

August 19, 2020

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY WELFARE DIRECTORS LETTER

The purpose of this All County Welfare Directors Letter is to provide County Welfare Departments with guidance regarding two federal waivers that, in response to the Coronavirus emergency pandemic, have been extended until September 30, 2020: a waiver of the requirement to conduct a face-to-face interview if requested by the household, and a waiver of the recording requirement for telephonic signatures (if certain criteria are met). A waiver of the initial application and recertification interview (if certain criteria are met) has not been approved for extension.



KIM JOHNSON
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
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August 19, 2020

ALL COUNTY WELFARE DIRECTORS LETTER

TO: ALL COUNTY WELFARE DIRECTORS

FROM: JENNIFER HERNANDEZ, DEPUTY DIRECTOR
FAMILY ENGAGEMENT AND EMPOWERMENT DIVISION

SUBJECT: CALFRESH CHANGES TO AND EXTENSION OF WAIVERS IN
RESPONSE TO CORONAVIRUS EMERGENCY

REFERENCE: [ACWDL APRIL 2, 2020](#); [ACWDL MAY 28, 2020](#); [ACWDL JUNE 15, 2020](#); [ACWDL JULY 16, 2020](#)

The purpose of this All County Welfare Directors Letter (ACWDL) is to provide County Welfare Departments (CWDs) with guidance regarding current CalFresh waiver authority granted in response to the Coronavirus pandemic emergency. Waiver authority is requested by the California Department of Social Services and approved by the United States Department of Agriculture, Food and Nutrition Service.

Waiver Changes

The following waiver **is set to expire on August 31, 2020**:

- a waiver of the initial application and recertification interview (if certain criteria are met).

All CWDs must begin conducting initial application and recertification interviews on September 1, 2020.

Because this waiver is no longer applicable as of September 1, 2020, initial application and recertification interviews must be conducted for all households, this includes households entitled to Expedited Service. This applies even if all mandatory verifications have been submitted with the initial application or application for recertification. All CWDs must revert to 'pre-waiver' interview procedures under current CalFresh rules, except for the requirement to conduct a face-to-face interview when

requested. CWDs are reminded that under current waiver authority (described below), initial application and recertification interviews may be completed exclusively by phone.

Waiver Extensions

The following waivers are **extended until September 30, 2020**:

- a waiver of the requirement to conduct a face-to-face interview if requested; and
- a waiver of the recording requirement for telephonic signatures (if certain criteria are met).

Importantly, the waiver of the recording requirement for telephonic signatures (if certain criteria are met) applies to both initial application and recertification interviews.

For detailed guidance on implementation of these waivers refer to the [ACWDL issued on April 2, 2020](#) and [ACWDL issued on May 28, 2020](#).

If you have questions or need additional guidance regarding the information in this letter, contact the CalFresh Policy Bureau at (916) 651-8047.

Sincerely,

Original Document Signed By:

JENNIFER HERNANDEZ, Deputy Director
Family Engagement and Empowerment Division