

90-700 APPENDIX B. GOOD CAUSE DETERMINATION QUESTIONS AND ANSWERS

Question 1 If Job Searches are turned in late and incomplete without a verified excuse, how many instances is this?

Answer

This is only considered one instance in determination of good cause.

Question 2 If a recipient gets his third instance for a late Job Search, and the previous two instances were for missing the Work Project, how long would the sanction period be?

Answer

He would be sanctioned for only one month, because only a one-month sanction is allowed for a late Job Search.

Question 3 A recipient fails to turn in an expanded Job Search. How many instances would be counted?

Answer

Only one instance would be counted, because that is only one component.

Question 4 When determining good cause because the recipient did not understand the regulations, do the three months of Employable GR have to be consecutive?

Answer

The three months do not have to be consecutive months. If three months of Employable GR have been issued at any time, continuous or interrupted, the recipient may not have good cause for the reason that he did not understand the rules.

Question 5 If, in intake, an applicant receives good cause for non-compliance with an Employable component because he does not understand the program, can the applicant use the same excuse in the Granted bank?

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Question 5
(continued)

Answer

No. The excuse is only acceptable once.

Question 6

If a recipient has been sanctioned and then becomes a MAPC case, does a new time period start when determining the number of instances of negligence?

Answer

No. The CalFresh E&T SW will continue to look back three months to determine the number of instances within that period.

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Question 7

If a recipient is sent back from a work site by the work site supervisor for non-compliance while at the work site, how is this handled?

Answer

The incident would require a good cause evaluation. If no good cause can be determined, and it was not willful, then it would count as an instance.

Question 8

If a recipient physically attacks a work site supervisor or another person at the work site, how would this be handled?

Answer

The determination would be willful. Document with a detailed narrative as well as a police report, if available.

Question 9

Is a FRC Manager/Assistant Manager waiver request necessary for each case at the third instance, even if the explanation is not credible?

Answer

No. CalFresh E&T SWs are not required to request a FRC Manager/Assistant Manager waiver unless the circumstances would require it (a credible explanation, for example).

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Question 10 Can the GR Hearing Officer overturn a FRC Manager/Assistant Manager waiver request that was denied?

Answer

Yes. The GR Hearing Officer must have approval from his/her supervisor.

Question 11 If a recipient does not return prior to the closing date to provide verification or explanation of any GR Employable Program component missed, do we establish good cause for that absence?

Answer

No. If a recipient does not return to provide verification or a reason for missing an Employable requirement, the case closes, given timely notice requirements. An 11-67 HHSA must still be completed. "Willful" should be checked.

Question 12 What happens when the recipient contacts the worker after the effective closing date?

Answer

The recipient will be told to reapply. If the recipient claims to have good cause, the pre-application worker will schedule an appointment, and the intake worker will refer to the CalFresh E&T SW to evaluate for good cause. If good cause is established, and the recipient is otherwise eligible, the case will be granted. If good cause is not established, evaluate for MAPC.

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Question 13 On what day do you sign the 11-67 HHSA?

Answer

The 11-67 HHSA should be signed on the date that the good cause determination is made. If a notice of adverse action is sent, the 11-67 HHSA should be signed on the closing date on the notice.
