



CDSS

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DIRECTOR

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

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EDMUND G. BROWN JR.
GOVERNOR

September 20, 2018

ALL COUNTY LETTER NO. 18-117

TO: ALL COUNTY WELFARE DIRECTORS
ALL CALFRESH PROGRAM SPECIALISTS
ALL CONSORTIA REPRESENTATIVES
ALL QUALITY CONTROL PROGRAM COORDINATORS

SUBJECT: CALFRESH CHURN MONTHLY CASELOAD REPORT (CF18)

REFERENCES: [7 CODE OF FEDERAL REGULATIONS \(CFR\) 273.12\(a\)\(5\)\(iii\)\(B\);](#)
[7 CFR SECTIONS 273.2\(i\), 273.2 \(i\)\(2\), 273.2\(i\)\(4\)\(iii\)\(A\) AND \(B\);](#)
[WELFARE AND INSTITUTIONS \(W&I\) CODE 11265.1\(c\)\(1\) AND](#)
[\(2\); W&I CODE 11265.1\(c\)\(5\); 11265.1\(c\)\(6\);](#)
[7 CFR 273.12\(a\)\(5\)\(iii\)\(F\); 7 CFR 273.14\(c\)\(2\); 7 CFR 273.14\(e\)\(2\);](#)
[7 CFR 273.14\(e\)\(3\); MANUAL OF POLICIES AND PROCEDURES](#)
[SECTIONS 63-300.32, 63-301.51, 63-301.522, 63-301.533, 63-](#)
[301.544, AND 63-301.545; ACL 12-74; ACL 12-74E](#)

The purpose of this All County Letter (ACL) is to notify County Welfare Departments (CWDs) of the new *CalFresh Churn Monthly Caseload Report* (CF 18). The CF 18 is a monthly report that measures “caseload churn” among CalFresh households.

The CWDs shall begin using the CF 18 as soon as automation of the report is completed by the Statewide Automated Welfare System (SAWS) consortia. Automation is currently anticipated to be complete within nine to twelve months from the release of this ACL, but no later than October 1, 2019.

Currently, the California Department of Social Services (CDSS) receives data regarding CalFresh caseload churn through SAWS Internal Request for Research Analysis (SIRFRA) #3101. The SAWS consortia will continue to provide caseload churn data through SIRFRA #3101 until necessary automation changes are complete and the CF 18 is implemented.

BACKGROUND

Under CalFresh simplified reporting rules, a review of each household's circumstances is required at periodic report and recertification. Occasionally, an eligible household may lose CalFresh benefits, for example due to a missed reporting requirement, and may reapply for benefits shortly thereafter. This loss of CalFresh benefits and quick return to CalFresh indicates there was likely no loss of eligibility. Caseload churn is the cycling of CalFresh households on and off the program when benefit eligibility was likely never lost. The disruption in benefits creates a temporary hardship for participants and creates administrative burden for CWDs.

The CDSS, in partnership with CWDs and stakeholders, conducted extensive research and analysis to identify the best methods for evaluating the rate and causes of CalFresh caseload churn. Churn variables were carefully selected to identify the driving factors of caseload churn and target efforts to reduce its occurrence. The result of this work is the CF 18. The CF 18 is intended to capture caseload churn data for all CalFresh households, including both non-assistance CalFresh and public assistance CalFresh. This data will be used to inform continuous improvements in eligible clients' timely access to benefits and overall program operations.

SUMMARY OF THE CF 18 REPORT FORM

The CF 18 captures caseload churn outcomes related to two key reporting events:

1. Semi-Annual Report (SAR 7)
2. Redetermination/Recertification/Reapplication (RRR)

Churn outcomes are measured in two ways:

1. The first measurement assesses caseload churn among CalFresh households scheduled to submit a SAR 7 or RRR in a given month, but that do not, and instead submit a new CalFresh application in subsequent months. Specifically:
 - How many SAR 7s or RRRs were completed timely, untimely, late or not complete;
 - How many SAR 7s or RRRs were disposed of as eligible and ineligible;
 - How many households experienced a disruption in benefits;
 - How many households subsequently completed a new application for benefits; and
 - How many new applications were determined eligible and ineligible.
2. The second measurement assesses caseload churn among all new applicant households in a given month and the number of those households that were scheduled to submit a SAR 7 or RRR in previous months. Specifically:
 - How many applicant households had a SAR 7 or RRR due;

- How many applicant households were restored or discontinued; and
- How many new applicant households were approved or denied.

The last section of the CF 18, Average Days to Process, evaluates the processing timeframes for initial and non-initial CalFresh applications with consideration for Expedited Service (ES) entitlement and non-ES entitlement.

The CWDs are responsible for providing complete and accurate CF 18 reports monthly. Reports are to be received on or before the 20th calendar day of the month following the submission month. The CF 18 report form, instructions, and validations are attached as reference materials. The CF 18 report instructions provide additional details regarding the outcome measurements described in this letter.

IMPLEMENTATION TIMELINE

Automation of the CF 18 report shall be completed by the SAWS consortia within nine to twelve months from the release of this ACL, but no later than October 1, 2019. The CWDs shall begin using the CF 18 as soon as automation is complete.

COMPLETION AND SUBMISSION

To complete the CF 18 electronically, counties must download a copy of the accessible CF 18 form, which includes links to the form's instructions and validations, from the Data Systems and Survey Design Bureau (DSSDB) website at <http://www.cdss.ca.gov/dssdb/>. All counties are required to submit the report via email to DSSDB at admCF18@dss.ca.gov. If you have any questions regarding the completion of the CF 18 report, please contact DSSDB at (916) 651-8269 or admCF18@dss.ca.gov.

CAMERA-READY COPIES AND TRANSLATIONS

For a camera-ready copy in English, contact the CDSS Forms Management Unit at fmudss@dss.ca.gov. You may obtain these forms from the CDSS webpage at: <http://www.cdss.ca.gov/inforesources/Forms-Brochures>.

When all translations are completed per MPP Section [21-115.2](#), they are posted on an on-going basis on the CDSS webpage. Copies of the translated forms can be obtained at: <http://www.cdss.ca.gov/inforesources/Translated-Forms-and-Publications>.

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, Notice of Language Services, and a local contact number. The GEN 1365 may be obtained at <http://www.cdss.ca.gov/cdssweb/entres/forms/Multi/GEN1365MUL.pdf>.

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 interpreter services if an applicant or recipient requests them. More information regarding translations can be found in MPP Section [21-115](#).

This ACL and other CDSS Letters and Notices are available on the internet at: <http://www.cdss.ca.gov/inforesources/Letters-and-Notices>.

If you have any questions regarding this ACL, please contact the CalFresh Policy Bureau at (916) 651-8047.

If you have any questions regarding the completion of the CF 18 report, please contact Data Systems and Survey Design Bureau (DSSDB) at (916) 651-8269.

Sincerely,

Original Document Signed By:

KIM JOHNSON

Deputy Director
Family Engagement and Empowerment Division

Sincerely,

Original Document Signed By:

KÄREN DICKERSON

Deputy Director
Administration Division

Attachments:

- a) CF 18 Churn Monthly Report Form
- b) CF 18 Instructions
- c) CF 18 Validations

c: CDSS, Data Systems and Survey Design Bureau

**Churn
Monthly Report
CF 18**

DOWNLOAD REPORT FORM FROM:
<http://www.cdss.ca.gov/inforesources/Research-and-Data/DSSDB>
 E-MAIL COMPLETED REPORT FORM TO:
admCF18@dss.ca.gov

Please keep the file in .xlsm or .xls extensions.

COUNTY NAME	VERSION	SUBMISSION MONTH	REPORT YEAR
Select County Name	Initial	Select Month	Select Year
<i>Churn Measurement #1: The share of CalFresh/California Food Assistance Program (CFAP) households who are due to have their eligibility re-determined in a given month who experience an interruption in benefits, but return to the program within four full calendar months following the Data Cohort Month.</i>			
All SAR 7s & RRRs		SAR 7	RRR
1. The total number of CalFresh households scheduled for SAR 7 & RRR submission within the Data Cohort Month	1	2	0
Timely SAR 7s & RRRs		SAR 7	RRR
2. The total number of timely SAR 7s & RRRs received from households within the Data Cohort Month that were disposed and subsequently deemed eligible	3	4	
3. The total number of timely SAR 7s & RRRs received from households within the Data Cohort Month that were disposed and subsequently deemed ineligible	5	6	
Untimely SAR 7s & RRRs		SAR 7	RRR
4. The total number of untimely SAR 7s & RRRs received from households within the Data Cohort Month that were disposed and subsequently deemed eligible with no loss of benefits	7	8	
5. The total number of untimely SAR 7s & RRRs received from households within the Data Cohort Month that were disposed and subsequently deemed ineligible	9	10	
Late SAR 7s & RRRs		SAR 7	RRR
6. The total number of late SAR 7s & RRRs received from households within the First Month Following Data Cohort Month that were disposed and deemed eligible and experienced either no loss or loss of benefits.	11	12	0
a. The total number of late SAR 7s & RRRs received from households within the First Month Following Data Cohort Month that were disposed, deemed eligible and experienced no loss of benefits.	13	14	
b. The total number of late SAR 7s & RRRs received from households within the First Month Following Data Cohort Month that were disposed, deemed eligible and experienced a loss of benefits. (This includes prorated applications)	15	16	
7. The average number of days where benefits were lost due to late SAR 7 & RRR submission and the household experienced a loss of benefits within the First Month Following Data Cohort Month	17	18	
8. The total number of late SAR 7s & RRRs received from households within the First Month Following Data Cohort Month that were disposed and subsequently deemed ineligible	19	20	
SAR 7s & RRRs Not Renewed		SAR 7	RRR
9. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the First Month Following Data Cohort Month were disposed and subsequently deemed eligible for benefits	21	22	
10. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the First Month Following Data Cohort Month were disposed and subsequently deemed ineligible (include withdrawals) for benefits	23	24	
11. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Second Month Following Data Cohort Month were disposed and subsequently deemed eligible for benefits	25	26	
12. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Second Month Following Data Cohort Month were disposed and subsequently deemed ineligible (include withdrawals) for benefits.	27	28	
13. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Third Month Following Data Cohort Month were disposed and subsequently deemed eligible for benefits	29	30	
14. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Third Month Following Data Cohort Month were disposed and subsequently deemed ineligible (include withdrawals) for benefits	31	32	
15. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Fourth Month Following Data Cohort Month were disposed and subsequently deemed eligible for benefits	33	34	
16. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Fourth Month Following Data Cohort Month were disposed and subsequently deemed ineligible (include withdrawals) for benefits	35	36	

<i>Churn Measurement #2: The share of applications from households that participated CalFresh/CFAP in the recent past.</i>				
Applications from households with a recent SAR 7 or RRR		SAR 7		RRR
17.	The total number of SAR 7 or RRR CalFresh applications disposed during the Data Cohort Month (RRR includes Transitional CalFresh)	37		38
18.	The total number of CalFresh applications disposed during the data cohort month from a CalFresh household who had a SAR 7 or RRR due within the prior four full calendar months	39	0	40
Denied Applications with recent SAR 7 or RRR-related restoration		SAR 7		RRR
19.	The total number of denied CalFresh applications disposed of during the Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was restored in the First Month Prior to Data Cohort Month	41		42
Applications with recent SAR 7 or RRR correlated discontinuation (First Month Prior to Data Cohort Month)		SAR 7		RRR
20.	The total number of denied CalFresh applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the First Month Prior to Data Cohort Month	43		44
21.	The total number of approved CalFresh applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the First Month Prior to Data Cohort Month	45		46
Applications with recent SAR 7 or RRR correlated discontinuation (Second Month Prior to Data Cohort Month)		SAR 7		RRR
22.	The total number of denied CalFresh applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Second Month Prior to Data Cohort Month	47		48
23.	The total number of approved CalFresh applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Second Month Prior to Data Cohort Month	49		50
Applications with recent SAR 7 or RRR correlated discontinuation (Third Month Prior to Data Cohort Month)		SAR 7		RRR
24.	The total number of denied CalFresh applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Third Month Prior to Data Cohort Month	51		52
25.	The total number of approved CalFresh applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Third Month Prior to Data Cohort Month	53		54
Applications with recent SAR 7 or RRR correlated discontinuation (Fourth Month Prior to Data Cohort Month)		SAR 7		RRR
26.	The total number of denied CalFresh applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Fourth Month Prior to Data Cohort Month	55		56
27.	The total number of approved CalFresh applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Fourth Month Prior to Data Cohort Month	57		58
Average Days to Process (ADP)				
Initial Applications with Expedited Service				
28.	The average number of days to approval of initial applications with expedited service from the date of application or date of discovery, if applicable.	59		
29.	The total number of initial applications with expedited service approved within one to three days	60		
30.	The total number of initial applications with expedited service approved within four to seven days	61		
31.	The total number of initial applications with expedited service approved after seven days	62		
Initial Applications with Non-Expedited Service				
32.	The average number of days to approval of initial applications with non-expedited service from the date of application.	63		
33.	The total number of initial applications non-expedited service approved within one to seven days	64		
34.	The total number of initial applications with non-expedited service approved within eight to fifteen days	65		
35.	The total number of initial applications with non-expedited service approved within sixteen to twenty-two days	66		
36.	The total number of initial applications with non-expedited service approved within twenty-three to thirty days	67		
37.	The total number of initial applications with non-expedited service approved over thirty days	68		
Non-Initial Applications with Expedited Service				
38.	The average number of days to approval of non-initial applications with expected service from the date of application or date of discovery, if applicable.	69		
39.	The total number of non-initial applications with expedited service approved within one to three days	70		
40.	The total number of non-initial applications with expedited service approved within four to seven days	71		
41.	The total number of non-initial applications with expedited service approved over seven days	72		
Non-Initial Applications with Non-Expedited Service				
42.	The average number of days to approval of non-initial applications with non-expedited service from the date of application.	73		
43.	The total number of non-initial applications non-expedited service approved within one to seven days	74		
44.	The total number of non-initial applications with non-expedited service approved within eight to fifteen days	75		
45.	The total number of non-initial applications with non-expedited service approved within sixteen to twenty-two days	76		
46.	The total number of non-initial applications with non-expedited service approved within twenty-three to thirty days	77		
47.	The total number of non-initial applications with non-expedited service approved over thirty days	78		

COMMENTS		
General Comments		
Revised Report Explanation (Complete if Revised is selected. If Initial is selected this box remains blank)		
CONTACT PERSON	TELEPHONE	EXTENSION
JOB TITLE/CLASSIFICATION	E-MAIL	
SUPERVISOR	TELEPHONE	EXTENSION
JOB TITLE/CLASSIFICATION	E-MAIL	
		DATE SUBMITTED

**CHURN
MONTHLY CASELOAD REPORT
CF 18 (9/18)**

INSTRUCTIONS

CONTENT

The CalFresh Churn Monthly Caseload Report (CF 18) captures data regarding CalFresh “caseload churn”, including the total number of CalFresh households scheduled to submit a Semi-Annual Report (SAR 7) and Redetermination/Recertification/Reapplication (RRR) within a given month and whether the scheduled SAR 7 or RRR is submitted timely, untimely, late, or is not renewed. This report also includes data on SAR 7- and RRR-related discontinuances, as well as the average days to process (ADP) initial and non-initial applications for both expedited and non-expedited service.

PURPOSE

The CF 18 includes data elements that measure CalFresh caseload churn. Caseload churn occurs when an eligible household loses CalFresh benefits (i.e. missed reporting requirements) but re-enrolls shortly thereafter. This report looks at these data elements as they relate to two key reporting requirements for all CalFresh households: SAR 7 and RRR. Churn is measured in two different ways. The first measurement assesses the point in the reporting process and recertification in which churn is most common. The second measurement assesses the impact of various types of churn on the application process. This data will be used to inform continuous improvements in eligible clients’ timely access to benefits and overall program operations.

COMPLETION AND SUBMISSION

The County Welfare Department (CWD) is responsible for ensuring that this report is fully and accurately completed. If portions of the report are completed by more than one entity within the CWD and/or by outside agencies, the contact person responsible for submitting the report to the state shall review the report for completeness and accuracy prior to submittal. Reports are to be received on or before the 20th calendar day of the submission month. If the report’s due date is on a Saturday, Sunday or state holiday, the report is due on the next business day.

If a CWD determines that a revision is needed to its previously submitted report, the CWD shall submit a revised report for the applicable month(s). The California Department of Social Services’ (CDSS) data submission policy requires CWDs to revise current State Fiscal Year (FY) reports and two prior FYs if needed. Revisions involving additional fiscal years will be evaluated by CDSS and the CWD to determine the corrections needed.

Download an Excel version of the report form from <http://www.cdss.ca.gov/dssdb>, complete the downloaded form, and e-mail to CDSS, Data Systems and Survey Design Bureau (DSSDB) at admcf18@dss.ca.gov. The electronic form contains automatic computation of some cells and provides e-mail transmission of completed forms to DSSDB. The website contains specific instructions and guidance. If you have questions regarding completion or submission of the report, contact DSSDB at (916) 651-8269.

For reference purposes, copies of the report form and instructions can be downloaded from the CDSS Research and Data Reports (RADR) website at <http://www.cdss.ca.gov/research/>. The monthly, statewide reports and county-specific data are also available on the website. CWDs are encouraged to review their data on the website each month to confirm the county’s data coincides with the data on file at CDSS.

GENERAL INSTRUCTIONS

Enter in the boxes provided at the top of the form the county's name, report version (Initial or Revised) and enter the report month and year.

Enter the data required for each item. Enter "0" if there is nothing to report for an item. Do not leave any items blank unless otherwise instructed. If your county does not provide a particular service/activity or the service/activity is provided but the county is unable to collect or track the data, enter "0" and explain in the Comments box.

Enter in the boxes provided at the bottom of the form the contact name, job title or classification, telephone number, and e-mail address of the person to contact if there are questions about the report. This person may or may not be the person who completed the report. Also, enter the same information for the contact person's immediate supervisor. Enter the date the report is submitted. This is the date when the report is e-mailed to DSSDB.

DEFINITIONS

Semi Annual Report (SAR 7): SAR 7 is the Semi-Annual Report form required to be submitted periodically within the certification period to determine household's ongoing eligibility.

Redetermination/Recertification/Reapplication (RRR): RRR is the annual process for re-determining a household's eligibility. The RRR process involves submitting an application for recertification, completing an interview, and providing all required verifications.

CF 18 Submission Month: The month in which the county submits the report to CDSS on or before the 20th calendar day. If the report is due on a Saturday, Sunday or a state holiday, then the report is due on the next business day.

CHURN MEASUREMENT #1: The share of CalFresh/California Food Assistance Program (CFAP) households who are due to have their eligibility re-determined in a given month who experience an interruption in benefits, but return to the program within four full calendar months following the Data Cohort Month.

Data Cohort Month: The month that is five calendar months prior to the CF 18 Submission Month. If the report is due November 20th, 2019, then the Data Cohort Month is June 2019.

First Month Following Data Cohort Month: if the report is due November 20th, 2019, then First Month Following Data Cohort Month is July 2019.

Second Month Following Data Cohort Month: if the report is due November 20th, 2019, then Second Month Following Data Cohort Month is August 2019.

Third Month Following Data Cohort Month: if the report is due November 20th, 2019, then Third Month Following Data Cohort Month is September 2019.

Fourth Month Following Data Cohort Month: if the report is due November 20th, 2019, then Fourth Month Following Data Cohort Month is October 2019.

Late RRR Application: submitted after the due month (the RRR due date), but does not result in a new application submission. [7 CFR 273.14(e)(3) and W&I Code 11265.1(c)(6) – Good Cause and County Error]

Late SAR 7 Application: submitted after the due month (the SAR 7 due date), but does not result in a new application submission. [7 CFR 273.12(a)(5)(iii)(F); W&I Code 11265.1(c)(6) – Good Cause and County Error]

DEFINITIONS (Continued)

Timely Recertification (RRR) Application: submitted on or before the 15th of the due month (the RRR due date), but does not result in a new application submission. [7 CFR 273.14(c)(2); W&I Code 11265.1(c)(1) and (2)]

Timely SAR 7 Application: submitted before the 11th of the due month (the SAR 7 due date), but does not result in a new application submission. [7 Code of Federal Regulations (CFR) 273.12(a)(5)(iii)(B); Welfare & Institutions (W&I) Code 11265.1(c)(1) and (2)]

Untimely RRR Application: submitted after the 15th of the due month (the RRR due date), but does not result in a new application submission. [7 CFR 273.14(e)(2); W&I Code 11265.1(c)(5)]

Untimely SAR 7 Application: submitted after the 10th of the due month (the SAR 7 due date), but does not result in a new application submission. [7 CFR 273.12(a)(5)(iii)(E); W&I Code 11265.1(c)(5)]

CHURN MEASUREMENT #2: The share of applications from households that participated CalFresh/CFAP in the recent past.

Data Cohort Month: The month prior to submission month. If the report is due November 20th, 2019, then the Data Cohort Month is October 2019.

First Month Prior to Data Cohort Month: if the report is due November 20th, 2019, then First Month Prior to Data Cohort Month is September 2019.

Second Month Prior to Data Cohort Month: if the report is due November 20th, 2019, then Second Month Prior to Data Cohort Month is August 2019.

Third Month Prior to Data Cohort Month: if the report is due November 20th, 2019, then Third Month Prior to Data Cohort Month is July 2019.

Fourth Month Prior to Data Cohort Month: if the report is due November 20th, 2019, then Fourth Month Prior to Data Cohort Month is June 2019.

Average Days to Process (ADP)

Non-initial CalFresh application: Submission of an application from a CalFresh household who has previously received CalFresh benefits. For example, if a household applied for CalFresh benefits and was denied, then the application is considered non-initial.

Initial CalFresh application: Submission of an application from a CalFresh household who has not previously received CalFresh benefits. For example, if a household applied for CalFresh benefits and was denied, but later the denial was rescinded, then the application is considered initial.

ITEM INSTRUCTIONS
CHURN MEASUREMENT #1

NOTE: For Item 1 a household should only be counted once in either the SAR 7 or RRR Column. Therefore, a household can only be counted once in Items 2 through 16 to avoid duplicate counts in Item 1.

All SAR 7s & RRRs:

1. The total number of CalFresh households scheduled for SAR 7 & RRR submission within the Data Cohort Month. ***This item is automatically calculated.*** This is the sum of Items 2 through 7 & Items 9 through 16 [Cells 1 & 2]

ITEM INSTRUCTIONS (Continued)**Timely SAR 7s and RRRs:**

2. The total number of timely SAR 7s and RRRs received from households within the Data Cohort Month that were disposed and subsequently deemed eligible. [Cells 3 & 4]
3. The total number of timely SAR 7s & RRRs received from households within the Data Cohort Month that were disposed and subsequently deemed ineligible. [Cells 5 & 6]

Untimely SAR 7s and RRRs:

4. The total number of untimely SAR 7s & RRRs received from households within the Data Cohort Month that were disposed and subsequently deemed eligible with no loss of benefits. [Cells 7 & 8]
5. The total number of untimely SAR 7s & RRRs received from households within the Data Cohort Month that were disposed and subsequently deemed ineligible. [Cells 9 & 10]

Late SAR 7s and RRRs:

6. The total number of late SAR 7s & RRRs received from households within the First Month Following Data Cohort Month that were disposed and deemed eligible and experienced either no loss or loss of benefits. ***This item is automatically calculated.*** This is the sum of Items 6a & 6b [Cells 11 & 12]
 - a. The total number of late SAR 7s & RRRs received from households within the First Month Following Data Cohort Month that were disposed, deemed eligible and experienced no loss of benefits. [Cells 13 & 14]
 - b. The total number of late SAR 7s & RRRs received from households within the First Month Following Data Cohort Month that were disposed, deemed eligible and experienced a loss of benefits. (This includes prorated applications.) [Cells 15 & 16]
7. The average number of days where benefits were lost due to late SAR 7 & RRR submission which was received in the first month following the data cohort month and the household experienced a loss of benefits within the First Month Following Data Cohort Month. [Cells 17 & 18]
8. The total number of late SAR 7s & RRRs received from households within the First Month Following Data Cohort Month that were disposed and subsequently deemed ineligible. [Cells 19 & 20]

SAR 7s and RRRs Not Renewed:

9. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the First Month Following Data Cohort Month which were disposed and subsequently deemed eligible for benefits. [Cells 21 & 22]
10. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the First Month Following Data Cohort Month which were disposed and subsequently deemed ineligible (include withdrawals) for benefits. [Cells 23 & 24]
11. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Second Month Following Data Cohort Month which were disposed and subsequently deemed eligible for benefits. [Cells 25 & 26]
12. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Second Month Following Data Cohort Month which were disposed and subsequently deemed ineligible (include withdrawals) for benefits. [Cells 27 & 28]

ITEM INSTRUCTIONS (Continued)

13. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Third Month Following Data Cohort Month which were disposed and subsequently deemed eligible for benefits. [Cells 29 & 30]
14. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Third Month Following Data Cohort Month which were disposed and subsequently deemed ineligible (include withdrawals) for benefits. [Cells 31 & 32]
15. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Fourth Month Following Data Cohort Month which were disposed and subsequently deemed eligible for benefits. [Cells 33 & 34]
16. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Fourth Month Following Data Cohort Month which were disposed and subsequently deemed ineligible (include withdrawals) for benefits. [Cells 35 & 36]

CHURN MEASUREMENT #2

NOTE: A household should only be counted in either the SAR 7 or RRR Column. Therefore, a household can only be counted once in Items 17 through 27 to avoid duplicate counts in Item 1.

Applications from households with a recent SAR 7 or RRR:

17. The total number of SAR 7 and RRR CalFresh applications disposed during the Data Cohort Month (RRR includes Transitional CalFresh). [Cells 37 & 38]
18. The total number of CalFresh applications disposed from a CalFresh household who had a SAR 7 or RRR due within the prior four full calendar months from the Data Cohort Month.
This item is automatically calculated. This is the sum of Items 19 through 27 [Cells 39 & 40]

Denied Applications with recent SAR 7 or RRR-related restoration:

19. The total number of denied CalFresh applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was restored in the First Month Prior to Data Cohort Month. [Cells 41 & 42]

Applications with recent SAR 7 or RRR correlated discontinuation (First Month Prior to Data Cohort Month):

20. The total number of denied CalFresh applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the First Month Prior to Data Cohort Month. [Cells 43 & 44]
21. The total number of approved CalFresh applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the First Month Prior to Data Cohort Month. [Cells 45 & 46]

Applications with recent SAR 7 or RRR correlated discontinuation (Second Month Prior to Data Cohort Month):

22. The total number of denied CalFresh applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Second Month Prior to Data Cohort Month. [Cells 47 & 48]

ITEM INSTRUCTIONS (Continued)

23. The total number of approved CalFresh applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Second Month Prior to Data Cohort Month. [Cells 49 & 50]

Applications with recent SAR 7 or RRR correlated discontinuation (Third Month Prior to Data Cohort Month):

24. The total number of denied CalFresh applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Third Month Prior to Data Cohort Month. [Cells 51 & 52]
25. The total number of approved CalFresh applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Third Month Prior to Data Cohort Month. [Cells 53 & 54]

Applications with recent SAR 7 or RRR correlated discontinuation (Fourth Month Prior to Data Cohort Month):

26. The total number of denied CalFresh applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Fourth Month Prior to Data Cohort Month. [Cells 55 & 56]
27. The total number of approved CalFresh applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Fourth Month Prior to Data Cohort Month. [Cells 57 & 58]

Average Days to Process (ADP)**Initial Applications with Expedited Service:**

28. The average number of days to approval of initial applications with expedited service from the date of application or date of discovery, if applicable, for applications reported in lines 29-31. [Cell 59]
29. The total number of initial applications with expedited service approved within one to three days. [Cell 60]
30. The total number of initial applications with expedited service approved within four to seven days. [Cell 61]
31. The total number of initial applications with expedited service approved after seven days. [Cell 62]

Initial Applications with Non-Expedited Service:

32. The average number of days to approval of initial applications with non-expedited service from the date of application for applications reported in lines 33-37. [Cell 63]
33. The total number of initial applications non-expedited service approved within one to seven days. [Cell 64]
34. The total number of initial applications with non-expedited service approved within eight to fifteen days. [Cell 65]
35. The total number of initial applications with non-expedited service approved within sixteen to twenty-two days. [Cell 66]

ITEM INSTRUCTIONS (Continued)

36. The total number of initial applications with non-expedited service approved within twenty-three to thirty days.
[Cell 67]

37. The total number of initial applications with non-expedited service approved over thirty days. [Cell 68]

Non-Initial Applications with Expedited Service:

38. The average number of days to approval of non-initial applications with expected service from the date of application or date of discovery, if applicable, for applications reported in lines 39-41. [Cell 69]

39. The total number of non-initial applications with expedited service approved within one to three days.
[Cell 70]

40. The total number of non-initial applications with expedited service approved within four to seven days.
[Cell 71]

41. The total number of non-initial applications with expedited service approved over seven days. [Cell 72]

Non-Initial Applications with Non-Expedited Service:

42. The average number of days to approval of non-initial applications with non-expedited service from the date of application for applications reported in lines 43-47. [Cell 73]

43. The total number of non-initial applications non-expedited service approved within one to seven days.
[Cell 74]

44. The total number of non-initial applications with non-expedited service approved within eight to fifteen days.
[Cell 75]

45. The total number of non-initial applications with non-expedited service approved within sixteen to twenty-two days. [Cell 76]

46. The total number of non-initial applications with non-expedited service approved within twenty-three to thirty days. [Cell 77]

47. The total number of non-initial applications with non-expedited service approved over thirty days. [Cell 78]

COMMENTS

Use the Comments section to:

- In the Comments box explain any "0" data entry for an item if the county does not provide the service/activity or if the county is unable to collect or track the data.
- In the Comments box explain any major fluctuations in data, including major changes in procedures, programming or staffing that have affected the data.
- In the Comments box provide any other comments the county determines necessary.
- In the Revised Report Explanation box explain the reason for a revised report.

ADDITIONAL INFORMATION

Below is a chart of due dates and corresponding Cohort months for Churn Measurements #1 and #2. For both measurements, Column 5 is also the Report Month that should be selected at the top of the CF 18 dropdown menu on the automated form. **Note:** FY19/20 is used as an example. This chart can be applied to any month within any fiscal year.

Churn Measurement #1

1	2	3	4	5	6
Data Cohort Month	1 st Month following Data Cohort Month	2 nd Month following Data Cohort Month	3 rd Month following Data Cohort Month	4 th Month following Data Cohort Month	Submission Month
June '19	July '19	August '19	September '19	October '19	November 20, 2019
July '19	August '19	September '19	October '19	November '19	December 20, 2019
August '19	September '19	October '19	November '19	December '19	January 20, 2020
September '19	October '19	November '19	December '19	January '20	February 20, 2020
October '19	November '19	December '19	January '20	February '20	March 20, 2020
November '19	December '19	January '20	February '20	March '20	April 20, 2020
December '19	January '20	February '20	March '20	April '20	May 20, 2020
January '20	February '20	March '20	April '20	May '20	June 20, 2020
February '20	March '20	April '20	May '20	June '20	July 20, 2020
March '20	April '20	May '20	June '20	July '20	August 20, 2020
April '20	May '20	June '20	July '20	August '20	September 20, 2020
May '20	June '20	July '20	August '20	September '20	October 20, 2020

Churn Measurement #2

1	2	3	4	5	6
4 th Month Prior to Data Cohort Month	3 rd Month Prior to Data Cohort Month	2 nd Month Prior to Data Cohort Month	1 st Month Prior to Data Cohort Month	Data Cohort Month	Submission Month
June '19	July '19	August '19	September '19	October '19	November 20, 2019
July '19	August '19	September '19	October '19	November '19	December 20, 2019
August '19	September '19	October '19	November '19	December '19	January 20, 2020
September '19	October '19	November '19	December '19	January '20	February 20, 2020
October '19	November '19	December '19	January '20	February '20	March 20, 2020
November '19	December '19	January '20	February '20	March '20	April 20, 2020
December '19	January '20	February '20	March '20	April '20	May 20, 2020
January '20	February '20	March '20	April '20	May '20	June 20, 2020
February '20	March '20	April '20	May '20	June '20	July 20, 2020
March '20	April '20	May '20	June '20	July '20	August 20, 2020
April '20	May '20	June '20	July '20	August '20	September 20, 2020
May '20	June '20	July '20	August '20	September '20	October 20, 2020

**CALFRESH CHURN MONTHLY REPORT
CF 18****VALIDATION RULES AND EDITS****CELLS
1 - 78**

Each data cell in this report must be a whole number equal to or greater than zero (0). No data cells should be left blank.

Initial reports: If "Initial" is selected, the "Revised Report Explanation" box near the bottom of the report form must be left blank.

Revised reports: If "Revised" is selected, enter the reasons for the revision in the "Revised Report Explanation" box near the bottom of the report form.

Churn Measurement #1: The share of households who are due to have their eligibility redetermined in a given month who experience an interruption in benefits, but return to the program within four full calendar months following the Data Cohort Month.

All SAR 7s & RRRs

Item 1 *Item 1 must be equal to the sum of (Item 2, Item 3, Item 4, Item 5, Item 6, Item 8, Item 9, Item 10, Item 11, Item 12, Item 13, Item 14, Item 15, and Item 16)*

Cell 1 **Cell 1** must be equal to the sum of (Cell 3, Cell 5, Cell 7, Cell 9, Cell 11, Cell 19, Cell 21, Cell 23, Cell 25, Cell 27, Cell 29, Cell 31, Cell 33, and Cell 35)

Cell 2 **Cell 2** must be equal to the sum of (Cell 4, Cell 6, Cell 8, Cell 10, Cell 12, Cell 20, Cell 22, Cell 24, Cell 26, Cell 28, Cell 30, Cell 32, Cell 34, and Cell 36)

Timely SAR 7s & RRRs

Item 2 *Item 2 must be less than or equal to Item 1*

Cell 3 **Cell 3** must be less than or equal to Cell 1

Cell 4 **Cell 4** must be less than or equal to Cell 2

Item 3 *Item 3 must be less than or equal to Item 1*

Cell 5 **Cell 5** must be less than or equal to Cell 1

Cell 6 **Cell 6** must be less than or equal to Cell 2

Untimely SAR 7s & RRRs

Item 4 *Item 4 must be less than or equal to Item 1*

Cell 7 **Cell 7** must be less than or equal to Cell 1

Cell 8 **Cell 8** must be less than or equal to Cell 2

Item 5 *Item 5 must be less than or equal to Item 1*

Cell 9 **Cell 9** must be less than or equal to Cell 1

Cell 10 **Cell 10** must be less than or equal to Cell 2

Late SAR 7s & RRRs

Item 6 *Item 6 must be less than or equal to Item 1*

Cell 11 **Cell 11** must be less than or equal to Cell 1

Cell 12 **Cell 12** must be less than or equal to Cell 2

Item 6 *Item 6 must be equal to the sum of (Item 6a and 6b)*

Cell 11 **Cell 11** must be equal to the sum of (Cell 13 and Cell 15)

Cell 12 **Cell 12** must be equal to the sum of (Cell 14 and Cell 16)

Item 6a *Item 6a must be less than or equal to Item 6*

Cell 13 **Cell 13** must be less than or equal to Cell 11
 Cell 14 **Cell 14** must be less than or equal to Cell 12

Item 6b	Item 6b must be less than or equal to Item 6
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Cell 15 **Cell 15** must be less than or equal to Cell 11
 Cell 16 **Cell 16** must be less than or equal to Cell 12

Item 8	Item 8 must be less than or equal to Item 1
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Cell 19 **Cell 19** must be less than or equal to Cell 1
 Cell 20 **Cell 20** must be less than or equal to Cell 2

SAR 7s & RRRs Not Renewed

Item 9	Item 9 must be less than or equal to Item 1
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Cell 21 **Cell 21** must be less than or equal to Cell 1
 Cell 22 **Cell 22** must be less than or equal to Cell 2

Item 10	Item 10 must be less than or equal to Item 1
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Cell 23 **Cell 23** must be less than or equal to Cell 1
 Cell 24 **Cell 24** must be less than or equal to Cell 2

Item 11	Item 11 must be less than or equal to Item 1
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Cell 25 **Cell 25** must be less than or equal to Cell 1
 Cell 26 **Cell 26** must be less than or equal to Cell 2

Item 12	Item 12 must be less than or equal to Item 1
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Cell 27 **Cell 27** must be less than or equal to Cell 1
 Cell 28 **Cell 28** must be less than or equal to Cell 2

Item 13	Item 13 must be less than or equal to Item 1
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Cell 29 **Cell 29** must be less than or equal to Cell 1
 Cell 30 **Cell 30** must be less than or equal to Cell 2

Item 14	Item 14 must be less than or equal to Item 1
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Cell 31 **Cell 31** must be less than or equal to Cell 1
 Cell 32 **Cell 32** must be less than or equal to Cell 2

Item 15	Item 15 must be less than or equal to Item 1
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Cell 33 **Cell 33** must be less than or equal to Cell 1
 Cell 34 **Cell 34** must be less than or equal to Cell 2

Item 16	Item 16 must be less than or equal to Item 1
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Cell 35 **Cell 35** must be less than or equal to Cell 1
 Cell 36 **Cell 36** must be less than or equal to Cell 2

Churn Measurement #2: The share of applications from households that participated in the recent past.

Applications from households with a recent SAR 7 or RRR
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Item 18	Item 18 must be the sum of (Item 19, Item 20, Item 21, Item 22, Item 23, Item 24, Item 25, Item 26, and Item 27)
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Cell 39 **Cell 39** must be the sum of (Cell 41, Cell 43, Cell 45, Cell 47, Cell 49, Cell 51, Cell 53, Cell 55, and Cell 57)

Cell 40 **Cell 40** must be the sum of (Cell 42, Cell 44, Cell 46, Cell 48, Cell 50, Cell 52, Cell 54, Cell 56, and Cell 58)

Denied applications with recent SAR 7 or RRR-related restoration

Item 19	Item 19 must be less than or equal to Item 18
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Cell 41 **Cell 41** must be less than or equal to Cell 39
 Cell 42 **Cell 42** must be less than or equal to Cell 40

**Applications with recent SAR 7 or RRR correlated discontinuance
(First Month Prior to Data Cohort Month)**

Item 20 *Item 20 must be less than or equal to Item 18*

Cell 43 **Cell 43** must be less than or equal to Cell 39
 Cell 44 **Cell 44** must be less than or equal to Cell 40

Item 21 *Item 21 must be less than or equal to Item 18*

Cell 45 **Cell 45** must be less than or equal to Cell 39
 Cell 46 **Cell 46** must be less than or equal to Cell 40

**Applications with recent SAR 7 or RRR correlated discontinuance
(Second Month Prior to Data Cohort Month)**

Item 22 *Item 22 must be less than or equal to Item 18*

Cell 47 **Cell 47** must be less than or equal to Cell 39
 Cell 48 **Cell 48** must be less than or equal to Cell 40

Item 23 *Item 23 must be less than or equal to Item 18*

Cell 49 **Cell 49** must be less than or equal to Cell 39
 Cell 50 **Cell 50** must be less than or equal to Cell 40

**Applications with recent SAR 7 or RRR correlated discontinuance
(Third Month Prior to Data Cohort Month)**

Item 24 *Item 24 must be less than or equal to Item 18*

Cell 51 **Cell 51** must be less than or equal to Cell 39
 Cell 52 **Cell 52** must be less than or equal to Cell 40

Item 25 *Item 25 must be less than or equal to Item 18*

Cell 53 **Cell 53** must be less than or equal to Cell 39
 Cell 54 **Cell 54** must be less than or equal to Cell 40

**Applications with recent SAR 7 or RRR correlated discontinuance
(Fourth Month Prior to Data Cohort Month)**

Item 26 *Item 26 must be less than or equal to Item 18*

Cell 55 **Cell 55** must be less than or equal to Cell 39
 Cell 56 **Cell 56** must be less than or equal to Cell 40

Item 27 *Item 27 must be less than or equal to Item 18*

Cell 57 **Cell 57** must be less than or equal to Cell 39
 Cell 58 **Cell 58** must be less than or equal to Cell 40