047. For questions about ICTs in Child Care, please call the Child Care Programs Bureau at (916) 657-3442.

Sincerely,

Original Document Signed By:

TODD R. BLAND
Deputy Director
Welfare to Work Division

Attachments

c: CWDA

State of California
Department of Social Services

Noa Msg Doc No.: M40-195A Page 1 of 1
Action : Inform
Issue: Other
Title: ICT Notice of Transfer, Sending

Auto ID No.:
Source :
Issued by :
Reg Cite : 40-188.1

Use Form No. : None
Original Date : 07/01/84
Revision Date : 06/01/17

MESSAGE:

IMPORTANT REMINDER

On _____, you told us you moved to _____ County.

We have started the process to transfer your case to your new county. You do not have to fill out a new application. We will continue to pay your aid until the new county takes over the case or sends you a notice of action. If you are homeless, the new county will issue you homeless aid, if you are eligible for payments.

If you were getting help with child care or would like help with child care, you must ask for child care services in your new county when you move. Contact the new county to let them know you need child care services right away.

You will get another notice from the new county telling you about your new case number, worker's name and a contact number.

You must continue to report changes that could affect your eligibility on your next periodic report or at your next redetermination and to the worker listed in this notice until you get your notice from the new county.

If you have any questions about your CalWORKs benefits during the transfer to the new county, or you decide not to move, please call:

Eligibility Worker _____
Contact Number _____

INSTRUCTIONS: Use to inform recipients who have reported a move to another county that their case is being transferred to the new county of residence and to apply for child care in their new county of residence.

State of California
Department of Social Services

Noa Msg Doc No.: M40-195B Page 1 of 1
Action : Inform
Issue: Other
Title: ICT Notice of Transfer, Receiving

Auto ID No.:
Source :
Issued by :
Reg Cite : 40-188.1

Use Form No. : None
Original Date : 06/01/17, New
Revision Date :

MESSAGE :

IMPORTANT NOTICE

_____ County has transferred your CalWORKs case to our county. The cash aid payment for your first month of aid is \$ _____. Your first day of cash aid is _____.
MM/DD/YYYY

This letter has your new case number, worker's name and telephone number. Please refer to this letter when you contact us.

You will get a new electronic benefits transfer card (EBT) for the aid listed above. If you don't get a new EBT card, please contact our office.

If you still have aid on your EBT card from your old county, you can use that card until the aid is gone. You will not be able to use your old EBT card for the aid listed above.

You must report changes that could affect your eligibility on your next periodic report or at your next redetermination and to the worker listed in this notice.

If you have any questions, please call:

Eligibility Worker _____
Telephone Number _____
Case Number _____

INSTRUCTIONS: Use to inform recipients that their case has transferred from the sending county to the receiving county.