

County of San Diego, Health and Human Services Agency (HHS) CalWORKs Program Guide

Requests for Verification

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Background:

Requests for verification must inform applicants and recipients of their responsibilities, requirements, and rights in regards to verifying their eligibility to CalWORKs.

ACL 14-26 and 14-88

Policy:

22-000.B.1 Required Verification

Only information that is necessary to determine eligibility and calculate grant amount will be required. Verification that is available in the case record will not be required to be resubmitted.

MPP 40-126.31 and 40-126.35

When verification does not exist, the applicant or recipient's sworn statement will be considered sufficient, except for verification of citizen/noncitizen status and medical verification of pregnancy.

MPP 40-115.22

22-000.B.2 Written Request for Verification

Applicants and recipients will be provided a written request for verification that specifies what information is required, the name of the person for whom verification is required, and the due date.

The written request will also:

- Include examples of any alternative types of verification that may be acceptable
- Inform that a sworn statement may be adequate if other verification does not exist
- Inform that the County can assist in obtaining the necessary information from a third party
- Provide an Authorization for Release of Information that may be completed by the applicant or recipient if County assistance is requested, and
- Inform that the County can pay a third party fee if it is needed to obtain the required information.

The written request must allow sufficient time (10 days) for the applicant or recipient to provide the necessary information or request help from the County to obtain the information from a third party.

MPP 40-126.32 and ACL 14-26

Note: For applications and redeterminations, the written request must allow sufficient time for the applicant or recipient to provide the necessary information within established processing timeframes. See [Procedure](#) below.

22-000.B.3 Good Faith Effort

Applicants and recipients have the responsibility to make a good faith effort to obtain the verifications necessary to establish their eligibility. A "good faith effort" means the applicant or recipient has attempted to comply within the limits of his/her resources.

Example:

An applicant needs to provide verification of his current bank account balance to complete his application. He does not have the verification and the bank charges a fee to provide the information. The applicant has no money to pay the fee and requests help from the County to obtain the required information. The applicant has made a good faith effort to obtain the verification.

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22-000.B.4 County Assistance

The County can assist the applicant or recipient to obtain information from a third party after a good faith effort has been made and the third party fails or refuses to provide the information.

With the appropriate authorization for release of information, the County can contact the third party to request the information on behalf of the applicant or recipient. The County can pay a third party fee, if necessary, to obtain a verification for CalWORKs as outlined in [CPG 40-100.J](#).

MPP 40-126.33

Reminder: The County must also provide assistance when such assistance is a reasonable accommodation for an applicant or recipient with a disability. See also [Civil Rights Policy](#).

22-000.B.5 Failure to Provide and Refusal to Cooperate

CalWORKs may **not** be denied or discontinued for failure to provide while the applicant or recipient is continuing to cooperate and is making a good faith effort to obtain the necessary information. Additionally, CalWORKs may **not** be denied or discontinued if the applicant or recipient has asked the County to assist in obtaining the information from a third party.

CalWORKs may be denied or discontinued for refusal to cooperate if the applicant or recipient fails to make a good faith effort or makes a verbal or written refusal to cooperate with the County in verifying his/her eligibility.

Reminder: Denials due to failure to cooperate must be rescinded if the necessary information is received within 30 days of the denial.

MPP 40-126.34 and ACL 14-88

Procedure:

Eligibility workers must ensure all verification requests meet the requirements outlined in this policy and that verification is only requested when an eligibility determination is required as outlined in [CPG 40-100.L](#) and [44-270.E](#).

Case actions must be taken in accordance with the appropriate program regulations and processing timeframes for:

- Applications ([CPG 40-100.E](#))
- Voluntary mid-period reports ([CPG 44-260.C](#) and [44-270.H](#))
- Mandatory mid-period reports ([CPG 44-260.D](#) and [44-100.G](#))
- Eligibility status reports ([CPG 44-270.D](#))
- Redeterminations ([CPG 40-100.M](#))

See also [CalWORKs Memo 15-07 SAR 7 and Redetermination Verification Requests](#).

Required Actions:

1. Use the required Request for Verification (CW 2200) to request only information that is necessary to determine eligibility. Retain a copy of the verification request in the electronic case record.

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2. Document the issuance of the Request for Verification in case comments, including the pending information, due date, and any language services or reasonable accommodations provided.
3. Allow 10 days for the applicant or recipient to provide the necessary information or contact the County to request assistance in obtaining the information from a third party. Obtain the appropriate authorization for release of information if assistance is requested.
4. Offer assistance by making a third party contact to obtain the information once the authorization for release of information is received. If necessary, make a third party verification payment on behalf of the applicant or recipient in accordance with [CPG 40-100.J](#).
5. Ensure that CalWORKs is not denied or discontinued while the applicant or recipient is making a good faith effort to comply with the verification request or while the County is providing assistance.
6. Enter case comments to document all case actions regarding the request for verification, including any requests for County assistance and delays in processing timeframes. The applicant or recipient's refusal to cooperate, including a failure to make a good faith effort, must also be documented in the case record.

Other Program Impacts:

CalFresh: [CFPG 63-117](#)

References:

MPP [40-115.22](#) and [40-126.3](#)

All County Letters (ACLs): [14-26](#) and [14-88](#)

Release Date:

4/17/2015

Sunset Date:

This policy will be reviewed for continuance by 4/30/2018.