

April 25, 2024

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

**EXECUTIVE SUMMARY**

**ALL COUNTY LETTER NO. 24-30**

The purpose of this All County Letter is to provide guidance to County Welfare Departments (CWDs) regarding the extension of the early denial waiver. This waiver allows CWDs to deny an initial application prior to the 30th day when an applicant fails to provide the required verification within ten days from the request for verification.



KIM JOHNSON  
DIRECTOR

CALIFORNIA HEALTH & HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**  
744 P Street • Sacramento, CA 95814 • [www.cdss.ca.gov](http://www.cdss.ca.gov)



GAVIN NEWSOM  
GOVERNOR

April 25, 2024

ALL COUNTY LETTER NO. 24-30

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

SUBJECT: CALFRESH WAIVER EXTENSION/MODIFICATION APPROVAL:  
DENY INITIAL APPLICATIONS BEFORE THE 30TH DAY

REFERENCE: [ALL COUNTY LETTER \(ACL\) NO. 19-57](#); [ACL NO. 18-64](#); [ACL NO. 17-55](#); [TITLE 7 CODE OF FEDERAL REGULATIONS \(CFR\) 273.2\(f\)\(5\)\(i\)](#), [7 CFR 273.2\(h\)\(2\)](#), [7 CFR 273.2\(h\)\(1\)\(i\)](#), [7 CFR 273.2\(e\)\(3\)](#), [7 CFR 273.2\(g\)\(3\)](#), [7 CFR 273.10\(g\)\(1\)\(ii\)](#)

The purpose of this All County Letter (ACL) is to provide guidance to County Welfare Departments (CWDs) regarding the extension of the Early Denial Waiver. This waiver allows CWDs to deny an initial application prior to the 30th day when an applicant fails to provide the required verification within ten days from the request for verification. The United States Department of Agriculture, Food and Nutrition Service (FNS) has authorized the California Department of Social Services (CDSS) to continue implementing the Early Denial Waiver for a period of five years, beginning May 1, 2024, through April 30, 2029, in select counties.

### **WAIVER EXTENSION GUIDANCE**

Based on a survey conducted by the CDSS, 47 CWDs have opted to implement the Early Denial Waiver. The waiver extension is approved in the following counties:

Alameda	Amador	Butte	Calaveras	Colusa
Contra Costa	Del Norte	El Dorado	Fresno	Glenn
Humboldt	Imperial	Kings	Lake	Lassen
Los Angeles	Madera	Marin	Mariposa	Mendocino
Merced	Modoc	Mono	Monterey	Napa
Nevada	Placer	Plumas	Riverside	Sacramento

San Francisco	San Mateo	Santa Clara	Santa Cruz	Shasta
Siskiyou	Solano	Sonoma	Stanislaus	Sutter
Tehama	Trinity	Tulare	Tuolumne	Ventura
Yolo	Yuba			

The FNS has approved the waiver extension contingent upon each CWD's compliance with the conditions listed under item nine of the enclosed waiver extension approval.

Those items are:

- The CWD may not deny an application for failure to provide requested verification within the designated timeframe unless an interview was completed.
- The CWD will continue to comply with the following regulatory requirements:
  - [7 CFR 273.2\(e\)\(3\)](#) requires the CWD schedule an interview for all applicant households who are not interviewed on the day they submit their application. The CWD may not deny a household's application prior to the 30th day after application if the household fails to appear for the first scheduled interview.
  - [7 CFR 273.2\(g\)\(3\)](#) requires that the CWD send the household a Notice of Denial on the 30th day following the date of application if the household has failed to appear for a scheduled interview and has made no subsequent contact with the CWD to express interest in pursuing the application.
  - [7 CFR 273.2\(h\)\(1\)\(i\)\(C\)](#) requires that the household be given sufficient time to provide missing verification. Sufficient time is at least 10 days from the date of the CWD's initial request for that particular missing verification.
- In addition to the requirements of [7 CFR 273.10\(g\)\(1\)\(ii\)](#), the Notice of Denial sent to impacted households must contain clear language notifying the client:
  - Why the application was denied, per 7 CFR 273.10(g)(1)(ii), and
  - The application will be reopened if the required verification is received within 30 days of the date of application and benefits will be provided from the date of application.

If a CWD would like to opt into or out of the Early Denial Waiver during the current waiver extension approval period, please contact the CalFresh Policy and Employment Bureau at [CalFreshPolicy@dss.ca.gov](mailto:CalFreshPolicy@dss.ca.gov).

## **QUALITY CONTROL**

No special Quality Control 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](#).

### **REPORTING REQUIREMENT**

To receive an extension, CDSS must provide data on the number of households affected by this waiver and known issues or complaints, associated with this waiver, for the entire waiver period. To fulfill this reporting requirement, CDSS will develop an electronic survey to request the following data for the entire waiver period:

- Any complaints and fair hearing requests related to this waiver, which can be related to the denial, or rescind action. Note: a rescind action occurs when the State agency reverses the early denial because the customer provided the necessary information within 30 or 60 days.
- Any significant changes in the number of rescind actions on initial applications during the waiver extension period.
- Number of initial applications received (total number summed over the entire waiver period)
- Number of denials due to failure to provide within the designated timeframe (total number summed over the entire waiver period)
- Number of rescind actions completed within 30 or 60 days (total number summed over the entire waiver period)

If you have any questions or need additional guidance regarding the information in this letter, contact the CalFresh Policy and Employment Bureau at [CalFreshPolicy@dss.ca.gov](mailto:CalFreshPolicy@dss.ca.gov).

Sincerely,

### ***Original Document Signed By***

ALEXIS FERNÁNDEZ GARCIA  
Deputy Director  
Family Engagement and Empowerment Division

Attachment



## Food and Nutrition Service

U.S. DEPARTMENT OF AGRICULTURE

March 20, 2024

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

RE: Supplemental Nutrition Assistance Program (SNAP) – California Waiver Request to Deny Initial Applications Before the 30th Day – Extension & Modification – Approval

Dear Branch Chief Brayboy:

This letter transmits the approval of the California Department of Social Services' request to continue to waive Supplemental Nutrition Assistance Program (SNAP) regulations at 7 CFR 273.2(h)(2)(i). Under this waiver, the State can deny an application 10 days after the date of request for verification when an applicant fails to provide the required information, as long as the State has interviewed the household.

The Food and Nutrition Service (FNS) is approving this waiver for a period of 5 years, effective May 1, 2024, through April 30, 2029. The approval is contingent upon the State agency's compliance with the waiver conditions item 9 of the Enclosure. The detailed waiver response is enclosed. If the State would like to extend the approval, an extension request must be submitted to the Regional Office 60 days (March 1, 2029) prior to the expiration date.

If you have questions or need additional information regarding this waiver, please contact your Regional Office representative.

Sincerely,

DocuSigned by:  
  
284F789F20374D9...

Catrina L. Kamau  
Chief  
Certification Policy Branch  
Program Development Division

Enclosure

DENY INITIAL APPLICATIONS BEFORE THE 30th DAY  
WAIVER RESPONSE

1. Type of request: Extension and Modification
2. Regulatory citation: 7 CFR 273.2(h)(2)(i)
3. State: California
4. Region: Western
5. Regulatory requirements: Supplemental Nutrition Assistance Program (SNAP) regulatory requirements at 7 CFR 273.2(h)(2)(i) require that if a State agency cannot take action on the application due to the fault of the household, the household shall lose its entitlement to benefits in the month of application. If verification is lacking, the State agency holds the application pending for 30 days.
6. Description of standard alternative procedures: The State agency will deny an application when an applicant fails to provide the required verification within the designated timeframe after the date of request for verification, provided that the State agency interviewed the household and allowed the household at least ten days to provide verification. The State agency will not deny an application for failure to provide any missing verification within the designated timeframe unless an interview was completed.

The State agency will inform households of the designated timeframe to provide verification in writing and notify households at the interview of the date by which the household must provide any missing verification. The State agency must assist households in obtaining verifications in accordance with 7 CFR 273.2(f)(5)(i).

Households that fail to provide required verification after the designated timeframe may be denied. If the verification is provided within 60 days of the application date, the State agency will act on the verification without requiring a new application. If the household provides missing verification within the initial 30-day period, the State agency will reopen the application and if eligible, provide benefits from the date of application. If the household does not provide the missing verification until the second 30 days after filing an application, the State agency will reopen the application and provide benefits from the date the household furnished the missing verification.

State-specific alternative procedures, if applicable: The County Welfare Department (CWD) will inform households verbally, at the time of interview, and in writing of the date the household must provide missing required verification, using the 10-day

timeframe standard. The CWD will assist the household in obtaining verification in accordance with 7 CFR 273.2(f)(5)(i).

A household that fails to provide required verification within the 10-day period may be denied. If the verification is provided within 60 days of the application date, the CWD will act on the verification without requiring a new application in accordance with 7 CFR 273.2(h)(2)(A). If a household provides the missing verification within the initial 30-day period, the CWD will reopen the application and, if eligible, provide benefits from the date of application. If a household does not provide the missing verification until the second 30 days after filing an application, the CWD will reopen the application and provide benefits from the date the household furnished the missing verification.

In addition to the requirements at 7 CFR 273.10(g)(1)(ii), the Notice of Denial sent to impacted households will contain clear language notifying the household (1) why their application was denied, per 7 CFR 273.10(g)(1)(ii), (2) that their application will be reopened if the required verification is received within 30 days of the date of application, and (3) that benefits will be provided from the date of application.

California is requesting that the waiver extension request be approved at county option. The following counties have opted to implement the waiver:

Alameda	Madera	Santa Clara
Amador	Marin	Santa Cruz
Butte	Mariposa	Shasta
Calaveras	Mendocino	Siskiyou
Colusa	Merced	Solano
Contra Costa	Modoc	Sonoma
Del Norte	Mono	Stanislaus
El Dorado	Monterey	Sutter
Fresno	Napa	Tehama
Glenn	Nevada	Trinity
Humboldt	Placer	Tulare
Imperial	Plumas	Tuolumne
Kings	Riverside	Ventura
Lake	Sacramento	Yolo
Lassen	San Francisco	Yuba
Los Angeles	San Mateo	

7. 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 this waiver for period of period of 5 years, effective

May 1, 2024, through April 30, 2029.

8. 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.
9. Conditions and reasons: Approval is contingent on the following conditions:
  - The State may not deny an application for failure to provide requested verification within the designated timeframe unless an interview was completed.
  - The State will continue to comply with the following regulatory requirements:
    - 7 CFR 273.2(e)(3) requires the State agency schedule an interview for all applicant households who are not interviewed on the day they submit their application. The State may not deny a household's application prior to the 30th day after application if the household fails to appear for the first scheduled interview.
    - 7 CFR 273.2(g)(3) requires that the State agency send the household a Notice of Denial on the 30th day following the date of application if the household has failed to appear for a scheduled interview and has made no subsequent contact with the State agency to express interest in pursuing the application.
    - 7 CFR 273.2(h)(1)(i)(C) requires that the household be given sufficient time to provide missing verification. Sufficient time is at least 10 days from the date of the State agency's initial request for that particular missing verification.
  - In addition to the requirements of 7 CFR 273.10(g)(1)(ii), the Notice of Denial sent to impacted households must contain clear language notifying the client:
    - Why the application was denied, per 7 CFR 273.10(g)(1)(ii), and
    - The application will be reopened if the required verification is received within 30 days of the date of application and benefits will be provided from the date of application.
  - The State agency submits the required data at extension. The data shall include:
    - Any complaints and fair hearing requests related to this waiver, which can be related to the denial action or rescind action. Note: a rescind action occurs when the State agency rescinds the early denial because the customer provided the necessary information within 30 or 60 days.
    - Any significant changes in the number of rescind actions on initial applications during the waiver extension period.
    - Number of initial applications (total number summed over the entire waiver period)



- Number of denials for failure to provide requested verification within the designated timeframe (total number summed over the entire waiver period)
- Number of rescind actions because the customer provided the necessary information within either 30 or 60 days (total number summed over the entire waiver period)

10. Information required for extension: If the State agency wishes to extend the waiver beyond the approved length period, the State agency must provide FNS with a signed extension request and any required data. FNS will consider an extension of this waiver based on the outcomes of the waiver and if the evaluation does not indicate a negative effect on program access or program integrity among the households subject to the waiver.

The State must submit waiver extension requests to the Regional Office 60 days prior to the expiration date (March 1, 2029).

11. Expiration date: April 30, 2029

12. Limitation, if any, on approval: Approval is limited to the California Department of Social Services. The State agency is limited to the alternative procedures in this approval. The State agency must submit a modification request for FNS approval prior to making any changes to these approved procedures. The State agency must also notify FNS if it encounters issues or delays in implementation.

13. Quality control procedures: No special QC procedures are required for cases subject to the provisions of this waiver. Cases should be reviewed using the standard review procedures, modifying any eligibility requirements according to the terms and conditions of the waiver, and following the requirements for verification and documentation as contained in the FNS Handbook 310 to include documenting the QC review record with the certification waiver name or description and the period for which the applicable waiver was in effect, or when an approved waiver has been terminated or withdrawn as it pertains to the case under review.

14. Date of State agency's request: February 22, 2024

15. Date of Regional Office's transmittal of request to national office: February 22, 2024

16. Anticipated implementation date (notify FNS if actual date differs): May 1, 2024

17. State agency contact:  
Name: Yazmin Saenz

Email: [yazmin.saenz@dss.ca.gov](mailto:yazmin.saenz@dss.ca.gov)

18. FNS Regional Office contact:

Name: Jodi Gonzalez

Email: [jodi.gonzalez@usda.gov](mailto:jodi.gonzalez@usda.gov)

Phone: 415-705-1358