



CDSS

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**DEPARTMENT OF SOCIAL SERVICES**

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March 22, 2016

ALL COUNTY WELFARE DIRECTORS LETTER

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

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

SUBJECT: CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS (CalWORKs) PROGRAM: 2016 ELIGIBILITY CASE FILE REVIEWS

The California Department of Social Services (CDSS) would like to announce upcoming 2016 California Work Opportunity and Responsibility to Kids (CalWORKs) Eligibility Case File Review visits. The reviews began in March 2015 as a result of an audit conducted in 2012 by the California State Auditor, Bureau of State Audits. As described in the All County Welfare Directors Letter dated February 18, 2015, the purpose of the reviews is for the CDSS to examine cases at the county level in order to increase CDSS' oversight capacity. This will be achieved by assessing how County Welfare Departments (CWDs) are determining CalWORKs eligibility and implementing recent policy changes. Additional information with respect to the 2016 review schedule and process is enclosed within this letter.

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

Enclosure

Attachment

### **Review Schedule**

For the 2016 calendar year, the CDSS will begin conducting CalWORKs Eligibility Case File Reviews in March. Counties scheduled for review during the 2016 calendar year are as follows:

<b>County Name</b>	<b>Review Month</b>	<b>County Name</b>	<b>Review Month</b>
Kern	March	Solano	June
Santa Clara	April	Contra Costa	August
San Joaquin	April	Tulare	September
Ventura	May	Merced	October
Monterey	June	San Francisco	October
Stanislaus	June		

### **Case File Review Plan for 2016**

In 2015, the CDSS reviewed cases in eight of the 19 Performance Monitoring Counties (PMCs). In 2016, the CDSS will review the 11 remaining PMCs and approximately 130 eligibility case files statewide. The CDSS CalWORKs Eligibility team 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 findings or observations, 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 area of weakness identified.

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 2016, 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.