

**County of San Diego, Health and Human Services Agency (HHSA)
CalFresh Program Guide**

Recertification

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63-304

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Background:

Recertification is the process of re-determining eligibility to CalFresh **before** the end of the current certification period. Entitlement for CalFresh benefits ends at the expiration of the certification period.

Policy:

63-304.1 Eligibility and Benefit Determination:

The recertification process must be completed, including approving or denying a timely application for recertification, prior to the end of the household's current certification period. The benefits are to be issued by the normal issuance cycle in the month following the expiration of the household's certification period.

Under no circumstances will benefits continue beyond the end of the certification period without a new determination of eligibility.

A SAR 7 is not required with the annual recertification. Based on the information reported on the recertification forms and required verifications provided, the worker will determine eligibility and benefits for the upcoming certification period using prospective budgeting and reasonably anticipated income and expenses ([63-282](#)).

Refer to [63-281.4 and 5](#).

63-304.2 Timely Applications for Recertification:

Applications filed by the 15th day of the last month of the certification period will be considered timely.

In a rare circumstance that a household is certified for one or two months, the application for recertification will be considered timely if the household sends back the application 15 days from the date the Notice of Expiration ([NEC](#)) is received. ([63-359.5](#))

CFR 273.14(C)

Households that file a timely application and meet all recertification requirements are entitled to be recertified by the end of the current certification period and receive uninterrupted benefits:

- Benefits must be provided by their normal issuance cycle in the first month of the new certification period.
- The household will be notified of their eligibility or ineligibility by the end of the current certification period.

Eligible households lose their right to uninterrupted benefits when delaying the process by missing a scheduled interview or failing to provide requested information by the due date. However, a household can still get uninterrupted benefits if it completes all recertification requirements by the end of the certification period.

63-304.3 Delayed Processing:

A. Delay Caused by the County

If the household's application for recertification is processed, due to **agency error**, after the first of the month of what would have been the new certification period, the household's is entitled, if eligible, to a full month of benefits for the first month of the new certification period;

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B. Delay Caused by the Household

A household will be considered to have made an untimely recertification when it has filed for a recertification before the last day of the last month of the current certification period but cannot be recertified before the end of the certification period due to household error.

The household will lose its right to uninterrupted benefits when the household is being untimely recertified; and

- It has been given at least 10 days to provide a required verification and has failed to do so; or
- Has not completed the recertification interview.

A household making an untimely application for recertification will not be denied unless it:

- [Refuses to cooperate](#); or
- The certification period has ended.

63-304.4 Case Denied for Failure to Complete the Recertification Process:

If the application for recertification is denied because the household failed to take a required action, the household has 30 days after the end of the certification period to complete the process and have its application treated as an application for recertification. If the household takes the required actions after the end of the certification period but within 30 days after the end of the certification period, the case will be reopened and benefits will be prorated from the date the household takes the last required action.

63-304.5 Expedited Services:

Under the recertification provisions a household that files an untimely application ([63-304.2](#)) for recertification loses their right to uninterrupted benefits. However, certain households may be entitled to uninterrupted benefits even when the application was not filed timely, but was filed at least three days prior to their next normal issuance date of their new certification period and they meet the criteria for Expedited Services processing ([63-105](#)).

When the household files an application at least three days prior to their next normal issuance date, but in the month following the expiration of the certification period, the worker will prorate the benefits as appropriate.

See [Processing Guide #300-01](#)

Procedure:

Recertification Notices, Interview and Forms:

Each household will be mailed a [NEC](#) in the month prior to the last month of the current certification period.

After the NEC is sent, the household will be given an in-office or telephone interview appointment date and time. An **in-office** recertification packet or a **mail-in** packet will be sent immediately after the NEC notice.

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Households participating in a telephone interview, have the option of submitting their recertification forms in person, by mail, by fax, or electronically via [My Benefits CalWIN](#).

If the household misses their appointment for an interview, send a Notice of Missed Interview ([NOMI](#)) as instructed below.

See [Processing Guide #300-01](#)

For Recertifications submitted through My Benefits CalWIN, refer to [Processing Guide #300-02](#).

Notice of Missed Interviews (NOMI):

When the household fails to appear for its scheduled recertification interview, send a [NOMI](#) advising the household that it is their responsibility to reschedule their recertification interview.

A household may have their recertification interview rescheduled when they fail to appear for the recertification interview and requests another interview before the end of the current certification period.

Verification Requirements:

Verify at recertification:

- A change in income if the source has changed or the amount has changed by more than \$50;
- Previously unreported medical expenses; and
- Recurring medical expenses which have changed by more than \$25.

Verify only if the information is incomplete, inaccurate, inconsistent or outdated:

- Income if the source has not changed and if the amount is unchanged or has changed by \$50 or less; or
- Medical expenses claimed by households which are unchanged or have changed by \$25 or less

For households eligible for the child support exclusion ([63-224.15](#)), verify the amount of legally obligated child support a household member pays to a non-household member. Verify child support information that has not changed, only if the information is incomplete, inaccurate, inconsistent or outdated.

Delays Caused by the County:

If the household's application for recertification is not processed, due to **agency error**, the case should be rescinded to allow for the full month's allotment. [Processing Guide #300-01](#)

Delays Caused by the Household:

If the recertification is not processed by the end of the certification period because the household caused the delay after filing the application in the last month of the certification period, the worker will process the case **and prorate** the allotment from the date the household takes the last required action.

NOTE: When eligibility has not been determined by the end of the certification period due to the time allowed to provide necessary verifications and the household provides these verifications within 10

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days of the completion of the application/interview process; a full month's allotment will be issued to the household.

[Processing Guide #300-01](#)

Other Program Impacts:

Public Assistance(PA) and PA categorically eligible households that are jointly processed as specified in [63-119](#) will, to the extent possible, be recertified for CalFresh at the same time that their PA eligibility is re-determined.

These households may be recertified in the month prior to the last month of the certification period in conjunction with the PA redetermination. The new CalFresh certification period and SAR cycle will coincide with the PA certification period and SAR cycle.

If the recertification is not completed in the month prior to the last month of the certification period with the PA redetermination, the application will be held pending. The household will be provided a notice of action informing them of the expiration of their certification period. The recertification will be completed during the last month of the certification period. The original certification period and SAR cycle will remain the same. ([63-301.5](#))

References:

[MPP 63-504.6](#), [63-300.3](#), [63-504.25](#),
[ACL12-25](#), [12-25E](#), [13-75](#), [13-96](#) and [14-101](#)
[CFR 273.14\(C\)](#)
[Processing Guide #300-01](#)
[Processing Guide #300-02](#)

Sunset Date:

This policy will be reviewed for continuance on or by 6/30/2018

Release Date:

06/18/2015