

June 10, 2022

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 22-48

The purpose of this All County Letter is to provide County Welfare Departments (CWDs) with guidance regarding the implementation of [Assembly Bill \(AB\) 1326](#) (Chapter 570, Statutes of 2021). AB 1326 requires CWDs to designate a staff liaison for academic counselors and other professional staff of a higher educational institution. The bill also requires CWDs, with input from stakeholders, to develop protocols for engagement between the liaison and public higher education institutions.



KIM JOHNSON
DIRECTOR

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

June 10, 2022

ALL COUNTY LETTER NO. 22-48

TO: ALL COUNTY WELFARE DIRECTORS
ALL CALFRESH PROGRAM SPECIALISTS
ALL CALWORKS PROGRAM SPECIALISTS
ALL COUNTY WELFARE-TO-WORK COORDINATORS
ALL TRIBAL TANF ADMINISTRATORS
ALL CONSORTIA MANAGERS
ALL QUALITY CONTROL COORDINATORS

SUBJECT: CALFRESH AND CALWORKS IMPLEMENTATION OF
ASSEMBLY BILL 1326 (CHAPTER 570, STATUTES OF 2021);
COUNTY LIAISON FOR HIGHER EDUCATION

REFERENCE: [ASSEMBLY BILL 1326 \(CHAPTER 570, STATUTES OF 2021\)](#);
[MANUAL OF POLICIES AND PROCEDURES 19-001](#); [Title 7](#)
[CODE OF FEDERAL REGULATIONS 272.1\(c\)](#).

The purpose of this All County Letter (ACL) is to provide County Welfare Departments (CWDs) with guidance regarding the implementation of [Assembly Bill \(AB\) 1326](#) (Chapter 570, Statutes of 2021). AB 1326 requires CWDs to designate a staff liaison to serve as a point of contact for any institutions of public higher education located within the county. The bill also requires CWDs, with input from the public institutions of higher education in the county, to develop protocols for engagement between the staff liaison and public higher education institutions.

BACKGROUND

Assembly Bill 1326 adds section 10006 to the Welfare and Institutions Code (WIC) which requires CWDs to designate at least one employee as a staff liaison to serve as a point of contact for academic counselors and other relevant professional staff at a campus of a public higher education institution and provide information on programs and services offered by the CWD that may be available to students. Per [California Education Code § 66010](#), public higher education consists of the California Community Colleges (CCC), the California State University (CSU), and each campus, branch, and function thereof, and each campus, branch, and function of the University of California (UC). CWDs must consult with and develop protocols for engagement between the

agency and campus(es) of an institution of public higher education located within the county.

CDSS will host a series of workgroup meetings in consultation with the CCC, CSU, UC and CWDs to develop recommendations for protocols for engagement. This workgroup will develop recommended standards for protocols of engagement between the staff liaison and institutions of public higher education. The purpose of designating a county liaison to serve as a point of contact for public higher education institutions is to increase public social services program access and to facilitate the connection between campus staff that assist students in need of county services and CWDs.

DESIGNATING A STAFF LIAISON

All CWDs must designate at least one employee as a staff liaison to serve as a point of contact for academic counselors and other professional staff of a campus of an institution of public higher education located within the county. In counties without a campus of an institution of public higher education, the staff liaison will act as a resource for students within the county regarding student eligibility. The purpose of designating a staff liaison to serve as a point of contact is to facilitate the connection between students in need of county services and CWDs and provide information on programs and services offered by the agency that may be available to students. Considering the complexity of CalFresh and CalWORKs student eligibility rules, CWDs are highly encouraged to designate an employee who is well versed in CalFresh and CalWORKs student eligibility rules and other public social services programs and related services.

For purposes of complying with AB 1326, designation of a staff liaison may be fulfilled through an existing employee or a newly created position. Additionally, CWDs may choose to designate one or more staff liaisons depending on the needs of the public higher education campuses with no limit to the number of staff liaisons that may be designated. CWDs might also consider fiscal and operational impacts when designating a staff liaison. The staff liaison must be designated as soon as administratively feasible upon release of this letter.

Once the staff liaison(s) have been designated, CWDs must provide the California Department of Social Services (CDSS) with the contact information of the staff liaison(s) and must provide the CDSS with updated contact information if the designated liaison changes as soon as possible. CWDs must submit the staff liaison(s) contact information to CalFreshPolicy@dss.ca.gov and include the following information:

- County
- Full Name
- Title

- E-mail Address
- Phone Number

CWDs are strongly encouraged to contact the public higher education institutions within their county to facilitate an introduction and begin collaborating on protocols for engagement prior to the workgroup convening.

PROTOCOLS FOR ENGAGEMENT

The staff liaison must serve as a point of contact for academic counselors and other relevant professional staff at a campus of an institution of public higher education located within the county. With input from the public institutions of higher education, CWDs must develop protocols for engagement between the staff liaison and the institutions of public higher education located within the county. CWDs are also encouraged to consult with stakeholders in the development of those protocols. Stakeholders may include:

- Representatives from each campus of an institution of public higher education within the county;
- Counselors or other relevant professional staff from each campus of an institution of public higher education within the county; and/or
- Relevant organizations representing the interests of students, faculty, and staff from each campus of an institution of public higher education within the county.

The staff liaison is encouraged to provide information to campuses regarding the location and hours of CWD offices, as well as information regarding online and telephone access to program applications if available. Any disclosure or sharing of personal information of CalFresh and CalWORKs applicants that occurs as a result of AB 1326 must be made in compliance with state and federal confidentiality laws outlined in [Manual of Policies and Procedures 19-001](#) and [Title 7 Code of Federal Regulations 272.1\(c\)](#).

To assist counties in developing protocols for engagement, CDSS will host a workgroup between CWDs and relevant stakeholders. The purpose of the workgroup will be to develop a set of recommendations for protocols for engagement which will be published via an All County Information Notice (ACIN).

STAFF LIAISON SURVEY

Under AB 1326, the Office of the Chancellor of the California State University (CSU) and the Office of the Chancellor of the California Community Colleges (CCC) must, and the Office of the President of the University of California (UC) is requested to, in collaboration with CWDs, conduct a survey to determine the effectiveness of the staff liaison position(s). The Office of the Chancellor of the CSU and the Office of the

Chancellor of the CCC must, and the Office of the President of the UC is requested to, report the results of the survey to the Senate Committees on Education and Human Services, the Assembly Committees on Higher Education and Human Services, the Assembly Committee on Budget, the Senate Committee on Budget and Fiscal Review, and the State Department of Social Services on or before January 1, 2025. The survey must address the following:

- The barriers and opportunities faced by county staff liaisons in responding to the requests of counselors or other relevant professional staff.
- The barriers and opportunities faced by counselors or other relevant professional staff in engaging with county staff liaisons.
- The barriers and opportunities for increased collaboration between student assistance programs enabling cross referrals between different programs, including CalFresh, food pantries, and homeless student assistance.
- Any changes in counselors' or other relevant professional staffs' knowledge or awareness of county programs as a result of the county liaison position.
- The experiences of students connected to county services through counselors or other relevant professional staff.
- An estimated number of college students at each institution of public higher education likely eligible for, but not receiving, public assistance program benefits, including CalFresh, CalWORKs, and Medi-Cal.
- An estimated number of college students at each institution of public higher education that enrolled in public assistance programs, including, but not limited to, CalFresh, CalWORKs, and Medi-Cal, as a result of the engagement with the county liaison position.

If you have any questions regarding the information in this letter, contact the CalFresh Policy and Employment Bureau at CalFreshPolicy@dss.ca.gov. For CalWORKs, contact the Early Engagement and Eligibility Bureau at CWEligibilityPolicy@dss.ca.gov or the Engagement Bureau at CWEngagementPolicy@dss.ca.gov. For information on programs available to students experiencing homelessness, contact the Housing and Homelessness Branch at Housing@dss.ca.gov.

Sincerely,

Original Document Signed By

JENNIFER HERNANDEZ,
Deputy Director
Family Engagement and Empowerment Division