



CCWRO Welfare News

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In Brief

✓ Starting July 2016, 24 C-IV counties will be issuing GA/GR benefits via an EBT card. The C-IV consortia requested direction from DSS as to how the counties should inform the General Assistance/General Relief Loan Payment recipients of the payment method change. DSS responded that the notice issued to the GA Loan beneficiary shall be consistent with

MPP§§ 22-001(a) (1) and 22-077.1 - adequate and timely notice of action is required before the change can become effective.

• On the 2nd Wednesday of each month, Marin County schedules a “24-month clock day” whereby every CalWORKs case is reviewed to determine if the clock should be ticked by both the worker and the supervisor. On that day no meetings are scheduled.

✓ Counties have difficulty issuing replacement EBT cards for Inter-County Transfer (ICT) beneficiaries. Counties no longer have access to a current ICT coordinator list that contains the contact information for the person handling inter-county transfers in each county. When an ICT problem arises, the counties must call around to locate that county’s coordinator. Each county should have a number that would be answered for ICT purposes to prevent homelessness and food insecurity for EBT card holders seeking replacement EBT cards.

✓ The Federal FNS CalFresh waiver for early denial ended April 1, 2016. Yet, counties continue to issue illegal early denials. DSS submitted a new waiver request, which has not been approved. DSS has informed counties that they should continue this illegal practice.

IHSS Application Chaos

Most people, if not all, apply for IHSS by calling the county welfare department. The initial challenge for IHSS applicants is to find a live person. After waiting on hold for a long period, there is a conversation with an anonymous person who takes the information but does not provide any confirmation of the application.

It is hoped that the county doesn’t lose the application since it is the only documentation that supports the application. However, advocates have received many reports from individuals who stated that they had applied for IHSS by phone but the county denies the existence of the application. For several years, advocates throughout California have suggested that the Department of Social Services require counties to provide applicants with a confirmation number. To date, there is no confirmation number process.

As people complained that they had applied for IHSS by phone and counties said they did not receive the applications, CCWRO sponsored AB 1797 by Assembly Member Lackey (R) and Assembly Member Weber (D) to require the counties to provide the applicant with a confirmation number. AB1797 is currently on the Senate floor.

Another problem that IHSS applicants confront is the meaning of “completing the application.”

CCWRO FACT
The average CalWORKs grant is equal to 33% of the federal poverty level in 2016-2017

CCWRO FACT
What was taken from the CalWORKs program in the 2016-2017 state budget? Over \$1.9 billion

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✓ CWDA is conducting a survey of non-utilization of child care by CalWORKs eligible families participating in a WtW activity. 11 counties have been selected. The plan is to review 30 cases from each county. The report should be coming soon.

✓ As of August, DHCS will be phasing in the new Medi-Cal BIC cards. DHCS will start issuing the new cards to applicants and individuals seeking replacement cards. DHCS is planning to do a statewide release in January of 2017.

✓ The RAND corporation is now in year two of its review of the implementation of SB 1041. RAND sent out a 60-question survey to the 58 counties in May with a response deadline set at June 17, 2016. According to our sources, DSS emailed information to “aid counties in responding”.

✓ In May 2016 CalWIN discovered a defect wherein auto-rescind did not occur when barcoded renewal forms were received from Medi-Cal beneficiaries. Counties had to use a work around to restore the cases that were unlawfully terminated. C-IV does this manually, which is more expensive.

IHSS Application Chaos- Continued from Page 1

A reasonable person would consider “complete the application” as answering all of the questions and signing the application. Not so, for DSS IHSS officials. Completing the IHSS application is just the first step in the application process is the position of DSS.

CDSS created a policy wherein the 30-days for processing the application starts, not from the completion of the application, but from the date that the county receives the “certificate of need,” i.e., the SOC 873 required by W&IC §12309.1 .

W&IC §12309.1 is silent about when the county should ask for the SOC 873. It could be the date of the application, the next week, the next month, or whenever the county decides to make the SOC 873 available to the applicant. ACL 11-55, the SOC 873 implementing ACL, does not require that the county any timeline provide the applicant with a SOC 873.

Once the applicant gets the SOC 873, the applicant must make an appointment with the doctor. That could also take days, weeks or months. Many doctors also charge IHSS applicants for completing the SOC 873 since this is not a Medi-Cal service.

Some IHSS applicants have paid out-of-pocket \$100

for the completion of the SOC 873.

Only when the SOC 873 is completed and received by the county, does the 30-day application process start, according to the DSS’s “underground rule”. It appears that many counties are carrying out the unlawful policy of requiring an SOC 873 before conducting an assessment. This results in applications not being processed within 30 days of the application in blatant violation of state regulation MPP§30-759.1.

“30-759.1 Each request or application for services shall have been made in accordance with Section 30-009.22.

.11 Recipient information including ethnicity and primary language (including sign language) shall be collected and recorded in the case file.

.2 Applications shall be processed, including eligibility determination and needs assessment, and notice of action mailed no later than 30 days following the date the written application is completed. An exception may be made for this requirement when a disability determination in accordance with Section 30-771 has not been received in the 30-day period. Services shall be provided, or arrangements for their provision shall have been made, within 15 days after an approval notice of action is mailed.

“30-009 .22 Application

.221 Any person shall have the right to apply for services or to make application through another person on his behalf. The application may be signed by the applicant or his authorized representative.

.222 A person who indicates to the Primary a desire to apply for services shall be afforded the opportunity to apply immediately.

.223 The application shall be in writing on a form prescribed or approved by the Department, dated and signed, and shall include all information necessary to establish eligibility.

.224 If the request for services is received by telephone or letter, a social service staff member, with the express authorization of the applicant, may sign the application. However, such an application does not meet the requirements of 30-009.23 for establishing eligibility. Eligibility information must be verified or the applicant must sign the application statement during a face-to-face contact.

.225 The social worker may sign the application for services on behalf of any child who has been declared a Dependent of the Court pursuant to Section 600, W&I Code, or who is in placement not ordered by a court and whose parents or guardians are not available to sign in his behalf.

.226 Written application is not required for the information and referral service program or for the protective services programs. Information in the case record describing the basis for initiating the investigation and validation of a need for protective services serves as the written application. However, when such services are provided to a child and/or the child’s family and potentially may be funded through Emergency Assistance - Abused, Neglected or Exploited Children Program, an Emergency Assistance Application/Eligibility Determination form (SOC 349) shall be completed.

.227 The application shall be acted on promptly and the decision on it shall be rendered as soon as possible, but not later than 30 days following the date of application.”

We report, you read the regulations and decide.