



CDSS

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EDMUND G. BROWN JR.
GOVERNOR

March 28, 2014

ERRATA

ALL COUNTY INFORMATION NOTICE I-58-13E

REASON FOR THIS TRANSMITTAL

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

TO: ALL COUNTY WELFARE DIRECTORS
ALL CALFRESH PROGRAM SPECIALISTS
ALL CalWORKs PROGRAM SPECIALISTS
ALL CONSORTIUM PROJECT MANAGERS
ALL QUALITY CONTROL PROGRAM COORDINATORS

SUBJECT: CORRECTION TO ALL COUNTY INFORMATION NOTICE (ACIN) I-58-13, CALFRESH: IMPLEMENTATION OF THE SEMI-ANNUAL REPORTING (SAR) SYSTEM QUESTIONS AND ANSWERS (Q&A)

REFERENCE: ACIN I-58-13, All County Letter (ACL) 12-25, ACL 13-17

The purpose of this erratum to All County Information Notice (ACIN) I-58-13 is to revise language and clarification to questions regarding Semi-Annual Reporting (SAR) in CalFresh. The major revisions cited in these errata concern action on reports from public assistance cases and whether or not CalFresh is required to act if a change is reported for another program. As cited in item number 20 in ACL 12-25E “mandatory reports to another public assistance program that are not acted upon, CalFresh will not act on the change.”

The following errata lists both the original language included in ACIN I-58-13 and corrected language for the impacted sections, and should be read in conjunction with ACL 12-25. Deletions are marked in ~~strike through~~ and additions in **bold**. The changes are as follows:

1. Question twenty-seven on page 8 states:

In ACL 13-17 example three, will the same action be taken for both PACF and NACF cases to reduce CalFresh benefits with 10-day notice?

Answer: No action is taken on the CalFresh case if no action is taken on the PA case. If the case is a NACF case, the information is considered VUR and must be acted upon.

The revised language reads:

In ACL 13-17 example three, will the same action be taken for both PACF and NACF cases to reduce CalFresh benefits with 10-day notice?

Answer: No action is taken on the CalFresh case if no action is taken on the PA case **and that report is mandatory for the public assistance program.** If the case is a NACF case, the information is considered VUR and must be acted upon.

2. Question twenty-nine on page 9 and continuing onto page 10 states:

ACL 13-17 states household composition changes that are reported by the household are VUR and gives an example of a report of someone leaving the home. A household reports a new mandatory household member that has income but provides no verification of the income. Since further information is needed (income verification, etc.), is this considered VUR?

Should the CWD request verification of income and act on the change? Shall the CWD discontinue the case mid-period if the household fails to provide verification of income?

Answer: The definition of VUR is that the information comes from the primary source (in this case the household), is not questionable, and no further information is needed. As stated in ACL 13-17, a change in household composition is considered VUR. Once the CWD has been made aware of the change in household composition, the household's eligibility is now in question and further information is needed to determine continuing eligibility.

First, the CWD must confirm that the new person is a mandatory household member. Next, if the new member has income, the CWD should inquire if the new income, combined with the household's current income, exceeds the IRT. If the new member does not have income or their income does not exceed the IRT, the CWD must inform the household on the CF377.6 (see ACL 13-57) of the action necessary to add the new household member and note such action in the case record. If the household does not respond to add the new household member, no case action is taken and there is no QC error because the CWD

acted appropriately and noted the reported change in the case record. The household must report the change on the next SAR 7 or recertification, whichever comes first. If the household responds with all needed verifications, add the new member and their income and adjust benefits accordingly.

If the income is over the IRT, this is considered a mandatory report. Likewise if the amount of income is not certain, the CWD must send a Request for Contact (RFC, form CF 32) requesting all required verification for the new member and their income and document the case record (refer to ACL 13-57). If the RFC is not returned or is returned incomplete, discontinue the household for failing to respond to the RFC and issue a CF 377.4 SAR (refer to ACL 13-57). If the RFC is returned complete, add the new member to the household their income. ~~Determine~~ if the household's income exceeds the IRT for the larger household size, the household is ineligible and shall be terminated. If the income is under the next IRT, add the new member and calculate benefits.

Please give examples and clarify the policy for reports of household composition considered VUR.

Answer: For a PA case, if the report of the new household member is over the IRT, a Request for Contact (CF 32) must be sent to the household requesting necessary information needed to determine the household's eligibility status. If the household provides the necessary information and confirms the new member is a mandatory household member and has income over the IRT, the case shall be discontinued. For an NA case, the case should be discontinued for being over the IRT at the end of the month in which timely notice can be provided.

For a PA CalFresh case, if the report of the new household member with income is under the IRT, ~~CWDs shall only act on changes that result in an increase of benefits.~~ When the change is reported but not verified, the CWD shall send a Request for Verification (CF 377.6) asking for the required verification within 10 days. If verification is not received within 10 days, the CWD shall send a No Change NOA to the household reminding them to report and provide the needed verification regarding the new household member on the next SAR 7 or at recertification. For a NA case, ~~if adding the new person and their income would increase benefit amounts,~~ the CWD should add the new person and their income to the household effective the first of the month following the month when the new member was reported assuming all needed verification has been submitted. ~~If benefits will decrease, the CWD shall send a No Change NOA and add the person and their income effective the first month of the next semi-annual period.~~

The revised language reads:

ACL 13-17 states household composition changes that are reported by the household are VUR and gives an example of a report of someone leaving the home. A household reports a new mandatory household member that has income but provides no verification of the income. Since further information is needed (income verification, etc.), is this considered VUR?

Should the CWD request verification of income and act on the change? Shall the CWD discontinue the case mid-period if the household fails to provide verification of income?

Answer: The definition of VUR is that the information comes from the primary source (in this case the household), is not questionable, and no further information is needed. As stated in ACL 13-17, a change in household composition is considered VUR. Once the CWD has been made aware of the change in household composition, the household's eligibility is now in question and further information is needed to determine continuing eligibility.

First, the CWD must confirm that the new person is a mandatory household member. Next, if the new member has income, the CWD should inquire if the new income, combined with the household's current income, exceeds the IRT. If the new member does not have income or their income does not exceed the IRT, the CWD must inform the household on the CF377.6 (see ACL 13-57) of the action necessary to add the new household member and note such action in the case record. If the household does not respond to add the new household member, no case action is taken and there is no QC error because the CWD acted appropriately and noted the reported change in the case record. The household must report the change on the next SAR 7 or recertification, whichever comes first. If the household responds with all needed verifications, add the new member and their income and adjust benefits accordingly.

If the income is over the IRT, this is considered a mandatory report. Likewise if the amount of income is not certain, the CWD must send a Request for Contact (RFC, form CF 32) requesting all required verification for the new member and their income and document the case record (refer to ACL 13-57). If the RFC is not returned or is returned incomplete, discontinue the household for failing to respond to the RFC and issue a CF 377.4 SAR (refer to ACL 13-57). If the RFC is returned complete, add the new member to the household **and** their income. If the household's income exceeds the IRT for the larger household size, the household is ineligible and shall be terminated. If the income is under the next

IRT, add the new member and calculate benefits. **Add the new member the first of the month following receipt of verification.**

Please give examples and clarify the policy for reports of household composition considered VUR.

Answer: For a **PACF** case, if the report of the new household member is over the IRT, a Request for Contact (CF 32) must be sent to the household requesting necessary information needed to determine the household's eligibility status. If the household provides the necessary information and confirms the new member is a mandatory household member and has income that exceeds the IRT for the household with the new household member included, **then** the case shall be discontinued. For an **NACF** case, the case **shall** be discontinued for being over the **larger household** IRT at the end of the month in which timely notice can be provided.

For a **PACF** CalFresh case, if the report of the new household member with income is under the IRT, **this is a voluntary report for CalWORKs but is verified upon receipt for CalFresh and the CWD must act to adjust CalFresh benefits.** When the change is reported but not verified, the CWD shall send a Request for Verification (CF 377.6) asking for the required verification within 10 days. If verification is not received within 10 days, the CWD shall send a No Change NOA to the household reminding them to report and provide the needed verification regarding the new household member on the next SAR 7 or at recertification. For a **NACF** case, the CWD should add the new person and their income to the household effective the first of the month following the month when the new member was reported assuming all needed verification has been submitted.

If you have any questions regarding 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
Branch Chief
CalFresh Branch