

January 31, 2011



Program Guide Letter No. 554

Subject **UPDATES TO CALFRESH PROGRAM GUIDE CHAPTER 63-100**

Effective Date Upon receipt

Purpose The purpose of this letter is to inform Human Services Specialists (HSS's) of the updates to the CalFresh Program Guide Chapter 63-100.

List of Incorporated and/or Deleted Special Notices and Program Inquiries

The following Special Notices (SN) and Policy Inquiries (PI) have been incorporated into the CalFresh Program Guide and have been removed from the list of documents available online:

Special Notice #	Title
10-17	Electronic Medi-Cal and Food Stamp Applications – Phase 2 – Benefits CalWIN and One-E-App.
10-11	Electronic Medi-Cal and Food Stamp applications – Phase 1
10-02	Waiver of Face-To-Face Interview
10-02 Addendum A	Food Stamp (FSP) Waiver of the Face-To-Face Interview – Special Indicator

Program Inquiry #	Title
2010-06	Mail- in Application
2010-01	Clarification of Group Orientation for Food Stamps

Background

Previously, CalFresh (formerly known as the Food Stamp Program) issued SN 10-02 with implementation instructions on waiving the face-to-face interview requirement at initial application and recertification for all Non-Assistance CalFresh (formerly known as Non-Assistance Food Stamp) households.

Since the implementation of the Face-to-Face (FTF) Waiver on February 1, 2010, mail in application and phone interview trends indicate areas needing system-wide improvements.

These include:

- Marketing and increasing the use of the CalFresh Face-to-Face Waiver;
- Refining and streamlining the process;
- Ensuring consistency across Family Resource Centers (FRCs); and
- Increasing CalFresh participation.

On June 9, 2010, a FTF workgroup and brainstorming sessions were initiated to address these areas. The workgroup was comprised of members from the San Diego Hunger Coalition, the San Diego Food Bank, Family Resource Centers, ACCESS, The Knowledge Center, Operations, CalFresh Program and Project Coordinator. Based on recommendations from the workgroup the following guidelines, procedures and forms have been developed and added to the CalFresh Program Guide Chapter 63-100.

- [Standardized Intake Procedures for CalFresh Applications](#)
- [CalFresh Application Cover Sheet/flyer “Notice to CalFresh Applicants”](#)
- [CalFresh Interview Checklist Desk Aid for Human Services Specialists](#)
- Special Notice regarding the use of [Special Indicator for FTF Waiver](#)
- [Poster/Flyer](#) to inform applicants about the FTF waiver.

The workgroup also recommended interview training focused on CalWIN windows. CalFresh training will offered by The Knowledge Center.

Summary of Updates

The following CalFresh Program Guide chapters have been updated and loaded on-line at <http://hhsa-pg.sdcountry.ca.gov/>: Changes to the CalFresh Program Guide on-line are noted with highlighted text.

CFPG Section	Title	Program Updates/Changes
63-103	Table of Contents Filing An Application	Added section 63-103.11 “Standardized Intake Process” to the Table of Contents.
63-103.2	Application Forms	Added a note that forms from the SAWS series cannot be combined with forms from the DFA 285 series.
63-103.3	Application Packets	Added: <ul style="list-style-type: none"> • CalFresh Application Packet Coversheet “Notice to CalFresh Applicants” • Application forms and form deviation
63-103.4	Availability of Application Forms	Added new sources: “An application can be requested and submitted.”
63-103.7	Privacy Act Statement	Added a reminder that viewing or providing a Social Security card is not required to apply for CalFresh.
63-103.9	Disposition of Applications	Added references to: <ul style="list-style-type: none"> • EEOG BPR for the No Wrong Door Policy and examples of establishing CalFresh filing dates. • Section 63-109.1 for detailed explanation on Time Limits and Delays. • Section 63-123.2 for detailed procedure for Withdrawals
63-103.11	Standardized Intake Process	Added detail step-by-step: <ul style="list-style-type: none"> • Standardized Intake Process for Walk-In Applicants. • Standardized Intake Process for Mail-In/Faxed Applications. • Standardized Intake Process for Electronic Application
63-104	Benefits CalWIN and One-E-App	Incorporated Special Notice SN 10-17 to have the following information <ul style="list-style-type: none"> • Overview of Benefits CalWIN and One-e-App. • Standardized Electronic Application Process • Roles and Responsibilities • Electronic Signatures

		<ul style="list-style-type: none"> • Issuance of EBT Card and On-line Benefits for Electronic Applications • Electronic Applications
63-105.1	Eligibility Requirements	<p>Added:</p> <ul style="list-style-type: none"> • The words “actual” to gross income and “SUA” to Utilities. • The words “SUA” and “Recertification” to CalFresh Expedited Services Desk Aid.
63-115.1	General	Added words “fax or on-line” and information on language needs.
63-115.2	Rights and Responsibilities/ Orientation	Incorporated PI 2010-01 to add information that CalFresh applicants are not required to attend a group orientation as long as their R&R, as stated on the DFA 285-A3 and DFA 285 A2, are explained during the interview.
63-115.4	Face-to-Face Interview Waiver	Incorporated PI 2010-06 to add information on phone interviews and the use of a special indicator.
63-115.5	Procedures for Telephone Interview or Home Visit	Revised section to add information on home visits and Telephone Interview Check list for HSS.
63-115.6	No Show	Added hyperlink to EEOG BPR for intake phone interview rescheduling procedure.

Automation Impact No Impact

Program Impacts There is no impact to the CalWORKs or Medi-Cal Programs.

Forms Impact The following materials have been added and or updated with the issuance of this CalFresh Program Guide Letter:

- [CalFresh Application Cover Sheet](#) has been uploaded to the Xerox Print Center for use. Staff will be notified when this form is available in additional languages.
- CalFresh telephone [CalFresh Interview Checklist](#) for Human Services Specialists desk aid has been added to section 63-115.5.
- [CalFresh Poster/Flyer](#) on Face-to-Face Waiver will be available to be posted in the FRCs lobby.

- CalFresh [Expedited Services Desk Aid](#) has been updated with the information regarding SUA and is available by accessing this link.

**ACCESS
Impact**

ACCESS Customer Service Center Agent will provide the client with all CalFresh application options. If the caller requests to apply by mail, an application will be sent the same day the telephone request was made, following ACCESS protocol.

Imaging Impact

No Impact

**Operations
Impact**

Refer to Eligibility and Employment Operations Guide **Same Day Application Processing** for a list of FRC re-scheduling phone numbers.

[S:\ENTERPRISE\Eligibility and Employment Operations Guide\Caseload Management\Same Day Application](#)

**Quality
Assurance
(QA) Impact**

Quality Assurance will cite the appropriate error when the instructions in this CalFresh Program Guide Letter have not been followed or are followed incorrectly.

**Manager
Approval**



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