

Distribution Date	October 29, 2024
To	PPOC.All; Committee.Correspondence.All; Committee.Collections.All
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	Historical CalWORKS Discharge Notifications-SCR CA-277891

PPOCs, please forward to the appropriate impact staff in your county:

- | | |
|---|---|
| <input type="checkbox"/> General | <input type="checkbox"/> Reports |
| <input checked="" type="checkbox"/> Policy | <input type="checkbox"/> Fiscal |
| <input checked="" type="checkbox"/> CW | <input type="checkbox"/> Caseload Movement |
| <input type="checkbox"/> CF | <input type="checkbox"/> Management |
| <input type="checkbox"/> MC | <input type="checkbox"/> Batch and Interfaces |
| <input type="checkbox"/> CMSP | <input checked="" type="checkbox"/> Fiscal |
| <input type="checkbox"/> FC/KG/AAP | <input type="checkbox"/> GA/GR |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Help Desk |
| <input checked="" type="checkbox"/> WTW | <input type="checkbox"/> Imaging |
| <input type="checkbox"/> Other Program(s)_____ | <input type="checkbox"/> Security |
| <input type="checkbox"/> BenefitsCal | <input type="checkbox"/> Task Management |
| <input checked="" type="checkbox"/> Customer Correspondence | <input type="checkbox"/> Technical |
| <input type="checkbox"/> OCAT | <input type="checkbox"/> Training |
| <input type="checkbox"/> Other_____ | |

Description


Purpose

The purpose of this CIT is to advise all Counties of the upcoming mailing of the notice of action (NOA) for CalWORKs(CW) and Welfare-to-Work (WTW) recovery accounts discharged on May 19, 2024.

Background

ACL 19-102 updated policy for the CalWORKs Overpayment Discharge to increase the overpayment threshold for collection from \$35 to \$250. SCR CA-207051 was released into production 24.05 in CalSAWS to implement the discharge of the CalWORKs overpayments meeting the criteria of the CW discharge policy. On May 19, 2024, several Notice of Actions were generated by CalSAWS for the recovery accounts that were impacted by the updated discharge policy. Due to the high volume of CW recovery accounts discharged for all Counties, the notifications were suppressed for mailing until CalSAWS was able to identify and correct the recovery accounts that were discharged in error related to the CalWORKs discharge policy.

Additional Information

	<p>SCR CA-277891 will be implemented in a priority release on October 27, 2024. This SCR will re trigger the suppressed CW discharge NOA that were generated on May 19, 2024 and send them to central print to be mailed. Central Print will stagger the mailing of these NOAs, with the mailings scheduled to begin on November 11, 2024.</p> <p>The staggered Mailing Plan:</p> <ul style="list-style-type: none">• Counties with less than 10,000 envelopes to be mailed mail all in one mailing.• Counties with 10,000 to 100,000 envelopes, stagger the mailing across two weeks not including the first week of the month or the last week of the month.• Counties with more than 100,000 envelopes, stagger the mailing across three weeks not including the first week of the month or the last week of the month. <p>County Actions</p> <ol style="list-style-type: none">1. Share this CIT with applicable county staff that work CW cases or CW recovery accounts.2. Counties should prepare staff for the possible increase of calls from customers receiving the discharge NOAs.3. Copy your Regional Manager(s) on any questions you might send to the Primary or Backup Project Contact.
Primary Project Contact	Maria Arceo ArceoM@CalSAWS.org
Backup Project Contact	Marlene Rangel RangelM@CalSAWS.org
Attachments	N/A
Web Portal Link	 OR You may also retrieve the CIT document and attachments by following these steps: <ol style="list-style-type: none">1. Click on the CRFIs & CITs link at the top of the page.2. Click on the "CalSAWS Information Transmittal (CIT)" folder.3. Click on the "2024" folder.4. Click on the appropriate CIT # folder.