

August 22, 2012



Program Guide Letter #573

Subject **CHANGE IN SANCTION PERIOD FOR FAILURE TO COOPERATE
IN A QUALITY CONTROL (QC) REVIEW**

Reference All County Letters (ACLs) 11-72 & 11-72 E

**Implementation
Date** Effective with the October 1, 2011 QC sample.

Purpose This letter informs staff of:

- A change in federal rules regarding the length of sanction periods; and
- provides instructions regarding the application of a sanction when CalFresh household member refuses to cooperate with a Quality Control (QC) reviewer.

Background **Under current federal rules** the entire household is sanctioned when a member of the household refuses to cooperate with the QC review. The sanction period for non-cooperation with State QC is 95 days and seven months for Federal QC.

Changes **New Federal Rules**
The sanction period for refusing to cooperate with QC has been extended from 95 days to 125 days for State review and from seven to nine months for Federal review. The sanction for State and Federal QC non-cooperation will be applied after the end of the annual review period.

Households discontinued for refusal to cooperate with a state or federal QC review may reapply, but eligibility will not be determined until one of the following occurs:

- The household cooperates
- At least 125 days passes after the end of the “Annual Review Period” in which the household refused to cooperate with State reviewers or County QC.
- At least nine months passes from the end of the “Annual Review Period” in which the household refused to cooperate with Federal reviewers.

Summary of Updates

Updates to the CalFresh Program Guide are noted with highlighted text in section 63-107.3

Chapter/Section	Section Title	Update
63-107.3	Refusal to Cooperate with a Quality Control (QC) Reviewer	Changed the length of sanction period: <ul style="list-style-type: none">• From 95 to 125 for State Reviewers and• From seven months to nine months for Federal Reviewers Updated current dates on existing examples and add new examples for clarification.
		Added Required Actions

Operational Impact

Staff is to follow QC's instruction letter to impose or lift CalFresh sanction for non-cooperation with QC reviewer.

Automation Impact

Apply the sanction to all CalFresh persons by adding them to the Collect Sanction /POI/Penalty Detail Window. Enter the sanction begin date and end date and the reason. The notice of CalFresh termination (QR377.4) must be generated in CalWIN, and sent to the client prior to NOA cutoff.

Forms (Client Correspondence) Impact

The QC instruction letter for the sanction request must be scanned into DoRes.

Other Programs Impact

For case with associated CalFresh program, staff shall clear the Collect Sanction/POI/Penalty Detail window whenever a client applies for CalFresh benefits or requests that CalFresh benefits be added to an ongoing case.

No impact for Medi-Cal and CalWORKs programs.

ACCESS Impact

No impact

Quality Control (QC)/Quality

QC will notify Corrective Action Supervisors in writing of the time frames on when to impose the CalFresh sanction for the entire

Assurance (QA)
Impacts

household who refuses to cooperate with a QC reviewer. QC will also enter in case comment sanction request date and QC contact information.

Quality Assurance will cite the appropriate error when the requirements in this material have not been followed.

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