

June 21, 2022

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, 2022: a waiver of the initial application and recertification interview (if certain criteria are met); and a waiver of the recording requirement for telephonic signatures (if certain criteria are met). This letter also addresses the approval of the waiver of the requirements to conduct a face-to-face interview for Quality Control active case reviews.



KIM JOHNSON
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
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GAVIN NEWSOM
GOVERNOR

June 21, 2022

ALL COUNTY WELFARE DIRECTORS LETTER

TO: ALL COUNTY WELFARE DIRECTORS

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

SUBJECT: CALFRESH EXTENSION OF WAIVERS IN RESPONSE TO
CORONAVIRUS: INITIAL AND RECERTIFICATION INTERVIEW
AND TELEPHONIC SIGNATURE, AND QUALITY CONTROL
FACE-TO-FACE INTERVIEW WAIVER

REFERENCE: [UNITED STATES DEPARTMENT OF AGRICULTURE \(USDA\)
FOOD AND NUTRITION SERVICE \(FNS\) MEMO - EXTENSION
OF SNAP COVID-19 ADMINISTRATIVE FLEXIBILITIES JANUARY
2022 AND BEYOND DATED DECEMBER 8, 2021](#); USDA FNS
MEMO – EXTENSION OF WAIVER OF QUALITY CONTROL (QC)
FACE-TO-FACE INTERVIEW WAIVER REQUIREMENT FOR
JULY 2022 – SEPTEMBER 2023 DATED JUNE 3, 2021; [TITLE 7
CODE OF FEDERAL REGULATIONS \(CFR\) 273.2\(e\)\(2\)\(i\)](#); [7 CFR
275.12\(c\)\(1\)](#); [ALL COUNTY WELFARE DIRECTORS LETTER
\(ACWDL\) APRIL 2, 2020; ACWDL MAY 28, 2020; ACWDL
OCTOBER 21, 2020; ACWDL APRIL 15, 2021; ACWDL JULY 1,
2021; ACWDL DECEMBER 30, 2021; ACWDL MARCH 29, 2022](#)

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 (CDSS) and approved by the United States Department of Agriculture, Food and Nutrition Service (FNS).

Waiver Extensions

The following waivers are **extended until September 30, 2022, unless otherwise communicated by CDSS**:

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

For detailed guidance on implementation of these waivers, refer to the [ACWDL issued on April 2, 2020](#); [ACWDL issued on May 28, 2020](#); [ACWDL issued on October 21, 2020](#); [ACWDL issued on July 1, 2021](#); [ACWDL issued on December 30, 2021](#) and [ACWDL issued on March 29, 2022](#).

Quality Control Face-to-Face Interview Waiver for July 2022 to September 2023

FNS has approved an extension of the waiver of the requirement at [7 CFR 275.12\(c\)\(1\)](#) to conduct a face-to-face interview for QC active case reviews for the period of July 1, 2022 through September 30, 2023. This waiver will allow Performance Measurement Counties the flexibility to conduct telephone interviews in lieu of face-to-face interviews for all QC interviews conducted through September 2023, regardless of sample month.

A QC Transmittal is forthcoming to address this topic in more detail.

Reporting Requirements

As a condition of these waivers, CDSS must report to FNS within 45 days of waiver expiration the outcomes of the waivers. To fulfill this reporting requirement, the CDSS will develop an electronic survey that must be completed by all counties by October 28, 2022. If the waiver expires sooner than anticipated or is extended, the CDSS will adjust the survey due date accordingly.

The electronic survey will request the following information from CWDs for each waiver implemented:

- Estimated number of households affected by implementation of the waiver.

- A narrative on the effect of the waiver on program access and client satisfaction, including an analysis of any client or advocate complaints received related to the implementation of the waiver.
- A narrative on the effect of the waiver on providing timely and accurate benefits.
- A narrative on the effect of the waiver implementation on any other aspects of the eligibility process including the ability to manage caseload growth and the impact on administrative efficiency.

State Emergency Declaration Requirement

The approval to extend these waivers until September 30, 2022 comes with a requirement for the State to confirm the presence of a State emergency or disaster declaration (State declaration) at the time of the request. FNS will approve these waivers for up to 3-calendar-month intervals. If the State would like to continue using a waiver for longer than 3 months, the State may submit an extension request in the third month of implementation. In addition, no waiver may continue beyond the end of the month subsequent to the month in which the public health emergency declaration related to COVID-19 is lifted by the Secretary of Health and Human Services.

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