

June 21, 2022

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER No. 22-49

This letter informs counties of the revision of the Quarterly Report of Overpayments and Collections - California Work Opportunity and Responsibility to Kids (CalWORKs) CA 812 (01/19) form and instructions. The CA 812 is a quarterly report used to track county CalWORKs overpayment collections activity.



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

June 21, 2022

ALL COUNTY LETTER (ACL) NO. 22-49

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

SUBJECT: QUARTERLY REPORT OF OVERPAYMENTS AND COLLECTIONS -
CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS
(CALWORKS) [CA 812 (6/22)]

REFERENCE: [ALL COUNTY LETTER \(ACL\) NO. 19-05](#)

The purpose of this letter is to provide County Welfare Departments (CWDs) with the revised Quarterly Report of Overpayments and Collections – CalWORKs (CA 812) form and instructions. The instructions have been changed to reflect the addition of items 1a (Administrative-error overpayments), 1b (Client-error overpayments, 4a (Overpayment under CalWORKs collection threshold), 4b (Over the collection threshold and off aid for less than 36 months), 5a (Other discharges – client has been off aid for more than 36 months), 5b (Other discharges – remaining balance of compromised claims), 5c (Other discharges – other overpayments [e.g. bankruptcy, administrative, court decisions]), and 8 (IPV overpayments recovered) in the report. The instructions for the remainder of the cells are otherwise unchanged, except to reflect the updated item and cell references.

Implementation of the revised CA 812 is effective upon the completion of automation in the California Statewide Automated Welfare System (CalSAWS). Counties currently using the California Work Opportunity and Responsibility to Kids Information Network (CalWIN) will be required to implement the revised CA 812 upon their go-live dates in CalSAWS. Until automated, counties must continue to use the existing report.

The due date for this form remains the same. All counties are required to submit the report via e-mail to the California Department of Social Services, Research, Automation, and Data Division (RADD) at the designated CA 812 report inbox by the 20th calendar day of the month following the report quarter. If the report's due date falls on a Saturday, Sunday, or state holiday, the report is due on the next business day. If you have any questions

ACL 22-49

Page Two

regarding this notification letter contact the Research and Data Insights Branch at (916) 657-3445 or admca812@dss.ca.gov.

Sincerely,

Original Document Signed By:

RYAN GILLETTE

Deputy Director

Research, Automation, and Data Division

Attachments

**Quarterly Report of Overpayments and Collections - CalWORKs
CA 812**

DOWNLOAD REPORT FORM FROM:

<https://www.cdss.ca.gov/inforesources/Research-and-Data/Report-Form-and-Instructions>

EMAIL COMPLETED REPORT FORM TO:

admca812@dss.ca.gov

COUNTY NAME Select County Name	VERSION Initial	REPORT QUARTER Select Quarter	REPORT YEAR Select Year
		Claims	Amounts
1. Overpayments identified during the quarter		1 0	2 \$0
a. Administrative-error overpayments		3	4
b. Client-error overpayments		5	6
2. Total reduction of assistance payments		7 0	8 \$0
a. Overpayment claims and amounts of grant reductions		9	10
b. Overpayments versus underpayments		11	12
3. Total cash collections		13 0	14 \$0
a. Cash collections		15	16
b. Tax intercept collections		17	18
4. Overpayments deemed uncollectible during the quarter for closed cases		19 0	20 \$0
a. Under the collection threshold and closed less than 36 months		21	22
b. Over the collection threshold and closed for less than 36 months		23	24
5. Other discharges/miscellaneous discharges for active and closed cases		25 0	26 \$0
a. The liable person(s) has been off aid for more than 36 months		27	28
b. Remaining balance of compromised claims - active and closed cases		29	30
c. Other overpayments		31	32
6. Mass overpayments that have been discharged during the quarter		33	34
7. Overpayments fully recovered		35	
8. IPV overpayments recovered		36	37
9. Overpayment adjustments		38 0	39 \$0
a. Claims/dollars transferred from other counties		40	41
b. Claims/dollars transferred to other counties		42	43
c. Other adjustments		44	45
10. Total collections during the quarter			46 \$0
COMMENTS			
Item 9c Explanation			
Revised Report Explanation			
CONTACT PERSON	TELEPHONE	EXTENSION	
JOB TITLE/CLASSIFICATION	EMAIL		
SUPERVISOR	TELEPHONE	EXTENSION	
JOB TITLE/CLASSIFICATION	EMAIL		
			DATE SUBMITTED

QUARTERLY REPORT OF OVERPAYMENTS AND COLLECTIONS – CALWORKS CA 812 (6/22)

INSTRUCTIONS

CONTENT

The quarterly CA 812 report contains statistical information on the number and dollar amount of overpayments identified, grant reductions, cash collections, overpayments that will not be pursued, and overpayments that have been fully recovered during the quarter for the California Work Opportunity and Responsibility to Kids (CalWORKs) Program. This data is comprised of both client-caused and agency-caused overpayments.

PURPOSE

The CA 812 report provides the California Department of Social Services (CDSS) Data Stewardship & Integrity Bureau with information to track county collections activity and to determine funding levels resulting from the CalWORKs Fraud Recovery Incentive. California Welfare and Institutions Code, section 11486(j) states that each county shall receive 12.5 percent of the actual amount of aid repaid or recovered by a county, resulting from the detection of fraud. This report also provides county, state and federal entities with information needed for budgeting, staffing, program planning, and other purposes.

COMPLETION AND SUBMISSION

The County Welfare Department (CWD) is responsible for ensuring that this report is fully and accurately completed. If portions of the report are completed by more than one entity within the CWD and/or outside agencies, the contact person responsible for submitting the report to the state shall review the report for completeness and accuracy prior to submittal. Reports must be received on or before the 20th calendar day of the month following the end of the quarter. If the report's due date falls on a Saturday, Sunday, or state holiday, the report is due on the next business day.

If a county determines that a revision is needed to its previously submitted report, the county shall submit a revised report for the applicable month(s) and provide an explanation for the revision in the Revised Report Explanation box. CDSS policy requires counties to revise current State Fiscal Year (FY) reports and two prior FYs, if needed. Revisions involving additional FYs will be evaluated by CDSS and the county to determine the corrections needed. When sending revisions, only include one report per email. **Emails containing multiple reports will not be accepted.**

Download an Excel version of the report form from the CDSS [Report Form and Instructions](#) webpage complete the downloaded form, and e-mail to the designated CA 812 report inbox at admca812@dss.ca.gov. The electronic submission process contains automatic computations of some cells and provides for the e-mail transmission of completed forms. The website contains specific instructions and guidance. If you have questions regarding the completion or submission of this report, contact RADD at (916) 657-3455 or via the CA 812 report inbox.

The report's statewide and county specific data is available on the [CDSS, Research and Data Reports \(RADR\) website](#). Counties are encouraged to review their data on the website each month to confirm that the county's data coincides with the data on file at CDSS. For reference purposes, copies of the report form and instructions can be downloaded from [Report Form and Instructions](#) webpage.

GENERAL INSTRUCTIONS

Enter the county name, version (Initial or Revised), and the report month and year in the boxes provided near the top of the form. Enter the data required for each item. Enter "0" if there is nothing to report for an item. **Do not leave any items blank unless otherwise noted.**

In the boxes at the bottom of the form: enter the name, job title or classification, telephone number, extension (if applicable), and e-mail address of the person to contact if there are questions about the report. This contact person may or may not be the person who completed the report. Enter the same information for the contact person's supervisor. Enter the date the report is submitted; this is the date when the report is e-mailed to CDSS.

DEFINITIONS

Amounts: These are the dollar amounts for the corresponding claims in each item.

Claims: A claim is an overpayment of a CalWORKs cash grant to the recipient. Each claim is counted. For example, if there are three claims in a CalWORKs case, then the number of claims for that case is three. In Items 2a, 2b, 2c, 3a, and 3b, count one claim for each collection because a collection can be made on only one claim at a time. If a collection is made by any of the methods indicated in Items 2a, 2b, 2c, 3a, and/or 3b, count the collection as a claim and enter the amount in the appropriate item. When an overpayment is being collected from two cases (i.e., individuals in the case for the original claim are now in different CalWORKs cases), count the overpayment as two claims in Items 2a, 2b, 2c, 3a, and 3b.

ITEM INSTRUCTIONS

1. Overpayments identified during the quarter: ***Item 1 is automatically calculated and is the sum of Items 1a and 1b.*** Enter the number of claims during the quarter in the Claims column. Enter the dollar amount for overpayments in the Amounts column. **Note: Claims entered in Item 1 do not include cases that are transferred from another county. These should be entered in Item 9a.** [Cells 1 to 6]
 - 1a. Administrative-error overpayments: An overpayment caused by error on the part of the county when all information necessary to a correct determination of the grant was in the possession of the county, except as provided in the CalWORKs MPP section 44-350.151. [Cells 3 and 4]
 - 1b. Client-error overpayments: This overpayment classification occurs only when the applicant or recipient was notified, either verbally or in writing, of the need to perform the act which constitutes a condition of eligibility and did not perform the act in question after notification, within a reasonable period of time under the circumstances. [Cells 5 and 6]
2. Total reduction of assistance payments: ***Item 2 is automatically calculated and is the sum of Items 2a and 2b.*** [Cells 7 to 12]
 - 2a. Overpayment claims and amounts of grant reductions: Enter the number of claims collected by reduction during the quarter in the Claims column. Enter the dollar amount for overpayments collected by reduction in the Amounts column. If your records show a grant reduction on a CalWORKs case for more than one month in the quarter, count this as one claim. [Cells 9 and 10]
 - 2b. Overpayments versus underpayments: Enter the number of claims collected by balancing underpayments against the existing overpayments during the quarter in the Claims column. Enter the full amount of the underpayment that is applied against the overpayment balance as a collection in the Amounts column. [Cells 11 and 12]
3. Total cash collections: ***Item 3 is automatically calculated and is the sum of Items 3a and 3b.*** [Cells 13 to 18]
 - 3a. Cash collections: Enter the number of claims for which recovery was obtained through cash collections during the quarter in the Claims column. Enter the dollar amount for which recovery was obtained through cash collections during the quarter in the Amounts column. Claims for which collections were made during the quarter for both Item 2a (grant reductions)

and Item 3a (cash collections) should be counted in Item 2a and Item 3a, respectively. The amounts in this item do not include tax intercept collections. *[Cells 15 and 16]*

- 3b. Tax intercept collections: Enter the number of claims collected from tax intercepts during the quarter in the Claims column. Enter the dollar amount for overpayments collected from tax intercepts during the quarter in the Amounts column. *[Cells 17 and 18]*
4. Overpayments deemed uncollectable during the quarter for closed cases: **Item 4 is automatically calculated and is the sum of Items 4a and 4b.** Enter the number of claims for closed cases determined during the quarter to be uncollectable according to state regulations ([MPP 44-350.16](#)) and county policy in the Claims column. Enter the dollar amount for closed cases determined during the quarter to be uncollectable according to state regulations ([MPP 44-350.16](#)) and county policy in the Amounts column. Although these are "written off" and will be subtracted from the balance, the county must maintain information on these claims to facilitate collection if circumstances change ([MPP 25-480](#)). *[Cells 19 to 24]*
- 4a. Under CalWORKs collection threshold: Collection will not be pursued when the total amount or the remaining balance of the nonfraudulent overpayment claim is under \$250 for closed cases *[Cells 21 and 22]*
- 4b. Over the collection threshold and closed for less than 36 months: The claim is over the collection threshold and collection will not be pursued during the quarter because the liable individual(s) has been off aid for less than 36 months. This includes cases of non-needy relative (NNR), Hartley, unlocatable and deceased liable individual(s). *[Cells 23 and 24]*
5. Other Discharges/Miscellaneous Discharges for active and closed cases: **Item 5 is automatically calculated and is the sum of Items 5a, 5b, and 5c.** Enter the number of claims for active and closed cases determined during the quarter to be discharged according to state regulations (MPP 44-350, MPP 44-352) and county policy in the Claims column. Enter the dollar amount for active and closed cases determined during the quarter to be discharged according to state regulations (MPP 44-350, MPP 44-352) and county policy in the Amounts column. *[Cells 25 to 32]*
- 5a. The liable person(s) has been off aid for more than 36 months: The overpayment will be discharged during the quarter because the liable individual(s) has been off aid for more than 36 months. Discharging covers cases of non-needy relative (NNR), Hartley, unlocatable and deceased liable individual(s). *[Cells 27 and 28]*

- 5b. Compromised claims: Remaining balance of compromised claims for active and closed cases determined to be discharged during the quarter. Counties have the option to arrive at a reasonable settlement in accordance with state regulations ([MPP 44-352.46](#)). If the OP is compromised, the county is permanently limited to collecting only the compromised amount ([ACIN I-68-11](#)). [Cells 29 and 30]
- 5c. Other Overpayments: Overpayment claims that can be immediately discharged for active and closed cases and examples include bankruptcy, administrative and court decisions. [Cells 31 and 32]
6. Mass overpayments: Enter the number of claims for active and closed cases determined to be mass overpayments due to negligence or systemic error during the quarter according to state regulations ([MPP 44-353](#)) and county policy in the Claims column. Enter the dollar amount for active and closed cases determined during the quarter to be mass overpayments according to state regulations ([MPP 44-353](#)) and county policy in the Amounts column. [Cells 33 and 34]
7. Overpayments fully recovered: Enter the number of claims for which overpayments have been fully recovered in the Claims column. [Cell 35]
8. Intentional Program Violation (IPV) overpayments recovered: Indicate the number of claims and amounts determined to be the result of an IPV that had been established by one of the following: (1) court order, (2) signed Disqualification Consent Agreement, (3) Administrative Disqualification Hearing (ADH), or (4) signed ADH waiver. [Cells 36 and 37]
9. Overpayment adjustments: **Item 9 is automatically calculated and is the sum of Items 9a through 9c.** [Cells 38 to 45]
- 9a. Claims/dollars transferred from other counties: Enter the number of claims for cases transferred into your county from another county in the Claims column. Enter the dollar amount for cases transferred into your county from another county in the Amounts column. **Note: These are not counted in Item 1 as new claims because they have already been established as an overpayment in another county.** [Cells 40 and 41]
- 9b. Claims/dollars transferred to other counties: Enter the number of claims for cases transferred out of your county to another county in the Claims column. Enter the dollar amount for cases transferred out of your county to another county. **Item 9b will be a 0 or a negative number. Note: Do this only after overpayment information has been forwarded to the new county and that county has confirmed that collection has been initiated. Overpayment records must be maintained in case the recipient returns to your county.** [Cells 42 and 43]

9c. Other adjustments: Enter any other adjustments to the Claims and Amounts columns. These include changes made to correct errors or to comply with court orders, etc. ***If any cell in Item 9c is not 0, then the Item 9c Explanation box must be completed. [Cells 44 and 45]***

10. Total collections during the quarter: ***Item 10 is automatically calculated and is the sum of Item 2 Amounts column and Item 3 Amounts column. [Cell 46]***

COMMENTS

Use the Comments section to:

- Explain the Item 9c adjustment in the Item 9c Explanation box.
- Explain any "0" data entry for an item if the county does not provide the service or if the county is unable to collect or track the data.
- Explain any major fluctuations in data, including major changes in procedures, programming or staffing that have affected the data.
- Provide any other comments the county determines necessary.
- If submitting a revised report, explain the reason for revision in the Revised Report Explanation box.