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ALL COUNTY WELFARE DIRECTORS LETTER

TO: ALL COUNTY WELFARE DIRECTORS

FROM: KIM JOHNSON, Deputy Director
Family Engagement and Empowerment Division

SUBJECT: CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS
(CalWORKs) PROGRAM: 2019 ELIGIBILITY CASE FILE REVIEWS

The California Department of Social Services (CDSS) would like to announce upcoming 2019 county site visits. The purpose of the visits will be to conduct CalWORKs Eligibility Case File Reviews. This letter provides the purpose, goals and timelines related to the upcoming reviews.

An audit conducted in 2012 by the California State Auditor, Bureau of State Audits determined that the CDSS needed to increase the monitoring of CalWORKs Eligibility programs at local County Welfare Departments (CWDs). As a result, the CDSS began conducting CalWORKs Eligibility Case File Reviews in March 2015.

The purpose of the CalWORKs Eligibility Case File Reviews is for the CDSS to review cases at the county level in order to increase CDSS' oversight capacity, to assess the implementation of recent CalWORKs Eligibility policy changes, and to assess the need for further technical assistance.

The CDSS has enclosed the *CalWORKs Eligibility Case File Review Timeline* as a resource for CWDs to reference in anticipation of the upcoming county visits. The timeline identifies additional information pertaining to the composition of the review team and the review plan, as well as information relevant to a summary of findings and when a corrective action plan may be required.

Review Schedule

For the 2019 calendar year, the CDSS plans to begin conducting CalWORKs Eligibility Case File Reviews in March. Counties scheduled for review during the 2019 calendar year are as follows:

County Name	Review Month	County Name	Review Month
Riverside	March	San Diego	July
Fresno	April	Sonoma	July
Kings	April	San Bernardino	August
Sacramento	May	Butte	August
Shasta	May	Los Angeles	September
Imperial	June	Yolo	September
Santa Barbara	June	Madera	October

Case File Review Plan for 2019

In 2019, the CDSS will review 14 counties and approximately 120 to 140 cases. The CalWORKs Eligibility teams will consist of three to six CDSS CalWORKs Eligibility Bureau staff.

The following are recent CalWORKs Eligibility policy changes to be reviewed (we will be asking for copies of your written policies prior to our visit):

- Implementation of ACL 17-87: CalWORKs rules reminder of the timely lifting of immunization penalties for children who have reached the age of six.
- Implementation of ACLs 15-22 & 15-22E: Changes to the school attendance requirements and the timely lifting of school attendance penalties for children under 16 years of age.
- Implementation of ACL 18-82: Allowing a CalWORKs assistance unit (AU) to receive full child support payments for an eligible stepsibling or half-sibling in lieu of cash aid.
- Implementation of ACL 17-58: Changes to the ICT process as a result of SB 1339.

Prior to the review, the CDSS will provide the CWD with a full list of case files (by providing the case numbers) that will be reviewed and the updated *CalWORKs Eligibility Case File Review Tool*. The CDSS will require the CWD to provide access to the CWD's automated system and electronic storage software to each CDSS staff reviewer. The CDSS requests county staff be available to field questions during the review.

Case Review Summary

Following the review, the CDSS will provide the CWD with a draft case review summary report identifying each of the eligibility criteria reviewed in the case files and indicate whether there are any eligibility findings or observations. A finding occurs when aid was approved or denied incorrectly. An observation occurs when aid is approved or denied correctly, but there was an administrative error. CWDs will then have the opportunity to refute any findings or observations, if applicable, by providing additional documentation or evidence to the CDSS following the receipt of the draft summary report. The CDSS will then review any additional documentation provided by the CWD and issue a final summary report.

In cases where the CDSS identifies a finding in the final summary report, the CWD will be required to complete and submit a corrective action plan to the CDSS. The CDSS will review the CWD's corrective action plan to determine if the plan is sufficient to correct the finding and prevent future findings in that area. The CDSS will work with the CWD if additional information or steps are necessary in order to address the identified area(s).

The CalWORKs Eligibility Bureau looks forward to open collaboration with you and your staff to ensure the continued success of the CalWORKs program. If you have any questions or would like to discuss this information further, please contact the CalWORKs Eligibility Bureau at (916) 654-1322.

Enclosure

CalWORKs Eligibility Case File Review Timeline

WEEK	TASKS
Eight Weeks Prior to Visit	<ul style="list-style-type: none"> The CDSS will confirm the scheduled day of the CalWORKs Eligibility Case File Review (CFR) and request a CWD contact person.
Three to Six Weeks Prior to Visit	<ul style="list-style-type: none"> The CDSS will work with the CWD to determine logistical details for the visit. The CDSS will provide the CWD with a list of case files (specific case numbers) that will be reviewed and a list of documents that will need to be ready the day of the visit.
One Week Prior to Visit	<ul style="list-style-type: none"> The CDSS will hold a pre-visit call with the CWD. This call is to inform the CWD of what to expect the day of the visit and to answer any questions they may have regarding any of the materials they have received thus far.
Week of Visit	<ul style="list-style-type: none"> The CDSS will call the CWD contact the day before the visit to confirm any last minute logistical details and to answer any questions the CWD may have.
Day of Visit	<ul style="list-style-type: none"> The CalWORKs Eligibility Case File Review visit will include: <ul style="list-style-type: none"> Entrance Meeting: Introductions, facility tour and review of the day's agenda. Case File Review: Review of selected CalWORKs applications, redeterminations, and terminations. Closing Discussion: This will include what the CWD should expect next in the process (post visit), as well as an opportunity for the CWD and/or CDSS to ask any follow up questions.
Two Week Post-Visit	<ul style="list-style-type: none"> The CDSS will hold a post-visit debrief conference call with the CWD to discuss the Review. <ul style="list-style-type: none"> The CDSS will issue its Final Summary of Review following the two-week post-visit conference call when a county <u>does not</u> have any findings and observations.
Six Weeks Post-Visit	<ul style="list-style-type: none"> The CDSS will issue the draft <i>CalWORKs Eligibility Case File Review Summary</i> and forward to CWD Director, Deputy Director and identified county management. The CDSS will review any additional data requested by the CDSS or submitted by the CWD.
Twelve Weeks Post-Visit	<ul style="list-style-type: none"> The CDSS will issue the final <i>CalWORKs Eligibility Case File Review Summary</i> and forward to CWD Director and Deputy Director.
45 Days Following Receipt of Final Summary of Review	<ul style="list-style-type: none"> The CWD will submit a Corrective Action Plan to the CDSS (if applicable). The CDSS will follow-up with the CWD, if needed, to ensure the corrective action plan is sufficient.