

September 11, 2020

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 20-83

This letter provides guidance for all California counties in processing the CalFresh and California Work Opportunity and Responsibility to Kids (CalWORKs) programs Recipient Income and Eligibility Verification System (R-IEVS) electronic and paper matches in addition to the schedule of R-IEVS reviews scheduled for the remainder of 2020 and 2021.



KIM JOHNSON
DIRECTOR

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DEPARTMENT OF SOCIAL SERVICES
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GAVIN NEWSOM
GOVERNOR

September 11, 2020

ALL COUNTY LETTER (ACL) NO. 20-83

TO: ALL COUNTY WELFARE DIRECTORS
ALL IEVS COORDINATORS
ALL CALFRESH PROGRAM SPECIALISTS
ALL CALWORKs PROGRAM SPECIALISTS
ALL CONSORTIUM PROJECT MANAGERS
ALL COUNTY CHIEF WELFARE FRAUD INVESTIGATORS

SUBJECT: RECIPIENT INCOME AND ELIGIBILITY VERIFICATION SYSTEM
(R-IEVS) RESPONSE DOCUMENTS, MATCH DESTRUCTION,
AND REVIEW SCHEDULE

REFERENCE: [INTERNAL REVENUE SERVICE PUBLICATION 1075 \(PUB 1075\);](#)
[SOCIAL SECURITY ACT 1137; MANUAL OF POLICIES AND](#)
[PROCEDURES \(MPP\) SECTION 20-006.4; ALL COUNTY LETTER](#)
[\(ACL\) 17-41; ALL COUNTY INFORMATION NOTICE \(ACIN\) I-39-11;](#)

The purpose of this letter is to provide a schedule for the Recipient Income and Eligibility Verification System (R-IEVS) reviews, update requirements for the submission of response documents, and guidance on Federal Tax Information (FTI) destruction.

R-IEVS Processing and Safeguarding

In July 1987, the Department of Health Care Services (DHCS), and the California Department of Social Services (CDSS) implemented IEVS ([Social Security Act 1137](#)). Processing timeframes for IEVS matches for California Work Opportunity and Responsibility to Kids (CalWORKs) and CalFresh cases are addressed in [MPP § 20-006.4](#) and further clarified in [ACL 17-41](#). The primary purpose of the R-IEVS reviews are to ensure the R-IEVS matches are processed timely and appropriately safeguarded according to state and federal requirements.

In 2016, the R-IEVS Coordinators Quarterly Workgroup was formed consisting of representatives from the CDSS, County Welfare Departments (CWDs), the California Statewide Automation Welfare Systems (CalSAWS), and the County Welfare Directors Association (CWDA). The purpose of this workgroup is to improve the quality of the R-IEVS matches and the review process. In addition, the workgroup serves as a forum to provide CWDs technical assistance, updates on recent policy changes, and best practices to ensure the accurate determination of benefits and cash aid in the CalWORKs and CalFresh programs. The updated guidance in this letter is a response to the issues identified by this workgroup.

IEVS Review Schedule and Content

As of June 2018, **all** CWDs are reviewed once every three years. However, at the discretion of the Department or upon a CWD's request, a CWD may receive more frequent reviews. Factors for more frequent reviews could include size of county, number and complexity of the issues identified in a prior IEVS review, and the CWD's compliance with its corrective action plan. The CDSS' Welfare Fraud Prevention Coordinators, Special Investigative Unit (SIU) reviews are conducted on the same three-year review cycle and will continue to occur separately from the R-IEVS reviews.

A full, onsite CWD IEVS review includes, but is not limited to:

- Verifying timely R-IEVS match processing for a pre-selected number of cases for every R-IEVS match;
- Ensuring appropriate FTI paper match safeguards;
- Analyzing the FNS 209 report submission/certification; and
- Providing technical assistance as needed.

The CDSS R-IEVS program analyst will contact the CWD's IEVS coordinator well in advance to schedule the tri-annual CWD R-IEVS review. The CDSS IEVS program analyst will provide technical assistance to the CWD prior to, during, and after the IEVS review. Upon completion of the IEVS review, a final report will be sent to the CWD IEVS coordinator and the County's Director.

The counties listed below will receive an IEVS review in the calendar year of 2020 (January- December):

Butte	Los Angeles	Riverside	Tehama
Contra Costa	Mendocino	San Bernardino	Tulare
Inyo	Mono	San Diego	Tuolumne
Kern	Monterey	Sierra	Ventura
Kings	Nevada	Siskiyou	Yuba

The counties listed below will receive an IEVS review in calendar year 2021 (January-December):

Alameda	Marin	Sacramento	Shasta
Del Norte	Mariposa	San Benito	Solano
El Dorado	Merced	San Joaquin	Sutter
Fresno	Napa	San Luis Obispo	Yolo
Humboldt	Placer	San Mateo	

It should be noted that all R-IEVS and SIU reviews will be scheduled as onsite reviews unless there are statewide and/or local restrictions/conditions related to COVID-19 prohibiting a face-to-face review.

R-IEVS Match Abstract Response Documents

In prior years, R-IEVS response documents were completed for each case in which an R-IEVS match abstract had an impact on eligibility or benefit amount. A copy of the response document was retained in the case file and another copy was forwarded to the CDSS. If the R-IEVS abstract information had no impact on eligibility or benefit amounts, no response document was returned to the CDSS. Because the CWDs can track their processing of R-IEVS matches using CalSAWS (except for the Internal Revenue Service [IRS] Asset and Beneficiary Earnings Exchange Record [BEER] Matches), the CDSS will no longer require CWDs to retain or forward a response document for any of the R-IEVS matches CWDs receive either electronically or hard copy. However, CWDs may be asked to provide ad hoc aggregate reports on any of the R-IEVS matches upon request from the CDSS. The quarterly DPA 482 report submission process remains unchanged.

Acknowledgement of Receipt for Federal Tax Information

The requirement to submit the Acknowledgment of Receipt (AOR) to the CDSS remains unchanged for the IRS Asset and BEER Matches. The AOR is federally mandated to acknowledge the intended CWD has received the paper abstracts for the two R-IEVS matches. The response document and AOR have separate purposes. In accordance with [IRS Publication 1075 Section 4.4](#) FTI In Transit, "All shipments of paper or electronic FTI (including compact disk (CD), digital video disk (DVD), thumb drives, hard drives, tapes, and microfilm) must be documented on a transmittal form and monitored to ensure that each shipment is properly and timely received and acknowledged."

Federal Tax Information Destruction

The CWDs are responsible for destroying paper R-IEVS matches containing FTI and Personally Identifying Information (PII) provided by the CDSS. The CWDs **must not** return FTI or PII to the CDSS for destruction.

All R-IEVS matches containing FTI must be destroyed using the standards in the [IRS Publication 1075 Tax Information Security Guidelines for Federal, State and Local Agencies \(Pub 1075\)](#). Static and electronic media that contain FTI must be destroyed to ensure the FTI is unreadable or unusable. Paper containing FTI must be shredded to particles no larger than 1 mm x 5 mm (0.04 in. x 0.2 in.) or disintegrated using devices equipped with a 3/32 in. (2.4 mm) security screen. If these methods are not available to the CWD, they may either burn or shred and pulp paper that contains FTI. Regardless of method, the data contained on the destroyed paper must be unreadable. For guidance destroying electronic media, or other static media, see the [Pub 1075, section 8.3 Destruction and Disposal](#).

Since all paper R-IEVS matches contain PII, the CDSS strongly encourages CWDs to utilize the same methods required for FTI when destroying PII.

All PII and FTI must be logged as destroyed. The FTI destruction must be witnessed by a CWD employee when destroyed by a contractor to ensure no breaches, browsing, or unauthorized access of the FTI occurs. Refer to [All County Information Notice I-39-11](#) for more information on the handling of FTI. Non-FTI PII may be destroyed without a CWD employee witnessing the destruction.

If you have any questions regarding the information in this letter, please submit them to IEVSReviewUnit@dss.ca.gov or call Enterprise Data Management Branch at (916) 653-1826.

Sincerely,

Original Document Signed by:

NATASHA NICOLAI, Chief Data Strategist
Deputy Director
Research, Automation, and Data Division