

October 16, 2023

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 23-88

This All County Letter provides County Welfare Departments with guidance to send a reminder notice to recipients of CalWORKs who have failed to complete their annual redetermination pursuant to [Assembly Bill 120 \(Chapter 43, Statutes of 2023\)](#), and transmits the new redetermination reminder notice (M40-181G).



KIM JOHNSON
DIRECTOR

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



GAVIN NEWSOM
GOVERNOR

October 16, 2023

ALL COUNTY LETTER (ACL) NO. 23-88

TO: ALL COUNTY WELFARE DIRECTORS
ALL CALWORKS PROGRAM SPECIALISTS
ALL WELFARE-TO-WORK COORDINATORS
ALL CONSORTIA PROJECT MANAGERS

SUBJECT: CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO
KIDS (CALWORKS): REMINDER NOTICE AT ANNUAL
REDETERMINATION

REFERENCE: [ASSEMBLY BILL 120 \(CHAPTER 43, STATUTES OF 2023\)](#);
[WELFARE AND INSTITUTIONS CODE \(WIC\) SECTION 11265](#);
[MANUAL OF POLICIES AND PROCEDURES \(MPP\) SECTION 40-181.2](#); [ALL COUNTY LETTER \(ACL\) NO. 12-25](#) AND [ACL NO. 12-49](#)

The purpose of this letter is to provide guidance to County Welfare Departments (CWDs) regarding implementation of a reminder notice at annual redetermination, per [Assembly Bill \(AB\) 120 \(Chapter 43, Statutes of 2023\)](#). AB 120 amended [Welfare and Institutions Code \(WIC\) section 11265\(c\)\(1\)](#) to require a reminder notice be sent to recipients of CalWORKs whose cases are scheduled to discontinue for failure to complete annual redetermination. This requirement is effective July 1, 2024, or the date the California Statewide Automated Welfare System (CalSAWS) can perform the necessary automation, whichever is later. This letter also transmits the new redetermination reminder notice (M40-181G).

BACKGROUND

The [Manual of Policies and Procedures \(MPP\) Section 40-181](#) requires the CWD redetermine each assistance unit's (AU) continuing CalWORKs eligibility every 12 months. The annual redetermination for semi-annual reporting (SAR) AUs must be completed in the sixth month of the second SAR period. The annual redetermination for annual reporting/child only (AR/CO) AUs must be completed in the 12th month of the AR/CO payment period. When recipients fail to complete their annual redetermination by the 15th day of the month in which it is due, CWDs must send the appropriate discontinuance notice.

In addition to the discontinuance notice, the CWD must attempt to make personal contact with the recipient either by telephone, face-to-face meeting, or if consent has been provided by the recipient, via text message or other electronic method. During the personal contact, the CWD must remind the recipient their redetermination must be completed no later than the last day of the month in which it is due. The CWD must also attempt to collect the necessary information to complete the redetermination. When the CWD is unable to make personal contact, the CWD must document in the case file that an attempt was made to contact the recipient.

NEW REDETERMINATION REMINDER NOTICE

Pursuant to [WIC section 11265\(c\)\(1\)](#) as amended by AB 120, when a recipient fails to complete their annual redetermination and after the CWD has sent the discontinuance notice and attempted to contact the recipient without success, the CWD must send a reminder notice to remind the recipient to complete their annual redetermination. This requirement is intended to prevent disruptions to the AU's cash aid and supportive services and to reduce administrative workload associated with the process of restoring eligibility.

A new reminder Notice of Action (NOA) message, M40-181G, has been created to meet this requirement. This notice must be printed as a stand-alone reminder notice without the NA Back 9. CWDs must send this NOA message no later than five calendar days prior to the end of the month in which the redetermination is due to remind recipients to complete their annual redetermination for benefits to continue. The requirement to send NOA message M40-181G is effective July 1, 2024, or the date CalSAWS can perform the necessary automation, whichever is later.

COPIES AND TRANSLATIONS

Forms referenced in this letter are available on the [CDSS Forms/Brochures](#) webpage. When CDSS completes all translations of a form, they are posted on the [Translated Forms and Publications](#) webpage. When made available by CDSS, forms translated into an individual's preferred language must be provided to the individual pursuant to [MPP section 21-115.2](#). For questions on translated materials, please contact Language Services at (916) 651-8876. If translations are not available, recipients who have elected to receive materials in languages other than English should be sent the English version of the form or notice along with the [GEN 1365-Notice of Language Services](#) and a local contact number.

Per [Government Code section 7290, et seq.](#), the CWDs must ensure that effective bilingual services are provided. This requirement may be met using paid interpreters, qualified bilingual employees, and qualified employees of other agencies or community resources. These services must be provided, free of charge, to the applicant and/or recipient. If CDSS does not provide translations of a form, it is the CWD's responsibility to read and interpret the form if an applicant or recipient requests it.

Additionally, CWDs must provide auxiliary aids and services to persons who are deaf or hearing impaired, or persons with impaired speech, vision, or manual skills, where applicable. More information regarding provisions for services to applicants and recipients

who have limited English proficiency or who have disabilities can be found in [MPP section 21-115](#) and [ACL 19-45](#).

If you have any questions or need additional guidance regarding the information in this letter, contact the Early Engagement & Eligibility Bureau at CWEligibilityPolicy@dss.ca.gov.

Sincerely,

Original Document Signed By

ALEXIS FERNÁNDEZ GARCIA
Deputy Director
Family Engagement and Empowerment Division

Attachment

ATTACHMENT

State of California
Department of Social Services

Auto ID No.:
Source:
Issued by:

Reg Cite: 40-181, WIC 11265

Page 1 of 1
NOA MSG. Doc. No.: M40-181G
Action: Remind
Issue: Failure to Complete
Title: Redetermination Reminder Notice

Use Form No.: None
Original Date: 10/01/2023
Revision Date: New

REMINDER: Your CalWORKs annual redetermination is due this month but has not been completed.

You are getting this reminder notice because:

- ☐ You did not complete your interview.
- ☐ You did not complete the required forms.
- ☐ You did not respond to the county's written request for information by the due date.
- ☐ The county tried to contact you but could not reach you.

If you do not complete your redetermination by the end of this month, you will not get your cash aid next month. To stop this action, you must submit the required forms and/or call us to schedule an appointment before the end of this month. The information you give us may change or stop your benefits.

INSTRUCTIONS: When the recipient's case is discontinued for failing to complete the annual redetermination, CWDs must send NOA message M40-181G no later than five calendar days prior to the end of the 6th month of the second semiannual payment period for SAR AUs and five calendar days prior to the end of the 12th month for annual reporting child only (ARCO) AUs. This notice is stand-alone reminder notice without the NA Back 9.