



CDSS

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JANUARY 27, 2017

ALL COUNTY WELFARE DIRECTORS LETTER

TO: ALL COUNTY WELFARE DIRECTORS

FROM: TODD R. BLAND
Deputy Director
Welfare-to-Work Division

SUBJECT: CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO
KIDS (CalWORKs) PROGRAM: 2017 ELIGIBILITY CASE FILE
REVIEWS

REASON FOR THIS TRANSMITTAL

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

The California Department of Social Services (CDSS) would like to announce upcoming 2017 county site visits. The purpose of the visits will be to conduct California Work Opportunity and Responsibility to Kids (CalWORKs) Eligibility Case File Reviews. This letter provides the purpose, goals and timelines related to the upcoming reviews.

An audit conducted in 2012 by the California State Auditor, Bureau of State Audits determined that the CDSS needed to increase the monitoring of CalWORKs Eligibility programs at local CWDs. As a result, the CDSS began conducting CalWORKs Eligibility Case File Reviews in March 2015.

The purpose of the CalWORKs Eligibility Case File Reviews is for the CDSS to review cases at the county level in order to increase CDSS' oversight capacity and to assess the implementation of recent CalWORKs Eligibility policy changes. The goal of the CalWORKs Eligibility Case File Reviews is to collect information as to how CWDs are determining CalWORKs eligibility and implementing policy, and to assess the need for further technical assistance.

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The CalWORKs Eligibility Bureau looks forward to open collaboration with you and your staff to ensure the continued success of the CalWORKs program. If you have any questions or would like to discuss this information further, please contact the CalWORKs Eligibility Bureau at (916) 654-1322.

Attachment

Review Timeline

For the 2017 calendar year, the CDSS plans to begin conducting CalWORKs Eligibility Case File Reviews in March. Counties scheduled for review during the 2017 calendar year are as follows:

County Name	Review Month	County Name	Review Month
Yolo	March	Lake	July
Santa Clara	April	Monterey	August
Placer	April	Modoc	September
Del Norte	May	Calaveras	September
San Luis Obispo	May	Tulare	October

Case File Review Plan for 2017

In 2015, the CDSS reviewed cases in eight of the 19 Performance Monitoring Counties (PMCs). In 2016, the CDSS reviewed the 11 remaining PMCs and approximately 130 eligibility case files statewide. In 2017, the CDSS will review ten counties and approximately 120 cases. The CalWORKs Eligibility teams will consist of three to six CDSS CalWORKs Eligibility Bureau staff.

Prior to the review, the CDSS will provide the CWD with a full list of case files (by providing the case numbers) that will be reviewed. The CDSS will require that the CWD provide access to the CWD's automated system and electronic storage software to each CDSS staff reviewer. The CDSS requests that county staff be available to field questions during the review.

Case Review Summary

Following the review, the CDSS will provide the CWD with a draft case review summary report identifying each of the eligibility criteria reviewed in the case files and indicate whether there are any eligibility findings or observations. A finding occurs when CDSS determines aid was approved or denied incorrectly. CWDs will then have the opportunity to refute any finding or observation, if applicable, by providing additional documentation or evidence to the CDSS following the receipt of the draft summary report. The CDSS will then review any additional documentation provided by the CWD and issue a final summary report.

In cases where the CDSS identifies a finding in the final summary report, the CWD will be required to complete and submit a corrective action plan to the CDSS. The CDSS will review the CWD's corrective action plan to determine if the plan is sufficient to correct the finding and prevent future findings in that area. The CDSS will work with the

CWD if additional information is necessary or if additional steps are necessary in order to address the identified area of weakness.

CWDs are referred to the All County Welfare Directors Letter dated February 18, 2015, to review the *CalWORKs Eligibility Case File Review Guide*, which consists of the review tool utilized by CDSS staff as well as a timeline pertaining to the review visits. While the review tool and timeline are expected to remain largely the same for 2017, CDSS is in the process of making minor changes and updates. As such, the Review Guide is not included in this letter and will be provided to CWDs prior to their review.