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[CalFresh SAR 7 Process and Completeness Criteria/Checklist Desk Aid](#)

63-274.1
Definition of
Timely and Late
SAR 7

A. TIMELY SAR 7

The SAR 7 is due on the 5th and considered timely if it is received between the 1st and the 11th calendar day of the SAR Submit Month.

B. LATE SAR 7

The SAR 7 is considered late if it is received after the 11th day of the SAR Submit Month.

While the SAR 7 is not considered late until after the 11th, recipients are asked to submit their SAR 7s by the 5th of the Submit Month in order to ensure benefits are issued timely and to avoid discontinuance notices.

C. EXTENDED FILING DATE

The final date by which the household must submit a complete SAR 7 is the first working day after the Submit Month. The household can provide the SAR 7 on or before close of business on the first working day after the Submit Month without discontinuance of eligibility.

63-274.2
Late and
Incomplete
SAR 7

When a SAR 7 is not received by the 11th day of the SAR 7 Submit Month, or it is received but determined to be incomplete, provide a timely "X" (NA 960X SAR) or "Y" (NA 960Y SAR) Notice of Action (NOA) to discontinue the case effective the end of the Submit Month.

A. THE "X" OR "Y" NOA

The "X" and "Y" notice informs the household:

1. That the SAR 7 is either overdue or incomplete;
2. What the household must do to complete the SAR 7;
3. Whether any verification is missing and the effect the missing verification will have on the household's benefit level;
4. Of the deadline by which the household must submit the SAR 7 to avoid being discontinued; and
5. That upon request, the worker will assist the household in completing the report and getting the required verifications.

B. INCOMPLETE SAR 7 SUBMITTED AFTER “Y” NOTICE

If a household responds to the “Y” notice, but submits a SAR 7 that is still incomplete, call the household to clarify. If the household cannot be reached or verification is required, send [Reminder Letter SAR 90 \(SAR 90 SP\)](#) to inform the household the SAR 7 is still incomplete and why it is incomplete. Discontinue the case without further notice if the household does not respond to the Reminder Letter.

NOTE: Consider the SAR 7 complete if between the two SAR 7s you have sufficient information to determine eligibility and the allotment amount.

Example:	
Scenario	<ul style="list-style-type: none"> • A household reports earnings and a new household member but fails to send verification of income. The discontinuance notice states that the SAR 7 was incomplete for failure to provide wage verification. • The household submits a new SAR 7 with the income verification, but does not report the new household member.
Outcome	The reporting would be considered complete.

C. INCOMPLETE “Y” NOA

Describe what the recipient is required to do to complete the SAR 7, and/or identify the SAR 7 questions that are unanswered either on the “Y” NOA and/or by attaching the SAR 7 with incomplete/incorrect items circled.

If the “Y” notice does not explain why the SAR 7 is incomplete, the discontinuance notice is not considered adequate. A new complete “Y” notice would be required prior to discontinuing the case.

Example:	
Scenario	<p>A household submits an incomplete SAR 7.</p> <ul style="list-style-type: none"> • The worker sends the “Y” suspense notice on

	<p>January 20, but fails to identify what was incomplete or incorrect on the SAR 7.</p> <ul style="list-style-type: none"> • On January 24, the worker sends a new discontinuance notice to be effective March 1st identifying the information that was missing on the SAR 7.
Outcome	<ul style="list-style-type: none"> • Because there is no timely notice to discontinue benefits, provide the same allotment issued in January in February. • Calculate an administrative error (AE) overissuance for any benefit amount that was issued in February. • If a complete SAR 7 is not received by the extended filing date, the entire month of February will be an overissuance.

D. INFORMATION VOLUNTARILY REPORTED MID-PERIOD

The SAR 7 is not incomplete if the household does not report information that was voluntarily reported mid-period **and was already verified**. The verified mid-period report is part of the case file. Use both reports to determine eligibility and benefit amount.

If a SAR 7 does not contain information from a previous (voluntary) **unverified** report, the SAR 7 is incomplete.

Refer to [63-284.4-6](#).

E. HOUSEHOLDS REPORTING NO INCOME

Do not treat a SAR 7's with zero anticipated income as incomplete unless there is some discrepancy.

If the household reports on the SAR 7 or states that they have "no idea" what income they expect to receive in the next period, or report "\$0" income and the worker is aware that the recipient does work occasionally, the SAR 7 should not be considered incomplete. Attempt to contact the recipient and discuss their potential income for the certification period and decide if any income can be reasonably anticipated. Refer to [63-281.4](#) and [63-282.3](#).

For example, if the recipient had regular income the last six months and they anticipate zero income for the certification period or remaining months of the certification period, but do not state on the SAR 7 that anything has changed since last period, call the recipient to resolve the discrepancy.

If you don't accept the recipient's estimate of anticipated income document why the recipient's estimate is not being accepted, explain the basis for your estimate, issue timely notice and document in Case Comments.

63-274.3
Completeness
Criteria for
Reported
Expenses

A. MEDICAL AND DEPENDENT CARE COSTS

Consider the SAR 7 complete and do not delay benefits if the missing verification or information is for a medical or dependent care deduction.

Any deductions for which the verification or information is missing **and required** must be disallowed with timely notice ([CF 377.4 SAR, Proposed Change in Benefits](#)).

SHELTER COST

The SAR 7 would be considered complete if the recipient fails to report on the SAR 7 shelter cost changes that were voluntarily reported mid-period. ACIN I-10-04

NOTE: Verification of changes in shelter cost are required only at application or when questionable as explained in [63-117.18](#) and [63-117.22](#). Changes in shelter costs reported mid-period that are not questionable are considered verified upon receipt (VUR). Refer to [63-284.3](#).

63-274.4
Worker Action on
Late or
Incomplete SAR 7

Use the following notices of action to notify the household that the SAR 7 is missing or incomplete:

- The [NA 960X SAR](#) (“X”) notice to notify the household that a SAR 7 has not been received, or
- The [NA 960Y SAR](#) (“Y”) notice to notify the household the SAR 7 is incomplete, the specific information and/or documentation needed to consider the SAR 7 complete, and the deadline by which the recipient is required to submit the SAR 7 to avoid discontinuance of benefits.

Send the appropriate NOA no later than 10 days before the end of the Submit Month and give the household until the extended filing date (63-274.1.C) to provide a complete SAR 7.

If the household sends an incomplete SAR 7 after the “X” notice has been sent, call the household to clarify. If the household cannot be reached or verification is required, send [Reminder Letter SAR 90 \(SAR 90 SP\)](#) to inform the household that the County received the report but it is incomplete and explain what the household is required to do to complete the SAR 7.

If the household ...	Then ...
Sends a complete SAR 7 after the 11 th of the Submit Month but prior to mailing the suspense notice;	Do not send the notice.

<p>Submits an incomplete SAR 7 after NOA deadline and after issuing a timely “X” NOA (NA 960X SAR);</p>	<p>Do not send a suspense notice (NA 960Y SAR) to the household. Call the household to clarify. If the household cannot be reached or verification is required, send Reminder Letter SAR 90 (SAR 90 SP) to let the household know:</p> <ul style="list-style-type: none"> • That the SAR 7 was received, but it is incomplete, • Why it is incomplete, • That CalFresh benefits will discontinue on the effective date, and • What the household is required to do to complete the SAR 7.
<p>Submits another incomplete SAR 7 after issuing a timely “Y” NOA (NA 960Y SAR) clearly explaining what information and documentation was needed to complete the SAR 7,</p>	<p>Do not send a second NA 960Y SAR to the household. Call the household to clarify. If the household cannot be reached or verification is required, send Reminder Letter SAR 90 (SAR 90 SP) to let the household know:</p> <ul style="list-style-type: none"> • That the SAR 7 was received, but it is incomplete, • Why it is incomplete, • That CalFresh benefits will discontinue on the effective date, and • What the household must do to complete the SAR 7.
<p>Does not submit a complete SAR 7 by the extended filing date (63-274.1.C),</p>	<p>The discontinuance remains in effect unless Good Cause (63-274.6) is established. See 63-274.5 below.</p> <p>If the household does not have Good Cause for submitting the SAR 7 after the extended filing date, process for Restoration of Eligibility based on the date that the complete SAR 7 is received as explained in 63-274.8.</p>

Please, see:

[CalFresh SAR 7 Process and Completeness Criteria/Checklist Desk Aid](#)

63-274.5
Timely Notice
Requirements

Provide timely and adequate notice to decrease or discontinue benefits ([63-303.1](#)). Do not decrease CalFresh benefits based on information provided in a late SAR 7 when you don't have sufficient time to provide a 10-day notice to decrease benefits.

A. DECREASING BENEFITS

If the complete report is received late prior to the end of the extended filing date:

1. Reinstate benefits at the prior month's level;
2. Establish an overissuance when unable to decrease benefits due to the 10-day notice provisions. Refer to [63-287.4](#); and
3. Take action to decrease benefits in the second month of the SAR period or as soon as 10-day notice can be provided. This will result in a mid-period decrease of benefits in the SAR Payment Period.

B. INCREASING BENEFITS

If you cannot increase benefits by the first day of the first month of the next SAR Payment Period, issue a supplement for that month, and increase benefits for the remaining months of that semi-annual period. The 10-day notice requirements do not apply to increases in benefits, but adequate notice is required ([63-303.8](#)).

C. EXAMPLES

Example 1:	
Scenario	<p>CalWORKs/CalFresh Household</p> <p>The SAR period is January-June 2014; the upcoming SAR Payment Period is July-December 2014. The client's CalWORKs grant amount is \$638 and the CalFresh allotment is \$404.</p> <ul style="list-style-type: none"> • The SAR 7 is not received by June 11, 2014. The worker sends the "X" notice indicating that benefits will be stopped effective June 30 if the report is not submitted by the end of the first business day (July 1) • The recipient submits a complete SAR 7 on June 29. This rescinds the proposed discontinuance. The client indicates on the SAR 7 that she started working in May 2014 earning \$500 a month and expects the income to continue at the same amount.
Outcome	<ul style="list-style-type: none"> • Based on the new income of \$500 a month that the Assistance Unit (AU)/household reasonably expects to receive, you determine that the CalWORKs grant should be reduced to \$444 and CalFresh benefits should be reduced to \$317 per month beginning with the next SAR Payment Period. • You are not able to provide a 10-day notice to decrease benefits effective July 1, 2014. Therefore, issue July benefits at the previous period's level of \$638 (cash aid) and \$404 (CalFresh). • Reduce the recipient's benefits to \$444 (CalWORKs)

	<p>and \$317 (CalFresh) effective August 1, 2014.</p> <ul style="list-style-type: none"> Establish a Client Error overpayment and an Inadvertent Household Error (IHE) overissuance for the amount of July's benefits that the recipient was not entitled to receive.
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Example 2:	
Scenario	<p>CalFresh Only Household</p> <p>The certification period is January-December 2014. On the SAR 7 submitted late on June 12, 2014, the client reports that her 18 year old son returned to the home and has income. The worker has all the information to add the son to the case except that the client has not provided income verification.</p> <p>The worker sends the "Y" NOA requesting income verification.</p>
Outcome	<ul style="list-style-type: none"> The client does not provide verification of income until July 3, 2014 -- two days after the benefits were discontinued. Determine first if the household had "Good Cause" for submitting the information late: <ul style="list-style-type: none"> If the client has "Good Cause" for submitting the SAR 7 late, reinstates the household's benefits effective July 1 at the previous (June) level and establishes an IHE overissuance. If there is no "Good Cause," "Restore" benefits effective July 3 including the new household member and his income. Timely notice to decrease benefits is not required.

Example 3:	
Scenario	<p>CalFresh Only Household</p> <p>The CalFresh certification period is January-December 2014. The client submits the SAR 7 late, on June 25, 2014 (after receiving the "X" notice).</p> <ul style="list-style-type: none"> The client reports on the SAR 7 that a new household member with income has moved into the home, but does not provide the Social Security Number, the date of birth and income verification. The worker sent Reminder Letter SAR 90 (SAR 90 SP) to let the client know that the SAR 7 is incomplete and what is required to process the report.

Outcome	<p>The client provides all required information and verification to add the new household member to the case by the end of the extended filing date (July 1, 2014).</p> <ul style="list-style-type: none"> • Rescind the discontinuance and issue benefits at the previous (June) level. • Add the new household member effective August 1, 2014. • Establish an IHE overissuance for July 2014.
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63-274.6
 Good Cause for
 Submitting a
 Late SAR 7

SAR households that were discontinued for failing to submit a timely or complete SAR 7 must be evaluated for “Good Cause” when the household reapplies or requests Restoration of Eligibility by submitting a complete SAR 7 in the calendar month following the discontinuance.

If the household does not meet “Good Cause” criteria, evaluate for Restoration of Eligibility as explained in 63-274.8 below.

A. GOOD CAUSE REQUESTS

A request for “Good Cause” is defined as any clear expression to the County, whether verbal or written, that the household wants an opportunity to present their explanation for not meeting reporting requirements. A request for a State Hearing may also be considered a request for “Good Cause” determination when the appeals issue is SAR 7 related.

“Good Cause” regulations indicate that a case discontinuance must be rescinded when the household cannot reasonably be expected to fulfill their reporting responsibilities due to factors outside of their control.

B. GOOD CAUSE CRITERIA

“Good Cause” exits in the following situations:

1. The recipient has a mental or physical condition that impedes him or her from submitting a timely and complete report; or
2. You find other extenuating circumstances that might have contributed to the recipient’s inability to submit a timely report (such as domestic violence).

The household ultimately is responsible to prove “Good Cause” for not submitting a complete and timely SAR 7 based on the above criteria.

C. GOOD CAUSE DETERMINATION

You may choose to independently determine “Good Cause”

without the recipient's request when you are aware that:

1. The recipient has a mental or physical condition which impedes timely and complete reporting,
2. The failure to submit a timely and complete report is directly attributable to county error, or
3. Extenuating circumstances might have contributed to the recipient's inability to submit a timely report (e.g., domestic violence).

D. REPORTING RESPONSIBILITIES REVIEW

To minimize reporting errors and resulting overissuances, review reporting responsibilities, explain the SAR 7 at application and recertification and any time it appears that the recipient is having problems understanding their responsibilities ([63-115.2, 3](#) and [63-273.2](#)).

This applies regardless of how many times you have previously reviewed the SAR 7 and how to report with the recipients.

Additionally, ensure that appropriate language services are used and documented, and that reasonable accommodations are provided to those recipients who have disabilities and who require assistance. Reasonable accommodation includes both, assisting recipients in completing the forms and making a "Good Cause" determination without the recipient's request when you are aware of a disability related reason for not submitting a complete SAR 7.

63-274.7
Worker Action
Following the
Determination of
Good Cause

Rescind the discontinuance and restore benefits at the prior level when you determine that a recipient has "Good Cause" for submitting the SAR 7 late.

- A.** If information reported on the SAR 7 results in a decrease in benefits, provide 10-day notice before taking action to decrease benefits.
- B.** If the 10-day notice requirement prevents you from decreasing benefits the first of the month following receipt of the late SAR 7, make a mid-period change in the SAR Payment Period to decrease benefits based on information reported on the late SAR 7. Provide 10-day notice.
- C.** Establish an IHE overissuance when releasing benefits at a previous (higher) level as a result of the inability to decrease benefits with 10-day notice.
- D.** If the SAR 7 information results in an increase in benefits, and you cannot increase benefits by the first month of the next SAR Payment Period, issue a supplement for that month and increase benefits for the remaining months of the SAR Payment Period.

The 10-day notice requirements do not apply to increases in benefits.

- E. If you determine that the recipient did not have “Good Cause” for failure to submit a complete SAR 7, re-determine eligibility according to Restoration of Eligibility rules as described in 63-274.8 below.

Example:	
Scenario	<p>A household with a July 2014-June 2015 (cycle 1) certification period is receiving \$200 in CalFresh benefits. The client fails to submit her SAR 7 for the month of November by December 11, 2014. After sending an appropriate discontinuance notice, the household does not submit a SAR 7 and benefits are discontinued effective December 31, 2014.</p> <ul style="list-style-type: none"> • The household comes in on January 4, 2015 to reapply. The worker determines that the household had “Good Cause” for not turning in the November SAR 7, due to mail delivery and pick up problems in the area. • The household reports on the SAR 7 she started receiving \$100/week UIB in November 2014.
Outcome	<p>With the receipt of UIB, the household is now eligible to a reduced amount of \$100 in CalFresh benefits.</p> <ul style="list-style-type: none"> • Restore benefits at the previous higher level of \$200 because 10-day notice cannot be provided to reduce January 2015 benefits. • Make a mid-period adjustment for February 2015 and ongoing • Send a 10-day notice to decrease benefits effective February 1, 2015. • Establish a \$100 IHE overissuance for the month of January 2015.

Refer to [63-287](#) and [63-450](#) for information on overissuance and claims determination.

63-274.8
Restoration of
Eligibility

CalFresh cases discontinued for failure to submit a complete SAR 7 by the extended filing date may have their benefits Restored at any time in the month following the discontinuance if the reason for the discontinuance is resolved and they were otherwise eligible.

Restoration of Eligibility does not amend the criteria for determining “Good Cause.” Determine first if the household had “Good Cause” for failure to submit a complete and timely SAR as specified in 63-274.5-

6, above.

If the household does not meet “Good Cause” criteria for failing to submit a complete SAR 7:

- Restore Eligibility if the household provides the complete SAR 7 in the month after the discontinuance, and
- Issue prorated benefits effective the date the household provides the complete SAR 7 (the date the complete SAR 7 is received at the Family Resource Center (FRC)), and
- Send notice CF388 when approving Restoration of Eligibility, or
- Send notice CF 389 when denying Restoration of Eligibility.

Restoring discontinued benefits is considered a “positive action.” Ten-day notice to decrease benefits is not required to resume benefits.

Refer to [63-306](#).
