

January 19, 2021

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 21-03

The purpose of this letter is to provide additional guidance to the County Welfare Departments (CWDs) regarding the processing requirements of the Recipient Income and Eligibility Verification System (R-IEVS) matches for open and closed cases along with changes to the Integrated Fraud Detection (IFD) Match threshold level. This letter will also give clarification on previous guidance provided to CWDs in All County Letter (ACL) 17-41.



KIM JOHNSON
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
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GAVIN NEWSOM
GOVERNOR

January 19, 2021

ALL COUNTY LETTER NO. 21-03

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY INCOME AND ELIGIBILITY VERIFICATION
SYSTEM COORDINATORS
ALL COUNTY CALFRESH PROGRAM SPECIALISTS
ALL COUNTY CALWORKs PROGRAM SPECIALISTS
ALL COUNTY SPECIAL INVESTIGATION UNIT CHIEFS
ALL CONSORTIA PROGRAM COORDINATORS

SUBJECT: PROCESSING OF INCOME AND ELIGIBILITY VERIFICATION SYSTEM
MATCHES FOR OPEN AND CLOSED CASES

REFERENCE: [SOCIAL SECURITY ACT 1137](#); [7 CODE OF FEDERAL REGULATIONS \(CFR\) 272.8](#); MANUAL OF POLICIES AND PROCEDURES (MPP) SECTIONS [20-006.421](#), [20-006.543](#), [63-300.5\(A\)\(2\)](#); ALL COUNTY LETTERS (ACL) [17-41](#); ALL COUNTY INFORMATION NOTICE (ACIN) [I-58-13](#); [I-58-13E](#); [ALL COUNTY WELFARE DIRECTORS LETTER DATED JUNE 21, 2017](#).

The purpose of this letter is to provide additional guidance to the County Welfare Departments (CWDs) regarding the processing requirements of the Recipient Income and Eligibility Verification System (R-IEVS) matches for open and closed cases and changes to the Integrated Fraud Detection (IFD) Match threshold. This letter also gives clarification on previous guidance provided to CWDs in [ACL 17-41](#) issued June 6, 2017.

R-IEVS

In July 1987, the Department of Health Care Services (DHCS), and the California Department of Social Services (CDSS) implemented IEVS ([Social Security Act 1137](#)). The R-IEVS provides income and eligibility information at various times during the year, verifying program eligibility. R-IEVS consists of the following matches: the IFD, New Hire Registry (NHR), Payment Verification System (PVS), Beneficiary Earnings Exchange Record (BEER), Deceased Persons Match (DPM), Internal Revenue Service

Asset Match (IRS), Nationwide Prisoners Match (NPM), Fleeing Felon Match (FFM), and California Youth Authority (CYA) Match.

[ACL 17-41](#) provides processing timeframes for R-IEVS matches received on CalWORKs and CalFresh cases. CWDs were advised to prioritize R-IEVS matches received on open cases and process matches on closed cases as soon as administratively possible. The CDSS has been working closely with the CWD R-IEVS workgroup to prioritize and effectively manage the volume of these matches.

CWDs reported most R-IEVS abstracts are non-discrepant due to the age of the data, lack of relevance to program eligibility, and difficulty of obtaining verification from the client or third party. Recent policy changes in CalFresh, (Brown and Espinosa-Tapia v. Lightbourne settlement) have affected the CWDs' ability to establish and collect overissuances (OI) beyond a 36-month timeframe.

Threshold Change for IFD Match

The CDSS' Data Stewardship and Integrity Bureau has increased the IFD match tolerance level from \$1000 to \$3000 effective March 2020 for CalWORKs and CalFresh. This will provide CWDs more relevant match information based on income reporting thresholds.

R-IEVS Processing of Open and Closed Cases

CWDs must complete a one-time disposal of all unverified electronic and paper R-IEVS abstracts that are 24 months old or more from the run date/date of receipt whichever is later, on or before June 30, 2021 ([ACL 17-41](#)). Any IEVS matches received on or before June 2019 fits the criteria for the one-time disposal.

CWDs are reminded that abstracts containing Federal Tax Information (FTI) must follow the destruction procedures outlined in [All County Welfare Directors Letter dated June 21, 2017](#).

As of June 30, 2021, CWDs must follow the "Open Cases" and "Closed Cases" processing guidelines described below to ensure that R-IEVS match abstracts are being processed timely. These guidelines do not apply to cases where fraud is suspected.

Processing Open Cases: A case is considered open if the CalFresh Household/CalWORKs Assistance Unit (HH/AU) is receiving aid when the CWD receives the R-IEVS match abstracts, as defined in [ACL 17-41](#). CWDs must process all R-IEVS match abstracts that are 36 months old or less from the date of receipt.

Processing Closed Cases: A case is considered closed if the HH/AU is not receiving aid at the time the CWD receives the R-IEVS match abstracts, as defined in [ACL 17-41](#). CWDs *may* choose to dispose of match abstracts that are between 13-36 months from the date of receipt. CWDs may process these match abstracts to calculate and pursue an OP/OI if it is found to be cost effective.

After the one-time disposal, CWDs must not process R-IEVS match abstracts on open or closed cases older than 36 months, unless fraud is suspected in accordance with [MPP Section 20-004](#).

CWDs must develop and implement policies and procedures for the new processing guidelines by June 30, 2021. The CDSS will review policies and procedures for timely processing of R-IEVS abstracts during CWD SIU and IEVS County reviews.

For questions regarding the completion of this new process, please contact the CDSS Data Stewardship and Integrity Bureau, at ievsreviewunit@dss.ca.gov, or call (916) 654-2125.

Sincerely,

Original Document Signed By:
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Research, Automation, and Data Division