

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

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Issue Date:
12/19/2014

Effective Date:
Upon Receipt

Purpose:

To provide eligibility workers clarifications regarding the process to follow when changes in the applicant circumstances occur during the period after the application has been initiated, but before eligibility has been determined.

Background:

Eligibility workers have up to 45 days to process a CalWORKs application. While the application is in pending status, the applicant's circumstances may change, which could potentially affect the family's eligibility and/or grant determination. When determining eligibility and cash aid amount, all information available to the worker must be taken into consideration.

Applicants are required to report any change in the family's circumstances, which may affect eligibility and grant amount within five calendar days. Workers must ensure that the application interview includes a full discussion of the applicant's responsibility for reporting all facts and for notifying workers immediately of all changes of circumstances material to make a correct determination of eligibility and grant amount.

Policy Change:

- Adding clarification on the treatment of changes during the application process

Summary of Changes:

[CPG 40-100.E Application Process](#)

- Added clarification regarding the treatment of changes during the application process
- Made obsolete sections 40-100.B, .F, .G, and .H and incorporated the information into 40-100.E
- Reformatted section and removed obsolete and unnecessary information

Removed procedures information from section 40-100.E and relocated for internal staff use, by introducing the following Processing Guides:

- [44-100.E1 Applications Made by Non-parent Caretaker Relative](#)
- [44-100.E2 Required Forms for Persons Requesting to be Aided in an Existing AU](#)
- [44-100.E3 Treatment of Changes during the Application Process](#)

Impacts:

Automation:
No impact.

Forms and Document Capture:

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When the family does not meet deprivation requirements based on the 100-hour rule, but will become eligible within 60 days, the worker will hold action on the application until the applicant family becomes eligible. Once the family meets the 100-hour rule, their financial eligibility shall be determined based on their current circumstances. M41-440G (07/14) Notice of Action (NOA) has been developed to be used for this purpose. Currently the NOA is not available in CalWIN. A PDF fill-in enabled manual NOA is available to print from the [Eligibility Form Repository](#). Shelf stock may also be ordered from the Xerox Print Center. The manual NOA needs to be imaged according to existing procedures.

Programs Affected:

Refer to the following regulations for their corresponding application process:

- Cash Assistance Program for Immigrants [99-100.2](#)
- CalFresh [63-103](#)
- County Medical Services [Article 2 Section 1](#)
- General Relief [90-100.1](#)
- Medi-Cal [Article 4 Section 2](#)

Quality Control:

Quality Control will cite the appropriate error when the regulations cited in this program material have not been followed.

References:

[ACL 14-57 Treatment of Changes during the Application Process](#)

Sunset Date:

This policy will be reviewed for continuance by December 31, 2017

Approval for Release:



Rick Wanne, Director
Eligibility Operations

RP