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DIRECTOR

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DEPARTMENT OF SOCIAL SERVICES
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GAVIN NEWSOM
GOVERNOR

September 12, 2024

Ethan Dye, Director
Department of Human Assistance
Sacramento County
1825 Bell Street, Suite 200
Sacramento, CA 95825

Dear Director Dye:

Thank you for your cooperation and assistance in the completion of the Federal Fiscal Year (FFY) 2024 CalFresh Management Evaluation (ME) Review, which was conducted from July 8, 2024, through July 12, 2024, in Sacramento County. We would like to extend a special thank you and our appreciation to Yevgeniy Kurdyumov for facilitating the review process.

As mandated by the United States Department of Agriculture (USDA), Food and Nutrition Service (FNS), the California Department of Social Services (CDSS) is required to conduct ME reviews every year in large counties to identify areas of non-compliance in order to assist in improving CalFresh (CF) program operations. The ME review consisted of several areas including Payment Accuracy, Assessment of Corrective Action, Program Access, and Timeliness of Application Processing.

An overview of the findings, recommendations, and required corrective actions were discussed with your county leadership at the exit conference held on July 12, 2024. The exit conference provided the county with information necessary to develop and initiate corrective action changes while waiting for this final report.

With the delivery of the final findings via this letter, the CDSS requests that a Program Improvement Response (PIR) plan be submitted by October 28, 2024, to address the findings and recommendations included in this report. Please include a description of activities designed to address each finding, the contact person responsible for the activity, and the expected implementation and completion dates for each activity. In addition, please provide supporting documents (e.g., policy memorandums, written procedures, training materials) to confirm the county's actions.

The ME review for Sacramento County resulted in a total of 17 Program Access findings. A summary of findings are as follows:

- Duplicative information was required on the county form SC 16.

- Interviews for Expedited Service (ES)-entitled applicants were not scheduled within the mandated time frame.
- Confidentiality was not consistently maintained.
- Telephone number households may call to obtain assistance in completing the SAR 7 was not provided.
- Monthly gross income and deductions were incorrectly calculated in the budget.
- Student eligibility exemptions were not reviewed with household.
- Applicants' preferred interview method was not provided.
- An application with the minimum filing requirements was not in the case record.
- *Request for Verification* (CW 2200) form requested information that was not questionable or required for the CF program.
- The Work Number© (TWN) was not utilized correctly.
- *Notice of Missed Interview* (NOMI) was not sent to household after the interview was missed.
- Sufficient case documentation was not on file to support case actions.
- Questionable rental expense was not explored with household or sufficiently documented.
- CW 2200 form contained language that was not in the households preferred language.
- Recertifying household was not offered the option to sign their recertification application electronically.
- Appointment letters were sent electronically without consent from households.
- Mystery callers were unable to obtain information for CF by telephone.

Additionally, the ME team reviewed 30 CF cases (8 denials, 7 terminations, 7 recertifications, and 8 initial approvals). Of the cases reviewed, 22 cases were found to have errors, resulting in 21 findings pertaining to the Case Review component of the ME. The detailed results of the case reviews were shared and discussed with members of your team during the week of the ME review and are enclosed within this report. Some of the primary error trends that were found in the case reviews are listed below:

- ES process errors.
- Applications were not date stamped.
- Appointment letters were incorrectly sent to households electronically.

Noteworthy Initiatives and/or Accomplishments

The CDSS would like to congratulate the county on maintaining high standards and meeting regulatory guidelines. We would like to highlight where your staff excelled and continue to provide essential customer service that allows more individuals access to the CF program.

The CDSS also commends the county staff for consistently covering the following certification regulatory components:

- Rights and Responsibilities, including Substantial Lottery or Gambling Winnings Reporting Requirements.
- Voter Registration.

Your county's ME Consultant is Gen Saevang. Should you have any questions or require additional information or assistance, please contact her at (213) 255-9059 or via email at Gen.Saevang@dss.ca.gov. You can also contact your county's designated Technical Assistance Manager, Crissy Harrigan-Smith, at (916) 204-9119 or via email at Crissy.Harrigan-Smith@dss.ca.gov. Once again, we thank you and the members of your staff for your full cooperation and participation in this review.

Sincerely,

A handwritten signature in black ink that reads "Tami Gutierrez". The signature is written in a cursive, flowing style.

TAMI GUTIERREZ, Chief
CalFresh Operations Bureau

Enclosure

cc: Yevgeniy Kurdyumov, Program Planner

CALFRESH MANAGEMENT EVALUATION REPORT FOR SACRAMENTO COUNTY

INTRODUCTION

During the week of July 8, 2024, Gen Saevang, Candra Malone, Morgan Penner, Paige Gonzales, and Tony Her, from the California Department of Social Services (CDSS) Operations Bureau, conducted a CalFresh Management Evaluation (ME) in Sacramento County. The major areas examined during this review were Payment Accuracy/Corrective Action Assessment, Program Access, and Timeliness of Application Processing.

The review was conducted at the following locations:

Susie-Gaines Mitchell Bureau	Greenhaven Service Center	Research Bureau
2450 Florin Road	7405 Greenhaven Drive	3960 Research Drive
Sacramento, CA 95825	Sacramento, CA 95831	Sacramento, CA 95838

The CDSS requests that the Program Improvement Response (PIR) plan be submitted to CWDCalFreshEvaluations@dss.ca.gov by October 28, 2024.

SACRAMENTO COUNTY CALFRESH DATA AND STATISTICS

<u>Measurement:</u>	<u>Percentage:</u>	<u>Period:</u>
County Active Error Rate	1.71	October 2023 – February 2024
California Active Error Rate	8.43	October 2023 – February 2024
National Active Error Rate	10.78	October 2023 – March 2024
County Negative Error Rate (CAPER)	50.00	October 2023 – February 2024
California Negative Error Rate	39.78	October 2023 – February 2024
National Negative Error Rate	42.43	October 2023 – March 2024
County 3-Day ES Issuance	64.24	April 2024 – June 2024
County 7-Day ES Issuance	67.87	April 2024 – June 2024
County CF Apps Approved within 30 days	77.46	April 2024 – June 2024

PAYMENT ACCURACY AND CORRECTIVE ACTION ASSESSMENT

The purpose of the Payment Accuracy and Corrective Action Assessment section is to assess the county's performance data and confirm that adequate corrective action measures are in place. It focuses on Payment Error Rates (PER) and Case and Procedural Error Rates (CAPER). The reviewed components have significant potential to improve county error rates.

The scope of the review includes the following:

- Case Action Reviews – review of randomly selected denial, termination, recertification, and initial approval cases.
- Second Party Reviews – evaluation of case review systems, processes for capturing and organizing statistically generated data, and identifying trends for corrective action purposes.
- Quality Control (QC) – review of QC cases and factors contributing to discovered errors.
- Training – assessment of induction training, training content, ongoing training, and training to ensure State and federal policy changes are implemented.

Case Action Reviews

The purpose of the Case Action Reviews section is to determine whether the county is in compliance with CalFresh (CF) policies and procedures for approving, denying, and terminating cases. The reviews are conducted to ensure the action taken, notification to the household, and case processing procedures were correct. A correct case review is one that is based on a correct reason as documented in the case record, is accurately communicated to the household, and is procedurally correct.

Observations:

Type	Reviewed	Errors
Denials	8	8
Terminations	7	2
Recertifications	7	5
Initial Approvals	8	7
Total	30	22

The review team examined 30 CF cases (8 denials, 7 terminations, 7 recertifications, and 8 initial approvals). Of the cases reviewed, 22 were in error (8 denials, 2 terminations, 5 recertifications, and 7 initial approvals). Please note that this review will not be included in the county's yearly sample of QC reviews. It serves only as an independent review for the purposes of this evaluation.

Denial Case #1

This case was in error because the incorrect beginning date of aid (BDA) was assigned to the electronic application. Additionally, the case documentation did not support the reason dependent care expense reported on the application was not included in the budget.

Denial Case #2

This case was in error because the *Notice of Missed Interview* (NOMI) was not sent when the household failed to complete their scheduled interview and the denial *Notice of Action* (NOA) was incorrectly sent on the same day.

Denial Case #3

This case was in error because the household was not informed of the scheduled interview. The appointment letter was sent through postal mail on the same day as the scheduled interview and the household was not informed verbally.

Denial Case #4

This case was in error because the paper application was not date stamped.

Denial Case #5

This case was in error because the interview was not scheduled timely for the potentially Expedited Service (ES)-entitled household. Additionally, the *Request for Verification* (CW 2200) form over verified information by requesting for proof of income from recycling and cash gifts when verbal self-certification was sufficient.

Denial Case #6

This case was in error because the signed application form was not on file.

Denial Case #7

This case was in error because the appointment letter was sent electronically when the household did not consent to receive electronic notifications.

Denial Case #8

This case was in error because the appointment letter was sent electronically when the household did not consent to receive electronic notifications. Additionally, the case documentation was insufficient regarding the applicant's anticipated income from new employment. Lastly, the application was not approved beginning the subsequent month after the applicant reported meeting the work hours requirement for the student eligibility exemption starting that month.

Termination Case #13

This case was in error because the *Stop Aid; Report Incomplete* (NA 960Y) NOA was sent after the *Stop Aid; Report Not Received* (NA 960X) NOA had already been sent to the household.

Termination Case #14

This case was in error because the termination NOA informed the household their

benefits were terminated for failure to provide verification when they were terminated for failure to provide the *Eligibility Status Report* (SAR 7).

Recertification Case #17

This case was in error because the CW 2200 form did not include the time frame for the self-employment income requested.

Recertification Case #18

This case was in error because personal contact with the household was not attempted prior to the termination of benefits for failure to complete the recertification process. Additionally, the CW 2200 form over verified information by requesting income that was last received in 1/2024 and was not used in the previous benefit determination.

Recertification Case #20

This case was in error because the CW 2200 form over verified information by requesting for “proof of birth” which is not required for the CF program and United States (U.S.) citizenship was not documented as questionable. Additionally, the recertification was processed untimely.

Recertification Case #21

This case was in error because the NOMI was not sent when the household failed to complete their first scheduled interview. Additionally, two appointment letters were sent on the same day that contained conflicting information. Furthermore, the case documentation does not support the reason the interview was scheduled face-to-face instead of by telephone. Lastly, the county form *Information Clearance Sheet* (SC 16) completed by the recipient requests for duplicate information.

Recertification Case #22

This case was in error because personal contact was not attempted and documented prior to the termination of benefits for failure to complete the recertification process.

Approval Case #23

This case was in error because the appointment letter was sent in Vietnamese when the applicants’ preferred written language was English. Additionally, medical expenses were not explored when the household reported it on the application, and it was not included in the budget. Furthermore, the standard self-employment deduction was not allowed in the budget when the self-employment earnings were entered in the California Statewide Automated Welfare System (CalSAWS) as “salary, wages” instead of self-employment. Lastly, the approval NOA was inaccurate due to the inaccurate budget listed on the NOA.

Approval Case #24

This case was in error because the appointment letter was sent electronically when the household did not consent to receive electronic notifications.

Approval Case #25

This case was in error because the paper application was not date stamped.

Additionally, the ES-entitled household was not interviewed and issued benefits timely. Furthermore, the Telephone Utility Allowance (TUA) deduction was allowed in the budget when the expense was not reported. Lastly, the approval NOA was inaccurate due to the inaccurate budget listed on the NOA.

Approval Case #26

This case was in error because the paper application was not date stamped. Additionally, the ES-entitled household was not interviewed and issued benefits timely. Lastly, the interview appointment was scheduled 31 days from the date of application.

Approval Case #27

This case was in error because the paper application was not date stamped. Additionally, the ES-entitled household was not interviewed and issued benefits timely. Furthermore, the interview appointment was scheduled 31 days from the date of application. Lastly, the appointment letter was sent in English when the applicants' preferred written language was Spanish.

Approval Case #29

This case was in error because the paper application was not date stamped. Additionally, the ES-entitled household was not interviewed and issued benefits timely. Further, the NOMI was sent to the household when they were not contacted for their scheduled interview. Furthermore, the household was not informed of the rescheduled interview. The appointment letter was sent through postal mail the same day as the scheduled interview and the household was informed verbally. Additionally, the appointment letter was sent electronically when the household did not consent to receive electronic notifications. Lastly, the application was processed 38 days from the date of application.

Approval Case #30

This case was in error because the appointment letter was sent electronically when the household did not consent to receive electronic notifications. Additionally, the CW 2200 form did not include the time frame for the income requested. Furthermore, review of the Income and Eligibility Verification System (IEVS) report was not completed within 45 calendar days of receipt. Lastly, the application was processed 52 days from the date of application.

Assessment:

County procedures need improvement as described below.

Recommendations:

1. Encourage Human Services Specialist (HSS) to image the email verification of child support income received to the case file.

Corrective Actions Required:

1. Ensure that online applications are assigned the correct BDA. When online applications are received during non-business hours, ensure the BDA assigned is for the following business day. (MPP 63-300.33)
2. Ensure that sufficient and accurate case documentation is available in the case record to support eligibility determinations.
(7 CFR 273.2(f)(6); FNS Handbook 310, Section 1310; MPP 63-300.5(j))
3. Ensure that NOMIs are only sent to households after they have failed to complete their scheduled interview. Attempts to conduct the interview must be clearly documented. Only after a NOMI is sent and the household fails to reschedule, can a denial NOA be sent on the 30th day following the date of application.
(7 CFR 273.2(e)(3); MPP 63-300.461, 63-300.5(j) and 63-301.32)
4. Ensure that households are notified of their interview appointments before the appointment date and time, and they are contacted for their scheduled interviews. Additionally, ensure appointment letters sent to households are correct, accurate and do not contain contradictory information. If appointment letters are sent to households electronically, ensure households have given consent to receive electronic notifications. (MPP 63-300.4; ACL 13-61 and 14-20)
5. Ensure that paper applications are date stamped on the physical paper application.
(7 CFR 273.2(c)(1)(iv); MPP 63-300.33)
6. Ensure that ES-entitlement is screened correctly and documented in the case record. ES-entitled households must be interviewed and issued benefits within the three-day time frame from the date of application or date of discovery.
(MPP 63-300.5(j); ACL 16-14; ACIN I-14-11 and I-11-20)
7. Ensure that verifications are not requested for information that is already on file or not questionable and not required for the CF program.
(ACL 20-135 and 21-24; ACIN I-45-11)
8. Ensure that applications submitted by households, or their authorized representative are saved in the case file. (7 CFR 273.2(d)(1); MPP 63-300.5(j))
9. Ensure that subsequent months after the initial month of application are approved when households meet eligibility requirements.
(MPP 63-504.1; ACL 12-25 and 20-08)
10. Ensure that NA 960Y NOAs are not sent when households have already been provided a NA 960X NOA. (MPP 63-508.62; ACL 18-18; ACIN I-01-14)

11. Ensure that information and action reason(s) listed on termination NOAs is (are) correct and accurately inform households of the reason(s) the negative action is (are) taken. (FNS Handbook 310, Section 1350.2; MPP 63-504.2; ACIN I-33-21)
12. Ensure that a time frame is indicated when income is requested, usually 30 days from the date of application at intake, and 30 days from the recertification application or from the date the CW 2200 form is sent at recertification. (7 CFR 273.10(c)(1)(ii); ACL 20-48 and 21-24)
13. Ensure that personal contact is attempted to households before termination of benefits for failure to complete the recertification process. (ACL 21-24)
14. Ensure that recertification applications are processed within the required time frames when completed timely. (MPP 63-504.6; ACL 19-10)
15. Ensure that duplicative information is not required from applicants that is already requested on the CF application. (7 CFR 273.2(a)(1))
16. Ensure that notices sent to households are in their preferred written language. (MPP 21-115.2 and 63-202.21)
17. Ensure that medical expenses are explored with households that include an elderly or disabled member. (MPP 63-502.333; ACL 17-34)
18. Ensure that deductions are calculated correctly to determine a household's budget. The standard 40 percent deduction must be applied when self-employment income is reported with no related expenses. In addition, ensure data collection entries accurately support eligibility determinations. (MPP 63-502.363(e); ACIN I-31-19)
19. Ensure that NOAs sent to households are accurate, clear, timely, and support eligibility factors. The correct income and expenses must be included on the NOAs. (7 CFR 273.2(e)(3); MPP 63-300.461 and 63-504.2)
20. Ensure that applicants are given the opportunity to participate within 30 days from the date of application. (MPP 63-301.1)
21. Ensure that IEVS match reports are processed within 45 calendar days of receipt. (ACL 17-41)

Second Party Reviews

Observations:

- Sacramento County conducts second party case reviews to promote eligibility and benefit accuracy. Case reviews are conducted by Human Services Supervisors. All case action types are reviewed, including initial approvals, recertifications, denials, and terminations.
- Human Services Supervisors are required to review four cases per month for new HSSs and two cases per month for established intake and continuing HSSs. In addition, Human Services Supervisors at the Greenhaven Service Center conduct two recorded call reviews per month for their staff.
- When an error is discovered, the HSS is notified through the Service Management And Reporting Tool (SMART) and are required to make corrections within ten days. If errors are not discovered, a certificate is sent to congratulate the HSS.
- The Quality Assurance (QA) team reviews 350 full case reviews and 300 targeted reviews per month. In addition, 40 supervisor reviews, or third-party reviews, are also conducted each month. Case reviews are targeted based on identified error trends or random selection samples.
- A Performance Measure and Accuracy Summary is generated monthly by the QA team to review and identify error trends.
- Error trends are tracked and discussed with management. The error trends identified are used to determine the subject matter for future trainings. A monthly Art of Accuracy Webinar is developed and provided to Human Services Supervisors to share and discuss with staff at unit meetings. The webinar is also posted on the county's internal website for staff to access.

Assessment:

The county has the necessary processes in place to ensure accuracy for both Active and Negative case actions.

Recommendations:

1. Continue analyzing the data gathered through the review process to identify common error trends and ensure cases are processed correctly.

Corrective Actions Required:

None.

Quality Control

Observations:

- Sacramento County is currently responsible for reviewing the federally sampled Active and CAPER cases. The county has a formal QC process and corrective action team that is responsible for reviewing potential Active and Negative case errors. If an error is cited, the county has ten days to provide State QC with a corrective action that will be implemented to prevent future errors.
- Sacramento County QC sampled a total of 22 Active cases for Federal Fiscal Year (FFY) 2024 (October 2023 through February 2024), of which 18 reviews were completed, 1 was dropped as Not Subject to Review (NSTR), and 3 were dropped. Of the 18 completed cases 1 was found to be in error. The county's PER was 1.71 percent.
- Sacramento County QC sampled a total of 12 CAPER cases for FFY 2024 (October 2023 through February 2024), of which 10 reviews were completed, and 2 were dropped as NSTR. Of the 10 completed cases, 5 were found to be in error. The county's CAPER was 50.00 percent.
- Interviews with staff indicated that some staff were not aware of the PER and CAPER, but they know where to obtain the information.

Sacramento County FFY 2024	County Error Rate	State Average	Difference
Active Cases	1.71 percent	8.43 percent	6.72 below
CAPER Cases	50.00 percent	39.78 percent	10.22 above

Assessment:

For FFY 2024, the county's PER was below the State average and its CAPER was above the State average.

Recommendations:

1. Continue meeting with CDSS staff regarding any QC error findings or pertinent information.
2. Continue informing staff of the PER and CAPER. Awareness of the error rates help staff understand their role in reducing case action errors, ensure that households receive the correct benefit allotment and avoid wrongful termination or denial.
3. Focus on lowering the CAPER below the State average.

Corrective Actions Required:

None.

Training

Observations:

- Sacramento County provides formal induction training for the CalWORKs (CW), CF, and Medi-Cal (MC) programs.
- All HSSs are dual program trained in the CF and MC programs. A select number of HSSs receive additional training for the CW program.
- At the time of the ME review, there were no active induction classes, but the county was interviewing candidates for their next induction class. The last class had graduated in June 2024 with 79 HSSs trained in the CW, CF, and MC programs. An additional 41 HSSs were trained in CF and MC.
- Training lasts sixteen weeks for CF/MC and twenty weeks for HSSs that receive additional training in the CW program. Of the sixteen weeks, six weeks is dedicated to CF program training, four weeks is dedicated to MC program training, and six weeks is dedicated to live casework.
- CalFresh Program Specialists review new policies released by CDSS and create or update Program Documents. Staff are informed of the updated Program Documents with an alert via email that includes a link, and it is also stored on the county intranet.
- Supervisors are expected to cover information in Program Documents during unit meetings.

Assessment:

The county continuously explores ways to improve its training classes.

Recommendations:

1. Continue using error trends to customize and develop training courses.
2. Continue sharing error trends and policy changes with staff.

Corrective Actions Required:

None.

PROGRAM ACCESS

The purpose of the Program Access section is to identify barriers to CF participation in the county's application and recertification processes. This includes identifying areas of non-compliance and evaluating the delivery of service to applicants and participants. Online application filing, screening, and document imaging are also reviewed.

The scope of the review included the following:

- Customer Service – hours of operation, availability of applications, intake and continuing operations, application filing procedures, ES screening, applicant intake interviews, participant recertification interviews, lobby procedures, applicant/participant interviews, and outreach activities.
- Website – hours of operation, certification sites, application options, ES information, and call/service center information.
- Online Applications – county efforts at accepting and processing online applications.
- Outreach – county efforts at increasing CF participation.
- Document Imaging – county operations for the conversion of paper documents to electronic format.
- Call/Service Center – hours of operation, effectiveness of operations, including wait times, and customer surveys.
- National Voter Registration Act (NVRA) – providing applications and recipients the opportunity to register to vote.

Customer Service

Observations:

- County certification sites are currently open to the public Monday through Friday from 8:00 a.m. to 4:00 p.m. The office hours are displayed on the exterior doors and match the hours listed on the county's website. The county is in discussion with labor relations and operations to extend the public office hours to 5:00 p.m. in the next few months. (ACL 04-55)
- Offices have exterior and interior drop boxes for documents to be dropped off. (MPP 11-601.311(b))
- Applications and documents can be submitted at reception during business hours. A receipt is given to all who submit their documents at reception. (MPP 63-300.61)
- The lobbies have brochures of information and resources available, such as a list of emergency food providers. They are accessible during business hours. (MPP 63-201.42)
- The lobbies are on a ticket number system to ensure privacy is protected. (7 CFR 273.2(e)(1))

ENCLOSURE

- Bilingual staff who can communicate in Spanish, Farsi, Persian, Dari, and Russian, are available. The Language Line is used for all other languages. (MPP 63-201.21)
- The methods to apply (i.e., in-person, online, mail, and fax) are posted in the lobbies. (MPP 63-300.3)
- The minimum requirements (i.e., name, address, and signature) to file a CF application are posted in the lobbies. (MPP 63-300.32)
- Applications are available in the lobbies in English, Spanish, and Russian with clear signage. Blank SAR 7s are also available in the lobbies. (MPP 63-300.34)
- There are telephones available in the lobbies to be utilized to contact the service centers.
- The county form SC 16, which requires duplicate information from the primary applicant, was included in CF-only application packets at the Susie-Gaines Mitchell Bureau lobby.
- Potential ES-entitled applicants were not scheduled interview appointments timely.

CalFresh/Medi-Cal Dual Enrollment Efforts

- At the time of the review, the county had CF/MC dual enrollment processes in place.
- HSSs were cross trained in CF and MC prior to the State requirement.
- MC applicants and beneficiaries are offered to apply for CF at reception, during screening, and at interviews. (ACL 21-52)
- The pre-populated CF application is sent to MC beneficiaries due to renew who may be potentially eligible for CF. The *Great News! Based On Your Medi-Cal Eligibility Your Household May Be Eligible for CalFresh Food Benefits* (PUB 520) is included with general information about the CF program.

Assessment:

County procedures need improvement as described below.

Recommendations:

None.

Corrective Actions Required:

1. Ensure that duplicative information is not required from applicants that is already gathered on the CF application. (7 CFR 273.2(a)(1))

2. Ensure that potentially ES-entitled applications are scheduled an interview appointment within three days. (ACL 16-14)

Intake and Recertification Interviews

Observations:

- HSSs were courteous and made households feel at ease during interviews. (MPP 63-300.4)
- Confidentiality was consistently maintained. Households were authenticated with at least two items of personally identifiable information (PII). (MPP 63-201.34)
- Coverage of the Rights & Responsibilities (R&R) was consistent. (MPP 63-300.4)
- Coverage of the Substantial Lottery or Gambling Winnings Reporting Requirements was consistent. (ACL 20-132; ACIN I-48-23)
- Coverage of Voter Registration was consistent. (ACL 18-39; ACIN I-04-13)
- All SAR 7 components were not consistently covered. Of the four SAR 7 components, three were consistent:
 - The verbal explanation of the SAR 7 was consistent. (MPP 63-300.411)
 - The written explanation of the SAR 7 was consistent. (MPP 63-300.411)
 - The Sample SAR 7 was consistently provided. (MPP 63-300.412)
 - The telephone number households may call to obtain assistance in completing the SAR 7 was not consistent. (MPP 63-300.414)
- Income was miscalculated by using income that exceeded the 30 days from the date of application. (MPP 63-503.242)
- Income was miscalculated in the month of application and was not included in the budget for the subsequent month. (ACL 12-25)
- Income from State Disability Insurance (SDI) benefits was miscalculated by using the twice monthly multiplier instead of the bi-weekly multiplier. (ACL 12-25)
- ES-entitled households were not scheduled timely interview appointments. (ACL 16-14)
- Student eligibility exemptions were not explored when the household reported that they were working 20 hours per week and received a CalGrant. (ACL 20-135 and 21-58)
- The applicant requested their interview to be in-person on their application, however, the interview was scheduled by telephone. (ACL 14-20)
- Applications submitted in-person was not signed. The telephonic signature was not captured during the interview. (MPP 63-300.32; ACL 23-85)

ENCLOSURE

- Household reported incurring utility costs, however, the utility deduction was not allowed in the budget because the household had not received a bill yet.
- CW 2200 form sent to the household requested copy of their lease agreement to verify housing and utility costs. (ACL 19-86; ACIN I-45-11)
- CW 2200 form sent to household over verified information by requesting immunization records, *Support Questionnaire* (CW 2.1), and *Self-Certification Form For Motor Vehicles – CalWORKS* (CW 80) for the CF program.
- Household was asked to provide proof of termination of SDI benefits when it was already verified in the IEVS applicant report.
- The Work Number© (TWN) was not accessed for the applicant who reported income from the employer who reports to TWN. (ACL 20-135 and 23-53)
- TWN was accessed when the household did not report receiving income. (ACL 23-53)
- NOMI was not sent to the household after they missed their scheduled interview. In addition, the denial NOA was sent the same day of the missed interview.
- Case documentation did not explain the reason the rental expense exceeded the household's monthly income.

Assessment:

County procedures need improvement as described below.

Recommendations:

1. Consider reviewing the R&R at the beginning of each interview. This is to ensure households are adequately notified of their rights and responsibilities before going into the full interview.

Corrective Actions Required:

1. Ensure that all applicants and recertifying households are provided a telephone number which they can call to ask questions or obtain help in completing the SAR 7. (MPP 63-300.414)
2. Ensure that ES-entitled applications are interviewed within three days. (ACL 16-14)
3. Ensure that students are correctly evaluated for student exemption rules and the case record is documented to support the eligibility determination. (ACL 20-08)
4. Ensure that the household's preferred interview method, face-to-face or telephone, is provided. If the preferred interview method cannot be accommodated, the case

documentation must support the reason it was not provided.
(7 CFR 273.2(e)(2)(i); ACL 17-80)

5. Ensure that an application with at least the name, address, and signature of a responsible member of the household is available in the case. (7 CFR 273.2(d)(1))
6. Ensure that income, expenses, and deductions are calculated correctly to determine a household's budget. In addition, ensure data collection entries accurately support eligibility determinations. (MPP 63-502; ACL 12-25)
7. Ensure that verifications are not requested for information that is already on file or not required for the CF program. (ACIN I-45-11)
8. Ensure that all available electronic sources are utilized before requesting for verifications. TWN should only be accessed when the household reports income from employment. (MPP 20-006.421; ACL 20-135 and 23-53)
9. Ensure that NOMIs are sent to the household and saved to the case file after the households fail to complete their scheduled interview. Attempts to conduct the interview must be clearly documented. In addition, ensure that NOMIs and denial NOAs are not sent to households on the same day.
(7 CFR 273.2(e)(30); MPP 63-300.46 and 63-300.5(j); ACL 21-24)
10. Ensure that case documentation is accurate, sufficient, and available in the case record to support case actions. (7 CFR 273.2(f)(6); MPP 63-300.5(j))

Recertification Process

Observations:

- Recertification cases are processed by the assigned HSS.
- The *Notice of Expiration of Certification* (NEC) is mailed to the household the month before the recertification is due. (MPP 63-504.25)
- A recertification appointment letter, informing participants of the date and time of the recertification interview, is mailed along with the recertification packet the month before the recertification is due. (ACL 08-29)
- A NOMI is sent to the household after the initial scheduled appointment is not completed. (MPP 63-300.46; ACL 08-29)

Assessment:

The county has the necessary procedures in place for the timely and accurate processing of recertifications.

Recommendations:

None.

Corrective Actions Required:

None.

Website

Observations:

- The [Department of Human Assistance Sacramento County](#) website was reviewed for access to CF benefits and was found with a simple web search, using keywords: "Sacramento County CalFresh."
- The methods to apply (i.e., in-person, telephone, online, mail, telephone, and fax) were posted. Links to [BenefitsCal](#) and [GetCalFresh](#) were available to apply online. (7 CFR 273.2(c)(1))
- Links to a printable CF application in English, Spanish, and Russian were available. (7 CFR 273.2(c)(3)(i))
- The minimum requirements (i.e., name, address, and signature) to file an application were posted. (MPP 63-300.32)
- The office addresses and days and hours of operation were posted.
- Information regarding ES-entitlement was posted.
- The webpage includes information on SAR 7, Reasonable Accommodations, and updates to the Transitional Nutrition Benefit (TNB) program.

Assessment:

The county website is user-friendly and provides applicants multiple ways to apply for benefits.

Recommendations:

1. Consider including information for document submission.
2. Consider removing the link to GetCalFresh when this website sunsets.

Corrective Actions Required:

None.

Online Applications

Observations:

- Sacramento County accepts online applications through [BenefitsCal](#) and [GetCalFresh](#). The online portals allow households to inquire about program eligibility, apply for CF benefits, and submit documents (e.g., recertifications, SAR 7s, and verifications).
- Online applications are centralized at the Pat Wright Bureau and are distributed to the appropriate office for processing.
- The BDA is preserved. Applications received after 4:00 p.m. are registered with a BDA for the next business day.
- Online applications are checked throughout the day and are pulled by clerical staff who then file clear and register the applications.
- HSSs are responsible for reviewing applications for ES-entitlement.
- Households who potentially ES-entitled are not scheduled an interview appointment within three days. Households not ES-entitled are scheduled an interview within three weeks.
- Same day interviews are not offered.
- Online applicants are provided a telephone interview appointment. Face-to-face interview appointments are scheduled for households who do not provide a telephone number and based on worker availability.
- Appointment letters are emailed to households who provide an email address. Consent from the household to receive information electronically about their application was not explored.
- Online applicants are provided an informational packet that includes the Sample SAR 7, written explanation on how to complete the SAR 7, the Voter Registration Card (VRC), and the NVRA Voter Preference Form.
- All online applicants are offered a copy of their application during the interview.

Assessment:

The county has the necessary processes in place to process online applications and provide potential applicants another avenue in which to apply.

Recommendations:

1. Continue promoting the online application process as the primary method to apply for CF, recertify for benefits and submit a SAR 7. It provides 24/7 access and is a helpful tool in reducing office traffic and wait times.

Corrective Actions Required:

1. Ensure that ES-entitled applications are scheduled an interview appointment within three days. (ACL 16-14)
2. Ensure that consent is obtained from households to provide information by email to them regarding their application. (ACL 19-39)

Outreach

Observations:

- Sacramento County continues to promote CF and outreach within the community.
- Sacramento County is partnered with various community-based organizations throughout the county.
- Sacramento County had a total of seven outreach events that occurred for FFY 2023 including Wide Open Walls with Sacramento City Unified School District, District Fun Fair, and River District Health Fair to name a few.
- As of the ME review, the county has eligibility staff out stationed to accept CF application, recertifications, or conduct intake interviews.

Assessment:

The county continues to identify opportunities to offer CF and improve services.

Recommendations:

None.

Corrective Actions Required:

None.

Document Imaging

Observations:

- The county utilizes Hyland within CalSAWS to electronically store case documents.
- Sacramento County has a centralized mail unit that receives and sorts the U.S. mail into four categories. These categories include mail for households without a permanent residence, returned mail, applications, and all other documents.
- At the centralized mail room, returned mail and all other documents are opened, date stamped for the current day, bundled, and assigned to an Office Assistant (OA) to image, index, and create a task if necessary.
- Returned mail is shredded immediately and all other documents are held for two months before sent to confidential shred.
- Applications are given to Senior OAs that complete file clearance, pend the program, assess for ES-entitlement, image and index the application, assign an interview appointment, and mail out the intake packet.
- OAs at each office are assigned to complete quality assurance on imaged and indexed documents.
- Documents from the drop box and U.S. mail at the Susie-Gaines Mitchell Bureau are picked up at 8:15 a.m., 10:30 a.m., 2:00 p.m., and 4:00 p.m. All documents are date stamped for the same day they're picked up.
- Documents from the drop box and U.S. mail at the Research Bureau are picked up at 8:00 a.m., 10:00 a.m., 1:00 p.m. and 3:30 p.m. Documents received at 8:00 a.m. are date stamped for the previous business day and all other documents are date stamped for the same day they're picked up.
- All documents received from the drop boxes and U.S. mail are sorted, imaged, and indexed by the clerical staff at each office.
- The BDA is preserved for applications submitted in the drop boxes and U.S. mail.
- Faxed documents are checked throughout the day, imaged, indexed, and immediately shredded by the Senior OA.
- A receipt is provided when the documents are provided back to all who submit their documents at reception.
- Each interview room contains scanners, which allow HSSs to image documents directly into case records.

- Mail for households without a permanent residence is held at the Pat Wright Bureau for 30 days.
- The county is up to date with its imaging, which enables workers to meet application processing time frames.

Assessment:

The county continues efforts to image all documents in a timely and efficient manner to assist workers in meeting processing time frames.

Recommendations:

None.

Corrective Actions Required:

None.

Customer Service Center

Observations:

- The Greenhaven Service Center accepts incoming calls Monday through Friday from 8:00 a.m. to 4:00 p.m. All calls remaining in the call queue after 4:00 p.m. continue to be assisted.
- Bilingual staff who can communicate in Hmong, Spanish, Mien, Russian, Mandarin, Cantonese, and Dari are available in house. The Language Line is used for all other languages. (MPP 63-201.21)
- Call agents accept and process telephone applications. In addition, they process recertifications, SAR 7s, and mid-period changes from inbound calls.
- HSSs were courteous and made households feel at ease during calls.
- Confidentiality was not consistently maintained. Households were not authenticated with at least two items of PII to verify identity prior to disclosing the purpose of the call. (MPP 63-201.34)
- Coverage of the R&Rs was consistent. (MPP 63-300.4)
- Coverage of the Substantial Lottery or Gambling Winnings Reporting Requirements was consistent. (ACL 20-132; ACIN I-48-23)
- Coverage of Voter Registration was consistent. (ACL 18-39; ACIN I-04-13)
- Three of the four SAR 7 components were consistently covered.
 - The verbal explanation of the SAR 7 was consistent. (MPP 63-300.411)
 - The written explanation of the SAR 7 was consistent. (MPP 63-300.411)
 - The Sample SAR 7 was consistently provided. (MPP 63-300.412)
 - The telephone number households may call to obtain assistance in completing the SAR 7 was not consistent. (MPP 63-300.414)
- CW 2200 form sent to the household contained request details in English when their preferred written language was Farsi. The form was not accompanied with the *Notice of Language Services* (GEN 1365). (MPP 21-115; ACL 17-102)
- CW 2200 form sent to the household requested proof of no longer owning a vehicle and immunization records for the CF program. (ACIN I-45-11)
- CW 2200 form sent to the household requested the *Sworn Statement* (GEN 853) completed by the household to verify they were no longer self-employed when it was reported to have ended with the previous SAR 7. (ACIN I-45-11)

- Recertifying household was not offered the option of signing their recertification application over the telephone. (7 CFR 273.2(c)(4)(iv); ACL 22-20)
- TWN was not utilized prior to requesting verification of income for the household who reported earned income from the employer who reports to TWN. (ACL 20-135)
- Income from tips were not included in the budget to determine benefit allotment. (ACL 03-18)

Assessment:

County procedures need improvement as described below.

Recommendations:

None.

Corrective Actions Required:

1. Ensure that confidentiality is properly maintained by verifying the identity of households with at least two items of PII prior to announcing the program or purpose of the call. (MPP 19-002.1 and 63-201.34)
2. Ensure that households are provided a telephone number they may call to obtain assistance in completing the SAR 7. (MPP 63-300.414)
3. Ensure that forms and notices sent to the households are in their preferred written language. If a translated version is not available, ensure that the GEN 1365 is provided. (MPP 21-115; ACL 17-102).
4. Ensure that verifications are only requested for information that is mandatory for CF or to maximize benefit amount. (ACIN I-45-11)
5. Ensure that recertifying households are offered the option to complete and sign their recertification application by telephone. ((7 CFR 273.2(c)(4)(iv))
6. Ensure that all available resources are utilized prior to requesting verification from the household. (ACL 20-135)
7. Ensure that the household's income is calculated accurately and entered correctly when determining their eligibility and benefit allotment. (ACL 03-18)

Mystery Calls

Observations:

- CDSS made several calls to 1-800-560-0976 to inquire about applying for CF benefits.
- County staff were courteous and professional.
- Most callers were unable to contact a live person. Callers that were able to reach a live person experienced extensive wait times exceeding two hours. (ACWDL dated April 20, 2020)
- The call back feature was utilized. The times provided for the expected return call were not accurate as several callers received a call back an hour over the anticipated time provided.
- Methods to apply for CF (i.e., in-person, online, mail, and fax) were consistently provided to callers. (MPP 63-300.3)
- Callers were consistently informed of the minimum requirements (i.e., name, address, and signature) to file a CF application. (MPP 63-300.32)
- ES-entitlement criteria and time frames were consistently explained to callers when requested. (MPP 63-301.521)

Assessment:

The county does not provide appropriate access to potential CF applicants.

Recommendations:

1. Consider adding answers to frequently asked questions on the Interactive Voice Response system.
2. Consider conducting internal mystery calls to evaluate customer service and identify potential organizational needs.

Corrective Actions Required:

1. Ensure that callers can get information about obtaining CF benefits when they call the County Welfare Department (CWD). (ACWDL dated April 20, 2020)

TIMELINESS OF APPLICATION

The purpose of the Timeliness of Application section is to assess whether eligibility determinations were made within mandated time frames.

The scope of the review included the following:

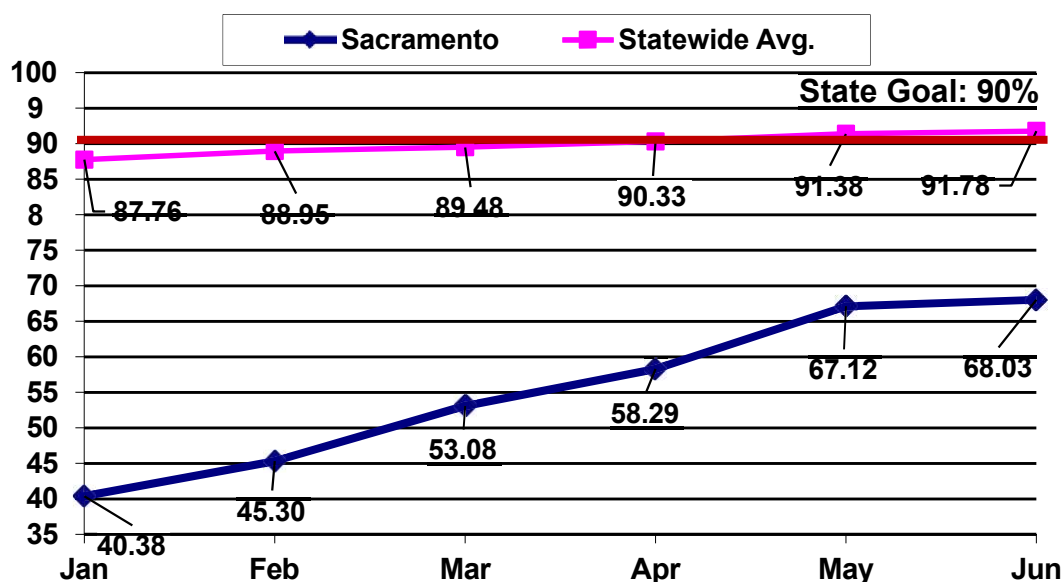
- Three-Day ES Processing Time – screening procedures and processing for ES.
- Thirty-Day Processing Time – online applications, mail applications, worker controls for timely processing, and processing rate for regular applications.

Three-Day Processing

Observations:

- The county reported *CalFresh Monthly Statistical Reports* (CF 296) indicate that for three-day processing, the county is below the State performance goal of 90 percent.
- In the most recent quarter (April 2024 to June 2024), 64.24 percent of applications were processed within the three-day ES time frame. The graph below provides a monthly comparison between county and State three-day processing rates for the period of January 2024 to June 2024.

Percent of ES Benefits Issued within Three Days



Assessment:

The county is not meeting the performance goal of 90 percent for three-day ES processing.

Recommendations:

1. Continue monitoring three-day ES processing to ensure the county meets the performance goal of 90 percent or above.

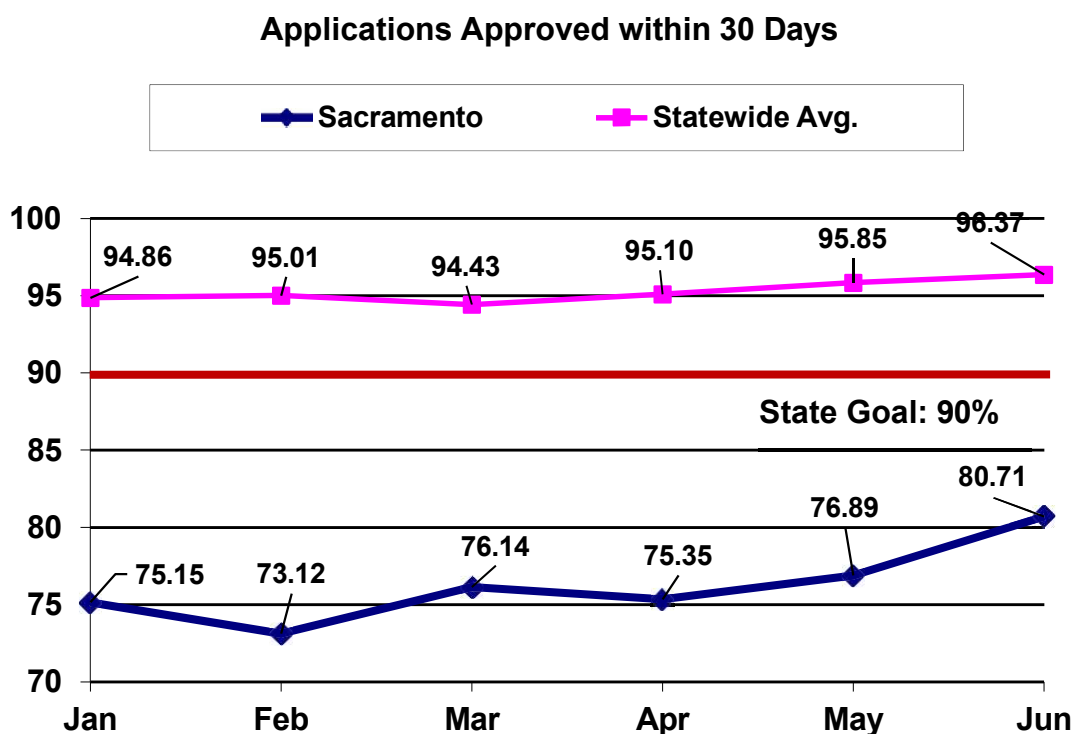
Corrective Actions Required:

None.

Thirty-Day Processing

Observations:

- The county-reported CF 296 indicate that for thirty-day processing, the county is below the State performance goal of 90 percent.
- In the most recent quarter (April 2024 to June 2024), 77.46 percent of applications were processed within thirty-days. The graph below provides a monthly comparison between county and State thirty-day processing rates for the period of January 2024 to June 2024.



Assessment:

The county is not meeting the federally required performance goal of 90 percent for thirty-day processing.

Recommendations:

1. Continue monitoring the timely processing of thirty-day applications to ensure the county meets the performance goal of 90 percent or above.

Corrective Actions Required:

None.

ABLE-BODIED ADULTS WITHOUT DEPENDENTS (Limited Scope Module for Waived Counties)

The CDSS conducted a Limited Scope ME of the Able-Bodied Adults Without Dependents (ABAWD) time limit for Sacramento County. This review of the ABAWD time limit policy was conducted as a sub-review of the Sacramento County ME.

The intent of the Limited Scope ABAWD ME is to assess compliance with ABAWD time limit policy for waived counties and to prepare counties for the long-term impact of ABAWD time limit implementation. The Limited Scope ME will ensure that counties are complying with ABAWD related responsibilities, even while under a time limit waiver, and will help counties prepare for the transition into implementing the ABAWD time limit immediately upon expiration of their time limit waiver.

The FFY 2024 review was conducted using a limited scope module. The limited scope module consists of a limited case review and follow-up discussion with the county. To complete the Limited Scope ABAWD ME, CDSS sampled five random cases from the case sample pulled for the Program Access review. These cases were assessed for compliance with ABAWD policy while under waiver. For FFY 2024, results of the case reviews for the Limited Scope ABAWD ME will be presented as recommendations rather than findings and no corrective action related to ABAWD policy will be required.

The CDSS met with representatives for Sacramento County to discuss the results of the case review. A summary of the results and corresponding recommendations are described in the sections below.

Summary of Case Reviews

The CDSS reviewed a total of five case files selected at random to determine compliance with the ABAWD time limit policy. The CDSS review team used a case file review protocol to ensure each case was reviewed in a consistent manner and that all federal requirements were reviewed. The purpose of the case file review was to determine if Sacramento County is processing cases in compliance with federal program requirements. No errors were found on the five cases that were reviewed.

Number of Cases Reviewed	Number of Cases with Errors
5	0

Number	Comments
23	The CDSS team recommends screening all applicants for ABAWD status correctly. This applicant was placed on work registration exemption, however, none of the work registration exemptions were applicable.

30	The CDSS recommends making sure the case documentation to match the ABAWD status in CalSAWS.
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Findings:

No findings will be cited for the FFY 2024 Limited Scope ABAWD review.

Corrective Actions Required:

No corrective actions will be required for the FFY 2024 Limited Scope ABAWD review.

Observations:

Due to conducting a Limited Scope ABAWD ME no observations were completed.

Recommendations:

1. ABAWD time limit training be offered annually to educate staff on ABAWD policy and policy updates. This training should include policy requirements and expectations for ABAWD time limit policy compliance while under waiver.
2. Use the ABAWD three-step process as a best practice in implementing the ABAWD time limit and building the steps into the county's business process. The three-step process includes (1) Identifying ABAWDs: identify your target ABAWD population; (2) Screening for Exemptions: screen existing caseload and new applicants for ABAWD status; and (3) Engaging in Work: for non-exempt ABAWDs, begin early engagement in county workforce opportunities if available.
3. Review the ABAWD Readiness Assessment to begin planning for ABAWD implementation to ensure the county is ready to transition off of the waiver.

SUMMARY OF REQUIRED CORRECTIVE ACTIONS

PAYMENT ACCURACY/ASSESSMENT OF CORRECTIVE ACTIONS

Case Action Reviews

1. Ensure that online applications are assigned the correct BDA. When online applications are received during non-business hours, ensure the BDA assigned is for the following business day. (MPP 63-300.33)
2. Ensure that sufficient and accurate case documentation is available in the case record to support eligibility determinations.
(7 CFR 273.2(f)(6); FNS Handbook 310, Section 1310; MPP 63-300.5(j))
3. Ensure that NOMIs are only sent to households after they have failed to complete their scheduled interview. Attempts to conduct the interview must be clearly documented. Only after a NOMI is sent and the household fails to reschedule, can a denial NOA be sent on the 30th day following the date of application.
(7 CFR 273.2(e)(3); MPP 63-300.461, 63-300.5(j) and 63-301.32)
4. Ensure that households are notified of their interview appointments before the appointment date and time, and they are contacted for their scheduled interviews. Additionally, ensure appointment letters sent to households are correct, accurate and do not contain contradictory information. If appointment letters are sent to households electronically, ensure households have given consent to receive electronic notifications. (MPP 63-300.4; ACL 13-61 and 14-20)
5. Ensure that paper applications are date stamped on the physical paper application.
(7 CFR 273.2(c)(1)(iv); MPP 63-300.33)
6. Ensure that ES-entitlement is screened correctly and documented in the case record. ES-entitled households must be interviewed and issued benefits within the three-day time frame from the date of application or date of discovery.
(MPP 63-300.5(j); ACL 16-14; ACIN I-14-11 and I-11-20)
7. Ensure that verifications are not requested for information that is already on file or not questionable and not required for the CF program.
(ACL 20-135 and 21-24; ACIN I-45-11)
8. Ensure that applications submitted by households, or their authorized representative are saved in the case file. (7 CFR 273.2(d)(1); MPP 63-300.5(j))
9. Ensure that subsequent months after the initial month of application are approved when households meet eligibility requirements.
(MPP 63-504.1; ACL 12-25 and 20-08)

10. Ensure that NA 960Y NOAs are not sent when households have already been provided a NA 960X NOA. (MPP 63-508.62; ACL 18-18; ACIN I-01-14)
11. Ensure that information and action reason(s) listed on termination NOAs is (are) correct and accurately inform households of the reason(s) the negative action is (are) taken. (FNS Handbook 310, Section 1350.2; MPP 63-504.2; ACIN I-33-21)
12. Ensure that a time frame is indicated when income is requested, usually 30 days from the date of application at intake, and 30 days from the recertification application or from the date the CW 2200 form is sent at recertification. (7 CFR 273.10(c)(1)(ii); ACL 20-48 and 21-24)
13. Ensure that personal contact is attempted to households before termination of benefits for failure to complete the recertification process. (ACL 21-24)
14. Ensure that recertification applications are processed within the required time frames when completed timely. (MPP 63-504.6; ACL 19-10)
15. Ensure that duplicative information is not required from applicants that is already requested on the CF application. (7 CFR 273.2(a)(1))
16. Ensure that notices sent to households are in their preferred written language. (MPP 21-115.2 and 63-202.21)
17. Ensure that medical expenses are explored with households that include an elderly or disabled member. (MPP 63-502.333; ACL 17-34)
18. Ensure that deductions are calculated correctly to determine a household's budget. The standard 40 percent deduction must be applied when self-employment income is reported with no related expenses. In addition, ensure data collection entries accurately support eligibility determinations. (MPP 63-502.363(e); ACIN I-31-19)
19. Ensure that NOAs sent to households are accurate, clear, timely, and support eligibility factors. The correct income and expenses must be included on the NOAs. (7 CFR 273.2(e)(3); MPP 63-300.461 and 63-504.2)
20. Ensure that applicants are given the opportunity to participate within 30 days from the date of application. (MPP 63-301.1)
21. Ensure that IEVS match reports are processed within 45 calendar days of receipt. (ACL 17-41)

Second Party Reviews

None.

Quality Control

None.

Training

None.

PROGRAM ACCESS

Customer Service

1. Ensure that duplicative information is not required from applicants that is already gathered on the CF application. (7 CFR 273.2(a)(1))
2. Ensure that potentially ES-entitled applications are scheduled an interview appointment within three days. (ACL 16-14)

Interview Observations

1. Ensure that all applicants and recertifying households are provided a telephone number which they can call to ask questions or obtain help in completing the SAR 7. (MPP 63-300.414)
2. Ensure that ES-entitled applications are interviewed within three days. (ACL 16-14)
3. Ensure that students are correctly evaluated for student exemption rules and the case record is documented to support the eligibility determination. (ACL 20-08)
4. Ensure that the household's preferred interview method, face-to-face or telephone, is provided. If the preferred interview method cannot be accommodated, the case documentation must support the reason it was not provided. (7 CFR 273.2(e)(2)(i); ACL 17-80)
5. Ensure that an application with at least the name, address, and signature of a responsible member of the household is available in the case. (7 CFR 273.2(d)(1))
6. Ensure that income, expenses, and deductions are calculated correctly to determine a household's budget. In addition, ensure data collection entries accurately support eligibility determinations. (MPP 63-502; ACL 12-25)
7. Ensure that verifications are not requested for information that is already on file or not required for the CF program. (ACIN I-45-11)

8. Ensure that all available electronic sources are utilized before requesting for verifications. TWN should only be accessed when the household reports income from employment. (MPP 20-006.421; ACL 20-135 and 23-53)
9. Ensure that NOMIs are sent to the household and saved to the case file after the households fail to complete their scheduled interview. Attempts to conduct the interview must be clearly documented. In addition, ensure that NOMIs and denial NOAs are not sent to households on the same day.
(7 CFR 273.2(e)(30); MPP 63-300.46 and 63-300.5(j); ACL 21-24)
10. Ensure that case documentation is accurate, sufficient, and available in the case record to support case actions. (7 CFR 273.2(f)(6); MPP 63-300.5(j))

Recertification Process

None.

Website

None.

Online Applications

1. Ensure that ES-entitled applications are scheduled an interview appointment within three days. (ACL 16-14)
2. Ensure that consent is obtained from households to provide information by email to them regarding their application. (ACL 19-39)

Outreach

None.

Document Imaging

None.

Customer Service Center

1. Ensure that confidentiality is properly maintained by verifying the identity of households with at least two items of PII prior to announcing the program or purpose of the call. (MPP 19-002.1 and 63-201.34)
2. Ensure that households are provided a telephone number they may call to obtain assistance in completing the SAR 7. (MPP 63-300.414)

ENCLOSURE

3. Ensure that forms and notices sent to the households are in their preferred written language. If a translated version is not available, ensure that the GEN 1365 is provided. (MPP 21-115; ACL 17-102).
4. Ensure that verifications are only requested for information that is mandatory for CF or to maximize benefit amount. (ACIN I-45-11)
5. Ensure that recertifying households are offered the option to complete and sign their recertification application by telephone. ((7 CFR 273.2(c)(4)(iv))
6. Ensure that all available resources are utilized prior to requesting verification from the household. (ACL 20-125)
7. Ensure that the household's income is calculated accurately and entered correctly when determining their eligibility and benefit allotment. (ACL 03-18)

Mystery Calls

1. Ensure that callers can get information about obtaining CF benefits when they call the County Welfare Department (CWD). (ACWDL dated April 20, 2020)

TIMELINESS OF APPLICATION

Three-Day Processing

None.

Thirty-Day Processing

None.

ABAWD – LIMITED SCOPE MODULE FOR WAIVED COUNTIES

Case Reviews

None.

Observations

None.