

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

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**Issue Date:**

03/09/2016

**Effective Date:**

Upon Receipt

**Purpose:**

Provide clarification on residency issues, EBT usage, and examples and scenarios.

**Background:**

Previously for CalFresh, if a customer used their EBT card out of state or out of county, no action was taken, as long as they met their reporting responsibilities.

Previously, when a customer requested a P.O. Box address or mailing address that was different than their physical address, they were required to complete form 09-81 HHS for CalFresh or the 07-251 HHS for CalWORKs cases.

**CalFresh Policy Change:**

When processing a SAR 7 or recertification, evaluate for out of state or out of county EBT usage. When reviewing the EBT usage in CalWIN, if a customer has been using their EBT for 3 consecutive months or more, their residency must be clarified.

Attempt to contact the customer by phone to clarify if they are still a resident of San Diego County. If unable to contact the customer by phone, send the CF 387 Request for Information (RFI) to the last known address in CalWIN. This form is required to clarify the customer's eligibility and to verify if the customer is still a resident of San Diego County. Refer to Processing Guide #152-01 for detailed instructions.

**CalFresh/CalWORKs Policy Change:**

It is no longer required to use form 09-81 HHS for CalFresh or the 07-251 HHS for CalWORKs. It is also no longer required to get the FRC manager's approval when a customer is requesting to use a P.O. Box address or different mailing address other than their physical address.

**Summary of Changes:**

**CalFresh**

CFPG 63-152	Updated to clarify residency issues
Processing Guide # 152-01	Added Processing Guide for internal use
Definitions and Examples	Updated with examples of residency situations

**CalWORKs**

CPG 42-400.B	Removed need for Manager's approval and form
CPG 40-100.A	Removed need for Manager's approval and form

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**Impact/s:**

Automation: N/A

**Forms and Document Capture:**

CF 387 Request for Information (RFI) is available in CalWIN

**Programs Affected**

CalFresh  
CalWORKs

**Quality Control**

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

**Management Reporting:** N/A

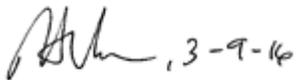
**References:**

ACL 15-94  
EAS 63-500.5(a)(2)  
ACL 11-22  
ACL 13-78  
EAS 42-400

**Sunset Date:**

This letter will be reviewed for continuance by 03/09/2019

**Approval for Release:**



*Rick Wanne, 3-9-16*

RICK WANNE, Director  
Eligibility Operations