TABLE OF CONTENTS

CHAPTER 11-500 PROGRAM STANDARDS - INCOME MAINTENANCE

	Section
Income Maintenance Responsibilities	
Eligibility and Grant Decisions	.1
Recording	.2
County Standards	.3
Staffing Standards	11-503
Use of Aides	.1

Section

CHAPTER 11-500 PROGRAM STANDARDS - INCOME MAINTENANCE

11-501 INCOME MAINTENANCE RESPONSIBILITIES

11-501

.1 Eligibility and Grant Decisions

Income maintenance staff shall be continuously responsible for making decisions on eligibility and maintaining correctness of grant on all public assistance cases, whether in service status or not. These include: initial determinations and redeterminations of eligibility; determination of subsistence needs; computation of grants, and share of cost (for MN); change actions on grants; movement between categorical programs; eligibility for supplemental food programs.

.2 Recording

The county welfare director shall assure that records are maintained by income maintenance staff which document the basis for eligibility decision and the amount of grant or share of cost (for MN). Such recording need not be in narrative form and should be entered on forms to the extent possible.

.3 County Standards

Where statutes or CDSS regulations authorize counties to adopt specific standards which affect an applicant's/recipient's eligibility or grant amount or welfare-to-work activities, including supportive services, such standards shall be in writing and shall be made available to the public upon request.

HANDBOOK BEGINS HERE

Examples of program requirements for which counties are to develop written standards include but are not limited to the following: (1) definition of what constitutes regular school attendance and good cause criteria, under Sections 40-105.5(a) and (f); (2) extending the work exemption based upon caring for a young child, under Section 42-712.47; (3) diversion program requirements, under Section 81-215.32; (4) child care for other required activities or for children not in the AU, under Sections 47-201.12 and 47-401.45; and (5) continuing case management services and/or supportive services for former recipients, under Section 42-717.1.

HANDBOOK ENDS HERE

NOTE: Authority cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 10553, 10554, and 10603, Welfare and Institutions Code.

ADMINISTRATIVE STANDARDS FOR ELIGIBILITY AND ASSISTANCE PROGRAMS 11-503 PROGRAM STANDARDS - INCOME MAINTENANCE Regulations

11-503 STAFFING STANDARDS

The number of eligibility worker and eligibility supervisor positions necessary to assure maintenance of acceptable performance levels in the income maintenance and quality control functions shall be determined by the county, taking into account the availability of clerical and other supportive processes, and shall be submitted in the county plan subject to approval by State Department of Social Services (SDSS) as standards which the county will maintain.

Maintenance of acceptable performance levels shall be measured by taking into consideration the findings of the quality control system, promptness in processing applications and paying aid, currency of reinvestigations, appropriateness of identification and referral of persons for service assessment, and such other factors as SDSS shall establish as appropriate indicators of performance.

.1 The use of aides is specified in Welfare and Institutions Code Section 10810.

HANDBOOK BEGINS HERE

.11 Welfare and Institutions Code Section 10810 states:

Subject to the approval to the Department, each county department is authorized to sponsor and conduct programs for the recruitment, training, and utilization of volunteers to assist county department employees in the performance of office duties and to aid in performing services in the counties including but not limited to the following:

- (a) Friendly visiting of the indigent aged;
- (b) Finding homes for foster children;
- (c) Escorting and transporting recipients to clinics and other destinations;
- (d) Aiding in location of improved housing;
- (e) Teaching homemaking skills and aiding in budgeting and care of the household;
- (f) Providing tutoring and other educational aid.

Volunteers shall not duplicate services performed by county department employees.

The county department shall maintain the confidentiality of records of recipients.

HANDBOOK ENDS HERE

CALIFORNIA-DSS-MANUAL-OPS

11-503

ADMINISTRATIVE STANDARDS FOR ELIGIBILITY AND ASSISTANCE PROGRAMS LAWSUITS INVOLVING MULTIPLE PROGRAMS

TABLE OF CONTENTS

CHAPTER 11-600 LAWSUITS INVOLVING MULTIPLE PROGRAMS

Section

	Blanco v. Anderson Lawsuit	11-601
	Background	.1
	County Responsibilities	.3

CHAPTER 11-600 LAWSUITS INVOLVING MULTIPLE PROGRAMS

11-601 <u>BLANCO V. ANDERSON LAWSUIT</u>

11-601

HANDBOOK BEGINS HERE

.1 Background

The <u>Blanco</u> v. <u>Anderson</u> lawsuit challenged the closure of county welfare department (CWD) offices during regular business hours except Saturdays, Sundays, and legal holidays.

The initial decision, issued on December 16, 1993, addressed only the closure of CWD Food Stamp offices without first having completed a review of the office hours of operation as required by federal regulations at 7 CFR 272.4(g). Emergency state regulations implementing the specific federal regulatory requirements for the required annual office hours review were effective June 1, 1994.

The final judgment, issued December 20, 1994, and amended January 3, 1995, finds that by allowing CWDs to close their offices during the "regular eight hours of the working day," class members have been denied their right to apply for and receive Food Stamp, AFDC, homeless assistance, and Medi-Cal benefits. The court ordered that when the CWDs are closed during the regular eight hours of the working day, they must do the following. They must make it possible for individuals to apply for and receive Food Stamp, AFDC, and Medi-Cal benefits, including emergency benefits, within the time limits prescribed by state and federal law. The CWDs must also provide notice of their hours of operation and of the procedures, during these hours of closure, for applying for and receiving these benefits, including emergency benefits.

These regulations implement the December 20, 1994 judgment as amended January 3, 1995.

HANDBOOK ENDS HERE

.2 Definitions

- .21 For purposes of these regulations, the following apply:
 - .211 "Accept and act upon all applications for emergency benefits" includes providing such emergency benefits within the time limits prescribed by federal and state law.
 - .212 "Local telephone service" means a telephone number which is toll-free for the same geographic area as the regular telephone number for each CWD office.

ADMINISTRATIVE STANDARDS FOR ELIGIBILITY AND ASSISTANCE PROGRAMS 11-601 (Cont.) LAWSUITS INVOLVING MULTIPLE PROGRAMS Regulations

11-601 <u>BLANCO V. ANDERSON</u> LAWSUIT (Continued)

- .213 "Opportunity to file an application for benefits" includes the provision of special assistance under 7 CFR 273.2(e) and (f) (see Sections 63-300.4 and .5) and 45 CFR 233.10(a)(10(vi) (see Section 40-157.213).
 - (a) "Special assistance" means assisting the applicant as necessary in order to provide emergency benefits within the time limits prescribed by federal and state law, including waiving the face-to-face office interview, conducting the application interview by telephone, and assisting the applicant in gathering needed documents.
- .214 "Regular eight hours of a working day" means the eight-hour period the CWD's offices are open to the public. If the CWD office is never open eight hours on a working day, the "regular eight hours of the working day" shall mean the hours that the CWD office is open, plus an additional time period(s) immediately before, after, or between these hours, which cumulatively equal eight hours.
- .215 "Working days" means Mondays, Tuesdays, Wednesdays, Thursdays, and Fridays, excluding federal and state holidays.
- .3 County Responsibilities
 - .31 If a CWD closes its offices at any time during the regular eight hours of a working day, the CWD shall do all of the following during those hours of office closure:
 - .311 Provide individuals the opportunity to file an application for and receive Food Stamp and/or AFDC benefits within the time limits prescribed by federal and state law.
 - (a) Make applications for such benefits readily available to individuals.
 - (b) Provide a drop-box, mail slot, or other reasonable means for filing applications.

ADMINISTRATIVE STANDARDS FOR ELIGIBILITY AND ASSISTANCE PROGRAMS Regulations LAWSUITS INVOLVING MULTIPLE PROGRAMS 11-601 (Cont.)

11-601 <u>BLANCO V. ANDERSON</u> LAWSUIT (Continued)

- (1) Applications deposited as described in Section 11-600.311(b) shall be deemed to have been filed on the date of the CWD office closure.
- (2) In the event an individual certifies he/she was denied the opportunity to file an application, and the CWD does not have evidence to the contrary, the application shall be processed in all respects as though it was filed on the date of the CWD office closure.
- .312 Provide individuals the opportunity to file an application for and receive expedited Food Stamp, immediate need AFDC, and/or homeless assistance benefits within the time limits prescribed by federal and state law.
 - (a) Maintain sufficient staff to accept and act upon all such applications, and/or
 - (b) Maintain a local telephone service with sufficient staff to accept and act upon all such applications as if such requests had been made in person at the CWD's office.
- .313 Greet incoming calls on the main telephone lines of the CWD's offices with an announcement informing the caller of the following:
 - (a) The working days, or regular eight hours of a working day, when the offices will be closed;
 - (b) The procedures for obtaining and filing applications for Food Stamp and AFDC benefits, during these hours of office closure; and
 - (c) The procedures for applying for and receiving expedited Food Stamp, immediate need AFDC, and homeless assistance benefits, within the time limits prescribed by federal and state law, during these hours of office closure.

ADMINISTRATIVE STANDARDS FOR ELIGIBILITY AND ASSISTANCE PROGRAMS 11-601 (Cont.) LAWSUITS INVOLVING MULTIPLE PROGRAMS Regulations

11-601 BLANCO V. ANDERSON LAWSUIT (Continued)

11-601

HANDBOOK BEGINS HERE

(d) CDSS and the Department of Health Services are enjoined by court order in the Blanco v. Anderson lawsuit. The court order includes provisions for providing services to clients under Medi-Cal as well as Food Stamp and AFDC programs. The order requires that telephone announcements greeting incoming calls informing the public of the provisions specified in Sections 11-601.313(a), (b), and (c) include information regarding Medi-Cal and emergency medical services.

HANDBOOK ENDS HERE

- .314 Post notices in prominent locations within the CWD's offices and in the public areas, including the doors, immediately outside the CWD's offices which inform the public of the following:
 - The working days, or the regular eight hours of a working day, when the offices (a) will be closed;
 - (b) The procedures for obtaining and filing applications for Food Stamp and AFDC benefits during these hours of office closure; and
 - (c) The procedures for applying for and receiving expedited Food Stamp, immediate need AFDC, and homeless assistance benefits within the time limits prescribed by federal and state law, during these hours of office closure.

11-601

11-601 <u>BLANCO V. ANDERSON</u> LAWSUIT (Continued)

11-601

HANDBOOK BEGINS HERE

(d) CDSS and the Department of Health Services are enjoined by court order in the <u>Blanco v. Anderson</u> lawsuit. The court order includes provisions for providing services to clients under Medi-Cal as well as Food Stamp and AFDC programs. The order requires that notices posted by the CWD offices informing the public of the provisions specified in Sections 11-601.314(a), (b), and (c) include information regarding Medi-Cal and emergency medical services.

HANDBOOK ENDS HERE

NOTE: Authority cited: Sections 10553, 10554, and 18904, Welfare and Institutions Code. Reference: Section 18902, Welfare and Institutions Code; <u>Blanco</u> v. <u>Anderson</u> Court Order, United States District Court, Eastern District of California, No. CIV-S-93-859 WBS, JFM, dated January 3, 1995.

ADMINISTRATIVE STANDARDS FOR ELIGIBILITY AND ASSISTANCE PROGRAMS FTB INTERCEPT REGULATIONS

TABLE OF CONTENTS

CHAPTER 11-700 FRANCHISE TAX BOARD (FTB) AND INTERNAL REVENUE SERVICE (IRS) TAX REFUND INTERCEPT REGULATIONS

Entire Chapter renumbered to Chapter 12-700, Sections 12-701 through 12-717 by Manual Letter No. OPS-90-05, effective 11/26/90.

MANUAL LETTER NO. OPS-90-05

CHAPTER 11-700 FRANCHISE TAX BOARD (FTB) AND INTERNAL REVENUE SERVICE (IRS) TAX REFUND INTERCEPT REGULATIONS

Renumbered to Chapter 12-700 by Manual Letter No. OPS-90-05, effective 11/26/90.

11-701 **DEFINITIONS** 11-701 Renumbered to Section 12-701 by Manual Letter No. OPS-90-05, effective 11/26/90. 11-702 **GENERAL REQUIREMENTS** 11-702 Renumbered to Section 12-702 by Manual Letter No. OPS-90-05, effective 11/26/90. 11-703 **FTB ELIGIBILITY REQUIREMENTS** 11-703 Renumbered to Section 12-703 by Manual Letter No. OPS-90-05, effective 11/26/90. 11-704 **IRS ELIGIBILITY REQUIREMENTS** 11-704 Renumbered to Section 12-704 by Manual Letter No. OPS-90-05, effective 11/26/90.

11-705 UNIFORM RECIPROCAL ENFORCEMENT OF SUPPORT ACT (URESA) 11-705 SUBMISSIONS

Renumbered to Section 12-705 by Manual Letter No. OPS-90-05, effective 11/26/90.

	A 11-706	DMINISTRATIVE STANDARDS FOR ELIGIBILITY AND ASSISTANCE PROGR FTB INTERCEPT REGULATIONS	RAMS Regulations
	11-706	INTERSTATE SUBMISSIONS	11-706
	Renumber	red to Section 12-706 by Manual Letter No. OPS-90-05, effective 11/26/90.	
	11-707	CERTIFICATION	11-707
	Renumber	red to Section 12-707 by Manual Letter No. OPS-90-05, effective 11/26/90.	
	11-708	SUBMISSION CRITERIA FOR AFDC-FC CASES AND STATE-ONLY AIDED CASES	11-708
	Renumber	red to Section 12-708 by Manual Letter No. OPS-90-05, effective 11/26/90.	
	11-709	INTERCEPT WARNING NOTICE TO ABSENT PARENTS	11-709
l	Renumber	red to Section 12-709 by Manual Letter No. OPS-90-05, effective 11/26/90.	
	11-710	UPDATES	11-710
	Renumber	red to Section 12-710 by Manual Letter No. OPS-90-05, effective 11/26/90.	
	11-711	DISTRIBUTION OF COLLECTIONS	11-711

Renumbered to Section 12-711 by Manual Letter No. OPS-90-05, effective 11/26/90.

ADMINISTRATIVE STANDARDS FOR ELIGIBILITY AND ASSISTANCE PROG Regulations FTB INTERCEPT REGULATIONS		11-717
11-712	ADMINISTRATIVE REVIEW PROCEDURES	11-712
Renumber	ed to Section 12-712 by Manual Letter No. OPS-90-05, effective 11/26/90.	
11-713	INSTRUCTIONS FOR RETURNING EXCESS INTERCEPTS	11-713
Renumber	ed to Section 12-713 by Manual Letter No. OPS-90-05, effective 11/26/90.	
11-714	IRS OFFSET FEES	11-714
Renumber	ed to Section 12-714 by Manual Letter No. OPS-90-05, effective 11/26/90.	
11-715	SUBMISSION AUDITS	11-715
Renumber	ed to Section 12-715 by Manual Letter No. OPS-90-05, effective 11/26/90.	
11-716	JOINT IRS RETURNS	11-716
Renumber	ed to Section 12-716 by Manual Letter No. OPS-90-05, effective 11/26/90.	
11-717	NEGATIVE IRS ADJUSTMENTS	11-717

Renumbered to Section 12-717 by Manual Letter No. OPS-90-05, effective 11/26/90.

ADMINISTRATIVE STANDARDS FOR ELIGIBILITY AND ASSISTANCE PROGRAM COMPLIANCE AND SANCTIONS

TABLE OF CONTENTS

CHAPTER 11-800 COMPLIANCE AND SANCTIONS

Entire Chapter renumbered to Chapter 12-800, Sections 12-801 through 12-808 by Manual Letter No. OPS-90-05, effective 11/26/90.

MANUAL LETTER NO. OPS-90-05

R	A) Regulations	DMINISTRATIVE STANDARDS FOR ELIGIBILITY AND ASSISTANCE PROGRAM COMPLIANCE AND SANCTIONS	11-808
(СНАРТЕН	R 11-800 COMPLIANCE AND SANCTIONS	11-800
R	Renumbere	d to Chapter 12-800 by Manual Letter No. OPS-90-05, effective 11/26/90.	
1	1-801	GENERAL	11-801
R	Renumbere	ed to Section 12-801 by Manual Letter No. OPS-90-05, effective 11/26/90.	
1	1-802	NOTICE OF NONCOMPLIANCE	11-802
R	Renumbere	d to Section 12-802 by Manual Letter No. OPS-90-05, effective 11/26/90.	
1	1-803	COUNTY ACTION UPON RECEIPT OF NOTICE OF NONCOMPLIANCE	11-803
R	Renumbere	d to Section 12-803 by Manual Letter No. OPS-90-05, effective 11/26/90.	
1	1-804	ACTION UPON CONTINUED NONCOMPLIANCE BY A COUNTY	11-804
R	Renumbere	ed to Section 12-804 by Manual Letter No. OPS-90-05, effective 11/26/90.	
1	1-805	ORDER TO APPEAR	11-805
R	Renumbere	d to Section 12-805 by Manual Letter No. OPS-90-05, effective 11/26/90.	
1	1-806	REQUESTS TO PARTICIPATE IN THE COMPLIANCE HEARING	11-806
R	Renumbere	ed to Section 12-806 by Manual Letter No. OPS-90-05, effective 11/26/90.	
1	1-807	COMPLIANCE HEARING	11-807
R	Renumbere	ed to Section 12-807 by Manual Letter No. OPS-90-05, effective 11/26/90.	
1	1-808	DIRECTOR'S FINDINGS AND DECISION, AND SANCTIONS	11-808
R	Renumbere	d to Section 12-808 by Manual Letter No. OPS-90-05, effective 11/26/90.	

	CALIFORNIA-DSS-MANUAL-OPS
MANUAL LETTER NO. OPS-90-05	

TABLE OF CONTENTS

CHAPTER 11-900 COMPLIANCE WITH STATE PLAN FOR DETERMINING PATERNITY, SECURING CHILD SUPPORT, AND ENFORCING SPOUSAL SUPPORT ORDERS

Entire Chapter renumbered to Chapter 12-900, Sections 12-901 through 12-908 by Manual Letter No. OPS-90-05, effective 11/26/90.

MANUAL LETTER NO. OPS-90-05

AI Regulations	DMINISTRATIVE STANDARDS FOR ELIGIBILITY AND ASSISTANCE PROGRAMS S COMPLIANCE WITH STATE PLAN	11-908
11-900	COMPLIANCE WITH STATE PLAN FOR DETERMINING PATERNITY, SECURING CHILD SUPPORT, AND ENFORCING SPOUSAL SUPPORT ORDERS	11-900
Renumbere	ed to Chapter 12-900 by Manual Letter No. OPS-90-05, effective 11/26/90.	
11-901	SCOPE	11-901
Renumbere	ed to Section 12-901 by Manual Letter No. OPS-90-05, effective 11/26/90.	
11-902	DEFINITION	11-902
Renumbere	ed to Section 12-902 by Manual Letter No. OPS-90-05, effective 11/26/90.	
11-903	VOLUNTARY CORRECTIVE PROCEDURES	11-903
Renumbere	ed to Section 12-903 by Manual Letter No. OPS-90-05, effective 11/26/90.	
11-904	NOTICE OF INTENT TO ENFORCE COMPLIANCE	11-904
Renumbere	ed to Section 12-904 by Manual Letter No. OPS-90-05, effective 11/26/90.	
11-905	COMPLIANCE CONFERENCE	11-905
Renumbere	ed to Section 12-905 by Manual Letter No. OPS-90-05, effective 11/26/90.	
11-906	SANCTIONS	11-906
Renumbere	ed to Section 12-906 by Manual Letter No. OPS-90-05, effective 11/26/90.	
11-907	COMPLIANCE WITH MERIT SYSTEM REQUIREMENTS	11-907
Renumbere	ed to Section 12-907 by Manual Letter No. OPS-90-05, effective 11/26/90.	
11-908	RESPONSIBILITY FOR FUNDING	11-908
Renumbere	ed to Section 12-908 by Manual Letter No. OPS-90-05, effective 11/26/90.	

1