

## CalWORKs Program Guide Letter No. 310

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**Subject** CALWORKS ORIENTATION REQUIREMENT

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**Reference** County Policy

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**Effective Date** Upon Receipt

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**Purpose** To update existing CalWORKs Program Guide (CPG) information regarding Child Health and Disability Prevention (CHDP) and Health Care Options (HCO).

To issue a revised **Orientation Form (07-33 HHSA)** and provide clarification regarding the usage of this form and the requirement for all CalWORKs parents and/or caretaker relatives to attend Orientation at initial application and annual redetermination.

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**Background** CHDP information is required to be provided to all CalWORKs applicants during the initial application process via the CHDP Information Brochure, **Free Medical and Dental Check-Ups (PUB 183 (E) or PUB 184 (SP))**.

Counties are responsible for providing opportunities for Medi-Cal and CalWORKs applicants and recipients to attend an HCO presentation so that parents and caretaker relatives may make an informed choice about their Medi-Cal Managed Care Health Plan.

HCO presentations are conducted by Healthy San Diego staff and occur during the daily Orientation sessions provided at most Family Resource Centers (FRCs). Important information regarding the Welfare-to-Work (WTW) Program is also provided to CalWORKs applicants and recipients.

The 07-33 HHSA is required during the CalWORKs application and redetermination process to confirm that the applicant/recipient has received the HCO enrollment information.

Information regarding applicant/recipient rights and responsibilities has **not** been covered in the Orientation since early 2012. Eligibility Human Services Specialists (HSSs) are responsible for reviewing rights and responsibilities, as well as program rules and penalties, with applicants and recipients during the initial application, annual redetermination, and when needed.

**NOTE:** HCO Enrollment Counselors are **not** responsible for providing information regarding rights and responsibilities or program rules. Eligibility HSSs are **not** responsible for providing HCO information.

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**Policy Change**

The CPG has been updated to specify that the PUB 183 (E) or PUB 184 (SP) is the CHDP form currently required to be provided to CalWORKs applicants.

The 07-33 HHSA has been revised to reflect the information currently provided by the HCO Enrollment Counselor and the eligibility HSS.

All CalWORKs parents and caretaker relatives are **required** to attend Orientation during the initial application and annual redetermination.

Staff must advise CalWORKs applicants and recipients to attend Orientation **prior** to their scheduled intake or redetermination interview appointment to prevent any delays in eligibility determination.

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**Summary of Updates**

The following sections have been updated in the online CPG:

CPG Section	Updates
<a href="#">44-400.F</a>	Updated existing CHDP information to specify the required PUB 183 or PUB 184 form and link to the relevant Medi-Cal Program Guide (MPG) section. Updated existing HCO information to reflect current operational procedures.

Changes to the CPG are noted with **highlighted text**.

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**Automation Impact**

No impact

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**Program Impact**

**CALFRESH PROGRAM**

No impact. Orientation is **not** a requirement for CalFresh. CalFresh applicants or recipients are **not** required to attend Orientation or provide the Orientation Form (07-33 HHSA).

**MEDI-CAL PROGRAM**

Although orientation is not a requirement for Medi-Cal, attendance is **strongly encouraged** as Healthy San Diego staff may be able to assist Medi-Cal applicants and recipients with HCO-related questions.

There is no impact to other programs.

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**Document  
Capture and  
Forms Impact**

The updated 07-33 HSA has been barcoded and is available for immediate print via the [CERMS Eligibility Forms Repository](#), as well as for ordering shelf stock via the Xerox Print Center.

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**Quality  
Control (QC)  
Impact**

QC will cite the appropriate error when instructions in this material are not followed or are followed incorrectly.

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**Director  
Approval**

 1-28-14

**RICK WANNE, MA, MFT**  
Director  
Eligibility Operations

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**Manager  
Contact**

CalWORKs Program

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Replaced by CPG Letter 310E