

## CalSAWS | CalWORKs\_CalFresh Committee

Date: 8/10/2022	Location: MS Teams
Time: 1:30pm-5:00pm	Meeting Called by: CalWORKs CalFresh Facilitators

Attendees:

1	Monterey	Liza Lopez
1	Napa	Alli Muller
1	Sonoma	Andrew Stone
1	Santa Clara	Michelle Demetrius
2	Placer	Marna Stock
2	Sacramento	Eva Masegian
2	Sacramento	Laura Hodges
2	Sutter	Michelle Wattell
2	Yuba	Elizabeth Corniel
3	Butte	Brannon Hill
3	Humboldt	Gordon Radder
3	Shasta	Mark Bueb
3	Tehama	Matthew Sanchez
4	Kern	Martha Esparza
4	Merced	Michelle L. Smith
4	San Joaquin	Melissa Moyer
4	Stanislaus	Jennifer Hill
4	Tulare	Lori Catuto
5	Orange	Ana Arevalo
5	Riverside	Jessica Gomez
5	San Bernardino	Andrea Brayboy
5	San Diego	Linda Sevilla
5	Santa Barbara	Maria Guerrero
6	Los Angeles	Maria Ramirez
6	Los Angeles	Lilit Afrikyan
6	Los Angeles	Itza Girgis
6	Los Angeles	Cecilia Aguilar
6	Los Angeles	Ve Tran

Meeting Notes: Region 5

Topic	Lead	Time
Roll Call	Caroline Bui	1:30

Announcement: CF 29 Appointment Letters will remain valid until final ACL with replacement is provided.

### SCRs for Review and Vote

- |   |          |      |
|---|----------|------|
| <ul style="list-style-type: none"> <li>• CA-235770 CW Household Members Eligible to TCF (vote postponed until state clarification)             <ul style="list-style-type: none"> <li>○ Current Design sections has entries that are also listed in Requests/Recommendations sections. Language will be changed to exclude double negatives and to highlight that for the Current Design section indicates <b>ALL</b> CW persons vs Requests/Recommendations sections indicating for individual HH members.</li> <li>○ Example will be added to show how it works now and how it will work after.</li> <li>○ Clarification needed to ensure that the CW fail reasons listed in Section 1.1 only apply to CW as some were CF reasons.</li> <li>○ SCR has two layer determination: First CW discontinuance reasons are reviewed and then CF reasons are reviewed for each individual for TCF eligibility. (ACL 20-129)</li> </ul> </li> </ul> | Yale Yee | 1:35 |
|---|----------|------|

If not all the CalWORKs household members are ineligible for any of the reasons outlined above, the remaining CalWORKs household members who leave CalWORKs in good standing may receive TCF upon discontinuance. In this scenario, only the ineligible household member(s) must be excluded from the TCF household. The TCF

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household size will be based on the size of the CalWORKs household, excluding ineligible members, at the time of the CalWORKs discontinuance.

- Clarification requested from the state if individual becomes ineligible in the following month are they eligible to TCF. Also, for "Not a California Resident" is aid in another state needed in order to become ineligible to TCF.

- Section 2.1.2-Will break down the closure reasons to show what the current reasons are and what the new reasons are as currently they are listed together incorrectly as changes.
- Contradicting Pls (7/15/2014, 10/02/2015 & 7/6/2022) will be reviewed concerning whether SAR7 is needed for TCF eligibility if customer requests CW discontinuance prior to the potential discontinuance for no or incomplete SAR7.
- State only provided approval for TCF NOA. Clarification of need for denial TCF NOAs will be provided.

**CALFRESH NOTICE OF APPROVAL OF TRANSITIONAL BENEFITS**

CUSTOMER ID: 4013533525

**USE ONLY**

Father Testing  
123 TESTING LANE  
RANCHO CORDOVA, CA 95670

Questions? Ask your worker.

**State Hearing:** If you think this action is wrong, you can ask for a hearing. The back page tells you how. Your benefits may not be changed if you ask for a hearing before this action takes place.

As of 02/01/2021, your CalFresh benefits are \$430.00 each month.

Because your CalWORKs case has been closed, you will get Transitional CalFresh benefits. You will get Transitional CalFresh benefits starting 02/01/2021 and ending 06/30/2021.

This replaces your previous certification period.

A change to your benefit amount is due to the loss of CalWORKs income.

Your Transitional CalFresh benefits will end after 5 months unless your household recertifies.

end of the 5 month Transitional CalFresh period, you may recertify early because your CalFresh benefits may increase.

• You may ask to recertify for regular CalFresh at any time during the Transitional CalFresh period. If you ask to recertify during the first four months of the Transitional CalFresh period, your regular CalFresh benefits may be lower than the current Transitional

## Break

### SCRs for Review and Vote by Email

- CA-201573 eICT - Allow user to run Homeless Assistance when there's a pending CW program
  - Automation will also allow denial if customer is not eligible. Assumption will be added.
  - LA county programs that are run through Homeless Assistance block will also be evaluated.
  - No changes will be made to client correspondence.
- CA-245084 Time Extension of RCA/TCVAP Programs
  - Counties requested references of "activated" be changed to "aided".

3:00

Tom Lazio

3:10

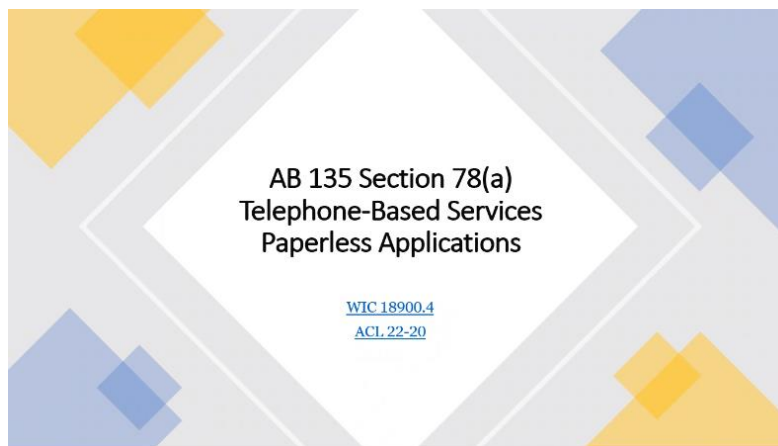
- Will clarify impact on GR eligibility after RCA discontinues.
- Will update to have forms available for electronic signature

### CERs for Review

- CA-246349 Remove CF 37 from the CalFresh RE packet or allow counties to opt out of CF and CF/CW RE Packet Batch Job for Non-ESAP Households
  - SCR will be created to allow counties to choose from one of two packet content options. No vote conducted.
  - Pls will be provided by R1 showing that application is not required if customer opts for telephonic signature.
  - PowerPoint Presentation made by R1 (Santa Clara):

R1

4:05



### CalSAWS Enhancement Request (CER)

- Remove the counties, which choose “unwritten signature” (ES/TS) as a generally acceptable method to process renewal, from the RE batch job and do NOT send the RE packet prior to the interview for non-ESAP households. Or add a new RE packet that excludes the CF 37 and or SAWS 2 Plus.
- Instead, CalSAWS needs to send a post interview packet including the cover letter, a copy of the completed application (statement of facts), and other county forms after the TS interview is completed to comply with the federal regulations. Pending SCR CA-244271

## CalSAWS Enhancement Request (CER)

- This request is a priority as AB 135 chaptered in [WIC Section 18900.4](#) and [ACL 22-20](#) **require all counties to provide CalFresh households with an option to complete an application and recertification by telephone and capture their signature by an electronic signature method, such as recording a telephonic signature (TS)** starting January 1, 2023, for counties converted to CalSAWS.
- The current process of batching the RE packet prior to the interview does not offer customers the telephone-based renewal/paperless (ES/TS) option the provision required in AB 135
- It continues imposing customers to complete lengthy paper applications. Therefore, the current process may not comply with the state regulation required by AB 135 and ACL 22-20 and is not aligned with the federal regulation at [7 CFR 273.2\(c\)\(7\)\(viii\)\(A\)](#).

## New CalFresh Electronic Signature Policy ACL 22-20: AB 135

- To the extent permitted under federal law, WIC Section 18900.4 now **requires CWDs to provide CalFresh households with an option to complete an application and recertification by telephone and capture their signature by an electronic signature method, such as a telephonic signature**, in compliance with state and federal program requirements, that is supported by county business practices and available technology
- Counties currently using the Consortium IV (C-IV) or LEADER Replacement System (LRS) of the Statewide Automated Welfare System (SAWS) shall comply with this subdivision beginning **on or before January 1, 2023**, and counties currently using the CalWORKs Information Network (CalWIN) system of SAWS shall comply with this section beginning on or before January 1, 2024.

## CalSAWS Enhancement Request (CER)

- **The federal regulation at [7 CFR 273.2\(c\)\(7\)](#) allows counties to accept “unwritten” signatures as a generally acceptable method of signing an application or redetermination, which may include electronic, recorded telephonic, or recorded gestured signatures.** Per CDSS, these requirements apply to joint applications with the CalWORKs program in counties that have opted to allow electronic interviews for CalWORKs applicants.
- Some counties that implemented TS have been accepting “unwritten signature” as a “generally acceptable” method of processing RE under the guidance of ACIN I-60-13 and ACL No. 17-57 and do not mail paper applications prior to an RE interview. Instead, these counties send customers a copy of the completed RE application (Statement of Facts/SAWS 2 Plus) after the RE interview, as required by the federal requirements.



## CER Continued

- Processing paperless TS RE significantly reduced CalFresh discontinuance since the implementation of the TS. The primary reason for CalFresh discontinuance was the failure to return the RE paper applications. More than 95 percent of our clients opted for the paperless RE and are extremely satisfied with the simplified process.
- Reverting to paper RE applications would significantly burden our customers who satisfied with the paperless RE process for many years and it could increase the case discontinuance rate.
- The paperless TS RE process saved counties paper and mailing costs
- Help the county to avoid QC citations for taking duplicate signatures and unnecessary follow-up reviews and action when the application is received after TS is completed.
- Receiving paper RE applications would increase county workload by requiring two types of business processes.

## CalSAWS Changes

### ➤ CalSAWS added Telephonic Signature (TS) solution (CA-226838) to its Electronic Signature methods (Check to Sign and IVR/Text) with Release 22.05 **to comply the TS requirements:**

- For signatures captured telephonically, CWDs must make an audio recording of both the household's verbal assent and a summary of the information to which the household assents. An example of a summary of the information to which the household assents is a recording of a reiteration of the household details agreed to during the telephonic conversation;
  - The audio file of the recorded verbal assent described above must be linked to the application so that the household's entire case file is readily accessible to the State agency; and
  - **The CWD must promptly provide the household member a printed copy of the completed application with instructions on how to correct any errors or omissions**, so the household may review the information and make any necessary changes within ten days following the completion of the electronic signature.
- The CWCF Committee voted to move forward to create a SCR for this CER CA-242470 at the 4/13/2022 CWCF Committee meeting. **CalSAWS opened SCR CA-244271** to add Cover Letter to TS signed applications/forms, SAWS 2 Plus, CF 285, CF 37, CW 2.1/CW 2.1Q.

## CalSAWS RE Packet

- Currently the CalSAWS systems is programmed to mail a Redetermination (RE) Packet 45 days prior to the RE due date for all counties, and counties cannot opt-out of the RE Packet job.
- The contents of the RE packets are as follows:

CF RE Packet - CF Redetermination Packet	CF Coversheet with BRM and NVRA, <b>CF 29, CF 37</b> , EBT 2216, SAR 7A, PUB 13, PUB 275, PUB 388, GEN 1365, VRC.
CW RE Packet - CW Redetermination Packet	CW Coversheet with BRM and NVRA, GEN 102, CCP 7, SAWS 2A SAR, CW 2166, CW 2184, WTW 5, CW 101, EBT 2216, SAR 7A, PUB 13, PUB 183/PUB 184, PUB 388, CW 52, GEN 1365, VRC.
CW/CF RE Packet - CF/CW Redetermination Packet	CW/CF Coversheet with BRM and NVRA, <b>GEN 102</b> , CCP 7, <b>SAWS 2A SAR</b> , CW 2166, CW 2184, WTW 5, CW 101, EBT 2216, SAR 7A, PUB 13, PUB 275, PUB 183/PUB 184, PUB 388, CW 52, GEN 1365, VRC

## GEN 102 Appointment Letter

- CF 29 Appointment letter (soon will be obsoleted) is included in the CF only RE packet and GEN 102 is included in the RE packet, but they do not inform CalFresh households of the TS/ES option required by AB 135.
- Counties elected the “Telephonic Contact” as AB 79 Flexible Interview Scheduling must send the appointment letter after attempt to schedules an appointments with clients. Therefore, sending the blanket appointment letter with the RE packet does not

(Addressee)	Worker number :	
	Telephone Number:	
	Address :	

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☐ CalFresh
 ☐ CalWORKs
 ☐ Other:

☐ You have a phone interview with a scheduled appointment time. We will call you at the phone number listed below. If we cannot reach you at the phone number listed below, we will try to reach you at an alternative phone number if you have provided one.

Appointment Date:	Appointment Time:
Your Phone Number:	Alternative Phone Number:

☐ You have a phone interview with a flexible appointment time.

☐ You must call the county during the appointment times listed below on your appointment date.

☐ The county will call you during the appointment times listed below on your appointment date.

Appointment Date:	Appointment Time Between: <input type="text"/> and <input type="text"/>
Your Phone Number:	County Phone Number:

☐ You have an in-person interview appointment. Please go to the county office at the date and time listed below.

Appointment Date:	Appointment Time:
County Office Name:	

## AB 79 Flexible Interview Scheduling

- Assembly Bill (AB) 79, WIC section 18901.10 specifies interview scheduling methods and requires counties to implement one or more of the required interview scheduling methods no later than January 1, 2022, to provide flexibility for households and support them in completing their interview.
  - Same-day interviews.
  - Telephonic contact
  - Time-block interviews

## AB 79 Flexible Interview Scheduling-Telephonic Contact

- This method allows EWs to attempt to make telephone contact with a household to complete an on-demand interview or **schedule the interview at a time that is mutually feasible for both the EW and the household.**
- For recertification, this option must be in addition to sending a written notice of the interview appointment. It allows EW to call the client prior to scheduled interview date.
- If the EW attempts to make telephonic contact and is unable to reach the household, the EW must document in the case record the attempt made to contact the household. **If the household returns the call, the EW must offer to complete an on-demand interview or schedule the interview at a time that is mutually feasible for both the EW and the household.**

## References

- [WIC 18900.4](#)
- [ACL 22-20](#)
- ACIN I-60-13
- ACL 17-57
- [7 CFR 273.2\(c\)\(7\)](#)



Topic	Lead	Time
<b>Discussion Items</b>		
<ul style="list-style-type: none"> <li>CA-246630 Issue CW 2103 Reminder for Teens Turning 18 <ul style="list-style-type: none"> <li>Previous C-IV counties state batch existed before conversion. No batch job currently exists in CalSAWS.</li> <li>Scheduled to be implemented 1/2023 (was escalated from implemented date of 5/2023 to 1/2023)</li> <li>Currently, CalSAWS counties unable to track and manually send due to workload impact.</li> </ul> </li> </ul>	R3	4:25

#	Action Item	Assigned To	Assigned Date	Due Date	Status

**2022 Next Meeting:**

September 14, 2022

October 12, 2022