



CDSS

WILL LIGHTBOURNE
DIRECTOR

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

744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



EDMUND G. BROWN JR.
GOVERNOR

September 26, 2014

ALL COUNTY LETTER NO. 14-65

TO: ALL COUNTY WELFARE DIRECTORS
ALL CalWORKS PROGRAM SPECIALISTS
ALL WELFARE-TO-WORK COORDINATORS
ALL COUNTY REFUGEE COORDINATORS
ALL COUNTY CALFRESH SPECIALISTS
ALL CONSORTIA REPRESENTATIVES
ALL TRIBAL TANF ADMINISTRATORS

SUBJECT: CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO
KIDS (CalWORKs) PROGRAM: NEW CalWORKs WELFARE-TO-
WORK (WTW) 24-MONTH TIME CLOCK INFORMING NOTICE
(WTW 43)

REFERENCE: SENATE BILL (SB) 1041 (CHAPTER 47, STATUTES OF 2012);
WELFARE AND INSTITUTIONS CODE (WIC) SECTION 11322.8 AND
11322.85; AND ALL COUNTY LETTERS (ACLs) 12-67, 12-69, 13-12,
AND 14-09

The purpose of this ACL is to transmit the attached “Notice of Your WTW 24-Month Time Clock Ending Soon” (WTW 43) informing notice and provide additional guidance for noticing a client approaching the end of his or her WTW 24-Month Time Clock. The WTW 43 was developed as the result of changes to the CalWORKs program enacted in SB 1041 and codified in WIC Section 11322.8. The WTW 24-Month Time Clock applies to all CalWORKs clients required to participate in CalWORKs WTW activities as described in ACLs 12-67 and 12-69. The WTW 24-Month Time Clock allows a CalWORKs client the flexibility to participate in any of the CalWORKs WTW activities he or she needs, consistent with his or her assessment, to attain self-sufficiency. Beginning in January 2015, some CalWORKs clients may reach the end of the WTW 24-Month Time Clock. Prior to a client reaching the end of his or her WTW 24-Month Time Clock, County Welfare Departments (CWDs) must provide the WTW 43 to the client between months 18 and 21 of the client’s WTW 24-Month Time Clock.

REASON FOR THIS TRANSMITTAL

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

Notifying Clients When the End of the WTW 24-Month Time Clock is Approaching

As instructed and released in ACL 13-12, and pursuant to WIC Sections 11322.85(c) and (d), CWDs must provide the CW 2208 (2/13), "Your WTW 24-Month Time Clock" to clients at application for CalWORKs cash aid and at clients' annual redetermination. In addition, as described in ACL 14-09, and pursuant to WIC Sections 11322.85(c) through (e), CWDs are required to provide written notice to a client at least once between months 18 and 21 of his or her WTW 24-Month Time Clock that contains the substantive requirements described in the following section of this ACL. The CWDs are required to use the attached WTW 43 for this purpose.

When sending the WTW 43, CWDs must also send the CalWORKs Exemption Request Form (CW 2186A) to provide a client the opportunity to request a CalWORKs 48-month time limit and/or WTW 24-Month Time Clock and participation exemption. Please refer to ACL 12-67 for a list of existing WTW 24-Month Time Clock and CalWORKs 48-month time limit exemptions.

The CWDs must keep a copy of the completed notice in the client's case file, whether via electronic means or hard copy, as verification that the noticing requirements have been met as required by WIC Section 1322.85(c) through (e). Additionally, CWDs must discuss the status of a client's WTW 24-Month Time Clock and the options available to him or her at any other time upon request by the client.

Substantive Requirements of the WTW 43 Informing Notice

The WTW 43 must be provided to clients at least once between WTW 24-Month Time Clock months 18 and 21. As instructed in ACLs 13-12 and 14-09, and pursuant to WIC Sections 11322.85(c) through (e), CWDs are required to provide this notice in order to adequately inform clients of the following:

- The number of months that have counted toward the client's WTW 24-Month Time Clock;
- How a client may dispute the number of months counted toward the WTW 24-Month Time Clock;
- The requirement to meet CalWORKs federal standards after the client's WTW 24-Month Time Clock has been exhausted, and what action the CWD will take if the client fails to meet that requirement;
- The client's ability to modify his or her WTW plan to meet CalWORKs federal standards and continue to receive his or her portion of cash aid;
- The client's ability to seek a WTW 24-Month Time Clock and participation exemption; and
- The client's ability to seek an extension of his or her WTW 24-Month Time Clock.

Noticing Instructions

The WTW 43 (9/14): Notice of Your WTW 24-Month Time Clock Ending Soon is a required form and no substitute is permitted. Required forms may not be modified or restructured by the CWD. However, overprinting or reformatting under the conditions outlined in Manual of Policies and Procedures (MPP) Operations Manual Section 23-400.211, Overprinting Required Forms, and Section 23-400.212, Electronic Data Processing Modifications, is permitted.

Upon release of this ACL, CWDs must use the WTW 43 to notify clients of the months remaining on their WTW 24-Month Time Clock. However, as a result of any delay in the release of the WTW 43, CWDs may have initiated their own method of providing the required written notice to clients regarding individualized time remaining on the WTW 24-Month Time Clock. As long as the CWD's written notification included the client's name, provided all of the required elements identified in this ACL, and is documented in the client's case file, the client will be considered as having been properly notified.

Automation systems must be modified to notify CWDs when clients are scheduled to receive the WTW 43 informing notice. Until consortia are able to automate the WTW 43, CWDs will have to implement this informing notice manually.

Noticing Clients at the End of the WTW 24-Month Time Clock / Post-WTW 24-Month Time Clock Requirements

A Notice of Action (NOA) must be issued when the WTW 24-Month Time Clock has been exhausted. As described in ACL 12-69, after reaching the end of the WTW 24-Month Time Clock, unless otherwise exempt or having received an extension of the WTW 24-Month Time Clock (initial guidance on the topic of extensions was issued in ACL 14-09, and further guidance will be issued in a separate ACL), aided adults must meet CalWORKs federal standards and participate in accordance with WIC Section 11322.8(b) for the adult to continue receiving cash aid. All participation hours must be in work activities identified in WIC Section 11322.85(a)(3), and the total participation hours must also conform to federal core and non-core hourly requirements as described in ACL 12-69. This NOA will state that the assistance unit's grant will be reduced if the adult is not meeting CalWORKs federal standards as described above. This new NOA will be released in a subsequent ACL, along with instructions for how and when to use the NOA.

CAMERA READY COPIES AND TRANSLATIONS

For camera-ready copies in English, contact the California Department of Social Services (CDSS) Forms Management Unit at fmudss@dss.ca.gov. If your office has internet access you may obtain these forms from the CDSS webpage at: http://www.dss.cahwnet.gov/cdssweb/FormsandPu_271.htm.

When all translations are completed per MPP Section 21-115.2, including Spanish forms, they are posted on an on-going basis on the CDSS webpage. Copies of the translated forms can be obtained at:

http://www.dss.cahwnet.gov/cdssweb/FormsandPu_274.htm.

For questions on translated materials, please contact CDSS Language Services at (916) 651-8876. Until translations are available, recipients who have elected to receive materials in languages other than English should be sent the English version of the form or notice along with the [GEN 1365 \(3/08\) - Notice of Language Services](#) and a local contact number.

The CWDs shall ensure that effective bilingual services are provided. This requirement may be met through utilization of paid interpreters, qualified bilingual employees, and qualified employees of other agencies or community resources. These services shall be provided free of charge to the applicant/recipient. In the event that CDSS does not provide translations of a form, it is the CWD's responsibility to provide the translation if an applicant or recipient requests it. More information regarding translations can be found in MPP Section 21-115.

If you have any questions or need further information regarding this letter, please contact the following CDSS representatives:

- CalWORKs Eligibility Bureau County Consultant (916) 654-1322
- CalWORKs Employment Bureau County Consultant (916) 654-2137

Sincerely,

Original Document Signed By:

TODD R. BLAND
Deputy Director
Welfare to Work Division

Attachment

cc: CWDA
CSAC

**NOTICE OF YOUR WELFARE-TO-WORK (WTW)
24-MONTH TIME CLOCK ENDING SOON**

DATE	
COUNTY	
CASE NAME	
CASE NO.	OTHER ID NO.
WORKER NAME	WORKER PHONE NO. ()

Questions? Ask your worker.

THIS NOTICE GIVES YOU INFORMATION ABOUT YOUR WTW 24-MONTH TIME CLOCK.

As of _____, the County has determined that you, _____, have a total of _____ **months remaining** of your WTW 24-Month Time Clock. Once you have used all 24 months of your WTW 24-Month Time Clock, you will have to meet different requirements to continue receiving aid and services unless you are exempt from WTW or qualify for an extension to the WTW 24-Month Time Clock.

Beginning with your 25th month, you must meet CalWORKs federal standards. Under these requirements, you will have to participate for the same total number of hours per week, and you will need to meet a core hourly requirement. The chart below shows the hourly participation requirements to meet CalWORKs federal standards, including the total number of weekly participation hours and the number of weekly hours in core activities.

Number of Adults in the Family (Assistance Unit)	Total # of Participation Hours Required Per Week	Required # of Hours in Core Activities Per Week
Single-adult with a child under 6 years old	20	20
Single-adult with no children under 6 years old	30	20
Two-parent families	35	30

The core activities that you may participate in include education, employment, work experience, job search, and community service. Some activities have a limit on how long they can count as a core activity, including job search and job readiness related activities. Vocational education and training may only be counted as a core activity if you have not already used your 12-month lifetime limit.

After using all of your WTW 24-Month Time Clock, if you do not meet the required hours of participation with an allowable core activity, your cash aid will be lowered by removing your portion of the grant.

CONTACT YOUR WORKER RIGHT AWAY IF YOU:

- Need more information about the CalWORKs federal standards participation requirements that you must meet once you have used all of your WTW 24-Month Time Clock months.
- Want to change your WTW plan now to meet CalWORKs federal standards. This will save the remaining months on your WTW 24-Month Time Clock.
- Need more information about the months that you used.
- Think you should not have months counted toward the WTW 24-Month Time Clock.
- Think you should be exempt from participation in WTW and have not requested the exemption, or need more information about exemptions from participation in WTW. You can also send your worker the enclosed exemption request form that you have signed and dated.
- Need more information about how to ask for an extension to your WTW 24-Month Time Clock.

CONTACT YOUR WORKER IF YOU THINK THIS NOTICE IS WRONG. YOU MAY ALSO ASK FOR A STATE HEARING. "YOUR HEARING RIGHTS" FORM ON THE BACK SIDE OF THIS PAGE TELLS YOU HOW TO ASK FOR A STATE HEARING.

YOUR HEARING RIGHTS

You have the right to ask for a hearing if you disagree with any county action. You have only 90 days to ask for a hearing. The 90 days started the day after the county gave or mailed you this notice. If you have good cause as to why you were not able to file for a hearing within the 90 days, you may still file for a hearing. If you provide good cause, a hearing may still be scheduled.

If you ask for a hearing before an action on Cash Aid, Medi-Cal, CalFresh, or Child Care takes place:

- Your Cash Aid or Medi-Cal will stay the same while you wait for a hearing.
- Your Child Care Services may stay the same while you wait for a hearing.
- Your CalFresh benefits will stay the same until the hearing or the end of your certification period, whichever is earlier.

If the hearing decision says we are right, you will owe us for any extra Cash Aid, CalFresh or Child Care Services you got. To let us lower or stop your benefits before the hearing, check below:

Yes, lower or stop: Cash Aid CalFresh
 Child Care

While You Wait for a Hearing Decision for:

Welfare to Work:

You do not have to take part in the activities.

You may receive child care payments for employment and for activities approved by the county before this notice.

If we told you your other supportive services payments will stop, you will not get any more payments, even if you go to your activity.

If we told you we will pay your other supportive services, they will be paid in the amount and in the way we told you in this notice.

- To get those supportive services, you must go to the activity the county told you to attend.
- If the amount of supportive services the county pays while you wait for a hearing decision is not enough to allow you to participate, you can stop going to the activity.

Cal-Learn:

- You cannot participate in the Cal-Learn Program if we told you we cannot serve you.
- We will only pay for Cal-Learn supportive services for an approved activity.

OTHER INFORMATION

Medi-Cal Managed Care Plan Members: The action on this notice may stop you from getting services from your managed care health plan. You may wish to contact your health plan membership services if you have questions.

Child and/or Medical Support: The local child support agency will help collect support at no cost even if you are not on cash aid. If they now collect support for you, they will keep doing so unless you tell them in writing to stop. They will send you current support money collected but will keep past due money collected that is owed to the county.

Family Planning: Your welfare office will give you information when you ask for it.

Hearing File: If you ask for a hearing, the State Hearing Division will set up a file. You have the right to see this file before your hearing and to get a copy of the county's written position on your case at least two days before the hearing. The state may give your hearing file to the Welfare Department and the U.S. Departments of Health and Human Services and Agriculture. **(W&I Code Sections 10850 and 10950.)**

TO ASK FOR A HEARING:

- Fill out this page.
- Make a copy of the front and back of this page for your records. If you ask, your worker will get you a copy of this page.
- Send or take this page to:

OR

- Call toll free: 1-800-952-5253 or for hearing or speech impaired who use TDD, 1-800-952-8349.

To Get Help: You can ask about your hearing rights or for a legal aid referral at the toll-free state phone numbers listed above. You may get free legal help at your local legal aid or welfare rights office.

If you do not want to go to the hearing alone, you can bring a friend or someone with you.

HEARING REQUEST

I want a hearing due to an action by the Welfare Department of _____ County about my:

- Cash Aid CalFresh Medi-Cal
 Other (list) _____

Here's Why: _____

- If you need more space, check here and add a page.
 I need the state to provide me with an interpreter at no cost to me. (A relative or friend cannot interpret for you at the hearing.)

My language or dialect is: _____

NAME OF PERSON WHOSE BENEFITS WERE DENIED, CHANGED OR STOPPED

BIRTH DATE

PHONE NUMBER

STREET ADDRESS

CITY

STATE

ZIP CODE

SIGNATURE

DATE

NAME OF PERSON COMPLETING THIS FORM

PHONE NUMBER

- I want the person named below to represent me at this hearing. I give my permission for this person to see my records or go to the hearing for me. (This person can be a friend or relative but cannot interpret for you.)

NAME

PHONE NUMBER

STREET ADDRESS

CITY

STATE

ZIP CODE