



CDSS

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**DEPARTMENT OF SOCIAL SERVICES**

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EDMUND G. BROWN JR.  
GOVERNOR

August 28, 2014

ALL COUNTY INFORMATION NOTICE NO. I-14-11EII

**TO:** ALL COUNTY WELFARE DIRECTORS  
ALL CalWORKs PROGRAM SPECIALIST  
ALL CALFRESH PROGRAM SPECIALISTS  
ALL QUALITY CONTROL PROGRAM COORDINATORS

**SUBJECT:** APPLICATION PROCESSING TIME FRAME REQUIREMENTS FOR THE  
CALFRESH AND CALIFORNIA WORK OPPORTUNITY AND  
RESPONSIBILITY TO KIDS (CalWORKs) PROGRAMS

**REFERENCES:** WELFARE AND INSTITUTIONS CODE SECTIONS 18912 AND 18914; ALL COUNTY LETTER 00-32 AND 09-62; APPLICATION FOR CALFRESH (CF 285); APPLICATION FOR CASH AID, CALFRESH AND/OR MEDI-CAL ASSISTANCE (SAWS 1); AND RIGHTS AND RESPONSIBILITIES FORMS (SAWS 2 PLUS); MANUAL OF POLICIES AND PROCEDURES SECTIONS 11-601.3, 21-107, 21-115.2, 21-115.3, 40-126.1, 40-129.4, 40-129.9, 40-129.11, 40-129.71, 40-157, 44-211.511, 44-317.13, 63-108.5, 63-300.2 (QR), 63-300.3, 63-300.32, 63-300.321, 63-300.4, 63-300.45, 63-300.451, 63-300.5, 63-300.5(j), 63-301.1, 63-301.32, 63-301.5, 63-301.521, 63-301.522, 63-301.53, 63-301.531, 63-301.531(a), 63-301.532, 63-301.541(b), 63-301.541(c), 63-301.543, 63-301.543 (a), 63-301.545, 63-301.549, 63-301.6, 63-301.61, 63-301.7 AND 63-601

The purpose of this notice is to provide clarification to the County Welfare Departments (CWDs) of the mail time that is not counted in expedited service (ES) timeframe for CalFresh. There are no changes to CalWORKs in this erratum.

**Mail Time is Not Counted in ES Time Frame**

Page three, top of the third paragraph, reads:

Once the CWD mails the application and other required forms to the household for signature, *the mailing time involved shall not be calculated in the ES three-day standard processing time frame.*

**The revised sentence reads:**

Once the CWD mails the application and other required forms to the household for signature, **the mailing time involved shall not be calculated in the ES three-day standard processing time frame. The time frame shall include the time the application is in the CWD's possession prior to mailing it to the household and prior to issuing benefits. The time frame also does not include the time the application is in the household's possession pending signature**  
(MPP Section 63-301.531 and 63-301.532).

Page three, bottom of the third paragraph, reads:

The CWD receives the application, other required forms and necessary verification on Thursday. *The first day of the ES time frame starts the day after the application was received and date stamped in the welfare office, which was Friday. The second day is when the household receives the packet to review and sign the application and forms, which is Monday. The third day is when the CWD receives the application packet, issues the ES benefits, and makes them available to the household, which is Thursday.*

**The revised paragraph reads:**

The CWD receives the application, other required forms and necessary verification on Thursday. **Day one of the ES time frame starts on the day of the household's interview, which was Friday. The household receives the packet to review and sign the application and forms. Day two is when the CWD receives the application packet with the signature of the head of household on the application and other required forms and the necessary verification, issues the ES benefits, and makes them available to the household, which is Thursday.**

If you have any questions regarding the contents of this letter, please contact your CalFresh County consultant or call the CalFresh Policy Bureau at (916) 654-1896

Sincerely,

**Original Document Signed By:**

LINDA PATTERSON, Chief  
CalFresh Branch