

July 14, 2021

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

**EXECUTIVE SUMMARY**

**ALL COUNTY WELFARE DIRECTORS LETTER**

The purpose of this letter is to inform County Welfare Departments (CWDs), tribal organizations, and state partners offering CalFresh Employment and Training (E&T) services of the release of the CalFresh Confirm tool within the CalFresh E&T Online Resource Center (ORC). CalFresh Confirm will be available to CWDs, tribal organizations, and state partners offering CalFresh E&T services on **September 1, 2021**.



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](http://www.cdss.ca.gov)



GAVIN NEWSOM  
GOVERNOR

July 14, 2021

ALL COUNTY WELFARE DIRECTORS LETTER

TO: ALL COUNTY WELFARE DIRECTORS

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

SUBJECT: CALFRESH EMPLOYMENT AND TRAINING: RELEASE OF  
CALFRESH CONFIRM TOOL

REFERENCE: [TITLE 7 CODE OF FEDERAL REGULATIONS \(CFR\) 273.7\(C\); 34  
UNITED STATES CODE \(U.S.C\) § 12291 \(A\)\(38\); TITLE 7 CFR  
272.1\(F\)](#)

The purpose of this letter is to inform County Welfare Departments (CWDs), tribal organizations, and state partners offering CalFresh Employment and Training (E&T) services of the release of the CalFresh Confirm tool within the CalFresh E&T Online Resource Center (ORC). CalFresh Confirm will be available to CWDs, tribal organizations, and state partners offering CalFresh E&T services on **September 1, 2021**.

**BACKGROUND**

The California Department of Social Services (CDSS) developed the ORC with the support of the United States Department of Agriculture, Food and Nutrition Service (FNS) and in coordination with CWDs, state partners, and the Statewide Automated Welfare System (SAWS). The ORC is a central location for CalFresh E&T service providers (i.e., CWDs, tribal organizations, state partners, and contracted and third-party partners [TPPs]) to access valuable CalFresh E&T programmatic tools, including CalFresh Confirm.

The following definitions clarify the various types of service providers under CalFresh E&T for purposes of this letter:

- **CWD:** A county government agency responsible for determining eligibility for public assistance programs, including CalFresh, and that voluntarily administers CalFresh E&T.
- **Tribal Organization:** An organization who is a governing body of any Indian Tribe or legally established organization of Indians, per [34 United States Code \(U.S.C\) § 12291 \(a\)\(38\)](#) and that voluntarily administers CalFresh E&T.
- **State Partner:** An organization who has contracted with CDSS to provide CalFresh E&T services in multiple locations within California. Current state partners include the Foundation for California Community Colleges, Fresh Success Program (Fresh Success) and Center for Employment Opportunities (CEO).
- **Contracted Partner:** An organization that contracts with a CWD, tribal organization, or state partner to provide CalFresh E&T services on its behalf and is paid by the CWD, tribal organization, or state partner to do so.
- **Third-Party Partner (TPP):** An organization that contracts with a CWD, tribal organization, or state partner to provide CalFresh E&T services on its behalf and provides their own non-federal funding to do so.

CalFresh Confirm allows CalFresh E&T service providers to confirm CalFresh E&T eligibility for the current and previous twelve months. To streamline administrative responsibilities, CalFresh Confirm provides an alternative method to perform initial and ongoing CalFresh E&T eligibility verification as required by [7 Code of Federal Regulations \(CFR\) 273.7\(c\)](#).

Access to CalFresh Confirm is available to all CalFresh E&T providers statewide at no cost, so long as the service provider is included in an approved CalFresh E&T Annual Plan and the service provider's staff members are established as authorized users. CWDs, tribal organizations, and state partners must notify CDSS when a contracted partner or TPP agreement expires or is terminated outside of the annual planning process so that CalFresh Confirm accounts may be deactivated.

CalFresh Confirm supports the CDSS goal to operate an efficient and effective CalFresh E&T program, which includes the reduction of overly burdensome administrative processes. CalFresh Confirm seeks to streamline the CalFresh E&T eligibility and reimbursement process for service providers and administering CWDs so that access to CalFresh E&T services may be further expanded statewide.

## **CALFRESH CONFIRM FUNCTIONS**

CalFresh Confirm allows CalFresh E&T service providers to confirm CalFresh E&T eligibility for the current and previous twelve months. Users have the option to search for an individual or perform a batch search of multiple individuals at once. Service

providers must obtain an individual's written consent before conducting a search. Consent may be collected at the time of CalFresh E&T enrollment and used over the length of the individual's receipt of CalFresh E&T services, or until the date which the individual chooses to end consent, whichever comes first. An individual may revoke consent at any time verbally or in writing and revocation must be notated in the participant case file. A release of information (ROI) is an acceptable record of individual consent and must be kept in the participant case file for three years per [7 CFR 272.1\(f\)](#). The record of individual consent must be made available upon request, for example as part of a CalFresh E&T case review.

Individuals who do not provide consent for service providers to conduct a search in CalFresh Confirm may still participate in CalFresh E&T, if otherwise eligible. In these cases, tribal organizations, state partners, and contracted or TPPs are encouraged to establish an alternative method to confirm CalFresh E&T eligibility, such as a traditional Memorandum of Understanding (MOU) with the relevant CWD.

In order to utilize the CalFresh Confirm tool, the following information must be entered to conduct an individual or batch search:

- First and last name;
- Last four digits of Social Security Number (SSN);
- Birthdate; and
- Timeframe for results (months which should be searched).

Note that if an individual cannot provide an SSN, the CalFresh Confirm tool cannot be used to confirm CalFresh E&T eligibility.

If the information entered matches a record, the tool will return a "confirmed" result. A "confirmed" result means that the individual is currently eligible to participate in CalFresh E&T or was previously eligible depending on the months searched.

If the tool is unable to match the individual based on the information provided, or if the recipient is ineligible, the user will receive a "cannot confirm" result and the cause will not be identified. A "cannot confirm" result may be due to any of the following reasons:

1. The individual is not eligible for CalFresh E&T due to not being a CalFresh recipient;
2. The individual is not eligible for CalFresh E&T due to participation in California Work Opportunity and Responsibility to Kids (CalWORKs) per [7 CFR 273.7\(b\)\(iii\)](#);
3. The individual is a CalFresh recipient, but their eligibility was only recently determined and CalFresh Confirm records have not yet been updated;

4. Multiple records contained matching indicators and the individual cannot be confirmed CalFresh E&T eligible based on the information provided; or
5. The information provided is inaccurate or entered incorrectly by the user.

CalFresh Confirm data will be uploaded on a weekly basis. Therefore, to address reason three highlighted above, it is recommended that the service provider perform another search after seven calendar days before determining that an individual is not eligible for CalFresh E&T.

### **CALFRESH CONFIRM ACCESS**

CWDs, tribal organizations, state partners, and contracted and TPPs must be approved to access CalFresh Confirm. Access will only be approved for service providers included in an approved CalFresh E&T Annual Plan. The approval process is completed through the Organization and User Access Forms included as attachments to this letter.

Organizations and associated users must be established within the tool by CDSS CalFresh Confirm administrators. The Organization Access Form establishes permission for an organization to use CalFresh Confirm. A User Access Form establishes the creation of the user account(s) within an approved organization. Once the user account is approved and activated, the user will receive an invitation email from CDSS to establish the account.

#### County Welfare Departments

CWDs seeking access to CalFresh Confirm will need to complete the Organization and User Access Forms. An Organization Access Form submitted by the CWD will be approved by CDSS. The county CalFresh Confirm liaison will be responsible for approving all county staff User Access Forms prior to submitting to CDSS.

CWDs must approve prior to submission to CDSS any Organization and User Access Forms for contracted and TPPs, when applicable.

#### Tribal Organizations

Tribal organizations who are seeking access to CalFresh Confirm must complete the Organization Access Form and User Access Form(s). All completed forms must be submitted to CDSS for approval. Tribal organizations must approve prior to submission to CDSS any Organization and User Access Forms for contracted and TPPs, when applicable.

#### State Partners

State partners seeking access to CalFresh Confirm must complete the Organization Access Form and User Access Form(s). An Organization Access Form submitted by a

state partner will be approved by CDSS and must include a CWD representative signature in acknowledgement for each county in which the State Partner is seeking individual eligibility data as identified in their approved E&T plan.

State partners must approve prior to submission to CDSS any Organization Access Forms and User Access Forms for contracted and TPPs, when applicable. If requested by the CWD, state partners must also obtain approval from the CWD on User Access Forms prior to submission to CDSS.

#### Contracted and Third-Party Partners

Contracted and TPPs who are seeking access to CalFresh Confirm must complete the Organization Access Form and User Access Form(s). All completed forms must be approved prior to submission to CDSS by the CWD, state partner, or tribal organization which they have an agreement with to offer CalFresh E&T services.

### **ROLES AND RESPONSIBILITIES**

The CDSS is responsible for regularly updating and maintaining the CalFresh Confirm tool, which includes communications with the SAWS to address any data accuracy or technical concerns. The CDSS will also add, edit, and/or delete user accounts and provide technical assistance to all CalFresh Confirm users.

#### County Welfare Departments

While CWDs have direct access to eligibility information in SAWS, they also have the option to establish user accounts for CWD staff in CalFresh Confirm. If contracted and TPPs enter into an agreement with CWDs to offer CalFresh E&T services in the county, user accounts may be established for contracted and TPPs. Whether CWDs choose to use CalFresh Confirm or not, CWDs must still review and give consent to contracted and TPPs. To access CalFresh Confirm, CWDs offering CalFresh E&T must agree to:

- Designate a CalFresh Confirm liaison, who is identified in their CalFresh E&T Annual Plan or otherwise specified;
- Review existing partnership agreements to ensure that access to the CalFresh Confirm tool is included;
- Assist in researching unexpected results from CalFresh Confirm and notify CDSS if the unexpected results cannot be resolved;
- Assist in user and organization usage reviews, as needed;
- Approve and submit to CDSS the Organization Forms and User Access Forms for contracted or TPP staff, and county staff, if applicable; and
- Immediately contact CDSS at [CalFreshConfirm@dss.ca.gov](mailto:CalFreshConfirm@dss.ca.gov) if a user account must be terminated or suspended.

#### Tribal Organizations

To access CalFresh Confirm, tribal organizations must agree to:

- Designate a CalFresh Confirm liaison, who is identified in their CalFresh E&T Annual Plan or otherwise specified, for CalFresh Confirm;
- Perform eligibility verifications for all prospective and existing CalFresh E&T partner program participants;
- Assist in researching unexpected results from CalFresh Confirm and notify CDSS if the unexpected results cannot be resolved;
- Assist in user and organization usage reviews, as needed;
- Approve and submit to CDSS the Organization Access Forms and the User Access Forms for the tribal organization and contracted or TPP staff; and
- Immediately contact CDSS at [CalFreshConfirm@dss.ca.gov](mailto:CalFreshConfirm@dss.ca.gov) if a user account must be terminated or suspended.

#### State Partners

To access CalFresh Confirm, state partners must agree to:

- Designate a CalFresh Confirm liaison, who is identified in their CalFresh E&T Annual Plan or otherwise specified;
- Review existing partnership agreements to ensure that access to the CalFresh Confirm tool is included;
- Assist in researching unexpected results from CalFresh Confirm and notify CDSS if the unexpected results cannot be resolved;
- Assist in user and organization usage reviews, as needed;
- Approve and submit to CDSS the Organization Access Forms for state partners and contracted or TPP staff;
- Coordinate with CWDs, upon their request, to approve and submit to CDSS the User Access Forms; and
- Immediately contact CDSS at [CalFreshConfirm@dss.ca.gov](mailto:CalFreshConfirm@dss.ca.gov) if a user account must be terminated or suspended.

#### Contracted and Third-Party Partners

To access CalFresh Confirm, contracted and TPPs must agree to:

- Designate a CalFresh Confirm liaison;
- Perform eligibility verifications for prospective and existing CalFresh E&T program participants;
- Assist in user and organization usage reviews, as needed;
- Submit completed Organization Access Forms and User Access Forms to the CWD, state partner, or tribal organization for approval and submission to CDSS;
- Contact the CalFresh E&T CWD, state partner, or tribal organization if unexpected results are received when using CalFresh Confirm; and
- Inform the CWD, state partner, or tribal organization and immediately contact CDSS at [CalFreshConfirm@dss.ca.gov](mailto:CalFreshConfirm@dss.ca.gov) if a user account must be terminated or suspended.

## PHASED IMPLEMENTATION

A three phased implementation of CalFresh Confirm is currently underway. This three phased approach allows CDSS to provide more effective technical assistance as the tool launches for statewide use in **September 1, 2021**.

### Phase 1: Testing

A small number of CWDs and state partners were selected to provide feedback and data validation as users of CalFresh Confirm. CWDs and state partners currently using the tool include:

- CEO;
- Fresh Success and selected TPPs;
- Los Angeles; and
- Riverside.

### Phase 2: Partial Implementation

The second phase will commence **August 2, 2021**. Phase 2 will include the CWDs and state partners listed below, as well as their contracted or TPPs pending access approvals.

In preparation for the upcoming training and subsequent launch, Phase 2 CWDs and state partners must submit the Organization Access and User Access Forms via email to [CalFreshConfirm@dss.ca.gov](mailto:CalFreshConfirm@dss.ca.gov) prior to **August 2, 2021**. This will allow CDSS CalFresh Confirm administrators to create Organization and User accounts ahead of webinars and other technical assistance opportunities. Phase 2 CWDs and state partners are encouraged to review their partnership agreements and intake processes prior to fully incorporating CalFresh Confirm into their E&T operations.

- Alameda;
- Butte;
- Contra Costa;
- CEO;
- Fresh Success;
- Fresno;
- Humboldt;
- Kern;
- Kings;
- Lassen;
- Los Angeles;
- Madera;
- Marin;
- Mendocino;
- Monterey;



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- Napa;
- Orange;
- Placer;
- Riverside; and
- Sacramento.

Phase 3: Full Implementation

The third phase will commence **September 1, 2021**. Phase 3 will include the CWDs listed below, as well as their contracted or TPPs, pending access approvals.

In preparation for the upcoming training and subsequent launch, Phase 3 CWDs must submit the Organization Access and User Access Forms via email to [CalFreshConfirm@dss.ca.gov](mailto:CalFreshConfirm@dss.ca.gov) prior to **September 1, 2021**. This will allow CDSS CalFresh Confirm administrators to create Organization and User accounts ahead of webinars and other technical assistance opportunities. Phase 3 CWDs are encouraged to review their partnership agreements and intake processes prior to fully incorporating CalFresh Confirm into their E&T operations.

- San Benito;
- San Bernardino;
- San Diego;
- San Francisco;
- San Joaquin;
- San Luis Obispo;
- San Mateo;
- Santa Barbara;
- Santa Clara;
- Santa Cruz;
- Shasta;
- Solano;
- Sonoma;
- Stanislaus;
- Trinity;
- Tulare;
- Tuolumne;
- Ventura; and
- Yolo.

If you have any questions or need additional guidance regarding the information in this letter, please contact the CalFresh Employment & Training Section via email at [CalFreshConfirm@dss.ca.gov](mailto:CalFreshConfirm@dss.ca.gov).

Attachments



California Department of Social Services  
CalFresh Confirm  
**Organization Access Form\***

This document is used to grant, modify, or remove organization-level access to the California Department of Social Services (CDSS) CalFresh Confirm and CalFresh Employment & Training (E&T) Confirm tools (hereafter collectively referred to as "CalFresh Confirm"). The information on this form must be kept current. This form, along with a User Access Form, must be completed and signed before access will be granted.

CalFresh E&T state partners must submit an Organization Access Form that includes county approval in order for the state partner to use CalFresh Confirm for eligibility confirmations.

**Organization Information**

Organization Type:

- ☐ CalFresh E&T County or Tribe
- ☐ CalFresh E&T State Partner
- ☐ CalFresh E&T Subrecipient
- ☐ External Partner (CalFresh only - excludes E&T)

***E&T Only:***

County, Tribe, or State Partner  
Association:

***External Partner Only:***

CDSS Contract No:

If the organization partners with multiple E&T counties, tribes, or state partners, please submit duplicates of this form with signatures from each authorizing use of CalFresh E&T Confirm.

Organization Name: \_\_\_\_\_

Organization Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

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California Department of Social Services  
CalFresh Confirm  
**Organization Access Form\***

Please provide contact information for an individual authorized to manage the organization's CalFresh Confirm agreements:

Contact Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Please provide contact information for an individual authorized to review CalFresh Confirm usage, including search history and confidential participant information:

Contact Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Access Information**

Please check only one:

- ☐ New Access
- ☐ Change Access
- ☐ Terminate Access
- ☐ Other:  
\_\_\_\_\_

Access Type:

(select all that apply)

- ☐ Web Browser Access
- ☐ System-to-System Access

Effective Date: \_\_\_\_\_ End Date (if applicable): \_\_\_\_\_

**External Partner Only**

Are California Food Assistance Program (CFAP) recipients eligible for your program?

\_\_\_\_\_ Yes \_\_\_\_\_ No

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California Department of Social Services  
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**Use Policy and Confidentiality Agreement**

CDSS assets and information must be used in a secure, approved, ethical, and lawful manner to appropriately protect such assets and information. This Policy applies to all personnel accessing and administering programs which utilize the CalFresh Confirm tool. This comprises the entire Agreement between the Organization and CDSS and supersedes any prior agreements pertaining to the subject matter herein.

Personnel must follow this policy in addition to the acceptable user and security policies of the Organization. In the event of a conflict between this Policy and the organization's policies, Personnel will adhere to the more stringent policy.

Security and acceptable use, as described herein, are the responsibility of all Personnel. Non-compliance with the required measures and behaviors outlined in this Policy could pose significant business and legal risk to the CDSS, organizations associated with the CDSS, and/or the offending Personnel, and could negatively impact CDSS operations. Therefore, full understanding and compliance with this Policy is mandatory. Failure to comply will be reported and appropriate action will be taken, which may include, but is not limited to, financial penalties, legal actions, or other steps as appropriate. If you become aware of any breach or potential breach of this Policy by the Organization, personnel, or outsiders, immediately contact your CDSS representative. All Organizational personnel, program participants, volunteers, and individuals otherwise associated with the organization may report any breach or potential breach of this Policy directly to the Organization's CDSS representative without first notifying their immediate supervisor, if appropriate.

Access to the CalFresh Confirm system and its products must be done in a secure manner and may only be used for authorized CalFresh business purposes. Personnel must not take any actions that could cause harm to CDSS systems, resources, assets, facilities, personnel, or program recipients.

Use of the CalFresh Confirm tool requires collection of sensitive and/or confidential information from CDSS program applicants and recipients. The organization and personnel shall not disclose such information to any unauthorized destinations without confirming with CDSS that the release of such information is acceptable. Sensitive and/or confidential information must not be recorded or otherwise left unsecured in a way that risks unauthorized distribution. Personnel shall comply with the provisions of Section 10850 and 18909 of the Welfare and Institutions Code, Division 19 of the California Department of Social Services Manual of Policies and Procedures, and all other statutory laws relating to privacy and confidentiality.

Personnel must only use hardware and software supplied by the organization or is otherwise authorized by their supervisor or Technical Support. Supervisors that do not  
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California Department of Social Services  
CalFresh Confirm  
**Organization Access Form\***

know if hardware or software should be authorized must consult their CDSS CalFresh representative.

Confirmation results (CalFresh Confirm product data) that are printed must be placed in a locked drawer or locked cabinet when not in use. When printing sensitive information, documents must be immediately removed from the printer. Product data (in any format) may not leave the project site unless properly secured and then only for the purpose of transfer to a location authorized by the CDSS. All printed product data must be shredded when no longer subject to CDSS and organizational retention policies.

The authorized representative noted above will be expected to keep user accounts up to date on a regular basis. Noncompliance or failure to respond to inquiries by CDSS may result in account termination or suspension.

All CalFresh Confirm searches, including failed and successful searches, will be recorded by CDSS and retained for one year. All searches may be subject to review by organization's management, the county, or CDSS if misuse is suspected. The authorized representative noted above may request usage reports at any time for suspected misuse. The reports may include aggregate (non-sensitive) information or individual-level (sensitive and/or confidential) information. The CDSS will not release any data that are not requested by the authorized representative and reserves the right to withhold sensitive and/or confidential data not seen as necessary or relevant to the report purpose.

Failure to abide by this Agreement and fulfill security and confidentiality responsibilities by any Organization personnel could result in the abuse of confidential county information resources and data, and that the CDSS may hold me responsible for such abuse. Wrongful access, inspection, use or disclosure of confidential CalFresh Confirm information for personal gain, curiosity, or any non-business-related reason is a crime under State and federal laws, including, but not limited to, the provisions of California Penal Code Section 502(c).

Non-compliance with any provision of this Agreement by any Organization personnel may result in disciplinary action and other actions, as well as both civil and criminal penalties and that the CDSS may seek all possible legal redress.

Organizations and their associated accounts may be suspended or terminated at any time at the request of CDSS personnel or an authorized county representative (E&T only). The CDSS may terminate or suspend CalFresh Confirm access with or without cause.

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California Department of Social Services  
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I HAVE READ THIS AGREEMENT AND HAVE TAKEN DUE TIME TO CONSIDER IT PRIOR TO SIGNING. I UNDERSTAND THIS ENTIRE CALFRESH CONFIRM AND CALFRESH E&T CONFIRM SYSTEM ORGANIZATION CONFIDENTIALITY AGREEMENT AND AGREE TO ABIDE BY ALL OF ITS PROVISIONS:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name (printed): \_\_\_\_\_

**E&T PARTNERS ONLY:** I HAVE READ THIS AGREEMENT AND AUTHORIZE THE ORGANIZATION TO PERFORM CALFRESH E&T ELIGIBILITY VERIFICATIONS USING THE CALFRESH E&T CONFIRM TOOL. I UNDERSTAND THAT THE ORGANIZATION, INCLUDING ALL PERSONNEL, ARE SUBJECT TO THE CALFRESH CONFIRM AND CALFRESH E&T CONFIRM ORGANIZATION USE POLICIES AND CONFIDENTIALITY AGREEMENT. I UNDERSTAND THAT, IF THE ORGANIZATION IS SUSPECTED OR FOUND TO BE UNCOMPLIANT, THE COUNTY MUST REPORT THE ORGANIZATION TO CDSS AND AN INVESTIGATION MAY BE CONDUCTED. THE ORGANIZATION MAY HAVE ACCESS TERMINATED OR SUSPENDED. I AGREE TO TAKE APPROPRIATE ACTION IF ORGANIZATION IS FOUND TO ACT IN DEFIANCE OF THIS AGREEMENT:

County Representative Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name (Printed): \_\_\_\_\_ County Name: \_\_\_\_\_

***State Partner Sub-Recipients Only:***

State Partner Representative Signature: \_\_\_\_\_

Name (Printed): \_\_\_\_\_ Date: \_\_\_\_\_

State Partner Name: \_\_\_\_\_

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**CDSS PERSONNEL ONLY**

☐ Approved

Comments:

☐ Denied

Agreement No: \_\_\_\_\_

Approval Date: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

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California Department of Social Services  
CalFresh Confirm  
**User Access Form\***

This document is used to grant, modify, or remove individual-level access to the California Department of Social Services (CDSS) CalFresh Confirm and CalFresh Employment & Training (E&T) Confirm systems (hereafter collectively referred to as "CalFresh Confirm"). The information on this form must be kept current. This form, along with an Organization Access Form, must be completed and signed before access will be granted. When an employee separates from the organization, requests to terminate access must be submitted as soon as possible and no later than 30 days after the employee's separation date. Please only include information for **one employee** for each user access form.

**User Information**

Organization Name: \_\_\_\_\_

Organization Contract/Agreement Number (if applicable): \_\_\_\_\_

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

If changing name, please provide former name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Each user must have unique access to the system. Employee email addresses will be tied to user account.

Supervisor Name: \_\_\_\_\_

Supervisor Phone: \_\_\_\_\_ Supervisor Email: \_\_\_\_\_

Please check only one:

- ☐ New Access
- ☐ Change Access
- ☐ Terminate Access
- ☐ Other: \_\_\_\_\_

Access Type:  
(select all that apply)

- ☐ CalFresh Confirm
- ☐ CalFresh E&T Confirm

Effective Date: \_\_\_\_\_ End Date (if applicable): \_\_\_\_\_

*\*This document is subject to revision at any time. CDSS reserves the right to make amendments, including additions, deletions, and changes to the form fields and user acknowledgements. If a subsequent version of this document is issued, CDSS may require users to submit a new completed CalFresh Confirm User Access Form. If a user does not comply by the communicated deadline, access to CalFresh Confirm will be revoked.*





California Department of Social Services  
CalFresh Confirm  
**User Access Form\***

**User Acknowledgements**

As an authorized user of the CalFresh Confirm, I agree to the following:

The CDSS is providing me access in order to aid in performing my job duties. The CDSS will grant system access to me as specified in this document. I will use the system access for appropriate business purposes only.

CalFresh Confirm must only be used with express permission of current or previous CalFresh recipient(s). Personally Identifiable Information needed to conduct a confirmation should be collected directly from the recipient. Unauthorized confirmations are not allowed.

I will have access to confidential public social services applicant and participant information for which there is an expectation of privacy. I shall protect, secure, and keep confidential all such information in compliance with all applicable federal, state, and local laws, rules, regulations, ordinances, guidelines, directives, policies, and procedures relating to confidentiality and information security, as well as County and CDSS guidelines, directives, policies, and procedures relating to same. I shall not send, disseminate, or otherwise expose or disclose to any person or organization, any personal and/or confidential information, unless specifically authorized to do so by CDSS management. I agree to forward all requests for the disclosure or release of any CalFresh Confirm information or data received by me to my immediate supervisor or manager.

Confirmation results (CalFresh Confirm product data) that are printed must be placed in a locked drawer or locked cabinet when not in use. When printing sensitive information, documents must be immediately removed from the printer. Product data (in any format) may not leave the project site unless properly secured and then only for the purpose of transfer to a location authorized by the CDSS. All printed product data must be shredded when no longer subject to CDSS and organizational retention policies.

Any actions conducted within CalFresh Confirm must also be compliant with any agreements between the county, tribe, or state partner organizations and my organization, including memorandums of understanding (MOUs), contracts, partnership agreements, or otherwise.

CalFresh Confirm product data that includes sensitive and/or confidential information may be transported electronically ONLY by secure File Transfer Portal (FTP). Personnel may not use unsecured file transfer platforms, such as email or Instant Messenger applications, to transfer data.

Personnel must only use hardware and software supplied by the organization or is otherwise authorized by their supervisor or Technical Support.

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Prior to leaving my work area, I will log off from CalFresh Confirm systems or electronically lock my computer (including PCs, laptops, servers, and workstations).

I will not subvert or bypass any security measures which have been implemented in order to control or restrict access to CalFresh Confirm nor will I attempt to use CalFresh Confirm in order to gain unauthorized access to any other computer systems or networks.

I am responsible for maintaining the secrecy of my CalFresh Confirm account and password, and I am fully responsible for all activities that occur with my account and password. I will not permit others to use my account or password in order to access CalFresh Confirm. I shall not keep or maintain any unsecured record of my password, whether on paper, in an electronic file, or otherwise. I will immediately notify my immediate supervisor, manager, or local Information Security Officer of any unauthorized use of my account or password and will change my password immediately.

I understand that my searches, no matter the results, will be recorded. All searches may be subject to review by my organization's management, the county, or CDSS if misuse is suspected.

If I suspect or become aware of any breach or potential breach of this Policy by the Organization, personnel, or outsiders, I will immediately contact my direct supervisor or CDSS directly, as appropriate.

I recognize that my failure to abide by this Agreement and fulfill my security and confidentiality responsibilities could result in the abuse of confidential county information resources and data, and that the CDSS may hold me responsible for such abuse. Wrongful access, inspection, use or disclosure of confidential CalFresh Confirm information for personal gain, curiosity, or any non-business-related reason is a crime under State and federal laws, including, but not limited to, the provisions of California Penal Code Section 502(c).

I further understand that my non-compliance with any provision of this Agreement may result in disciplinary action and other actions (e.g., suspension, discharge, denial of access, and termination of contracts) as well as both civil and criminal penalties and that the CDSS may seek all possible legal redress.

I HAVE READ THIS AGREEMENT AND HAVE TAKEN DUE TIME TO CONSIDER IT PRIOR TO SIGNING. I UNDERSTAND THIS ENTIRE CALFRESH CONFIRM AND CALFRESH E&T CONFIRM SYSTEM USER AGREEMENT AND AGREE TO ABIDE BY ALL OF ITS PROVISIONS:

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*\*This document is subject to revision at any time. CDSS reserves the right to make amendments, including additions, deletions, and changes to the form fields and user acknowledgements. If a subsequent version of this document is issued, CDSS may require users to submit a new completed CalFresh Confirm User Access Form. If a user does not comply by the communicated deadline, access to CalFresh Confirm will be revoked.*



California Department of Social Services  
CalFresh Confirm  
**User Access Form\***

I HAVE READ THIS AGREEMENT AND UNDERSTAND THAT THE EMPLOYEE IS SUBJECT TO THE CALFRESH CONFIRM AND CALFRESH E&T CONFIRM USER AGREEMENT. I UNDERSTAND THAT, IF EMPLOYEE IS FOUND TO BE UNCOMPLIANT, AN INVESTIGATION INTO EMPLOYEE AND ORGANIZATION CONDUCT MAY OCCUR AND ORGANIZATION ACCESS MAY BE SUSPENDED OR TERMINATED. I AGREE TO TAKE APPROPRIATE ACTION IF EMPLOYEE IS FOUND TO ACT IN DEFIANCE OF THIS AGREEMENT:

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**CalFresh E&T Users Only**

Counties and state partners may opt to allow subgrantees to approve their own staff access. Counties and state partners may also opt to review all user requests prior to submission to CDSS. If the county and/or state partner has elected to review all user requests, please obtain the appropriate signatures below. Please refer to the signature section of the partner's Organization Access Form to determine if these signatures are needed.

I HAVE READ THIS AGREEMENT AND AUTHORIZE THE USER TO PERFORM CALFRESH E&T ELIGIBILITY VERIFICATIONS ON BEHALF OF THE CALFRESH E&T PARTNER ORGANIZATION. I HAVE READ THIS AGREEMENT AND UNDERSTAND THAT THE ORGANIZATION, INCLUDING ALL PERSONNEL, ARE SUBJECT TO THE CALFRESH CONFIRM AND CALFRESH E&T CONFIRM ORGANIZATION USE POLICIES AND CONFIDENTIALITY AGREEMENT. THE ABOVE USER IS SUBJECT TO THE CALFRESH CONFIRM USER ACKNOWLEDGEMENTS. I UNDERSTAND THAT, IF THE USER IS SUSPECTED OR FOUND TO BE UNCOMPLIANT, THE STATE PARTNER AND/OR COUNTY MUST REPORT THE ORGANIZATION AND/OR USER TO CDSS AND AN INVESTIGATION MAY BE CONDUCTED. THE USER MAY HAVE ACCESS TERMINATED OR SUSPENDED. I AGREE TO TAKE APPROPRIATE ACTION IF THE USER IS FOUND TO ACT IN DEFIANCE OF THIS AGREEMENT:

County Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name (printed): \_\_\_\_\_

County Name/Staff Title: \_\_\_\_\_

State Partner Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name (printed): \_\_\_\_\_

State Partner Name/Staff Title: \_\_\_\_\_

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California Department of Social Services  
CalFresh Confirm  
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**CDSS Staff Only**

☐ Approved

Comments:

☐ Denied

Access Granted Date: \_\_\_\_\_

Access Expiration Date: \_\_\_\_\_

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