

40-100.A CASE HANDLING PROCEDURES

Table of Contents

The **Case Handling Procedures** section includes the following information:

Topic
Regulation
Edwards v Carlson Court Order Cases
Post Office Boxes and Commercial Mail Receiving Agencies
Applicant/Recipient Identification
Application Processing Timeframes
Cases Denied for Failure to Cooperate
Withdrawals

Regulation: CPG 40-100

State regulations establish general policies and procedures for handling cases. County policy establishes operational procedures.

[Back to Table of Contents](#)

Edwards v Carlson Court Order Cases

The Edwards v Carlson court order allowed counties to combine cases with associated Assistance Units (AUs)—when there are non-sibling children living in the same household and have the same caretaker relative—so that they would be aided in one grant payment.

Previously, each Edwards v Carlson AU required the completion of a separate case number, case file and documents. The implementation of the CalWIN System in San Diego County changed this process. As CalWIN is an individual-based system, functionality allows for eligible children to be aided under the same case belonging to the caretaker relative.

[Back to Table of Contents](#)

**Post Office
Boxes and
Commercial
Mail
Receiving
Agencies**

Applicants/recipients may use a Post Office Box or Commercial Mail Receiving Agency only when:

- Homeless, or
- Residence is verified and documented in case file, and
- Family Resource Center (FRC) Management has reviewed and approved reason for using a Post Office Box or Mail Agency.

Approval procedures:

- Obtain any of the following recent documents with recipient's name and address:
 - Rental agreement or receipt
 - Mortgage or tax statement, or
 - Utility statement.
- Ask recipient why request is being made and obtain acceptable verification which includes the following that can be verified in writing or by phone with the Post Office or rental manager:
 - Mail delivery at residence not available (verification with Post Office not require for "rural route" delivery or ZIP codes 92031, 92048, 92053, 92067, 92070, and 92080)
 - Personal mail delivery not permitted at residence (campgrounds and some hotels/motels)
 - Mail theft is common to area and/or recipient's mailbox (must be reported and verified by Post Office), or
 - Mailbox is damaged or absent and mail is undeliverable (verified by Post Office with approval for only one month pending immediate replacement of mailbox).
- Submit form 07-251 HHSA [Letter to Postmaster] to FRC management for approval/disapproval.

[Back to Table
of Contents](#)

**Applicant/
Recipient
Identification**

Applicants/recipients requesting identification are to be advised:

- To apply for a DMV ID card at any DMV office
- To provide birth verification for DMV
- A fee is charged for a DMV ID card, and
- Processing takes 30 to 60 days.

Applicant/s recipients without identification who are unable to cash their warrant can be referred to a check cashing agency who will:

[Back to Table of Contents](#)

- Complete an information card
- Confirm identifying information - possibly with the Human Services Specialist (HSS).

Note: Written authorization must be obtained from recipient before the HSS can release any information. The release must be imaged, as appropriate, and a case comment entered to document the reason and to whom information is given.

**Application
Processing
Timeframes**

Both applicants and HSSs have responsibilities.

[Back to Table of Contents](#)

Applicant/Recipient Responsibilities	HSS Responsibilities
Supplying information necessary to establish eligibility	Providing applicant a Verification Checklist (VCL) outlining the specific verifications needed at end of intake interview and assisting applicant/recipient to carry out their responsibilities
Providing verifications within 10 calendar days of request unless notifies HSS that more time is needed in which case verifications must be provided within the 45 day maximum	If applicant has not provided within 10 day limit and has not contacted HSS to request more time – gives client an additional 10 days to provide verifications by making adjustments, as needed, to the VCL due dates in CalWIN

<p>Responding to request for needed verifications within second 10 day period</p>	<p>Denying application at end of second 10 day period for failure to provide essential information, when no response/contact is received and applicant did not indicate that a longer period is needed to provide essential information.</p> <p>Note: Before denying HSS must make distinction between:</p> <ul style="list-style-type: none"> • Failure to cooperate, and • Refusal to cooperate.
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If application is denied...	Then HSS...
<p>For reasons other than failure to cooperate after the two 10 day periods, but applicant returns requested verifications before electronic case file is assigned to record library</p>	<p>Will rescind the denial and process the application.</p>
<p>For failure to cooperate and applicant provides verifications prior to the end of the 30th calendar day after the effective date of the denial NOA</p> <p>Note: If the 30th day is a non-work day, the date is advanced to the next work day.</p>	<p>Will rescind the denial and reopen the application process.</p>

Note: HSS may grant if SSN(s) and birth verification(s) have previously been imaged as verifications

Cases Denied for Failure to Cooperate

If applicant provides verifications prior to the end of the 30th calendar day after the effective date of the denial NOA, the HSS must rescind the denial, reopen the application process, and make one of the following determinations:

- AU eligible
- AU ineligible, or
- More information needed.

Note: A new chance to cooperate does not apply when the applicant supplies only a portion of the requested verification and the first denial stands. However, applicant has 30 days after denial to provide all requested verifications.

Exceptions to the rescind and reopen requirement for failure to cooperate does not apply if the application is denied due to:

- Refusal to cooperate
- No show for application interview
- No completed Statement of Facts (i.e. SAWS 2, CA22, or CW23)
- No completed quarterly monthly report (i.e. QR7, QR72 or QR73)

[Back to Table of Contents](#)

Responsibility for case records is as follows:

If Applicant...	Then the ...
Returns to same Family Resource Center (FRC)	FRC that denied the application rescinds denial and reopens application process with the option of assigning the case to previous HSS or another HSS
Returns to another FRC	FRC where the applicant resides will reopen the application as a rescission of denial and not a new intake
Mails or hand delivers verifications	FRC that receives the verification for cases still in the 30 day rescind/reopen period has responsibility to process the electronic case record with the option of assigning the case to previous HSS or another HSS.

Withdrawals

Can only be obtained when the applicant is potentially eligible. If applicant is ineligible for any reason, the application must be denied.

[Back to Table
of Contents](#)
