

August 31, 2020

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 20-98

This letter provides notice to County Welfare Departments on the approved extension of waiver #2160023 to supply paper applications for online submissions. The waiver extension allows County Welfare Departments to continue providing a paper copy of an electronic application submitted in person at a local office upon request only. The waiver extension is effective July 1, 2020 through June 30, 2024.



KIM JOHNSON
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



GAVIN NEWSOM
GOVERNOR

August 31, 2020

ALL COUNTY LETTER NO. 20-98

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

SUBJECT: CALFRESH WAIVER EXTENSION TO PROVIDE ALL CLIENTS
WHO SUBMIT AN ELECTRONIC APPLICATION AT THEIR
LOCAL OFFICE WITH A PAPER COPY OF INFORMATION
SUBMITTED UPON REQUEST ONLY

REFERENCE: [ALL COUNTY LETTER \(ACL\) 16-59; CALFRESH WAIVER
#2160023](#); TITLE 7 CODE OF FEDERAL REGULATIONS (CFR)
SECTION [272.3\(c\)\(1\)](#).

The purpose of this letter is to provide notice to County Welfare Departments (CWDs) regarding the extension of CalFresh waiver # 2160023. The waiver extension allows CWDs to continue waiving the requirement 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 extension request to the United States Department of Agriculture, Food and Nutrition Service (FNS) to waive Supplemental Nutrition Assistance Program (SNAP) regulations at title 7 Code of Federal Regulations (CFR) 273.2 (c)(1). The FNS has approved this statewide waiver extension for a period of four years, effective July 1, 2020 through June 30, 2024.

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

Under this waiver extension, CWDs are not obligated to provide a paper copy of an electronic application submitted in person at a local office unless the client makes a request for one.

The CWD must continue doing the following:

- Provide clients who submit an electronic application in person at a local office with the opportunity to review the information recorded electronically and clearly afford clients the opportunity to receive a paper copy of the information submitted electronically; and
- Clearly inform clients who submit an electronic application in person at a local office that, upon request, they will be provided a paper copy of the information submitted on their application. Each local office must post clear and visible signs or posters in the area where clients apply for benefits electronically, or use other methods, to inform clients of their right to receive a paper copy of the information submitted electronically.

If you have any questions regarding this letter, please contact the CalFresh Policy Bureau at (916) 651-8047.

Sincerely,

Original Document Signed By

JENNIFER HERNANDEZ
Deputy Director
Family Engagement and Empowerment Division

Attachment



Food and
Nutrition
Service

1320 Braddock
Place
Alexandria, VA
22314

August 5, 2020

Alexis Fernández
Branch Chief
CalFresh and Nutrition Branch
Department of Social Services
744 P Street
Sacramento, California 95814

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

Dear Ms. Fernández:

This letter transmits the approval of the California Department of Social Services (DSS) request to continue to waive Supplemental Nutrition Assistance Program (SNAP) regulations at 7 CFR 273.2(c)(1). Under this waiver (2160023), California can continue to 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, 2020, through June 30, 2024. 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. The detailed waiver response is enclosed. If the State would like to extend this waiver, a request must be submitted to the Regional Office by May 1, 2024, 60 days prior to expiration date.

If you have questions or need additional information regarding this waiver, please contact your Regional Office representative, Barbara Smith at (415) 705-2229 or Barbara.Smith2@usda.gov.

Sincerely,

ARPAN
DASGUPTA

Digitally signed by
ARPAN DASGUPTA
Date: 2020.08.05
09:15:27 -04'00'

Arpan Dasgupta
Chief
Certification Policy Branch
Program Development Division

Enclosure

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

- 1. Waiver serial number:** 2160023
- 2. Type of request:** Extension
- 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.
- 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 four years, effective July 1, 2020.
- 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 four years, effective July 1, 2020, through June 30, 2024.

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: July 17, 2020

16. Date of Regional Office's transmittal of request to national office: July 17, 2020

17. Date of national office action: August 3, 2020

18. Anticipated implementation date (*notify FNS if actual date differs*): July 1, 2020

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

Name: Alexis Fernández

Email: alexis.fernandez@dss.ca.gov

Phone: (916) 653-6162

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

Name: Barbara Smith

Email: Barbara.Smith2@usda.gov

Phone: (415) 705-2229