



## [CA-216539] ACL 20-24 CalFresh Collection Billing Statements after 36 months

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Unassigned</b>	SPG Status:	<b>Select a value</b>
Fix Version/s:	<b>[22.01]</b>	Designer Contact:		Change Type (SCR):	<b>New Policy</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:	<b>ACL 20-</b>	Created:	<b>05/21/2020 07:00 AM</b>
Status:	<b>New</b>	Impact Analysis:	<b>[Batch Performance, Central Print]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Sheryl E. Eppler</b>	Training Impacted:		Funding Source:	
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[Collections]</b>	Approved by Committee:		Other Agency Cross Reference:	<b>CIV-107317</b>
Consortium Review Approval:		Consortium Review Approval Date:			

**Non-Committee**

**Review:**  
**Expedite Approval:**  
**Current Design:**

Billing Statements (FIN 107) are sent monthly to any Responsible Party when the customer is not currently aided on the program the Recovery Account was set up under, and there has been any Transaction (payment) posted to the Recovery Account in the last 3 calendar months.

**Request:**

Per ACL 20-24: This letter informs County Welfare Departments (CWDs) of the requirement to cease all noticing and collection methods except the Treasury Offset Program (TOP) once a CalFresh overissuance (OI) claim has been delinquent for three consecutive years.

**Recommendation:**

Suppress all Billing Statement (FIN 107) creation on CalFresh Recovery Accounts where:  
 (1) The Responsible Party has not been aided on the CalFresh program for 36 months.  
 (2) No Transactions have been posted to the Recovery Account for 36 months.

**Outreach**

**Description:**

**Migration Impact**

None

**Description:**

**Migration Impact**

**Analysis:**

**Alternative**

**Procedure**

**Description:**

**Operational Impact:**

**Estimate:** **0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
CalHEERS :	0	CalHEERS Test :	0	Client Correspondence :	0
DBA :	0	Design :	0	Eligibility :	0
Fiscal :	0	Forms Test :	0	Imaging :	0
IVR/CC :	0	Online :	0	Performance :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech Ops :	0	Training :	0
Translation :	0				



# [CA-224521] ACIN I-16-05 Impact On CF OIs

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Unassigned</b>	SPG Status:	<b>Select a value</b>
Fix Version/s:	<b>[TBD]</b>	Designer Contact:		Change Type (SCR):	<b>New Policy</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:	<b>ACIN I-16-05E</b>	Created:	<b>02/02/2021 03:12 AM</b>
Status:	<b>New</b>	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:	<b>Sheryl E. Eppler</b>	Training Impacted:		Funding Source:	
Project Phase (SCR):	<b>Production</b>	Migration Impact:		Funding Source ID:	
Committee:	<b>[Collections]</b>	Approved by Committee:		Other Agency Cross Reference:	<b>CA-215248</b>
Consortium Review Approval:		Consortium Review Approval Date:			

### Non-Committee

#### Review:

#### Expedite Approval:

#### Current Design:

Currently when processing a CF OI on a case with an active CW Overpayment (OP) in the same month, C-IV utilizes the CW amount of income in the CF budget that the recipient received, rather than what they were actually eligible to receive.

While this is consistent with previous guidance issued by California Department of Social Services (CDSS), All County Letter 03-18 to be exact, it has more recently been clarified via guidance received on State Hearings Division (SHD) E-Note #146 and All County Informing Notice (ACIN) #I-16-05.

Currently ALL state hearing decisions rendered by Administrative Law Judges (ALJs) on CF OIs where CW OPs are involved are referring to E-Note #146, but State hearings cases only represent a small fraction of the cases for which this would have import, and this would be a significant beneficial change for the recipient. In addition, a small change in programming would reduce the workload burden of Counties significantly as all Counties following E-Note #146 guidance would need to process a CF manual budget any time they are processing a CW OP in the same month.

#### Request:

Update CalSAWS to to have CF OI computation use the CW amount the recipient was eligible to receive, instead of the amount of CW that was actually received.

#### Recommendation:

CalSAWS programming should be changed to have CF OI computation use the CW amount the recipient was eligible to receive, instead of the amount of CW that was actually received.

### Outreach

#### Description:

#### Migration Impact

#### Description:

#### Migration Impact

#### Analysis:

#### Alternative

#### Procedure

#### Description:

#### Operational Impact:

Estimate: **0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
CalHEERS :	0	CalHEERS Test :	0	Client Correspondence :	0
DBA :	0	Design :	0	Eligibility :	0
Fiscal :	0	Forms Test :	0	Imaging :	0
IVR/CC :	0	Online :	0	Performance :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0

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Tech Arch :	0	Tech Ops :	0	Training :	0
Translation :	0				



**[CA-224662] Cancel 2017 TCF Overissuance Recovery Accounts created by TCF Taskforce**

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Unassigned</b>	SPG Status:	
Fix Version/s:	<b>[TBD]</b>	Designer Contact:		Change Type (SCR):	<b>Data Change</b>
Minor Version:		Expedite Changes:		Estimate:	
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:		Created:	<b>02/03/2021 04:37 PM</b>
Status:	<b>New</b>	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[Collections]</b>	Approved by Committee:		Other Agency Cross Reference:	<b>CA-222800</b>
Consortium Review Approval:		Consortium Review Approval Date:			

**Non-Committee**

**Review:**  
**Expedite Approval:**  
**Current Design:**

Cases were erroneously converted to Transitional CalFresh due to delayed policy implementation of policy due to non-compliance or non-receipt of Redetermination (RE) or Semi-Annual Reporting (SAR) effective with October 2013 to April 2015 CalWORKs termination. As a result, a taskforce was created to review the cases and create an overissuance account for the households that were not entitled to TCF.

**Request:**

Los Angeles County is requesting a Data Change Request to cancel all pending TCF Recovery Accounts that resulted from that review.

**Recommendation:**

- Recommendation:
1. Recommend to identify cases that include the Journal Short Description of "TCF OI Taskforce 12/2016" and a Recovery Account was created as a result of that taskforce.
  2. Once the accounts have been identified, cancel the account(s).
  3. Enter a new Journal indicating that the RA #xxx has been canceled as a result of delayed implementation.
  4. Provide a list of impacted cases after the DSR has been implemented.

**Outreach**

**Description:**

**Migration Impact Description:** None

**Migration Impact Analysis:**

**Alternative Procedure Description:**

**Operational Impact:**

**Estimate:** 0

Automated Test :

0

Batch/Interfaces :

0

Batch Operations :

0

CalHEERS :

0

CalHEERS Test :

0

Client Correspondence :

0

DBA :

0

Design :

0

Eligibility :

0

Fiscal :

0

Forms Test :

0

IVR/CC :

0

Online :

0

Performance :

0

Reports :

0

Reports Test :

0

Release Communication Support :

0

Special Project :

0

System Test Support :

0

Tech Arch :

0

Tech Ops :

0

Translation :

0

Training :

0



# [CA-227264] Map All Recovery Account Reasons to the Applicable Programs

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Unassigned</b>	SPG Status:	<b>Select a value</b>
Fix Version/s:	<b>[22.01]</b>	Designer Contact:		Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	
Reporter:	<b>Michele Peterson</b>	Regulation Reference:		Created:	<b>04/07/2021 03:54 PM</b>
Status:	<b>New</b>	Impact Analysis:		Outreach Required:	
Policy/Design	<b>Sheryl E. Eppler</b>	Training Impacted:		Funding Source:	
Consortium Contact:		Migration Impact:		Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by		Other Agency Cross	
Committee:	<b>[Collections]</b>	Committee:		Reference:	
Consortium Review		Consortium Review			
Approval:		Approval Date:			

### Non-Committee

**Review:**  
**Expedite Approval:**  
**Current Design:** All recovery account reason display on the drop-list on the recovery account  
**Request:** Map all recovery account reasons to the applicable programs. This will allow only the reason applicable to the program to display and will minimize an incorrect selection by the worker.

### Recommendation:

#### Outreach

#### Description:

#### Migration Impact

#### Description:

#### Migration Impact

#### Analysis:

#### Alternative

#### Procedure

#### Description:

#### Operational Impact:

Estimate: **0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
CalHEERS :	0	CalHEERS Test :	0	Client Correspondence :	0
DBA :	0	Design :	0	Eligibility :	0
Fiscal :	0	Forms Test :	0	Imaging :	0
IVR/CC :	0	Online :	0	Performance :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	0
Security :	0	Tech Ops :	0	Training :	0
Tech Arch :	0				
Translation :	0				



# [CA-227319] Re-Referral of CalWORKs and CalFresh Recovery Accounts to TTC

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Unassigned</b>	SPG Status:	<b>Select a value</b>
Fix Version/s:	<b>[TBD]</b>	Designer Contact:		Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:		Created:	<b>04/08/2021 04:26 PM</b>
Status:	<b>New</b>	Impact Analysis:		Outreach Required:	
Policy/Design	<b>Sheryl E. Eppler</b>	Training Impacted:		Funding Source:	
Consortium Contact:		Migration Impact:		Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by		Other Agency Cross	<b>CA-227315;</b>
Committee:	<b>[Tax Intercept]</b>	Committee:		Reference:	<b>CA-227863</b>
Consortium Review		Consortium Review			
Approval:		Approval Date:			

## Non-Committee

**Review:**  
**Expedite Approval:**  
**Current Design:** CW and CF recovery accounts that have been referred to TTC for collection following benefit discontinuance are recalled from collection if the responsible party or parties re-apply and are approved for CW or CF benefits. Once a recovery account has been marked as referred, it is not re-referred if the program benefits are discontinued again leaving any outstanding balances. Furthermore, the delinquency date is not updated in CalSAWS and the debt is not reestablished for collection at the State or Federal level.

**Request:** This request is to automate the re-referral of Active recovery accounts with an outstanding balance to the Treasurer & Tax Collector (TTC) that were previously referred but recalled due to eligible case status and intercept/offset regulations. This request will also modify the current logic and referral selection criteria used to refer recovery accounts with an outstanding balance due at the time of program discontinuance.

**Recommendation:** Update the TTC Referrals Writer criteria to look for delinquent CW and CF recovery accounts with an outstanding balances above established thresholds that are flagged as being previously referred to TTC for collection to be re-referred if the program benefits are Inactive/Discontinued and/or the responsible parties are not being aided in any other AU or CF household. The Writer should continue to run on a monthly basis and a report of those accounts that have been re-referred should be generated.

## Outreach

### Description:

### Migration Impact

### Description:

### Migration Impact

### Analysis:

### Alternative

### Procedure

### Description:

### Operational Impact:

**Estimate:** 0

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
CalHEERS :	0	CalHEERS Test :	0	Client Correspondence :	0
DBA :	0	Design :	0	Eligibility :	0
Fiscal :	0	Forms Test :	0	Imaging :	0
IVR/CC :	0	Online :	0	Performance :	0
Release Communication	0	Reports :	0	Reports Test :	0
Support :					
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech Ops :	0	Training :	0
Translation :	0				