



JOHN A. WAGNER
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



ARNOLD SCHWARZENEGGER
GOVERNOR

August 18, 2010

ALL COUNTY INFORMATION NOTICE I-66-10

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY SFIS COORDINATORS
ALL COUNTY CalWORKs SPECIALISTS
ALL COUNTY FOOD STAMP COORDINATORS

REASON FOR THIS TRANSMITTAL

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

SUBJECT: STATEWIDE FINGERPRINT IMAGING SYSTEM (SFIS)

The purpose of this notice is to remind counties of the requirement to not only use SFIS during the eligibility process for applicants/recipients of the California Work Opportunity and Responsibility to Kids (CalWORKs) and the Food Stamp programs, but to also ensure that counties clear the SFIS resolution queue when there is an unexpected outcome resulting from the imaging process.

SFIS Requirement

SFIS is used as a tool for the prevention of duplicate aid issuance. All applicants for the CalWORKs and/or the Food Stamp programs are required to be fingerprint and photo imaged via SFIS. Counties must use the SFIS when determining eligibility for CalWORKs and prior to the issuance of Food Stamp benefits, unless individuals are exempt as provided in regulations and statute (MPP 40-105.4, MPP 63-601.12, and Welfare and Institutions Code Section 10830). In conjunction with the federally approved waiver of the face-to-face interview, SFIS requirements can be postponed until the recertification process for some Food Stamp households.

SFIS Resolution Queue

Identifying potential fraud by clearing the resolution queue is a high priority in maintaining program integrity and ensuring that applicants/recipients receive only those benefits for which they are eligible. Problematic resolutions in SFIS alert the county to possible fraud or an administrative error. When the resolutions remain unresolved or are not resolved in a timely manner, there is a greater chance for applicants/recipients to fraudulently receive benefits.

In an effort to assist counties, several tools are available through on-line training classes and the SFIS Resolution Guide on the SFIS webpage. County offices that have internet access may obtain step-by-step instructions on how to clear the queue by utilizing the training classes and viewing the SFIS Resolution Guide, which may be downloaded by clicking on the SFIS user guide tab on the left-hand side of the page.

Counties whose staff does not have internet access may access Resolution Queue training, plus all other training offered through internet access, via the SFIS Direct Training (DT) process. Counties may use any of their SFIS “production” workstations or a “regional training” workstation to access training without going through the internet.

To arrange this, the county SFIS coordinator (who first must be on the pre-approved SFIS coordinator list) should contact the SFIS Help Desk. The best practice is to have the person who is designated as the county SFIS trainer complete state-led training before attempting to lead Direct Training in the county. The county trainer can then be given access to training tools and material through the SFIS workstation and can train county staff at that workstation.

Completion of the Client Input Workstation class is also recommended since it covers the Resolution topic. Counties can enroll staff into the class from the web page by selecting the SFIS Training Page link on the left-hand side of the page and scrolling down to the *Enroll in Training Now!* table. The Client Input Workstation class is offered over the internet and in the SFIS Training Centers. Counties wishing to use the SFIS Web Based Training Program must have access to a computer with an XP or later operating system, have Adobe Flash player, have a compatible browser (IE 7, Fire Fox 2 or Safari 3), and enable staff to access the following password-protected websites:

- <http://www.sfis.ca.gov/>
- <http://cahealthosi.na3.acrobat.com>

The password for accessing documents on the SFIS website can be obtained through the county’s SFIS Coordinator.

For more information on the Direct Training process or other training inquiries, you may contact Melanie Owens of OSI at (916) 263-0639 or refer to http://www.sfis.ca.gov/training_page.html. Counties wishing to obtain a list of their outstanding resolutions can do so through their SFIS remote workstation. County staff at a security level B, C, or E can access this list by going to the Resolution Function Queue and selecting the print button.

Lastly, CDSS reviews the counties' SFIS procedures as part of our county Income and Eligibility Verification System review process. Review questions include, but are not limited to, the number of resolutions in the county's SFIS queue. If it is determined that a backlog of resolutions exist, CDSS will document this issue as a finding and will recommend that the county initiate a corrective action plan to resolve the backlog and implement procedures to prevent future recurrence of backlog.

CDSS strongly recommends counties use the tools provided in this ACIN as an aid in clearing any SFIS resolution queue backlogs that may exist to prevent applicants/recipients from potentially receiving fraudulent program benefits.

Questions regarding this notice should be directed to Suzie Steinwert, Manager, Policy Unit, at (916) 263-5700.

Sincerely,

Original Document Signed By:

YVONNE L. LEE, Chief
Program Integrity Branch
Welfare to Work Division