

## 3. Application



### 3.1 Application Forms [63-300.2]

There are two sets of application forms available from the California Department of Social Services (CDSS) for CalFresh. The sets are comprised of either:

- SAWS 1,
- SAWS 2 Plus,

or

- CF 285.

The following chart provides the appropriate forms to use:

If the Client is Applying for..	Then Use..
CalFresh only	CF 285
CalFresh and CalWORKs	SAWS 2 Plus
CalFresh and Medi-Cal/Health Care Insurance	SAWS 2 Plus

#### 3.1.1 SAWS 1

The “Initial Application for CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs (SAWS 1) is used when a household applying for CalWORKs and CalFresh or applying for CalFresh only, where the applicant cannot complete the SAWS 2 Plus (combo programs) or CF 285 (CalFresh only) that day, the SAWS 1 would be used primarily to begin the application process and set the beginning date of aid.

#### 3.1.2 SAWS 2 Plus

The “Application for CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs” (SAWS 2 Plus) is a joint application for CalWORKs, CalFresh, and Medi-Cal. The SAWS 2 Plus replaces the SAWS 2 and combines the program rules, many of the rights and responsibilities, the SAWS 1, the Statement of Facts, and appendices to collect additional ACA-required information where applicable.

CalFresh only applicants are required to use the CF 285. [Refer to “CF 285,” page 3-2.]

### 3.1.3 SAWS 2A-SAR

The “Rights, Responsibilities, and Other Important Information” (SAWS 2A-SAR) is a generic informational notice which includes CalFresh information on:

- Applicant rights and responsibilities.
- The Standard Utility Allowance (SUA).
- Job and training rules and penalties.
- IPV penalties

There is no requirement to read or review each item of the SAWS 2A-SAR with the applicant. [\[Refer to “Rights and Responsibilities,” page 3-17 for a list of the rights and responsibilities which must be reviewed with CalFresh applicants.\]](#)

The SAWS 2A-SAR is an eleven page form that comes with 2 original signature pages (Pages 10 and 11). Have the applicant sign both pages (certification section of the SAWS 2A-SAR). Give the applicant the SAWS 2A-SAR with one of the signed pages and take off the 2nd signed page and have it scanned into the IDM system.

### 3.1.4 CF 285

The “Application for CalFresh Benefits” (CF 285) is comprised of the “Coversheet”, “Program Rules and Penalties” and a 10-page Application/Statement Of Facts (SOF) questionnaire. The “Coversheet” and “Program Rules and Regulations” pages are located in the beginning of the application to allow the applicant to tear off these pages and keep it in their records when the application is submitted to the county office. CF 285 must be used to gather all the necessary information, including information for the Expedited Services (ES), needed to determine the household’s eligibility for CalFresh and benefit level.

The CF 285 requires one signature for the entire application including any additional information that may be added or changed to the application. The signature page is located on the first page of the application and captures the minimum application requirement. However the applicants must be encouraged to complete as much as possible before filing the application with the county for faster determination and benefit issuance.

[\[Refer to “Minimum Application Requirements,” page 3-6\].](#)

The CF 285 is completed by the applicant/recipient or an authorized representative and mailed to the Eligibility Worker (EW). The EW must review the completed form, question-by-question, with the client during the phone interview.

### 3.1.5 CSF 60

The CalWIN system uses a DYNAMIC Statement of Facts (CSF 60) for all programs. What this means is that the questions on the Statement of Facts change based on the program.

The system sets up the queue to gather the necessary information to complete the Statement of Facts based on which programs the client has applied for. After the interview is complete, the Statement of Facts is generated. The system enters the appropriate answer to each question based on the inputted data.

### 3.1.6 CF 23 SAR and CF 23 CR

The “How to Report Household Changes” (CF 23 SAR and CF 23 CR) gives an explanation of the reporting responsibilities for the CalFresh program:

- CF 23 SAR is used for the Semi-Annual Reporting households
- CF 23 CR is used for the Change Reporting households.

There is no requirement to review the CF 23 SAR or CF 23 CR with the applicant or to keep a copy of it in the case.

Document on the **Maintain Case Comments** window that the form has been given to the applicant.

### 3.1.7 Joint CalWORKs/CalFresh Application or CalFresh/Medi-Cal/Health Care Programs

The CalFresh forms required for a joint CalWORKs/CalFresh or RCA/CalFresh or CalFresh/Medi-Cal/Health Care Programs initial application are listed below:

- SAWS 1\*, and/or
- SAWS 2 Plus or CSF 60, and
- SAWS 2A-SAR, and
- CF 23 SAR for Semi-Annual Reporting HH or
- CF 23 CR for Change Reporting HH, and
- “The New Cash Aid and CalFresh Rules-Fingerprint Imaging and Photo Imaging” (Temp 2173), and

**Application**

- “Would You Like to Register to Vote” (SCD 508),
- “Notice of Use of Computer Systems” (SCD 1504)
- “Your Rights Under California Law” (Pub 13).

**Note:**

\*The SAWS 1 is only required when a household applying for CalWORKs and CalFresh or applying for CalFresh only, where the applicant cannot complete the SAWS 2 Plus (combo programs) or CF 285 (CalFresh only) that day, the SAWS 1 would be used primarily to begin the application process and set the beginning date of aid.

### 3.1.8 Joint GA/CalFresh Application

The CalFresh forms used for a joint GA/CalFresh initial application are listed below.

- CF 285, and
- CF 23 SAR for Semi-Annual Reporting households or
- CF 23 CR for Change Reporting households, and
- SCD 508,
- SCD 1504, and
- Pub 13.

### 3.1.9 All Other CalFresh Applications

The forms listed below are required for any CalFresh initial application that is NOT a joint CalWORKs or RCA or GA and CalFresh application.

- CF 285 or
- SAWS 1, and
- SAWS 2 Plus, or CSF 60 and
- SAWS 2A-SAR, and
- CF 23 SAR or CF 22 CR, and
- SCD 508,
- SCD 1504, and
- Pub 13.

### 3.1.10 Use of the CalFresh CF 285 and SCD 90 as an Application for Medi-Cal

CalFresh RECIPIENTS who want to apply for Medi-Cal may do so at any time. Timely action must be taken on ANY verbal, electronic or written request for Medi-Cal only from a CalFresh recipient on an active CalFresh case. This applies

to both Intake and Continuing cases. The date of application for Medi-Cal is the date the case carrying Eligibility Worker (EW) is first notified by the CalFresh recipient that Medi-Cal benefits are being requested, or the date the written application is received.

**“Good News for California Families!” (SCD 90) Requirements**

The form “Good News for California Families!” (SCD 90) is both a Medi-Cal/Healthy Families informing notice and an application for Medi-Cal. It is used for Non-Assistance CalFresh RECIPIENTS who are not enrolled in Medi-Cal.

**Initial Intake Applications**

Intake EWs are required to explore eligibility for all programs requested and all benefits for which the applicant may qualify. If an applicant has requested CalFresh benefits, but not Medi-Cal, determine if there is potential eligibility for Medi-Cal for anyone in the household (linkage, no health insurance, etc.), and inform the applicant of their potential eligibility.

If...	Then the Intake EW shall...
The client wants to apply for Medi-Cal and CalFresh benefits have not yet been approved,	Provide the appropriate Medi-Cal intake packet to the client.
CalFresh benefits are active and the client requests Medi-Cal while the case is still in intake,	Ask the client to complete and sign the SCD 90, and use the information on the CF 285 for the Medi-Cal application, if it is less than 12 months old and it contains sufficient information. Have the client complete any other required Medi-Cal forms, and issue all mandated Medi-Cal informing notices.
The client is NOT interested in applying,	Ask the client to complete an SC 166. Document the reason for refusal.

**3.1.11 Other Forms**

The forms listed below may also be required.

- CW 8 “Statement of Facts for Additional Persons”
- SAR 22 “Sponsor's Statement of Facts - Income and Resources”
- SAR 7 “Semi-Annual Eligibility/Status Report”
- SAR 7 Addendum “Instructions and Penalties for the Eligibility Status Report”
- SAR 7A “How to Fill Out Your SAR 7”
- CW 8 A “Statement of Facts to Add a Child(ren) Under 16 Years”

**Application**

- SAR 286 “CalFresh Budget Worksheet”
- 842 “Claim Determination Worksheet” (required for any overissuance that occurred prior to July 15, 2009)
- CSF 13 “Authorization for Release of Information”
- SCD 1264 “Language Survey - Interpreter/Translation Request”
- CSF 17 “Authorization for Release of Information Financial Institutions”
- DFA 303 “Replacement Affidavit/Authorization”

### 3.1.12 Who Signs

The application must be signed by:

- One adult household member, or
- The authorized representative (AR), or
- A responsible minor when the applicant household is composed entirely of minors and has no adult to act on its behalf.

Applications containing a handwritten signature and then transmitted by fax are acceptable.

It is recommended that both adult household members sign the CF 285. Then if an Intentional Program Violation (IPV) overissuance occurs, both individuals will have signed stating that their rights and reporting responsibilities were explained and understood.

### 3.1.13 Application Date

The date the application for CalFresh (SAWS 1/CF 285) is received in the correct county is the date of “filing” (date of application). This date starts the 30-day application processing period. If the application is submitted without the client’s signature, the date of application will be the date the county obtains the client’s signature.

### 3.1.14 Minimum Application Requirements

The application is not considered filed unless the county intake office receives an application that contains:

- The applicant's name, and
- Household address (unless homeless), and
- Signature of the head of household, any household member or an authorized representative (AR).

**Note:**

Applications signed through the use of electronic signature techniques or applications containing a handwritten signature and then transmitted by fax or other electronic transmission are acceptable.

### 3.1.15 Applications Received from CalFresh Outreach

The date of application for applications received from the community organization is the date the county intake office receives the applications, which meet the minimum application requirements specified in Section 3.1.15.

CalFresh Outreach organizations are NOT considered an AR until they are designated in writing by the head of household, spouse, or any other responsible member of the household.

**Note:**

Homeless meal providers must not act as AR for homeless CalFresh recipients.

[\[Refer to “Authorized Representative,” page 4-1\]](#)

### 3.1.16 PA Applicants [63-301.6]

A Public Assistance (PA) applicant who does not want to apply for CalFresh shall enter a signed statement to this effect, or mark the appropriate box, on the SAWS1. Even after this is done, the household's application must still be considered an application for CalFresh until it is actually determined otherwise during the interview.

### 3.1.17 Application Availability [63-300.34]

The CalFresh application form (SAWS1 or CF 285) must be made easily accessible to potential applicants. The forms must be provided to anyone who requests an application and must be made available without having to request it (i.e. Applications should be available in the lobby). The application forms may be taken out of the office by the applicant for completion at a later time.



## **3.2 Joint PA/CalFresh Applications**

### **3.2.1 Definition [63-301.63]**

A joint PA/CalFresh application is one where the applicant applies for both PA and CalFresh on the same DAY. PA is federally funded CalWORKs.

### **3.2.2 Categorical Eligibility [63-301.7]**

Households applying for PA and CalFresh at the same time must be reviewed for Categorical Eligibility (CE).

### **3.2.3 Single Application [63-301.6]**

Households which are applying for both PA and CalFresh at the same time must be allowed to complete a single application (SAWS 2 Plus) for both aids (except for GA/CalFresh applicants).



### 3.2.4 Postponed CalFresh Eligibility Determination [63-301.631]

IF:	THEN:
PA eligibility has been approved,	Determine CalFresh eligibility as a CE household.
PA eligibility has been denied,	Determine CalFresh eligibility as a nonassistance (NA) household.
PA eligibility has not yet been determined,	<p>Determine whether the household is eligible for NA CalFresh.</p> <ul style="list-style-type: none"> <li>• If eligible, approve CalFresh now.</li> <li>• If ineligible, do not deny CalFresh until:                             <ul style="list-style-type: none"> <li>• The 30th day after the date of application, OR</li> <li>• PA eligibility is determined, whichever comes first.</li> </ul> </li> </ul> <p>If the approval of PA benefits within the first 30 days after the date of application makes the household eligible for CalFresh as a CE household, approve CalFresh effective the date of application.</p>

### 3.2.5 When PA Is Approved After CalFresh Are Denied [63-301.632]

When a potentially CE household is denied for CalFresh on the 30th day, and PA eligibility is later determined (i.e., between the 30<sup>th</sup> and 45<sup>th</sup> day), the EW shall:

- Use any available information to update the original joint application, and
- Contact the household or authorized representative to explain and confirm any changes made by the EW and to determine if any other changes have occurred.
- When the household provides additional information beyond what the EW had, have the household or AR:
  - Initial all changes to the application.
  - Re-sign and date the updated application.
  - Provide necessary verification.

- If the household is eligible, approve benefits effective the first of the month following the date of application.



## **3.3 Applicant Interview Requirements**

### **3.3.1 Regulation [63-300.4]**

All applicants must be interviewed. With the implementation of the waiver of face-to-face (FtF) interview requirements, an interview is conducted by telephone, unless a FtF interview cannot be waived. A FtF interview must be conducted in the following circumstances:

- The applicant requests a FtF interview,
- Required by another assistance program (such as CalWORKs and General Assistance) or
- The County determines it is necessary to verify conditions of eligibility.

**Note:**

The EW MUST document in the **Maintain Case comments** window the reason why a FtF interview is necessary (e.g., Unresolved community complaint, question about out of state residency, expenses have well exceeded reported income over an extended period of time).

An interview consists of the review of the information provided on the application, exploring and resolving unclear and incomplete information and documenting any changes in household circumstance that have occurred since the application was filed.

- Applications which were received but were incomplete are completed during the interview process if the county has not received a completed application prior to the interview.
- During the interview the EW must also advise the household of its rights and responsibilities (R & Rs), the household's responsibility to report changes and the appropriate application processing standards.
- An interview must be conducted by telephone unless otherwise a face-to-face interview is requested by the applicant or is required as an exception.

### 3.3.2 Telephone Interviews

A telephone interview does not change any other interview requirements. EWs must review the application form (CF 285 or SAWS 2 Plus) question by question with the client, explain the rights and responsibilities, and obtain all required verifications.

**Important:** For a CW/CalFresh joint application, a telephone interview must be scheduled for CalFresh if CW is denied solely due to no show for the first interview. Send a “Notice of Missed Interview” (DFA 386) if the household fails to be available for the phone interview.



## 3.4 Procedures for Walk-In Applications

The following table provides the procedures to implement the FtF waiver for all CalFresh applications at intake. This procedure applies UNLESS the client specifically requests a FtF interview.

STEP	WHO	ACTION						
1.	Client	<ul style="list-style-type: none"> <li>Comes and applies for <b>CalFresh or CalFresh/MC</b> at a District office (DO).</li> <li>Completes SCD 41 and SAWS1.</li> </ul>						
2.	Designated District Office Staff (DDOS)	<ul style="list-style-type: none"> <li>Receives completed SCD 41 and SAWS1 and</li> <li>Places the application in the “ES Screening” basket for Triage.</li> </ul>						
3.	ES Triage EW	<ul style="list-style-type: none"> <li>Screens submitted application for ES and</li> <li>Approves or denies ES.</li> </ul>						
3.	DDOS	<p>Offers the client the option of a FtF Waiver phone interview if the client applies for CalFresh or CalFresh &amp; Medi-Cal.</p> <table border="1" style="margin-left: 40px;"> <thead> <tr> <th>If client...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Declines,</td> <td>Follows normal DO procedures for CalFresh applications.</td> </tr> <tr> <td>Agrees,</td> <td>Continue to Step 4.</td> </tr> </tbody> </table>	If client...	Then...	Declines,	Follows normal DO procedures for CalFresh applications.	Agrees,	Continue to Step 4.
If client...	Then...							
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STEP	WHO	ACTION						
4.	DDOS	<ul style="list-style-type: none"> <li>Writes "PHONE INTERVIEW" on the SCD 41.</li> <li>Schedules a phone interview appointment.</li> <li>Prints CalFresh phone interview appointment letter for the client by following the DO process for appointment scheduling.</li> <li>Explains the FtF Waiver process to the client and advises him/her to be available for up to two hours to complete the telephone interview.</li> <li>Asks the client if he/she has an EBT card and checks the EBT status to ensure that the client has a valid card.</li> </ul> <table border="1" data-bbox="646 636 1352 816"> <thead> <tr> <th>If the client...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Has a valid EBT card,</td> <td>No action is required.</td> </tr> <tr> <td>Does not have valid EBT card,</td> <td>Writes "Mail EBT Card" on the SCD 41.</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>Provides CalFresh application (information and signature) packets to the client with self addressed stamp envelope (SASE) with the worker number and case number, if available. <a href="#">[Refer to Common-Place Handbook, "Intake Signature Packet," page 24-1]</a></li> <li>Instructs the client to attach and mail the applicable verifications listed on the "Papers Needed at Your CalFresh Appointment" (SCD 1318).</li> <li>Explains to the client that the CalFresh signature packet must be completed and returned before the scheduled phone interview date.</li> </ul>	If the client...	Then...	Has a valid EBT card,	No action is required.	Does not have valid EBT card,	Writes "Mail EBT Card" on the SCD 41.
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5.	DDOS	<ul style="list-style-type: none"> <li>Completes the Application Registration process.</li> <li>Follows DO procedures for distribution of completed SCD 41 packet.</li> </ul>						
6.	Client	<ul style="list-style-type: none"> <li>Completes the application packet.</li> <li>Returns the application packet with verifications.</li> </ul>						
7.	DDOS	<ul style="list-style-type: none"> <li>Receives the application packet and verifications.</li> <li>ID's in CalWIN and forwards to the EW of record.</li> </ul>						

STEP	WHO	ACTION
8.	EW	<ul style="list-style-type: none"> <li>• Receives the CalFresh application/verifications.</li> <li>• Reviews the electronic case before the telephone interview to collect information about the household's current situation: (i.e. composition, income, expenses, property) and areas of eligibility which need to be explored during the telephone interview.</li> <li>• Calls the client at the appointment time. If a client does not answer the phone for his/her scheduled appointment time, it is recommended to attempt second call in 15 minutes.</li> <li>• Determines if any additional forms/verifications are needed.</li> <li>• Processes the application and determines eligibility.</li> <li>• Documents the result of the phone interview in the <b>Maintain Case Comments</b> window.</li> </ul> <p><b>NOTE:</b> Send a "Notice of Missed Interview" (DFA 386) if the EW is unable to contact the client applying for CalFresh/MC or CalFresh only.</p> <p><a href="#">[Refer to "Missed Initial Interview [63-301.32]," page 3-27]</a></p>



### 3.5 Procedures for Phone-In Applications

STEP	WHO	ACTION						
1.	Client	Calls District Office to request CalFresh or CalFresh/MC.						
2.	Designated District Office Staff (DDOS)	Performs "Mini-ID" in CalWIN.						
		<table border="1"> <thead> <tr> <th>If application is...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Not valid,</td> <td>Follows the current DO procedures for invalid applications.</td> </tr> <tr> <td>Valid,</td> <td>Continue to Step 3.</td> </tr> </tbody> </table>	If application is...	Then...	Not valid,	Follows the current DO procedures for invalid applications.	Valid,	Continue to Step 3.
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Not valid,	Follows the current DO procedures for invalid applications.							
Valid,	Continue to Step 3.							
3. <b>ES</b>	ES Triage EW	<ul style="list-style-type: none"> <li>• Completes the SCD 41/SAWS1 for the client and screens for ES.</li> <li>• Approves or denies ES.</li> </ul>						
3c. <b>ES</b>	DDOS	Receives the approved/denied SCD 41/SAWS1 from the Triage EW.						
		<table border="1"> <thead> <tr> <th>If ES is...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Approved,</td> <td> <ul style="list-style-type: none"> <li>• Schedules a phone ES appointment.</li> <li>• Calls the client with the appointment information.</li> <li>• Completes Application Registration as ES.</li> <li>• Mails CalFresh application (information and signature) packets to the client with SASE.</li> <li>• Prints EBT card in DO and mail it to the client, if applicable.</li> <li>• Follows the current DO processes for SCD 41/SAWS1 distribution.</li> </ul> </td> </tr> <tr> <td>Denied,</td> <td> <ul style="list-style-type: none"> <li>• Processes App. Reg.</li> <li>• Schedule a phone interview for a regular appointment.</li> <li>• Mails CalFresh application packets to the client with SASE.</li> <li>• Mails an EBT card via Batch, if required.</li> <li>• Follows normal DO processes for SCD 41/SAWS1 distribution.</li> </ul> </td> </tr> </tbody> </table>	If ES is...	Then...	Approved,	<ul style="list-style-type: none"> <li>• Schedules a phone ES appointment.</li> <li>• Calls the client with the appointment information.</li> <li>• Completes Application Registration as ES.</li> <li>• Mails CalFresh application (information and signature) packets to the client with SASE.</li> <li>• Prints EBT card in DO and mail it to the client, if applicable.</li> <li>• Follows the current DO processes for SCD 41/SAWS1 distribution.</li> </ul>	Denied,	<ul style="list-style-type: none"> <li>• Processes App. Reg.</li> <li>• Schedule a phone interview for a regular appointment.</li> <li>• Mails CalFresh application packets to the client with SASE.</li> <li>• Mails an EBT card via Batch, if required.</li> <li>• Follows normal DO processes for SCD 41/SAWS1 distribution.</li> </ul>
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STEP	WHO	ACTION						
<p>4. <b>Regular Phone Process</b></p>	<p>DDOS</p>	<ul style="list-style-type: none"> <li>• Writes "PHONE INTERVIEW" on the SCD 41.</li> <li>• Schedules a phone interview appointment.</li> <li>• Prints CalFresh phone interview appointment letter for the client by following the DO process for appointment scheduling.</li> <li>• Explains the FtF Waiver process to the client and advises him/her to be available for up to two hours to complete the telephone interview for up to two hours.</li> <li>• Asks the client if he/she has an EBT card and checks the EBT status to ensure that the client has a valid card.</li> </ul> <table border="1" data-bbox="683 636 1446 816"> <tr> <td data-bbox="683 636 971 686">If the client...</td> <td data-bbox="971 636 1446 686">Then...</td> </tr> <tr> <td data-bbox="683 686 971 737">Has a valid EBT card,</td> <td data-bbox="971 686 1446 737">No action is required.</td> </tr> <tr> <td data-bbox="683 737 971 816">Does not have valid EBT card,</td> <td data-bbox="971 737 1446 816">Writes "Mail EBT Card" on the SCD 41.</td> </tr> </table> <ul style="list-style-type: none"> <li>• Mails the CalFresh application (information and signature) packets to the client with self addressed stamp envelope (SASE) with the worker number and case number, if available.</li> <li>• Instructs the client to attach and mail the applicable verifications listed on the "Papers Needed at Your CalFresh Appointment" (SCD 1318).</li> <li>• Explains to the client that the CalFresh signature packet must be completed and returned before the scheduled phone interview date.</li> </ul>	If the client...	Then...	Has a valid EBT card,	No action is required.	Does not have valid EBT card,	Writes "Mail EBT Card" on the SCD 41.
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<p>5. Reg. Phone</p>	<p>DDOS</p>	<ul style="list-style-type: none"> <li>• Completes the Application Registration process.</li> <li>• Prints and signs the SAWS1.</li> <li>• Follows DO procedure for distribution of completed SCD 41 packet.</li> </ul>						
<p>6.Reg Phone</p>	<p>Client</p>	<ul style="list-style-type: none"> <li>• Completes the CalFresh application packet.</li> <li>• Returns the CalFresh application packet with verifications.</li> </ul>						
<p>7.Reg. Phone</p>	<p>DDOS</p>	<ul style="list-style-type: none"> <li>• Receives the CalFresh application packet and verifications.</li> <li>• ID's in CalWIN and forwards to the EW of record.</li> </ul>						

STEP	WHO	ACTION
8. Regular Phone Process	EW	<ul style="list-style-type: none"> <li>• Receives the CalFresh application/verifications.</li> <li>• Reviews the electronic case before the telephone interview to collect information about the household's current situation: (i.e. composition, income, expenses, property) and areas of eligibility which need to be explored during the telephone interview.</li> <li>• Calls the client at the appointment time. If a client does not answer the phone for his/her scheduled appointment time, it is recommended to attempt second call in 15 minutes.</li> <li>• Determines if any additional forms/verifications are needed.</li> <li>• Processes the application and determines eligibility.</li> <li>• Documents the result of the phone interview in the <b>Maintain Case Comments</b> window.</li> </ul> <p><b>NOTE:</b> Send a "Notice of Missed Interview" (DFA 386) if the EW is unable to contact the client applying for CalFresh/MC or CalFresh only.</p> <p>[Refer to "Missed Initial Interview [63-301.32]," page 3-27]</p>

### 3.5.1 Home Visits

A home visit may be scheduled to interview the applicant "face-to-face" when the interview cannot be conducted at the CalFresh office or by telephone (e.g., The Household does not have access to a telephone). Home visits must be scheduled in advance with the applicant.

### 3.5.2 Time Limit

Interviews must be granted as promptly as possible to insure the applicant's right to participate within 30 days from the filing date.

### 3.5.3 Denials on 30th Day

A full 30 days must pass before any denial action can be taken. Therefore, a 30-day denial action that falls on a weekend is effective and dated the Monday following the weekend.





## 3.6 Rights and Responsibilities

### 3.6.1 Universal Requirements

All applicants must be advised of the following information during the application interview:

- Application processing time frames
- Expedited Service (ES) availability and process
- Electronic Benefit Transfer (EBT) Card and PIN responsibilities
- 10 day notice of action process and exceptions
- Nondiscrimination
- Confidentiality
- Appeal rights
- A review of the pamphlet “Your Rights Under California Welfare Law” (Pub 13)
- Sales tax may not be charged on approved items purchased with CalFresh
- Penalties/sanctions for failure to:
  - Take required action.
  - Cooperate fully with a Quality Control Review.

Inform the applicant of sanction time frames. [\[Refer to “Processing Time Frames \[63-301\],” page 3-27 for examples.\]](#)

### 3.6.2 Collect Calls [63-300.414]

Collect calls must be accepted from households living outside the local calling area. Households may call collect to ask questions, or to obtain help in completing the SAR 7.

If possible, when a collect call is received the caller should be asked if the call is about CalFresh. If the caller says yes, accept the call. If the caller says no, refuse the call. Always accept a collect call if there is not an opportunity to ask if the call is about CalFresh (such as when a computerized call is received).

### 3.6.3 PA Applicants [63-301.6]

Households in which all members are applying for PA shall be informed that they may apply for CalFresh at the same time.

### **3.6.4 GA Applicants**

All GA applicants must be told that they are potentially Categorically Eligible (CE) for CalFresh, and given a SAWS1/ CF 285.

### **3.6.5 Mandatory Work Registrants [63-407]**

Households with a mandatory work registration requirement shall be informed of their requirements to cooperate, and the consequences of not cooperating, or of quitting a job without good cause.

### **3.6.6 Information Available on Request**

On request, applicants/recipients shall be provided with a list of emergency food providers, and/or non-promotional information on local legal services and welfare rights organizations.

### **3.6.7 Non-English Speaking Households**

Non-English speaking households must be informed of the right to have an interpreter, and when available, forms must be printed in their own language. The “Language Survey-Interpreter/Translation Request” (SCD 1264) is required for all cases, regardless whether the household’s primary language is other than English.

### **3.6.8 Semi-Annual Reporting (SAR) Households [63-300.41]**

Semi-Annual reporting households must be provided with:

- The “Semi-Annual Eligibility/Status Report” (SAR 7) and the SAR 7 Addendum.
- The “Important Information About Your Semi-Annual Report Form” (SAR 7A).
- A verbal explanation of:
  - Semi-Annual reporting and prospective budgeting.
  - How to complete and submit the SAR 7.
  - The SAR 7 verification requirements.
- “CalFresh Mid-Certification Period Status Report” (CF 377.5 SAR) with an explanation of how and when to complete it.
- A telephone number where collect calls will be accepted.

### 3.6.9 Change Reporting Households [63-504.41]

Change reporting households must be provided with:

- An explanation of prospective budgeting.
- An explanation of the 10 day reporting requirement.
- “Change Report Form” (DFA 377.5) with an explanation of how and when to complete it.
- A telephone number where collect calls will be accepted.

### 3.6.10 Other Programs for Which the Client May Qualify

Explore eligibility for ALL programs requested and ALL benefits for which the client may qualify, and inform the client of potential eligibility. If a client has requested CalFresh benefits, but not Medi-Cal, determine if there is potential eligibility for Medi-Cal for anyone in the household (linkage, no health insurance, etc.)

[Refer to Medi-Cal Handbook, “Use of the CalFresh Statement of Facts as an Application for Medi-Cal,” page 5-46 for complete information about the use of the SC 90 and the CF 285 to determine eligibility for Medi-Cal.]

### 3.6.11 Client Understanding

Assure that the client understands what you are saying. Carefully review sections of the SAWS 2A-SAR and SAWS 2 Plus or CF 285 pertaining to CalFresh rights and responsibilities.

### 3.6.12 Client Confidence

Leave the client with a feeling of confidence in you. You might not know all the answers to a client's questions. If there is an urgent problem, discuss it with your supervisor before the client leaves the office. If you cannot answer all the questions prior to the applicant leaving the office, assure the applicant that you will obtain an answer and contact them as soon as possible.



## 3.7 Household Cooperation

### 3.7.1 Basic Requirements [63-505.1]

To determine eligibility, some household member (including an excluded household member or SSI recipient), or an authorized representative must:

- Complete and sign the application form.
- Be interviewed.
- Provide required verification. (Verification of deductions is not required to determine eligibility, unless the household is not categorically eligible and fails to pass the gross or net monthly income tests without the unverified deductions.)

### 3.7.2 Gathering Evidence

Gathering evidence to support factors of eligibility is a joint responsibility of both the applicant and the county.

- The EW informs the applicant of what evidence is needed, why it is needed, and how it will be used.
- The applicant must cooperate, to the fullest extent possible, with the county.
- The county must obtain necessary verifications when it isn't possible for the applicant to do so.

### 3.7.3 Refusal to Cooperate

If the household, including excluded household members and SSI recipients, REFUSES (not fails) to cooperate, deny the application.

- Failure to cooperate decisions must be made on a case-by-case basis. The household must have been able to cooperate and clearly demonstrated that it chose not to.
- If there is any question as to whether the household has merely “failed” to cooperate, rather than “refused” to cooperate, the household's application must not be denied.



## 3.8 Head of Household Leaves the Home

Both parents are not required to be present during the application or recertification interview, and only one person may have signed the Statement of Facts (SOF). When the head of household leaves the home, the remaining adult household member shall complete and submit a new CalFresh application.

### Example:

A two-parent family applies for CalFresh. The father attends the interview and completes and signs the SOF. The mother did not attend the interview or complete and sign the SOF. After benefits are approved, the father leaves the home. The mother must submit a new CalFresh application to be determined eligible for CalFresh. Once the mother's application is approved, the EW will discontinue the mother from the father's case.

The EW must ensure duplicate benefits are not issued. If the head of household's case is Semi-Annual Reporting (SAR), then the head of household may remain as an eligible household member in his own case pending receipt of the SAR 7 or recertification, whichever comes first.



## 3.9 Withdrawals

### 3.9.1 Regulation [63-300.36]

A household may voluntarily withdraw its application for CalFresh benefits any time BEFORE eligibility has been determined. After eligibility has been determined, the application must be approved or denied, and cannot be withdrawn.

A withdraw is an action that the client initiates for the client's own reasons. The Eligibility Worker is not to advise or suggest to the client to withdraw their application, regardless of perceived ineligibility.

**Example:**

A 21 year old single man living with his parents, who are both under 60, applies for CalFresh. When told that he must include his parents on the application, he decides to withdraw the application because he does not wish to involve them. Since the parents' information is unknown, and an eligibility determination cannot be made without it, the application may be withdrawn.

**Example:**

At the intake interview, a household lists non-exempt cash assets of \$3,500 on its application, which exceeds the resource limit. The household is determined to be ineligible for benefits, and the application must be denied due to excess resources. The household may not withdraw the application because an eligibility determination has been made.

### 3.9.2 Method

An applicant may use any of the following methods to withdraw an application for CalFresh benefits:

- Complete and sign an “Informal Application Refusal/ Withdrawal of Application” (SCD 166).
- Submit a signed written statement that the applicant does not wish to complete the application.
- Verbally notify Social Services that the applicant does not wish to complete the application. When a verbal withdrawal is made, the applicant must be requested to put the request in writing. However, action must be taken to deny the application whether or not a written request is received.

Contact must be made by phone or in person with the household to confirm the withdrawal and documented in the **Maintain Case Comments** window.

### 3.9.3 Partial Withdrawals

An application cannot be partially withdrawn (e.g., for only one month.) An application must be withdrawn for ALL months.

**Example:**

An applicant applies on November 26, wanting benefits for December and future months, but not for November. The applicant must either apply for benefits for both November and December, or sign a withdrawal for benefits for both November and December. If a withdrawal is signed, the applicant may

then come back and reapply in December. The applicant may not sign a withdrawal for November benefits alone, even when the initial interview is not conducted until December.

### 3.9.4 Right to Reapply

A household that withdraws its application must be advised of the right to reapply at any time in the future.

A household which has withdrawn its application cannot reactivate that application. It must file a new application.

### 3.9.5 Hearing Rights

Once the applicant withdraws their application, they will not be entitled to file for a hearing.

### 3.9.6 NOA

A denial Notice of Action (NOA) shall be sent to a household when it withdraws its application.

### 3.9.7 Documentation

Document in the **Maintain Case Comments** window:

- The reason for the withdrawal, if known, and
- That contact was made by phone or in person with the household to confirm the withdrawal.



## 3.10 Eligibility Review Checklist

To complete the application interview and clear eligibility, the EW must review the CF 285 or SAWS 1 and/or SAWS 2 Plus with the applicant, item by item, looking for the following factors:

1	Household composition and separate household status. Check for: <ul style="list-style-type: none"> <li>• Who customarily purchases and/or prepares meals together</li> <li>• Blood or marital relationship</li> <li>• Elderly or disabled persons</li> <li>• Minor children.</li> </ul>
2	Expedited Services (ES) eligibility. Does the household: <ul style="list-style-type: none"> <li>• Meet the definition of a "destitute" migrant or seasonal farmworkers with liquid resources of \$100 or less.</li> <li>• Have monthly rent/mortgage and utilities expenses which exceed its combined gross monthly income and liquid resources.</li> <li>• Have less than \$150 monthly gross income AND \$100 or less in resources.</li> </ul>
3	Categorically Eligible (CE) vs. nonassistance (NA) household status.
4	Semi-Annual vs. Change reporting household status.
5	Citizenship or noncitizen status. <ul style="list-style-type: none"> <li>• Have noncitizen registration cards been viewed and are copies on file?</li> <li>• Do the legal non-citizens meet any of the qualifying exceptions?</li> <li>• If any noncitizens are undocumented, have they been informed that INS must be notified if they wish to participate?</li> <li>• Was SAVE explained?</li> <li>• Are any noncitizens sponsored?</li> </ul>
6	Residency.
7	Work registration requirements or exemptions.
8	Financial status of all household members.
9	Resources.
10	Is this an initial application? <ul style="list-style-type: none"> <li>• Should benefits be prorated?</li> </ul>
11	Disqualifications or sanctions, including voluntary quit, SSN, work registration or IPV. If there is a disqualification or sanction: <ul style="list-style-type: none"> <li>• Does it make the household/individual ineligible (e.g., work registration)?</li> <li>• Does it make the household ineligible for Categorical Eligibility?</li> <li>• What is the appropriate penalty period?</li> </ul>



12	<p>Members over 60, or disabled?</p> <ul style="list-style-type: none"> <li>• * Was a DFA 285-C given to the household if there was or might be a deduction?</li> <li>• Were the correct income eligibility tests and resource limit used?</li> </ul> <hr/> <p>* DFA 285-C is required in conjunction with SAWS 2 Plus. If CF 285 is used, the DFA 285-C is not needed.</p>
13	EXPLAIN RIGHTS AND RESPONSIBILITIES THOROUGHLY TO THE APPLICANT.



## 3.11 Documentation

### 3.11.1 Maintain Case Comments

The following information, when not found elsewhere in the case record, must be recorded on the **Maintain Case Comments** window

- Content of the intake interview.
- CF 285 or SAWS 1 and/or SAWS 2 Plus were reviewed QUESTION-BY-QUESTION WITH THE APPLICANT.
- CalFresh rights and responsibilities explained and the APPLICANT'S UNDERSTANDING OF THEM.
- CF 23 SAR or CF 23 CR given to the applicant.
- SAR 7 A given and explained to a semi-annual reporting household.
- Prospective budgeting and change reporting explained to a CHANGE REPORTING HOUSEHOLD.
- Contacts, either written or in person (phone, home visit, office visit) indicating a change or potential change in the case, i.e., household composition, income or property change. Explain all decisions based on anticipated circumstances where AN ALTERNATE ACTION COULD HAVE BEEN TAKEN.
- Justification for unusual or special actions taken by the EW, INCLUDING VERIFICATION OF QUESTIONABLE INFORMATION.
- Social Security information.

**Application**

- Scheduling of appointments.
- Date forms were processed or actions were taken.
- Eligibility for Medi-Cal/Healthy Families and/or other programs explored and explained if potentially eligible.
- Any additional or questionable information that would be helpful to the next worker assigned to the case.

### 3.11.2 Client Access

The client is entitled to review the **Maintain Case Comments** window as a part of the case record. This form must be used **ONLY** to state factual information and actions taken or proposed.

### 3.11.3 State Requirements [63-300.56]

“Case files must be documented to support eligibility, ineligibility, and benefit level determinations. Documentation must be in sufficient detail to permit a reviewer to determine the reasonableness and accuracy of the determination.”

- For public assistance cases, public assistance verification rules and documentation must be acceptable for eligibility factors which must be verified to determine both public assistance and CalFresh eligibility.
- The household must not be required to provide duplicate documentation to the County.
- Where verification was required to resolve questionable information, the EW must document why the information was considered questionable, or at a minimum indicate where in the case file the inconsistency exists, and what documentation was used to resolve the questionable information.
- The EW must document (except where a collateral contact is used to verify residency or household size) the reason why an alternate source of verification, such as a collateral contact or home visit, was needed, and the reason a collateral contact was rejected and an alternate requested.



### 3.12 Processing Time Frames [63-301]

Eligible households that complete the application process must be approved and have benefits available to them as soon as possible, but no later than 30 days after the application date.

All CalFresh applications must be approved, withdrawn by the applicant, or denied, as appropriate.

If the applicant household has been determined ineligible, a denial notice must be sent by the 30th day.

#### 3.12.1 Missed Initial Interview [63-301.32]

When the applicant fails to complete the initial intake interview, take the actions listed below:

Step	Action	
1.	Send the household a "Notice of Missed Interview" (DFA 386).	
	<b>If the household...</b>	<b>Then...</b>
	Contacts the county to request another appointment within 30 days of the application date,	Schedule a second appointment.
	*Appears on/or before the 30th day,	Process as a regular application using the original application date.
	Fails to contact the county or appear for the second appointment,	The EW must send a denial notice on the 30th day following the date of application.

\* If the household does not request a second interview within 30 days of the application date due to ADMINISTRATIVE DELAY and is determined eligible, the household is eligible to benefits back to original date of application. [\[Refer to "Cause of Delay Chart," page 3-35\]](#)

#### 3.12.2 Same Day Processing [63-301.33]

Deny the application ON OR BEFORE the 30th day if the household fails to provide missing verification(s), when:

- The application interview was held on the same day the application was filed, and
- All needed verifications were requested on the date of application, and
- The household was allowed at least TEN days to provide the verification, and
- No subsequent verification is needed, and
- The EW assisted the household, if necessary, to obtain verification. [\[Refer to “Responsibility for Obtaining Verification \[63-300.5\(i\)\],” page 6-15\]](#)

### **3.12.3 Verifications [63-300.51]**

Verification is the use of third-party information or documentation to establish the accuracy of statements on the application. Prior to determining eligibility for applicant households, sufficient information concerning the applicant’s situation must be obtained in order for the EW to make an informed judgment as to the household’s eligibility. Verification and documentation are tools for making this judgment and recording the decision-making process in the case file. [\[Refer to “Verification,” page 6-1.\]](#)

#### **Mandatory Verifications**

The EW must verify the following information prior to certification for households initially applying:

- Gross Nonexempt Income
- Noncitizen Status
- Identity
- Social Security Numbers
- Residency
- Medical Expenses
- Sponsored Noncitizens
- Disability

[\[Refer to “Mandatory Verification \[63-300.5\(e\)\],” page 6-2, for additional information.\]](#)

#### **Optional Verifications [63-300.52]**

Optional verification may be requested when the information is inconsistent, incomplete or questionable. Optional verification includes: [\[Refer to “Optional Verification \[63-300.5\(f\)\],” page 6-7 for additional information.\]](#)

- Dependent Care
- Liquid resources or loans
- Household Size
- Shelter costs

### 3.12.4 Missing Verification of Deductions [63-300.5]

If obtaining verification of a DEDUCTION (shelter, dependent care, or medical expense) may delay benefit approval beyond the normal 30-day limit, the EW must advise the household that they:

- May choose to have eligibility and benefits determined without the deduction, and
- Will receive a deduction for the current and future months only if verification is provided at a later date.

**Reminder:**

The EW is required to assist the household in obtaining verification if the household is UNABLE to do so. (This does not apply to a household that is able, but REFUSES to obtain verification.)

**Note:**

Benefits may be approved prior to obtaining the verification of a deduction, but benefits may not be approved prior to obtaining an item considered a mandatory verification, with the exception of those specified in “Expedited Services”. [Refer to “Verification [63-301.54],” page 7-8.]

### HH Chooses to Wait for Verification

If the household chooses to delay the determination of eligibility and benefits until verification can be obtained, process the application normally by allowing the household at least 30 days after the date of application to provide the verification.

- If verification is provided by the requested date, approve or deny benefits at that time.
- If verification is not provided by the 30th day, deny the application for failure to provide verification.

The beginning date of aid shall be established as follows:

**Application**

- If the household provides the verification during the first 30 days, determine eligibility and benefits beginning with the date of application.
- If the household provides the verification during the second 30 days, determine eligibility and benefits beginning with the day that the requested verification is received.

**Example:**

A household applies on 9/7 and chooses to delay the determination of benefits until the verification can be obtained. The household provides the verification on 10/5. The beginning date of aid is 9/7.

**Example:**

A household applies on 9/7 and chooses to delay the determination of benefits until the verification can be obtained. The household provides the verification on 10/14. The beginning date of aid is 10/14.

**HH Chooses Not to Wait for Verification**

If the household chooses to have eligibility and benefits determined without waiting for the missing verification, then approve or deny benefits immediately without the verification, disallowing the deduction.

If the household provides verification at a later date, a deduction can be allowed for current and future months only (not past months).

**Example:**

A household applies on 5/1, and chooses to have benefits (determined without a deduction for utilities because verification is missing). Benefits are authorized without a utility deduction on 5/3. On 6/4, the household provides a copy of the May utility bill. Count this amount as a deduction for June and future months. The CalFresh budget for May will remain unchanged.

### 3.12.5 Intake Decision Chart

Use the chart below to determine the required action based on the household's eligibility and the month when the initial interview occurs.

INTERVIEW DATE	ELIGIBLE IN...			EW ACTION
	1st Mo.*?	2nd Mo.?	3rd Mo.?	
1st Month*	No	No	Yes	Deny benefits for 1st & 2nd months. Tell HH they may reapply for 3rd month during the 2nd month.
2nd Month	No	No	Yes	Deny benefits for 1st & 2nd months. Take a new application (or photocopy original application and have applicant sign it again for the 3rd month). Approve 3rd month.
1st* or 2nd Month	Yes	Yes	Yes	Approve benefits for 1st and continuing months.
	No	No	No	Deny benefits for 1st and 2nd months.
	Yes	Yes	No	Approve 1st and 2nd months. Discontinue at the end of the 2nd month. Flash case for discontinuance if transferred to continuing during the 1st month.
	Yes	No	No	Approve 1st month. Deny 2nd month.
	No	Yes	Yes	Deny 1st month. Approve benefits for 2nd and continuing months.
	No	Yes	No	Deny 1st month. Approve 2nd month and discontinue at the end of the 2nd month. Flash case for discontinuance if transferred to continuing during the 1st month.

\* 1st month is the month when the SAWS 1/CF 285 is signed.

### 3.12.6 Delayed Action: 2nd 30 Days [63-301.4]

If the County does not determine a household's eligibility and provides an opportunity to participate within 30 days of the date the application was filed, it is considered a delayed action. Examples are:

## Administrative Delay

If there is a delay in processing due to any of the reasons below, the delay will be considered administrative:

- The EW must have offered, or attempted to offer, help in completion of the application.
- The EW must have provided the household with the a written statement of verification requirements for CalFresh applicants (CF 285, "Coversheet").
- The EW must have informed the household of any work registration requirements and given the household 10 days from the date of the notice to comply.
- If the applicant is having trouble in providing needed verifications, the EW must have attempted to help the applicant obtain them. The EW must allow 10 DAYS from the date the verifications were requested.
- The EW must have offered to make a collateral contact (by mail or phone) in situations in which the missing verification would be difficult or impossible to obtain in a timely manner.

### Note:

This also applies in "same-day processing" situations.

## Administrative Delay Procedures

When a delay in the initial 30-day application processing period is due to administrative reasons, such as a backlog, the application should NOT be denied on the 30th day following the application was filed. The application process must be continued as follows:

- A notice of pending status must be sent to the household by the 30th day following the date the application was filed. The notice must indicate any action necessary by the household to complete the application process. The case must be held "pending" for an additional 30 days.
- The No Change NOA, "Notice of Denial or Pending Status" (DFA 377.1A) is used to inform the household of pending status. The DFA 377.1A can be generated from the **Print NOA Manually** window or printed from the online DEBS Forms Library.



- If the application is held pending, the EW must take action on the application during the second 30-day processing period as follows:

If...	Then...
Verification has not been provided,	The application can be pended for only 30 days following the date of the initial request for the particular verification that is missing (up to the second 30th day).
The household fails to take the required action by the date specified on the notice of action,	The application can be denied at the end of the second 30 days. No additional notice is required since the "Notice of Denial and Pending Status" (DFA 377.1A) satisfies the informing requirement.

- Households found eligible during the second 30 days are eligible to retroactive benefits form the month of application.
- If the household is determined ineligible during the second 30-day processing period, the application must be denied and the denial notice must be provided to the household.

**Example:**

- A Household applies for CalFresh on March 1  
Interview is scheduled on March 26  
The client missed the first interview  
NOMI is sent March 27  
The client contacts agency 3/29 and schedules a 2nd interview on 4/2  
The application must NOT be denied on the 30th day (March 31) of the application date.
- A Household applies March 1  
Interview is scheduled March 29  
The HH completes the interview March 29  
Verification is requested March 29  
The application should not be denied on the 30th day of the application date.
- A Household applies March 1  
Interview is scheduled on April 2  
The client missed the first interview  
NOMI is sent April 3  
The client contacts agency April 5 to schedule for 2nd interview  
The application must not be denied on the 30th day of the application date.

## Household Delay

Household delay is defined as a situation in which the applicant has not cleared eligibility and the EW or County has taken all required action.

The delay will be the fault of the household when the household has missed the first interview and the second interview is scheduled within 20 days after the application is filed but before the 30th day, and household is not able to complete the application by the 30th day.

## Household Delay Procedures

- A new application is not required during the second 30-day period.
- The application must still be held “pending” for an additional 30 days regardless of the reason the household has failed to provide what is necessary to complete the application.
- No retroactive benefits for the month of application will be issued when the household was at fault in the first 30 days but completes the application in the second 30 days and is eligible.
- Benefits are issued from the date required information/verifications are received by the county. [\[Refer to “Benefit Proration \[63-102, 63-503.13\].” page 22-20 for proration instructions.\]](#)
- Deny households who do not complete the application in the second 30 days. No additional notice of action is required if a pending notice was sent after the end of the first 30-day period.

### 3.12.7 Delay Beyond 60 Days [63-301.44]

#### Administrative Delay

When the county is at fault for not completing the application process at the end of the 60 days, the case will remain pending.

#### Administrative Delay Procedures

- The household must be notified as to what information is needed to complete the application.

- If determined eligible, benefits must be restored according to the chart. [[Refer to "Intake Decision Chart," page 3-31.](#)]
- The household must be denied if not eligible.

### Household Delay

If the household is at fault for not completing the application process by the end of the second 30-day period, the application must be denied.

### Household Delay Procedures

- Deny households who do not complete the application in the second 30 days. No additional notice of action is required if a pending notice was sent after the end of the first 30-day period.
- The household MUST file a new application.
- The household is not entitled to any lost benefits, even if the initial delay was the fault of the county.

## 3.12.8 Cause of Delay Chart

The following chart illustrates the month(s) of benefits a household may be eligible to receive depending upon the cause of the delay; administrative or household.

PARTY AT FAULT IN APPLICATION PROCESS		BENEFIT ENTITLEMENT
1ST 30 DAYS	2ND 30 DAYS	
County	County	HH to receive benefit from month of application, if eligible.
County	CalFresh HH	HH to receive benefit from month of application, if eligible.
CalFresh HH	County	HH eligible from date information/verification is received. (Prorated)
CalFresh HH	CalFresh HH	HH eligible from date information/verification is received. (Prorated)

If the household is determined eligible the first month and ineligible thereafter, issue benefits for the first month and discontinue for subsequent months.

Use the original application when the household is determined ineligible for the first month and eligible for subsequent months. Deny for the first month and issue benefits for subsequent months.



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## **3.13 Quality Control (QC) Cooperation [63-301.541, 63-505.12]**

### **3.13.1 Discontinuance**

Households discontinued for refusal to cooperate with a state or federal Q.C. review may reapply, but will not be determined eligible until the first of the following occurs:

- The household cooperates.
- At least 125 days after the end of the “Annual Review Period” in which the household refused to cooperate with State or County Q.C.
- At least nine months from the end of the “Annual Review Period” in which the household refused to cooperate with Federal Q.C.

### **3.13.2 Annual Review Period**

The definition of the “Annual Review Period” is the Federal Fiscal Year (FFY), 10/1 thru 9/30, which corresponds to the review date. This is a set time frame, regardless of when application is made for CalFresh.

### **3.13.3 ES**

If a household reapplies at the end of the sanction period and is eligible for expedited service (ES), the household will be issued one month's benefits in accordance with ES processing standards and procedures. Before the second month's benefits are issued, the household must provide verification of all household circumstances that could affect eligibility, including items that would normally only be verified if questionable.

**Example:**

A CalFresh household is discontinued effective 6/30/12 for refusal to cooperate with a State QC. The household can reapply on or after February 2, 2013, which is 125 days after the “Annual Review Period” ending 9/30/12, unless the household cooperates.

**Example:**

A CalFresh household is discontinued 6/30/12 for failure to cooperate with a Federal QC review and never completes the review. The “Annual Review Period” ends 9/30/12. The household can reapply on or after 7/1/13, which is 9 months after 9/30/12.

**Note:**

The period of ineligibility for Examples 2 is over one year. This is why it is important to inform the client of the consequences of failure to cooperate with a QC review.

**Reminder:**

If the client fails to cooperate, but later completes the review, the sanction will be removed and eligibility will be redetermined.



## 3.14 Benefit Issuance

### 3.14.1 Application After the 15th [63-503.16]

New applicant households that are eligible and apply for benefits AFTER the 15<sup>th</sup> of the month, must have benefits issued to them for both the initial month and the subsequent month at the same time. (This provision applies to formerly certified households when there is a break in benefits of at least one month. Households that reapply after a break in benefits of less than one month are not entitled to an early issuance of the second month's benefits.)



## 3.15 Intercounty/Interstate Moves

### 3.15.1 Receiving County

Follow the instructions below when a household certified in the previous month in another state applies for benefits in this county with less than a one-month break in certification. (The household must have been terminated at the end of the previous month by another state.)

STEP	ACTION
1.	Process the application as an initial application. a. The household may be eligible for expedited services.
2.	Assist the household to obtain any missing verification which the previous state failed to provide. a. Contact the prior state by phone, or email to get the missing verification. b. If sufficient information is received from a third party to determine eligibility, document on the <b>Maintain Case Comments</b> window the contact person's name, title, phone number, county or state and what missing verification was obtained.
3.	Compute the budget prospectively. Prorate benefits, if there is a break in benefits of one day or more.

For information on how to process Inter-County Transfer [[CalFresh Handbook, "Inter County Transfer \(ICT\)," page 36-1](#)]