



## Program Guide Letter #567

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**Subject** Clarification and Reminders for CalFresh Expedited Services and Application Processing.

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**Reference** All County Information Notices ACIN I-14-11 and I-14-11E

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**Purpose** This letter reiterates and provides additional clarification to the existing policies addressed in the CalFresh Program guide Chapter 63-100 for Expedited Services and Application.

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**Background** The California Department of Social Services has provided some guidelines for counties on existing application processing timelines for Expedited Services (ES) and normal 30-day processing for regular CalFresh.

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**Summary of Updates** Updates to the CalFresh Program Guide are noted with highlighted text. The following CalFresh Program Guide sections have been revised and/or updated:

Chapter/Section	Section Title	Update
<a href="#">63-022</a>	Services to Non-English Speaking Applicants/Recipients	Added note regarding acceptance of application form despite the language in which it is written.
<a href="#">63-103</a>	Filing An Application	Added: <ul style="list-style-type: none"> <li>• A means must be made available for individuals to submit applications after normal work hours or on days the office is closed.</li> <li>• Only one adult member is required to sign all the CalFresh application forms.</li> <li>• Length of time to deliver benefits.</li> </ul>
<a href="#">63-105</a>	Expedited Services	Revised to include: <ul style="list-style-type: none"> <li>• Reference to MCE and link to 63-201</li> <li>• Limited Utility Allowance (LUA) and Telephone Utility Allowance (TUA) in the determination of ES and refer to section <a href="#">63-237</a> for detailed explanation for the use</li> </ul>

		<p>of SUA, LUA and TUA.</p> <ul style="list-style-type: none"> <li>• Screen for ES even when the ES section of the application is incomplete</li> <li>• Review on-line applications/benefits CalWIN (BCW)</li> <li>• Reference to utilize the ES evaluation mentioned in section 63-103.11 and CalFresh Expedited Services/Processing Timeframes Desk Aid</li> <li>• Denial Notice for ES is not appropriate</li> <li>• Saturday as ES issuance day if Monday is a holiday and happens to be also a third day for ES issuance requirement.</li> <li>• Example of mailing time not counted in ES Time Frame</li> <li>• Exception to conduct a separate CalFresh interview in PACF case to meet the ES time frame</li> <li>• Example of late determination</li> <li>• More detailed ES issuance procedures for worker</li> <li>• Reference and link to section 63-161 for SSN and ES</li> </ul>
<a href="#">63-115</a>	Interview Requirements	Provided additional information regarding orientation for CalFresh.
<a href="#">63-650.5</a>	Desk Aids/Guides	Updated <a href="#">ES desk aid</a> to include LUA, TUA and general reminder
<a href="#">63-710</a>	Statewide Fingerprint Imaging System (SFIS)	Revised to replace the word Food Stamps to CalFresh and clarified the use of SFIS for ES.

**Automation Impact**

CalWIN functionalities are updated for CalFresh Expedited Services (ES) including but not limited to:

- Capture Mail-In and Mail-Out dates, discovery date, discovery reason code and denial reasons.
- Fail Expedited Services and leave the regular CalFresh program in pending status when household fails to show up for the intake interview.
- Not prorate housing cost based on non-citizenship status.
- Allow Standard Utility Allowances (SUA) and housing cost to be used in the determination of eligibility for Expedited Services in the application month.
- Use actual monthly gross income in the application month instead of using weekly/bi-weekly multipliers.

### Management reporting

The Discovery Date and the Action Date for Expedited Services eligibility result will be reported in the management reporting extract DFA296X used to capture the timely processing.

The following management reports have been modified:

*MRD018R* – Application Disposition elapsed time by aid code includes summary and detail information about County caused and client-caused delays for CalFresh.

*MRD024R* – Application Disposition for Public Assistance and Non-assistance CalFresh over 30 days includes county-caused and client-caused delays for CalFresh.

*MRS048R* – Monthly Caseload Movement report only counties-caused delays.

Refer to [release 28](#) for detailed explanation of changes in CalWIN for Expedited Services.

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Forms/imaging  
Impact

No impact

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Other Programs  
Impact

No impact for Medi-Cal, General Relief (GR), or Cash Assistance Program for Immigrants (CAPI).  
A separate letter will be issued for the CalWORKs Program.

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Operational  
Impact

The Eligibility Operations Guide (EOG) document [Meet and Greet](#) will be updated to reflect the current application filing guidelines.

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ACCESS Impact

ACCESS Customer Service Center agents will be informed of the updated Program Regulations and the correct process to follow when applicants request a CalFresh application over the phone.

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Quality  
Assurance (QA)  
Impact

No impact.

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Manager  
Approval



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