



CDSS

WILL LIGHTBOURNE
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES

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EDMUND G. BROWN JR.
GOVERNOR

December 31, 2011

ALL COUNTY INFORMATION NOTICE I-81-11

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 CALWORKs PROGRAM COORDINATORS
ALL COUNTY CONSORTIUM PROJECT MANAGERS
ALL CALIFORNIA WELFARE ADVOCATES
ALL CDSS ADMINISTRATIVE LAW JUDGES

SUBJECT: CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS (CalWORKs) PROGRAM: NEW PROCEDURES TO REQUEST ELIGIBILITY POLICY INTERPRETATIONS

REFERENCE: ALL COUNTY INFORMATION NOTICES (ACIN) I-96-08, I-35-10 and I-75-11.

This letter is being issued to rescind instructions in ACIN I-35-10 and to provide new instructions for County Welfare Departments and other entities when requesting case-specific policy interpretations for the CalWORKs program. This new procedure is the first stage in the long-term process to automate the eligibility policy interpretations for the CalWORKs program, similar to the process established for the CalFresh Program, as delineated in ACIN I-96-08. This process does not apply to policy interpretation requests for welfare-to-work issues; instructions for those requests were issued under ACIN I-75-11 dated November 17, 2011.

Effective immediately, under this new process, county CalWORKs program managers or specialists must use the new Request for Regulation Interpretation form (CW 2202W) to send a request for a case specific policy interpretation to the California Department of Social Services (CDSS). The CW 2202W, is a WORD version of the CW 2202. The fields in the WORD version expand to allow the requestor to enter more detailed information. The completed CW 2202W should be forwarded to the CDSS PI mailbox at: calworkscountypirequest@dss.ca.gov for response. You will receive an email acknowledgment of your request within 24 hours of receipt.

For Organizations Other Than Counties Requesting Policy Interpretations

Questions from automation systems consortia, Welfare Advocates or Administrative Law Judges may also be submitted directly to CDSS staff via the CW 2202W to the CDSS PI mailbox at calworkscountypirequest@dss.ca.gov. A separate request process is already available for statewide policy issues identified by welfare advocates; this process does not replace or supersede that process.

Question Format

To assist us in responding to your inquiries, the following guidelines must be used in completing the CW 2202W:

- Complete the requestor's name, list the county/organization, provide the phone number and email address of the requestor, give the subject of the request, and specify the pertinent regulation cites(s) and cite references (ACLs, ACINs, etc.). Include the date of the request and include the date by which you must have a response.
- State the question(s) clearly and completely and include a scenario, if needed, for clarity. Include as many relevant details as possible, as responses will be based on the information provided. No assumptions will be made in responding to policy questions. Requests without sufficient information will be returned for further completion and follow-up.
- Provide your proposed answer and information supporting your conclusion, including pertinent regulation cites or other reference materials, such as prior questions and answers and ACLs/ACINs. Please indicate if you have consulted with other CDSS staff.
- Please refrain from using "county-use" acronyms or other abbreviations (e.g., EOM, or 01 or 02 to denote family members) in the question.
- In your email request, please indicate the reason for the question, e.g., training, a state hearing decision, an eligibility determination, or proposed automation system change. This will help to prioritize your request.

All fields in the form should be completed in order for the CalWORKs Eligibility Bureau staff to process the request. Following these guidelines will help facilitate a timely

response to questions. If a response cannot be provided in ten business days, the assigned analyst will contact you with a status of our response.

As a reminder, Policy Interpretation responses are based on the unique set of facts presented and should only be used for the particular case in question. Policies expressed in the response should not be used as county or state policy for any other case.

To receive an electronic version of the CW 2202W form or if you have any questions regarding this letter, please contact the CalWORKs Eligibility Bureau Main Line at (916) 654-1322.

Sincerely,

Original Document Signed By:

KÄREN DICKERSON, Chief
Employment and Eligibility Branch