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Food Stamp Program—Purpose and History

I. Purpose

The purpose of the Food Stamp Program is to promote the general welfare and to safeguard the health and well-being of the nation's population by raising the levels of nutrition among low-income households. And to this end, the Food Stamp Program means to increase the food purchasing power of low-income households.

II. History

A. The Food Stamp Program was mandated by the federal Food Stamp Act of 1964 as an alternative to the Direct Commodity Distribution Program.

It is administered by the United States Department of Agriculture's Food and Nutrition Service through state and county welfare agencies. In California this means the State Department of Social Services and, in San Francisco, the Human Services Agency. Costs of the program are also shared at each level of government.
B. The Food Stamp Program initially offered limited benefits intended as a supplement to low income households to help improve the nutritional level of their diet.

It was also conceived as an aid to the farmer and a stimulus to the American economy. Counties were allowed to choose either the Food Stamp or Commodities Programs and many at first adopted the latter because of lower administrative costs. San Francisco began to operate a Food Stamp Program in September 1966. After the first six months, 5200 households had been certified and of these approximately 3600 had participated (including 665 Non-assistance households).

C. Through a series of federal amendments and reforms, the program has been expanded with increase emphasis on ensuring a full, nutritionally adequate diet for all low income persons in the nation.

The Food Stamp Act of 1971 amended the original law to provide for periodic increases in the amount of coupon allotments to compensate for increases in the cost of living. The Food Stamp Program now serves more persons than any other public aid program.

D. The Food Stamp Act of 1977 implemented the largest change in the program's history beginning with the elimination of purchase requirement in January 1979.

The intent of the Food Stamp Act of 1977 was to:

1. tighten administration of the program and redirect benefits to needier persons;
2. make it impossible for middle income persons to claim enough deductions to qualify for Food Stamps;
3. include more flexible certification procedures for elderly and handicapped persons;
4. encourage the elderly poor and the working poor to participate in the program through the elimination of a purchase requirement;
5. disqualify persons who committed Intentional Program Violation (IPV) from receiving Food Stamps for periods of six (6) to twelve (12) months, or indefinitely;
6. standardize Public Assistance and Non-assistance Food Stamp eligibility requirements.

III. Non-Discrimination

It is the policy of the Food and Nutrition Service and the State Department of Social Services that program benefits shall be extended to all eligible households
without regard to race, color, religious creed, national origin, or political beliefs, age, sex or sexual preference, marital status, or handicap.

Reference: 63-101, 63-203
Confidentiality Regulations

I. General Rule

A. Effective June 1, 1979, state regulations apply to the confidentiality of records maintained by the San Francisco Department of Human Services.

B. Confidential information may be released without the consent of the applicant/recipient only for purposes directly connected with the administration of public social services.

1. This is limited to programs under the California Department of Social Services and the State Department of Health Services.

2. The criteria for determining if the inquiring program is entitled to receive confidential information is whether the program is funded through grants-in-aid through the State.

C. All inquiries for information must be documented in the case record on Form 8002 Record of Contacts. The following must be recorded:

1. date of inquiry;

2. name of the person requesting the information, the agency or department the person represents, unit designation if applicable, and telephone number;
3. the information being requested;

4. worker's response to the inquiry and subsequent action;

5. worker signature.

II. Sources of Inquiry

A. Private Attorneys

Private attorneys are entitled to information pertaining to clients only upon a written release of information document (Form 8014-15 may be used for this purpose) signed by the client. Department staff may not respond as to even the existence of a case record pertaining to any individual without a written release.

When an eligibility worker receives a request from a private attorney, the worker must not release any information and:

1. advise the attorney that s/he must obtain a signed release of information from the client;

2. keep a copy of the release of information for the case record or document receipt of the authorization in the 8002 Record of Contacts;

3. send the release of information along with the attorney's identifying cover letter to the City Attorney's Office.

B. Public Attorneys

Public attorneys, including district attorneys, county counsel, city attorneys, etc., are entitled to confidential information only for purposes connected with the administration of public social service programs.

1. The eligibility worker, unit supervisor or other person from whom the information is requested, must ask about the nature of the legal action pending. In order for information to be released, the legal action must relate to Intentional Program Violation (IPV). Criminal matters not related to IPV are not within the administration of public social service programs.

2. Attorneys representing public agencies have full access to cases involving client lawsuits against the county, state, or federal government.

C. Other Public Agencies

All public agencies connected with the administration of public social services have full access to county records.

These include:
1. persons directly connected with the administration or enforcement of the provisions of federal or federally-assisted state programs which provide assistance on a means-tested basis to low income individuals, and general assistance programs that are subject to the joint processing requirements;

2. employees of the Controller General's Office of the United States for audit examination authorized by any other provision of law;

3. persons directly connected with the administration of the Child Support Program (Family Support Bureau) under Title IV-D of the Social Security Act in order to assist in the administration of that program;

4. employees of the Secretary of Health and Human Services as necessary to assist in establishing or verifying eligibility or benefits under Title II and Title XVI of the Social Security Act;

   **NOTE:** Inquiries from the OASDHI divisions of the Social Security Administration cannot be responded to without a signed release from the client.

5. persons directly connected with the enforcement of the programs which are required to participate in IEVS to the extent the Food Stamp information is useful in establishing or verifying eligibility or benefit amounts under those programs.

D. **Legislative Bodies or Agents**

   Legislative bodies, including the San Francisco Board of Supervisors, the California legislature, and Congress are not entitled to identifying information without a signed release of information from the client.

E. **Schools**

   Confidential information may be released to schools only as necessary for the administration of federally-assisted programs that provide services to individuals on the basis of need, e.g., child care programs where enrollment is related to parental income.

F. **Local, State or Federal Law Enforcement Agencies**

   For the purpose of investigating an alleged violation of the Food Stamp Act or regulations, the officer shall submit a written request that includes the identity of the individual requesting the information and his authority to do so, the violation being investigated, and the identity of the person on whom the information is being requested.

G. **Absent Parents or Relatives**

   Workers may not automatically release information even to absent parents or grandparents. Workers may not even acknowledge that the person/family is on aid.
If an absent parent requests information, the worker must:

1. contact the person(s) receiving aid to secure permission to release information;

2. release approved information to the absent parent only upon verifying the identity of the absent parent.

If grandparents or other relatives inquire about children or families on aid:

1. Record all information pertaining to the inquiry;

2. Convey the recorded information to the caretaker parent, legal guardian, etc.

H. Telephone Inquiries Case information may be given to a client provided the client is able to identify self with case number, complete name, date of birth, Social Security number, etc.

1. An authorized representative (AR) may be given information only if the AR has a signed release from the client. The exception to the written authorization is when the client (who must clearly identify self also) first calls the worker and provides the identifying information of the AR who will be requesting the information. However, a telephone authorization is only temporary and must be followed by a written authorization. If the AR is present with the client, a signed authorization is not necessary.

2. DO NOT GIVE OUT INFORMATION BY TELEPHONE TO PERSONS, SUCH AS FRIENDS, RELATIVES, LANDLORDS, WHO REPRESENT THEMSELVES AS ACTING FOR THE CLIENT OR NEEDING THE INFORMATION.

I. Child Sexual Abuse or Neglect Inquiries Child sexual abuse or neglect inquiries from Department of Social Services Comprehensive Emergencies Services personnel (Juvenile Court) must be answered. (All-County Letter #86-36).

J. Custody Investigation Inquiries Custody investigation inquiries from the Domestic Relations Investigators of the Superior Courts, guardianship investigators of the same courts, and Juvenile Probation Officers in the Special Services Division of the Juvenile Court may be received. In order to respond to these, the investigator must provide a signed release of information form.
K. Inquiries Regarding Confidentiality Regulations

Questions regarding the laws governing confidentiality of information must be directed to the unit supervisor or section manager, who may contact the Deputy City Attorney.

III. Client Access to Case Records

A. Clients may examine their own case records.

When a client comes alone to the office, his/her request to view the case record may be granted. If the client comes to the office with another person, the client must give written consent for the other person to review the record.

B. If another person other than the client requests to examine the client's case record, and this person is a responsible member of the household, the current AR, or is acting in behalf of the household, the request must be in writing and must contain the client's authorization.

This person must also provide identification. The following is also true when the client is to review his/her own case:

1. Do not leave the person alone with the case record.

2. Remove confidential information, e.g., names of individuals who may have given information about the household without the household’s knowledge, or the nature or status of pending criminal prosecutions.

IV. Subpoenas

ALL SUBPOENAS MUST BE BROUGHT TO THE ATTENTION OF THE UNIT SUPERVISOR IMMEDIATELY UPON RECEIPT.

A. Administrative Subpoenas

Administrative subpoenas will normally be from the state or Health and Human Services. Find out what agency is involved and what the purpose of the subpoena is. If it is related to the administration of the program, then it is permissible to provide the case record.

B. Court Subpoenas

1. If one party in the case is the City and County of San Francisco, refer to the DHS City Attorney.

2. If the subpoena is on behalf of a minor, refer to the DHS City Attorney.

3. Civil Litigation (Mary Doe vs. John Doe)—Determine who is requesting the case. If a client is subpoenaing his/her own record, it is permissible to provide it, otherwise the record is protected by law and should not be
released. If the attorney persists, refer the case to the DHS City Attorney. Such litigation is often between spouses or involves a personal injury action.

4. **Criminal Proceedings** (People vs. John Doe)—These subpoenas will be resisted by DHS unless they pertain to Intentional Program Violation (IPV) prosecution. In those cases where the client is the defendant and is requesting his/her own record, the subpoena should be honored.

C. Procedure in Case of Subpoenas

1. Notify the immediate supervisor;

2. Photocopy the subpoena;

3. Give the original to the DHS City Attorney and inform him/her of any action that should be brought to the attention of that office;

4. File the second copy in the case record.

V. Public Access to Regulations

Food Stamp clients have the right to examine the State Food Stamp manual and any other manuals or books of regulations or laws in the welfare offices. Non-assistance Food Stamp clients may ask their workers to make available the regulations.

VI. Presence of the Media in the Office

Persons who come to any welfare office as applicants or clients have the right to anonymity. It is the responsibility of all DHS employees to see that this right is respected.

1. Reporters, camera-persons, and interviewers must obtain permission from the Executive Director's Office before they can operate in the welfare offices.

2. Employees should question persons they observe filming or interviewing to ensure they have been authorized to do so.

3. Notify the Assistant Director's Office of the media's presence. The Assistant Director will then consult the DHS Public Information Officer.

Reference: 63-201.3
Household Classification and Office Locations

I. Household Classification

Food Stamp households are classified as described below. It is important that the household classification be properly coded since this affects program funding, and through cost containment, allocations for staffing.

A. Public Assistance (PA) The household is a Public Assistance household when all household members receive federally eligible CalWORKs.

B. Mixed The household is "mixed" when one or more member(s) receive federally eligible CalWORKs and one or more member(s) do not.

C. Non-assistance (NA) The household is Non-assistance when no household member receives federally eligible CalWORKs. This includes households where all members receive state-only CalWORKs (there is no federal participation in the CalWORKs grant).

D. Refugee Cash Assistance (RCA) These households are classified as RCA separately from all other categories although they may be PA, NA, or Mixed.

II. Food Stamp Office Locations

A. Non-assistance and CAAP Households

Apply for Food Stamps at 1235 Mission Street.

B. Public Assistance and Mixed Households

Apply for Food Stamps at 170 Otis Street.

C. Refugee Cash Assistance Households
Apply for Food Stamps at 170 Otis Street.
I. Introduction (63-300)

The application process includes filing and completing an application form, being interviewed, and verifying certain information.

A. Prompt action must be taken on all applications and benefits must be provided retroactive to the date of application for eligible households.
See Sec. 83-1.

B. Expedited service is available to households in immediate need.

See Sec. 83-4.

II. Filing/Withdrawing the Application (63-300.3)

A. Filing the Application

Food Stamp applications are filed by submitting the forms to the FS office in person, through an authorized representative, by mail, electronically or by fax, if available. Faxed and electronic signatures are acceptable.

1. Inform the household that an interview is not necessary before filing the application, but that certification is contingent upon a face-to-face interview. (There are some exceptions; see item VII regarding interview waivers.)

2. Inform the household at the time of application that information available through IEVS will be requested, used, and may be verified through collateral contacts when the Eligibility Worker (EW) discovers discrepancies. Notify the applicant that this may affect eligibility and level of benefits.

3. For applications that are mailed, faxed or sent electronically, the application date is considered to be the date the office receives the application.

The date the application is received can be determined by:

a. The date stamped by clerical staff when the application is received by mail.

   **NOTE:** If there is no date stamp on the application, the date the worker receives the application will be considered the application date.

b. The date on the transmittal sheet when the application is faxed.

B. Withdrawing the Application

The household may withdraw the application at any time before eligibility is determined.
1. Document in the case record the reason for withdrawal, if any, and that contact was made with the household to confirm the withdrawal.

2. Inform the household that it has the right to reapply at any time after the withdrawal.

III. Application Forms (63-300.2)

All applications for Food Stamps shall be made on uniform state application forms.

A. The mandatory application forms are:

1. **Food Stamp only households:** DFA 285-A1; DFA 285-A2 and; DFA 285-A3.

2. **CalWORKs/CAAP and Food Stamp households:** SAWS 1 or Form 2133 and DFA 285-A1; SAWS 2 or DFA 285-A2 and; SAWS 2A or DFA 285-A3.

   **NOTE:** Other forms may be required in addition to the mandatory forms listed above.

B. Non-assistance Food Stamp households applying at 1235 Mission St. complete 2 application packets.

1. The first packet is entitled **Application Procedure A** and contains:
   
   a. Form 2100, **CAAP/FS Clearance**;
   
   b. Form 8072, **Language Service Needs - Coversheet**;
   
   c. Form DFA 285-A1, **Application for Food Stamps**; which must be completed by the applicant.
   
   d. Information forms regarding ADA accommodations, fingerprint and photo imaging, etc.

2. The second packet is entitled **Application Procedure B** and contains:

   a. Form DFA 285-A3, **Your Rights and Responsibilities**;
   
   b. Form FS-22, **Applying for Food Stamp Benefits**;
   
   c. Form FS-23, **How to Report**;

3. Workers will bring Form DFA 285-A2, Statement of Facts, to the interview with them.

C. PA households applying for Food Stamps and CalWORKs at the same time use the joint application forms:

1. SAWS 1 Coversheet/Application
2. SAWS 2A Important Information
3. SAWS 2 Statement of Facts
4. FS 8/FS 9 Important Information.

D. Non-assistance households applying at other locations may use application packets specific to the site.

IV. Voter Registration

Workers must provide the following voter services to clients at initial application, recertification and changes of address:

- Offer a Voter Registration Interest/Declination Form;
- Offer a Voter Registration Form, if the client is interested;
- Provide assistance in completing these forms, if requested;
- Accept and place completed Voter Registration Application Forms in the inter-office mail bin, and Support Services will forward them to the County Registrar of Voters; and
- Inform applicants/recipients that receipt of benefits is not linked in any way to the individual’s decision to register or not register to vote.

If the client declines to indicate whether s/he wishes to register or that s/he will complete the Voter Registration Form at a later time, the Voter Registration Interest/Declination Form should be completed as a declination to register.

V. Head of Household (63-402.5)

A. The head of household (the person in whose name the application is made) may be the husband, wife, or any responsible household member designated by the household.

This adult may be an SSI recipient or an ineligible non-citizen.

B. The household may designate any payee such as:
1. Any adult responsible for the minors who make up the household;

2. A responsible minor when the household is composed entirely of minors and has no adult member to act in its behalf.

VI. Authorized Representative (AR) (63-402.6)

The head of the household, spouse, or any other responsible member may designate an authorized representative (AR) to act on the household's behalf. Any written statement may be used to designate the AR; it must be signed by the head of household or the spouse, or other responsible member. The identity of the AR must also be verified. (See item VI below for information on AR restrictions.)

A. An adult non-household member may be designated as AR for certification purposes only if:

1. The AR has been designated in writing by the head of household, or the spouse, or another responsible household member;

2. The AR is an adult sufficiently aware of the household's circumstances.

B. There are three ways the AR may represent the household:

1. Applying for Food Stamps—The head of household or the spouse should complete or review the application even though another member of household or the AR will be interviewed.
   
   a. The EW must inform the household that the household is held liable for any incorrect information given by the AR (except when the AR is a staff member of an alcohol/drug rehabilitation center).

   b. An AR that is applying on behalf of a household is documented in CalWIN. Enter this information in the Collect Authorized Representative Detail window

2. Picking up the EBT Card—The AR who is to purchase the food for the household should be designated at the time of application in order to be identified on the EBT card.

3. Buying Food With the EBT Card—The household may authorize the AR to use the household's EBT card in order to purchase food for the household.
C. Emergency Authorized Representative

The household may appoint an emergency AR when neither the household nor the regular AR is able to pick up the coupons.

A household may be permitted to designate an Emergency AR to obtain the household's allotment when none of the persons in the case is available. The EW:

1. Prepares Form 6009, Emergency Authorized Representative Form, for the household and emergency AR to sign.

2. Verifies the identity of the Emergency AR, taking copies of the Emergency AR's driver's license and social security card, if possible.

3. Completes Form 6102, EBT card request, and gives it to Distribution.

4. Files a copy the 6009 in the case folder. The Emergency AR picks up the EBT card from Distribution.

   a. The emergency AR must have proper ID before the EBT card can be issued.

   b. The household may terminate the Emergency AR's access to the EBT card when no longer needed.

VII. AR Restrictions (63-402.63 - 63-402.651)

The following restrictions apply to ARs.

A. City and County of San Francisco Human Services Agency (HSA) employees and food retailers authorized to accept EBT cards may not be AR's without specific written approval of the Section Manager and only if the senior supervisor determines that no one else is available.

1. Written requests for food retailers or any HSA employee to act as ARs are forwarded through the unit supervisor to the senior supervisor.

2. The request must include a written justification and the senior supervisor's signature.

B. An individual disqualified for Intentional Program Violation (IPV) may not act as AR during the disqualification period, unless s/he is the only adult member of the household and the EW has determined that no one else is available.
1. The EW must determine separately as to whether the IPV disqualified person is needed to apply for the Food Stamps benefits, get the EBT card, or use the EBT card to buy food for the household.

2. If the EW is unable to find someone to buy food for the household regularly, the IPV disqualified person may act as AR to buy the food.

C. Meal providers for the homeless shall not be allowed to act as AR for homeless households.

D. The household's case record must list the names of all designated ARs.

E. There are no limits as to how many households an AR may represent. When an AR has access to a large number of EBT cards, the EW must ensure that:

1. The household(s) freely requested the aid of the AR;

2. The household's circumstances have been correctly represented;

3. The household is receiving the correct amount of benefits;

4. The AR is using the EBT card properly.

F. Whenever an EW suspects that an AR is not using the EBT cards properly, this must be reported to FNS and the state DSS.

The provisions below are not applicable when it involves state-licensed drug/alcohol treatment centers or group living arrangements.

1. If the EW has evidence that an AR misrepresented a household's circumstances, knowingly gave false information about the household, or used the EBT cards improperly, that AR may be disqualified from acting as an AR for up to one year.

2. A notice must be sent to the household and the AR 30 days before the date of disqualification. The notice must include the proposed action, the reason for disqualification, the household's right to a fair hearing, the telephone number of the office, and the person to contact for information.

VIII. Interviews (63-300.3 - 63-300.4)

A. Basic Requirements
All households applying or re-applying, including those who submit applications by mail, fax or electronically, must have a face to face interview with an EW, in a Food Stamp Office, except when a face to face interview is waived. A face to face interview is also required for re-certification.

1. The person interviewed may be the head of household, spouse, another responsible household member, or an AR.

2. The person interviewed may bring any person he or she chooses to the interview.

B. Face to Face Office Interview Waiver (No Option)

The face to face office interview shall be waived if the household requesting the waiver is not able to appoint an authorized representative and the household members are mentally or physically disabled. The face to face interview is not required if the household consists of only elderly or disabled members with no earned income. For these households, the face to face interview shall be done by telephone. If the household does not have access to a telephone, the interview shall be done by a home visit (See item D, below).

C. Case-By-Case Waivers of the Face to Face Interview

Waive the face to face office interview for any household that is not able to come to the office due to transportation difficulties or similar hardships. Always use Form 8002 to or narrate in CalWIN document the reason for granting or denying a waiver.

Hardships include, but are not limited to:

1. Illness

2. Care of a household member

3. Prolonged severe weather

4. Work hours that prevent an office interview

D. When a Face to Face Office Interview Is Waived

When a face to face office interview is waived, the application can be processed through a telephone interview or a home visit. Home visits are done only if the visit has been scheduled with the household in advance.
1. **There is no exemption from verification requirements.** A collateral contact may be substituted for documentary evidence so the household may receive benefits in a timely manner.

2. The length of the household's certification period must not be affected.

3. There is no limit to the number of times a household may be certified through telephone interviews or home visits, but the case record must be documented each time the face to face office interview is waived.

### E. Scheduling Interviews

**Intake interviews must be scheduled as promptly as possible** so the household has the opportunity to participate within 30 days after the application is filed.

1. **If the household fails to show for the application interview,** speed letter DFA 386 Notice of Missed Interview (NOMI) will be sent to the client.

2. **The household may request another interview** within 30 days of the application date.
   
   a. If the household does not contact the department within 30 days, the application is denied.

   b. If the household contacts the department within 30 days of the application date, reopen the case without a new application and if the applicant is determined to be eligible the eligibility worker must issue prorated benefits from the date of application.

3. **Document in the case record each time the household fails to show for an interview,** using Form 8002, Case Narrative.

### F. EW Interview Requirements

The EW should not simply review what is on the application but must **clarify incomplete or unclear information** and **document any changes** that occurred between the time the application was filed and the date of the interview.

**IMPORTANT:** The household should be made to feel at ease, and privacy and confidentiality must be respected at all times.

The EW must:
1. **Limit the interview content** to only information relevant to Food Stamp eligibility.

2. **Review every item** on the application for completeness and accuracy to ensure the information is consistent with:
   
   a. Information provided by the applicant during the interview;
   
   b. Other information in the case history, if applicable;
   
   c. Other information known to the EW.

3. **Notify the applicant in writing** that information available through IEVS will be requested, used, and may be verified through collateral contacts when discrepancies are discovered, and that such information may affect eligibility and level of benefits.

4. **Advise the applicant of the household's rights and responsibilities**, including but not limited to:
   
   a. A full explanation of the Food Stamp process, the time standard for processing the application, and how long it will take for the applicant to receive the EBT card
   
   b. The stagger date schedule. Explain the function of case numbers.
   
   c. The availability and amount of the SUA, LUA and TUA.
   
   d. The household's reporting responsibility. Explain the use of the QR7 and the DFA 377.5.
   
   e. The household's right to a state hearing.

**IX. Normal Processing Standard (63-301.1 - 63-301.2)**

**A. Thirty Day Standard**

Eligible households that complete the initial application process must be provided the opportunity to participate as soon as possible but not later than 30 calendar days following the date the application was filed.

**B. Opportunity to Participate**
1. An opportunity to participate consists of providing households with EBT cards and having the Food Stamp outlet open and available for the household to transact the benefits.

2. For Direct Mail households, the EBT card must be available before the 30-day standard expires.

**NOTE:** When households apply for benefits on or after the 16th of the month, the pro-rated benefit for the first month and the full benefit for the next month will be credited in the EBT card. The total amount will be available to the household immediately upon approval.

X. Denying the Application (63-301.3 -.4)

Ineligible households shall be sent a notice of action denying their application as soon as possible but not later than 30 days following the date the application was filed.

**A. A household shall not be denied due to failure to cooperate when the person(s) who fails to cooperate is outside the household.**

Excluded household members are not considered to be "outside the household" for this purpose.

**B. If the household fails to appear for the scheduled interview:**

1. Applications at 1235 Mission
   
   a. Transfer the case to V006.
   
   b. V006 will request Speed Letter DFA 386, Notice of Missed Interview (NOMI), which will be sent to the client.
   
   c. V006 will hold the case for 30 days from the application date.
   
   d. If the household does not reschedule the interview within the 30 days, V006 will deny the case and send a notice of denial for a missed interview,( DFA 377.1A with a reason code of FAN 207).
   
   e. Reopen the case without a new application if the applicant makes an office visit anytime within the 30-day application-processing period.

2. Applications at outstation locations

   The EW will:
a. Hold the case for 30 days from the application date. If the household does not reschedule the interview within that time, close the case.

b. If the household does not reschedule the interview within the 30 days, deny the case and send a notice of denial for a missed interview.

c. Reopen the case without a new application if the applicant makes an office visit anytime within the 30-day application-processing period.

C. When a household is interviewed and the EW requests the necessary verifications on the same day the application was filed but the household fails to provide the verification:

1. The application may be denied on the 30th day provided the EW assisted the household in obtaining the verification.

2. A new application must be filed should the household still wants Food Stamps. (See items D. and E. (following) regarding delayed actions.)

D. Delayed Actions

When a household's eligibility has not been determined by the 30th day due to a delay, it is necessary to determine who caused the delay. Delays that are the fault of the household result in the household losing its entitlement to benefits for the month of application.

1. Fault of the Household - A delay is the fault of the household if the household did not complete the application process even though the EW did all that is required to assist the household.

2. Fault of the Department - If the EW failed to assist the household appropriately, the delay is considered to be caused by the department. (See item IX. F.)

E. Delays Caused by the Household

If by the 30th day of the application processing period, action has not been taken on the application due to the fault of the household, the household loses entitlement to benefits for the month of application.

1. The delay is the fault of the household if:
a. The household **failed to appear for the application interview, but requests a second interview** and:

1) **Postpones** it, OR

2) The household **did not reschedule** until after the 30th day following the application filing date.

**NOTE:** The household must appear for the interview, bring the verification and register the members for work by the 30th day, otherwise the delay is the fault of the household.

b. The household **misses both scheduled interviews** as described above and requests another interview, any delay is the fault of the household.

c. The household **does not provide required verification**, was given appropriate assistance by the EW and had at least 10 days to provide the verification. (See item IX. F.)

2. If the application is denied or pended, the household must be notified of what they must do to reactivate or complete the application.

a. The household must also be notified that if the necessary action is taken within 30 days of the date of the denial or pending notice, a new application is not needed.

1) If the household **does not take the required action within 60 days** following the date the application was filed, the case can be denied without further notice to the applicant.

2) If the case had been **pended for verification and the verification is not provided** within 30 days of the date of the request, the case can be denied without further notice to the household.

b. **If the household does not take action** within 30 days of the date of the denial or pending notice, a new application must be submitted.

c. **If the household responds and is found eligible** during the second 30-day period, benefits begin the first of the month following the month of application.

d. **If the household is found ineligible** during the second 30-day period, a notice of denial must be sent to the household.
3. If the household is found eligible, and the delay was the household’s fault, benefits begin the first of the month following the month of application.

F. Delays Caused by the Department

If the EW is at fault for not completing the application process by the end of the second 30-day period, and the case is otherwise complete, the EW must continue to process the original application until a determination is made.

1. For households that did not complete the application form, the EW must have offered or attempted to offer help in completing it.

2. In cases where verification is incomplete, the household must have been given the FS 8; help when required (e.g., substituting a collateral contact or home visit when documentary evidence is unavailable); and sufficient time to provide the verification (10 days from the date of initial request).

3. If the household is found eligible, and the delay was the department’s fault, the household is entitled to benefits retroactive to the date of application.

4. If the household is ineligible, the household is denied and must be provided a notice of denial.

5. If the department is at fault for not completing the application process by the end of the second 30-day period, and a determination cannot be made as a result, the household must be sent a notice advising them of what is necessary to complete the process and that they may be eligible for retroactive benefits.

   a. Allow the household at least 10 days to take the action required. If the case was pended for necessary verification for 30 days following the date of the initial request for verification, and the verification is not received by the 30th day, deny the application without further notice to the household.

   b. If the household does not take the required action on the notice that the application is pending, deny without further notice to the household.

Xl. Public Assistance (PA) Households (63-301.6)
Food Stamp eligibility and benefit levels for PA households are based entirely on Food Stamp eligibility criteria (except for categorically eligible households) and must be certified according to the notice, procedural, and timeliness requirements of the Food Stamp regulations.

A. Applying For Aid

When PA households apply for aid, the application is considered a request for Food Stamps and a separate application is not required. If, however, the household says it does not want Food Stamps, a signed statement to this effect may be entered on the SAWS 1, or check the appropriate box on the SAWS 2 or DFA 285-A2.

B. Eligibility Determination

The Food Stamp portion of the eligibility determination may be delayed up to the end of the 30-day processing standard if the household is not eligible to expedited service and appears to be categorically eligible.

1. If the PA determination is made within the 30-day processing standard and the household is categorically eligible, issue FS benefits for the initial month from the date of application. Please note that FS benefits must not be given for any month in which the household is determined ineligible for PA unless the household is eligible as a non-assistance (NA) household.

2. If the PA determination is not made by the 30th day, the application must be processed as a NA case. Please note that a potentially categorically eligible household cannot be denied until the 30th day.

3. If a potentially categorically eligible household is denied for Food Stamps and is later determined eligible to PA, issue FS benefits using the original application and any pertinent information that occurred subsequent to that application.

   a. Do not re-interview the household, but update the application using available information or contact the household through the mail, telephone or AR.

   b. Any changes must be initialed and the updated application signed by an authorized household member or AR.

   c. Prorate benefits for the initial month from the date PA benefits are effective or the date of the original Food Stamp application, whichever is later.
4. Anticipate with reasonable certainty the **amount and date of receipt of initial PA payments**.

   a. Initial PA payments include the first month's basic grant and any immediate need or other PA payments that were issued before the first month's basic grant was authorized.

   b. If a PA payment will not be received until the following month, vary the household's benefit level according to the anticipated receipt of the payment and send the household a notice of action that this is being done.

   c. If the amount or date of receipt cannot be anticipated with reasonable certainty at the time of determining Food Stamp eligibility, handle the PA payment as a change in circumstances.

      1) It is not necessary to send a notice of adverse action if the PA payment reduces, suspends, or terminates Food Stamp benefits as long as the household was told beforehand that the receipt of the PA payment could reduce, suspend, or terminate its FS benefits.

      2) The household may be terminated if the household is not categorically eligible.

5. Disregard as lump sum payments the portions of initial PA payments that are intended to **retroactively cover a previous month**.

**XII. Categorically Eligible PA Households (63-301.7)**

Any household, with the exception of those listed below, in which all members are Federally eligible and receive or are authorized to receive PA benefits, is considered eligible to Food Stamps because of the household members' status as PA recipients. In addition, households subject to **retrospective budgeting** that have been suspended for PA purposes, or that receive zero benefits, shall be considered categorically eligible.

**IMPORTANT:** CFAP participants are not categorically eligible. (See item **XI. E.** below.)

**A. Do not consider a household categorically eligible if:**

   1. Any member is disqualified for IPV; or

   2. The household fails to comply with monthly reporting responsibilities.
B. Accept the following eligibility factors for Food Stamp eligibility without verification:

1. Resource, gross/net income limits
2. Social Security Number information
3. Sponsored non-citizen information
4. Residency

C. Verify the following only when questionable:

1. The household contains only Food Stamp eligible members who are PA recipients;
2. The household meets the definition of household (see 81-1);
3. The household includes all persons who buy and prepare food together in one household regardless of whether or not they are separate units for PA.
4. The household has not been disqualified or does not include disqualified persons.

D. The following persons do not affect the eligibility of an otherwise categorically eligible PA household:

1. Ineligible non-citizens
2. Ineligible students
3. SSI recipients
4. SSN disqualified persons
5. Persons institutionalized in an unauthorized facility
6. Household members disqualified for failure to comply with work requirements.
7. CAAP recipients receiving benefits from a CAAP program appropriate for categorical eligibility.

E. Households with CFAP members
If a household consists only of members who are all otherwise categorically eligible, but some of the members receive state-only California Food Assistance Program (CFAP) benefits, the CFAP members are not considered part of the federally eligible food stamp household for CE purposes.

XIII. Categorically Eligible CAAP Households (63-301.8)

Any household in which all members are Federally eligible and receive or are authorized to receive CAAP benefits is considered eligible to Food Stamps because of the eligible members' status as CAAP recipients.

IMPORTANT: CFAP participants are not categorically eligible. (See item XII. E. below.)

A. Accept the following eligibility factors without verification:

1. Resources (except resource transfers)
2. Gross and net income limits
3. Sponsored non-citizen information

   NOTE: Sponsored non-citizens must continue to cooperate in providing sponsor information as specified in Sec. 82-9.7, I., B - C.

4. Residency

B. A household is not categorically eligible if the household:

1. Refuses to cooperate in providing information necessary for determining eligibility or for completing any subsequent review of eligibility;
2. Is not eligible under striker regulations;
3. Knowingly transfers resources in order to qualify for Food Stamps

C. Do not include the following persons as members in an otherwise categorically eligible household:

1. One who has been IPV disqualified
2. One who has been disqualified for not complying with work requirements
3. One who fails to provide or apply for an SSN
4. Ineligible non-citizen
5. Ineligible student
6. SSI recipient
7. Anyone institutionalized in a non-exempt facility

D. Households with CFAP members

If a household consists only of members who are all otherwise categorically eligible, but some of the members receive state-only California Food Assistance Program (CFAP) benefits, the CFAP members are not considered part of the federally eligible food stamp household for CE purposes.

E. Households with earnings or in zero-grant status for CAAP due to excess earnings, continue to receive a $10 allotment even if their income exceeds normal FS gross/net income limits.

XIV. Modified Categorical Eligible (MCE) Households (ACL 09-24)

Beginning July 1, 2009, a new program of Modified Categorical Eligibility (MCE) for Food Stamps has been implemented. The MCE households are exempted only from FS Resource Test, but are still required to meet all other FSP eligibility requirements. Therefore, workers no longer need to act on resource information to the MCE households. To become a MCE household, the household must:

- Have child(ren) under 18 who Prepare and Purchase Food together (regardless of SSI, citizenship, relationship status), and
- Have received brochure Pub 275 - Family Planning. Providing the Pub 275 is a service funded by TANf/MOE (Maintenance of Effort). The brochure contains information on locating family planning services providers and the benefits of family planning services available to assist households in need.

Unless the household has already received a Pub 275, workers should provide the Pub 275 to households with a child under 18 at intake and recertification or at such time it is discovered that such a household is ineligible solely due to excess resources.

**Summary of MCE**

**Child**

- Must be under age 18 upon determining MCE status.
Must be a member of the household, regardless of relationship or lack of relationship. A child qualifying the household for MCE can also be on SSI or be undocumented.

**MCE Status**

- Remains unchanged until the upcoming recertification even though the only child turns 18 or moves out during mid-year.

**Reporting**

- Resources must be declared, including at intake, recertification, and on the QR7. Workers do not need to verify the declared resources while the household retains status as MCE.

**Expedited Services**

- The exempted resources from MCE are countable to the ES determination.

**XV. Mixed Households (63-301.9)**

Mixed households are those in which some, but not all are in the PA assistance unit. **These households are not considered categorically eligible to Food Stamps.** Mixed households must meet the FS gross and net income standards.

**NOTE:** Exclude any resource of FS household members receiving PA. If a resource is held jointly by a member who is receiving PA and one who is not, exclude the amount that was counted when the PA eligibility was determined.

1.
Guidelines for Return of Intake Cases

I. Case Returns from Carrying to Intake

Before returning any case, the receiving supervisor should call or meet briefly with the appropriate supervisor if possible. This helps to resolve minor errors or misunderstandings quickly and efficiently. This is particularly useful for identifying patterns of errors or omissions that often require a simple re-entry or correction, and helps to prevent rejecting cases for minor issues.

A. Time Frames

Cases may be returned to the intake unit within six working days after receipt within the same building. Cases from outstations are allowed seven working days after receipt. Subsequent returns should also be returned within six or seven days. The first day of the review period is the day the case is received in the unit. If necessary, these dates may be confirmed by clerical transmittal lists.

In exceptional circumstances, supervisors may return cases outside of these time frames, but only with the review and approval of both intake and carrying senior supervisors.

B. Case Return Memo - Form 6005

The receiving unit supervisor completes a Case Return Memo (Form 6005) when returning a case. A copy of the 6005 must be sent to both senior supervisors. If the unit supervisor is absent, an eligibility worker or designated worker may complete the form.

1. Form 6005 must list all reasons for returning the case. Once the necessary corrections have been made by Intake, the case cannot be rereturned due to problems that were not listed on the initial return. If a new
error needing correction occurs after the case has been returned to the intake unit, the case may be returned again to correct the new error.

2. To the extent it is possible to do so, include citations from the Handbook, PIMs and/or from the Food Stamp Manual when returning a case.

3. Returns should emphasize error prevention and eligibility factors. Minor clerical errors and/or other inconsequential errors should not result in a case being returned.

4. Cases should not be sent back and forth over and over for the same reason with no resolution between the intake and carrying supervisors. If there is an impasse, the supervisors should discuss the case with one another and after that consult with the section managers.

II. Case Return Guidelines

A. Reasons For Which Cases May Be Returned

Cases can be rejected for one or more of the following reasons:

1. Incorrect Food Stamp allotment due to incorrect budgeting or budget entries, including household composition.

2. Case transferred after the 11th calendar day of the month without the appropriate QR7 or without a QR7 that is processed correctly. Cases transferred after the 11th calendar day of the month must have the QR7 on file or be in X status.

3. A major documentation error or omission (on the DFA 285 A2 or 8002 Record of Contact or missing a CalWIN narrative) that makes the Food Stamp eligibility of the household questionable. All questions on the DFA 285 A2 must be answered, and the County Use Only section must be completed with clear documentation.

4. An eligibility factor that requires verification that is not on file or requested. For verification requirements, refer to 80-5 and FS Manual 63-300.5. Any eligibility factor for which verification is not normally required must be verified if questionable.

5. Lack of clear and concise narrative on 8002 form or in the narrative in CalWIN when necessary. Narratives are required whenever information in the file or on the DFA 285 is unclear, inconsistent or questionable. Pre-printed 8002s are acceptable for drug & alcohol rehabilitation cases, but in some cases only the original narration by the worker will provide
sufficient information. Narration is important in situations such as the following:

   a. Expenses, such as shelter, exceed known income.
   b. Recent ID indicates residence out of county.
   c. Client has no known means of support prior to application.
   d. Client’s identity has been established by a “preponderance of evidence” such as various documents, collateral contacts, etc.

6. Incorrect entries such as SS#, DOB, wrong addresses, certification periods of a length not permitted by regulations, etc. Cases should not be returned due to minor errors that could be easily fixed.

7. Required forms are missing or lacking signatures where required.

8. The CA 63 was not initiated for IEVS discrepancies.

9. Incorrect/untimely budgeting of CAAP grant amount when grant has been authorized before date of transfer.

   NOTE: CalWIN sends alerts to workers when CAAP grant is budgeted. Workers should make the correct determination whether or not to include the grant in the Food stamps budget taking into account the details such as 10 day notices and QR7 cycles.

10. QC errors and QA dollar errors and “unable to determine” findings that have not been responded to. Overissuances must be referred to Overpayments Unit.

11. IEVS printouts not in case file. Other residents must be accounted for in determining household composition and eligibility. CalWIN printout of address clearance needed.

12. SFIS reports must be on file, with initial resolution completed.

B. Cases Returned By Clerical Staff

   Clerical staff may return cases to Intake for incorrect status like closed cases being transferred to Carrying.

III. Special Situations

A. ABAWD
Intake cases must be currently eligible under ABAWD rules, and may be returned if client is not eligible based on ABAWD status. Also, the intake EW is responsible for correct ABAWD tracking since the most recent intake. If there is a tracking problem because the previous worker failed to update tracking, the intake and carrying supervisors should come into an agreement as to how best to resolve the problem. While under the ABAWD waiver, there will be no rejections due to ABAWD.

B. MEDS Problems

MEDS or CDB problems are referred to the MEDS coordinator for correction. Cases cannot be returned to Intake due to MEDS problems. In the absence of a MEDS coordinator, consult your supervisor.

C. FRED and SIU Referrals

Intake workers are responsible for clarifying inconsistent, unclear, and questionable information. However, cases generally cannot be returned due to lack of FRED or SIU referrals based on suspected fraud, unless there are clear indications of potentially fraudulent receipt of Food Stamps. Normally, if Intake has not done a FRED or SIU referral and the carrying unit does not agree, the carrying unit should initiate the referral.

D. Supervisory Review.

Supervisors agreed to include Supervisory review form in the case. Carrying supervisors will review those cases coming from intake that have not been reviewed by the intake supervisor. The cases must be reviewed by Intake Supervisors as a priority are: income, family, and non-citizen cases.
Statewide Fingerprint Imaging System

I. SFIS Overview

II. Forms and Attachments

III. Exemptions and Postponements

IV. Intake Duties and Responsibilities

V. Carrying out Duties and Responsibilities During One-year Conversion

VI. SFIS Imaging Staff

VII. Searches, Matches, and Resolution

As of May 2000, most Food Stamp applicants and recipients in San Francisco must provide fingerprint and photo images as a condition of issuance of Food Stamp benefits. This is to prevent the use of fraudulent ID and/or receipt of duplicate aid. The California Department of Social Services has implemented this system, known as the Statewide Fingerprint Imaging System (SFIS), in all 58 counties.

In accordance with Section 10830 (d) of the Welfare and Institutions Code, these fingerprint and photo images can only be used to prevent or prosecute welfare fraud. Staff must inform clients that these records shall not be shared with other law enforcement or the Immigration and Naturalization Service, and are kept strictly confidential.

I. SFIS Overview

Each SFIS record represents a person who has applied for one or more of the State's welfare programs. All applicants/recipients entered into SFIS are assigned a Client Index Number (CIN); each record is unique and will remain in the system indefinitely. The system collects identifying information (e.g., name, SSN, DOB, etc.), a fingerprint and photo image. This information is then compared to the known database, persons not known to the system are added, and findings are reported to the eligibility worker.
SFIS images are used to prevent the use of another’s name and identity, or the receipt of aid on more than one case or in more than one county at one time.

**A. Who Will be Fingerprinted and Photo Imaged**

Unless otherwise exempt, the following persons are subject to fingerprint and photo imaging before benefits are issued (See Section III. for a listing of exemptions):

1. All adult FSHH (Food Stamp Household) members who are eligible for Food Stamps.
2. HH members who are under the age of 18 and applying for Food Stamps for themselves as a separate HH.
3. Authorized representatives (AR must be finger/photo imaged only when no other member of the HH is required or able to be imaged or photographed). If the only eligible HH member is a minor, one excluded parent (natural or adoptive) or stepparent will be fingerprint/photo imaged as a de facto authorized representative.

**B. When Imaging is Required**

Imaging is required at intake and restoration. If a client has been imaged at intake, there is no need to image at recertification.

**C. Where Imaging Takes Place**

Fingerprint and photo images are taken at 1235 Mission Street in the Fingerprinting Room. Persons who apply at 1440 Harrison Street will have fingerprint and photo images taken at that site. CalWORKs will do fingerprint and photo imaging at 170 Otis Street until 7:00PM Monday through Friday. If a NAFS HH member is unable to come to the office for imaging during normal business hours, s/he may go to 170 Otis Street for imaging.

The State is supplying San Francisco with two laptops that will be available to take fingerprint and photo images at off-site facilities.

**D. Types of Searches**

1. **Normal** This type of imaging transmits search data to the eligibility worker within one calendar day, and is used on almost all intakes.

2. **Priority Search** This type of imaging transmits search data for online display and print to fingerprint imaging staff within an average of 15 minutes. Use only if issuing Expedited Services and fraud is suspected.
3. Conversion. This process is only for carrying cases during the one-year conversion process, and returns a SFIS printout to the EW within 7 calendar days.

E. SFIS for CAAP Companion Cases

Effective June 1, 2000, SFIS replaces AFIRM as the CAAP intake fingerprinting system. At intake, applicants who have been imaged by one program and subsequently applies for the other program will be imaged again for correct CalWIN entries. EWs from both programs will be responsible for verifying that the client complied with the SFIS requirement by checking the correct entries in CalWIN.

II. Forms and Attachments

A. Fingerprint Referral Form (Form 6120)

EWs use this form to specify the type of imaging process, note an exemption or postponement (if any), and list a CAAP companion case. When referral is made, keep and file bottom copy only. This copy may be discarded once imaging is completed or verified through CalWIN. Fingerprint imaging staff complete the form and return one of the copies to the EW indicating the result of the referral.

NOTE: Write person number in the space after "case number" in part "A" if other than person 01 (e.g., 02, 03, 04 etc.).

B. Fingerprint Imaging Exemption (Form 6120A)

Fingerprint imaging clerks give this form to clients whom they temporarily exempt from the imaging process. This informs clients that they are temporarily exempted from the imaging process, and must comply with imaging requirements within sixty (60) days or their Food Stamps will stop. Clients may also use this form to enter the building and complete the imaging process at a later date (See IV. A. and V. A.).

C. Collect Finger Print Imaging Detail Window

Entries in this window indicate postponements, exemptions, or that the imaging process is complete.

These codes are most often entered by SFIS staff; EWs may enter them if they determine a HH member is exempt from the imaging process.

III. Exemptions and Postponements
A. Permanently Exempt

1. HH members who provide proof of a medically verified disability that makes them unable to comply with SFIS requirements.

2. HH members under age 18, unless they are applying for Food Stamps as their own HH (e.g., emancipated minor).

NOTE: Clients who turn 18 during the year must be sent for imaging at the next recertification, restoration, or the next time they visit the office, whichever occurs first.

3. HH members missing all ten fingers or having permanent damage to fingers such that SFIS will not accept the image. This is determined by imaging staff. These members must provide a photo image.

B. Temporary Exemptions

Most temporary exemptions are for sixty days, except for Expedited Services applicants (See the point regarding expedited services, below).

1. EWs may exempt clients who are obviously unable to comply with SFIS requirements (e.g., bandaged hands). EWs must reevaluate the exemption within sixty days.

2. Fingerprint Clerks may also grant temporary exemptions to individuals who cannot complete imaging because SFIS equipment is not working.

3. If for some other reason SFIS cannot produce a fingerprint image during the imaging process, the Fingerprint Clerk will determine whether to exempt the client from fingerprint imaging temporarily.

4. Expedited Services applicants may receive their initial Food Stamp allotment before imaging if:

   a. The SFIS equipment is incapable of completing the imaging process within Expedited Services timeframes; or

   b. HH members subject to imaging cannot be imaged in time to meet ES timeframes. This is likely when other HH members are not in the office for the interview. However, these HH members must be imaged before the eligibility worker can issue the next Food Stamp allotment (Refer to Parts IV. B. and V. B.).

C. Postponements:
Clients will not be asked to return to the office simply to comply with the SFIS requirement after they were granted a postponement, however, SFIS must be done before these households can be recertified unless the postponement or exemption was of a permanent nature.

1. For applicants or recipients who are residents of an authorized drug and alcohol facility (e.g., Delancey Street, Walden House, Salvation Army), fingerprint and photo imaging may be postponed if the resident is unable to leave the center for physical, mental, or legal reasons. In this instance, the authorized representative at the facility must comply with SFIS imaging requirements on behalf of the residents.

2. If a HH member leaves a drug and alcohol facility and comes into the office for any reason, the eligibility worker must schedule the member for fingerprint and photo imaging at that time.

3. Persons 60 and over or disabled, whose office interview has been waived.

4. Clients whose interview has been waived or are interviewed offsite due to a hardship (illness, conflicting work hours, etc.) are postponed indefinitely from fingerprint and photo imaging. Eligibility workers must attempt to complete fingerprint and photo imaging for these clients if they come into the office for any reason (FS Manual Section 63-300.43).

D. Tracking Exemptions

1. Exempted by Imaging Staff

SFIS generates weekly reports to track exemption expiration dates for persons granted temporary exemptions by fingerprint staff. These reports indicate the number of days that have elapsed since the exemption period began, and are sorted by worker number. These reports are titled:

   a. Temporary Exemptions
   
   b. Unacceptable Quality Prints (SFIS cannot capture a usable finger image).

2. Exempted by EW

If the EW grants a medical exemption (see IV. A. and V. A.), the EW is responsible for instituting case controls for later follow-up.

IV. Intake Duties and Responsibilities
A. Medical Exemptions at Intake

Sight-verified disability (e.g., bandaged hands) does not require medical verification; the EW may exempt the client for up to 60 days. Imaging staff may also grant exemptions if SFIS cannot capture a print. If EW is uncertain whether a client must be imaged, refer him/her to imaging.

1. Complete Form 6120, noting exemption dates
2. Route copies of 6120 as indicated on the form;
3. From the Collect Finger Print Imaging Detail screen, select the appropriate entry from the choices provided in the Responses/Status box.
4. The dates of the exemption can be entered by completing the Effective Begin and Effective End dates on the same screen. File medical verification in Section III of case file.
5. Certify case if otherwise eligible.

For Expedited Services: Postponed imaging is considered delayed authorization. Certify the case. Narrate the reason of the postponement in the case narrative.

B. Referral to Imaging

Unless exempt or postponed from imaging as noted above, all HH members must complete imaging prior to certification.

1. Conduct regular intake appointment and inform client whether or not there is potential eligibility for Food Stamps (SFIS Informing Notice 2173 is included in the intake packet).
2. Client has to be referred to SFIS even when already imaged by the other program.
3. If applicant is potentially eligible, explain SFIS requirements, emphasizing that fingerprint and photo images will not be shared with law enforcement (other than for welfare fraud due to duplicate aid) or with INS.

NOTE: If applicant refuses to be fingerprinted and photo imaged, deny the application for the entire FS HH. Select "Individual refused in person or in writing." from the Response/Status drop down menu on the Collect Finger Print Imaging Detail window.
4. Refer applicant for Normal imaging (next day SFIS response). Workers may request a Priority Search only for Expedited Services applicants they suspect of fraud.

5. Complete Part A of Fingerprint Imaging Referral (Form 6120) for each HH member subject to imaging.

6. Direct client to the Fingerprint Area to await imaging. Place remaining copies of Form 6120 face-up in the 6120 bin located in the imaging room. Applicants will be called for imaging in the order they arrive.

C. HH Members Not Present at the Intake Interview

Complete Part A of Form 6120 for each absent HH member. Write person number after case number if other than 01. Instruct applicant that in order to issue Food Stamp benefits, all HH members subject to imaging must bring the 6120 to the office and complete the imaging process as soon as possible.

D. Verifying Imaging is Completed at Intake

Any of the following methods may be used:

1. Receipt of Form 6120 showing each HH member subject to fingerprint and photo imaging has completed imaging, or has not completed imaging due to a postponement, exemption or SFIS equipment failure; OR

2. Appropriate coding appears in the mandatory fields of the Collect Finger Print Imaging Detail window. This is entered on active or pending cases by fingerprint imaging staff;
   a. Photo Taken: Y
   b. Exemption from Photo: N
   c. Response/ Status: SFIS completed

3. Receipt of Form 6120A from applicant.

E. Receipt and Filing of SFIS Documents

1. After imaging, Fingerprint Clerks will stamp "FP," or note exemption reason, on Form 6120 and route a completed copy of the form to the EW throughout the day in the normal 2125 Run.
V. Carrying out Duties and Responsibilities During One-year Conversion

A. Medical Exemptions at Recertification/Restoration

Sight-verified disability (e.g., bandaged hands) does not require medical verification; the EW may exempt the client for up to 60 days. Imaging staff may also grant exemptions if SFIS cannot capture a print. If uncertain whether a client must be imaged, refer him/her to imaging.

1. Complete Form 6120, noting exemption dates. Refer to the Effective Begin and Effective End dates in CalWIN;
2. Route copies of 6120 as indicated on the form;
3. Select "Temporary SFIS Exemption (postponement) from the Response/Status drop down menu;
4. Narrate the dates of the exemption or postponement. File medical verification in Section III of case file;
5. Certify case. For Expedited Services restorations: Postponed finger imaging is considered delayed verification. Record postponement and time frames on the narrative in CalWIN or on the form 8002.

B. Referral To Imaging

Imaging must be completed before re-certification for all HH members not exempt or postponed from imaging. If any HH member subject to imaging refuses to comply with SFIS requirements at re-certification/restoration, deny the re-certification/restoration for the entire HH. Select "Individual refused in person or in writing." from the Response/Status drop down menu in the Collect Finger Print Imaging Detail window in CalWIN. Effective date of the denial is the first day of the next month following expiration of the certification period.

Imaging is required at restoration only during the one-year conversion period, and only if the client has not previously been imaged.

1. For re-certifications, include the SFIS Informing Notice 2173 in the re-certification packet mailed to the client. Explain SFIS imaging requirements.
NOTE: Carrying workers may also choose to send HH members for imaging prior to the re-certification appointment.

2. Even if client was previously imaged by CAAP, do re-refer. Check that all the mandatory CalWIN entries have been entered in the Collect Finger Print Imaging Detail window.

3. Complete Part A of Form 6120 for each HH member subject to imaging. Write person number after case number if other than 01. File bottom copy of the form in the case.

4. Direct client to the Fingerprint Area to await imaging. Place remaining copies of Form 6120 face-up in the 6120 bin located in the imaging room. Applicants will be called for imaging in the order they arrive.

C. HH Members Not Present at the Re-certification/Restoration Interview

Complete Part A of Form 6120 for each absent HH member. Write person number after case number if other than 01. Instruct HH member present at the interview that in order to issue Food Stamp benefits, all HH members subject to imaging must bring the 6120 to the office and complete the imaging process as soon as possible, but no later than the recertification due date.

Clients may be sent to 170 Otis Street for imaging if necessary. SFIS staff at 170 Otis Street will make Box H entries to verify imaging has been completed.

NOTE: EWs may invite all HH members subject to imaging to come to the office at the time of the scheduled recertification/restoration appointment.

D. Adding a Person to an Existing Case

New HH members not exempted or postponed must be imaged before they are added to the case. If new HH members refuse to be imaged, discontinue the entire case, giving 10-day NOA. Select "Individual refused in person or in writing." from the Response/Status choices in CalWIN.

E. Verifying Imaging is Completed at Re-certification/Restoration

Any of the following methods may be used:

1. Receipt of Form 6120 showing each HH member subject to fingerprint and photo imaging has completed imaging, or has not completed imaging due to a postponement, exemption or SFIS equipment failure; OR
2. Receipt of SFIS printout for each HH member subject to fingerprint and photo imaging; OR

3. Appropriate coding appears in the Collect Finger Print Imaging Detail window (Entered by imaging staff).

F. Receipt and Filing of SFIS Documents

1. After imaging, Fingerprint Clerks will stamp "FP," or note exemption reason, on Form 6120 and route a completed copy of the form to the EW throughout the day in the normal 2125 Run.

2. File the Form 6120 in Section V (with MEDS/IEVS prints) of the case file.

VI. SFIS Imaging Staff

This section outlines duties and responsibilities of SFIS imaging staff after Security calls clients, in order, from the Waiting Area into the Fingerprint Room.

A. Input identifying information, using either a new or existing Client Index Number (CIN), and conduct the imaging process.

B. Grant appropriate exemptions:

1. If the client cannot complete SFIS imaging because the equipment is not working, grant the client a temporary exemption (up to 60 days).

2. If SFIS cannot produce a fingerprint image, determine whether to exempt, permanently or temporarily, the client from imaging.

3. For these exemptions, enter "SFIS System Down" from the Response/Status selection in the Collect Finger Print Imaging Detail window in CalWIN.

4. Return the original copy of Form 6120 to the eligibility worker who initiated SFIS imaging.

C. When fingerprint imaging is completed

Complete Part B of Form 6120, stamping "FP" in the brackets on each of the three pages of the form. Do not stamp "FP" if SFIS equipment is not working or if the client has an exemption.

D. All mandatory entries in the Collect Finger Print Imaging Detail screen should have been completed and verified
E. Return a copy of the stamped Form 6120 to client, and route original stamped copy of Form 6120 to the eligibility worker who initiated SFIS imaging.

VII. Searches, Matches, and Resolution

A. Searches

Once finger and/or photo images are captured, SFIS conducts either an Open and Closed search.

1. Open:
   a. Performed when adding applicants/recipients and their CIN onto the SFIS data bank for the first time.
   b. Matches fingerprint and photo images of applicants or recipients against all other fingerprints in the SFIS database to ensure they are not found on another CIN.

2. Closed:
   a. Performed when applicants/recipients and their CIN are already on the SFIS database with fingerprint and photo images.
   b. Matches finger and photo images of applicants and recipients against the finger/photo image of a pre-existing CIN in the SFIS database.

B. Match Responses - No Action Required

1. Open Search No Match: Same person not found on another CIN - This result requires no response from the EW.

2. Open Search Match (Resolution Required): Same person's fingerprints found on a different CIN.

3. Closed Search Match: Same person's fingerprint found on the CIN - This result requires no resolution by the EW. The EW should check MEDS as usual to rule out the possibility the applicant/recipient is receiving duplicate aid in another county.

C. Resolution

Resolution is the process of determining potential fraud based on a fingerprint match. Responses requiring Resolution may be "administrative" (i.e., clerical error) and not necessarily potential fraud.

Resolution is handled centrally by the Resolution Response Specialist. EWs are not responsible for this function, but will be informed of the outcome of any investigation.

1. If the fingerprints of someone previously fingerprint-imaged do not match the images on file, the client may be applying under a false ID.

2. If a client represented as brand new to SFIS matches another welfare client, s/he might be receiving duplicate aid under another ID.

3. Responses requiring Resolution are routed to the Resolution Response Specialist, who determines if the match is "administrative" or potential fraud. In case of a delay, copies of the SFIS response printouts are sent to the EW.

4. If fraud cannot be ruled out, the case is referred to the SFIS Investigator. Note: No case may be discontinued without instructions from the SFIS Investigator or SIU.
Verification and Documentation

I. Introduction

Verification and documentation are the tools for making eligibility determinations and for recording the decision-making process in the case file. Prior to determining eligibility, sufficient information must be gathered in order for the EW to make an informed judgment.

A. Verification

Verification of eligibility factors is done for the purpose of establishing the accuracy of statements on the application. Use third party information and documentation to verify clients’ statements.

NOTE: At the time of application and at recertification the EW must give the household a written statement of verification requirements, Form FS 8 (4/90), which must be met. You may also send a Verification Check List (VCL) through CalWIN. The notice tells the household that the EW will assist in obtaining required verification provided the household is cooperating with the EW.
B. Documentation

"Documentation" refers to the means the EW uses to verify and support the information written by the client on the application form or information given orally.

1. Documentation includes, but is not limited to:
   a. Information or clarifications the EW writes in the county use only margin of the DFA285 A2;
   b. Documents or copies of documents;
   c. Collateral contact.
   d. Form 8002 Record of Contacts. The 8002 is used to record or provide detailed explanations of client-worker contact, or subsequent worker action. The following information must be included:
      1) Date of client contact;
      2) Means of contact (phone call, office visit, etc.);
      3) Subject discussed and worker action;
      4) EW's signature.

2. Documentation must be in sufficient detail to permit any reviewer to ascertain the logic and accuracy of the determination.

3. If verification is required to resolve questionable information, explain why the information is questionable and what documentation was used to resolve the information.

II. Mandatory Verification

The following information must be verified prior to certification for households initially applying. Applications qualified for expedited services may be certified for the initial month (and the subsequent month, if application was after the 16th of the month) pending verification unless it is for identity requirement.

A. Gross Nonexempt Income

1. Gross nonexempt income must be verified for all households prior to certification.
2. If all attempts to verify income have been unsuccessful because the person or organization providing the income has failed to cooperate and other sources of verification are unavailable, determine an amount to be used based upon the best available information, i.e., the applicant's best estimate. Best available information may include the applicant's affidavit.

B. Alien Status

All household members who are not U.S. citizens must present verification of eligible alien status. Specific verification requirements are detailed in Sec. 81-3.

C. Identity

The identity of the person making the application must be verified. When an authorized representative (AR) applies on behalf of a household, the identity of both the AR and head of household must be verified.

1. Identity may be verified through readily available documentary evidence, or if this is unavailable, through a collateral contact. Collateral calls, with proper authorization, to the following individuals may help establish a client's identity:

   a. family members

   b. other county welfare departments

   c. social workers/case managers at recognized community agencies

   d. parole or probation officers

   e. long-term associates who can verify information such as the client's date of birth, place of birth, physical description, etc.

2. Examples of acceptable documentary evidence include, but are not limited to:

   a. SSN card or other document containing the SSN

   b. driver's license

   c. work or school ID

   d. ID for health benefits or for another assistance program
e. voter registration card
f. wage stubs
g. birth certificate
h. MEDS/IEVS/SAVE/CDS clearances and verification codes

3. Any document that reasonably establishes the applicant's or AR's identity must be accepted. No requirement for a specific type of document must be imposed.

4. Certain ID's are not acceptable without supporting documentation such as collateral contacts, IEVS verifications and SSN validations, case history documents and/or other supporting verification. Some of these ID's are:

   a. fill-in-the-blank referral letters from agencies such as Hospitality House
   b. check cashing cards
   c. photocopied ID documents such as "mug shots" that can easily be altered
   d. any ID or document that looks like it may have been altered

   **NOTE:** ID that appears to be forged or altered, or otherwise questionable should be reviewed with the unit supervisor to determine whether a FRED or SIU referral is required.

5. Clients who receive benefits in any program in San Francisco may have a copy of their California (CDL/CID) photo ID in their case folder.

   a. For active or discontinued cases, contact the assigned program worker and request permission to photocopy the ID, if available.
   b. For closed cases, ask the unit supervisor to request the case from Records Management for review. Photocopy the ID, if available and return the case immediately via the unit clerk.

**D. Social Security Numbers**

All FS applicants/recipients **must** provide a SSN or proof of application for a SSN for each household member prior to certification. There is an exception to this for those applying for expedited service. See Sec. 81-4.
E. Residence

Verification of residency should be done **only** if there is questionable information.

Examples:

1. Client's wage stubs have client's address which is different from what client is putting in on the application.

2. Client has custody of children who are going to school in another county.

3. Client's bank statement shows client's address as different from address in the application.

F. Continuing Shelter Costs

Shelter costs, other than utilities, are verified if allowing the expense could result in a deduction, or when the amount of rent is questionable and there is an indication the expense could affect the amount of the deduction.

**Do not verify shelter and/or utility expenses unless they are questionable. However, if the client brings the receipt(s) to the interview, make photocopy and file it(them) into case file.**

G. Medical Expenses

The amount of medical expenses must be verified prior to being allowed. Verification of other factors, such as the amount incurred or the eligibility for such a deduction of the person incurring the cost is required if questionable.

H. Sponsored Aliens

Along with verification of all other eligibility factors, obtain from the sponsored alien the following information at the time of application and at recertification:

1. Income and resources of the alien's sponsor and sponsor's spouse (if living together);

2. Names or other identifying factors (like alien registration number) of other aliens for whom the sponsor has signed affidavits of support or other agreement;

3. Bureau of US Citizenship and Immigration Services (USCIS) provisions under which the alien was admitted;
4. Date of entry or admission as a lawful permanent resident as established by the USCIS;

5. Alien’s date of birth, place of birth, and alien registration number;

6. Number of dependents claimed or could be claimed by the sponsor or sponsor's spouse for federal income tax purposes;

7. Name, address and phone number of sponsor.

See also Section 81-3.

I. Disability

1. **Disability, as defined in Sec. 81-1, II, D.,** must be verified as follows. To be considered disabled under:

   a. **Disability-based GA or Medi-Cal** - Request proof (award letter or check) that the disabled individual is receiving Title II SSA benefits.

   b. **Veteran needing aid** - Request that the household provide a statement from the Veterans' Administration (VA) specifying the receipt of VA disability benefits for a service or nonservice-connected disability rated as or paid as total by the VA.

   c. **Surviving spouse of veteran needing aid** Request proof that the household receives VA disability benefits.

   d. **Permanent disability** The disability must appear on the SSA's most current list of permanent disabilities.

      1) If it is obvious to the EW that the individual has one of the listed disabilities, consider him to have a verified disability. No further verification is required.

      2) If the disability is not obvious to the EW, request a statement from a physician or licensed/certified psychologist certifying the individual has one of the non-obvious disabilities from the SSA's list. A completed DFA 440 may also be used as verification.

   i. **Railroad Retirement Beneficiary** - Request a statement from the Railroad Retirement Board certifying that a Railroad Retirement disability annuity is being received and that the individual qualifies for Medicare.
ii. **Disability-based GA or Medi-Cal** - can be verified through other county records (CDS/MEDS). If the individual is receiving SSI, the household must provide proof—either the SSI recipient's SSN (for verification through MEDS) or verification from the SSA.

2. **Disability Verification for Separate HH Status** - when establishing separate household status based on disability, use the SSA list of permanent disabilities.

   a. If the disability is not obvious, request a statement from a physician or licensed/certified psychologist certifying that the individual is unable to purchase and prepare because he suffers from:

   1) A non-obvious disability from the SSA list, or

   2) Some other severe, permanent physical or mental disability, or

   3) A non-disease-related disability.

   b. If it is obvious to the EW that the individual is unable to purchase and prepare meals due to severe mental or physical disability, no further verification is required, **even if the disability is not on the SSA list.**

   **NOTE:** The elderly/disabled individual, or his AR, is responsible for obtaining the cooperation of those with whom he resides in providing the required income verification to the EW.

**III. Optional Verification**

The following items require verification only if the information provided is questionable, or if it would result in a deduction.

A. **Dependent Care Costs**

   1. Verify the actual amount of dependent care costs for nonmonthly reporting households claiming these if allowing the expense would potentially result in a deduction.

   2. Once verified, do not reverify unless the provider or the amount has changed, and the change could potentially affect the amount of the deduction, or unless questionable.

B. **Loans**
Verification whether money received by the household is a loan may also be requested. When verifying whether money received is exempt as a loan, a legally binding agreement is not required. A simple statement signed by both parties indicating the payment is a loan and must be repaid is enough. (See Sec. 82-6, IV, for details on loans.)

C. Household Size

Household size must be verified, if questionable. Everything else involving household composition is verified only if questionable. Verification of household size may be done through a collateral contact or readily available documentary evidence.

**NOTE:** For categorically eligible PA households, household size is verified only when questionable.

1. Examples of acceptable documentary evidence include, but are not limited to:

   a. School records
   b. Census records
   c. Marriage records
   d. Any document that establishes identity, such as those listed in II., C. of this section.
   e. Any document that reasonably establishes household size must be accepted, and no requirement for a specific type of document may be imposed.

IV. Verification of Questionable Information

With exception of mandatory information, verify other eligibility factors prior to certification only if they are questionable and affect a household's eligibility or benefit level.

A. Definition of Questionable Information

In order to be considered questionable, the information must be inconsistent with:

1. Statements made by the applicant, or
2. Other information on the application or previous applications, or
3. Information received by or known to the EW, such as Income and Eligibility Verification System (IEVS) reports, Earnings Clearance System (ECS) 155 reports, or IFD 440s.

B. Examples

A household's report of expenses which exceed its income prior to deductions may be grounds for requesting more verification; or a household's report of no income prior to deductions while still managing its finances could also require additional verification. These are not in and of themselves grounds for a denial.

1. Ask the household to explain how it manages its finances.
   a. Does the household receive excluded income or does it have resources?
   b. How long has the household been managing under these circumstances?

2. If the household is unwilling or unable to explain how it is managing, deny or discontinue for failure to provide essential information.

C. Household Composition

1. Verify factors affecting the composition of a household when questionable.

2. Individuals who claim separate household status from those with whom they live are responsible for proving they are separate.

3. Individuals who claim separate household status based on age/disability must verify disability as described in II., I. of this section.

D. Citizenship

If it is questionable that one or more household members are U.S. citizens, request further verification.

1. Acceptable forms of citizenship verification include:
   a. Birth certificates
   b. Religious records
c. Certificates of citizenship/naturalization (Documents from the USCIS)

d. U.S. passports

Participation in AFDC is also acceptable verification if citizenship verification was obtained for that member(s).

**NOTE:** When a certificate of citizenship/naturalization is presented, DO NOT PHOTOCOPY it. It is illegal to do so. Document the appropriate information (e.g., the certificate number) on the application form or in the 8002 Record of Contacts.

2. If the above verifications cannot be obtained, accept a signed statement from someone who is a citizen declaring, under penalty of perjury, that the member in question is a citizen. The signed statement must contain a warning of the penalties for helping someone commit an Intentional Program Violation (IPV).

3. The member whose citizenship is in question remains ineligible until proof is obtained. This member's income is pro-rated, and resources in their entirety are considered available to the remaining members.

**E. Work Registration**

1. If a household's work registration exemption due to participation in CalWORKs Welfare to Work (WTW) is questionable, the EW is responsible for verifying that the member is subject to and participating in CalWORKs WTW.

2. If a work registration exemption due to receipt of or application for UIB is questionable, the EW is responsible for verifying that the member receives or has applied for UIB, and that the member was required to register for work with EDD as part of the process. Verify through the appropriate EDD office.

3. If good cause for a voluntary quit is questionable, primary responsibility for the good cause verification rests with the household. If it is difficult or impossible for the household to gather the necessary evidence in a timely manner, then the EW must offer assistance. Please see Sec. 81-8.

**F. Multiple Household Expenses**
When a household's statement regarding the sharing of rent with others living in the same home is questionable, do not allow the deduction until verification of the sharing relationship is provided.

**Note:** Click here to review Treatment of Utility Allowance When Household Living with Others.

### V. Sources of Verification

#### A. Documentary Evidence

1. Documentary evidence consists of a written confirmation of a household's circumstances. This evidence may include:
   
   a. Current wage stubs
   
   b. Rent receipts
   
   c. Medical and utility bills

2. Use documentary evidence as the primary source of verification for all items except residency and household size.

3. Verify residency and household size through readily available documentary evidence or through collateral contacts.

4. Documentary evidence also includes the EW's narrative in CalWIN or Form 8002, Record of Contacts where the EW records information and explains the reasons for actions taken.

   a. EW statements must be sufficient in detail so that any reviewer is able to determine the rationale of the EW's actions.

**EXAMPLE:** When income is verified with pay stubs or wage statements, record in the case or photocopy the following information:

1) Date of each pay stub or wage statement

2) Name and address of employer or payer

3) Gross amount of income on each stub

4) Frequency of receipt (weekly, biweekly, etc.)
5) Specific items and amount of allowable deductions and exclusions.

5. Although documentary evidence is the primary source of verification, acceptable verification is not limited to any single type of document and can be gotten from the household or other source. When documentary evidence is insufficient to make a determination of eligibility or benefit level, continue to try to get the documentary evidence or require a collateral contact or home visit.

B. Collateral Contacts

A collateral contact consists of a verbal confirmation of a household's circumstances by a person outside the household.

1. Collateral contacts may be done in person or over the telephone.

2. Acceptable collateral contacts are not restricted to a particular individual but may be anyone that can be expected to give an accurate third-party verification of the household's statements. Examples of acceptable collateral contacts: employers, landlords, social service agencies, migrant service agencies, and neighbors of the household.

3. Data sources such as the Income and Eligibility Verification System (IEVS) are not considered collateral contacts because the EW has routine access to this.

C. Discrepancies

1. When unverified information from another source other than the household contradicts statements made by the household, give the household a reasonable opportunity to resolve the discrepancy.

2. If unverified information is received through IEVS, request further verification. All IEVS information is considered unverified, except UI/DI and RSDI, if it does not match client-supplied information. Verification may consist of proof of IEVS error, proof of change in circumstances, evidence of unavailability of further information, etc. See part VII below.

VI. Responsibility for Obtaining Verification

A. Household Responsibility

The household has primary responsibility for providing documentary evidence to support statements regarding income and to resolve
questionable information. Documentary evidence may be supplied in person, through the mail, or through an AR.

B. EW Responsibility

1. If it is difficult or impossible for the household to gather documentary evidence in a timely manner, or the documentation is insufficient, offer assistance in obtaining the evidence, and if necessary, use a collateral contact.

2. Accept a collateral contact designated by the household, unless the contact is unacceptable. If unacceptable, ask the household for another contact. Document why the contact is unacceptable. (The household may request assistance in designating another contact.) The EW is responsible for obtaining verification from acceptable collateral contacts.

VII. Income and Eligibility Verification System (IEVS)

Income and eligibility information shall be requested through IEVS and must be used, to the extent possible, in determining eligibility. Do not delay the eligibility determination pending receipt of IEVS data if other information establishes the household's eligibility. An abstract is generated for each case for individuals who have provided an SSN.

A. SSA verifies the SSN through IEVS.

B. UI/DI and RSDI IEVS Data

Is considered verified upon receipt and is to be used to establish benefit level, unless the information is questionable.

C. All other IEVS data must be verified prior to use if it is significantly different from information given by the applicant.

Allow an initial 30 days plus 30 additional days for the applicant to provide verification.

"Significantly different" means that the difference between applicant supplied information (disclosed or undisclosed) and IEVS match results could affect current or prior eligibility and benefit level.

VIII. Fraud Early Detection and Prevention (FRED) Unit

The FRED Unit focuses on the verification of information gathered during the initial application or recent process. Emphasis will be placed on the use of client interviews, home visits, authorized collateral contacts, and checking internal as
well as outside agency resources such as IEVS, Credit Bureau, Assessor's Office, Recorder's Office, Registry of Voters, DMV, etc. Referrals will usually be done by intake workers.

A. Criteria for Referral

Please note that the decision to approve, deny, discontinue, or reduce benefits is retained by the NAFS EW. The EW also retains the option of referring or not referring a case. Refer if one or more of these elements is present:

1. Applicant's/recipient's household composition or change in household composition is questionable and affects eligibility and benefits; for example, client claims that a sibling, parent, or spouse has moved, after being denied or discontinued within the preceding three months, based on household composition at that address.

2. Applicant/recipient provides verbal and/or written information that is in conflict with known facts or information obtained during the past year and that would affect eligibility or benefit level.

B. Special Referral Provisions

1. Do not refer a case before the applicant has signed the DFA 285 A2.

2. Do not intimidate applicants/recipients by the threat of referral.

3. Do not delay benefits (especially expedited service) because of a referral or ongoing FRED investigation.

4. Collateral contacts by the FRED investigator will be made only with the consent of the client. The NAFS EW must obtain from the client an authorization form (Form 8014) and include it in the referral.

5. The decision to grant, deny, discontinue, or reduce benefits is made by eligibility staff. The FRED Unit refers cases with significant overissuances to SIU.

6. The FRED investigator shall respect the client's rights and confidentiality when conducting the investigation.

7. Upon completion of the investigation, the FRED investigator must prepare a written report setting forth all facts and information obtained.

C. Referral Procedure
Referrals to the FRED Unit are done using Form 092 FRED Referral. The form must be completed and signed by the referring EW and the unit supervisor. Referrals should contain all special information pertinent to the investigation and specific to the case, such as history of violent behavior, etc., and should list any steps the EW and the client take to corroborate the information.

To refer a case to FRED:

1. Complete and sign Section I of Form 092 and submit the form to the unit supervisor for review and signature. Place a copy of the form in the case file.

   **NOTE:** Emergency referrals can be made by telephoning the FRED Unit supervisor.

2. Within three to five working days upon receipt of the 092, the FRED Unit conducts the investigation, completes Section II, including all significant observations, and returns the original to the unit supervisor.

3. When necessary, the FRED worker will go to the unit to review cases and will assume responsibility for photocopying any needed documents.

**D. FRED Coversheet**

The FRED coversheet Form 4094 explaining the function of FRED to applicants/recipient will be attached to the Food Stamp Application Forms DFA 285 A2 and SAWS 2A.

**IX. Public Assistance Households**

**A. For households receiving PA (AFDC) benefits**

The following items need not be reverified for Food Stamp eligibility:

1. Resources;

2. Gross and net income limits;

3. Social Security number information;

4. Sponsored alien information;

5. Residency.
B. Do not delay Food Stamp benefits if at the end of the 30-day application processing period the household has sufficient acceptable NA verification as defined in this section.

Reference: 63-300.5 - 300.593
Electronic Benefits Transfer (EBT)

Introduction

I. EBT Basic Information - EBT Cards, PINs, ARU, Restaurant Meals Program

II. Issuing EBT Cards - Next Day Issuance, Mailed Cards, Hand Issue

III. Additional Cardholders - AR's, Additional Cardholders, Deleting a Cardholder

IV. Replacement Cards/Benefit Replacement

V. Stagger Dates

VI. EBT Exceptions - Unlinked Benefits, On Demand Internet Client

VII. Untransacted Benefits - Reactivating Accounts

VIII. Change of Payee

IX. Coupon Conversion for Out of State or County

X. Stopping EBT Benefits

XI. Use of Form 6102

XII. EBT Screens

XIII. Passwords

XIV. Reference Codes on EBT

Introduction

California has replaced Food Stamp coupons with the Electronic Benefits Transfer (EBT) system of issuing Food Stamps. State EBT regulations are found in Division 16.
EBT is similar to the Automated Teller Machine (ATM) system used by banks. Clients are issued a plastic card that they then use to make purchases from food retailers (grocers) who accept Food Stamps. The retailers will have machines, called POS (point of sale) machines, through which the clients will swipe their EBT cards. The amount of the purchase will be automatically deducted from the Food Stamp EBT account. The State has contracted with Citicorp to provide EBT services.

I. EBT Basic Information

A. EBT Cards

EBT cards are the size of a credit card or ATM card.

They are called Golden State Advantage Cards with a picture of the California coast as the background. Each card shows the following information:

a. A unique, 16-digit Personal Account Number (PAN).

b. The cardholder’s name.

c. The case number.

B. Personal Identification Number (PIN)

Cardholders select a 4-digit PIN which will be needed for all EBT transactions.

PINs are the cardholder’s security to ensure that if the card is lost or stolen, no one else will be able to use it. Cardholders should never give their PIN to anyone else or write it on the card.

1. Cardholders who receive their cards in the mail will receive a pre-assigned PIN within 3 business days of receiving the card.

   PINs are mailed separately for security reasons. If the household’s card is lost in the mail or stolen, no one will be able to use the card without the pre-assigned PIN.

2. Cardholders who have their embossed cards in the office will select their PIN at Distribution when they pick up the card if they don’t already have a PIN.

3. Cardholders may change their PIN at any time, either by calling the EBT Automated Response Unit or coming to the office.
a. Cardholders who wish to change their PIN through the ARU will have to identify themselves by Social Security Number and Date of Birth. If they are unable to provide all the requested identification, they will not be able to change their PIN.

b. Cardholders who wish to change their PIN at the office will go to Distribution to make the change using the Card and PIN Selection (CAPS) machine. Note: If the cardholder does not have an appropriate ID, he/she must obtain a Temp I.D. (form 36) from the worker. Indicate "PIN" on the left.

4. PIN Lock

   a. The PIN will lock if someone attempts to use an EBT card and enters 4 incorrect PINs in a calendar day.

   b. The PIN will automatically unlock at midnight.

   c. The client may have the PIN unlocked before midnight on a business day by calling the worker. The worker should verify the identity of the client, such as by comparing client demographics with those in the case. The worker then unlocks the pin by going on the PIN unlock screen. (See sect. XIII, M.)

C. Automated Response Unit (ARU) 1-877-328-9677 (TTY 1-800-735-2929)

EBT has an automated customer service number available to cardholders.

1. The ARU allows the cardholder to:

   - Obtain the current balance of the Food Stamp benefits
   - Obtain the history for the last 10 EBT transactions
   - Obtain the account history for the past two months
   - Obtain account information including benefit availability, account balance and card usage
   - Change the PIN
   - Speak to a Customer Service Representative to:

     a. report lost/stolen/damaged cards

     b. obtain replacement cards

     c. get assistance with disputed charges from retailers (charged for food they didn't receive, overcharged, etc.)
2. The ARU will ask the caller to verify the Social Security Number and Date of Birth.

   a. If the caller cannot provide all the requested information, a Customer Service Representative will come on the line to assist the caller.

   b. If the caller cannot provide adequate identification to verify that he or she is the authorized cardholder, no information will be given.

3. Languages

   The ARU is available in 11 languages, including English. Some functions are limited by language. Clients will receive a language prompt to select the appropriate language when they call the number.

   Automated ARU functions are available in all 11 languages 24 hours per day, 7 days per week, as follows:

   a. English and Spanish are available 24 hours per day, 7 days per week, for all functions and information services.

   b. Cantonese, Vietnamese, Russian and Cambodian, will be available for changing a card's status (to lost, stolen, or damaged) and replacement 24 hours per day, 7 days per week. Other functions, such as PIN changes, will be available from 7am to 9pm only.

   c. Mandarin, Hmong, Lao, Farsi and Armenian are only available for changing a card's status and replacement (24/7). Clients will receive instructions to call back with an English interpreter for other functions.

D. Restaurant Meals Program

   Elderly, homeless, or disabled clients may use their EBT cards to purchase prepared food from restaurants registered with the Restaurants Meals Program. Currently, there are 18 San Francisco restaurants that accept EBT payments for meals. The EBT cards must be properly encoded by the client's worker so it can be accepted for payment at these participating restaurants.

II. Issuing EBT Benefits and Cards (16-201)
If the client still does not have an EBT card from previously having received FS, once benefits have been approved, the household will receive a new or replacement EBT card. Cards may be picked up in the office, or the card may be sent through the mail upon client's request.

A. Application Process

During the interview, workers must always explain the EBT system to the client and answer any questions the client has regarding EBT.

1. Give the client the informational brochure and the wallet card.

2. Have the client sign form Temp 2215, Electronic Benefit (EBT) Important Information. Give the client the original and put a copy in the case record. Client should also be given form Temp 2214, another informing notice.

B. Next-day Card Issuance (Office Pick-Up)

For many clients, benefits will be available the next business day after the case has been approved. Clients will come back to the office and go to Distribution to pick up their cards and select a PIN.

**Note:** if a client was previously on EBT and already has a PIN, the client may choose to keep the same PIN as before.

1. Instruct the client to return to Distribution after 1:30 P.M. on the next business day to pick up the EBT card and select the PIN.

2. Approve the case in CalWIN as usual. The case must always have a Primary Payee. The Primary Payee receives the EBT card. (See item III. For adding Additional Cardholders and Authorized Representatives.)

   Enter the appropriate entries about the AR on the Collect Authorize Representative Detail window in CalWIN. Make sure to select **Authorize Representative for Issuance from the drop down menu on Type**.

3. Complete form 6102 or do the workflow on the intranet for Distribution to set up the EBT account. Note: If the payee and the case were previously on EBT, the account is already set up and form 6102 does not need to be used for that purpose.

   a. Complete the case information, checking the boxes for Account Setup and New Card. If the account has already been set up, check Replacement Card if the client needs a new card.
b. Keep the pink copy in the case record. Give the original and yellow copies of form 6102 to Distribution to set up the EBT account. Discard the pink copy when the yellow copy is returned from Distribution.

C. Mailed Card

Clients may prefer to have the EBT card mailed to the case address instead of coming back to the office to pick it up. If the card is being mailed on a new EBT case, no form 6102 is needed for any purpose, including account setup or embossing a new card.

1. Approve the case in CalWIN as usual. Enter the AR's information on the Collect Authorize Representative Detail window in CalWIN and complete all the mandatory fields. Make sure to select Authorize Representative for Issuance.

2. The card will be mailed automatically within 3 business days.

3. The pre-assigned PIN will be mailed within 3 business days of the card. Whether or not the client has received the PIN, the client may call the ARU at 1-877-328-9677 or come into the office to change the PIN.

Note: Cards should not be mailed to General Delivery. Homeless clients with no alternate mailing address must have their cards embossed in the office for office pickup. Exception: If a client moves out of the county, a card may be mailed to General Delivery in the city where he/she lives at client request.

D. Hand Issue - Same Day Benefit Issuance

When the client has an immediate need, benefits may be issued on the same day the case is approved. Complete form 6102 and write in the amount being issued to the client. You may also use the workflow through the intranet.

Note: The amount authorized for same day issuance can NOT be greater than present entitlement plus future month benefit, if qualified under hunger prevention (applied on 16th of the month or after).

1. Process the application as usual.

2. Run the queues in CalWIN. After Wrap-Up, the "Authorize Eligibility Program Benefit" window will pop up.

3. Ensure the selection on the Issuance Method box is "Transfer Online".
III. Additional Cardholders and Authorized Representatives

Each case must have a Primary Payee and the Primary Payee always receives an EBT card.

With EBT, there may be multiple cardholders (Additional Cardholders) in a household. The Primary Payee may designate anyone in the household to receive a card. For example, a household with a husband, wife and teenage/adult child may request cards for all household members. The Primary Payee may also designate an Authorized Representative (AR) from outside the household to receive a card.

IMPORTANT: It is important that the client understands that anyone who has a card will be able to shop using the household's Food Stamp benefits and spend the entire amount in the account. The household should not designate anyone to get a card unless it wants this person to have access to the entire Food Stamp benefit.

A. Additional Cardholders

The Primary Payee may request cards for some or all of the household, or may choose to have the only card in the household.

1. If the Primary Payee requests additional cards for other household members:
   a. In CalWIN, go to Benefit Issuance and Recovery
   b. Go to Benefit Issuance then select Maintain Card Request
   c. Click on the add icon (+). This will enable you to select the individual that you would like to issue an EBT card to by selecting the name from the "Individual" drop down menu. Since the individual is part of the household, his/her name would be one of the selections in this menu.
   d. Fill all the other mandatory fields.

2. If the Primary Payee requests cards for an Authorized Representative, complete the CalWIN entries on Collect Authorize Representative Detail.

3. If a new card is to be issued in the office for same day or next day pick up, Account Set up and New card should be checked on form 6102. In most instances, since the household already has one card with which to
shop, AR cards will be mailed. Cards are automatically mailed to the address of the primary payee. Note: The primary payee may not pick up the card in Distribution and the AR must do so.

**B. Authorized Representative (AR)**

Since there are no longer any coupons to pick up, clients will only need an AR if they wish to have someone help with the shopping or with the application process.

1. Have the Primary Payee complete form Temp 2201A, EBT Request for an Authorized Representative. Both the Primary Payee and the AR must sign the form. Note: A Temp 2201A does not need to be completed if the card is for another household member.

   **Note:** An AR outside the FS HH does not need to provide personal information such as SSN or date of birth; however, that information must be provided if the household wants the AR to be able to access the ARU phone system.

2. Complete the CalWIN entries to add the AR as usual.
   a. The card may be mailed; OR
   b. If embossing the card for same-day issuance, submit a 6102 or submit a workflow document. When submitting a 6102, ensure that the AR is identified correctly and not to be confused as the case payee.

**C. Drug and Alcohol Rehabilitation Centers**

Drug and alcohol rehabilitation centers have an AR to represent participants who reside there. The AR assumes all responsibilities for the Food Stamp case and is treated as the Primary Payee. If the client is residing in a rehabilitation center:

1. Enter all the mandatory entries in the Collect Authorized Representative Detail screen

2. Presumably the rehab's AR will want to have the card mailed. If the AR wishes to pick the card up in the office the next day, code the card for next day pick up.

3. When the client leaves the facility:
a. Status (cancel) the AR's card in EBT using the Card Status Maintenance screen. (See sect. XIII, L.) Note: While the AR of the rehab should be discontinued on CalWIN, that is not sufficient to invalidate their EBT card. The card must always be statused.

b. Remove the AR as the Primary Payee by entering changing the CalWIN entries in the Collect Authorized Representative Detail screen.

c. Change the Primary Payee to be the client.

D. The Primary Payee may cancel access to the EBT account for an Additional Cardholder or Authorized Representative.

1. Discontinue the person in CalWIN as usual, if applicable. (If the cardholder is still a member of the household but the Primary Payee simply wishes to cancel EBT access, do not discontinue.)

2. Remove the AR from the client's case record in CalWIN.

3. Change the card status in EBT for the cardholder using the Card Status Maintenance screen. (See sect. XIII, L.) Note: CalWIN entries alone will not remove the AR's access to the benefits. The card must always be statused.

IV. Replacement Card Procedures/Benefit Replacement

When a client's EBT card is lost or stolen, action must be taken immediately to issue a replacement card and ensure that no one accesses the client's benefits. A damaged card or a card that has been demagnetized must also be replaced.

A. Benefit Replacement Policy

Once a client receives an EBT card, benefits cannot be replaced if the card is used by an unauthorized person. Therefore, it is important that the client report any lost or stolen card to the ARU or to the worker, who must status the card immediately.

Benefits may be replaced only when the initial card and PIN are being mailed and the client claims non-receipt and alleges that an unauthorized person has used the card. Benefits may also be replaced if the loss was due to county error, such as failing to timely status a card or if Distribution gives the card to the wrong person, for instance.

B. Card Status by Worker
1. On EBT, go to the Card Status Maintenance screen. Check the current status. If there is a code other than 01, check with the cardholder to see if he/she already contacted the ARU to report the problem and request a replacement card.

2. If card is still active, enter the appropriate code to indicate if the card was lost, damaged or stolen and if the replacement card is to be mailed. If the card is to be replaced in the office, use a status code that will not result in a card being mailed. See sect. XIII, L, for the card maintenance codes.

3. If the cardholder asks to pick up the card in the office rather than get it through the mail, complete form 6102 or the workflow document. In CalWIN, select "Online" in the Card Processing Mode in the Maintain Card Request window.

C. Card Status through the ARU

Cardholders may status a card and request a new one through the ARU. The ARU is available 24 hours per day, 7 days per week for card status and replacement.

1. When the cardholder calls the ARU and enters the information indicating that the card was lost, damaged or stolen, the appropriate code is entered immediately. No further transactions will be permitted on that card number.

2. The cardholder may choose to have a replacement card mailed to the case address. If the cardholder does not wish to have the card mailed, he/she may contact the worker to request a card be issued in the office. It can take up to 3 business days for the card to be mailed.

V. Stagger Dates

Food Stamp benefits will be added to cases each month according to the last digit of the case number. The number corresponds to the day of the month benefits will be available. Stagger Dates are as follows:

<table>
<thead>
<tr>
<th>If the case ends in:</th>
<th>Benefits become available on the:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1st of each month</td>
</tr>
<tr>
<td>2</td>
<td>2nd of each month</td>
</tr>
<tr>
<td>3</td>
<td>3rd of each month</td>
</tr>
<tr>
<td>4</td>
<td>4th of each month</td>
</tr>
<tr>
<td>5</td>
<td>5th of each month</td>
</tr>
</tbody>
</table>
6th of each month
7th of each month
8th of each month
9th of each month
10th of each month

VI. EBT Exceptions

CalWIN generates reports for management review. Included in these reports are the requests for EBT cards. These reports are primarily for management purposes. Workers depend on error alerts in CalWIN to catch EBT discrepancies.

A. Unlinked Benefits

Unlinked Benefits may be viewed by going to report MRV007R which CalWIN generates daily.

B. On Demand Internet Client

The OnDemand Internet Client is where reports can be accessed from in CalWIN. The folder selection in the image allows you to select a folder to find the report you wish to access.

Note: EBT transactions are found mostly on Benefit Issuance, Security, and Workload Management folders. Scroll down the menu to view other available selections.

VII. Untransacted Benefits - Reactivating Accounts

Once benefits have been issued to an account, they remain in that account up to 365 days. If a household does not use the account, the account becomes "Inactive" after 135 days, "Dormant" after 180 days and "Expunged" after 365 days.

A. Inactive Accounts - 135 Days

1. If a household does not use its Food Stamp benefits for 135 days, the account becomes inactive. However, the benefits are still available to the household and the household will still be able to shop using the benefits in the account.

2. An automatic notice will go to the household informing it that the account has not been used for 135 days. The Notice says "Inactive Account," though the benefits are still available. The notice informs the household...
the card must be used before 180 days elapse or the account will go dormant. Unfortunately, the 135-day notices are generated even if the account has as little as a penny in the account. Many clients retain extremely small amounts of benefits in their accounts even after the case has been discontinued. No action on EBT is required but clients (including discontinued cases) may call regarding the notice of non-usage of their EBT card.

B. Dormant Accounts - 180 Days

If the household does not use its Food Stamp benefits for 180 days, the account becomes dormant.

1. The EDA status code will show 02,1,D on the Balance Inquiry EBT screen.

Example:

EDA: 806000140297 Sts: 02,1,D Type: 01

The benefits are still in the account but the household will not be able to shop using the benefits.

2. Carrying Cases

The household should contact the worker to reactivate the account. If benefits were added for a number of months to the EBT account without being transacted, determine the household's eligibility during the time the benefits were not used and whether the household is still eligible for ongoing benefits.

   a. If the household was eligible at the time benefits accumulated in the account and is eligible for continuing benefits, refer the case to the supervisor to reactivate the account in EBT (Dormant Account Maintenance Screen, sect. XIII, K.). No further action is required.

      Note: This may happen in households that receive the minimum $16.00 per month, for example. Explain to the household that the account should be used before the 180-day deadline or it will become unavailable again.

   b. If the household was not eligible during the months benefits were added to the account without being transacted, compute the amount that the client was not eligible for. Explain to the client that this amount is an overpayment. The client must then elect
whether s/he wants a one time payment or a monthly deduction. The client also has to sign a Repayment Agreement. Enter the correct amount and repayment method agreed upon in CalWIN.

**Note:** If the worker does not have the required CalWIN access to process a repayment, contact a supervisor.

4. Intake Cases

Households filing new applications may have untransacted benefits remaining on a previously closed case. The benefits still belong to the household whether or not the new application is approved.

a. Explain to the household that the benefits are left from when the case was previously active and that the new application must be approved before the household can receive future benefits.

b. Reactivate the account using the EBT Dormant Account Maintenance screen (see sect. XIII, K).

c. If there was an overissuance, the household may choose to have the benefits removed from the account to repay it. This should be voluntary on the part of the client, and a waiver of 10-day notice should be signed. Use Account Repayment on form 6102 to reduce the benefits remaining on the account.

C. Expunged Accounts - 365 Days

If the benefits have not been used for 136 days (approximately 12 months), they are expunged from the account and are no longer available to the household. Expunged benefits cannot be replaced.

1. At the next contact with the household, explain that the benefits were expunged because they had been in the account for 365 days without being used.

2. Determine eligibility as for Dormant Accounts and discontinue the case or make any Overpayments referrals as necessary.

3. The account can be reactivated at any time for any benefits remaining. The benefits in the account belong to the household but there may be an overissuance. If the household requests the account be reactivated:

   Carrying Workers should refer the case to the Supervisor to be reactivated EBT. Intake Workers can reactivate the account for
households reapplying that have benefits remaining from their previous time on aid.

**Note:** Benefits are expunged on a staggered basis. For example, the account was not used since January. It is now September. Benefits have been added to the account every month since January. Once January's benefits have been in the account for 365 days, they will be expunged. The benefits that were added later remain in the account. February's benefits will be expunged when they have been in the account for 365 days (January), and so on.

**VIII. Change of Payee**

Under EBT, workers should be cautious about changing primary payee when someone leaves a FS HH and there will be a new payee. In some instances, a new case will have to be established for the new payee and the worker will not be able to simply change the current case payee. That is because benefits may be remaining on EBT that the original case payee is entitled to even after the payee has been taken off the case. If no benefits remain, of course, the payee may always be changed.

In some situations, however, the EBT card of the original payee should be statused (cancelled), and the new payee should receive a card with entitlement to remaining EBT benefits on the case. Examples:

- **A. Former payee gives oral or written permission for new payee to take over remaining benefits.**

- **B. Hardship**

  Example is if payee father leaves the household with the EBT card at the beginning of the month, leaving mother and children, the remaining household members, with no food.

- **C. Non-needy grandmother payee on SSI returns the child to the child's mother, who will become the new EBT payee on a Food Stamp case.**

  Since the child was the only Food Stamp recipient, the remaining EBT benefits in the account can be regarded as belonging only to the child. Therefore, it would be appropriate to status the card of the grandmother and make the mother the payee with access to the remaining benefits.

  If the primary payee leaves the home and another person becomes the new primary payee, the worker should discuss the situation with the supervisor as to what action to take on a case-by-case basis.
IX. Coupon Conversion for Out of State or County (16-315)

All California counties have converted to EBT and none use coupons anymore. If the client still has remaining coupons, stores might be reluctant to accept them. Clients coming from other counties with EBT cards that still have a balance may be able to use it here. If the client/s lost their EBT cards, the worker will assist the client in obtaining a replacement from the previous county.

X. Stopping EBT Benefits

There are several ways to stop benefits, depending on the time of the month. Benefits should not be stopped without 10-day notice unless timely notice is not required. Stopping benefits can mean putting it on hold or totally cancelling it. Examples of benefits being stopped is when someone moves to another county and the other county wants to start the benefits right away, or the client requests that the benefits be discontinued or reduced, or client signs a waiver of 10-day NOA, or when the worker sends out a supplement that is erroneous or a double-supplement.

A. Canceling Benefits

Benefits can be cancelled in CalWIN by voiding. Go to the Benefit Issuance and Recovery function. Then go to Search for Issuance. Click Open. Enter the case number. Highlight the month that needs to be cancelled. Click on Issuance Detail. When already on the Maintain Issuance Detail window, click on the Change Status tab. Click the drop down arrow on Issuance Method and select Voided.

B. Putting Pending Benefits on Hold

Benefits on pending status may be put on hold. From the Search for Issuance window, highlight the month to be put on hold. There is a button at the bottom of the screen that says "Release/Hold". By clicking this button, you are putting the benefit on hold. If the benefit was previously put on hold, clicking the same button releases the hold. **Note:** If the benefit is not on pending status, the Release/Hold button is disabled.

C. Account Repayment on EBT, used to reduce benefits after the stagger date

1. If the benefit is a regular monthly benefit whose stagger date has arrived, it cannot be cancelled on EBT. A claim has to be established in order to recoup the erroneous benefit issuance.
2. How to Process Claims Due To Inadvertent Household Errors and How To Record Repayment Of A Claim are guides that details the step-by-step process in doing account repayments. These two guides may be found on the intranet in the Food Stamps page under the How To section (#'s 25 and 27).

XI. Use of Form 6102

The 6102 is no longer necessary to collect repayment of a claim. When and if CalWIN fails to record and recoup erroneous benefits issued and there is an urgent need to recover the benefit, then 6102 is an option. Form 6102 is primarily used to issue replacement EBT cards which may also be done through workflow.

XII. EBT Screens

A. Log On

1. When the EBT System Logon screen appears, the user must enter the assigned EBT Group number in the Group field.

   The Group number is CA38 plus the local office code (CA38YYY). Local office codes are as follows:

<table>
<thead>
<tr>
<th>Location</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

80
2. Press the TAB key. Enter your user name in the Name field. (Same as for normal logon, i.e. first initial and last name.)

3. Press TAB key. Enter your password in the Password field. Remember that the password is case sensitive. See sect. XIV for password information.

4. Click on the F1 button at the top of the screen

B. Menu Screen

After logging on, the menu screen will appear. Most workers will have the following menu, with the exception of the Dormant Account Maintenance screen. Supervisors and Intake workers will have access to Dormant Account Maintenance.
To access a screen, click on the corresponding button at the top of the screen. For example, to access the Balance Inquiry screen, click on "F1".

C. Balance Inquiry

This screen is primarily used to check a client's balance and as a point of entry to access additional client information. From the Balance Inquiry screen you can access the Client Search, Address Inquiry, Detail Journal Inquiry and Benefit Grant Inquiry screens.

1. Select BALANCE INQUIRY from your menu (F1).

2. If the card number is known, enter the client's Primary Account Number (PAN) in the Card # field.

3. If the card number (PAN) is unknown, select SF7 (the Client Search screen) and follow the directions given for the Client Search Screen (item D).

4. Click on the F4 button to access the client's information.

5. To access other screens, click on any of the buttons listed at the bottom of the screen.

6. Click on the F16 button to exit when finished.

D. Client Search
The Client Search screen allows you to locate a client's information, using the PAN or other identifying information.

1. Access CLIENT SEARCH from the BALANCE INQUIRY screen.

2. Enter Search Type. Press TAB to advance to the next field.

   Search Types are:

   02 - SSN (enter the number with no dashes);

   03 - Card number (PAN);

   04 - Case Number (38, B, 6 digits of serial number. If B isn't the correct EBT IND, find the correct one).

   05 - Name. Format last, first with no space. Last name alone may be entered, or part of last name.

3. Enter "01" (Food Stamps) in the Program Type field (may leave blank). Press TAB to advance to the next field.

4. Enter the Value (corresponding to the Search Type). For example, if the Search Type is 05, enter the client's name - last, first (no space). If search type is 02, enter the SSN with no spaces.

5. Click on the F2 button to read.
6. After a pause, the system will return the record that matches your request or is the closest to your request on the first line. The next sequential records are displayed beneath the exact closest match.

7. If the client you are searching for is not on this page, click on the F6 (Rd Next) button to read the next page. Continue clicking on F6 to page down until you find the client for which you are searching. There is no page up button. If you accidentally page past the client that you want, you must re-enter the Search value and click on the F2 (Read) button to start over.

**Note:** The system contains information for all clients in California that receive benefits under EBT. If a client is from out of county, their SSN can be used to search for their accounts in that county to ascertain the status.

8. Enter an "X" in the SL field of the line containing the client name you want to view on the Balance Inquiry screen.

9. Click on the SF4 (Sel Rec) button and the selected record will populate the Balance inquiry screen with the client's information.

10. The best search types are the most unique ones, such as SSN or EBT case number.

E. Address Inquiry
The Address Inquiry screen allows the client's full name and address to be viewed. (Complete name and address information may not fit on the Balance Inquiry screen.)

1. Select BALANCE INQUIRY from your menu.

2. Enter the client's Primary Account Number (PAN) in the Card # field. (Or perform a search if the PAN is unknown. See item D.)

3. Click on the F4 button to access the client's information.

4. Click on the SF9 button to access the Address Inquiry screen.

F. Detail Journal Inquiry

The Detail Journal Inquiry displays transaction history for the past 180 days, showing where the client shopped using EBT. Use this screen to access the Transaction Detail screen to view a particular transaction if a client calls with questions regarding account transactions.

1. From the balance inquiry screen, once the client's record is displayed, enter X in the Sel field to select the Food Stamp account. Click on SF2 to access the Client Detail Journal.

2. Enter a Start Date (MMDDYY format) to access the transactions that you want to view.
3. Click on the F4 button. The screen will show the first (and possibly the only) page of transactions that match your criteria.

**Note:** If the transaction you are searching for is not on this page, click on the F6 (Read Next) button to show the following pages. There is no page up button. If you accidentally page past the transaction that you want, you must click on the F4 (Read) button to start the search over.

4. Click on the F16 button to exit and return to the Balance Inquiry screen.

5. From the Client Detail Journal screen, enter X besides a particular transaction and click on the SF4 button to view more details of the transaction. Click on F16 to return to the Client Detail Journal screen.

G. Benefit Grant Inquiry

![Image](https://example.com/image.png)

The Benefit Grant Inquiry screen displays information on benefits posted to the account. Use this screen to access the Benefit Grant Detail screen if a client has questions regarding a particular month's benefits. This screen can also be used to view monthly issuances from another county the client may have come from.

1. From the BALANCE INQUIRY screen, enter X in the Sel field to select the FS account.

2. Click on the SF4 button to access the Benefit Grant Detail screen to view the client's benefit information.
3. Click on the F16 button to exit and return to the Balance Inquiry screen.

4. From the Benefit Grant Inquiry, enter X in the SI field to select an account. Click on SF2 to view more details about the transaction. Click on F16 to go back to the previous screen.

**H. Benefit Pending Search**

The Benefit Pending Search screen is used to view information from the pending benefit file. The pending benefit file contains two types of pending benefits: one when the pending benefit's availability is in the future (after the 1st and prior to the stagger date); the other when the pending benefit is posted in EBT before the demographic information is received from CalWIN. EBT benefits cannot be accessed until demographic information is received by EBT, either from setting up a New Account or through CalWIN.

1. Select BENEFIT PENDING SEARCH from the main menu. (May appear as "Pending Benefit Search")

2. Enter Search Type (code) 06 in the Search Type field. Press the Tab key.

3. Enter the value (EBT case number) in the Value field.

4. Click on the F4 button to read the file.

5. Click on the F6 button to read the next page.
6. Click on the F16 button to exit the screen and return to the Pending Search menu.

I. Demographic Pending Search

The Demographic Pending Search screen provides information for cases where EBT has received demographics through CalWIN, but no benefits have been posted. Once the benefit information is received, EBT benefits will appear on the Balance Inquiry screen.

1. Select DEMOGRAPHIC PENDING SEARCH from the main menu. (May appear as "Pending Demographic Search")

2. Enter SEARCH TYPE. Search types are as follows:

   06   EBT case Number   38B - - - - - - 
        (assuming the case has B EBT IND. Otherwise, use C, D, etc.)

   07   Name               (last,first)

   08   PAN                (client's Personal Account Number)

3. Enter the Value. For example, if 06 was entered as the Search Type, enter the case number.

4. Click on the F4 key to read.
J. Card History Inquiry

The Card History Inquiry screen provides the history of all card numbers (PAN) issued for the case. This screen can be used to verify if a card/PIN were mailed or embossed by the County.

1. Select CARD HISTORY INQUIRY from the main menu.

2. Enter the EBT case number in the Claim Number field, or the PAN in the Card Number field. If entering the case number, this is the one EBT screen where upper-case characters are required where letters of the alphabet are used. For instance use 38BA70246 rather than 38ba70246.

   **Note:** For a listing of all cards issued to the client, enter the case number in the Claim Number field and leave the Card Number field blank.

3. Click on the F4 button to read.

4. Place an "X" in the Sel field of a card and click on the SF4 button to access the detailed information about a specific card from the Card History Detail screen.

K. Dormant Account Maintenance
The Dormant Account Maintenance screen is used to reactivate accounts that have become dormant because the client has not accessed the benefits for at least 180 days. Supervisors and intake workers have access to make changes on this screen.

1. Select DORMANT ACCOUNT MAINTENANCE screen from the main menu.

2. Enter the client's CARD # (PAN). (Or perform a search by clicking on SF7. See Client Search screen)

3. Click on the F4 button to read.

4. Place an "X" in the Food Stamp Sel field to select the Food Stamp account.

5. Click on the F14 button to reset the status.

L. Card Status Maintenance
The Card Status Maintenance Screen is used to "status" a card when the client reports the card was lost, damaged or stolen. The card is rendered invalid and no further transactions can be made on the card. A card that has been statused cannot be returned to valid status; a new card must be issued. Eligibility staff have access to make changes on this screen.

1. Select CARD STATUS MAINTENANCE screen from the main menu.

2. Enter the client's PAN in the Card # field. If the card # is not known, click on the SF7 button to bring up the Client Search screen and locate the client' PAN. Click on the SF4 button to select the client's record and return to the Card Status Maintenance screen.

3. Click on the F4 button to read card information.

4. Enter the new status in the Change Status To field and press the tab key.

5. Enter the date the EW learned the card was missing in the Date Discovered field.

6. Press the tab key to add COMMENTS B (optional) in the Comments field.

7. Click on the F14 button to change the card status.

8. The following are the codes that the worker may enter to status an EBT card or that may be seen when viewing EBT screens:
# System Codes - Generated by EBT

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>00</td>
<td>Not Activated</td>
<td>Benefits not available (Dormant Account)</td>
</tr>
<tr>
<td>01</td>
<td>Activated</td>
<td>Benefits available on this card</td>
</tr>
</tbody>
</table>

## Worker Entries

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>02</td>
<td>Lost (auto issue)</td>
<td>Card replaced through the mail</td>
</tr>
<tr>
<td>03</td>
<td>Damaged (auto issue)</td>
<td>Card replaced through the mail</td>
</tr>
<tr>
<td>04</td>
<td>Stolen (auto issue)</td>
<td>Card replaced through the mail</td>
</tr>
<tr>
<td>22</td>
<td>Lost (do not issue mail replacement)</td>
<td>Card replaced in the office. <em>That is, no card mailed by ARU. Card replaced in office if appropriate.</em></td>
</tr>
<tr>
<td>33</td>
<td>Damaged (do not issue mail replacement)</td>
<td>Card replaced in the office. <em>That is, no card mailed by ARU. Card replaced in office if appropriate.</em></td>
</tr>
<tr>
<td>44</td>
<td>Stolen (do not issue mail replacement)</td>
<td>Card replaced in the office. <em>That is, no card mailed by ARU. Card replaced in office if appropriate.</em></td>
</tr>
<tr>
<td>55</td>
<td>Primary Client Statused an AR’s card</td>
<td>No card issued</td>
</tr>
</tbody>
</table>

## Other Codes (entered by the ARU)

The following are other codes, generated by the EBT system, that may be seen when viewing account information.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>05</td>
<td>Compromised</td>
</tr>
<tr>
<td>06</td>
<td>Used Without Authorization</td>
</tr>
<tr>
<td>07</td>
<td>Stopped by Head of Household</td>
</tr>
<tr>
<td>08</td>
<td>Other</td>
</tr>
<tr>
<td>09</td>
<td>Statused/Replaced through the batch</td>
</tr>
<tr>
<td>11</td>
<td>Undeliverable</td>
</tr>
<tr>
<td>98</td>
<td>Physical Card not issued</td>
</tr>
</tbody>
</table>

**M. PIN Unlock**
The PIN will "lock" if the cardholder attempts to use the card and enters the PIN incorrectly 4 times in a calendar day. On the Detail Journal Inquiry Screen, the code N57S or N57K indicate the maximum number of PIN tries were entered incorrectly and the PIN must be unlocked. The PIN Unlock screen is used to "unlock" the PIN. The PIN will also "unlock" automatically at midnight. Eligibility staff have access to this screen to unlock PINs.

1. Select the PIN UNLOCK screen from the main menu.

2. Enter the client's card number (PAN) in the Card Number field. (Or perform a Client Search to obtain the PAN if unknown, by returning to the Balance Inquiry Screen and doing a Client Search. See sect. XIII, D.

3. Click on the F4 button to read card information. Client's demographic information is displayed for verification purposes.

4. Click on the F14 button to unlock the PIN. A verification message will be returned and the Bad PIN Count will be reset to zero.

XIII. Passwords

Everyone who has access to the EBT system will have a unique password. Passwords must be entered each time when logging onto EBT.

A. Initial Password
1. The initial password is the password used for the very first logon to the system. Initial password will be preassigned. Each user will be notified of his or her initial password.

2. Once the user has accessed the System, the initial password must be changed. This must be done during the original logon process.

B. Ongoing Password

1. Passwords must be six to eight characters long. They can contain letters and numbers.

2. Passwords are case sensitive. The password must be entered exactly as it was set up. For example, if the password was entered as Blueridge, it must be spelled the same way for every log on. If it is entered as BlueRidge, BLUERIDGE or blueridge, the system will not recognize the password and will not log on.

3. Passwords expire after 30 days. The System tracks the last six passwords used. Once a password has expired, it may not be reused for at least six-30 day cycles.

   It may be easier to remember the password if it is 6 or 7 characters with a number at the end that can be changed; for example, hello1. Then only the number need be changed every 30 days: hello2, hello3, etc.

4. Choose a password that is easy to remember, but difficult to guess. Do not use name, birth date or Social Security Number.

5. No punctuation or special marks can be used when choosing a password.

6. Never write the password down or share it with another person.

7. Never leave the PC unattended while logged on to the EBT system. Always log off before leaving the workstation.

XIV. Reference codes on EBT
## EBT Administrative User's Guide Code Reference Sheet

<table>
<thead>
<tr>
<th>Transaction Type (Code)</th>
<th>POS Terminal Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 Food Stamp Balance Inquiry</td>
<td>04</td>
</tr>
<tr>
<td>02 ATM Inquiry</td>
<td>05</td>
</tr>
<tr>
<td>04 Manual Authorization Hold (Credit)</td>
<td>07</td>
</tr>
<tr>
<td>05 PCS Purchase/Debit</td>
<td>12</td>
</tr>
<tr>
<td>12 Cash Purchase</td>
<td>14</td>
</tr>
<tr>
<td>15 PCS Sold/Cash Refund</td>
<td>15</td>
</tr>
<tr>
<td>21 Credit Adjustment</td>
<td>17</td>
</tr>
<tr>
<td>22 Manual Authorization Release (expired)</td>
<td>31</td>
</tr>
<tr>
<td>23 Cash Return</td>
<td>41</td>
</tr>
<tr>
<td>28 Benefit Deposit</td>
<td>50</td>
</tr>
<tr>
<td>29 Emergency Benefit Deposit</td>
<td>51</td>
</tr>
<tr>
<td>32 Debit Adjustment</td>
<td>52</td>
</tr>
<tr>
<td>35 Food Stamp Conversion</td>
<td>54</td>
</tr>
<tr>
<td>37 Employment</td>
<td>55</td>
</tr>
<tr>
<td>51 Manual Authorization—Hold (debit)</td>
<td>56</td>
</tr>
<tr>
<td>52 Reimbursed</td>
<td>57</td>
</tr>
<tr>
<td>61 Pre-authorization</td>
<td>62</td>
</tr>
<tr>
<td>58 Targeted Recovery for Repayment—Debit</td>
<td>63</td>
</tr>
<tr>
<td>59 Grant Program</td>
<td>64</td>
</tr>
<tr>
<td>71 Voucher Card—Purchase</td>
<td>75</td>
</tr>
<tr>
<td>81 Voucher Card—Return</td>
<td>76</td>
</tr>
</tbody>
</table>

### Card Status Codes (Card Sts)

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>00</td>
<td>Not Activated</td>
</tr>
<tr>
<td>01</td>
<td>Activated</td>
</tr>
<tr>
<td>02</td>
<td>Lost</td>
</tr>
<tr>
<td>03</td>
<td>Damaged</td>
</tr>
<tr>
<td>04</td>
<td>Stolen</td>
</tr>
<tr>
<td>05</td>
<td>Compromised</td>
</tr>
<tr>
<td>06</td>
<td>Used Without Authorization</td>
</tr>
<tr>
<td>07</td>
<td>Stopped by Head of Household</td>
</tr>
<tr>
<td>08</td>
<td>Other</td>
</tr>
<tr>
<td>09</td>
<td>Stolen/Replaced through the Exchange</td>
</tr>
<tr>
<td>11</td>
<td>Undeliverable Card</td>
</tr>
<tr>
<td>12</td>
<td>Unknown</td>
</tr>
</tbody>
</table>

### IDSA Status Codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>00</td>
<td>Account Active, Card Access Active</td>
</tr>
<tr>
<td>01</td>
<td>Account Active, Card Access Inactive</td>
</tr>
<tr>
<td>02</td>
<td>Account Active, Card Access Prohibited</td>
</tr>
</tbody>
</table>

### Card Type Codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Client Card Funded</td>
</tr>
<tr>
<td>02</td>
<td>Client Card Number (PIN)</td>
</tr>
<tr>
<td>03</td>
<td>Client Card Number (PAN)</td>
</tr>
</tbody>
</table>

### Card Search Codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>00</td>
<td>Client Card Number (PIN)</td>
</tr>
<tr>
<td>01</td>
<td>Social Security Number</td>
</tr>
<tr>
<td>02</td>
<td>Date of Birth (DOB)</td>
</tr>
<tr>
<td>03</td>
<td>Client ID Number (CID)</td>
</tr>
</tbody>
</table>

### Check Conversion Reason Codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Check Returned for Insufficient Funds</td>
</tr>
<tr>
<td>02</td>
<td>Check Returned for Undeliverable Address</td>
</tr>
<tr>
<td>03</td>
<td>Check Returned for Stopped By Post Office</td>
</tr>
</tbody>
</table>

### Program Codes (Account Type)

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Food Stamps</td>
</tr>
<tr>
<td>02</td>
<td>Cash</td>
</tr>
</tbody>
</table>

### Additional Information

**References:** ACL 08-37
Interpretive Services

I. General Rule

Based on the Manual of Policies and Procedures (MPP) Division 21 regulations, counties are required to advise applicant/recipient of their right to free interpretive services, and to provide an interpreter (qualified bilingual employees, paid interpreters, qualified employees of other agencies, or use of community resources) or the applicant/recipient chooses to provide his/her own interpreter.

The county shall not conduct substantive, program-related conversations with the applicant/recipient until qualified interpretive services are available.

II. Applicant/Recipient Using Their Own Interpreter

Even applicants/recipient decide to use their own interpreter, the county is required to advise them at initial intake and at each redetermination of (1) the right to free interpretive services; (2) potential problems of using the client’s own interpreter, including the possibility of ineffective communication, inaccurate interpretation, and the need to disclose private information to the interpreter; (3) the availability of county-provided interpretive services, whether or not a client chooses to provide his own interpretive services at any time, even when a client-provided interpreter is present.

III. Minor Interpreter

The county may allow a minor to temporarily act as an interpreter only at the request of the applicant/recipient, or under other extenuating circumstances. The
county must document the use of a minor and the reason(s) for it in the case record. For example:

- The county telephones or visits the applicant/recipient’s home for initial contact and finds a non-English or limited-English speaking client, while a minor in the home speaks English. Under these circumstances, the county may use the minor as an interpreter only to determine the language of the client and to schedule a date and time to return with a county provided interpreter. When the matter is time sensitive, the county is encouraged to use a telephone interpreter.

- A non-English or limited-English speaking applicant/recipient enters the program with a minor child who speaks English and the county does not immediately have access to a county provided interpreter in the applicant/recipient’s primary language. Under these circumstances, the minor may only be used as a temporary interpreter to schedule a date and time to return to the program when a county provided interpreter will be available. When the matter is time sensitive, the county is encouraged to use a telephone interpreter.

- When a program employee encounters a health and safety issue such as a car accident or crime scene, where immediate communication is imperative, a minor may be used temporarily until a qualified interpreter arrives at the scene or communicates with the applicant/recipient via telephone, cell phone, etc.

**IV. Documentation**

Workers must document the following the case record for each contact with the applicant/recipient:

- The county offered free interpretive services;

- Who provided the interpretive services;

- The county informed the applicant/recipient of potential problems for ineffective communication when using the applicant’s/recipient’s own interpreter;

- The county offered county-provided interpretive services if the applicant/recipient provided interpreter is not available;

- A minor temporarily acting as an interpreter did so at the specific request of the applicant/recipient or there were other extenuating circumstances, with an explanation of those circumstances;

- The applicant/recipient signed a consent for the release of information when using his or her own interpreter;
• The county informed the applicant/recipient of his/her right to accept county-provided interpretive services at any time, even when a client provided interpreter is present.
Household Concept

I. Definition of Household

A household may be composed of any of the following persons or group of persons living together, as long as they are not residents of institutions or commercial boarding houses, or boarders (with some exceptions) See "Household Composition: Boarders" and "Boarders and Boarding House Residents."

II. Household Composition

A. A household may be composed of any of the following:

1. A person living alone;

2. A person living with others who customarily purchases food and prepares meals separately from the others;
3. A group of persons who live together and customarily purchase food and prepare meals together.

B. The following persons shall NOT be granted separate household status:

1. **Spouses** — whether or not they purchase and prepare meals together. Spouses are either of two persons who are married to each other under applicable state law. This includes common-law spouses.

2. **Parents and their children** (natural, adopted, or step-), unless the child(ren) is/are 22 years or older and purchase(s) and prepare(s) meals separately, OR is/are participating in the other parent's FS household.

3. **A child under 18 years of age**, living with and under the parental control of a household member who is not his/her parent. Click here to see determining factors for children under 18.

4. **Boarders** provided both meals and lodging by a household but paying less than a reasonable monthly payment are considered members of the household providing the meals and lodging.

   a. If payment for lodging is distinguishable from payment for meals, only the amount paid for meals is evaluated to determine if reasonable compensation is being paid. The monthly payments must be paid in cash.

   b. If payments for lodging are indistinguishable from payments for meals, the amount considered as payment for meals is:

      1) The total payment if the total payment is equal to or less than the monthly coupon allotment at zero net income for the appropriate number of boarders, or

      2) The portion of the total payment that is equal to the monthly coupon allotment at zero net income for the appropriate number of boarders.

   **Example:** Sam pays $50 per month for two meals per day. The Thrifty Food Plan allotment for one person is $152 monthly. 2/3 of $152 is $100.66. Since Sam pays a less than reasonable amount for meals, he cannot be considered a separate household nor a boarder.

5. **Children of narcotic addicts or alcoholics** who reside at a treatment center.
6. **A woman or woman with children who are temporary residents** of a shelter for battered women and/or children.

7. **A person 60 years or older (and the spouse), living with others, who cannot purchase and prepare meals separately because of a permanent disability.** This person is considered a separate household as long as the gross income of the others with whom he lives (excluding the spouse) does not exceed 165% of the Gross Monthly Income Standard for Elderly/Disabled Separate Household status.

   Click here to see determining factors for elderly or disabled household members.

8. **A parent who shares joint physical custody of children on a 50/50 basis and in whose household the children have been determined to be eligible to participate.**

   Ensure that duplicate participation does not occur. If the children live with each parent an equal number of days per month, use the following criteria to determine H-H composition:

   a. If the child eats more meals with one parent, the child may participate in the household of the parent providing the majority of the meals in any given month.

   b. When the child eats an equal number of meals with each parent, the first parent to apply may participate with the child, unless the two parents mutually agree otherwise.

   c. When the parents mutually agree with whom the child will participate, then the child may participate with that parent regardless of where the majority of the meals are taken in any given month.

**III. Establishing Separate Household Status**

**A. Criteria**

When a person or group lives with others, the relationship used to determine household composition is the person's or group's customary practice of purchasing and preparing meals. Whether the person or group is considered a household separate from or together with those they live with is determined on the basis of that arrangement. In other words, what has been the usual practice of buying and preparing meals determines the household.
1. If it is the person's/group's custom to buy and prepare meals with others in the home, they are one household.

2. If the person/group usually buys and prepares separately from others in the home, the person/group qualifies as a separate household.

3. The person wishing to be considered a separate household is responsible for proving separate household status. The person is responsible for:
   a. Obtaining the cooperation of the others in the home in providing income verification, or
   b. Providing (if applicable) a doctor's statement that he must purchase and prepare his own meals due to special diet considerations (as in diabetics).

B. Purchasing and Preparation Arrangements

Purchasing and preparation arrangements can change and be unstable.

1. If a person's arrangement has recently changed due to a move or other change in living situation, the person's statement as to the new arrangement is accepted unless questionable. "Recently" is defined as the period of time preceding the date of application up to an entire month before the month of application.

2. If a person has more than one ongoing and stable arrangement separate or together with other persons s/he lived with during the month before the month of application, the arrangement for the greatest number of meals during that month determines the composition of the household, unless a single, stable arrangement is established by the date of application.

3. If household composition is determined differently from that described by the applicant, the client must be given an opportunity to resolve the discrepancy.

IV. Non-Household members

The following persons living with a household are not considered members when determining household size, eligibility, or benefit level. Non-household members who are otherwise eligible may participate in Food Stamps as separate households.

A. Roomers
Roomers are persons who pay for and receive lodging but not meals from a household.

**B. Live-in Attendants**

Live-in attendants are persons who live with a household for the purpose of providing medical, housekeeping, child care, or other similar personal services.

**C. Others**

These are persons who share living quarters with the household but who do not customarily buy and prepare meals with the household.

1. If the applicant shares housing with another family to save on rent but does not buy and prepare food together, the other family is not part of the applicant household.

2. An person or family who, because of a temporary loss of income, was forced to move in with friends or relatives. The person or family which customarily purchases and prepares separately from the household that took them in can apply as a separate household.

**V. Excluded Household Members**

The following persons living with a household are excluded when determining household size, eligibility, and benefit level, or when determining categorical eligibility. Excluded members cannot participate as separate households.

**A. Ineligible non-citizens**

Persons who do not meet citizenship, eligible non-citizen status, or sponsored non-citizen requirements. (See Sec. 81-3.)

**B. Disqualified Persons**

Persons disqualified for Intentional Program Violation (IPV), and those disqualified for refusing or failing, without good cause, to comply with SSN requirements. (See Sec. 81-4.)

**C. Fleeing Felons and Probation/Parole Violators**

Persons who are fleeing felons and/or probation/parole violators.

**D. Workfare Sanctioned Persons**
Persons sanctioned for failure to comply with the GA/PAES Workfare Program.

E. SSI/SSP Recipients

No person receiving SSI/SSP payments is eligible to receive Food Stamps. Persons must actually receive, not merely have applied for, SSI/SSP benefits to be ineligible. The SSI/SSP recipient remains ineligible even during periods of nonreceipt or suspension of SSI/SSP payments. The person has to be actually terminated from the SSI/SSP program to become eligible to Food Stamps.

F. Ineligible Students

Persons enrolled in an institution of higher education who are ineligible because they do not meet the student eligibility requirements. (See Sec. 82-9.1.)

G. Work Requirements Disqualified

Persons disqualified for noncompliance with work requirements. (See Sec. 81-6.)

H. Drug Felony Conviction

Persons convicted (under federal or state law) of any felony offense that involves distribution, selling, or manufacturing of a controlled substance. A controlled substance does not include distilled spirits, wine, malt beverages, or tobacco. This is a permanent exclusion and shall affect convictions that are a result of conduct occurring after August 22, 1996. Convictions for personal use or possession for personal use only may be eligible for Food Stamps participation. (Reference: ACL #04-59)

VI. Boarders and Boarding House Residents

A. Boarders

Boarders are ineligible for Food Stamps unless specifically requested by the household. Boarders cannot participate independent of the household providing the board. Document the request or get a written statement from the household.

1. A boarder is a person or group of persons (excluding residents of commercial boarding houses) paying reasonable compensation to the household for lodging and meals. If the person pays less than reasonable compensation for meals and lodging, s/he is considered a member of the
household which provides the meals and lodging. Reasonable compensation is either:

a. Maximum monthly allotment or more (exceeds the monthly benefit allotment at zero net income), when the board arrangement is for more than two (2) meals a day, or

b. 2/3 or more (2/3 of the monthly benefit allotment at zero net income), when the board arrangement is for two (2) meals or less per day.

2. The payment that a boarder pays to the household is treated as self-employment income to the household.

3. Boarders are not:

a. Children under 18 and under parental control of a household member, with the exception of foster children. See point 4, below.

b. Parents living with their natural, adopted, or step children, or children living with their natural, adopted, or step parents, even if one of the parents is elderly or disabled;

c. Spouses;

d. Siblings living with their natural, adopted, half or step siblings, even if one of the siblings is elderly or disabled.

4. Foster children are considered boarders.

a. Foster care payments to the household caring for the children are excluded as income.

b. Regulations in 1. and 2. on preceding page do not apply to foster children.

5. The household with foster children still retains the option to include the foster children as members of the household for Food Stamp purposes. If the household chooses this, the foster care payments are counted as income to the household.

B. Boarding House Residents

Residents of commercial boarding houses are not eligible for Food Stamps.
1. A boarding house is defined as an establishment licensed as a commercial enterprise offering meals and lodging for compensation.

**Note:** The number of boarders is not used in determining whether the boarding house is a commercial enterprise.

2. In areas without licensing requirements, a boarding house is defined as a commercial establishment offering meals and lodging for compensation with the intent of making a profit.

### VII. Residents of Institutions

Persons are residents of an institution when the institution provides the majority of their meals as part of normal services. Residents are not eligible to participate. The following persons are **not** residents of institutions:

#### A. Residents of any federally subsidized housing for the elderly.

#### B. Narcotic addicts or alcoholics who reside at a treatment/ rehabilitation center.

1. The residents apply and are certified through an authorized representative (AR).

   **Note:** The AR must be an employee of and designated by the institution that is administering the treatment program.

2. The organization/institution must apply on behalf of each resident and receive and use the EBT cards for the food prepared by and/or served to the resident.

3. If the spouse and/or family members (other than the children of the narcotic addict or alcoholic) live at the center but do not receive treatment and the center customarily provides meals for residents, the spouse and/or family members are residents of the institution and are not eligible to Food Stamps.

4. If the treatment/rehab center does not provide meals to the spouse and/or family members living at the center, the spouse and/or family members are roomers and may participate as separate households if otherwise eligible.

#### C. Disabled or blind persons who are residents of group living arrangements and who receive benefits under Title II of the Social Security Act (Retirement, Survivors, Disability).
1. A group living arrangement is defined as a public or private, non-profit residential setting serving no more than sixteen (16) residents, and is state-licensed as either a small family home, large family home, or group home.

2. Residents may apply through an AR appointed by the group, apply on their own behalf, or through an AR of their own choice.

3. Any person receiving SSI/SSP and residing at such a home remains ineligible to Food Stamps.

D. Women or women with children temporarily living at a battered women's shelter that provides meals are considered person households and eligible to Food Stamps.

E. Residents of foster family settings are considered members of the household providing the foster care.

   1. Foster family settings include any facility licensed to provide foster care.

   2. Residents of SDSS licensed group homes are eligible only if they qualify under the provisions of C. above.

F. Residents of public/private non-profit for the homeless.

VIII. Strikers

Households with striking members are ineligible to participate unless the household was eligible one day prior to the strike and on the day of application.

A. Who is a Striker

B. Who is not a Striker

   The following persons are not considered strikers:

   1. Employees locked out by an employer in order to resist employee demands;

   2. Employees unable to work as a result of striking employees;

   3. Employees not wanting to cross a picket line due to fear of personal injury or death;

   4. Persons exempt from work registration on the day prior to the strike, other than those exempt solely on the grounds that they are employed.
5. Employees whose employers have hired permanent replacements for the striking employees' jobs. The fact that the striking employees are offered other jobs does not affect their status as they must be able to return to the same job.

Reference: 63-102, 63-300, 63-402
Household Concept

I. Definition of Household

A household may be composed of any of the following persons or group of persons living together, as long as they are not residents of institutions or commercial boarding houses, or boarders (with some exceptions) See "Household Composition: Boarders" and "Boarders and Boarding House Residents."

II. Household Composition

A. A household may be composed of any of the following:

1. A person living alone;

2. A person living with others who customarily purchases food and prepares meals separately from the others;

3. A group of persons who live together and customarily purchase food and prepare meals together.

B. The following persons shall NOT be granted separate household status:
1. **Spouses** — whether or not they purchase and prepare meals together. Spouses are either of two persons who are married to each other under applicable state law. This includes common-law spouses.

2. **Parents and their children** (natural, adopted, or step-), unless the child(ren) is/are 22 years or older and purchase(s) and prepare(s) meals separately, OR is/are participating in the other parent’s FS household.

3. **A child under 18 years of age**, living with and under the parental control of a household member who is not his/her parent. Click here to see determining factors for children under 18.

4. **Boarders** provided both meals and lodging by a household but paying less than a reasonable monthly payment are considered members of the household providing the meals and lodging.
   
   a. If payment for lodging is distinguishable from payment for meals, only the amount paid for meals is evaluated to determine if reasonable compensation is being paid. The monthly payments must be paid in cash.

   b. If payments for lodging are indistinguishable from payments for meals, the amount considered as payment for meals is:

      1) The total payment if the total payment is equal to or less than the monthly coupon allotment at zero net income for the appropriate number of boarders, or

      2) The portion of the total payment that is equal to the monthly coupon allotment at zero net income for the appropriate number of boarders.

   **Example:** Sam pays $50 per month for two meals per day. The Thrifty Food Plan allotment for one person is $152 monthly. 2/3 of $152 is $100.66. Since Sam pays a less than reasonable amount for meals, he cannot be considered a separate household nor a boarder.

5. **Children of narcotic addicts or alcoholics** who reside at a treatment center.

6. **A woman or woman with children who are temporary residents** of a shelter for battered women and/or children.

7. **A person 60 years or older (and the spouse)**, living with others, who cannot purchase and prepare meals separately because of a
permanent disability. This person is considered a separate household as long as the gross income of the others with whom he lives (excluding the spouse) does not exceed 165% of the Gross Monthly Income Standard for Elderly/Disabled Separate Household status.

Click here to see determining factors for elderly or disabled household members.

8. A parent who shares joint physical custody of children on a 50/50 basis and in whose household the children have been determined to be eligible to participate.

Ensure that duplicate participation does not occur. If the children live with each parent an equal number of days per month, use the following criteria to determine H-H composition:

a. If the child eats more meals with one parent, the child may participate in the household of the parent providing the majority of the meals in any given month.

b. When the child eats an equal number of meals with each parent, the first parent to apply may participate with the child, unless the two parents mutually agree otherwise.

c. When the parents mutually agree with whom the child will participate, then the child may participate with that parent regardless of where the majority of the meals are taken in any given month.

III. Establishing Separate Household Status

A. Criteria

When a person or group lives with others, the relationship used to determine household composition is the person's or group's customary practice of purchasing and preparing meals. Whether the person or group is considered a household separate from or together with those they live with is determined on the basis of that arrangement. In other words, what has been the usual practice of buying and preparing meals determines the household.

1. If it is the person/group's custom to buy and prepare meals with others in the home, they are one household.

2. If the person/group usually buys and prepares separately from others in the home, the person/group qualifies as a separate household.
3. The person wishing to be considered a separate household is responsible for proving separate household status. The person is responsible for:

   a. Obtaining the cooperation of the others in the home in providing income verification, or

   b. Providing (if applicable) a doctor's statement that he must purchase and prepare his own meals due to special diet considerations (as in diabetics).

**B. Purchasing and Preparation Arrangements**

Purchasing and preparation arrangements can change and be unstable.

1. If a person's arrangement has recently changed due to a move or other change in living situation, the person's statement as to the new arrangement is accepted unless questionable. "Recently" is defined as the period of time preceding the date of application up to an entire month before the month of application.

2. If a person has more than one ongoing and stable arrangement separate or together with other persons s/he lived with during the month before the month of application, the arrangement for the greatest number of meals during that month determines the composition of the household, unless a single, stable arrangement is established by the date of application.

3. If household composition is determined differently from that described by the applicant, the client must be given an opportunity to resolve the discrepancy.

**IV. Non-Household members**

The following persons living with a household are not considered members when determining household size, eligibility, or benefit level. Non-household members who are otherwise eligible may participate in Food Stamps as separate households.

**A. Roomers**

Roomers are persons who pay for and receive lodging but not meals from a household.

**B. Live-in Attendants**
Live-in attendants are persons who live with a household for the purpose of providing medical, housekeeping, child care, or other similar personal services.

**C. Others**

These are persons who share living quarters with the household but who do not customarily buy and prepare meals with the household.

1. If the applicant shares housing with another family to save on rent but does not buy and prepare food together, the other family is not part of the applicant household.

2. A person or family who, because of a temporary loss of income, was forced to move in with friends or relatives. The person or family which customarily purchases and prepares separately from the household that took them in can apply as a separate household.

**V. Excluded Household Members**

The following persons living with a household are excluded when determining household size, eligibility, and benefit level, or when determining categorical eligibility. Excluded members cannot participate as separate households.

**A. Ineligible non-citizens**

Persons who do not meet citizenship, eligible non-citizen status, or sponsored non-citizen requirements. (See Sec. 81-3.)

**B. Disqualified Persons**

Persons disqualified for Intentional Program Violation (IPV), and those disqualified for refusing or failing, without good cause, to comply with SSN requirements. (See Sec. 81-4.)

**C. Fleeing Felons and Probation/Parole Violators**

Persons who are fleeing felons and/or probation/parole violators.

**D. Workfare Sanctioned Persons**

Persons sanctioned for failure to comply with the GA/PAES Workfare Program.

**E. SSI/SSP Recipients**
No person receiving SSI/SSP payments is eligible to receive Food Stamps. Persons must actually receive, not merely have applied for, SSI/SSP benefits to be ineligible. The SSI/SSP recipient remains ineligible even during periods of nonreceipt or suspension of SSI/SSP payments. The person has to be actually terminated from the SSI/SSP program to become eligible to Food Stamps.

F. Ineligible Students

Persons enrolled in an institution of higher education who are ineligible because they do not meet the student eligibility requirements. (See Sec. 82-9.1.)

G. Work Requirements Disqualified

Persons disqualified for noncompliance with work requirements. (See Sec. 81-6.)

H. Drug Felony Conviction

Persons convicted (under federal or state law) of any felony offense that involves distribution, selling, or manufacturing of a controlled substance. A controlled substance does not include distilled spirits, wine, malt beverages, or tobacco. This is a permanent exclusion and shall affect convictions that are a result of conduct occurring after August 22, 1996. Convictions for personal use or possession for personal use only may be eligible for Food Stamps participation. (Reference: ACL #04-59)

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A. Boarders

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1. A boarder is a person or group of persons (excluding residents of commercial boarding houses) paying reasonable compensation to the household for lodging and meals. If the person pays less than reasonable compensation for meals and lodging, s/he is considered a member of the household which provides the meals and lodging. Reasonable compensation is either:
**81: Non-Financial Eligibility**

a. Maximum monthly allotment or more (exceeds the monthly benefit allotment at zero net income), when the board arrangement is for more than two (2) meals a day, or

b. 2/3 or more (2/3 of the monthly benefit allotment at zero net income), when the board arrangement is for two (2) meals or less per day.

2. The payment that a boarder pays to the household is treated as self-employment income to the household.

3. Boarders are not:

   a. Children under 18 and under parental control of a household member, with the exception of foster children. See point 4, below.

   b. Parents living with their natural, adopted, or step children, or children living with their natural, adopted, or step parents, even if one of the parents is elderly or disabled;

   c. Spouses;

   d. Siblings living with their natural, adopted, half or step siblings, even if one of the siblings is elderly or disabled.

4. Foster children are considered boarders.

   a. Foster care payments to the household caring for the children are excluded as income.

   b. Regulations in 1. and 2. on preceding page do not apply to foster children.

5. The household with foster children still retains the option to include the foster children as members of the household for Food Stamp purposes. If the household chooses this, the foster care payments are counted as income to the household.

**B. Boarding House Residents**

Residents of commercial boarding houses are not eligible for Food Stamps.

1. A boarding house is defined as an establishment licensed as a commercial enterprise offering meals and lodging for compensation.
Note: The number of boarders is not used in determining whether the boarding house is a commercial enterprise.

2. In areas without licensing requirements, a boarding house is defined as a commercial establishment offering meals and lodging for compensation with the intent of making a profit.

VII. Residents of Institutions

Persons are residents of an institution when the institution provides the majority of their meals as part of normal services. Residents are not eligible to participate. The following persons are not residents of institutions:

A. Residents of any federally subsidized housing for the elderly.

B. Narcotic addicts or alcoholics who reside at a treatment/ rehabilitation center.

1. The residents apply and are certified through an authorized representative (AR).

Note: The AR must be an employee of and designated by the institution that is administering the treatment program.

2. The organization/institution must apply on behalf of each resident and receive and use the EBT cards for the food prepared by and/or served to the resident.

3. If the spouse and/or family members (other than the children of the narcotic addict or alcoholic) live at the center but do not receive treatment and the center customarily provides meals for residents, the spouse and/or family members are residents of the institution and are not eligible to Food Stamps.

4. If the treatment/rehab center does not provide meals to the spouse and/or family members living at the center, the spouse and/or family members are roomers and may participate as separate households if otherwise eligible.

C. Disabled or blind persons who are residents of group living arrangements and who receive benefits under Title II of the Social Security Act (Retirement, Survivors, Disability).

1. A group living arrangement is defined as a public or private, non-profit residential setting serving no more than sixteen (16) residents, and is
state-licensed as either a small family home, large family home, or group home.

2. Residents may apply through an AR appointed by the group, apply on their own behalf, or through an AR of their own choice.

3. Any person receiving SSI/SSP and residing at such a home remains ineligible to Food Stamps.

D. Women or women with children temporarily living at a battered women’s shelter that provides meals are considered person households and eligible to Food Stamps.

E. Residents of foster family settings are considered members of the household providing the foster care.

1. Foster family settings include any facility licensed to provide foster care.

2. Residents of SDSS licensed group homes are eligible only if they qualify under the provisions of C. above.

F. Residents of public/private non-profit for the homeless.

VIII. Strikers

Households with striking members are ineligible to participate unless the household was eligible one day prior to the strike and on the day of application.

A. Who is a Striker

B. Who is not a Striker

The following persons are not considered strikers:

1. Employees locked out by an employer in order to resist employee demands;

2. Employees unable to work as a result of striking employees;

3. Employees not wanting to cross a picket line due to fear of personal injury or death;

4. Persons exempt from work registration on the day prior to the strike, other than those exempt solely on the grounds that they are employed.
5. Employees whose employers have hired permanent replacements for the striking employees' jobs. The fact that the striking employees are offered other jobs does not affect their status as they must be able to return to the same job.

Reference: 63-102, 63-300, 63-402
Determining Factors for Children Under 18

Back to Household Concept: Household Composition

A minor child is not considered to be under parental control of an adult with whom he lives if the minor has:

1. Entered into a valid marriage, whether or not the marriage has terminated by dissolution; or

2. Is on active duty with any of the U.S. armed forces. Please note that if discharged before reaching the age of 18, that person can still be considered under parental control.

3. Been emancipated by a court order.

If none of the conditions above exists, use the criteria below to determine if parental control exists. Do this on a case-by-case basis.

1. The minor is economically self-supporting and managing his/her own affairs. **No parental control exists.**

2. The closer a minor is to 18 years of age, the more significant age becomes in the determination of whether parental control exists; case to case basis to determine parental control.

3. The minor is absent for significant periods of time from the adult s/he lives with and comes and goes without needing the adult's approval. **No parental control exists.**

A foster child placed by federal, state, or local governmental program in a private home of a relative, or other person or family, shall be considered a boarder. Boarders may participate in Food Stamps only by request of the household providing boarder services, and only as a member of that household.

Back to Household Concept: Household Composition
Determining Factors for Elderly/Disabled

Back to Household Concept: Household Composition

Elderly or disabled is defined as a person who:

- Is 60 years old or older;
- Is a veteran:

  1. With a service-connected or nonservice-connected disability rated as or paid as total by the VA under Title 38 of the U.S. code; or
  
  2. Considered by the VA to be in need of regular aid and attendance, or permanently housebound under Title 38 of the U.S. code.

  3. Is a surviving spouse of a veteran and considered by the VA to be in need of regular aid and attendance, or permanently housebound; or

  4. Is a surviving child of a veteran considered by the VA to be permanently incapable of self-support under Title 38 of the U.S. code;

  5. Is surviving spouse or child of a veteran considered by the VA to be entitled to compensation for a service-connected death or pension benefits for a nonservice-connected death under Title 38 of the U.S. code, and has a disability considered permanent under Sec. 221(i) of the SSA.

  **Note:** "Entitled" means the surviving spouse or child is already receiving compensation or pension benefits, or has been approved for such payments but is not yet receiving them.

  6. Receives disability or blindness payments under Title II of the SSA;
7. Receives disability retirement benefits from a governmental agency because of a disability considered permanent under Sec. 221(i) of the SSA;

8. Receives an annuity payment under:

   a) Sec. 2(a)(1)(iv) of the Railroad Retirement Act of 1974 and is determined eligible to receive Medicare by the Railroad Retirement Board; or

   b) Sec. 2(a)(1)(v) of the Railroad Retirement Act of 1974 and is determined disabled under Title XXVI of the SSA.

9. Receives payments or medical assistance from any of the following if the condition for receiving these benefits is at least as stringent as the conditions used under Title XVI of the SSA to receive disability or blindness benefits:

   a) Interim assistance pending receipt of Supplemental Security Income; or

   b) Supplemental Security Income (SSI) under Title XVI of the SSA; or

Note: Persons receiving SSI are considered members of the household only for the purpose of determining household composition, otherwise they are still ineligible for Food Stamps. See Sec. 82-9.3.

   c) Disability-related medical assistance under Medi-Cal (Title XIX of the Social Security Act); or

   d) Disability-based General Assistance.

Back to Household Concept: Household Composition
County Residence

I. Definition

All households who live in San Francisco County at the time they apply for Food Stamp benefits meet the county residence requirement. The household does not have to have been in the county for any specific length of time.

A. Individuals may not participate as members of more than one household or in more than one county in any month.

Exception: Battered women and their children. If they were on Food Stamps in the household of the abuser, they can establish a new case in a new county.

B. An otherwise eligible household does not have to reside in a permanent dwelling or have a fixed mailing address as a condition of eligibility.

C. Persons on vacation are not residents of the county in which they are vacationing.

II. Home Address

A. Every household must be asked if the mailing address as given on the DFA 285 A2 is the household's place of residence.

B. The residence address of every household must be in the case record and must be used as the mailing address, unless there is a problem with receiving mail, or the household is homeless.
III. Alternate Mailing Addresses

An alternate mailing address is used for those persons with no fixed address or no address at all, or those experiencing documented problems when receiving mail at their home address. The alternate mailing address is limited to San Francisco only. The need for an alternate mailing address must be verified at initial certification and at re-certification. Returned mail makes the mailing address questionable and re-verification is required. Supervisory approval is required for an alternate mailing address.

A. Post Office Box

1. A household with a fixed or permanent address who requests to use a P.O. Box as an alternate address must be approved by the senior supervisor for one or more of the following reasons:

   a. The household has no other way to receive mail, for example, the person resides in a mobile home or houseboat.

   b. The household lives in a neighborhood where mailbox thefts occur frequently or there have been problems receiving mail, and this has been reported to the postal authorities. A letter from the Post Office is required to verify the problems.

2. The requesting household must complete Form 8035 Request for P.O. Box or Mailing Address, clearly stating the reason(s) for the request with a letter from the Post Office or verification that the residence is a mobile home or houseboat attached.

3. The EW must:

   a. Document the request on an the 8002 Record of Contacts;

   b. File the completed Form 8035 and verification in the case record;

   c. Send the case record to the senior supervisor for approval or denial;

   d. Flag the case and review at least once every three months to see if the condition continues.

B. Homeless Mailing Addresses
Homeless clients may choose General Delivery or a care of (c/o) address. Use Form 6031 for those homeless clients able to give an alternate mailing address or when the homeless client requests General Delivery as his/her mailing address.

1. Care of Address

Those homeless households requesting to use a care of (c/o) address have to meet the following conditions:

   a. Certify on the Homeless Mail Address Form 6031 that the legitimate renter or property owner where their mail will be sent has granted permission to use the c/o address.

   b. Authorize a collateral contact with the renter or owner prior to mailing the EBT card when the address information appears questionable.

2. General Delivery - Homeless Households

Mail for homeless households who have no alternate address should be mailed to General Delivery. EBT cards may also be mailed to General Delivery but discouraged. The address is:

Client Name

c/o General Delivery

San Francisco, CA 94142

   a. Explain the 6031 form and policy to the household;

   b. Complete the form in duplicate--both household and EW;

   c. Give a copy of the form to the household;

   d. Submit to the unit supervisor for approval;

   e. File the original in the case record.

3. General Delivery ID Requirements

General Delivery requires that the homeless households have signed picture ID. Acceptable ID documents are:

   a. California IDs and drivers' licenses
b. U.S. passports  
c. Out-of-state IDs  
d. Check cashing cards  

4. Stabilization Care Program (SCP)  

CAAP has implemented the Stabilization Care Program (SCP). The purpose of the program is to temporarily house the participant while providing intensive case management, and assisting them with finding permanent housing.  

Participants are placed in Single Room Occupancy (SRO) hotels. They are paying no rent, but their CAAP grant is reduced to cover program costs. In CalWIN, participants will be considered housed, not homeless.  

All participants in SCP will have a mailing address of 1060 Howard St, San Francisco, CA 94103-2820 (prior 11/17/2008, the mailing address was 43 Fell St, San Francisco, CA 94103). A home address does not have to be entered into CalWIN.  

If the CAAP worker later:  

i. changes the mailing address to 1060 Howard St. and  
ii. marks the client as housed by entering "N" for Homeless in the Collect Individual Demographics Detail window, and  
iii. selects an "L-SFHOT Stabilization Care Program" as Special Indicator on CalWIN, (SFHOT stands for San Francisco Homeless Outreach Team)  

the FS program must honor the CAAP decision. The participant is then subject to Quarterly Reporting and eligible for the Restaurant Meals Program. The SCP program case managers will help participants complete and return their QR7s.  

Reference: PIM 08-10, PIM 08-17  

IV. Forwarding Mail  

A. Households must be informed that the Post Office will not forward FS correspondence even if the household had filed a change of address form.
B. Mail carriers are under instructions not to leave correspondence at an address where there is no corresponding name on the mailbox or door and the addressee is unknown to them. Such mail is returned to the Department of Social Services.

V. Verification

A. Verification of residency is not required unless questionable. If client is using an address for mailing purposes only, make sure client has permission from the primary resident of that address.

B. Use a collateral contact or readily available documentary evidence if needed verification cannot be done in conjunction with that of other information.

C. Accept any document or collateral contact that reasonably establishes the applicant's residence and do not require a specific type of verification.

D. If client fails to give a satisfactory explanation regarding questionable details about his/her residency information, refer to FRED.
81-3 Citizen/Non-citizen Status

Citizen and Non-citizen Status

I. Who is Eligible

A. United States Citizens

B. Eligible Non-citizens

A non-citizen lawfully admitted to the U.S. for permanent residence under the Immigration and Nationality Act (INA) and falls into one of the following categories is eligible:
1. Is a Canadian-born, North American Indian whose permanent residency has been verified by birth records, affidavits from tribal officials, INS Form I-181, or other INS documents acceptable to the county welfare department.

2. Was admitted as a refugee within the last five years, as verified by INS Form I-94 annotated with Sec. 207 of the INA - May receive Food Stamps for a maximum of seven years from the date his/her status was granted.

3. Was admitted as an asylee within the last five years, as verified by INS Form I-94 annotated with Section 208 of the INA. May receive Food Stamps for a maximum of seven years from the date his/her status was granted.

4. Had deportation withheld under Sec. 243(h) of the INA before April 1, 1997, OR under Sec. 241(b)(3) of the INA on or after April 1, 1997, within the last five years. May receive Food Stamps for a maximum of seven years from the date the status was granted.

5. Is a Cuban or Haitian entrant within the last five years.

6. Is a medical professional Cuban Entrant/Parolee who is living outside of Cuba, has been admitted to the U.S. on or after August 11, 2006. Some examples of medical professionals would include: doctors, nurses, paramedics, physical therapists, lab technicians and sports trainees.

   a. All are Cubans
   ● Cuban medical professionals, their Cuban spouses and Cuban children who are paroled under INA Section 212(d)(5) as Cuban/Haitian Entrants are immediately eligible for federal food stamp benefits as qualified non-citizens.
   ● Documentation
     i.an I-94 form with a stamp showing parole at anytime as a "Cuban/Haitian Entrant" or include a notation after the word "Purpose" with "Cuban Parolee (CC)," and
     ii.All documentation must be verified through the SAVE process for confirmation of non-citizen status.

   b. Spouse is a non-Cuban
   ● The spouse of the medical professional who is a non-Cuban and who is admitted as a parolee under INA Section 212(d)(5) may apply for Legal Permanent
Resident (LPR) status after one year of residency evidenced by the Form I-551 (Green Card).
- If the non-Cuban spouses are found eligible, they will be eligible for state funded CFAP.

### c. Child is a Cuban or a non-Cuban
- A child under the age of 18 is immediately eligible for federal benefits if lawfully admitted in the U.S. regardless of the date of entry.

The status of "Paroled as Cuban/Haitian Entrant" cannot be conferred upon either the non-Cuban spouse or the non-Cuban child of the Cuban professional. **Their status as parolees is determined at the Time of Entry into the U.S.**

#### 7. Was granted Amerasian immigrant status within the last five years.

#### 8. Is a conditional entrant as verified by INS Form I-94 annotated with Sec. 203(a)(7) of the INA and the words "Paroled as a refugee" or "Paroled as an asylee" AND is a veteran. May receive Food Stamps **indefinitely** (veteran status) as long as he/she is otherwise eligible.

**9. Is a parolee who was granted parolee status for at least one year and is a veteran.** Please note that this person may receive Food Stamps **indefinitely** as long as he/she is otherwise eligible (veteran status). He/she may verify his/her status with one of the following:

- a. INS Form I-94 annotated with Sec. 213(d)(5) of the INA, or Sec. 212(d)(5), or Sec. 207; OR
- b. INS Form I-512 annotated with Sec. 212(d)(5); OR
- c. INS Form I-551 annotated with M93; OR
- d. INS Form I-688B annotated with Sec. 274a.12(a)(4) or (c)(11).

#### 10. Is a veteran (honourably discharged) for reasons other than on account of alienage, or an active duty person, or is the spouse or the unmarried dependent child of a veteran or active-duty person, including a deceased veteran or active duty person.

- a. "Veteran" here means someone who has met the minimum active-duty service requirements (24 months or the period for which the person was called to active duty).
- b. "Spouse of a deceased veteran or active duty person" means the spouse has not remarried and the marriage met one of the
following requirements: married for at least one year, or married before the end of a 15-year span following the end of the period of military service in which the injury or disease was incurred or aggravated, or married for any period if a child was born of the marriage or was born before the marriage.

11. **Is a battered spouse and/or unmarried dependent child of a veteran or active duty person.** These persons may be eligible indefinitely, if otherwise eligible.

12. Has 10 years (40 calendar quarters) of qualifying employment as defined under Title II of the Social Security Act, 42 United States Code, Sec. 413 or can be credited with such qualifying quarters.

13. **Is a T-Visa and U-Visa holders.** (Refer to Section 81-3d for details)

14. **Has a Special Immigrant Visas for Afghans and Iraqis.** (Refer to Section 81-3c for details)

### II. Legal Permanent Residents with 40 Quarters of Qualifying Work

Legal permanent residents with 10 years of qualifying employment (or "qualifying quarters of coverage" also referred to as credits) as defined by Title II of the Social Security Act, 42 United States Code Section 413, or can be credited with such qualifying quarters or credits may receive Food Stamps for an unlimited period, if otherwise eligible.

The Social Security Administration is solely responsible for determining if an individual has sufficient credits.

**NOTE:** Beginning with the first quarter of 1997, you cannot count a quarter if the person who worked it received any federal means-tested public benefits.

#### A. Definition of Qualifying Quarter

A qualifying quarter is defined as a three-month period in which an individual has sufficient earnings to satisfy the requirements for a particular year.

#### B. Initial 40 Quarter Eligibility Determination

In order to determine if a non-citizen is eligible through the 40 quarters criteria, gather the following information:

1. How long has the applicant lived in the United States? How long have the applicant's parents (before the applicant turned 18) lived in the U.S.? How long has the applicant's spouse (for work performed during their
marriage) lived in the U.S. Is the applicant still married to the spouse or is the spouse deceased? (If the applicant has divorced the spouse, the ex-spouse's credits cannot be used.)

If the time living in the U.S. is more than 10 years, go on to the third question in this section.

2. If the period of time is less than 10 years, did the applicant, the applicant's parents (before the applicant turned 18) or the applicant's spouse work for a U.S. business or the U.S. government while not living in the U.S.? If so, for how many calendar quarters or years? If the applicant did not live in the U.S. at least 10 years nor worked for a U.S. business or the U.S. government while living in another country, or if the combination of these situations totals less than 10 years, the applicant is not eligible.

If the total is at least 10 years, go on to the third question in this section.

3. In how many of the years reported did the applicant, the applicant's parents, and/or spouse earn money through work?

If at least 10 years, go on to verify the credits through the SSA automated system.

If less than 10 years, the applicant is ineligible.

C. Crediting Quarters

Quarters of qualifying employment can be combined with those of a spouse (for work performed during their marriage and the non-citizen remains married to the spouse or the spouse is deceased), and/or parent (for work performed while the non-citizen was under age 18) to meet the requirement, provided that beginning January 1, 1997, the spouse and/or parent did not receive any federal means-tested public benefits during the period the qualifying quarter of coverage is credited.

1. The applicant/recipient may have his/her former spouse's quarters credited to him/her if the marriage ended by death, but only those quarters earned during the marriage.

2. The immigrant does not have to be under 18 currently in order to have his/her parents' qualifying quarters credited to him/her. Quarters earned by the parent(s) prior to the child's birth may also be credited to the child.

3. The applicant/recipient may claim the quarters of a step-parent, provided the step-parent relationship still exists, unless ended by the death of the step-parent. Consider only the quarters earned while the step-parent
relationship was in existence and the applicant/recipient was under the age of 18.

**NOTE:** The step-parent relationship exists only while the parent is still married to the natural or adoptive parent. Upon divorce, the step-parent relationship ceases to exist.

4. Common law spouses may use each other's quarters accrued during the time they are together. **However,** quarters cannot be counted if the relationship has ended other than by death.

5. The Personal Earnings and Benefit Estimate Statement (PEBES) that the client requests from SSA to verify the qualifying quarters shows earnings by year, not quarter. If the individual has sufficient earnings in a quarter to satisfy the amount required for that particular calendar year, s/he should be credited with 4 quarters.

**D. Consent for Release of Information**

You do not need a Consent for Release of Information (SSA 3288) on file for an immigrant claiming the quarters of his/her current spouse or parents, or if the spouse or parents are deceased. An amendment was signed into law by the President that granted the Social Security Administration the authority to disclose quarters of coverage information concerning a non-citizen and a non-citizen's spouse or parents without consent. (ACIN #I-57-98)

**E. Verification of Quarters**

Eligibility is established when the quarters of coverage are verified by SSA. No further verification is required.

1. The PEBES provided by SSA is also acceptable documentation for verifying quarters. Persons requesting a PEBES from SSA must submit a form SSA 7004, available at SSA district offices, or they may request one by calling the SSA's toll-free telephone number.

2. Credits may also be verified by documents provided by the household. You shall accept: employer-prepared wage statements, W-2 or W-2c forms, a copy of the federal or state income tax returns, etc. as proof of earnings. When the household is verifying SSA credits through this method, process the application within the normal (30-day) processing time frame.

3. After you have received verification of earnings use the Establishing Credits Chart (next page) to determine if the amount of earnings is enough to establish the 40 quarters.
F. When the SSA Automated System Does Not Verify the Quarters OR the Non-citizen Questions SSA Records

The system may not always verify that enough credits were earned by working at a job or as a self-employed person, or the non-citizen may believe that the information provided by the SSA automated system is incorrect.

1. Non-citizen Wishes to Provide Further Verification of Earnings

All or part of the credits of employment may be verified by information provided by the household.

2. Challenging SSA Records

If the SSA automated system does not verify that the earnings requirement is met, OR the applicant believes the records are wrong, inform the person that he/she may request further information from the SSA.

   a. The applicant must provide a document from SSA stating that the number of quarters is under review.

   b. The person disputing SSA's records and who requests a review through SSA's manual system shall be allowed to participate for up to six months while the review is undergone.

   c. Once the SSA manual review is done and the SSA cannot verify additional earnings and the non-citizen does not have at least 40 quarters, establish an inadvertent household error claim for over issuance for the months food stamps were received.

G. Establishing Credits Chart

A maximum of 4 credits can be earned each year. DO NOT CREDIT QUARTERS THAT HAVE NOT ENDED.

For 1978 and later, credits are based solely on the total yearly amount of earnings. All types of earnings follow this rule. The amount of earnings needed to earn a credit increases and is different for each year. For 1978 through 1996, the amount of earnings needed for each credit is:

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1978</td>
<td>$250</td>
</tr>
<tr>
<td>1979</td>
<td>$260</td>
</tr>
<tr>
<td>1980</td>
<td>$290</td>
</tr>
<tr>
<td>1992</td>
<td>$570</td>
</tr>
<tr>
<td>1993</td>
<td>$590</td>
</tr>
<tr>
<td>1994</td>
<td>$620</td>
</tr>
</tbody>
</table>
1981 | $310 |
| 1982 | $340 |
| 1983 | $370 |
| 1984 | $390 |
| 1985 | $410 |
| 1986 | $440 |
| 1987 | $460 |
| 1988 | $470 |
| 1989 | $500 |
| 1990 | $520 |
| 1991 | $540 |
| 1995 | $630 |
| 1996 | $640 |
| 1997 | $670 |
| 1998 | $700 |
| 1999 | $740 |
| 2000 | $780 |
| 2001 | $830 |
| 2002 | |
| 2003 | |

1. A current year quarter may be included in the 40 quarter computation.

2. Divide the person's total yearly earnings by the amount shown above for that year. For example, earnings of $1360 in 1982 results in four credits ($1360 ÷ 340 = 4).

3. To use quarters before 1978:
   a. A credit was earned for each calendar quarter in which the person was paid $50 or more in wages (including agricultural wages for 1951-1955);
   b. Four credits were earned for each taxable year in which the person's net earnings from self-employment were $400 or more; and/or
   c. A credit was earned for each $100 (limited to a total of 4) of agricultural wages paid during the year for years 1955 through 1977.

III. Sponsored Non-citizens

A sponsored non-citizen is an non-citizen for whom an individual has signed an affidavit of support or similar agreement. Please refer to Section 82-9.7 for sponsorship regulations.

IV. Soviet Jewish Refugees
The Council of Jewish Federations/Hebrew Immigrant Aid Society (CFJ/HIAS), a Voluntary Resettlement Agency (VOLAG), is funding an admission and resettlement project to resettle Soviet Jewish refugees. The CFJ/HIAS is responsible for all costs of admission (processing, transportation, documentation, medical examination, reception, placement, health benefits, financial support, and training) of this group of refugees for two years after admission to the U.S. or until they gain legal status under the INA, whichever comes first. The CFJ/HIAS stamps the following statement on the face of the I-94 of each refugee:

"This refugee is sponsored by the Hebrew Immigrant Aid Society and (name of local Jewish organization). Private resources are available. If public assistance is sought, please call (name of local agency) at (phone number)."

A. There is no law that prohibits refugees from receiving public assistance, but if a privately funded refugee applies for and receives public assistance (including Food Stamps) to which s/he is not entitled due to receipt of sufficient private funds, the benefits received are considered an overpayment.

Follow regular procedures for assessing and collecting overpayments.

B. If CJF/HIAS contacts an EW to determine whether any refugee resettled under their program has applied for benefits, it is necessary for the refugee to sign a specific written consent prior to the EW responding to CFJ/HIAS.

This allows the requesting organization access to particular confidential information, but this is limited to the specific inquiry only.

V. Ineligible Non-citizens

A. Non-citizens other than those previously described are not eligible.

This includes but is not limited to:

1. non-citizen visitors;
2. tourists;
3. diplomats and students who enter the United States temporarily with no intention of abandoning their residence in a foreign country.

B. If an non-citizen does not wish to contact INS, give the household the option of withdrawing the application or participating without that member.
Consider the non-citizen ineligible and an excluded household member.

C. The income of an ineligible non-citizen is pro-rated; the non-citizen's resources are considered available in their entirety to the remaining household.

VI. Declaration of Citizen/Non-citizen Status

It is not necessary that every household member complete the CA 64. One adult member or the authorized representative may attest that all eligible household members are citizens, nationals, or lawful permanent residents.

A. The CA 64 must be signed at the time of application.

B. A new CA 64 must be signed following any break in aid of more than 30 calendar days.

C. When adding a member to the household, the existing CA 64 may be updated by adding the new member's name and applicable information.

A new one is not required.

VII. Processing Time Standards and Verification Requirements

The immigration status of all non-citizen applicants/recipients must be verified with INS through the Systematic Non-citizen Verification for Entitlements (SAVE) Program. The CA 64 informs all members that the immigration status of each non-citizen will be verified with INS, that this will require the disclosure to INS of certain information, and that information received from INS may affect their eligibility and benefit level.

A. Processing Time Standards

Do not delay, deny, or terminate benefits because of failure to provide documentation of non-citizen status prior to the end of the 30-day application processing period.

B. Acceptable Documentation

It is the responsibility of the non-citizen applicant to provide non-citizen documentation or other proof from INS that contains the non-citizen registration number (A-number). Non-citizens must present original INS documents which should include a photograph whenever possible. If for any reason they cannot, they must request new ones from INS or other
conclusive verification. [Click here to see what constitutes acceptable verification.]

VIII. Systematic Non-citizen Verification for Entitlements (SAVE)

A. Primary Verification

Verification through SAVE is accessed through the CDB/MEDS system. Once the non-citizen provides proper INS documentation with an A-number, access SAVE by entering the non-citizen's A-number on the HIC/SAVE/DA field of the PDTL screen. SAVE responds within approximately five days.

1. Acceptable Differences

Information received from SAVE should be consistent with that provided by the non-citizen, but some acceptable differences may occur. The following examples should serve as a guide; however, if there is any doubt as to the true identity or immigration status of the individual, proceed with secondary verification. Acceptable differences:

   a. A name reversal with the last name appearing first

   b. A shortened name, for example:

      1) Maria De Los Angeles as Maria Angeles

       2) Irene Kazanzopoulos as Irene Kazan

       3) Ruben Adamovitch as Ruben Adams

   c. A recent marriage causing a name change may not be in the system yet

   d. A date of birth may have a transposed month and day (January 4, 1957, as 040157 or 010457)

   e. The country of birth may not be the country of nationality, i.e., state of legal allegiance

2. Primary Verification Responses

There are five possible primary verification responses.

   a. Legal Permanent Resident - Employment Authorized

   b. Cuban/Haitian Entrant - Temporary Employment Authorized
c. Section 245A Temporary Resident - Temporary Employment Authorized (Amnesty)

d. Section 210 and 210A Temporary Resident - Temporary Employment Authorized

e. Institute Secondary Verification

B. Secondary Verification Procedures

For a secondary verification, complete INS Form G-845. Attach to the G-845 legible copies of the non-citizen's original INS documents; mail to INS (the G-845 has the address).

1. Non-citizens covered by Sections 245(A)(c)(5) or 210(b)(6) of the Immigration Reform and Control Act (IRCA) must also sign a consent of disclosure Form CA 64A authorizing INS to provide non-citizen information to the EW. Attach the CA 64A to the G-845. Exclude those who fail to sign the CA 64A, and treat their income and resources as those of an ineligible non-citizen.

2. Secondary verification must be instituted in the following circumstances:

   a. The primary response is "institute secondary verification."

   b. The documentation presented by the non-citizen is counterfeit, altered, or unfamiliar.

   c. The document does not have an A-number but has an immigration status.

   d. The A-number is in the A-60,000,000 or A-70,000,000 series, neither of which has been issued.

   e. The A-number is in the A-80,000,000 series, which is used for illegal border crossings.

   f. The document is an INS receipt.

   g. The document is a foreign passport containing an I-181 or I-94 form which is over one year old and the statement "processed for I-551, Temporary Evidence of Lawful Permanent Residence."

   h. The discrepancies between primary response and information given by the non-citizen are too great.
3. Complete the G-845 as fully as possible.

   a. Non-citizen Registration and Admission Numbers: Enter the A-number-non-citizen registration number. Include the admission number from the I-94, if available.

   b. Applicant's Name: Enter all versions of the applicant's name if the documentation shows more than one.

   c. Nationality: Enter the nation or country to which the applicant owes allegiance. This is usually, but not always, the country of birth.

   d. Date of Birth: Enter in month-date-year format, for example, 01-12-66. If this not available, give all known pertinent information.

   e. SSN: Copy the number from the SSN card.

   f. Verification Number: This is a number assigned by the SAVE primary search.

   g. Photocopy of Document Attached/Other Information Attached: The top box is used for the attached document; the bottom box is for indicating that other information has been included in support or in lieu of INS documents.

   h. Benefit/Your Case Number: Mark the benefits applied for. The applicable case numbers should be noted or "pending" should be indicated if the case number has not been assigned.

   i. The EW submitting the form should provide his/her name, title, telephone number, and current date. Type or stamp the DHS address in the "From" box.

C. INS Responses to the G-845

INS has promised to return the secondary verification information within 10 working days. Click here to see all possible INS responses to the G-845.

IX. Verification after Denial

Households denied benefits because of missing non-citizen status verification are to be notified when the required verification is received.

A. Notify the household within 30 days of the receipt of the verification. Inform the household that it may now reapply.
B. If verification of eligible non-citizen status for an excluded member is received after certification of the remaining household, treat this as a reported change.

See 83-5 for timeliness standards.

X. Reporting of Illegal Non-citizens

According to the City of Refuge Ordinance which was signed by the Mayor on October 24, 1989, employees are prohibited from assisting or cooperating with any Immigration and Naturalization Service (INS) investigation, detention, or arrest procedures relating to alleged violations of the civil provisions of federal immigration law. If a request for information is received from INS, it should be referred through the supervisory chain to the Deputy of the program.

A. Disclosure of Illegal Non-citizens

1. Information of an illegal non-citizen may be obtained only by:

   a. The non-citizen's or household's unsolicited admission (this means that the person(s) offer this information without you asking anything),

   b. Examining Food Stamp documents at initial certification or recertification or whenever the case record is reviewed.

   c. Presentation of INS documents showing the non-citizen is under order of deportation. Request documents only to verify eligible non-citizen status.

2. Do not try to get information from an non-citizen by asking questions not related to eligibility determination and benefit level or by asking questions to see if the non-citizen is under order of deportation.

B. Undocumented Non-citizens

Non-citizens unable or unwilling to provide proper non-citizen documentation are considered excluded members and are not to be reported to INS. Do not assume that the non-citizen is under order of deportation but rather that the person does not have the necessary documents for Food Stamp eligibility.

XI. Questionable Citizenship
Verification of citizenship is not required except in questionable cases that affect a household's eligibility or benefit level.

A. When a household's statement is questionable that one or more of its members are U.S. citizens, ask the household to provide acceptable verification.

This may include:

1. Birth certificates;
2. Certificates of citizenship or naturalization, or U.S. passports;
3. Participation in CalWORKs if citizenship was verified in the CalWORKs case.

B. If verification is not available and the household can provide a reasonable explanation as to why it is not available, accept a signed statement from someone who is a citizen and who declares, under penalty of perjury, that the member(s) in question is/are citizen(s).

Inform the person signing of the penalties for helping someone commit an Intentional Program Violation (IPV).

C. Any member whose citizenship is questionable is ineligible (except expedited service households, 83-4) until proof of citizenship is provided.

1. The member is excluded and his/her income is pro-rated.
2. Resources are considered to be available in their entirety to the remaining household.

Reference: 63-300.512, 63-300.518, 63-300.532, 63-405
Citizen and Non-citizen Status

I. Who is Eligible

Food Stamp eligibility is limited to citizens and certain categories of non-citizens:

A. United States Citizens

B. Eligible Non-citizens

A non-citizen lawfully admitted to the U.S. for permanent residence under the Immigration and Nationality Act (INA) and falls into one of the following categories is eligible:

1. Is a Canadian-born, North American Indian whose permanent residency has been verified by birth records, affidavits from tribal officials, INS Form I-181, or other INS documents acceptable to the county welfare department.
2. **Was admitted as a refugee within the last five years**, as verified by INS Form I-94 annotated with Sec. 207 of the INA - May receive Food Stamps for a maximum of **seven** years from the date his/her status was granted.

3. **Was admitted as an asylee within the last five years**, as verified by INS Form I-94 annotated with Section 208 of the INA. May receive Food Stamps for a maximum of **seven** years from the date his/her status was granted.

4. **Had deportation withheld** under Sec. 243(h) of the INA **before April 1, 1997**, OR under Sec. 241(b)(3) of the INA **on or after April 1, 1997**, **within the last five years**. May receive Food Stamps for a maximum of **seven** years from the date the status was granted.

5. **Is a Cuban or Haitian entrant within the last five years.**

6. **Is a medical professional Cuban Entrant/Parolee who is living outside of Cuba, has been admitted to the U.S. on or after August 11, 2006.** Some examples of medical professionals would include: doctors, nurses, paramedics, physical therapists, lab technicians and sports trainees.

   a. **All are Cubans**
      - Cuban medical professionals, their Cuban spouses and Cuban children who are paroled under INA Section 212(d)(5) as Cuban/Haitian Entrants are immediately eligible for federal food stamp benefits as qualified non-citizens.
      - Documentation
        i. an I-94 form with a stamp showing parole at anytime as a "Cuban/Haitian Entrant" or include a notation after the word "Purpose" with "Cuban Parolee (CC)," and
        ii. All documentation must be verified through the SAVE process for confirmation of non-citizen status.

   b. **Spouse is a non-Cuban**
      - The spouse of the medical professional who is a non-Cuban and who is admitted as a parolee under INA Section 212(d)(5) may apply for Legal Permanent Resident (LPR) status after one year of residency evidenced by the Form I-551 (Green Card).
      - If the non-Cuban spouses are found eligible, they will be eligible for state funded CFAP.

   c. **Child is a Cuban or a non-Cuban**
A child under the age of 18 is immediately eligible for federal benefits if lawfully admitted in the U.S. regardless of the date of entry.

The status of "Paroled as Cuban/Haitian Entrant" cannot be conferred upon either the non-Cuban spouse or the non-Cuban child of the Cuban professional. Their status as parolees is determined at the Time of Entry into the U.S.

7. Was granted Amerasian immigrant status within the last five years.

8. Is a conditional entrant as verified by INS Form I-94 annotated with Sec. 203(a)(7) of the INA and the words "Paroled as a refugee" or "Paroled as an asylee" AND is a veteran. May receive Food Stamps indefinitely (veteran status) as long as he/she is otherwise eligible.

9. Is a parolee who was granted parolee status for at least one year and is a veteran. Please note that this person may receive Food Stamps indefinitely as long as he/she is otherwise eligible (veteran status). He/she may verify his/her status with one of the following:

   a. INS Form I-94 annotated with Sec. 213(d)(5) of the INA, or Sec. 212(d)(5), or Sec. 207; OR
   b. INS Form I-512 annotated with Sec. 212(d)(5); OR
   c. INS Form I-551 annotated with M93; OR
   d. INS Form I-688B annotated with Sec. 274a.12(a)(4) or (c)(11).

10. Is a veteran (honorably discharged) for reasons other than on account of alienage, or an active duty person, or is the spouse or the unmarried dependent child of a veteran or active-duty person, including a deceased veteran or active duty person.

   a. "Veteran" here means someone who has met the minimum active-duty service requirements (24 months or the period for which the person was called to active duty).
   b. "Spouse of a deceased veteran or active duty person" means the spouse has not remarried and the marriage met one of the following requirements: married for at least one year, or married before the end of a 15-year span following the end of the period of military service in which the injury or disease was incurred or aggravated, or married for any period if a child was born of the marriage or was born before the marriage.
11. **Is a battered spouse and/or unmarried dependent child of a veteran or active duty person.** These persons may be eligible indefinitely, if otherwise eligible.

12. Has 10 years (40 calendar quarters) of qualifying employment as defined under Title II of the Social Security Act, 42 United States Code, Sec. 413 or can be credited with such qualifying quarters.

13. **Is a T-Visa and U-Visa holders.** (Refer to Section 81-3d for details)

14. **Has a Special Immigrant Visas for Afghans and Iraqis.** (Refer to Section 81-3c for details)

II. Legal Permanent Residents with 40 Quarters of Qualifying Work

Legal permanent residents with 10 years of qualifying employment (or "qualifying quarters of coverage" also referred to as credits) as defined by Title II of the Social Security Act, 42 United States Code Section 413, or can be credited with such qualifying quarters or credits may receive Food Stamps for an unlimited period, if otherwise eligible.

The Social Security Administration is solely responsible for determining if an individual has sufficient credits.

**NOTE:** Beginning with the first quarter of 1997, you cannot count a quarter if the person who worked it received any federal means-tested public benefits.

**A. Definition of Qualifying Quarter**

A qualifying quarter is defined as a three-month period in which an individual has sufficient earnings to satisfy the requirements for a particular year.

**B. Initial 40 Quarter Eligibility Determination**

In order to determine if a non-citizen is eligible through the 40 quarters criteria, gather the following information:

1. How long has the applicant lived in the United States? How long have the applicant's parents (before the applicant turned 18) lived in the U.S.? How long has the applicant's spouse (for work performed during their marriage) lived in the U.S. Is the applicant still married to the spouse or is the spouse deceased? (If the applicant has divorced the spouse, the ex-spouse's credits cannot be used.)

If the time living in the U.S. is more than 10 years, go on to **the third question in this section.**
2. If the period of time is less than 10 years, did the applicant, the applicant's parents (before the applicant turned 18) or the applicant's spouse work for a U.S. business or the U.S. government while not living in the U.S.? If so, for how many calendar quarters or years? If the applicant did not live in the U.S. at least 10 years nor worked for a U.S. business or the U.S. government while living in another country, or if the combination of these situations totals less than 10 years, the applicant is not eligible.

If the total is at least 10 years, go on to the third question in this section.

3. In how many of the years reported did the applicant, the applicant's parents, and/or spouse earn money through work?

If at least 10 years, go on to verify the credits through the SSA automated system.

If less than 10 years, the applicant is ineligible.

C. Crediting Quarters

Quarters of qualifying employment can be combined with those of a spouse (for work performed during their marriage and the non-citizen remains married to the spouse or the spouse is deceased), and/or parent (for work performed while the non-citizen was under age 18) to meet the requirement, provided that beginning January 1, 1997, the spouse and/or parent did not receive any federal means-tested public benefits during the period the qualifying quarter of coverage is credited.

1. The applicant/recipient may have his/her former spouse's quarters credited to him/her if the marriage ended by death, but only those quarters earned during the marriage.

2. The immigrant does not have to be under 18 currently in order to have his/her parents' qualifying quarters credited to him/her. Quarters earned by the parent(s) prior to the child's birth may also be credited to the child.

3. The applicant/recipient may claim the quarters of a step-parent, provided the step-parent relationship still exists, unless ended by the death of the step-parent. Consider only the quarters earned while the step-parent relationship was in existence and the applicant/recipient was under the age of 18.

NOTE: The step-parent relationship exists only while the parent is still married to the natural or adoptive parent. Upon divorce, the step-parent relationship ceases to exist.
4. Common law spouses may use each other's quarters accrued during the time they are together. However, quarters cannot be counted if the relationship has ended other than by death.

5. The Personal Earnings and Benefit Estimate Statement (PEBES) that the client requests from SSA to verify the qualifying quarters shows earnings by year, not quarter. If the individual has sufficient earnings in a quarter to satisfy the amount required for that particular calendar year, s/he should be credited with 4 quarters.

D. Consent for Release of Information

You do not need a Consent for Release of Information (SSA 3288) on file for an immigrant claiming the quarters of his/her current spouse or parents, or if the spouse or parents are deceased. An amendment was signed into law by the President that granted the Social Security Administration the authority to disclose quarters of coverage information concerning a non-citizen and a non-citizen's spouse or parents without consent. (ACIN #I-57-98)

E. Verification of Quarters

Eligibility is established when the quarters of coverage are verified by SSA. No further verification is required.

1. The PEBES provided by SSA is also acceptable documentation for verifying quarters. Persons requesting a PEBES from SSA must submit a form SSA 7004, available at SSA district offices, or they may request one by calling the SSA's toll-free telephone number.

2. Credits may also be verified by documents provided by the household. You shall accept: employer-prepared wage statements, W-2 or W-2c forms, a copy of the federal or state income tax returns, etc. as proof of earnings. When the household is verifying SSA credits through this method, process the application within the normal (30-day) processing time frame.

3. After you have received verification of earnings use the Establishing Credits Chart (next page) to determine if the amount of earnings is enough to establish the 40 quarters.

F. When the SSA Automated System Does Not Verify the Quarters OR the Non-citizen Questions SSA Records

The system may not always verify that enough credits were earned by working at a job or as a self-employed person, or the non-citizen may
believe that the information provided by the SSA automated system is incorrect.

1. **Non-citizen Wishes to Provide Further Verification of Earnings**

   All or part of the credits of employment may be verified by information provided by the household.

2. **Challenging SSA Records**

   If the SSA automated system does not verify that the earnings requirement is met, OR the applicant believes the records are wrong, inform the person that he/she may request further information from the SSA.

   a. The applicant must provide a document from SSA stating that the number of quarters is under review.

   b. The person disputing SSA's records and who requests a review through SSA's manual system shall be allowed to participate for up to six months while the review is undergone.

   c. Once the SSA manual review is done and the SSA cannot verify additional earnings and the non-citizen does not have at least 40 quarters, establish an inadvertent household error claim for over issuance for the months food stamps were received.

**G. Establishing Credits Chart**

A maximum of 4 credits can be earned each year. **DO NOT CREDIT QUARTERS THAT HAVE NOT ENDED.**

For 1978 and later, credits are based solely on the total yearly amount of earnings. All types of earnings follow this rule. The amount of earnings needed to earn a credit increases and is different for each year. For 1978 through 1996, the amount of earnings needed for each credit is:

<table>
<thead>
<tr>
<th>Year</th>
<th>Earnings</th>
<th>Year</th>
<th>Earnings</th>
</tr>
</thead>
<tbody>
<tr>
<td>1978</td>
<td>$250</td>
<td>1992</td>
<td>$570</td>
</tr>
<tr>
<td>1979</td>
<td>$260</td>
<td>1993</td>
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<td>$340</td>
<td>1996</td>
<td>$640</td>
</tr>
<tr>
<td>1983</td>
<td>$370</td>
<td>1997</td>
<td>$670</td>
</tr>
</tbody>
</table>
1. A current year quarter may be included in the 40 quarter computation.

2. Divide the person's total yearly earnings by the amount shown above for that year. For example, earnings of $1360 in 1982 results in four credits ($1360 ÷ 340 = 4).

3. To use quarters before 1978:
   
   a. A credit was earned for each calendar quarter in which the person was paid $50 or more in wages (including agricultural wages for 1951-1955);
   
   b. Four credits were earned for each taxable year in which the person's net earnings from self-employment were $400 or more; and/or
   
   c. A credit was earned for each $100 (limited to a total of 4) of agricultural wages paid during the year for years 1955 through 1977.

III. Sponsored Non-citizens

A sponsored non-citizen is an non-citizen for whom an individual has signed an affidavit of support or similar agreement. Please refer to Section 82-9.7 for sponsorship regulations.

IV. Soviet Jewish Refugees

The Council of Jewish Federations/Hebrew Immigrant Aid Society (CJF/HIAS), a Voluntary Resettlement Agency (VOLAG), is funding an admission and resettlement project to resettle Soviet Jewish refugees. The CFJ/HIAS is responsible for all costs of admission (processing, transportation, documentation, medical examination, reception, placement, health benefits, financial support,
and training) of this group of refugees for two years after admission to the U.S. or until they gain legal status under the INA, whichever comes first. The CFJ/HIAS stamps the following statement on the face of the I-94 of each refugee:

"This refugee is sponsored by the Hebrew Immigrant Aid Society and (name of local Jewish organization). Private resources are available. If public assistance is sought, please call (name of local agency) at (phone number)."

A. There is no law that prohibits refugees from receiving public assistance, but if a privately funded refugee applies for and receives public assistance (including Food Stamps) to which s/he is not entitled due to receipt of sufficient private funds, the benefits received are considered an overpayment.

Follow regular procedures for assessing and collecting overpayments.

B. If CJF/HIAS contacts an EW to determine whether any refugee resettled under their program has applied for benefits, it is necessary for the refugee to sign a specific written consent prior to the EW responding to CFJ/HIAS.

This allows the requesting organization access to particular confidential information, but this is limited to the specific inquiry only.

V. Ineligible Non-citizens

A. Non-citizens other than those previously described are not eligible.

This includes but is not limited to:

1. non-citizen visitors;

2. tourists;

3. diplomats and students who enter the United States temporarily with no intention of abandoning their residence in a foreign country.

B. If an non-citizen does not wish to contact INS, give the household the option of withdrawing the application or participating without that member.

Consider the non-citizen ineligible and an excluded household member.
C. The income of an ineligible non-citizen is pro-rated; the non-citizen’s resources are considered available in their entirety to the remaining household.

VI. Declaration of Citizen/Non-citizen Status

It is not necessary that every household member complete the CA 64. One adult member or the authorized representative may attest that all eligible household members are citizens, nationals, or lawful permanent residents.

A. The CA 64 must be signed at the time of application.

B. A new CA 64 must be signed following any break in aid of more than 30 calendar days.

C. When adding a member to the household, the existing CA 64 may be updated by adding the new member’s name and applicable information.

A new one is not required.

VII. Processing Time Standards and Verification Requirements

The immigration status of all non-citizen applicants/recipients must be verified with INS through the Systematic Non-citizen Verification for Entitlements (SAVE) Program. The CA 64 informs all members that the immigration status of each non-citizen will be verified with INS, that this will require the disclosure to INS of certain information, and that information received from INS may affect their eligibility and benefit level.

A. Processing Time Standards

Do not delay, deny, or terminate benefits because of failure to provide documentation of non-citizen status prior to the end of the 30-day application processing period.

B. Acceptable Documentation

It is the responsibility of the non-citizen applicant to provide non-citizen documentation or other proof from INS that contains the non-citizen registration number (A-number). Non-citizens must present original INS documents which should include a photograph whenever possible. If for any reason they cannot, they must request new ones from INS or other conclusive verification. Click here to see what constitutes acceptable verification.
VIII. Systematic Non-citizen Verification for Entitlements (SAVE)

A. Primary Verification

Verification through SAVE is accessed through the CDB/MEDS system. Once the non-citizen provides proper INS documentation with an A-number, access SAVE by entering the non-citizen's A-number on the HIC/SAVE/DA field of the PDTL screen. SAVE responds within approximately five days.

1. Acceptable Differences

Information received from SAVE should be consistent with that provided by the non-citizen, but some acceptable differences may occur. The following examples should serve as a guide; however, if there is any doubt as to the true identity or immigration status of the individual, proceed with secondary verification. Acceptable differences:

   a. A name reversal with the last name appearing first
   
   b. A shortened name, for example:
      
      1) Maria De Los Angeles as Maria Angeles
      2) Irene Kazanzopoulos as Irene Kazan
      3) Ruben Adamovitch as Ruben Adams
      
   c. A recent marriage causing a name change may not be in the system yet
   
   d. A date of birth may have a transposed month and day (January 4, 1957, as 040157 or 010457)
   
   e. The country of birth may not be the country of nationality, i.e., state of legal allegiance

2. Primary Verification Responses

There are five possible primary verification responses.

   a. Legal Permanent Resident - Employment Authorized
   
   b. Cuban/Haitian Entrant - Temporary Employment Authorized
   
   c. Section 245A Temporary Resident - Temporary Employment Authorized (Amnesty)
d. Section 210 and 210A Temporary Resident - Temporary Employment Authorized

e. Institute Secondary Verification

B. Secondary Verification Procedures

For a secondary verification, complete INS Form G-845. Attach to the G-845 legible copies of the non-citizen's original INS documents; mail to INS (the G-845 has the address).

1. Non-citizens covered by Sections 245(A)(c)(5) or 210(b)(6) of the Immigration Reform and Control Act (IRCA) must also sign a consent of disclosure Form CA 64A authorizing INS to provide non-citizen information to the EW. Attach the CA 64A to the G-845. Exclude those who fail to sign the CA 64A, and treat their income and resources as those of an ineligible non-citizen.

2. Secondary verification must be instituted in the following circumstances:

   a. The primary response is "institute secondary verification."

   b. The documentation presented by the non-citizen is counterfeit, altered, or unfamiliar.

   c. The document does not have an A-number but has an immigration status.

   d. The A-number is in the A-60,000,000 or A-70,000,000 series, neither of which has been issued.

   e. The A-number is in the A-80,000,000 series, which is used for illegal border crossings.

   f. The document is an INS receipt.

   g. The document is a foreign passport containing an I-181 or I-94 form which is over one year old and the statement "processed for I-551, Temporary Evidence of Lawful Permanent Residence."

   h. The discrepancies between primary response and information given by the non-citizen are too great.

3. Complete the G-845 as fully as possible.
a. Non-citizen Registration and Admission Numbers: Enter the A-number-non-citizen registration number. Include the admission number from the I-94, if available.

b. Applicant's Name: Enter all versions of the applicant's name if the documentation shows more than one.

c. Nationality: Enter the nation or country to which the applicant owes allegiance. This is usually, but not always, the country of birth.

d. Date of Birth: Enter in month-date-year format, for example, 01-12-66. If this not available, give all known pertinent information.

e. SSN: Copy the number from the SSN card.

f. Verification Number: This is a number assigned by the SAVE primary search.

g. Photocopy of Document Attached/Other Information Attached: The top box is used for the attached document; the bottom box is for indicating that other information has been included in support or in lieu of INS documents.

h. Benefit/Your Case Number: Mark the benefits applied for. The applicable case numbers should be noted or "pending" should be indicated if the case number has not been assigned.

i. The EW submitting the form should provide his/her name, title, telephone number, and current date. Type or stamp the DHS address in the "From" box.

C. INS Responses to the G-845

INS has promised to return the secondary verification information within 10 working days. Click here to see all possible INS responses to the G-845.

IX. Verification after Denial

Households denied benefits because of missing non-citizen status verification are to be notified when the required verification is received.

A. Notify the household within 30 days of the receipt of the verification. Inform the household that it may now reapply.
B. If verification of eligible non-citizen status for an excluded member is received after certification of the remaining household, treat this as a reported change.

See 83-5 for timeliness standards.

X. Reporting of Illegal Non-citizens

According to the City of Refuge Ordinance which was signed by the Mayor on October 24, 1989, employees are prohibited from assisting or cooperating with any Immigration and Naturalization Service (INS) investigation, detention, or arrest procedures relating to alleged violations of the civil provisions of federal immigration law. If a request for information is received from INS, it should be referred through the supervisory chain to the Deputy of the program.

A. Disclosure of Illegal Non-citizens

1. Information of an illegal non-citizen may be obtained only by:

   a. The non-citizen's or household's unsolicited admission (this means that the person(s) offer this information without you asking anything),

   b. Examining Food Stamp documents at initial certification or recertification or whenever the case record is reviewed.

   c. Presentation of INS documents showing the non-citizen is under order of deportation. Request documents only to verify eligible non-citizen status.

2. Do not try to get information from an non-citizen by asking questions not related to eligibility determination and benefit level or by asking questions to see if the non-citizen is under order of deportation.

B. Undocumented Non-citizens

Non-citizens unable or unwilling to provide proper non-citizen documentation are considered excluded members and are not to be reported to INS. Do not assume that the non-citizen is under order of deportation but rather that the person does not have the necessary documents for Food Stamp eligibility.

XI. Questionable Citizenship
Verification of citizenship is not required except in questionable cases that affect a household's eligibility or benefit level.

A. When a household's statement is questionable that one or more of its members are U.S. citizens, ask the household to provide acceptable verification.

This may include:

1. Birth certificates;

2. Certificates of citizenship or naturalization, or U.S. passports;

3. Participation in CalWORKs if citizenship was verified in the CalWORKs case.

B. If verification is not available and the household can provide a reasonable explanation as to why it is not available, accept a signed statement from someone who is a citizen and who declares, under penalty of perjury, that the member(s) in question is/are citizen(s).

Inform the person signing of the penalties for helping someone commit an Intentional Program Violation (IPV).

C. Any member whose citizenship is questionable is ineligible (except expedited service households, 83-4) until proof of citizenship is provided.

1. The member is excluded and his/her income is pro-rated.

2. Resources are considered to be available in their entirety to the remaining household.

Reference: 63-300.512, 63-300.518, 63-300.532, 63-405
Acceptable Non-citizen Documentation

It is the responsibility of the non-citizen applicant to provide non-citizen documentation or other proof from INS that contains the non-citizen registration number (A-number). Non-citizens must present original INS documents which should include a photograph whenever possible. If for any reason they cannot, they must request new ones from INS or other conclusive verification.

Acceptable verification is as follows:

1. INS I-551 Non-citizen Registration Receipt Card or the I-327 Re-entry Permit, a passport booklet for lawful permanent resident non-citizens.
2. I-94 Arrival-Departure Record that states "Processed for I-551. Temporary evidence of lawful admission for permanent residence, valid until _________. Employment authorized." Be aware that the I-94 does not always contain an A-number.
   a. In order to be acceptable, the I-94 must be annotated with Sec. 207, 208, or 243(h) of the INA, or with one of the following terms or combination of terms: refugee, parolee, paroled, asylum.
   b. An I-94 annotated with the letters A through L is considered verification of ineligible non-citizen status unless the non-citizen can provide other documentation from INS that indicates eligibility.
3. A foreign passport stamped with an entry indicating temporary evidence of lawful permanent residence.
4. Other documentation from INS that clearly shows that the non-citizens have been granted legal status in one of those categories. Documentation may include, but is not limited to, a letter, notice of eligibility, or an identification card from INS. INS forms I-688, I-688A and I-688B must be encoded with the INA section number under which the non-citizen was admitted.
5. Other conclusive evidence, such as a court order, stating that deportation has been withheld pursuant to Section 243(h) of the INA.
6. INS Form G-641 Application for Verification of Information from Immigration and Naturalization Service Records is acceptable if annotated by INS as evidence of lawful admission for permanent residence or parole for humanitarian or emergent purposes, or for reasons in the public interest.

7. Note that some INS documents have expiration dates, and when an expiration date has passed, the document is invalid. Once that happens, proceed as with an undocumented non-citizen. The following have expiration dates:

   a. Conditional Resident non-citizen Cards-Form I-551 have an expiration date of 10 years, but only since 8-1-89. The old I-551s do not have an expiration date but are still valid verification.
   b. Temporary Resident Card-Form I-688
   c. Re-entry Permit-Form I-327
   d. Refugee Travel Document-Form I-571
   e. Arrival Departure Record-Form I-94

   This document is issued to non-citizens while their application for legal permanent status is being processed. It is not in and of itself verification of eligible status. Such non-citizens include:

   1) refugees
   2) parolees
   3) those given political asylum
   4) nonimmigrants from the U.S. trust territories
   5) those whose deportation has been withheld
   6) those who have filed an application for and been granted adjustment of their status to permanent and will soon be issued an I-551 (formerly held an I-181B)
   7) those given conditional entry
   8) those paroled for emergent reasons or reasons in the public interest
   9) those granted deferred action as an act of administrative convenience to the government
8. Documentation from INS that clearly states that the non-citizen is a legal permanent resident pursuant to Sec. 245A of the INA.

Back to Citizen and Non-citizen Status: Processing Time Standards and Verification Requirements
Possible INS Responses to the G-845

INS has promised to return the secondary verification information within 10 working days. The following are possible responses:

1. This document appears valid and relates to a lawful Permanent Resident non-citizen of the U.S. The I-551, I-181B, or I-94 is valid.
2. This document appears valid and relates to a Conditional Resident non-citizen of the U.S. The I-551, I-181, or I-94 is valid. INS will re-evaluate the non-citizen's status in two years. Conditional resident status is usually granted to non-citizens who marry U.S. citizens, nationals, or permanent resident non-citizens.
3. This document appears valid and relates to an non-citizen authorized for employment as indicated below: This indicates full- or part-time employment and also the period of employment. "Indefinite" will be indicated if there is no specific expiration date for employment eligibility.
4. This document appears valid and relates to an non-citizen who has an application pending for : This indicates new immigration status or a change in immigration status. If a change in status is pending, the appropriate box indicating the current status will be checked.
5. This document appears valid and relates to an non-citizen having been granted asylum/refugee status: The non-citizen has been granted temporary asylum/ refugee status because of persecution or a fear of persecution in the country of nationality.
6. This document appears valid and relates to an non-citizen paroled into the U.S. pursuant to Section 212 of the INA: The non-citizen has temporary status. He has entered the U.S. under emergent or urgent humanitarian conditions or in the public's best interest.
7. This document appears valid and relates to an non-citizen who is a Cuban/Haitian entrant: This indicates a temporary status for Cubans who entered the U.S. between April 15, 1980, and October 10, 1980, and also Haitians who entered before January 1, 1981.
8. This document appears valid and relates to an non-citizen who is a conditional entrant: This is a refugee who entered the U.S. or adjusted his status to lawful permanent resident non-citizen under the seventh preference category of Public Law 89-236.
9. This document appears valid and relates to an non-citizen who is a non-immigrant: The non-citizen is temporarily in the U.S. specifically as a student, visitor, or foreign government official. This person is not eligible.
10. This document appears valid and relates to an non-citizen not authorized for employment in the U.S. The non-citizen’s status prohibits employment in the U.S. This person is not eligible.
11. Continue to process as a legal non-citizen. INS is searching indices for further information: This means INS is withholding judgment regarding the validity of the documentation pending further investigation. It does not mean the non-citizen is illegal or a holder of fraudulent documentation.
12. This document is not valid because it appears to be: The documentation is expired, altered, or counterfeit. The back of the G-845 will contain an explanation.
13. This document relates to an non-citizen who has filed an application for U.S. residency pursuant to Section 245(A)(c)(5) of the INA (Amnesty/SAW) which requires that your request be accompanied by an original consent of disclosure statement made by the non-citizen applicant prior to INS divulging additional information: Resubmit the G-845, the copied documents, and a signed consent of disclosure statement.
14. No determination can be made from the information submitted. Please obtain a copy of the original non-citizen registration documentation and resubmit: Resubmit the G-845 with copies of the original non-citizen documentation.
15. No determination can be made without seeing both sides of the document submitted: Resubmit the G-845 with copies of both sides of each document.
16. Copy of document is not readable: Resubmit the G-845 with better copies of the original non-citizen documentation.
17. INS actively pursues the expulsion of an non-citizen in this class/category: INS will deport the non-citizen.
18. INS is not actively pursuing the expulsion of an non-citizen in this class/category at this time: This non-citizen is Permanently Residing in the U.S. Under Color of Law (PRUCOL).
Special Immigrant Visas for Afghans and Iraqis

I. Overview

II. Date of Entry

III. CFAP

IV. Newly Arriving Iraqi Refugees

V. Types of Documentation

I. Overview

Effective December 26, 2007, Iraqis/Afghans who have been issued SIVs are eligible for federally-funded Food Stamp benefits. The period of federal eligibility to:

- Iraqi SIV holders is limited to a maximum of Eight months from the Date of Entry to the U.S or the date of adjustment to special immigrant status, but no earlier than December 26, 2007.

- Afghan SIV holders is limited to a maximum of Six months from the Date of Entry to the U.S or the date of adjustment to special immigrant status, but no earlier than December 26, 2007.

II. Date of Entry

Iraqi and Afghan special immigrants may enter the U.S. as Legal Permanent Residents with SIVs or may adjust to special immigrant status after entering the U.S. under another status such as asylee or parolee. For example, asylees are qualified non-citizens and are immediately eligible under current program rules. If the asylee adjusts to special immigrant status, the six or eight month limit would not apply since they are already eligible or are receiving food stamp benefits indefinitely.

Charts below show how to determine certification periods for Afghan and Iraqi special immigrants:

Afghan SIVs

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III. California Food Assistance Program (CFAP)

At the end of the six and eight month certification period for federal benefits, Iraqi and Afghan SIV individuals may claim eligibility for CFAP. A new application for CFAP benefits is not necessary when federal benefits are converted to state CFAP benefits during a certification period.

IV. Newly Arriving Iraqi Refugees

Iraqis admitted to the U.S. as refugees or asylees under the INA Section 207, or granted asylum under INA Section 208 are eligible to apply for all assistance and services to the same extent as citizens.

V. Types of Documentation

There are two types of proper documentation for the principal SIV applicant (Iraqi or Afghan); these types of documentation also apply to the principal SIV applicant’s spouse and their unmarried child (under 21 years of age):

1. Iraqi or Afghan passport with an Immigrant Visa (IV) stamp noting that the individual has been admitted under any one of the following categories:

<table>
<thead>
<tr>
<th>Date of Entry</th>
<th>6 Month Federal Eligibility End Date</th>
<th>Date of FS Application (Examples)</th>
<th>CFAP Eligibility Begin Date</th>
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<tr>
<td>December 12, 2007*</td>
<td>May 31, 2008</td>
<td>February 26, 2008</td>
<td>June 1, 2008</td>
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<tr>
<td>September 30, 2008</td>
<td>February 28, 2009</td>
<td>October 16, 2008</td>
<td>March 1, 2009</td>
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<table>
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<th>Date of Entry</th>
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<th>Date of FS Application (Examples)</th>
<th>CFAP Eligibility Begin Date</th>
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<td>August 1, 2008</td>
<td>March 31, 2009</td>
<td>August 15, 2008</td>
<td>April 1, 2009</td>
</tr>
</tbody>
</table>

( * ) HH is ineligible prior to the effective date of the law (12/26/2007)
Food Stamps Manual  March 22, 2010

• IV Category SI1 or SQ1 (for the principal SIV applicant);

• IV Category SI2 or SQ2 (for the spouse of the principal SIV applicant);

• IV Category SI3 or SQ3 (for the unmarried child, under the age of 21, of the principal SIV applicant);

• IV Category SI6 or SQ6 (for the principal SIV applicant adjusting status in the U.S.);

• IV Category SI7 or SQ7 (for the spouse of the principal SIV applicant adjusting status in the U.S.);

• IV Category SI9 or SQ9 (for the unmarried child, under the age of 21, of the principal applicant adjusting status in the U.S.); and

• A Department of Homeland Security (DHS) stamp or notation on passport or I-94 showing date of entry.

2. DHS Form I-551 (“Green Card”) with an IV code of SI6 or SQ6, SI7 or SQ7, or SI9 or SQ9 which confirms both the status and the day of entry into the U.S. for the principal SIV applicant.

All documentation must be verified through the Systematic Alien Verification for Entitlements (SAVE) process for confirmation of non-citizen status.

Reference: ACL 08-35
T-Visa for Trafficking Victims

I. General Overview

II. T-Visa for Human Trafficking Victims

III. Federal Eligibility

IV. CFAP Eligibility / SB1569

V. T-Visa Flow Chart

I. General Overview

The Trafficking Victims Protection Act (TVPA) of 2000 makes adult human trafficking victims, who have been certified by the Federal Office of Refugee Resettlement (ORR), eligible for benefits and services to the same extent as refugees effective 01/24/2000. In 2003, the Trafficking Victims Protection Reauthorization Act (TVPRA) has expanded benefits and services eligibility to some family members of human trafficking victims to the same extent as refugees effective December 19, 2003. These individuals are allowed to remain in the United States with T-Visas.

II. T-Visa for Trafficking Victims

Human trafficking is a form of modern-day slavery. Federal law defines “severe forms of trafficking in persons” to mean:

• Sex trafficking in which a commercial sex act is induced by force, fraud, or coercion, or in which the person induced to perform such act has not attained 18 years of age; or

• The recruitment, harboring, transportation, provision, or obtaining of a person for labor or services, through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.
Human Trafficking victims may apply to United States Citizenship and Immigration Services (USCIS) for a T-Visa by submitting a Form I-914, “Application for T Nonimmigrant Status.

III. Federal Eligibility

An adult Human Trafficking Victims who is awarded a T-Visa is eligible for benefits and services to the same extent as refugees. The family members of a human trafficking victim with T-Visa, who have a T-2, T-3, T-4, or T-5 Visa (collectively referred to as “Derivative T Visas”) are eligible for benefits and services to the same extent as refugees.

In the case of a trafficking victim who is awarded a T-Visa and who was under 21 years of age on the date the T-Visa application was filed, the Derivative T Visas are available to the trafficking victim’s spouse, children, parents, and unmarried siblings who are under 18 years of age on the date the T-Visa application was filed.

In the case of a trafficking victim who is awarded a T-Visa and who was 21 years of age or older on the date the T Visa application was filed, the Derivative T-Visas are available to the trafficking victim's spouse and children.

The Office of Refugee Resettlement (ORR), after consultation with the U.S. Attorney General, may certify a human trafficking victim who is willing to assist in every reasonable way with the investigation and prosecution of human traffickers; and

• has made a bona fide application to the Bureau of United States Citizenship and Immigration Services (USCIS) for a T-Visa and the application has not been denied; or

• is a person for whom “continued presence” in the U.S. has been requested by federal law enforcement because s/he is assisting or willing to assist the U.S. Attorney General and/or other law enforcement agency in the prosecution of traffickers in persons.

Once the adult trafficking victim has been certified by ORR, he or she is eligible for federal benefits and services to the same extent as refugees, as otherwise eligible. For minor trafficking victims, the ORR issues an eligibility letter, which makes the minors eligible for federal benefits and services.

IV. CFAP Eligibility / SB 1569 – New State-Only Program
SB 1569 of 2006 was enacted to provide assistance to trafficking victims prior to federal ORR certification by creating a new, state-supported program to provide critical services to these victims as they await, or prepare to request approval for, federally-funded benefits and services equivalent to those available to refugees.

In determining CFAP eligibility under SB 1569, a sworn statement by a victim (or a representative if the victim is not able to competently make a sworn statement) similar to the process currently used in self-certification for other programs is sufficient if at least one item of additional evidence is provided, including, but not limited to:

1) Police, government agency, or court records or files

2) News articles

3) Documentation from a social services, trafficking, or domestic violence program, or a legal, clinical, medical, or other professional from whom the applicant or recipient has sought assistance in dealing with the crime

4) A statement from any other individual with knowledge of the circumstances that provided the basis for the claim

5) Physical evidence

6) A copy of a completed visa application

7) Written notice from USCIS of receipt of the T-Visa application

If the victim cannot provide additional evidence, the sworn statement shall be sufficient if the CWD makes a determination documented in the case file that the applicant is credible, based upon current county criteria/policy. This individual is eligible for CEAP benefits, if s/he meets all other program regulations. Social Security Number (SSN) is not required for T-Visa applications while applying and receiving CFAP benefits.

When a CWD has determined that, based on one of the enumerated documents above, the applicant meets the eligibility of a trafficking victim, the CWD must then determine if s/he:

• Has filed an application for a T-Visa with USCIS; or

• Is preparing to file an application for a T Visa; or

• Is otherwise taking steps to meet the eligibility conditions for federal benefits.

**CFAP benefits will be terminated if:**
• The recipient’s application for a T-Visa has been finally administratively denied; or

• The recipient has not applied for a T-Visa within one year of applying for state benefits; or

• A request by law enforcement officers on behalf of the recipient for federal continued presence status has not been made within one year; or

• The recipient is certified by ORR, resulting in federal eligibility.

V. T-Visa Flow Chart
81: Non-Financial Eligibility

Trafficking (T-Visa) Victim Eligibility Determination Process

Client presents at Food Stamp office and request assistance. S/he completes an application for CFAP. Note: Applicant may not have applied for or received a SSN.

During the eligibility determination interview, it is learned that the individual is a non-citizen alien who is a victim of human trafficking AND s/he:
- Has filed an application for a T-Visa with USCIS; or
- Is preparing to file an application for a T-Visa; or
- Is otherwise taking steps to meet the eligibility criteria for federal benefits.

The client gives a sworn statement that s/he is a victim of human trafficking, **AND**
1) S/he provides at least one item of additional evidence listed below:
   - Police, government agency or court records or files;
   - News articles;
   - Documentation from a social services, trafficking or domestic violence program, or legal clinical, medical or other professional from whom the applicant or recipient has sought assistance in dealing with the crime;
   - A statement from any other individual with knowledge of the circumstances that provided the basis for the claim;
   - Physical evidence;
   - Copy of a completed T Visa application; or
   - Written notice from USCIS of receipt of the T-Visa application;

**OR**
2) S/he cannot provide additional evidence but the worker makes a determination documented in the case file that the applicant is credible.

No

Application is denied.

Yes

CFAP benefits are granted

Client meets CFAP Food Stamp eligibility requirements e.g. income, resources, etc?

T-Visa application is approved by USCIS and/or client is certified by ORR.

Client becomes eligible for federally-funded Food Stamps. Benefits and CFAP benefits are terminated.

Request on behalf of client for continued presence has not been made within one year of applying for Food Stamps.

Client is NOT eligible for federally-funded Food Stamps and CFAP benefits are terminated.

Client has not applied for a T-Visa within one year of applying for Food Stamps.

Reference: ACIN I-27-09, ACL 08-15, ACIN I-41-07, ACL 06-60, MPP Sections 30, 40, 42, 49, 63, 69
U-Visa for Victims of Domestic Violence or Other Serious Crime

I. General Overview

In October 2000, the federal Trafficking Victims Protection Act (TVPA) of 2000 created two new non-immigrant visas, the "T" Visa (see Section 81-3d), for victims of a severe form of trafficking in person, and the "U" Visa, for victims of criminal activity as defined in federal statute, to allow these individuals to remain in the United States.

II. Definition

Federal law defines non-citizen victims of serious crimes as aliens who:

- Have suffered substantial physical or mental abuse as a result of having been victims of criminal activity involving, or similar to, the following violations: rape; torture; trafficking; incest; domestic violence; sexual assault; abusive sexual contact; prostitution; sexual exploitation; female genital mutilation; being held hostage; peonage; involuntary servitude; slave trade; kidnapping; abduction; unlawful criminal restraint; false imprisonment; blackmail; extortion; manslaughter; murder; felonious assault; witness tampering; obstruction of justice; perjury or attempt; conspiracy or solicitation to commit any of the above mentioned crimes; and,
- Possess information concerning criminal activity (or in the case of an alien child under the age of 16, the parent, guardian, or adult representing the child); and
- Have been helpful, are being helpful, or are likely to be helpful to a federal, state, or local law enforcement official, prosecutor, or judge or to other
federal, state, or local authorities investigating or prosecuting criminal activities described above (or in the case of an alien child under the age of 16, the parent, guardian, or adult representative of the alien is helpful).

III. Who to Determine Visa Status

United States Citizenship and Immigration Services (USCIS) may grant temporary legal status, called "U Visa Interim Relief", and work authorization to those who are eligible, which means the non-citizen may remain in the U.S. and may be permitted to work. While there is no official application form for requesting U-Visa Interim Relief, each request should contain certain documentation.

IV. Eligibility for Services and Benefits

U-Visa holders or U-Visa Interim Relief applicants are not eligible for federal Food Stamp benefits and most other federal funded benefits and services. Therefore, CFAP is available to non-citizen victims of domestic violence or other serious crime, if otherwise eligible. These applicants:

- have filed a request with USCIS for U-Visa Interim Relief prior to October 17, 2007, OR
- have filed a U-Visa, OR
- have been granted a U-Visa Interim Relief or a U-Visa.

A) To verify if a formal application for U-Visa (Form I-918 and required supplements) has been filed or have requested U-Visa Interim Relief prior to October 17, 2007 following documentations must be verified (but are not limited to):

- A confirmation receipt or letter from USCIS verifying that a request has been filed; or
- A Notice of Action (form I-797) approving a U-Visa or a request for U-Visa Interim Relief (U-Visa Interim Relief was filed before October 17, 2007); or
- A form I-797 which serves as a fee receipt for an employment authorization request based on a U-Visa application; or
- A copy of the Petition for U Nonimmigrant status (Form I-918); or

B) Social Security Number (SSN) is not required for U-Visa applicants. Once the U-Visa requested has been granted, the U-Visa holder receives a work permit and is eligible to apply a SSN.

C) Trafficking, domestic violence, or other serious crime applicants shall not be subject to food stamp work requirements. This includes the
ABAWD work requirement, and requirements for FSET. In addition, recipients shall not be subject to penalties for voluntary quit and reduction of hours worked. However, this group may participate in other education or training to the extent such participation is permissible.

D) Eligibility for CFAP will continue until and unless the recipient’s request for U-Visa Interim Relief or application for a U-Visa has been finally administratively denied.

V. U-Visa Flow Chart
Reference: ACIN I-27-09, ACIN I-41-07, ACL 06-60
81-4 Social Security

Social Security Number

I. Regulations

II. Expedited Service Exemption

III. Verification

IV. Obtaining the SSN

V. Failure to Comply

VI. Good Cause Determination

VII. Social Security Administration Offices - San Francisco County

I. Regulations

With the exception of those eligible for expedited service, all applicants and recipients, regardless of age, must provide their Social Security number (SSN) or approved verification of application for an SSN before getting certified for Food Stamps.

A. If a person has more than one SSN, all numbers are required.

B. Persons who do not have an SSN but who have applied for one or provide good cause for failure to provide one may participate pending verification of the SSN through IEVS.

C. If a person refuses without good cause to provide an SSN or proof of having applied for one, he/she is denied and considered disqualified until he/she complies.

   See V. of this section.

D. Non-citizen victims of human trafficking, domestic violence or other serious crimes do not have to provide or apply for a Social Security
Number as a condition of eligibility for Food Stamp and/or CalWORKs benefits.

II. Expedited Service Exemption

A. Households entitled to expedited service are not required to provide or apply for an SSN until after they have received their first allotment.

B. The SSN or proof of application for the number must be provided before the next issuance.

III. Verification

A. All SSNs reported by the household must be verified by submitting them to the Social Security Administration through IEVS.

B. The application for an SSN must be verified through SDSS approved documentation which includes but is not limited to the MC194, SSA-5028 or hospital issued SSA-2853-OP4.

C. Do not delay certification of an otherwise eligible household because a SSN has not been verified.

D. Once the SSN has been verified through IEVS, document the case record to prevent the need for future re-verification.

E. PA households determined categorically eligible for Food Stamps have only to verify SSN information for the PA case.

IV. Obtaining the SSN

A. If a client does not have an SSN, does not remember the number, or has no means of providing or verifying it, refer the person to the SSA to apply for a new/duplicate one.

1. For individual who must apply for an SSN and qualifies for expedited service:

   a. Complete an MC194 and refer the client to the appropriate SSA office.

   b. Certify under expedited service procedures.

   c. Explain SSN requirements and the consequences of failure to comply. Inform the person that the SSN or proof of application must be provided before he/she receives the next full allotment.
NOTE: The person is entitled to receive the pro-rated amount of the initial month of application and the next month's full allotment. If the initial month of application is not pro-rated and the client receives a full initial allotment, begin the 30 day processing rule.

d. Discontinue and disqualify if the person does not comply.

2. For the person who is not eligible for expedited service and must apply for a new SSN:

a. Explain SSN requirements.

b. Refer the client to the appropriate SSA office with a completed MC194.

c. Pend the application for 30 days or until the SSN or proof of application (MC194 or SSA receipt) is provided.

d. Deny the application if at the end of the 30 days the SSN or proof of application has not been provided. Ensure that the delay of the SSN was not due to circumstances beyond the applicant's control.

B. Referring an individual to the SSN office

Click here to review procedures for referring an individual to the SSN office.

C. Client Responsibility

Inform the client that he must take the completed MC194 to the SSA office and complete an SSN application. Once this is done, the client must mail or bring the stamped MC194 to the EW.

V. Failure to Comply

A. Persons who refuse, without good cause, to provide an SSN or verification of having applied for one (new or duplicate) are denied and considered disqualified until they comply.

B. The remaining household members remain eligible and may be certified.

C. Exclude the disqualified member when determining benefit level and prorate his/her income and deductible expenses.

Please see also 82-2 and 82-6.
D. Count the disqualified member's resources in their entirety as available to the remaining household.

E. The disqualified member may become eligible once he provides the SSN or proof of application.

VI. Good Cause Determination

When determining whether good cause existed for failure to comply, take into consideration information provided by the household member and the SSA.

A. Good cause exists if there is documentary or collateral evidence that the client has applied for the number or made every effort to supply the SSA with the necessary information.

B. Assist the client with obtaining the documents required by SSA and extend participation another 30 days.

Thereafter, the household must show good cause on a monthly basis in order to remain on Food Stamps.

C. Good cause does not include delays due to illness, lack of transportation, or temporary absences.

VI. Social Security Administration Offices - San Francisco County

There are two parent Social Security offices in San Francisco, as well as branch offices. Parent, branch, and district offices are listed below.

NOTE: Referrals to these offices are determined by the ZIP code of the client's address. Clients may apply for benefits at any office, however, it is preferred that referrals be made by ZIP code. Whichever office the client uses to make an application is the office that processes the application. The case is not transferred by Social Security to the appropriate office.

The central phone number for clients calling the SSA is: 1-800-772-1213.

TTY: 1-800-325-0778

**SF Downtown (Parent Office)**

939 Market St.
San Francisco 94103
744-5760 (workers)

**Parkside (Parent Office)**

1569 Sloat Blvd. Suite 300
San Francisco 94132
556-4078 (workers)
Chinatown Branch

560 Kearney St.
San Francisco 94108

705-1065 (workers)

Western Addition Branch

1405 Fillmore St.
San Francisco 94115

556-3471 (workers)

Mission (District Office)

1098 Valencia St.
San Francisco 94110

556-4043

Reference: 63-402.22, 63-404, 63-501.9, 63-502.14
Social Security Number

I. Regulations

II. Expedited Service Exemption

III. Verification

IV. Obtaining the SSN

V. Failure to Comply

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See V. of this section.

D. Non-citizen victims of human trafficking, domestic violence or other serious crimes do not have to provide or apply for a Social Security Number as a condition of eligibility for Food Stamp and/or CalWORKs benefits.
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B. Assist the client with obtaining the documents required by SSA and extend participation another 30 days.

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<tr>
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<td>San Francisco 94132</td>
</tr>
<tr>
<td>744-5760 (workers)</td>
<td>556-4078 (workers)</td>
</tr>
</tbody>
</table>
### Chinatown Branch
- Address: 560 Kearney St.
- City: San Francisco
- Zip Code: 94108
- Phone: 705-1065 (workers)

### Mission (District Office)
- Address: 1098 Valencia St.
- City: San Francisco
- Zip Code: 94110
- Phone: 556-4043

### Western Addition Branch
- Address: 1405 Fillmore St.
- City: San Francisco
- Zip Code: 94115
- Phone: 556-3471 (workers)

Reference: 63-402.22, 63-404, 63-501.9, 63-502.14
Procedures for referring an Individual to the SSA Office

Back to Social Security Number/Obtaining the SSN

Procedures for referring an individual to the SSA office are as follows:

1. Complete the MC194 as follows:

   Part A: Use the SFDHS address (P.O. Box 7988, ZIP Code 94120). Include your worker number.

   Part B: Enter the address of the SSA branch office according to the client's ZIP code or the office closest to the client's home.

   Part C: Check box for required service.

   Part D: Enter the following:

   a. Client's full name
   b. Client's date of birth
   c. Client's appropriate sex code
   d. The 14 digit case number, e.g., 38-09-0000000-0-00:

      38 - County number
      09 - Aid code
      0000000 - Case number
      0 - FBU
      00 - Person number.

   Part E: Enter EW name, initials, telephone number, and the date the form was completed. Specify the method of return to be used by SSA.

2. Once the form is completed, file the original (white) copy in the case record and give the second (yellow) copy to the individual to take to the SSA office.
3. Do not refer the client with the MC194 to the SSA office without a complete assigned case number.
4. If there is no case number, refer the applicant to the SSA and suggest that he ask for proof of application from them.

Back to Social Security Number/Obtaining the SSN
Strikers

I. Striker Participation

II. Determining Striker Eligibility

III. Illegal Strikes

IV. Certification Periods

I. Striker Participation

Households with striking members are ineligible to participate unless they were eligible one day prior to involvement in the strike action and on the date of application.

A. Who is not a striker

1. Employees affected by a lockout (the employer closes down the workplace in order to resist employee demands);

2. Employees unable to work as a result of striking employees;

3. Employees not wanting to cross a picket line due to fear of personal injury or death;

4. Individuals exempted from work registration on the day prior to the strike other than those exempt solely on the grounds that they are employed. See 81-6.

5. Employees whose employers have hired permanent replacements for the striking employees' jobs. The fact that the striking employees are offered other jobs does not affect their status as they must be able to return to the same job.

B. Day of the strike

This is the first day that the individual did not report to work and not necessarily the day the strike action is officially called by a union.
C. Work Registration Requirements For Strikers

1. If the striker qualifies for a work registration exemption on the day before the strike, the striker is exempt from work registration.

2. The work registration exemption due to full-time employment is not allowed for strikers.

II. Determining Striker Eligibility

A. Required Application Forms

Two DFA 285 A2s are required for striker households:

1. The first to show the household's situation as of the date of application;

2. The second to show the household's situation one day prior to the strike.

B. Determining Eligibility Prior to Strike

When determining whether a household was eligible one day prior to the strike, consider all basic eligibility requirements just as for any other household.

C. Verification Requirements

1. The household is responsible for complying with the regular verification requirements, as well as verifying, at the time of application, income immediately prior to the strike and any anticipated income during the strike.

2. Strikers must submit a letter from their union that clearly states:

   a. Their status in the union;

   b. The date the final paycheck was received;

   c. Eligibility for strike benefits;

   d. Any other pertinent information.

D. Income and Deductions Determination

1. **Income** - To determine a striker's income in the month of application, compare the income before the strike with any income anticipated to be received during the strike (e.g., strike benefits or income from a
temporary job). Add the higher of the two incomes to the income of any remaining non-striking household members.

2. **Deductions** - Determine deductions for the month of application in the same manner as for any other household. Apply the earned income deduction to whichever income (strike or pre-strike) is counted.

**E. Participating Households With Strikers**

Households participating prior to the strike shall not receive an increase in benefits due to loss of income from the struck source.

**F. Questionable Striker Status**

If the client states that s/he is no longer on strike, but the EW has reason to believe that this is questionable, the client must provide verification that s/he is no longer on strike. Acceptable verification includes a termination notice from the job being struck or the striker's letter of resignation from that job.

**III. Illegal Strikes**

A. When an injunction or court order has ruled a strike unlawful, the striker must return to work.

Failure to do so constitutes failure to comply with Food Stamp work registration requirements.

B. If one household member fails to comply with work registration requirements by participating in an illegal strike, the entire household is denied or discontinued.

C. Temporary Restraining Orders (TROs) and other written court orders that direct striking employees to return to work do not always constitute a judgement that the strike is actually unlawful.

1. The court order must clearly state that the strike is illegal before the strike is considered unlawful for Food Stamp purposes.

2. Do not deny benefits to strikers until the county has a copy of the court order that contains a clear statement that the strike is illegal.

D. The Senior Supervisor contacts the union to obtain the necessary information.

1. Direct all questions related to the legality of the strike or work registration to the Senior Supervisor.
2. Indicate the legality of the strike in the margin space of the DFA 285 A2, page 1.

IV. Certification Periods

Striker households are assigned the regular 12 month period.

Reference: 63-402.8
Work Registration

I. Regulations

A. Persons Required to Register

All applicants and recipients (unless exempt) must register at the time of application and once every twelve (12) months after that.

1. The 6109 FS Work Registration Form may be completed by a household member other than the person required to register, e.g., the person applying for the household may complete the forms for the other members.

2. Household members are considered registered when a completed 6109 is submitted to the EW.

3. Households eligible for expedited services must also register for work before being certified, unless exempt. Questionable work registration exemptions may be postponed if they cannot be verified within the expedited service timeframes.

B. Work Registration Exemptions

The following persons do not have to register for work:

1. A person under age 16 or 60 and over. If the person has his/her 16th birthday within the certification period, he/she must register for work at the next scheduled recertification, unless he/she qualifies for another exemption.

2. A 16 or 17 year old who is not the head of household, or who is attending school, or enrolled in an employment training program on at least a half-time basis.
3. Anyone physically or mentally unfit for work. If the claimed disability is not evident or obvious, verification is required. Appropriate verification may be:

   a. Award letters/checks from temporary or permanent disability benefits issued by governmental or private services;

   b. A statement from a physician or licensed or certified psychologist or a Form DFA 440 Verification of Physical or Mental Incapacity.

4. A person complying with any work requirement under Title IV of the Social Security Act including CalWORKs Welfare to Work (WTW).

   a. Every CalWORKs recipient is registered with WTW, unless exempt.

   b. Refugees granted aid under the Refugee Demonstration Program must also register with WTW.

   c. If a claimed exemption is questionable, the EW is responsible for verifying the exemption. What this means is that the worker should use the resources available first, e.g., contact the CalWORKs worker or Employment Specialist.

5. A parent or other household member responsible for the care of a dependent child under 6 or an incapacitated person. If the child turns 6 during the certification period, the person responsible for the care of the child must register for work at the next recertification, unless the person qualifies for another exemption.

6. A person receiving or who has applied for but has not yet begun to receive Unemployment Insurance Benefits (UIB), provided the person was required to register for work as part of the UIB application process.

   a. The EDD office has indicated that all recipients of UIB (including interstate claims) must register for work as part of the UIB process.

   b. If a claimed exemption is questionable, the EW is responsible for verifying the exemption with the appropriate EDD office.

7. A regular participant in a drug addiction or alcoholic treatment and rehabilitation program.
a. "Regular participant" is defined as a person whose participation in the drug/alcohol rehab precludes or prevents employment of at least 30 hours/week.

b. "Drug addiction or alcoholic treatment and rehabilitation program" refers to any drug addiction or alcoholic treatment and rehabilitation program under Part B of Title XIX of the Public Health Service conducted by a private non-profit organization or institution or a publicly operated community mental health center.

c. "Under Part B of Title XIX of the Public Health Service Act" means that the organization meets the criteria which would make it eligible to receive funds, even if it does not actually receive funding under Part B.

8. A person employed or self-employed and working a minimum of 30 hours per week or receiving weekly earnings at least equal to the federal minimum wage multiplied by 30 hours. This exemption also applies to migrant or seasonal farmworkers who are under contract with an employer or crew chief to be employed within 30 days.

9. A student enrolled at least half-time in any recognized school, training program, or institution of higher education.

   a. The student remains exempt during normal periods of class attendance, vacation and recess.

   b. Students enrolled less than half-time or those who graduate, are expelled, suspended, or drop out, do not qualify for this exemption.

C. Loss of Exemptions

Whenever there is a change in exemption status, change the person entries in CalWIN's Time Clock Summary window.

1. Persons who have to do quarterly/change reporting and who lose their work registration exemption because of household changes (e.g., losing a job that causes a loss of income of more than $25 a month or the dependent child/incapacitated person for whom the household member was caring leaves or is no longer part of the household) must register for work when the change is reported. Enter this change in the case record start the household's ABAWD time clock if applicable.
2. Persons not subject to quarterly reporting requirements may register for work at the next recertification. These are change reporting households receiving PA benefits.

3. Persons exempt because they are registered for work in WTW, UIB, or GA and who become ineligible to those programs because of a change in household circumstances OTHER than failing to comply with work registration requirements of those programs, must register for work within 10 calendar days from the date they are discontinued from WTW, UIB, or GA.

D. Substitute Programs

Persons registered for work in one of the following programs are considered work registered for Food Stamps:

1. CAAP Work Program (GA/PAES Workfare)

   NOTE: GA/PAES Workfare is not a substitute program, it is an FSET program. All regulations and requirements of FSET must be applied to GA/PAES Workfare.

2. Refugee Resettlement Program

3. Households work-registered in one of the programs listed here who become ineligible for that program because of a change in circumstances other than failing to comply with the work requirements of that program shall be subject to work registrant requirements within 10 days of being discontinued from the program. This means that they must register for work under NAFS and if not exempt, meet the work requirement, if applicable.

4. Persons participating in the work programs of the above programs must comply with the work requirements of these programs. If the person does not comply and is sanctioned by that program, sanctions shall also be applied in Food Stamps.

E. EW Responsibilities

1. Explain the following:
   a. Work registration requirements;
   b. Household member rights and responsibilities;
   c. Consequences of failure to comply.
2. Explaining the above is particularly important when the client is age 18 through 49, receiving FS and GA and participating in GA Workfare or PAES. If this client does not comply with GA/PAES Workfare requirements without good cause and is sanctioned by GA/PAES, he/she will also be sanctioned in the Food Stamp Program.

**NOTE:** Since GA/PAES Workfare is considered an FSET program, the regulations and requirements of FSET are to be applied to GA/PAES Workfare.

**F. Household Responsibilities**

Persons registered for work under Food Stamps or one of the substitute programs shall:

1. Respond to a request for more information regarding his/her employability status or availability for work.

   For example, when you are determining whether a person can or cannot work, and it is not apparent to you during the interview that the person is unemployable and you determine it necessary to refer the person to Triage or his/her doctor, the client must comply. If the person refuses, deny the case and sanction the person.

2. Report to an employer to whom referred, if the potential employment meets the suitability requirements listed in Part III of this section. This regulation will usually apply to the client when participating in CalWORKs Welfare to Work (WTW).

3. Accept a bona fide offer of suitable employment. Again, this will usually apply in WTW.

**II. Failure to Comply (Sanctions)**

Sanctions are applied whenever a work registrant: 1) does not respond to a request for more information regarding employment status or availability for work, or 2) does not report to an employer when referred, or 3) does not accept a bona fide offer of employment.

Sanctions are also applied to clients on GA/PAES, ages 18 through 49, who are doing workfare and who fail to comply with GA/PAES Workfare. Sanctions are also applied to CalWORKs clients enrolled in Welfare to Work who do not comply with the work requirements of that program.

**A. Sanction Periods**
Work Registration sanction periods increase with each instance of noncompliance. Voluntary quit sanctions are added to work registration sanctions when they occur. In other words, if a person voluntarily quits a job without good cause and has previously accrued a sanction for noncompliance with GA/PAES Workfare, the voluntary quit sanction will be the second sanction and carries a sanction period of three (3) months.

1. The first Food Stamp sanction shall be for one month or until the client complies, whichever is longer.

2. The second sanction shall be for three months or until the client complies, whichever is longer.

3. The third sanction shall be for six (6) months or until the client complies, whichever is longer.

B. Good Cause Determination

When determining good cause for failure to comply with any work registration OR GA/PAES WORKFARE requirement, consider information provided by the member involved and the employer. Do not sanction the client if there was good cause for not complying. Good cause includes circumstances beyond the person's control, such as but not limited to:

1. Illness;

2. Illness of another member requiring the presence of the registrant;

3. A household emergency;

4. Lack of adequate child care for children ages 6-12;

5. Unavailability of transportation;

6. Inability to speak, read, or write English.

    Gather as much information from the client as possible. The reasons listed above are not all the good cause reasons that can occur. But if what the client states seems questionable, consult with your unit supervisor.

C. Sanction Procedures

1. Sanction Procedures - General
   a. Do a good cause determination.
b. Send the client the sanction notice within 10 days of when you determine that the noncompliance with work registration or GA/PAES Workfare regs was without good cause. However, you must also give the client a 10 day notice prior to discontinuance.

c. If the sanction is for not complying with the GA/PAES work requirement rules:

1) Do NOT sanction if the client becomes exempt before sanction takes effect.

2) Do NOT sanction if the person has worked enough GA/PAES Workfare hours to earn his/her Food Stamp allotment at the minimum wage.

i. Sanctions also apply when a person reduces his/her work hours to less than 30 per week.

ii. When a sanction is not applied because there was good cause or because the client worked sufficient GA/PAES workfare hours, the sanction count does not increase.

d. Sanction Procedure - GA/PAES Workfare Noncompliance

GA or PAES Workfare are considered FSET components. When you receive a CalWIN alert from a GA/PAES for workfare noncompliance, you shall:

1) Screen Out Clients 50 Years or Older

2) Send client a Sanction Warning Speedletter so they will be warned of the pending GA/PAES work program discontinuance so they can remedy.

Clients may be able to obtain a verification of hours they worked from their worksite. The speedletter should also advise the client to call you if they have a good cause reason for missing GA/PAES work assignments.

e. Review Workfare Hours Performed: If the client worked enough hours to earn his/her Food Stamp allotment divided by the minimum wage, document and verify this fact and do NOT discontinue or sanction the client.
The number of hours worked can be obtained from the client and/or from timesheets grouped by workfare department (DPW, MUNI, etc.) at the JET desk near Food Stamp intake.

**f. Review for Good Cause:** If Good Cause guidelines (see "Good Cause Determination," in this section) are met, narrate your determination and do not discontinue or sanction the case. If you find good cause does not exist, narrate the reason on the 8002, discontinue and sanction.

Request verification if you find the good cause reason questionable. Call the GA/PAES worker to obtain the GA/PAES side of the good cause issue for a complete review.

**g. No Response From Client to Speedletter:** If the client does not respond within ten (10) days of when the speedletter went out and you find no indication of good cause or that enough hours were worked to earn the FS allotment, discontinue and sanction.

**h. Monitor your CalWIN alerts.** If the GA/PAES discontinuance is remedied, rescind the discontinuance and lift the sanction. If Aid Paid Pending is issued, rescind until the hearing decision is received. The Food Stamp good cause determination may not always match a GA decision because of the good cause factors contained here.

**D. Ending Disqualification**

The person has to wait until the minimum sanction period appropriate to his/her case before he/she can be reconsidered for eligibility. In other words, if the current sanction count for the client is 2, then the client has to wait out the 3 month sanction period before reapplying.

The only exception to not having to wait out the appropriate sanction period is if the client becomes EXEMPT. If the client becomes exempt while under a sanction, he/she may reapply without having to wait until the end of the sanction period.

So, if the client is otherwise eligible and the sanction period has passed, the client may reapply with the following conditions:

1. If the person was sanctioned for refusing to respond to a request for more information about his/her employment status or availability for work, the person shall comply with the request.
2. If the person was disqualified for refusing to report to an employer, e.g., through PAES or Welfare to Work, the person shall report to this employer if work is still available or to another employer to whom referred.

3. If the person was disqualified for refusal to accept a bona fide offer of suitable employment, if still available to the participant; accept any other job which yields earnings per week equivalent to the refused job; or accept any other job of at least 30 hours per week, or which yields weekly earnings equal to the federal minimum wage multiplied by 30 hours.

4. If the person refused to comply with an employment and training assignment (or workfare, assignments through the community based organizations like the ones that some of the immigrants attend, for example), the person shall comply with the assignment or another assignment.

5. If the person was disqualified for reducing hours worked (person had been working 30 hours per week), the person shall increase hours worked back to a minimum of 30 hours per week.

III. Definition of Unsuitable Employment

Any job is considered unsuitable if:

A. The wage offered is less than the highest of:

1. The federal minimum wage;

2. The state minimum wage.

3. 80% of the federal minimum wage if neither the state nor the federal minimum wage is applicable.

B. It is on a piece-rate basis and the average hourly yield the member can reasonably be expected to earn is less than the wages listed in A. above.

C. The person is forced to join, resign from, or refrain from joining any legitimate labor organization.

D. The work offered is at a site subject to a strike or lockout at the time of the offer.

E. The degree of risk to health and safety is unreasonable.
F. The member is unfit physically or mentally to perform the job as documented by medical evidence or reliable information from other sources.

G. The job offered within the first 30 days of work registration is not in the member's major field of experience.

H. The distance between the person's home and the job is unreasonable given the expected wage and time and cost of commuting.

1. Daily commuting must not take longer than 2 hour per day, not including the time required to take a child to and from a child care facility. If commuting takes longer, the job is unsuitable.

2. If the distance to the job is too far to walk, and neither public nor private transportation is available, the job is unsuitable.

I. The working hours or nature of the job interferes with the person's religious observances, convictions, or beliefs.

Reference: 63-407, 63-408
81-7 Work Requirements: ABAWDS

Introduction

I. Definitions and Exemptions

II. Tracking Procedures

III. Loss of Eligibility and Regaining Eligibility

IV. ABAWD Exemption

V. Work Requirements and Sanctions

Introduction

Able-Bodied Adults Without Dependents (ABAWDs) are mandatory work registrants. The Food Stamp Program participation of ABAWDs is structured in 36-month periods or cycles that start when the ABAWD becomes subject to work requirements. During those cycles, ABAWDs must work a certain number of hours per week, unless exempt or involved in other approved work activities.

In addition, ABAWDs are allowed up to six months (of the 36-month period) in which no work need be done. These six months are broken up into two sets of three. The first set of three months may be spread throughout the 36-month period OR used up consecutively. The second set of three months MUST be used up consecutively. The ABAWD must be exempt or meeting the work requirement between 3 month sets.

Once all six months have been used up, the ABAWD must meet the work requirement or the case will be discontinued after every month the requirement is not met. The work requirement is met through work, workfare or any of the approved work activities. The ABAWD may reapply after every discontinuance.
Once the 36-month period ends, a new 36-month period begins with a new set of up to six months in which the work requirement need not be met.

Currently, San Francisco county is under a waiver that exempts all from ABAWD tracking. This waiver, which expires April 30th 2006, has been extended continuously until April 30th 2009.

I. Definitions and Exemptions

A. 36-Month Period Defined (63-410.1)

1. The 36-month period begins on the first day of the first full calendar month the ABAWD becomes subject to the work requirement.

2. Once it begins, this period is fixed and continues uninterrupted regardless of the number of times the ABAWD becomes exempt or is discontinued from Food Stamps and subsequently reapplies.

EXAMPLE: A man applies for Food Stamps for the first time in March 1998 and is determined exempt from the work requirement for 9 months. The exemption ends during December 1998 and he becomes subject to the ABAWD work requirement as of January 1, 1999. His 36-month period begins January 1, 1999 and ends December 31, 2001.

3. If the ABAWD was receiving Food Stamps in another state and was meeting the work requirement, the 36-month period which began in the other state is still in effect.

   a. Any months in which the work requirement was not met in the other state are counted against the 3-month sets in which the work requirement need not be met. (3 "N's" or 3 "C's". See item II. D.)

   b. The application will be denied if the worker learns that the ABAWD used up the 3 months without regaining.

   Note: The ABAWD tracking codes do not appear in CalWIN. These codes can now only be seen on MEDS screen INQG.

B. Meeting the Work Requirement Defined (63-407.7; 63-410.2)

Meeting the work requirement means doing one of these:

1. Working 20 hours or more per week (averaged monthly).
   a. The number of hours worked must be verified.
b. Hours worked for in-kind income count toward the 20-hour weekly minimum if there is documentation that the in-kind income being reported was an actual benefit received from the employer.

**EXAMPLE:** An affidavit from the ABAWD's landlord that the ABAWD works 25 hours per week managing an apartment building in return for rent.

2. **Participating in a workfare program or in a comparable program.**

   The hours required for participation are determined by dividing the household's monthly allotment by the state minimum wage. (Currently $6.75 per hour.)

3. **Participating in an allowable "work program" for 20 hours or more per week (averaged monthly - at least 80 hours per month).** An allowable work program means one of the following:

   a. A program under the Workforce Investment Act (WIA);

   b. A program under Sec. 236 of the Trade Act of 1974; or

   c. A program of employment and training approved by a state agency, including the FSET program and refugee employability services.

   d. Refugee Resettlement Program.

4. **Hours spent in job search, or job search training activities as part of an employment and training program, may count toward meeting the ABAWD work requirement.**

   a. The job search activities must be combined with another training activity. (It cannot be a stand-alone activity)

   b. The hours spent in the job search activity must be less than half of the total hours required for the training activity.

   **EXAMPLE:** A vocational training component of 15 hours per week may include a maximum of 7 hours per week spent in job search.

5. **An ABAWD receiving PAES is considered to be participating in Food Stamp Employment and Training (FSET).**

C. **Exemptions (63-407.2; 63-410.3)**
Household members are exempt from the ABAWD work requirement if they are:

1. Under 18 years or age 50 and over;

2. Physically or mentally unable to work.

3. Subject to, and complying with, any work requirements under Title IV of the Social Security Act, including CalWORKs Welfare to Work (WTW);

4. Any adult living in a household that contains a dependent child.

5. Receiving or having applied for but not yet receiving UIB, if previously required to register for work with EDD as part of the UIB application process;

6. A regular participant in a drug or alcoholic treatment and rehabilitation program, which would not allow time for 30 hours per week employment;

7. Eligible Food Stamp students enrolled at least half-time in any recognized school, training program, or institution of higher education (see eligible student requirements);

8. Pregnant.

D. Exemption After Discontinuance for Not Meeting the Work Requirement (3 N's/3 C's)

1. ABAWDs are allowed a total of six months of not meeting the work requirement before being discontinued.

   a. The six months is broken into 2 sets of 3 months.

      1) The first set of 3 months does not have to be consecutive.

      2) The second set of 3 months must be consecutive. (Example: January, February and March)

   b. Cases will be coded with N for the first set of three months and C for the second set. (See item II. C.) These codes are in MEDS not CalWIN.

   c. The ABAWD must meet the requirements (regain), or be exempt, between the sets. For example, if the ABAWD does not meet the requirement for the third time (third 'N') in March, the next set of 3 months (3 'C's') cannot start in April.
d. The 15% exemption may be used for 1 month to allow the client time to regain. (See item IV. B.)

2. If the client becomes exempt after being discontinued for getting 3 N's or 3 C's he may reapply and may receive Food Stamps as long as otherwise eligible and as long as the exemption lasts.

Reminder: ABAWD codes can be found on MEDS INQG screen only, not in CalWIN.

II. Tracking Procedures

Tracking is done on-line, using CalWIN - Collect Individual Time Limit Clock Detail screen. CalWIN uses text while MEDS use alphabetic codes.

A. When to Begin Tracking

Begin tracking at the end of the first full calendar month the ABAWD becomes subject to the work requirement.

EXAMPLE: A client applies for Food Stamps on October 15 and is referred to workfare. Begin tracking his compliance at the end of November.

B. Monthly Monitoring

Tracking is done in the current month for the prior month.

1. The Time Limit Clock in CalWIN continues on "ticking" and inputs posted on it will translate to codes that will show in MEDS.

2. For ABAWDs who are exempt during the 36-month period, check the QR7 for changes such as income, employment, etc. and CalWIN for alert messages.

C. Tracking Codes

Tracking codes only appear in MEDS while CalWIN uses text as in E, the code in MEDS and "Exemption", the text in CalWIN. Entries done in CalWIN will automatically translate those in codes that will be posted in MEDS.

D. ABAWD Accumulates Two "N's"

1. After a second N is entered, the computer assumes that the very next month will also be an N month and will generate a discontinuance notice in the middle of that month.
2. The disc NOA will be sent to the client to alert him/her that s/he will be non-compliant if no contact is made. If the client makes contact, remind them to follow up on the workfare requirements so the third "N" will not happen thus the case will not be discontinued.

3. Enter the discontinuance in CalWIN, if not eligible for the 15% exemption.

4. The 15% exemption may be used for an ABAWD who has failed to meet the work requirement for 2 months, and who is about to receive the third N, for up to 3 months IF:

   a. The ABAWD is homeless, regularly transacting Food Stamp benefits and has a recertification due within the next 3 months; or

   b. The ABAWD is seasonally employed and reasonably expected to begin working again in the next 3 months. (Seasonally employed refers to regular employment such as exterior painter, carpenter, street painter or other fields affected by weather, tourism, etc.)

   c. The worker has documented other compelling reasons to apply the exemption for up to 3 months, such as the client will be entering substance abuse treatment or may become otherwise permanently exempt.

   **IMPORTANT:** If after 3 months the client is neither exempt nor meeting the work requirements, discontinue the case with timely notice at the end of the 4th month and track that month as an "N".

**E. Entry of the "C" Code**

1. The "C" codes must be entered consecutively, i.e., in a row, one right after the other. They cannot be entered intermittently as the N's can be. The "C" months are only available to the ABAWD consecutively. (See item **III. B.**)

2. In addition, the computer will not automatically generate the "C" letter (code 660) during the middle of the third month as it does the "N" letter. You must enter all the "C"s. Enter the third "C" during the middle of the third C-month, as well as the discontinuance code 660.

**F. Untransacted Benefits**
Untransacted benefits no longer have any effect on ABAWD tracking. The benefits in EBT can always be used by the client even after the month being tracked.

G. Partial Months

Partial months (months in which benefits have been pro-rated) shall also be tracked.

1. Partial Month Before the 36-month Period Has Begun

   a. The tracking code for the month in which the ABAWD first applies is always "E".

   b. Begin tracking on the ABOD screen using the codes listed in item II. C. above at the end of the first full month that begins the ABAWD's 36-month period.

   EXAMPLE: A man applies for Food Stamps on October 15. He is sent to workfare. His 36-month period begins the first of November. In tracking, October is coded with an "E" and at the beginning of December; the "W" code is entered for November in the ABOD screen, if the ABAWD complied with workfare.

2. Partial Month After the 36-month Period Has Begun

   If the ABAWD is discontinued after the 36-month period has begun and reapplies, the partial month of reapplication is to be tracked with one of the appropriate codes listed in item II. C. above. In other words, determine whether or not the work requirement has been met and code accordingly.

   EXAMPLE: A client is an ongoing ABAWD since July when his 36-month period began. He is discontinued in October for not sending a QR7. He reapplies November 12. At the beginning of December, the appropriate ABOD code is entered for November.

H. Quarterly Reporting Households

1. When the ABAWD works 80 hours or more in a month, or is in workfare, s/he is in compliance. A "W" will be entered in MEDS.

2. If the ABAWD is exempt, an "E" will be entered in MEDS.
3. Each month in which the ABAWD works less than 80 hours or does not attend workfare, s/he is non-compliant and an "N" will be entered in MEDS.

- When 2 "N's" are accumulated in a 3-year period, the ABAWD must be discontinued in the third month in which the ABAWD reports no work. **(Note:** The 15% exemption may be applied. See item IV. B.)

- CalWIN will generate a discontinuance notice in the middle of the third N-month for the FS EW to fill out.

- The ten-day negative action rule still applies. That is why the discontinuance notice is generated mid-month of the third month; discontinue the ABAWD at the end of that third month

I. Temporarily Disabled (Exempt) Clients

If an ABAWD becomes temporarily disabled during the 36-month period:

1. Enter the exemption for all the months the ABAWD will be disabled and cite the reason;

2. Review the exemption document and record the expiration of the exemption.

J. Homeless Clients

Homeless clients must be informed of workfare responsibilities.

1. Ask if the client has an alternative mailing other than General Delivery. If there is one, use that address for notification. Ask the client to check mail on a weekly basis.

   **IMPORTANT:** Notification to homeless clients is especially important since noncompliance with GA Workfare, if that is how the ABAWD is meeting the work requirement, carries sanctions. The Food Stamp worker will be notified if the client is AWOL from Food Stamp Workfare.

2. Give the client a set monthly appointment if this will help report compliance with work requirements.

3. Homeless clients are change reporting clients so if there is no change in their ABAWD status, they are not required to report.

III. Loss of Eligibility and Regaining Eligibility (63-410.5)
When an ABAWD has accumulated 3 "N's" for not meeting the work requirement for three months during the 36-month period, there must be notification in the third month that benefits will stop at the end of that third month.

The 10-day notice requirement is in effect. The notice tells the ABAWD:

1. He or she failed to meet the work requirement for three months and identifies the months
2. What must be done in order to regain eligibility

A. Regaining Eligibility for ABAWDs

1. An ABAWD who has been discontinued can get Food Stamps again if during a 30 day period after being discontinued, the ABAWD:

   a. Works for 80 hours or more; or
   b. Does workfare; or
   c. Participates in an allowable work program (WIA/FSET/GATES) for at least 80 hours; or
   d. Becomes exempt.

2. The ABAWD must do one of the three activities or become exempt BEFORE getting back on Food Stamps.

3. The client has 30 consecutive days in which to do one of these.

4. The ABAWD shall not be certified unless he or she becomes exempt or completes one of the activities listed above.

5. The ABAWD is eligible effective the date of application after completing an activity or as soon as he or she becomes exempt.

B. Second Set of 3 Months

If the ABAWD regains eligibility successfully and is certified, continues to work or go to workfare, and then once again fails, he or she is allowed to fail for three more consecutive months. What this means is that, for three more months the client does not have to work or go to workfare.

1. Tracking: When you find out (most likely through the QR7 or AWOL notification that the ABAWD did not go to workfare) that the client is not meeting the work requirement, record the non-compliance in CalWIN.
2. The ABAWD must use up these three months consecutively, i.e., one right after the other. These months cannot be spread out in the same manner as the first set of three months (coded as "N's"). If the ABAWD starts workfare again after getting one "C", the two remaining months that would be coded "C" are no longer available to him/her. Click here to read an example.

C. Regaining Eligibility Procedures

Even though the ABAWD has 30 consecutive days in which to complete one of the mentioned activities, it is important to begin the process as soon as possible.

When the ABAWD calls or comes into the office to get his or her Food Stamps reinstated, first explain the above requirements (emphasize that Food Stamps will not be issued until one of the activities is completed). Tell the ABAWD that regaining eligibility could possibly take up to 15 days, but that everything will be done to make the time as short as possible.

1. Client is unable to work.

First determine the client's employability status and note if it has changed. If the client claims to be unable to work, make a referral to Triage.

   a. If the client is able to come to the office early enough in the day, have the client complete an application packet and send him or her to Triage the same day. If it is too late for a same day Triage referral, set it for the following day or as soon as the client is available.

   b. If the client returns the 2139 showing that he or she is exempt, the client may be certified that day, if otherwise eligible.

   c. If the client is shown to be employable, PEND the case and give the client an Evaluation appointment. See below.

2. Client is Able to Work - FS Evaluation Referral

If the client is able to come to the office early enough in the day, ask the client to complete the application packet. Emphasize that if this is done early enough, he or she may get an Evaluation appointment that same day. Inform the client of the Evaluation hours. (Note: If the client is also applying for, or doing Remedy for CAAP, CAAP will schedule the Evaluation appointment.)

   a. Determine the number of workfare hours the client must do.
1) Take the anticipated monthly allotment amount (no proration) for the household (from the Allotment Table) and divide that by the current federal or California minimum wage, whichever is larger. If this computation results in a fraction, always round down. The result is the number of workfare hours the client must do.

**EXAMPLE:** Most NAFS households are single person households: the maximum allotment of $152 divided by the $6.75 California minimum wage (Eff. 1/06) is 22. So, a single person household must do 22 workfare hours.

2) If the client applies to regain eligibility in the middle of the month, determine the number of required workfare hours required to retain eligibility by subtracting the estimated full-month allotment ($152) from the total allotments for the partial month and the future month.

**EXAMPLE:** A client applies to regain eligibility August 15. The 30-day period for regaining eligibility begins August 15 and ends September 13. The client completes 22 hours of workfare and regains eligibility in September.

The client is determined eligible for an allotment of $67 for August and $95 for September, based on income. Add the two allotments together: $67 + $95 = $162. Subtract $152 from $162: $162 - $152 = $10. The client would need to complete an additional hour of workfare to meet his participation requirement for the rest of September ($10 ÷ $6.75 = 1).

The normal determination for Workfare hours would resume October 1.

b. Tell the client that Food Stamps will not be certified until the client has completed the number of hours. Explain that he or she has 30 consecutive days to complete those hours, but once the hours are completed, FS can be approved effective the date of application. The 30-day period begins the day he or she starts doing the hours.

c. Tell the client to call you as soon as the hours are done.

d. **Referral to Evaluation Before 11:00 AM:** Call the Evaluation Unit and request that the client be added to that day's list. Take the Evaluation Appointment Letter to the Evaluation Unit the same day.
e. Referral to Evaluation After 11:00 AM: Call the Evaluation Unit, ask that the client be added to the next day’s list. Deliver the Evaluation Appointment Letter that same day.

3. Alternative Light Duty Workfare

If the client is rated as light duty, pend the case and give the client the list agencies. Instruct the client to return the signed contract and timesheet as soon as the hours are done.

**EXAMPLE:** An ABAWD calls early on September 3, wanting to get back on Food Stamps. He comes in to the office fills out an application packet and is given a same day Evaluation appointment. The worker pends the case using the application date of September 3. The ABAWD completes the workfare hours on September 11. The case is approved using Positive Action code date of September 3.

**IMPORTANT:** Apply the 15% exemption instead when possible; for example, if the client is doing Job Search for CAAP. (See item IV.F.)

IV. ABAWD Exemption

San Francisco county is on an ABAWD waiver until April 30, 2007. No ABAWD calendars will be started but tracking continues on clients with an existing calendar. All new applicants are exempt from any ABAWD requirements until the waiver expires.

Apply the 15% ABAWD Exemption in the following situations:

**A. ABAWD Tracking History is Incomplete or Confusing at Intake**

1. Apply the 15% exemption for any unresolved ABAWD months after a thorough investigation, including reviewing the case record and contacting other counties if necessary.

2. Clearly document the tracking problems in the case record.

**B. Client has Accumulated 2 "N's"**

1. The 15% exemption may be used for an ABAWD who has failed to meet the work requirement for 2 months and who is about to receive the third "N" for up to 3 months IF:

   a. The ABAWD is homeless, regularly transacting Food Stamp benefits and has a recertification due within the next 3 months; or
b. The ABAWD is seasonally employed and reasonably expected to begin working again in the next 3 months. (Seasonally employed refers to regular employment such as exterior painter, carpenter, street painter or other fields affected by weather, tourism, etc.)

c. The worker has documented other compelling reasons to apply the exemption for up to 3 months, such as the client will be entering substance abuse treatment or may become otherwise permanently exempt.

2. If after 3 months the client is neither exempt nor meeting the work requirements, discontinue the case with timely notice at the end of the 4th month and track that month as an "N".

C. CAAP is Discontinued

1. Client is work sanctioned.

CAAP clients sanctioned for workfare failure (CAAP) may be exempt from FSET sanctions if they worked enough hours to meet FSET requirements.

   a. Determine the required number of ABAWD work hours by dividing the client's allotment by the state minimum wage. (If the result is a fraction, always round down the number of hours.)

   b. Contact the JET Desk to determine if the client completed the required number of ABAWD work hours.

   c. If the client met the ABAWD work requirement:

      1) Do not sanction.

      2) Inform the client that he or she can continue to qualify for Food Stamps by doing Food Stamp-only workfare.

      3) Apply the 15% exemption for one month to allow the client time to comply with Food Stamp work requirements, or continue meeting the work requirement through CAAP.

   d. If the client has not met the ABAWD work requirement, or has failed job search or evaluation:

      1) Apply the 15% exemption for the month the failure occurred and one additional month if the Food Stamp sanction must be delayed to allow for timely notice.
2) Apply sanctions as per guidelines. Certain CAAP negative may result in sanctions. (See Sec. 81-6, item II) OR:

3) If the client has previously regained eligibility within the 36-month ABAWD calendar, apply 3 "C's" for an additional 3 consecutive months of benefits without meeting the work requirements, if appropriate. (See item II. C. above.)

2. **Client is not work sanctioned.**

   If the client has been meeting the work requirement by doing job search or workfare and is discontinued but not work-sanctioned from CAAP:


   b. Apply the 15% exemption for one month to allow the client time to comply with Food Stamp work requirements, or continue meeting the work requirement through CAAP. OR:

   c. Apply the 3 "C's", as described above, if appropriate.

D. **Pro-Rated Months**

   Apply the 15% exemption to any pro-rated months in which the client is not otherwise exempt, and is not subject to the requirements for regaining eligibility.

E. **Client has "Hidden" Capacity Issues/Disability (Non-CAAP clients only)**

   The client may have "hidden" factors, such as a history of substance abuse or mental health issues that affect capacity to understand and/or comply with ABAWD requirements. This may not have been apparent to the Triage Health Worker and event the client may not be fully aware of these issues. If the worker becomes aware of such "hidden" factors:

   1. Apply the 15% exemption.

   2. Clearly and carefully document the client's statements and observable behaviors in the case record, as the worker may be contradicting the findings of a health professional.

   **NOTE:** Be very careful when documenting a client's mental state. For example, do not narrate, "Client is an alcoholic." Document objective facts such as, "In the preceding 3 interviews, client smelled strongly of alcohol and was unable to remember his address." or "Client’s EBT card has been replaced 3 times in the last 4 months." etc.
Remember, case records are open to clients.

F. CAAP Clients Doing Job Search

1. Apply the 15% exemption for as long as the CAAP job search continues.

2. The Triage form must be on file.

3. If the job search status changes and the client is not subject to sanction:
   a. Review the case and refer the client to Evaluation if necessary.
   b. Extend the 15% exemption for 30 days to give the client time to comply with the requirements if necessary.

G. Client is Working an Average of 10-19 Hours Per Week or Has Erratic Hours (Employment/Self-employment)

1. Apply the 15% exemption.

2. If the work hours consistently fall below 10 hours per week, the client no longer qualifies for the 15% exemption and may have to regain eligibility.

   NOTE: This does not apply to student eligibility. At the time of application, students must be employed or self-employed at least twenty hours per seek. (See Sec. 82-9.1, item D. 1)

H. Medical Verifications are Overdue with Good Cause

1. Apply the 15% exemption for up to 90 days for a client who has been medically exempt but whose updated Form 2139/2139A from Triage is overdue with good cause. Good cause is determined on a case-by-case basis. (See Sec. 81-8, item IV, for examples of good cause.)

2. Apply the 15% exemption for a client with obvious signs of illness, who claims to be symptomatic or disabled by HIV/AIDS but who fails to provide timely verification.

   IMPORTANT: This must be determined on a case-by-case basis in consultation with the supervisor of the CAAP/FS/HIV/AIDD Unit V810. If the supervisor of Unit V810 approves, the case may be transferred to V810 for follow-up by a specialist.

I. Client is Regaining Eligibility
1. Apply the 15% exemption for the regaining period for **no more than twice in a 12-month period** for any client in the process of regaining eligibility. This means the client has agreed to regain and has been given an appointment to be evaluated.

   a. A client may try, and fail, regaining twice in any 12-month period, but may successfully regain eligibility only **once** in the 36-month ABAWD cycle.

   b. If the client successfully regains eligibility, tract the regaining period as "W". Remember that clients who have regained eligibility and subsequently fail workfare any receive an addition 3 consecutive months of benefits ("C") without performing workfare.

   c. A PAES client who is required to regain eligibility, and is not otherwise exempt as ABAWD, **must remain active in PAES for 30 days** in order to regain eligibility.

   d. If the client fails to successfully regain eligibility during the time the 15% exemption is applied, discontinue the case with 10-day notice - discontinuance code 656.

2. If it is discovered that a client must regain eligibility after Expedited Services (ES) Food Stamps have been issued, apply the 15% exemption for the ES and regaining month(s).

V. Work Requirements and Sanctions (63-407.5; 63-408)

If an ABAWD fails to meet the work requirement, he or she shall be sanctioned for the appropriate length of time.

**A. Sanctions will be imposed if the ABAWD:**

1. Quits his or her job without good cause, OR

2. Reduces his or her work hours, without good cause, from at least 30 hours per week to fewer than 30.

   **NOTE:** It is not a voluntary quit if the client's hours are reduced hours while working for the same employer, or due to terminating self-employment or resigning at the demand of the employer.

**B. Sanctions are as follows:**

1. One month for the first noncompliance
2. Three months for the second noncompliance

3. Six months for the third and subsequent noncompliance

**NOTE:** Sanctions are for calendar months, not 30 days.

C. Ending the Sanction

1. The ABAWD cannot regain eligibility until the appropriate minimum sanction period is completed

2. The Food Stamp sanction must be completed even if the client begins receiving CAAP benefits.

**EXCEPTION:** The sanction will be ended if at any time the client qualifies for a work registration exemption.
Work Requirements - ABAWDS

(63-407; 63-408; 63-410)

Introduction

I. Definitions and Exemptions

II. Tracking Procedures

III. Loss of Eligibility and Regaining Eligibility

IV. ABAWD Exemption

V. Work Requirements and Sanctions

Introduction

Able-Bodied Adults Without Dependents (ABAWDs) are mandatory work registrants. The Food Stamp Program participation of ABAWDs is structured in 36-month periods or cycles that start when the ABAWD becomes subject to work requirements. During those cycles, ABAWDs must work a certain number of hours per week, unless exempt or involved in other approved work activities.

In addition, ABAWDs are allowed up to six months (of the 36-month period) in which no work need be done. These six months are broken up into two sets of three. The first set of three months may be spread throughout the 36-month period OR used up consecutively. The second set of three months MUST be used up consecutively. The ABAWD must be exempt or meeting the work requirement between 3 month sets.

Once all six months have been used up, the ABAWD must meet the work requirement or the case will be discontinued after every month the requirement is not met. The work requirement is met through work, workfare or any of the approved work activities. The ABAWD may reapply after every discontinuance.

Once the 36-month period ends, a new 36-month period begins with a new set of up to six months in which the work requirement need not be met.
Currently, San Francisco county is under a waiver that exempts all from ABAWD tracking. This waiver, which expires April 30th 2006, has been extended continuously until April 30th 2009.

I. Definitions and Exemptions

A. 36-Month Period Defined (63-410.1)

1. The 36-month period begins on the first day of the first full calendar month the ABAWD becomes subject to the work requirement.

2. Once it begins, this period is fixed and continues uninterrupted regardless of the number of times the ABAWD becomes exempt or is discontinued from Food Stamps and subsequently reapply.

EXAMPLE: A man applies for Food Stamps for the first time in March 1998 and is determined exempt from the work requirement for 9 months. The exemption ends during December 1998 and he becomes subject to the ABAWD work requirement as of January 1, 1999. His 36-month period begins January 1, 1999 and ends December 31, 2001.

3. If the ABAWD was receiving Food Stamps in another state and was meeting the work requirement, the 36-month period which began in the other state is still in effect.
   
   a. Any months in which the work requirement was not met in the other state are counted against the 3-month sets in which the work requirement need not be met. (3 "N's" or 3 "C's". See item II. D.)

   b. The application will be denied if the worker learns that the ABAWD used up the 3 months without regaining.

   Note: The ABAWD tracking codes do not appear in CalWIN. These codes can now only be seen on MEDS screen INQG.

B. Meeting the Work Requirement Defined (63-407.7; 63-410.2)

Meeting the work requirement means doing one of these:

1. Working 20 hours or more per week (averaged monthly).

   a. The number of hours worked must be verified.
b. Hours worked for in-kind income count toward the 20-hour weekly minimum if there is documentation that the in-kind income being reported was an actual benefit received from the employer.

**EXAMPLE:** An affidavit from the ABAWD's landlord that the ABAWD works 25 hours per week managing an apartment building in return for rent.

2. **Participating in a workfare program or in a comparable program.**

The hours required for participation are determined by dividing the household's monthly allotment by the state minimum wage. (Currently $6.75 per hour.)

3. **Participating in an allowable "work program" for 20 hours or more per week (averaged monthly - at least 80 hours per month).** An allowable work program means one of the following:

   a. A program under the Workforce Investment Act (WIA);

   b. A program under Sec. 236 of the Trade Act of 1974; or

   c. A program of employment and training approved by a state agency, including the FSET program and refugee employability services.

   d. Refugee Resettlement Program.

4. **Hours spent in job search, or job search training activities as part of an employment and training program, may count toward meeting the ABAWD work requirement.**

   a. The job search activities must be combined with another training activity. (It cannot be a stand-alone activity)

   b. The hours spent in the job search activity must be less than half of the total hours required for the training activity.

   **EXAMPLE:** A vocational training component of 15 hours per week may include a maximum of 7 hours per week spent in job search.

5. **An ABAWD receiving PAES is considered to be participating in Food Stamp Employment and Training (FSET).**

C. **Exemptions (63-407.2; 63-410.3)**
Household members are exempt from the ABAWD work requirement if they are:

1. Under 18 years or age 50 and over;
2. Physically or mentally unable to work.
3. Subject to, and complying with, any work requirements under Title IV of the Social Security Act, including CalWORKs Welfare to Work (WTW);
4. Any adult living in a household that contains a dependent child.
5. Receiving or having applied for but not yet receiving UIB, if previously required to register for work with EDD as part of the UIB application process;
6. A regular participant in a drug or alcoholic treatment and rehabilitation program, which would not allow time for 30 hours per week employment;
7. Eligible Food Stamp students enrolled at least half-time in any recognized school, training program, or institution of higher education (see eligible student requirements);
8. Pregnant.

D. Exemption After Discontinuance for Not Meeting the Work Requirement (3 N's/3 C's)

1. ABAWDs are allowed a total of six months of not meeting the work requirement before being discontinued.
   a. The six months is broken into 2 sets of 3 months.
      1) The first set of 3 months does not have to be consecutive.
      2) The second set of 3 months must be consecutive. (Example: January, February and March)
   b. Cases will be coded with N for the first set of three months and C for the second set. (See item II.C.) These codes are in MEDS not CalWIN.
   c. The ABAWD must meet the requirements (regain), or be exempt, between the sets. For example, if the ABAWD does not meet the requirement for the third time (third 'N') in March, the next set of 3 months (3 'C's') cannot start in April.
d. The 15% exemption may be used for 1 month to allow the client time to regain. (See item IV. B.)

2. If the client becomes exempt after being discontinued for getting 3 N's or 3 C's he may reapply and may receive Food Stamps as long as otherwise eligible and as long as the exemption lasts.

Reminder: ABAWD codes can be found on MEDS INQG screen only, not in CalWIN.

II. Tracking Procedures

Tracking is done on-line, using CalWIN - Collect Individual Time Limit Clock Detail screen. CalWIN uses text while MEDS use alphabetic codes.

A. When to Begin Tracking

Begin tracking at the end of the first full calendar month the ABAWD becomes subject to the work requirement.

EXAMPLE: A client applies for Food Stamps on October 15 and is referred to workfare. Begin tracking his compliance at the end of November.

B. Monthly Monitoring

Tracking is done in the current month for the prior month.

1. The Time Limit Clock in CalWIN continues on "ticking" and inputs posted on it will translate to codes that will show in MEDS.

2. For ABAWDs who are exempt during the 36-month period, check the QR7 for changes such as income, employment, etc. and CalWIN for alert messages.

C. Tracking Codes

Tracking codes only appear in MEDS while CalWIN uses text as in E, the code in MEDS and "Exemption", the text in CalWIN. Entries done in CalWIN will automatically translate those in codes that will be posted in MEDS.

D. ABAWD Accumulates Two "N's"

1. After a second N is entered, the computer assumes that the very next month will also be an N month and will generate a discontinuance notice in the middle of that month.
2. The disc NOA will be sent to the client to alert him/her that s/he will be non-compliant if no contact is made. If the client makes contact, remind them to follow up on the workfare requirements so the third "N" will not happen thus the case will not be discontinued.

3. Enter the discontinuance in CalWIN, if not eligible for the 15% exemption.

4. The 15% exemption may be used for an ABAWD who has failed to meet the work requirement for 2 months, and who is about to receive the third N, for up to 3 months IF:

   a. The ABAWD is homeless, regularly transacting Food Stamp benefits and has a recertification due within the next 3 months; or

   b. The ABAWD is seasonally employed and reasonably expected to begin working again in the next 3 months. (Seasonally employed refers to regular employment such as exterior painter, carpenter, street painter or other fields affected by weather, tourism, etc.)

   c. The worker has documented other compelling reasons to apply the exemption for up to 3 months, such as the client will be entering substance abuse treatment or may become otherwise permanently exempt.

   **IMPORTANT:** If after 3 months the client is neither exempt nor meeting the work requirements, discontinue the case with timely notice at the end of the 4th month and track that month as an "N".

**E. Entry of the "C" Code**

1. The "C" codes must be entered consecutively, i.e., in a row, one right after the other. They cannot be entered intermentally as the N's can be. The "C" months are only available to the ABAWD consecutively. (See item III.B.)

2. In addition, the computer will not automatically generate the "C" letter (code 660) during the middle of the third month as it does the "N" letter. You must enter all the "C's." Enter the third "C" during the middle of the third C-month, as well as the discontinuance code 660.

**F. Untransacted Benefits**
Untransacted benefits no longer have any effect on ABAWD tracking. The benefits in EBT can always be used by the client even after the month being tracked.

G. Partial Months

Partial months (months in which benefits have been pro-rated) shall also be tracked.

1. Partial Month Before the 36-month Period Has Begun
   
   a. The tracking code for the month in which the ABAWD first applies is always "E".  
   
   b. Begin tracking on the ABOD screen using the codes listed in item II. C. above at the end of the first full month that begins the ABAWD's 36-month period.

   **EXAMPLE:** A man applies for Food Stamps on October 15. He is sent to workfare. His 36-month period begins the first of November. In tracking, October is coded with an "E" and at the beginning of December; the "W" code is entered for November in the ABOD screen, if the ABAWD complied with workfare.

2. Partial Month After the 36-month Period Has Begun

If the ABAWD is discontinued after the 36-month period has begun and reapplies, the partial month of reapplication is to be tracked with one of the appropriate codes listed in item II. C. above. In other words, determine whether or not the work requirement has been met and code accordingly.

**EXAMPLE:** A client is an ongoing ABAWD since July when his 36-month period began. He is discontinued in October for not sending a QR7. He reapplies November 12. At the beginning of December, the appropriate ABOD code is entered for November.

H. Quarterly Reporting Households

1. When the ABAWD works 80 hours or more in a month, or is in workfare, s/he is in compliance. A "W" will be entered in MEDS.

2. If the ABAWD is exempt, an "E" will be entered in MEDS.
3. Each month in which the ABAWD works less than 80 hours or does not attend workfare, s/he is non-compliant and an "N" will be entered in MEDS.

   a. When 2 "N's" are accumulated in a 3-year period, the ABAWD must be discontinued in the third month in which the ABAWD reports no work. (Note: The 15% exemption may be applied. See item IV. B.)

   b. CalWIN will generate a discontinuance notice in the middle of the third N-month for the FS EW to fill out.

   c. The ten-day negative action rule still applies. That is why the disc NOA is generated mid-month of the third month; discontinue the ABAWD at the end of that third month

I. Temporarily Disabled (Exempt) Clients

If an ABAWD becomes temporarily disabled during the 36-month period:

1. Enter the exemption for all the months the ABAWD will be disabled and cite the reason;

2. Review the exemption document and record the expiration of the exemption.

J. Homeless Clients

Homeless clients must be informed of workfare responsibilities.

1. Ask if the client has an alternative mailing other than General Delivery. If there is one, use that address for notification. Ask the client to check mail on a weekly basis.

   IMPORTANT: Notification to homeless clients is especially important since noncompliance with GA Workfare, if that is how the ABAWD is meeting the work requirement, carries sanctions. The Food Stamp worker will be notified if the client is AWOL from Food Stamp Workfare.

2. Give the client a set monthly appointment if this will help report compliance with work requirements.

3. Homeless clients are change reporting clients so if there is no change in their ABAWD status, they are not required to report.

III. Loss of Eligibility and Regaining Eligibility (63-410.5)
When an ABAWD has accumulated 3 "N's" for not meeting the work requirement for three months during the 36-month period, there must be notification in the third month that benefits will stop at the end of that third month.

The 10-day notice requirement is in effect. The notice tells the ABAWD:

1. He or she failed to meet the work requirement for three months and identifies the months
2. What must be done in order to regain eligibility

A. Regaining Eligibility for ABAWDs

1. An ABAWD who has been discontinued can get Food Stamps again if during a 30 day period after being discontinued, the ABAWD:
   a. Works for 80 hours or more; or
   b. Does workfare; or
   c. Participates in an allowable work program (WIA/FSET/GATES) for at least 80 hours; or
   d. Becomes exempt.

2. The ABAWD must do one of the three activities or become exempt BEFORE getting back on Food Stamps.

3. The client has 30 consecutive days in which to do one of these.

4. The ABAWD shall not be certified unless he or she becomes exempt or completes one of the activities listed above.

5. The ABAWD is eligible effective the date of application after completing an activity or as soon as he or she becomes exempt.

B. Second Set of 3 Months

If the ABAWD regains eligibility successfully and is certified, continues to work or go to workfare, and then once again fails, he or she is allowed to fail for three more consecutive months. What this means is that, for three more months the client does not have to work or go to workfare.

1. Tracking: When you find out (most likely through the QR7 or AWOL notification that the ABAWD did not go to workfare) that the client is not meeting the work requirement, record the non-compliance in CalWIN.
2. The ABAWD must use up these three months consecutively, i.e., one right after the other. These months cannot be spread out in the same manner as the first set of three months (coded as "N's"). If the ABAWD starts workfare again after getting one "C", the two remaining months that would be coded "C" are no longer available to him/her. Click here to read an example.

C. Regaining Eligibility Procedures

Even though the ABAWD has 30 consecutive days in which to complete one of the mentioned activities, it is important to begin the process as soon as possible.

When the ABAWD calls or comes into the office to get his or her Food Stamps reinstated, first explain the above requirements (emphasize that Food Stamps will not be issued until one of the activities is completed). Tell the ABAWD that regaining eligibility could possibly take up to 15 days, but that everything will be done to make the time as short as possible.

1. Client is unable to work.

First determine the client's employability status and note if it has changed. If the client claims to be unable to work, make a referral to Triage.

   a. If the client is able to come to the office early enough in the day, have the client complete an application packet and send him or her to Triage the same day. If it is too late for a same day Triage referral, set it for the following day or as soon as the client is available.

   b. If the client returns the 2139 showing that he or she is exempt, the client may be certified that day, if otherwise eligible.

   c. If the client is shown to be employable, PEND the case and give the client an Evaluation appointment. See below.

2. Client is Able to Work - FS Evaluation Referral

If the client is able to come to the office early enough in the day, ask the client to complete the application packet. Emphasize that if this is done early enough, he or she may get an Evaluation appointment that same day. Inform the client of the Evaluation hours. (Note: If the client is also applying for, or doing Remedy for CAAP, CAAP will schedule the Evaluation appointment.)

   a. Determine the number of workfare hours the client must do.
1) Take the anticipated monthly allotment amount (no proration) for the household (from the Allotment Table) and divide that by the current federal or California minimum wage, whichever is larger. If this computation results in a fraction, always round down. The result is the number of workfare hours the client must do.

**EXAMPLE:** Most NAFS households are single person households: the maximum allotment of $152 divided by the $6.75 California minimum wage (Eff. 1/06) is 22. So, a single person household must do 22 workfare hours.

2) If the client applies to regain eligibility in the middle of the month, determine the number of required workfare hours required to retain eligibility by subtracting the estimated full-month allotment ($152) from the total allotments for the partial month and the future month.

**EXAMPLE:** A client applies to regain eligibility August 15. The 30-day period for regaining eligibility begins August 15 and ends September 13. The client completes 22 hours of workfare and regains eligibility in September.

The client is determined eligible for an allotment of $67 for August and $95 for September, based on income. Add the two allotments together: $67 + $95 = $162. Subtract $152 from $162: $162 - $152 = $10. The client would need to complete an additional hour of workfare to meet his participation requirement for the rest of September ($10 ÷ $6.75 = 1).

The normal determination for Workfare hours would resume October 1.

b. Tell the client that Food Stamps will not be certified until the client has completed the number of hours. Explain that he or she has 30 consecutive days to complete those hours, but once the hours are completed, FS can be approved **effective the date of application**. The 30-day period begins the day he or she starts doing the hours.

c. Tell the client to call you as soon as the hours are done.

d. **Referral to Evaluation Before 11:00 AM:** Call the Evaluation Unit and request that the client be added to that day's list. Take the Evaluation Appointment Letter to the Evaluation Unit the same day.
e. Referral to Evaluation After 11:00 AM: Call the Evaluation Unit, ask that the client be added to the next day's list. Deliver the Evaluation Appointment Letter that same day.

3. Alternative Light Duty Workfare

If the client is rated as light duty, pend the case and give the client the list agencies. Instruct the client to return the signed contract and timesheet as soon as the hours are done.

**EXAMPLE:** An ABAWD calls early on September 3, wanting to get back on Food Stamps. He comes in to the office fills out an application packet and is given a same day Evaluation appointment. The worker pends the case using the application date of September 3. The ABAWD completes the workfare hours on September 11. The case is approved using Positive Action code date of September 3.

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1. Apply the 15% exemption for any unresolved ABAWD months after a thorough investigation, including reviewing the case record and contacting other counties if necessary.

2. Clearly document the tracking problems in the case record.

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   a. The ABAWD is homeless, regularly transacting Food Stamp benefits and has a recertification due within the next 3 months; or
b. The ABAWD is seasonally employed and reasonably expected to begin working again in the next 3 months. (Seasonally employed refers to regular employment such as exterior painter, carpenter, street painter or other fields affected by weather, tourism, etc.)

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2. If after 3 months the client is neither exempt nor meeting the work requirements, discontinue the case with timely notice at the end of the 4th month and track that month as an "N".

C. CAAP is Discontinued

1. Client is work sanctioned.

CAAP clients sanctioned for workfare failure (CAAP) may be exempt from FSET sanctions if they worked enough hours to meet FSET requirements.

a. Determine the required number of ABAWD work hours by dividing the client's allotment by the state minimum wage. (If the result is a fraction, always round down the number of hours.)

b. Contact the JET Desk to determine if the client completed the required number of ABAWD work hours.

c. If the client met the ABAWD work requirement:

1) Do **not** sanction.

2) Inform the client that he or she can continue to qualify for Food Stamps by doing Food Stamp-only workfare.

3) Apply the 15% exemption for one month to allow the client time to comply with Food Stamp work requirements, or continue meeting the work requirement through CAAP.

d. If the client has not met the ABAWD work requirement, or has failed job search or evaluation:

1) Apply the 15% exemption for the month the failure occurred and one additional month if the Food Stamp sanction must be delayed to allow for timely notice.
2) Apply sanctions as per guidelines. Certain CAAP negative may result in sanctions. (See Sec.81-6, item II) OR:

3) If the client has previously regained eligibility within the 36-month ABAWD calendar, apply 3 "C's" for an additional 3 consecutive months of benefits without meeting the work requirements, if appropriate. (See item II. C. above.)

2. **Client is not work sanctioned.**

   If the client has been meeting the work requirement by doing job search or workfare and is discontinued but not work-sanctioned from CAAP:


   b. Apply the 15% exemption for one month to allow the client time to comply with Food Stamp work requirements, or continue meeting the work requirement through CAAP. OR:

   c. Apply the 3 "C's", as described above, if appropriate.

D. **Pro-Rated Months**

   Apply the 15% exemption to any pro-rated months in which the client is not otherwise exempt, and is not subject to the requirements for regaining eligibility.

E. **Client has "Hidden" Capacity Issues/Disability (Non-CAAP clients only)**

   The client may have "hidden" factors, such as a history of substance abuse or mental health issues that affect capacity to understand and/or comply with ABAWD requirements. This may not have been apparent to the Triage Health Worker and event the client may not be fully aware of these issues. If the worker becomes aware of such "hidden" factors:

1. Apply the 15% exemption.

2. Clearly and carefully document the client's statements and observable behaviors in the case record, as the worker may be contradicting the findings of a health professional.

**NOTE:** Be very careful when documenting a client's mental state. For example, do not narrate, "Client is an alcoholic." Document objective facts such as, "In the preceding 3 interviews, client smelled strongly of alcohol and was unable to remember his address." or "Client's EBT card has been replaced 3 times in the last 4 months." etc.
F. CAAP Clients Doing Job Search

1. Apply the 15% exemption for as long as the CAAP job search continues.

2. The Triage form must be on file.

3. If the job search status changes and the client is not subject to sanction:
   a. Review the case and refer the client to Evaluation if necessary.
   b. Extend the 15% exemption for 30 days to give the client time to comply with the requirements if necessary.

G. Client is Working an Average of 10-19 Hours Per Week or Has Erratic Hours (Employment/Self-employment)

1. Apply the 15% exemption.

2. If the work hours consistently fall below 10 hours per week, the client no longer qualifies for the 15% exemption and may have to regain eligibility.

   NOTE: This does not apply to student eligibility. At the time of application, students must be employed or self-employed at least twenty hours per week. (See Sec. 82-9.1, item D. 1)

H. Medical Verifications are Overdue with Good Cause

1. Apply the 15% exemption for up to 90 days for a client who has been medically exempt but whose updated Form 2139/2139A from Triage is overdue with good cause. Good cause is determined on a case-by-case basis. (See Sec. 81-8, item IV, for examples of good cause.)

2. Apply the 15% exemption for a client with obvious signs of illness, who claims to be symptomatic or disabled by HIV/AIDS but who fails to provide timely verification.

   IMPORTANT: This must be determined on a case-by-case basis in consultation with the supervisor of the CAAP/FS/HIV/AIDD Unit V810. If the supervisor of Unit V810 approves, the case may be transferred to V810 for follow-up by a specialist.

I. Client is Regaining Eligibility
1. Apply the 15% exemption for the regaining period for no more than twice in a 12-month period for any client in the process of regaining eligibility. This means the client has agreed to regain and has been given an appointment to be evaluated.

   a. A client may try, and fail, regaining twice in any 12-month period, but may successfully regain eligibility only once in the 36-month ABAWD cycle.

   b. If the client successfully regains eligibility, tract the regaining period as "W". Remember that clients who have regained eligibility and subsequently fail workfare any receive an addition 3 consecutive months of benefits ("C") without performing workfare.

   c. A PAES client who is required to regain eligibility, and is not otherwise exempt as ABAWD, must remain active in PAES for 30 days in order to regain eligibility.

   d. If the client fails to successfully regain eligibility during the time the 15% exemption is applied, discontinue the case with 10-day notice - discontinuance code 656.

2. If it is discovered that a client must regain eligibility after Expedited Services (ES) Food Stamps have been issued, apply the 15% exemption for the ES and regaining month(s).

V. Work Requirements and Sanctions (63-407.5; 63-408)

If an ABAWD fails to meet the work requirement, he or she shall be sanctioned for the appropriate length of time.

A. Sanctions will be imposed if the ABAWD:

   1. Quits his or her job without good cause, OR

   2. Reduces his or her work hours, without good cause, from at least 30 hours per week to fewer than 30.

   **NOTE:** It is not a voluntary quit if the client's hours are reduced hours while working for the same employer, or due to terminating self-employment or resigning at the demand of the employer,

B. Sanctions are as follows:

   1. One month for the first noncompliance
2. Three months for the second noncompliance

3. Six months for the third and subsequent noncompliance

**NOTE:** Sanctions are for calendar months, not 30 days.

C. Ending the Sanction

1. The ABAWD cannot regain eligibility until the appropriate minimum sanction period is completed

2. The Food Stamp sanction must be completed even if the client begins receiving CAAP benefits.

**EXCEPTION:** The sanction will be ended if at any time the client qualifies for a work registration exemption.
FOOD STAMPS Non-Financial Eligibility: Sec. 81-7a
Work Registration: Able-bodied Adults Without Dependents Eff. 09/01/02

ABAWD Tracking Codes

Return to Work Requirements - ABAWDS/Tracking Procedures

The codes entered in CalWIN will translate to these codes in MEDS:

- **W** - met the work requirement
- **N** - did not meet the work requirement
- **C** - did not meet the work requirement for the second consecutive set of months
- **A** - client appealed a negative action (aid-paid-pending)
- **E** - exempt from the work requirement
ABAWDS Regaining Eligibility Example

Return to Work Requirements - ABAWDS/Regaining Eligibility

If an ABAWD regains eligibility successfully and is certified, continues to work or go to workfare, and then once again fails, he or she is allowed to fail for three more consecutive months. What this means is that, for three more months the client does not have to work or go to workfare.

The ABAWD must use up these three months consecutively, i.e., one right after the other. These months cannot be spread out in the same manner as the first set of three months (coded as "N's"). If the ABAWD starts workfare again after getting one "C", the two remaining months that would be coded "C" are no longer available to him/her.

Example

A client applied in July and started doing workfare in August. The worker entered a "W" for August in the ABOD screen. The client stopped going to workfare in September. The worker entered an "N" for September in the ABOD screen. The client did not go to workfare in October and November. "N's" are entered in the ABOD screen for October and November. The client is discontinued at the end of November and notified that he must regain eligibility.

The client returns on December 10 to reapply; regaining eligibility is explained to him. He is sent to workfare to complete his workfare hours. He is told that he must complete the workfare hours before he gets certified and that he has 30 days in which to do this. The client completes his hours on December 21. He is certified December 10.

He goes to workfare January and February ("W's" are entered for these months). In March he stops going to workfare. The worker finds this out at the end of March and enters a "C" in the ABOD screen for March. Then in mid-April, The client gets a job but only has time to work 40 hours in the month. The worker enters another "C" in the ABOD screen for April. The client works 80 hours in May. A "W" is entered in the ABOD screen for May. The client continues to work June, July and August. These months are coded "W". He loses his job in mid-September and is discontinued at the end of October because he is no longer meeting the work requirement. September in this case is coded as an "N" and...
NOT a "C". He does not have any more "C" months available. He lost the remaining "C" month because he started working after getting 2 "C's", and did not use all three "C" months consecutively.

If the client wants Food Stamps again, at the time he reapplies, he must already have a job in which he is working 20 hours per week OR he must do workfare. If he is to do workfare, he may be certified on the day he starts workfare. And, from the time he gets certified until the end of his 36-month period, he must do workfare or work 20 hours per week (80 averaged monthly) every month or get discontinued every time the worker finds out that he does not comply.

Return to Work Requirements - ABAWDS/Regaining Eligibility
Voluntary Quit

I. Definitions, Exemptions, and Disqualification Period

II. Voluntary Quit Procedures at Intake

III. Voluntary Quit Procedures—Carrying

IV. Good Cause Determination

V. Ending a Voluntary Quit Disqualification

A person who has registered for work in the Food Stamp Program shall not be eligible to participate in the program when that person voluntarily quits a job without good cause as described in this section. If that person quits a job, then gets a new job working at least the same number of hours or at the same salary as the previous job, but then is laid off, or through no fault of his/her own, loses the new job, the initial job quit is not reason enough to disqualify the person from Food Stamps.

The following is NOT considered a voluntary quit:

1. Changes in employment status that result from reducing hours of employment while working for the same employer

2. Terminating a self-employment enterprise

3. Resigning a job at the demand of the employer

I. Definitions, Exemptions, and Disqualification Periods

A. Definitions

1. **Employment** - Employment means at least 30 hours per week or weekly earnings equal to the federal minimum wage multiplied by 30 hours.

2. **Unemployed Person** - An unemployed person is one employed less that 30 hours per week or receiving weekly earnings less than the federal minimum wage multiplied by 30 hours.
B. Voluntary Quit Exemptions

The following persons are exempt from voluntary quit regulations.

1. Persons exempt from Work Registration requirements (see Section 81-6), EXCEPT:
   a. Those working 30 hours a week or receiving weekly earnings at least equal to the federal minimum wage multiplied by 30 hours;
   b. Migrant or seasonal farmworkers under agreement to be employed within 30 days.

2. Strikers, with exception of federal, state, or local government employees dismissed because of participation in a strike against said government.

C. Disqualification Periods

Food Stamps customers will be disqualified one, two, or three months depending on the instance of non-compliance. First job quit carries a one month sanction, second, two months, and third, three months.

II. Voluntary Quit Procedures at Intake

A. Voluntary Quit Determination at Intake

When a household applies or reapplies:

1. Determine whether any unemployed member is required to register for work or is exempt from work registration.

2. Make a notation if any member is working or is self-employed at 30 hours per week or making at least 30 times the federal minimum wage.

3. Determine whether the unemployed person has quit a job within 60 days before filing the application. At this point, a good cause determination must be done. Complete Form 6106. However, do not delay benefits pending the good cause determination. The application must be processed within the regular 30-day application processing time frames.
   a. Explain the consequences of not having a good cause for the voluntary quit: denial for a period of one, two, or three months depending of instances of previous job quits.
   b. Gather as much information as possible: details surrounding the quit; name, address, telephone of employer, etc.
c. Inform the applicant that you will have to contact the employer.

d. Inform the applicant that he/she may request a hearing if he/she does not agree with the determination.

4. If it seems that the good cause determination cannot be done within the 30-day processing period, inform the applicant that once certification is done and should there be no good cause for the voluntary quit, the sanction period will imposed as applicable.

B. Voluntary Quit After Intake Interview Before Certification

If you find out that the household has lost a source of income after the date of the application but before certification, determine whether it was a voluntary quit and whether good cause existed.

C. Voluntary Quit Denials

Once you have determined that there was no good cause:

1. Deny the application and apply the proper sanction. Enter a narrative in CalWIN or in form 8002 and narrate the date that the client may be eligible to reapply.

2. Inform the applicant that:

   a. The length of disqualification period is one, two, or three months depending of the instances of voluntary quits

   b. He/she may request a state hearing;

   c. He/she may reapply before the expiration of the sanction periods if he/she gets a new job comparable in salary or hours to the job that he/she quit, or qualifies for a work registration exemption. See also Ending a Voluntary Quit Disqualification or Reduction of Work Effort, Part V of this section. For Work Registration Exemptions, See Sec. 81-6, Part I, B.

III. Voluntary Quit Procedures—Carrying

When the carrying worker learns that a Food Stamps recipient has lost a source of income, the worker must find out from the household whether the person voluntarily quit the job. If yes, the worker must determine whether there was good cause.
NOTE: If the quit is discovered at the time of recertification, do not delay the household's benefits while conducting the good cause determination.

A. Voluntary Quit is Not for Good Cause

Send the household a notice telling the household that the member who quit without good cause shall be disqualified. This notice must be sent within 10 days of when you make the determination. The notice must include the information below and must meet the 10 day timely notice requirement.

1. The notice must specify the length of the sanction period. See Part I, C.

2. An explanation of what can be done to end/avoid disqualification and the conditions under which the household can reapply.

3. A statement informing the household of its right to a state hearing.

NOTE: If benefits are continued pending a state hearing and the EW's determination is upheld, the disqualification period begins the first of the month after the hearing decision is given.

B. Household Leaves FS Program Before Sanction is Imposed

If a household leaves the program before the sanction can be imposed, the period of ineligibility still runs continuously for the length of the sanction period beginning with the first of the month after the 10 day notice period expires.

C. Voluntary Quit in the Last Month of Cert Period

If a quit occurs or is determined in the last month of the cert period and the household reapply within the same month, deny recertification for the length of the sanction period.

IV. Good Cause Determination

When determining good cause consider information provided by the employer and member involved:

1. Gather as much information as possible: details surrounding the quit; name, address, telephone of employer, etc.

2. Inform the applicant that you will have to contact the employer. Have the person sign the appropriate authorization form for release of information (8026).
3. Inform the applicant that he/she may request a hearing if he/she does not agree with the determination.

A. What is Good Cause

Good cause for leaving a job shall include:

1. Circumstances beyond the person's control such as, but not limited to:
   a. Illness;
   b. Illness of another member requiring the presence of the member;
   c. A household emergency;
   d. The unavailability of transportation;
   e. Problems caused by the member's inability to speak or write English.

2. Resigning from an unsuitable job. See 81-6, Part III, for a definition of unsuitable employment.

3. Discrimination by an employer based on age, race, sex, color, handicap, religious beliefs, national origin or political beliefs.

4. Unreasonable work demands or conditions that make continued employment unreasonable, such as working without being paid on schedule.

5. Acceptance by the work registrant of employment, or enrollment at least half-time in any recognized school, training program or institution of higher education in preparation to get a better job, that requires the work registrant to leave the job.

6. Acceptance by any other household member of employment, or enrollment at least half-time in any recognized school, training program or institution of higher education in preparation to get a better job in another county or state which requires the household to move and thereby requires the work registrant to leave the job.

7. Resignations by persons under the age of 60 which are recognized by the employer as retirement.

8. Accepting a bona fide job offer of more than 30 hours a week or in which the weekly earnings are equivalent to the federal minimum wage.
multiplied by 30 hours which, because of circumstances beyond the work registrant's control, never materializes or results in a job of less than 30 hours per week or weekly earnings less than the federal minimum wage multiplied by 30 hours.

9. Leaving a job as a result of the patterns and nature of employment--workers move from one employer to another (such as migrant farm labor or construction).

NOTE: There may be times where work registrants apply for benefits between jobs—particularly where work may not yet be available at the new job site. Even though work at the new site has not actually begun, the household member must be considered to have quit with good cause if the quitting of the previous job is part of the pattern of that type of employment.

10. When there is a lack of adequate child care arrangements available for the registrant's children who have reached age six but are under twelve years of age.

B. Strikes Against Government Agencies

Good cause does not exist when a federal, state, or local government employee has been dismissed from the job because of participation in a strike against the government agency involved.

C. Good Cause Verification

If good cause is questionable, request verification of statements made by the household member who quit the job.

Primary responsibility for providing the verification rests with the household.

1. If the household cannot provide documentary evidence in a timely manner, offer to help gather it. Acceptable sources of verification (but not limited to):

a. The previous employer;

b. Employee associations;

c. Union representatives;

d. Grievance committees or organizations.
2. If documentary evidence is unobtainable, substitute a collateral contact. The EW responsible for getting the verification once the household provides an acceptable collateral contact. Ensure that when documenting the collateral contact, you include: name of employer or person spoken to and title of person, address, telephone number, date contacted, and subject discussed.

3. If both the household and EW are unable to get the verification from these or other sources because the quit resulted from circumstances that for good reason cannot be verified, such as resigning because of discriminatory practices or unreasonable demands by the employer, or because the employer cannot be located, do not deny or sanction the household. Document the household's statements.

V. Ending a Voluntary Quit Disqualification

A. After the end of the appropriate disqualification period, the household member may reapply.

B. During the disqualification period, the household member (if otherwise eligible) may participate again if he/she:

1. Gets a new job that is comparable in pay or hours to the job that was quit. This may entail fewer hours or a lower net salary than the previous job as long as the hours worked or the wages paid are at least the same, OR

2. Becomes exempt from work registration requirements other than for participation in WTW or FSET, or receiving UIB. The person may reapply at any time during the sanction period if he/she becomes exempt.

Reference: 63-300.53, 63-407.5, 63-408
California Food Assistance Program (CFAP)

I. CFAP Eligibility Criteria

A. Original CFAP Eligibility Criteria

In order to be eligible for CFAP, legal non-citizens had to be adults at least 65 years old or children under 18 on 8-22-96. These non-citizens had to meet all three of the following requirements:

1. Legal Immigration Status

   The non-citizens had to meet the immigration status criteria which were in effect on August 21, 1996, as follows:

   a. Admitted for permanent residency under Sections 101(a)(15) and 101(a)(20) of the Immigration and Nationality Act (INA), including those provided with an affidavit of support to overcome Sec. 212(a)(15) of the INA;

   b. One who entered the U.S. prior to January 1, 1972, or a later date as required by law, and have continuously maintained residency, are ineligible for citizenship, but are considered permanent residents as a result of an exercise of discretion by the Attorney General pursuant to Sec. 249 of the INA;

   c. A refugee under Sec. 207 or 208 of the INA;

   d. Paroled into the U.S. as a result of an exercise of discretion by the Attorney General for emergent reasons or reasons deemed strictly in the public interest in compliance with Section 212(d)(5) of INA;

   e. One whose deportation has been withheld in compliance with Sec. 243 of the INA;
f. Classified as aged, blind, or disabled in accordance with Sec. 1614(a)(1) of the Social Security Act, admitted for permanent or temporary residence in compliance with Sec. 245A(b)(1) and (h) of the INA;

g. Granted temporary resident status in compliance with Sec. 245A of the INA at least five years prior to applying for Food Stamps, who later attained permanent resident status;

h. One who, on or after June 1, 1987, was a special agricultural worker admitted for temporary residence in accordance with Sec. 210(a) of the INA; and

i. Admitted for temporary residence as an additional special agricultural worker in the period October 1, 1989 through September 30, 1993 in accordance with Sec. 210(A) of the INA.

2. Legal Presence in the United States

The legal non-citizen was legally present in the U.S. before August 22, 1996.

3. Ineligible to Federal Food Stamp Benefits

The legal non-citizen was not eligible to federal Food Stamps only because they did not meet any of the immigration criteria as of August 22, 1996, i.e., what took effect with Welfare Reform (had to be refugee/asylee, deportation withheld, U.S. military veteran, 40 quarters, etc).

B. Original CFAP Coding in the Refugee Screen

The original CFAP eligibles were identified with the following codes in the C/A field of the Refugee screen: `C' for child and `S' for senior. This field is no longer used for coding CFAP members. Use the CFAP field in the PDT2 screen. See Part III, A. of this section.

C. 18 - 64 Year Olds Who Entered the U.S. BEFORE 8-22-96

Those legal non-citizens, 18 - 64 year olds, who entered the U.S. before August 22, 1996, are now eligible to CFAP as long as they meet the regular FS eligibility requirements, the immigration criteria above, and as long as they meet the CFAP Work Requirement. See the second point in Section II, A., below.

D. Legal Non-citizens Who Entered the U.S. AFTER 8-22-96
Those legal non-citizens, any age, who entered the U.S. after August 22, 1996, are eligible to CFAP as long as they meet regular FS eligibility requirements, the immigration criteria above, AND as long as they ARE SPONSORED AND the sponsor is deceased, disabled or abusive. These clients must also meet the CFAP Work Requirement. See Section II below.

II. Expansion of and Changes to CFAP

A. Expanded CFAP Regulations

All legal non-citizens of any age may be eligible for CFAP for an indefinite period if they meet the immigration criteria listed in Section I that was in effect as of 8-21-96, but they are not eligible to federal Food Stamps only because of their immigration status under PRWORA of 1996 that became effective 8-22-96. They must meet regular FS eligibility requirements and the following requirements depending on their date of entry to the U.S:

1. IF THEY ARE 18 - 64 YEARS OLD AND ENTERED BEFORE 8-22-96, they must meet the CFAP Work Requirement.

2. ANY AGE, IF THEY ENTERED ON OR AFTER 8-22-96:
   a. SPONSORED - And the sponsor must be:
      (1) deceased; OR
      (2) disabled; OR
      (3) abusive. Here, the applicant, after entering the U.S., became a victim of abuse by the sponsor or sponsor’s spouse. The abuse must be documented.

      A sworn statement of abuse by a victim, or the victim's representative if the victim is not able to competently swear, is sufficient to establish abuse if one or more additional items of evidence of abuse is also provided. Additional evidence may include, but is not limited to:

      i. Police, government agency, or court records or files;

      ii. Documentation from a domestic violence program, legal, clinical, medical, or other professional from whom the applicant or recipient has sought assistance in dealing with abuse;
iii. A statement from any other individual with knowledge of the circumstances that provided the basis for the claim; or

iv. Physical evidence of abuse.

If the victim cannot provide additional evidence of abuse, then the sworn statement shall be sufficient if the county makes a determination documented in writing in the case file that the applicant/recipient is credible.

NOTE: Regular sponsorship regulations still apply, i.e., deeming of the sponsor's/spouses income and resources must still be done for all legal non-citizens who are sponsored.

3. New CFAP Work Requirements

Please note that the work requirements for these applicants are DIFFERENT from the FS Work Requirements. So, although legal non-citizen parents may be exempt from the regular FS work requirements, they MUST MEET THE CFAP WORK REQUIREMENTS:

a. When there is only one parent in the FS household and that parent is the CFAP applicant, he/she must work 26 hours per week to be eligible for CFAP.

b. When there are two parents in the FS household and both parents are CFAP applicants, they must work a TOTAL of 35 hours between them with one parent working at least 20 hours per week.

c. For CFAP clients without children, the same requirements must be met: 1 adult person households must work 26 hours per week; 2 adult person households must meet the total 35 hours per week with at least one member working 20 hours/week.

B. CFAP WORK REQUIREMENT EXEMPTIONS

1. CalWORKs CFAP Applicants/Recipients: The exemptions listed here are CalWORKs exemptions that are available ONLY to CFAP clients receiving CalWORKs. The following CalWORKs CFAP persons are exempt from the CFAP Work Requirement:

a. Person age 18 and attending school full time. The person shall be enrolled in a high school, a GED program, or a vocational or
technical training program which will not result in a college degree, provided the person can reasonably be expected to complete the program before reaching age 19.

b. Person disabled for 30 days or more. The exemption is for the length of the disability. Medical verification must be provided.

c. Person age 60 or over.

d. A person who cares for a disabled family member and whose caretaking responsibilities impair the CFAP member's ability to work.

e. A parent with a child six months of age or younger (extended up to 12 months on a case-by-case basis);

f. A woman who is pregnant and the pregnancy impairs her ability to work.

2. NAFS CFAP Applicants/Recipients - The following are the only exemptions available to NAFS CFAP applicants/ recipients:

a. Disability: the person is disabled as determined by a doctor's verification that the disability is expected to last at least 30 days, and that it significantly impairs the non-citizen's ability to be regularly employed; OR

b. Age: the person is 60 years of age or older.

C. Application of Other Food Stamp Regulations

All other existing FS regulations continue to apply to CFAP households and combined households (households with federal FS eligibles as well as CFAP eligibles).

1. Income and Resources

a. Resources - Count the CFAP and ineligible non-citizen members' resources in their entirety as available to the remaining FS H-H.

b. Income - Eligible CFAP member's income is treated as the federal member's income for determining the household's allotment. Prorate the ineligible non-citizen's income: all but the ineligible non-citizen's share is included as income to the remaining members.
2. Deductible Expenses

   a. Earned Income Deduction - The CFAP member's and/or the ineligible non-citizen's pro-rated earned income get the 20% earned income deduction as does the federal member's.

   b. Shared Living Expenses - Eligible CFAP member's contributions to shared living expenses are treated the same as the federal member's contributions.

       If an ineligible non-citizen (excluded) member pays all or contributes to the shelter expenses (rent, utilities), dependent care, and child support, these must be pro-rated and only the FS member's portion(s) shall be counted as a deduction except paid child support and utilities.

       **Note:** Paid child support is treated as an exclusion not deduction.

       Applied full utility allowance entitlement.
81-10 Drug Felons

FOOD STAMPS Non-Financial Eligibility: Sec. 81-10
Drug Felon Eff. 01/03/05

Certain Drug Felons Qualify for Food Stamps Benefits

I. General Overview

II. Qualifying Drug Felony Offenses

III. Disqualifying Drug Felony Offenses

IV. Condition of Eligibility

I. General Overview

Effective January 1, 2005, individuals convicted of certain qualifying drug felony offenses may be eligible for food stamp benefits.

II. Qualifying Drug Felony Offenses

Individuals convicted of a drug felony:

1. involving the use or possession for personal use of a controlled substance, or
2. an offense not listed under Disqualifying Drug Felony Offenses (see Section III).

shall be eligible to apply for Food Stamp Benefits.

III. Disqualifying Drug Felony Offenses

If convicted of any felony offense listed below, the client remains ineligible for food stamp assistance:

- unlawfully transporting
- purchasing for purposes of sale
• importing into this state
• manufacturing a controlled substance
• manufacturing a controlled substance
• selling
• possessing precursors with the intent to manufacture a controlled substance
• furnishing
• cultivating, harvesting
• administering
• processing marijuana or any part thereof
• giving away
• possessing for sale

Additionally, any person who has been convicted of:

• unlawfully soliciting
• encouraging
• inducing
• intimidating

a minor to participate in any of the above activities remains ineligible for food stamps.

Unless other verification is available, the worker must contact SIU to verify whether the drug felony was for a qualifying or disqualifying drug felony offense.

IV. Condition of Eligibility

S/he must have satisfied one of these conditions of eligibility:

1. Completed a government recognized drug treatment program.
2. Participated in a government recognized drug treatment program.
3. Currently enrolled in a government recognized drug treatment program.
4. Placed on a waiting list for a government recognized drug treatment program.
5. Other evidence that the illegal use of controlled substances has ceased.

Participation in Sober Living Environment (SLE) group living facilities, which need not be government recognized, shall be considered proof that drug use has ceased. Other proof would be such things as passing a recent drug test, a
lenienty period of time between the conviction and the application, or in the absence of other proof the client's sworn statement (see below) that use of illegal drugs has ceased.

If verification is readily available for any of the above conditions of eligibility, the worker should obtain it. If not, the applicant's sworn statement (see below) may be accepted that s/he has been enrolled in a drug treatment program or is no longer using illegal controlled substances. When using other evidence that the illegal use of controlled substances has ceased, EW must document in the narrative how the condition is being met.

Sworn Statement

In order to qualify, a sworn statement is required. The DFA 285-A2 Application for Food Stamp Benefits, Statement of Facts will be revised. In the meantime use FS26 (12/04) Food Stamp Program Qualifying Drug Felon Addendum. Also, if adding an excluded person to an existing household without completing a revised DFA 285-A2, use FS26.

In addition, other forms, including FS23 QR (12/04) Food Stamp Benefits How to Report Household Changes, and FS22 QR-Applying for Food Stamp Benefits are being revised to reflect the new felony drug bill (AB1796) requirements.

Carrying

Previously excluded household members that fall under the list of qualifying drug felony offenses may be added any time the worker becomes aware, but no later than, the next scheduled recertification.

Termination

An initial or subsequent conviction for a felony drug offense will result in the termination of food stamp benefits. The client may re-establish eligibility by meeting a "Condition of Eligibility" (see above).

CalWORKs

Individuals with felony drug offenses continue to be ineligible for CalWORKs assistance under existing CalWORKs eligibility rules.
81: Non-Financial Eligibility
Included Resources

I. Resource Eligibility Standards

The same resource eligibility standards apply to both Non-assistance Food Stamps and PAFS households.

A. The maximum total allowable resources for members of a regular household must not exceed $2000.

B. Households that consist of or include a member age 60 or older have a resource limit of $3000.

II. Included Resources

Include and document the following:

A. Liquid Resources

1. Liquid resources include but are not limited to:

   a. Cash on hand

   b. Credit union accounts

   c. Checking or savings accounts
d. Savings certificates

e. Stocks or bonds

f. Notes receivable

g. Trust funds/trust deeds (see §82-2 for exceptions)

h. Commodities

i. Non-recurring lump sum payments

2. Non-recurring lump sum payments include, but are not limited to:

a. Income tax refunds

b. Rebates or credits

c. Retroactive lump sum Social Security benefits

d. Retroactive lump sum SSI/SSP benefits

e. Public assistance benefits, including but not limited to:

  1) retroactive payments from the approval for any assistance program

  2) court-ordered retroactive payments for any assistance program

  3) supplemental or corrective payments received for a previous month from any assistance program

f. Retroactive Railroad Retirement benefits or other retroactive payments;

g. Lump sum insurance settlements;

h. Refunds of security deposits on rental property or utilities;

i. Any lump sum retroactive benefits to survivors of deceased federal employees;

j. Lottery winnings. Also see Sec. §83-5.
1) Lottery winnings received in a single payment are a resource in the month received.

2) Winnings received on a recurring basis, such as those received in annual installments are counted as income in the months received.

3) Any portion of the winnings retained by the household in the subsequent month(s) is counted as a non-excluded liquid resource until the cash is spent and is no longer available to the household.

3. **Non-recurring lump sum payments are counted as resources in the month received.**

   **NOTE:** If these payments become regular, they are considered income and no longer resources.

4. HUD rental refund payments receive special treatment and are included or excluded as follows:
   
   a. Retroactive payments issued as a result of the Underwood vs. Harris settlement are an excludable resource for the month in which the payments are received and for the following month.

   b. After the two month period expires, any amount that the client has remaining is considered an included resource.

   c. Verify and document the amount of the retroactive payment in order to determine the period of exclusion.

**B. Non-liquid Resources**

1. **Non-liquid resources include:**

   a. Personal property

   b. Real property (land, buildings, etc.)

   c. Recreational properties

   d. Other property not specifically excluded in 82-2.

2. **The value of all non-exempt resources is its equity value. Equity value is the fair market value minus encumbrances.**
III Jointly Held Resources (Shared Among Households)

A. The total value of resources held jointly by two or more Food Stamp households must be considered available to each household separately, unless each household can prove that some part of the total is inaccessible to them.

If one of the households is not receiving or applying for Food Stamp benefits, the same regulations apply.

1. If the household can demonstrate that it has access to only a portion of the total resource value, then only that portion is counted.

2. The resource is considered totally inaccessible if it cannot be easily subdivided, and if the household's access to the resource depends upon a joint owner who refuses to comply.

B. Resources owned jointly by household members and persons in the house who are disqualified or ineligible aliens (who would otherwise be members) are considered available to the household.

C. If a resource is jointly held by members of the same Food Stamp household and one of the members is receiving PA, and the other is not, then exclude the amount that was counted in determining the PA eligibility.

IV. Resources of Disqualified or Excluded or Non-Household Members

A. The resources of excluded household members disqualified for Intentional Program Violation (IPV) or SSN noncompliance, ineligible alien status, fleeing felon status or probation/parole violation are considered available in their entirety to the remaining household members.

B. The resources of non-household members: SSI/SSP recipients, ineligible students, workfare sanctioned are not considered available to the remaining household members.

V. Prisoner Gate Money

A. Persons released from federal or state prisons receive a lump sum payment that may be in an amount of up to $200.

For Food Stamp purposes, the money is considered a resource included in the budget of the month in which it is received.
1. Receipt of the gate money can usually be verified by the client's parole officer.

2. Ex-prisoners may also receive upon release money they earned while in prison. This amount is considered a resource. The parole officer will usually not be able to verify this amount.

B. Persons released from the county jail do not receive gate money.

Reference: 63-501, ACL08-37
Excluded Resources

I. Types of Excluded Resources

II. Real Property Exemptions

III. Income-producing Property Exceptions

IV. Vehicles

V. Installment Contracts for Building and Land Sales

VI. Indian Lands

VII. Public Payments

VIII. Restricted Accounts

IX. Excluded Funds

X. Income-producing Property Determination

XI. Resource Exclusion for Deployment to a Combat Zone

I. Types of Excluded Resources

The following are not considered when determining the resources of a household:

A. Household goods; personal effects including furniture, jewelry, clothing; and one burial plot per household member.

B. The cash value of life insurance policies and pension funds and Keogh plans which involve a contractual relationship with persons who are not household members.
1. Company sponsored investment plans that are offered to employees in lieu of traditional retirement plans are considered exempt, as are pension plans.

2. Whenever these funds are voluntarily withdrawn or cashed in, or employment is terminated because of retirement or other reasons, such funds are considered a resource if received in a lump sum. If the funds are received in recurring amounts, or in anticipated payments, they are income in the month received.

C. Inaccessible Resources: resources that have a cash value that is not accessible to the household, such as but not limited to:

1. Irrevocable trust funds: Income produced by funds in a trust fund is considered inaccessible to the household if all the following conditions are met:

   a. The trust fund is under control and management of a trustee who administers the funds. The trustee must be one of the following:

      1) A court, an institution, a corporation, or an organization that is not under the direction or ownership of any household member; or

      2) An individual appointed by the court who has court imposed limitations placed on the use of the funds.

   b. The funds are in an irrevocable trust in which:

      1) The trustee uses the household's own funds solely to make investments on behalf of the trust or to pay educational or medical expenses of any person named by the household creating the trust; or

      2) The trust was established from non-household funds by a non-household member regardless of how these funds will be used.

   c. The trust investments do not directly involve or assist any business or corporation under the control, direction, or influence of any household member;

   d. The trust arrangement will not likely end during the certification period; and
e. No household member has the power to revoke the trust arrangement or change the name of the beneficiary during the cert period.

2. Security deposits on rental property or utilities;

3. Property in probate;

4. Real property that the household is making a good faith to sell at a reasonable price and which has not been sold; and

5. Property, other than financial instruments (stocks, bonds, legally binding promissory notes, etc.), which if sold or otherwise disposed of would be unlikely to produce any "significant amount of funds" or "significant return" for the support of the household.

a. "Any significant amount of funds" is defined as funds amounting to one half or more of the applicable resource limit for the household.

b. "Significant return" is defined as any return, after estimated costs of sale or disposition, and taking into account the ownership interest of the household, that is estimated to be one half or more of the applicable resource limit for the household.

Example #1: A household has inherited a 1/8 interest in a timeshare. The property is not in probate, nor has there been an attempt to sell it. The estimated value (by an appraiser) is $10,000. The cost of selling the timeshare is $1000. The household's share is valued at $1250 minus 1/8 ($125) of the cost to sell it. The net share of $1125 is $125 over one-half the resource limit of $2000. Since the net value of the property to the household is greater than one-half of the resource limit, the full amount, $1125, is countable in the resource determination for the household.

Example #2: The estimated value (by the appraiser) of the property indicated in Example #1 is $10,000. However, the cost of selling the timeshare is $2200. The household's 1/8 share of the timeshare is valued at $1250 minus 1/8 of the cost to sell, $275. The net share of $975 is $25 less than one-half of the resource limit of $2000. Therefore, the full amount of the net value $975 is excluded from the resource determination because it is less than one-half the resource limit of $2000.
D. Resources such as those of students or self-employed persons that have been pro-rated as income.

**NOTE:** Where an exclusion applies to the use of a resource by or for a household member, the exclusion must also apply to the use of a resource by or for an ineligible alien or disqualified person whose resources are considered available to the household.

E. Property and equipment that is essential for a household's employment or self-employment, such as farming equipment, farmland, tools of a tradesman.

F. Business resources that are separate and identifiable such as, a checking account for the business, are exempt until they are commingled or become unidentifiable from the household's personal resources.

G. Any government payments that must be used solely for the restoration of a home that was damaged in a disaster such as an earthquake or hurricane. This includes:

1. Payments made by the Department of Housing and Urban Development (HUD)
2. Disaster loans
3. Small Business Administration grants

H. All tax-preferred retirement accounts and pension plans. This includes:

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<td>Employer-based defined contribution plan under which annual contributions are fixed by a set formula.</td>
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<tr>
<td>Section 401(a)</td>
<td>Profit-Sharing Plan</td>
<td>Employer-based defined contribution plan under which employer contributions may, but need not be, linked to profits. Usually refers to non-matching employer contributions.</td>
</tr>
<tr>
<td>Section 401(a)</td>
<td>Simple 401(k)</td>
<td>401(k)-type plans available only to small business: exempt from certain restrictions and subject to some limitations on employer contributions.</td>
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<tr>
<td>Section 401(a)</td>
<td>401(k)</td>
<td>Defined contribution plan that allows employees to defer receiving compensation in order to have the amount contributed to the plan. Commonly referred to as a &quot;cash or deferred arrangement&quot; (CODA). Some 401(k) plans allow after-tax Roth 401 (k) contributions</td>
</tr>
<tr>
<td>Section 403(a)</td>
<td>403(a)</td>
<td>Plans that are similar to 401(a) plans but are funded through annuity insurance.</td>
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<tr>
<td>Section 403(b)</td>
<td>403(b)</td>
<td>Tax-Sheltered annuity or custodial account plan offered by tax-exempt section 501(c) organizations or public schools. Many are funded by employee contributions that resemble 401(k)s.</td>
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<tr>
<td>Section 408</td>
<td>IRA</td>
<td>Vehicle for tax-deferred retirement savings controlled by individuals rather than employers.</td>
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<td>Section 408(p)</td>
<td>Simple IRA</td>
<td>Employer-based IRA (to which employers and employees contribute) available only to small business.</td>
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<tr>
<td>Section 408(k)</td>
<td>Simplified Employee Pension Plan (SEP IRA)</td>
<td>Employer-sponsored plan available only to small businesses; allows employer to contribute to employee accounts that function as IRAs and are subject mostly to IRA rules. Generally ceased to apply</td>
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### Financial Eligibility

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<td>Section 408A</td>
<td>Roth IRA Same as IRA, except that qualified distributions are tax exempt.</td>
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<tr>
<td>Section 457(b)</td>
<td>Eligible 457(b) Plan Funded plan offered by state and local governments or unfunded plan offered by nonprofit organizations.</td>
</tr>
<tr>
<td>Section 501(c)(18)</td>
<td>501(c)18 Plan Plan offered mostly by unions. Had to be set by June 1959 and are now largely obsolete.</td>
</tr>
<tr>
<td>Title 5 USC Section 8439</td>
<td>Federal Thrift Savings Plan A 401(k)-type plan offered by the federal government to its employees.</td>
</tr>
<tr>
<td>Title 26 USC IRC</td>
<td>Any successor or similar provision that may be enacted and determined to be exempt from tax Tax-preferred retirement plans, contracts or accounts.</td>
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### I. All tax-preferred education accounts. This includes:

1. 529 plans.
2. Education IRAs
3. Coverdell Education Saving Accounts

### II. Real Property Exemptions

The following are exempt from consideration as resources:

A. The home and surrounding property that is not separated by intervening property owned by others.

B. An unoccupied house is exempt only when temporarily unoccupied because of employment or training for future employment; illness; casualty or disaster damage that renders the house unsuitable to occupy.

C. A lot that is owned or is being purchased on which the household intends to build, or is already building a permanent home.

D. Boats, campers, trailers, etc., used as the household's place of residence.

E. Property in probate.
The value of the property in probate is exempt only during the time the estate is being settled.

F. Real property that is for sale, providing the household is making a good faith effort to sell at a reasonable price and has not refused a reasonable offer of purchase.

1. Verification may be obtained through a collateral contact or documentation such as:
   a. Advertisement for public sale in a newspaper of general circulation
   b. A listing with a real estate broker

2. The household must document that it has been unsuccessful in selling the property. If the household cannot verify this, document the reasons for considering the selling price or equity value a resource.

III. Income-producing Property Exceptions

Property that produces income consistent with its fair market value is exempt. This includes property used only on a seasonal basis, rental property, and vacation homes.

A. Income-producing property includes locations owned by a household other than its principal place of residence.

1. The property must consist of either entirely separate buildings, land, or rental units, or areas such as a multi-unit apartment building where the household lives on a portion of the property and derives net income from the remainder.

2. These locations must produce net income consistent with their fair market value. In San Francisco, six percent (6%) is considered a fair rate of return.

B. To determine if property is producing income consistent with its fair market value, use CalWORKs criteria or contact local realtors, local tax assessors, the Small Business Administration, Farmer's Home Administration, or other similar sources.

Obtain information on the prevailing rate of return for similar usage of real property in the area. (See Part IX of this section for the formula and examples.)
C. If the property is producing net income consistent with the prevailing rate of return but is being leased for a return that is comparable to other neighboring properties leased for similar purposes, it is considered income-producing and not a resource.

1. Net return is determined by deducting allowable expenses. If the property is vacant for some portion of the year, only the pro-rated percentage of return for the time occupied is considered.

2. Always document the determination of income-producing property as an exempt or non-exempt resource clearly and thoroughly.

IV. All Vehicles Are Exempt

V. Installment Contracts for Building and Land Sales

A. Installment contracts for the sale of buildings or land are exempt if the contracts or agreements are producing income consistent with its fair market value.

B. This exemption applies to the value of the property sold under the installment contract or held as security in exchange for a purchase price consistent with the fair market value of that property.

VI. Indian Lands

Indian lands held jointly with the tribe, or lands that can be sold only with the approval of the Dept. of the Interior’s Bureau of Indian Affairs are exempt as a resource.

VII. Public Payments

Payments from the following federal laws are exempt:

A. Payments received under the Alaska Native Claims Settlement Act (Public Law 92-203, Section 21(a) or the Sac and Fox Indian Claims Agreement (Public Law 94-189)

B. Payments received by certain Indian tribal members under Public Law 94-114 regarding submarginal land held in trust by the United States

C. Benefits received from the special supplemental food program for women, infants and children (WIC) (Public Law 92-443, Section 9)
D. Reimbursements from the Uniform Relocation Assistance and Real Property Acquisition Policy Act of 1970 (Public Law 91-646, Section 216)

E. Earned income tax credits received before January 1, 1980, as a result of Public Law 95-600, Revenue Act of 1978

F. Allowances, earnings and payments to individuals in programs specified under the Job Training Partnership Act of 1982 (Public Law 97-300)

G. Any payments or allowances made under any federal, state, or local laws for the purpose of energy assistance, i.e., Low Income Energy Assistance Program (EAP), are excluded.

These payments or allowances must be clearly identified as energy assistance by the legislative body authorizing the program or providing the funds.

H. Payments received from the disposition of funds to the Grand River Band of Ottawa Indians (Public Law 94-540)

I. Payments received by the Confederated Tribes and Bands of the Yakima Indian Nation and the Apache Tribe of the Mescalero Reservation from the Indian Claims Commission (Public Law 95-433, Section 2)

J. Payments to the Passamaquoddy Tribe and the Penobscot Nation or any of their members pursuant to the Maine Indian Claims Settlement Act of 1980 (Public Law 96-420, Sec. 5)

K. Relocation assistance to the Navajo and Hopi Tribes (Public Law 93-531)

L. Payments received as restitution pursuant to the Civil Liberties Act of 1988 by individuals of Japanese ancestry who were interned during World War II (Public Law 100-383)

M. Restitution payments received by Aleut residents of the Pribiloff Islands and the Aleutian Islands west of Unimak Island pursuant to the Aleutian and Pribilof Islands Restitution Act, for injustices suffered while under U.S. control during World War II (Public Law 100-383)

N. Payments received from the Agent Orange Settlement Fund or any fund established to settle liability claims by veterans or survivors of
deceased veterans concerning Agent Orange under the Agent Orange Compensation Act of 1989 (Public Law 101-201)

O. Earned Income Tax Credit (EITC) payments received by any household member as an advance payment or in the form of a lump sum.

These payments must be excluded for 12 months, provided the household was participating in Food Stamps at the time of receipt of the EITC and provided the household continues participating during the 12 month period. (Public Law 103-66)

1. Continuous participation includes breaks in participation of one month or less due to administrative reasons, such as delayed recertification or missing or late CA-7s.

2. If the pay stub does not indicate an EITC advance payment was received, no further action is required.

3. If it is not clear from the pay stub what amount of EITC advance payment the client received, have the client clarify this, and contact the employer, if necessary, to get the amount.

P. Federal major disaster and emergency assistance provided to individuals and families under the Disaster Relief Act of 1974 (as amended by Public Law 100-707), and comparable disaster assistance provided by states, local governments and disaster assistance organizations as a result of a major disaster.

Q. Payments received from the Radiation Exposure Compensation Trust Fund to an individual for certain diseases attributed to radiation exposure pursuant to the Radiation Exposure Compensation Act of 1990 (Public Law 101-426)

R. Payments received pursuant to the settlement of Underwood vs. Harris that are reimbursements for increased tax and utility costs from 1975 through 1977 are excluded for the month in which the payment was received and for the following month.

Thereafter, any remaining amount is considered a liquid resource and included.

S. At the time of application, any resources of a woman, or woman with children residing in a shelter for battered women and children are considered inaccessible and excluded if:
1. The resources are jointly owned by the woman and member(s) of the former household from which the woman fled, and

2. The woman's access to the resources requires both her consent and that of the member(s) of the former household.

T. Non-liquid asset(s) against which a lien has been placed as a result of taking out a business loan and the household is prohibited by the security or lien agreement with the lien holder (creditor) from selling the asset(s).

U. If a resource is jointly held by members in the same Food Stamp household and one of the members is receiving PA and the other is not, exclude the amount that was counted in determining PA eligibility.

VIII. Restricted Accounts

A. Benefit recipient (not applicant) households are allowed to retain an unlimited amount of cash reserves in one or more restricted accounts at a financial institution.

B. Before an account can be designated as "restricted," the household shall sign three forms: i) Restricted Account Coversheet (FS28), ii) Restricted Account Agreement Part A (FS28A), and iii) Restricted Account Agreement Part B (FS28B) with the program office which sets forth the requirements, restrictions and penalties specified in MPP 89-130. These forms are available at http://www.cdss.ca.gov/cdssweb/FormsandPu_271.htm.

C. The funds must be retained for one or more of these specific purposes:

1. purchase of a home;

2. any education or vocational training expenses of the account holder or any person who is claimed or could be claimed by the account holder as a dependent for federal income tax purposes; or

3. start up of a new business.

D. Earned interest that is deposited directly into the account by the financial institution are exempted for the purposes of determining eligibility.

Reference MPP 63-501.3(r), 89-130, ACL 08-11, ACIN I-83-08
IX. Excluded Funds

A. Excluded funds are funds kept in a separate account and that are not commingled with non-excluded funds.

Example: Excluded property such as an HUD disaster loan that is kept in a savings account separate from other household savings.

B. Excluded funds kept in a separate account are not counted as property so long as they stay in the separate account.

C. Excluded funds commingled with non-excluded funds are exempt from consideration as a resource for 6 months from the date they are commingled, after that, they must be counted as a resource.

An example would be if the HUD disaster loan funds are deposited into the family checking account.

Example: The household receives excluded funds on February 1. The household deposits the money into its checking account on February 3. If the checking account still has the money in it on August 3, it is considered non-exempt property.

1. Evaluate the current resources based on the client's statements when determining the expiration of the exempt status of commingled excluded funds.

D. For students and self-employed households, excluded funds that are commingled with non-excluded funds retain their exclusion only for the period of time over which they have been pro-rated as income.

See Sec. 82-9.1.

X. Income-producing Property Determination

A. Click here to see an example that illustrates income from a building in which a client does not live.

B. Click here to see an example that illustrates income from a rental unit in a building in which the client also lives.

XI. Resource Exclusion for Deployment to a Combat Zone
When a household member is deployed to a designated combat zone (see Attachment 1) as a member of the United States Armed Forces, the member's resources may be excluded. If the household can document that it can access a service person's account, or a portion thereof, solely for the purpose of paying the service person's bills, etc and the household cannot use the funds for its own purposes, the inaccessible funds would be excluded as a resource.

A. Verification:

1. Written statement from the service person,
2. Statement from the involved financial institution.

Reference: 63-501.5, 63-503.45, EAS Manual 44-113.1, ACL 05-04, ACIN I-32-08, ACL 08-37, ACIN I-28-09
Excluded Resources

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B. The cash value of life insurance policies and pension funds and Keogh plans which involve a contractual relationship with persons who are not household members.

1. Company sponsored investment plans that are offered to employees in lieu of traditional retirement plans are considered exempt, as are pension plans.
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   a. The trust fund is under control and management of a trustee who administers the funds. The trustee must be one of the following:

      1) A court, an institution, a corporation, or an organization that is not under the direction or ownership of any household member; or

      2) An individual appointed by the court who has court imposed limitations placed on the use of the funds.

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   c. The trust investments do not directly involve or assist any business or corporation under the control, direction, or influence of any household member;

   d. The trust arrangement will not likely end during the certification period; and

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   a. "Any significant amount of funds" is defined as funds amounting to one half or more of the applicable resource limit for the household.

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Example #1: A household has inherited a 1/8 interest in a timeshare. The property is not in probate, nor has there been an attempt to sell it. The estimated value (by an appraiser) is $10,000. The cost of selling the timeshare is $1000. The household's share is valued at $1250 minus 1/8 ($125) of the cost to sell it. The net share of $1125 is $125 over one-half the resource limit of $2000. Since the net value of the property to the household is greater than one-half of the resource limit, the full amount, $1125, is countable in the resource determination for the household.

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NOTE: Where an exclusion applies to the use of a resource by or for a household member, the exclusion must also apply to the use of a resource by or for an ineligible alien or disqualified person whose resources are considered available to the household.
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<td>-----------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Section 401(a)</strong></td>
<td>Profit-Sharing Plan</td>
<td>Employer-based defined contribution plan under which employer contributions may, but need not be, linked to profits. Usually refers to non-matching employer contributions.</td>
</tr>
<tr>
<td><strong>Section 401(a)</strong></td>
<td>Simple 401(k)</td>
<td>401(k)-type plans available only to small business: exempt from certain restrictions and subject to some limitations on employer contributions.</td>
</tr>
<tr>
<td><strong>Section 401(a)</strong></td>
<td>401(k)</td>
<td>Defined contribution plan that allows employees to defer receiving compensation in order to have the amount contributed to the plan. Commonly referred to as a &quot;cash or deferred arrangement&quot; (CODA). Some 401(k) plans allow after-tax Roth 401(k) contributions.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section 403(a)</th>
<th>403(a)</th>
<th>Plans that are similar to 401(a) plans but are funded through annuity insurance.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Section 403(b)</strong></td>
<td>403(b)</td>
<td>Tax-Sheltered annuity or custodial account plan offered by tax-exempt section 501(c) organizations or public schools. Many are funded by employee contributions that resemble 401(k)s.</td>
</tr>
<tr>
<td><strong>Section 408</strong></td>
<td>IRA</td>
<td>Vehicle for tax-deferred retirement savings controlled by individuals rather than employers.</td>
</tr>
<tr>
<td><strong>Section 408(p)</strong></td>
<td>Simple IRA</td>
<td>Employer-based IRA (to which employers and employees contribute) available only to small business.</td>
</tr>
<tr>
<td><strong>Section 408(k)</strong></td>
<td>Simplified Employee Pension Plan (SEP IRA)</td>
<td>Employer-sponsored plan available only to small businesses; allows employer to contribute to employee accounts that function as IRAs and are subject mostly to IRA rules. Generally ceased to apply in 1996.</td>
</tr>
</tbody>
</table>

| **Section 408A** | Roth IRA | Same as IRA, except that qualified distributions are tax exempt. |
| **Section 457(b)** | Eligible 457(b) Plan | Funded plan offered by state and local governments or unfunded plan offered by nonprofit organizations. |
| **Section 501(c)(18)** | 501(c)18 Plan | Plan offered mostly by unions. Had to be set by June 1959 and are now largely... |
I. All tax-preferred education accounts. This includes:

1. 529 plans.
2. Education IRAs
3. Coverdell Education Saving Accounts

II. Real Property Exemptions

The following are exempt from consideration as resources:

A. The home and surrounding property that is not separated by intervening property owned by others.

B. An unoccupied house is exempt only when temporarily unoccupied because of employment or training for future employment; illness; casualty or disaster damage that renders the house unsuitable to occupy.

C. A lot that is owned or is being purchased on which the household intends to build, or is already building a permanent home.

D. Boats, campers, trailers, etc., used as the household's place of residence.

E. Property in probate.

The value of the property in probate is exempt only during the time the estate is being settled.

F. Real property that is for sale, providing the household is making a good faith effort to sell at a reasonable price and has not refused a reasonable offer of purchase.
1. Verification may be obtained through a collateral contact or documentation such as:

   a. Advertisement for public sale in a newspaper of general circulation

   b. A listing with a real estate broker

2. The household must document that it has been unsuccessful in selling the property. If the household cannot verify this, document the reasons for considering the selling price or equity value a resource.

III. Income-producing Property Exceptions

Property that produces income consistent with its fair market value is exempt. This includes property used only on a seasonal basis, rental property, and vacation homes.

A. Income-producing property includes locations owned by a household other than its principal place of residence.

1. The property must consist of either entirely separate buildings, land, or rental units, or areas such as a multi-unit apartment building where the household lives on a portion of the property and derives net income from the remainder.

2. These locations must produce net income consistent with their fair market value. In San Francisco, six percent (6%) is considered a fair rate of return.

B. To determine if property is producing income consistent with its fair market value, use CalWORKs criteria or contact local realtors, local tax assessors, the Small Business Administration, Farmer's Home Administration, or other similar sources.

   Obtain information on the prevailing rate of return for similar usage of real property in the area. (See Part IX of this section for the formula and examples.)

C. If the property is producing net income consistent with the prevailing rate of return but is being leased for a return that is comparable to other neighboring properties leased for similar purposes, it is considered income-producing and not a resource.
1. Net return is determined by deducting allowable expenses. If the property is vacant for some portion of the year, only the pro-rated percentage of return for the time occupied is considered.

2. Always document the determination of income-producing property as an exempt or non-exempt resource clearly and thoroughly.

IV. All Vehicles Are Exempt

V. Installment Contracts for Building and Land Sales

A. Installment contracts for the sale of buildings or land are exempt if the contracts or agreements are producing income consistent with its fair market value.

B. This exemption applies to the value of the property sold under the installment contract or held as security in exchange for a purchase price consistent with the fair market value of that property.

VI. Indian Lands

Indian lands held jointly with the tribe, or lands that can be sold only with the approval of the Dept. of the Interior's Bureau of Indian Affairs are exempt as a resource.

VII. Public Payments

Payments from the following federal laws are exempt:

A. Payments received under the Alaska Native Claims Settlement Act (Public Law 92-203, Section 21(a) or the Sac and Fox Indian Claims Agreement (Public Law 94-189)

B. Payments received by certain Indian tribal members under Public Law 94-114 regarding submarginal land held in trust by the United States

C. Benefits received from the special supplemental food program for women, infants and children (WIC) (Public Law 92-443, Section 9)

D. Reimbursements from the Uniform Relocation Assistance and Real Property Acquisition Policy Act of 1970 (Public Law 91-646, Section 216)

E. Earned income tax credits received before January 1, 1980, as a result of Public Law 95-600, Revenue Act of 1978
F. Allowances, earnings and payments to individuals in programs specified under the Job Training Partnership Act of 1982 (Public Law 97-300)

G. Any payments or allowances made under any federal, state, or local laws for the purpose of energy assistance, i.e., Low Income Energy Assistance Program (EAP), are excluded.

These payments or allowances must be clearly identified as energy assistance by the legislative body authorizing the program or providing the funds.

H. Payments received from the disposition of funds to the Grand River Band of Ottawa Indians (Public Law 94-540)

I. Payments received by the Confederated Tribes and Bands of the Yakima Indian Nation and the Apache Tribe of the Mescalero Reservation from the Indian Claims Commission (Public Law 95-433, Section 2)

J. Payments to the Passamaquoddy Tribe and the Penobscot Nation or any of their members pursuant to the Maine Indian Claims Settlement Act of 1980 (Public Law 96-420, Sec. 5)

K. Relocation assistance to the Navajo and Hopi Tribes (Public Law 93-531)

L. Payments received as restitution pursuant to the Civil Liberties Act of 1988 by individuals of Japanese ancestry who were interned during World War II (Public Law 100-383)

M. Restitution payments received by Aleut residents of the Pribilof Islands and the Aleutian Islands west of Unimak Island pursuant to the Aleutian and Pribilof Islands Restitution Act, for injustices suffered while under U.S. control during World War II (Public Law 100-383)

N. Payments received from the Agent Orange Settlement Fund or any fund established to settle liability claims by veterans or survivors of deceased veterans concerning Agent Orange under the Agent Orange Compensation Act of 1989 (Public Law 101-201)

O. Earned Income Tax Credit (EITC) payments received by any household member as an advance payment or in the form of a lump sum.

These payments must be excluded for 12 months, provided the household was participating in Food Stamps at the time of receipt of the EITC and
provided the household continues participating during the 12 month period. (Public Law 103-66)

1. Continuous participation includes breaks in participation of one month or less due to administrative reasons, such as delayed recertification or missing or late CA-7s.

2. If the pay stub does not indicate an EITC advance payment was received, no further action is required.

3. If it is not clear from the pay stub what amount of EITC advance payment the client received, have the client clarify this, and contact the employer, if necessary, to get the amount.

P. Federal major disaster and emergency assistance provided to individuals and families under the Disaster Relief Act of 1974 (as amended by Public Law 100-707), and comparable disaster assistance provided by states, local governments and disaster assistance organizations as a result of a major disaster.

Q. Payments received from the Radiation Exposure Compensation Trust Fund to an individual for certain diseases attributed to radiation exposure pursuant to the Radiation Exposure Compensation Act of 1990 (Public Law 101-426)

R. Payments received pursuant to the settlement of Underwood vs. Harris that are reimbursements for increased tax and utility costs from 1975 through 1977 are excluded for the month in which the payment was received and for the following month.

Thereafter, any remaining amount is considered a liquid resource and included.

S. At the time of application, any resources of a woman, or woman with children residing in a shelter for battered women and children are considered inaccessible and excluded if:

1. The resources are jointly owned by the woman and member(s) of the former household from which the woman fled, and

2. The woman's access to the resources requires both her consent and that of the member(s) of the former household.

T. Non-liquid asset(s) against which a lien has been placed as a result of taking out a business loan and the household is prohibited by the
security or lien agreement with the lien holder (creditor) from selling the asset(s).

U. If a resource is jointly held by members in the same Food Stamp household and one of the members is receiving PA and the other is not, exclude the amount that was counted in determining PA eligibility.

VIII. Restricted Accounts

A. Benefit recipient (not applicant) households are allowed to retain an unlimited amount of cash reserves in one or more restricted accounts at a financial institution.

B. Before an account can be designated as "restricted," the household shall sign three forms: i) Restricted Account Coversheet (FS28), ii) Restricted Account Agreement Part A (FS28A), and iii) Restricted Account Agreement Part B (FS28B) with the program office which sets forth the requirements, restrictions and penalties specified in MPP 89-130. These forms are available at http://www.cdss.ca.gov/cdssweb/FormsandPu_271.htm.

C. The funds must be retained for one or more of these specific purposes:

   1. purchase of a home;

   2. any education or vocational training expenses of the account holder or any person who is claimed or could be claimed by the account holder as a dependent for federal income tax purposes; or

   3. start up of a new business.

D. Earned interest that is deposited directly into the account by the financial institution are exempted for the purposes of determining eligibility.

Reference MPP 63-501.3(r), 89-130, ACL 08-11, ACIN I-83-08

IX. Excluded Funds

A. Excluded funds are funds kept in a separate account and that are not commingled with non-excluded funds.
Example: Excluded property such as an HUD disaster loan that is kept in a savings account separate from other household savings.

B. Excluded funds kept in a separate account are not counted as property so long as they stay in the separate account.

C. Excluded funds commingled with non-excluded funds are exempt from consideration as a resource for 6 months from the date they are commingled, after that, they must be counted as a resource.

An example would be if the HUD disaster loan funds are deposited into the family checking account.

Example: The household receives excluded funds on February 1. The household deposits the money into its checking account on February 3. If the checking account still has the money in it on August 3, it is considered non-exempt property.

1. Evaluate the current resources based on the client's statements when determining the expiration of the exempt status of commingled excluded funds.

D. For students and self-employed households, excluded funds that are commingled with non-excluded funds retain their exclusion only for the period of time over which they have been pro-rated as income.

See Sec. 82-9.1.

X. Income-producing Property Determination

A. Click here to see an example that illustrates income from a building in which a client does not live.

B. Click here to see an example that illustrates income from a rental unit in a building in which the client also lives.

XI. Resource Exclusion for Deployment to a Combat Zone

When a household member is deployed to a designated combat zone (see Attachment 1) as a member of the United States Armed Forces, the member's resources may be excluded. If the household can document that it can access a service person's account, or a portion thereof, solely for the purpose of paying the service person's bills, etc and the household cannot use the funds for its own purposes, the inaccessible funds would be excluded as a resource.

A. Verification:
1. Written statement from the service person,
2. Statement from the involved financial institution.

Reference: 63-501.5, 63-503.45, EAS Manual 44-113.1, ACL 05-04, ACIN I-32-08, ACL 08-37, ACIN I-28-09
Income from a Building in which a Client Doesn't Live

When determining whether a client is excluded due to income producing property, the two main considerations are:

1. Is the property producing income consistent with its fair market value?
2. What is the net income derived from the property (to be used to compute the client's eligibility)?

Example:

A six-flat complex is owned by a household.

Rent on each flat is $275 per month

$275 x 6 x 12

Interest portion (principle is not deducted) of monthly payment to loan company on an annual basis

Insurance (annual premium)

Utilities (garbage, etc., for the year)

Property taxes

Repairs and upkeep (annually)

TOTAL

$19,800 - 11,700 = $ 8,100 Net Income (principle is not deducted).

$8,100 divided by 12 = $675 net monthly income. This figure is considered unearned income for budgeting purposes.

$80,000 is found to be the fair market value (per TP machine or other verification). The prevailing rate of return is 6%. $8,100 net income divided by the $80,000 market value yields a 10.1% rate of return.

Since this rate of return exceeds the minimum 6% necessary, the property is considered to be producing income consistent with its fair market value and is not
included as a resource. If the net income had been $4000 instead of $8,100 for the same property, the rate of return would have been only 5% and the $80,000 market value less any principle still owed would have to be included as a resource.

**Alternative Method:**

An alternative method to compute the rate of return for a piece of property is to multiply the market value by the prevailing rate of return. If the net income derived from the property is the same or more than this, the property is considered income producing. If less, the property must be evaluated as a resource.

*Return to Excluded Resources/Income-producing Property Determination*
Income from a Unit in a Building in which the Client Lives

Return to Excluded Resources/Income-producing Property Determination

A. When determining whether a client is excluded due to income from a rental unit in a building in which the client also lives, the three main considerations are:

1. Is the portion of the property that produces income producing income consistent with its fair market value?

2. What is the net income derived from the property (to be used to compute the client's eligibility)?

3. What portion of the expenses ensuing from the property can be used for the client's shelter costs on the budget worksheet?

Example:

A duplex is owned by a household. They pay a mortgage of $500 per month. $400 of this is principle and $100 is interest. The principle is divided as follows:

- Client's unit: $200
- Rental unit: 200
- Income from rental unit per month: 250
- Total expenses excluding the principle, $100 interest, property taxes, insurance, building utilities, repairs, etc.: 350

The preceding expenses are divided between the client's unit and the rental unit:

- Client's unit: $175
- Rental unit: 175
The rental unit expenses are subtracted from the rental unit income:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rental unit income</td>
<td>$250</td>
</tr>
<tr>
<td>Rental unit expenses</td>
<td>-175</td>
</tr>
<tr>
<td><strong>Net monthly income</strong></td>
<td>$ 75</td>
</tr>
</tbody>
</table>

B. The market value is $30,000. The prevailing rate of return is 6%.

- Market value of that portion of the building producing income: \(6\% \times 15,000 = $900\) per year
- Annual net monthly income: \($75 \times 12 = $900\) per year

The net income is equal to the prevailing rate of return. Therefore, the property is producing income consistent with its fair market value and is excluded as a resource.

The shelter costs are computed as follows:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client's share of the total principle</td>
<td>$200</td>
</tr>
<tr>
<td>Client's share of the expenses (including share of the interest)</td>
<td>+175</td>
</tr>
<tr>
<td><strong>$375 Per month</strong></td>
<td></td>
</tr>
</tbody>
</table>

Client's share of the utilities would be entered separately on the budget, and if less than the SUA, the latter would be used.

C. The preceding example is based on the two-unit situation in which all figures are equally divided.

If a client owned a five-unit building and lived in one of the units (all units being the same size), a 4/5 - 1/5 ratio would be used when determining the rental vs. the client's share of the figures.

1. For cases in which the sizes of the units vary, the ratio is determined according to the total number of rooms in the building (excluding bathrooms, hallways, closets, etc.).

Example: If there is a total of 21 rooms in an apartment building and the unit in which the client (owner) lives contains 7 rooms, 2/3 of the interest, taxes, etc. is used to compute the income produced by the property, and 1/3 of these expenses (plus 1/3 of the principle) is used to compute the shelter costs.
Return to Excluded Resources/Income-producing Property Determination
Verification of Resources

I. Introduction

San Francisco City and County policy is that resources shall be documented and verified, particularly when the household provides information that is questionable or inconsistent with other verbal or written statements, whether on public assistance application or other documents.

The household must not be denied, however, on the basis of failure to provide the resource verification unless the household has provided inconsistent or questionable information and refuses to supply the necessary verification.

See also Section 80-5 for more detailed procedures for verification and documentation.

II. Verification of Liquid Assets

The following are guidelines for verifying different types of liquid assets. When documents listed below are not available or insufficient to make a determination of eligibility, collateral contacts or home visits may be used when documented with sufficient detail.

A. Bank/Credit Union Accounts

These shall be verified with current bank and/or credit union account statements, letters from the banking institution, savings account pass books, etc.

B. Time Certificate Accounts

A time certificate account is one in which the client deposits a certain sum of money and agrees to leave it in the account for at least 90 days, one year, seven years, etc. The client may state that the funds are not available to
him/her; in actuality, the funds may be withdrawn at any time but with a penalty. The amount counted is the account balance minus the penalties.

C. Stocks

1. Use current newspaper quotes and document the newspaper used, date and amount quoted, in the margin of the DFA285 A2 or the 8002 Record of Contacts.

2. Call a stockbroker and document the response. Use the closing price for the day.

D. Bonds

Call a bond broker or when one is not available:

1. U.S. Savings Bonds - Check with savings and loan institutions or banks.

2. Municipal Bonds - These are listed in the newspapers. Use current newspaper quotes. Record the newspaper used, date and quote.

E. Commodities and Other Future Option Contracts

Call a commodities broker and record the information, or use same day newspaper quotes. (Commodities’ futures can fluctuate radically and constantly.)

F. Trust Deeds, Notes Receivable

View the original documents for the face value. Ask the client to get an appraisal for the deed or note’s value.

G. Trust Funds

Make an inquiry to the trustor of the fund. Use the current statement from the trustor/manager of the trust fund.

H. Non-recurring Lump Sum Payments

Valid verification includes, but is not limited to, award letters, actual payment checks, or inquiries to the original source/payor.

III. Verification of Non-liquid Assets

Real Property
Other than the one lot and home that is exempt, this includes other buildings, lots, land, rental or vacation homes, etc. This real property must be checked to determine whether it is producing income consistent with its fair market value (see 82-2, III). If it is, consider it exempt. If not, add the value of the property minus encumbrances to the client's property reserve.

1. Contact a realtor familiar with property in the area, a local tax assessor, the Small Business Administration, newspaper classified ads, or other similar sources to determine whether the property is producing income consistent with its fair market value. Record all findings in the case record.

   NOTE: There is no grace period for the applicant/recipient to utilize his/her property. However, the client must be making a good faith effort to utilize the property, and this must be documented.

2. Real Property Out-of-State, Out-of-County: Each state or county has its own formula for assessing property. Possible sources of information: local realtors, local tax assessors, local Small Business Administration, local real estate appraisers; consulates or other foreign government agencies.
Transfer of Resources

I. Transfer of Resources to Qualify for Food Stamps

At the time of application, applicant households must be asked to provide any information regarding resources that any other household member or ineligible alien or disqualified person whose resources are considered available to the household has transferred within the three-month period right before the date of application.

A. Households which have transferred resources knowingly for the purpose of qualifying or attempting to qualify for Food Stamp benefits must be disqualified from Food Stamps for up to one year from the date of the discovery of the transfer.

B. This disqualification period must be applied whether the resources are transferred knowingly in the three-month period right before the application date or after the household was determined eligible for benefits.

C. A transfer of assets to qualify for Food Stamps shall not be treated as a fraudulent action in and of itself. However, concealment and misrepresentation of the assets transfer shall constitute fraud and shall be subject to the Intentional Program Violation provisions.

II. Acceptable Transfers

The following resource transfers do not affect Food Stamp eligibility.

A. Resources which would not otherwise affect eligibility;

This includes excluded personal property such as furniture or money that, when added to other nonexempt household resources, totaled less at the time of the transfer than the allowable resource limits;
B. Resources sold at or traded at, or near, fair market value;

C. Resources transferred between members of the same household, including ineligible aliens or disqualified persons whose resources are considered available to the household;

D. Resources transferred for reasons other than qualifying or attempting to qualify for FS benefits, e.g., a parent placing funds into an educational trust fund.

III. Period of Disqualification

A. When it is discovered that an unacceptable transfer of resources occurred and the case is still in intake, the period of disqualification begins in the month of application.

B. If the case is already in Carrying when an unacceptable transfer of resources is discovered, the period of disqualification begins the first day of the month following the expiration of the ten-day notice of negative action.

C. The length of the disqualification period is based on the amount by which the transferred property, added to the rest of the household’s property, exceeds the resource limit.

EXAMPLE: A one person household with $2800 in the bank purposely transferred $1000 to his brother’s account to qualify for FS. He states that he shares rent with his brother and splits $800 in rent for $400 each. $400 of the amount transferred would be applied to the present month’s rent because rent is a valid expense and the remaining $600 added back to the bank account balance. $600 added to the $1800 in the bank account ($2,400) is applied to the resource limit ($2000). $400 is left as excess resource; this is used to determine the period of disqualification.

D. Disqualification Periods

<table>
<thead>
<tr>
<th>Amount in Excess of Resource Limit</th>
<th>Period of Disqualification</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0.00 to $249.99</td>
<td>1 month</td>
</tr>
<tr>
<td>$250.00 to $999.99</td>
<td>3 months</td>
</tr>
</tbody>
</table>
1000.00 to 299 6 months
  9.9
  9
3000.00 to 499 9 months
  9.9
  9
5000.00 or more 12 months

E. Notices of Action

When sending out a denial or discontinuance notice of action, be sure to include the reason for denial/discontinuance and the length of the disqualification period.
Included Income

I. Included Earned Income

II. Included Unearned Income

Food Stamp household (HH) income refers to gross income from all possible sources. For budgeting purposes, included gross income is divided into categories: earned income and unearned income. Earned income receives a 20% reduction whereas unearned income does not.

I. Included Earned Income

Count gross earned income which includes but is not limited to:

A. Wages and Salaries

   All gross wages and salaries of an employee that are compensation for services performed.

B. Self-employment Income

   This includes the gross income and total gain from the sale of capital goods or equipment related to the business, excluding the costs of doing business.

   1. Ownership of rental property is considered a self-employment enterprise. However, income from the rental property is considered earned income only if a member of the household is actively engaged in managing the property at least an average of 20 hours per week.

   2. Payments from a roomer or boarder are considered self-employment income, except for the income of foster care boarders when not included in the household.

   3. Self employment income is allowed a 40% standard deduction for expenses incurred while operating as self employed. The household does not need to present any verification of expenses as long as the self employment is verified or evident.
C. Training Allowances

Allowances from vocational programs recognized by federal, state and local governments are earned income, to the extent they are not reimbursements.

D. Title I Payments

Payments to volunteers under Title I (VISTA) of the Domestic Volunteer Service Act. Exclude certain Domestic Volunteer Service payments made to households.

E. JTPA Earnings

Earnings of individuals who are participating in on-the-job training programs under the Job Training Partnership Act of 1982 (JTPA) or Title I of the National and Community Services Act (NCSA) of 1990, with exception of some allowances under federal statutes. The NCSA includes programs under the Serve America, American Conservation and Youth Corps, and National and Community Service subtitles.

F. Striker's Benefits

Any portion of striker's benefits received as compensation for picketing.

G. Military Income

Basic Allowance for Quarters (BAQ) and Basic Allowance for Subsistence (BAS) are paid to military personnel because of the nature of their employment. These monies, when paid directly to the household, are considered earned income.

1. BAQ and BAS are both usually paid to personnel living off-base, though some living on-base will also receive them.

2. BAQ and BAS, as well as all monthly military income, appear on the "Leave and Earnings Statement" (LES) in the "Entitlements" (ENT) section.

   a. To arrive at the amount the individual receives, add the amounts in blocks 17 through 21 in the ENT section. Subtract any BAQ deduction indicated in the "Deductions" (DED) section. These deductions are made against BAQ received by some on-base families living in military housing.

   b. The "Clothing Maintenance Allowance" (CMA) is considered a reimbursement for money spent on uniforms, and is not
considered income as long as it does not exceed the actual expenses. The amount exceeding actual expenses is considered unearned income for Food Stamp purposes.

c. BAQ and BAS are paid on the 15th and 1st of every month. The LES is available to members by the 15th of the month following payment. Members may request copies from the Disbursing Office before the 15th to meet monthly reporting requirements.

d. The check dated the 1st shows the total gross and net income and deductions for the prior month's 15th and 1st of the month pay check. Count the amount shown on the 1st of the month pay stub as income for that month.

e. In months where payment is received on the last working day of the month (because of week-end or holiday), treat that check as if it had been received on the first.

3. Retroactive lump sum payments for entitlements are considered resource in the month received.

4. Military households are entitled to a shelter deduction if they incur shelter expenses. Most on-base applicant households will not be entitled to a shelter deduction because housing is provided by the military.

H. Diverted Payments

Diverted payments are counted as long as they are legally owed to but that are not directly paid to the household. They are instead diverted to a third party for a household expense, and diverted by the person or organization who is the source of the payment.

1. Count as income the portions of deferred educational loans, grants, fellowships, VA educational benefits that are diverted to a 3rd party to pay for household expenses such as:

   a. Rent/mortgage;

   b. Personal clothing;

   c. Food eaten at home.

2. Examples of diverted payments:
a. Wages earned by a household member that are garnished or diverted by an employer and paid to a loan company for a household expense.

b. Public assistance grants that would normally be provided in money to the household but that are diverted to third parties are considered income.

**EXAMPLE:** A court order stipulates that Mr. Sea send his ex-wife $500 monthly alimony payments. He instead sends her $300 and mails the remaining $200 to the landlord to pay for rent. The full $500 is counted as income to the ex-wife.

c. The difference between a vendor payment (excluded income) and a diverted payment (included income) is that the vendor payment is an amount above the normal payment legally owed to the household.

**EXAMPLE:** In the example above, suppose Mr. Sea sent his ex-wife the $500 alimony payment and paid her $200 rent directly to the landlord. The $200 is a vendor payment and not included.

II. Included Unearned Income

Unearned income includes but is not limited to:

**A. Public Assistance**

Federal or federally aided public assistance payments such as CalWORKs cash aid, Refugee Cash Assistance (RCA), Entrant Cash Assistance (ECA), or other assistance programs based on need such as General Assistance/General Relief (GA/GR).

1. This assistance is considered unearned income even if given in the form of a vendor payment, unless the vendor payment is specifically exempt.

2. Included here are assistance payments from programs that require, as a condition of eligibility, participation in a county workfare program or other work program without compensation other than the assistance payment. Special allowances for work-related expenses are excluded as reimbursements.

**B. Annuity Payments**

Investments yielding a fixed sum of money that is paid annually.
C. Pension and Retirement Payments

D. Veteran Administration (VA) payments

E. Disability payments (SSA, VA, SDI, etc.)

F. Social Security payments: Retirement, Survivor's, Disability

G. Worker's Compensation or Unemployment Insurance

H. Ongoing federal benefits to survivors of deceased federal employees

I. Foster Care

Payments for children or adults are included only when the household chooses to include the foster care persons as members of the household. See Sec. 81-1, II.

J. Strike Benefits

K. Rental Property

The gross income minus the cost of doing business from rental property as long as a household member does not spend at least 20 hours per week managing the property. See Sec. 82-2.

L. Child/spousal support or alimony payments made to a household member by an individual who is legally obligated to make the payment, must be counted in its entirety.

1. Child support payments received by CalWORKs cash aid recipients directly from a non-household member that must be transferred to the Family Support Bureau (FSB) in order to maintain CalWORKs eligibility. However, these recipients receive a $50 disregard from the FSB which is budgeted as income for Food Stamps.

M. Educational Assistance

Educational grants, fellowships, deferred payment loans for education, VA educational benefits, etc., that are not Title IV, or are in excess of allowable exclusions. See 82-9.1.

N. Payments from government-sponsored programs.

O. The deemed income from sponsors of alien residents. See Sec. 82-9.7, Sponsored Alien Households.
P. Trust fund withdrawals/dividends are treated as follows:

1. Money withdrawn from an excluded trust is considered unearned income in the month received.

2. Dividends that are or could be received by the HH from an excluded trust fund are income in the month received.

3. Dividends that the HH has the option of either receiving as income or reinvesting in the trust are considered income in the month they become available to the household.

4. In all of the above situations, the trust income is considered income to the household unless otherwise excluded (see 82-6).

Q. Dividend and interest payments, royalties, and all direct money payments from any source that can be construed to be a gain or a benefit.

R. Income of IPV disqualified, excluded drug convicted felons, excluded parole/probation violators, Workfare sanctioned persons and those excluded for noncompliance with work requirements, whether earned or unearned, is included in its entirety as income to the remaining HH.

S. The earned and unearned income of individuals excluded for failing to comply with SSN requirements or that of ineligible aliens is counted as income to the remaining household minus a pro rata share for each excluded and/or ineligible person.

T. Monies withheld from AFDC, GA, RCA/ECA grants or other federal, state, or local "means-tested" programs to repay an over-payment caused by the household's failure to comply with that program's requirements.

"Means-tested" refers to programs that consider the household's financial circumstances when determining eligibility and/or benefit level.

Reference: 63-502.1; 502.2; ACL 07-31
82-6 Excluded Income

Excluded Income

I. Introduction

II. Income Excluded by Federal Statute

III. Income of Native Americans and Alaskan Natives

IV. Income Exclusion for Deployment to a Combat Zone

I. Introduction

Income excluded by federal statute has been moved to the end (Part II) of this section, and is to be excluded as a resource also, unless otherwise noted. Do not include as income:

A. Overpayments

Money withheld from an assistance payment, earned income, or other income source, or monies received from any income source that are voluntarily or involuntarily returned to repay a prior overpayment from that income source, provided the overpayment is not excludable under one of the items in this section or due to the household's failure to comply with that program's requirements.

B. Non-monetary (In-kind) Benefits

Any gain or benefit that is not in the form of money payable directly to the household is exempt from income consideration. This includes:

1. Non-monetary benefits such as meals or produce from a garden; clothing; free rent (even though the client may be working in exchange for rent) or public housing or housing provided by an employer to an employee.

2. Direct payments received in-lieu of in-kind benefits due to the household's participation in a demonstration project authorized under federal law, or demonstration projects created by the waiver of federal provisions.
C. Vendor Payments

A vendor payment is a payment made in money to a third party on behalf of a household by a person or organization outside the household. This is money that is not legally obligated to be paid to the household. Careful documentation is required to ensure that vendor payments are not confused with diverted payments. Clarify the source of the payment.

1. The person/organization making the payment uses its own funds to make a direct payment to the household's creditors or to the person/organization providing a service to the household.

2. Vendor payments are never money payments made directly to the household. Monies that are legally owed and would otherwise be paid to the household but instead are paid to a third party for a household expense are not vendor payments--these are considered diverted payments and counted as income.

   **EXAMPLE:** Wages garnished or diverted to a third party to pay rent, for example, are still income to the household and not vendor payments. If the employer pays a household's rent directly to the landlord and pays the household its regular wages, then the rent payment is excluded as a vendor payment.

3. CalWORKs, GA, RCA, or ECA vendor payments paid to a third party for medical assistance, child care assistance, or energy assistance, or a GA payment made to the household for energy or utility-cost assistance are excluded. These energy/utility assistance payments from the Low Income Home Energy Assistance Act (LIHEAA), Housing and Urban Development (HUD) or the Farmers Home Administration programs. These payments must be clearly identified as energy assistance.

4. All or part of a CalWORKs, GA, RCA or ECA grant which would normally be given in a money payment to the household but which is diverted to third parties or to a protective payee for purposes of managing a household's expenses is considered income to the household. But, any payment that would not normally be given to the household in a money payment, and that is over and above the normal CalWORKs, GA, ECA or RCA grant, is considered emergency or special assistance and is excluded as income if it is made directly to a third party for a household expense.

   **EXAMPLE:** vouchers for replacement of clothing after a fire or for replacement of a necessary household appliance (refrigerators, stoves).

5. CalWORKs/GA Temporary Housing Vendor Payments
a. **GA** - Exclude the Presumptive Eligibility hotel voucher, as well as housing assistance payments made to a third party on behalf of a household living in transitional housing for the homeless. Include the voucher amounts for tokens and meals.

b. **CalWORKs** - Exclude the voucher amount for temporary housing paid directly to the landlord on behalf of a homeless CalWORKs client.

Do not exclude non-recurring special needs for security deposits and/or utility deposits whether paid in cash or voucher. This does not apply to homeless households.

6. Examples of vendor payments:

a. A relative or friend of the household (not a member of the household) pays the household's rent directly to the landlord.

b. Rent or mortgage payments made to landlords or mortgagees by the Department of Housing and Urban Development (HUD), or by state or local housing authorities.

c. Payments by a government agency to a child care institution to provide day-care for a household member.

D. Cash Donations

Cash donations received from one or more private, non-profit, charitable organizations of not more than $300 in a calendar quarter--January-March, April-June, July- September, October-December.

**EXAMPLE:** During January through March, the household received $100 in January, $100 in February, and $200 in March from two private, non-profit charitable organizations. The $100 in January, $100 in February, and $100 of the $200 in March are to be excluded. The remaining $100 received in March is counted as unearned income.

E. Infrequent Income

Any prospectively budgeted income received during the certification period that cannot be reasonably anticipated, provided the amount is $30 or less in a calendar quarter.

F. Loans
Loans from private individuals or commercial institutions, with the exception of some educational loans on which repayment is deferred (See 82-9.1), are exempt.

1. By definition, loans are made with the intention that the amount lent will be repaid. Verification must specify this intent.

2. A simple statement indicating that the payment is a loan and that it must be repaid is sufficient. The statement must be signed by the lender and recipient.

3. Should the loan become recurrent or regular and from the same source, an affidavit from the lender is required stating that the loan is in fact being repaid or that there is an established repayment schedule.

4. If the recipient has no intention of repaying the loan, the total amount is considered income in the month received.

G. Educational Assistance

Exclude educational assistance (loans on which payment is deferred, grants, scholarships, work study, fellowships, veterans’ educational benefits, etc.) not already excluded by federal statute to the extent that it is earmarked by the lender, used for or intended to be used for, allowable educational expenses at qualifying institutions.

The qualifying institutions are those providing secondary or post-secondary education or the equivalent of a secondary diploma, including correspondence schools at these levels or schools at any level for the physically or mentally handicapped, or a vocational education program.

1. Post-secondary institutions are public or private institutions that admit persons who are beyond the age of compulsory school attendance. They must be legally authorized or recognized by the state to provide an educational program beyond secondary education or a program of training to prepare students for gainful employment.

2. Allowable educational expenses include tuition and mandatory fees (including rental or purchase of any equipment, materials and supplies related to the pursuit of the course of study involved), books, supplies, transportation, dependent care, and miscellaneous personal expenses (but not rent or mortgage, personal clothing, or food eaten at home)

3. Origination fees (bank loan processing fees) and insurance premiums on student loans are excluded.
4. The allowable educational expenses must be verified, and cannot be excluded until the student provides the verification.

5. The excludable expenses the student claims must not exceed the value of the total amount of educational assistance received.

H. Reimbursements

Reimbursements for past or future expenses are excluded as long as they do not exceed the original expense and do not represent a gain or benefit to the household. To be excluded, the reimbursements must be specifically for identified expenses other than for normal living expenses, and used for the purpose intended.

1. Do not exclude reimbursements for rent/mortgage, personal clothing, or food eaten at home.

2. For reimbursements covering multiple expenses, each expense needn't be identified separately as long as none of the reimbursement is for normal living expenses.

3. Count as income the amount by which a reimbursement exceeds the actual incurred expense. However, reimbursements are not considered to exceed actual expenses unless the provider or household indicates the amount is excessive.

4. Excludable reimbursements not considered a gain or benefit.

I. Monies received and used for the care and maintenance of a third-party beneficiary who is not a household member.

EXAMPLE: Tom and Viola are on Food Stamps. Tom's mother lives in a nursing home and her other son, Jim, sends Tom a monthly payment used to pay the nursing home. The amount of money Tom receives for his mother's care is not included as income to the FS household.

1. If a single payment is for both household and non-household members, exclude the identifiable portion intended for the non-household member.

2. If the non-household member's share cannot be identified, divide the payment by the number of persons it is intended to cover and exclude the non-household member's share or the amount actually used for the care of the non-household member, whichever is less.

J. Earned Income of Children
Exclude the earned income of members who are elementary or secondary school students at least half-time and have not yet reached their 18th birthday at the beginning of the budget month.

1. Exclude the income during semester or vacation breaks, provided enrollment will resume following the break.

2. If the child's earnings cannot be differentiated from that of other members, prorate the total earnings equally among the working members and exclude the child's share.

3. Persons are considered children as long as they are under parental control of another household member.

K. Non-recurring Lump Sum Payments

These payments are exempt as income, but are resources in the month received. Lump sum payments include, but are not limited to:

1. Income tax refunds, rebates or credits

2. Retroactive lump sum Social Security payments

3. Railroad retirement benefits or other payments

4. Public assistance - Retroactive payments from the approval of an application for any assistance program

5. Court-ordered retroactive payments for any assistance program

6. Supplemental or corrective payments received for a previous month from any assistance program

7. Lump sum insurance settlements

8. Refunds of security deposits on rental property or utilities

9. CalWORKs homeless assistance payments for temporary or permanent housing

L. Exclude the cost of producing self-employment income.

See Sec. 82-9.4, Self-Employment Households.

M. Any payment made to an FSET participant for costs that are reasonably necessary and directly related to participation in FSET.
These are, but not limited to:

1. Dependent care costs, including the value of any dependent care provided by or arranged by the county;

2. Transportation;

3. Other expenses related to work, training or education, such as uniforms, personal safety items or other necessary equipment and books or training manuals;

4. The above does not include the cost of meals away from home.

N. Foster Care Payments

Foster children are considered boarders, so foster care payments are excluded as income to the household providing the care even if the payments are made directly to the provider. But, if the household chooses to have the foster children included as members of the household, then the foster care payments are included.

O. College Work Study Program

Earned income from any college work study program is exempt. This exemption is applied for both eligibility and grant determination whether or not the student has received aid previously.

P. Independent Living Program (ILP)

Income and incentive payments earned by a child 16 years of age or older who is participating in the Independent Living Program (ILP) are exempt as income for purposes of eligibility and grant determination when received as part of the ILP written transitional independent living plan. There is no limit to the amount exempted.

Q. Relocation Assistance Benefit

A relocation assistance benefit, paid by a public agency to a public assistance recipient who has been relocated as a result of a program of area redevelopment, urban renewal, freeway construction or any other public development, involving demolition or condemnation of existing housing, is exempt income.

R. Payments received under California Victims of Crimes Program

S. Rehabilitation Allowance
The allowance for training expenses paid to recipients participating in Department of Rehabilitation training programs.

**T. Academic/Extracurricular Awards or Scholarships to Dependent Children**

Any awards or scholarships provided by public or private entity, to or on behalf of, a dependent child based on the child’s academic or extracurricular achievement or participation in a scholastic, educational, or extracurricular competition.

**U. Contributions from Persons or Organizations**

Contributions from persons or organizations that a donor would not make available for an expenditure unless the contribution is used in accordance with conditions imposed by the donor. For example, an uncle gives $200 to the household to purchase new tires. The $200 is not considered income when the receipts for the tire expenditure verify the contributor's intended purpose for the contribution.

**II. Income Excluded by Federal Statute**

Income excluded by federal law includes:

**A. Benefits received by children from the following programs:**

1. Special Supplemental Food Program for Women, Infants and Children (WIC) (Public Law 89-642, Sec. 11(b))

2. Special Milk Program (Public Law 89-642, Sec. 11(b))

3. School Breakfast Program (Public Law 89-642, Sec. 11(b))

4. School Lunch Program (Public Law 94-105, Sec. 9(d))

5. Summer Food Service Program for Children (Public Law 94-105, Sec, 9(d))

6. Commodity Distribution Program (Public Law 94-105, Sec. 9(d))

7. Child and Adult Care Food Program (Public Law 94-105, Sec. 9(d))

**B. Reimbursements from the Uniform Relocation Assistance and Real Property Acquisition Policy Act of 1970 (Public Law 91-646, Sec. 216)**
C. Earned income tax credits received before January 1, 1980, as a result of Public Law 95-600, the Revenue Act of 1978.

D. Payments specified in Sec. 82-2 Resources Excluded by Federal Statute Allowances, except for earnings to individuals participating in on-the-job training programs under the Job Training Partnership Act of 1982 (JTPA).

1. Exclude the payments and earnings of dependent household members under 19 years of age if they are participating in JTPA.

2. Payments to an adult which are derived from participation in JTPA.

3. "Dependent" here refers to a child under 19 years of age under the parental control of an adult household member.

E. Payments or allowances made under any federal laws, except benefits under a state program funded under Part A of Title IV of the Social Security Act, for the purpose of energy assistance, such as the Low Income Home Energy Assistance Act (LIHEAA), or form Housing and Urban Development (HUD) or the Farmers Home Administration (FmHA) programs.

One-time assistance payments payments or allowances under federal or state laws for weather proofing or emergency repair or replacement of heating or cooling devices are excluded.

F. Financial educational assistance provided under any of the following:

1. Programs funded in full or in part under Title IV of the Higher Education Act (Public Law 102-325)

2. Bureau of Indian Affairs student assistance programs (Public Law 102-325)

3. Title XIII, Indian Higher Education Programs, Tribal Development Student Assistance Revolving Loan Program


G. Payments received as restitution pursuant to the Civil Liberties Act of 1988, by U.S. citizens of Japanese ancestry and permanent resident Japanese aliens who were interned during World War II or their survivors; and payments received by Aleut residents of the Pribiloff Islands and the Aleutian Islands west of Unimak Island pursuant to the
Aleutian and Pribiloff Islands Restitution Act, for injustices suffered while under United States control during World War II (Public Law 100-383, Sec. 105(f)(2))

H. Payments received from the Agent Orange Settlement Fund or any other fund established to settle liability claims by veterans or survivors of deceased veterans concerning Agent Orange under the Agent Orange Compensation Act of 1989 (Public Law 101-201 and Public Law 101-329, Sec. 10405)

I. Earned Income Tax Credit (EITC) payments received by any household member as an advance payment or in the form of sum lump. These payments shall be excluded for 12 months, provided the household was on Food Stamps at the time of receipt of the EITC and provided the household participates continuously during that 12-month period (Public Law 103-66).

1. Continuous participation includes breaks in participation of one month or less due to administrative reasons, such as delayed recerts or late or missing CA 7s.

2. If the pay stub does not indicate an EITC advance payment was received, no further action is required.

3. If it is not clear from the pay stub what amount of EITC advance payment was received, get clarification from the client and contact the employer to get the amount.

J. Federal major disaster and emergency assistance provided to individuals and families under the Disaster Relief Act of 1974 (as amended by Public Law 100-707, Sec. 105(i)) and comparable disaster assistance provided by states, local governments, and disaster assistance organizations as a result of a major disaster.

K. Payments from the Radiation Exposure Compensation Trust Fund for certain diseases attributed to radiation exposure pursuant to the Radiation Exposure Compensation Act of 1990 (Public Law 101-426, Sec. 6(h) (2)).

L. Any amount by which the basic pay of an individual is reduced under the Veterans' Benefits Improvement and Health-Care Authorization Act of 1986 (Public Law 99-576, Sec. 303(a)(1)).

M. Any payment to volunteers under Title II of the Domestic Volunteer Services Act, including but not limited to Retired Senior Volunteer
Financial Eligibility

Program (RSVP) and Foster Grandparents and Senior Companion Program (Public Law 93-113 as amended)

N. Exclude as income only payments under Title I of the Domestic Volunteer Services Act including but not limited to VISTA, University Year for Action and Urban Crime Prevention Program to volunteers who were receiving food stamps or public assistance at the time they joined the Title I program.

1. Persons who received an income exclusion for a VISTA or other Title I subsistence allowance at the time of conversion to the Food Stamp Act of 1977 continue to receive the income exclusion for VISTA for the length of their contract in effect at the time of conversion.

2. Temporary interruptions in FS participation do not affect the exclusion once eligibility has been determined.

O. Exclude as income only funds received by persons age 55 and over from the Senior Community Service Employment Program (SCSEP) under Title V of the Older American Act (as amended by Public Law 100-175). The following organizations received Title V funds under the Older Americans Act:

1. Green Thumb
2. National Council on Aging
3. National Council of Senior Citizens
4. American Association of Retired Persons
5. U.S. Forest Service
6. National Association for Spanish-speaking Elderly
7. National Urban League
8. National Council on Black Aging

P. Exclude as income only the value of any child care provided or arranged for, or child care payments made under the programs specified here:

1. Title IV-A of the Social Security Act, including transitional child care (Public Law 100-485, Sec. 301)
Q. Allowances, earnings, and payments made under Title I of the National and Community Service Act (NCSA) of 1990 (Public Law 101-610, Sec. 177(d)).

The NCSA includes programs under the Serve America, American Conservation and Youth Corps, and National and Community Service subtitles.

1. Do not exclude the earnings of individuals, except dependent household members under 19 years of age, participating in on-the-job training under Title I programs.

2. Examples of programs under Title I of the NCSA: Higher Education Service-Learning Program; the Americorps umbrella program, including the National Civilian Community Corps and the Summer for Safety programs; and the School-to-Work Opportunities Program.

R. Payments made to individuals because they have been determined to be victims of Nazi persecution (P.L. 103-286, Section (1)).

S. Allowances paid under Public Law 104-204 to children of Vietnam veterans who are born with spina bifida.

T. Funds Received as a Result of the Settlement in the Underwood v. Harris Court Case

Retroactive subsidy payments received from the Department of Housing and Urban Development (HUD) which represent a reimbursement of increased tax and utility costs which were incurred in 1975 through 1977.

III. Income of Native Americans and Alaskan Natives

The following resources and/or income of Native Americans and/or Alaska Natives are excluded.

A. Indian lands held jointly with the Tribe, or land that can be sold only with the approval of the Department of Interior's Bureau of Indian Affairs.
B. Funds or assets of, or payments to Native American tribal members or Alaska Natives shall be excluded as resources and/or income for Food Stamp purposes if specifically excluded by any other federal law.

These exclusions include, but are not limited to:

1. Payments received under the Alaska Native Claims Settlement Act (P.L. 92-203, Sec. 29 and P.L. 100-24, Sec. 15) or the Sac and Fox Indian claims agreement (P.L. 94-189, Sec. 6)

2. Payments received by certain Indian tribal members under P.L. 94-114, Sec. 6, regarding submarginal land held in trust by the United States.

3. Payments received from the disposition of funds to the Grand River Band of Ottawa Indians (P.L. 94-540)

4. Payments received by the Confederated Tribes and Bands of the Yakima Indian Nation and the Apache Tribe of the Mescalero Reservation from the Indian Claims Commission (P.L. 95-433, Sec. 2)

5. Payments made to the Passamaquoddy Tribe, the Penobscot Nation, or the Houlton Band of Maliseet, or any Indian household or member thereof, pursuant to the Maine Indian Claims Settlement Act of 1980 (P.L. 96-420, Sec. 9(c))

6. Payments of relocation assistance to members of the Navajo and Hopi Tribes (P.L. 93-531, Sec. 22)

7. Funds that meet any of the criteria specified here:

   a. Funds appropriated to satisfy judgments of the Indian Claims Commission or Claims Court (P.L. 93-134, P.L. 97-458 and P.L. 98-64) which:

      1) are distributed per capita, not exceeding $2,000, or held in trust according to an approved plan.

      2) As January 12, 1983, were to be distributed per capita, up to $2,000, or held in trust according to a plan approved by Congress prior to January 12, 1983.

      3) Were distributed according to a plan approved by Congress after December 31, 1981, but prior to January 12, 1983, and any purchases made with such funds; or
4) are per capita payments, not exceeding $2,000, from funds which are held in trust by the Secretary of the Interior (trust fund distribution).

b. For purposes of this section, the $2,000 limit on per capita shares applies to each payment made to each household member.

c. Purchases made with payments distributed between January 1, 1982 and January 12, 1983 shall be excluded from resources to the extent excluded funds were used to make such purchases.

8. Interests of individual Indians in trust or restricted lands shall be excluded as resources only; and any income from such interests, up to $2,000 per calendar year per individual shall be excluded as income only (P.L. 93-134, P.L. 97-458, P.L. 103-66, Sec. 13736)

a. For purposes of this section, interests include the individual's right to, or legal share of, the trust or restricted land and any resulting income.

b. This exclusion applies to each individual household member who holds an interest or legal share.

9. Assistance received under the Indian Child Welfare Act child/family service grant programs on or near reservations (P.L. 95-608). These programs include, but are not limited to: family assistance, day care, after school care, respite care, recreational activities, home improvement, employment of domestic relations and child welfare personnel, and education and training.

10. Payments made to the: Turtle Mountain Band of Chippewa, Arizona (P.L. 97-403), Blackfeet, Grosventre, Assiniboine tribes, Montana, and the Papago Tribe, Arizona (P.L. 97-408); Red Lake Band of Chippewa Indians (P.L. 98-123, Sec. 3); White Earth Band of Chippewa Indians, Minnesota, pursuant to the White Earth Reservation Land Settlement Act of 1985 (P.L. 99-264, Sec. 16); and Saginaw Chippewa Indian Tribe of Michigan (P.L. 99-346, Sec. 6(b) (2).

11. Per capita and interest payments made to members of the Assiniboine Tribe of Fort Belknap Indian Community and the Fort Peck Indian Reservation, Montana (P.L. 98-124, Sec. 5)

12. Funds paid to heirs of deceased Native Americans under the Old Age Assistance Claims Settlement Act, except for per capita shares over $2,000 (P.L. 98-500, Sec. 8)
13. Funds distributed per capita or held in trust for the Chippewas of Lake Superior and the Chippewas of the Mississippi (P.L. 99-146, Sec. 6(b) and P.L. 99-377)

14. Funds, assets, income from the trust fund established pursuant to the Puyallup Tribe of Indians Settlement Act of 1989 (P.L. 101-41, Secs. 10(b) and (c))

15. Payments made to the Seminole Nation of Oklahoma, the Seminole Tribe of Florida, the Miccosukee Tribe of Indians of Florida and the independent Seminole Indians of Florida to satisfy the judgments of the Indians Claims Commission, except for per capita payments exceeding $2,000 (P.L. 101-277)

16. Payments, funds, distributions or income under the Seneca Nation Settlement Act of 1990 (P.L. 101-503, Sec. 8(b))

IV. Income Exclusion for Deployment to a Combat Zone

Any additional payment received by a member of the United States Armed Forces deployed to a designated combat zone (see attachment I) shall be excluded from household income for the duration of the member's deployment if the additional pay is the result of deployment to or while serving in a combat zone, and it was not received immediately prior to serving in the combat zone.

A. Verification:

1. Military pay record,
2. Leave and Earnings Statement (LES) (see attachment 2)

Reference: 63-502.2, 63-506, 63-507, 44-111, ACL 05-04, ACIN I-32-08, ACIN I-24-07
Excluded Income

I. Introduction

Income excluded by federal statute has been moved to the end (Part II) of this section, and is to be excluded as a resource also, unless otherwise noted. **Do not include as income:**

A. Overpayments

Money withheld from an assistance payment, earned income, or other income source, or monies received from any income source that are voluntarily or involuntarily returned to repay a prior overpayment from that income source, provided the overpayment is not excludable under one of the items in this section or due to the household's failure to comply with that program's requirements.

B. Non-monetary (In-kind) Benefits

Any gain or benefit that is not in the form of money payable directly to the household is exempt from income consideration. This includes:

1. Non-monetary benefits such as meals or produce from a garden; clothing; free rent (even though the client may be working in exchange for rent) or public housing or housing provided by an employer to an employee.

2. Direct payments received in-lieu of in-kind benefits due to the household's participation in a demonstration project authorized under federal law, or demonstration projects created by the waiver of federal provisions.

C. Vendor Payments
A vendor payment is a payment made in money to a third party on behalf of a household by a person or organization outside the household. This is money that is not legally obligated to be paid to the household. Careful documentation is required to ensure that vendor payments are not confused with diverted payments. Clarify the source of the payment.

1. The person/organization making the payment uses its own funds to make a direct payment to the household’s creditors or to the person/organization providing a service to the household.

2. Vendor payments are never money payments made directly to the household. Monies that are legally owed and would otherwise be paid to the household but instead are paid to a third party for a household expense are not vendor payments—these are considered diverted payments and counted as income.

   **EXAMPLE:** Wages garnished or diverted to a third party to pay rent, for example, are still income to the household and not vendor payments. If the employer pays a household’s rent directly to the landlord and pays the household its regular wages, then the rent payment is excluded as a vendor payment.

3. CalWORKs, GA, RCA, or ECA vendor payments paid to a third party for medical assistance, child care assistance, or energy assistance, or a GA payment made to the household for energy or utility-cost assistance are excluded. These energy/utility assistance payments from the Low Income Home Energy Assistance Act (LIHEAA), Housing and Urban Development (HUD) or the Farmers Home Administration programs. These payments must be clearly identified as energy assistance.

4. All or part of a CalWORKs, GA, RCA or ECA grant which would normally be given in a money payment to the household but which is diverted to third parties or to a protective payee for purposes of managing a household’s expenses is considered income to the household. But, any payment that would not normally be given to the household in a money payment, and that is over and above the normal CalWORKs, GA, ECA or RCA grant, is considered emergency or special assistance and is excluded as income if it is made directly to a third party for a household expense.

   **EXAMPLE:** vouchers for replacement of clothing after a fire or for replacement of a necessary household appliance (refrigerators, stoves).

5. CalWORKs/GA Temporary Housing Vendor Payments
a. **GA** - Exclude the Presumptive Eligibility hotel voucher, as well as housing assistance payments made to a third party on behalf of a household living in transitional housing for the homeless. Include the voucher amounts for tokens and meals.

b. **CalWORKs** - Exclude the voucher amount for temporary housing paid directly to the landlord on behalf of a homeless CalWORKs client.

Do not exclude non-recurring special needs for security deposits and/or utility deposits whether paid in cash or voucher. This does not apply to homeless households.

6. Examples of vendor payments:

   a. A relative or friend of the household (not a member of the household) pays the household's rent directly to the landlord.

   b. Rent or mortgage payments made to landlords or mortgagees by the Department of Housing and Urban Development (HUD), or by state or local housing authorities.

   c. Payments by a government agency to a child care institution to provide day-care for a household member.

**D. Cash Donations**

Cash donations received from one or more private, non-profit, charitable organizations of not more than $300 in a calendar quarter—January-March, April-June, July-September, October-December.

**EXAMPLE:** During January through March, the household received $100 in January, $100 in February, and $200 in March from two private, non-profit charitable organizations. The $100 in January, $100 in February, and $100 of the $200 in March are to be excluded. The remaining $100 received in March is counted as unearned income.

**E. Infrequent Income**

Any prospectively budgeted income received during the certification period that cannot be reasonably anticipated, provided the amount is $30 or less in a calendar quarter.

**F. Loans**
Loans from private individuals or commercial institutions, with the exception of some educational loans on which repayment is deferred (See 82-9.1), are exempt.

1. By definition, loans are made with the intention that the amount lent will be repaid. Verification must specify this intent.

2. A simple statement indicating that the payment is a loan and that it must be repaid is sufficient. The statement must be signed by the lender and recipient.

3. Should the loan become recurrent or regular and from the same source, an affidavit from the lender is required stating that the loan is in fact being repaid or that there is an established repayment schedule.

4. If the recipient has no intention of repaying the loan, the total amount is considered income in the month received.

G. Educational Assistance

Exclude educational assistance (loans on which payment is deferred, grants, scholarships, work study, fellowships, veterans' educational benefits, etc.) not already excluded by federal statute to the extent that it is earmarked by the lender, used for or intended to be used for, allowable educational expenses at qualifying institutions.

The qualifying institutions are those providing secondary or post-secondary education or the equivalent of a secondary diploma, including correspondence schools at these levels or schools at any level for the physically or mentally handicapped, or a vocational education program.

1. Post-secondary institutions are public or private institutions that admit persons who are beyond the age of compulsory school attendance. They must be legally authorized or recognized by the state to provide an educational program beyond secondary education or a program of training to prepare students for gainful employment.

2. Allowable educational expenses include tuition and mandatory fees (including rental or purchase of any equipment, materials and supplies related to the pursuit of the course of study involved), books, supplies, transportation, dependent care, and miscellaneous personal expenses (but not rent or mortgage, personal clothing, or food eaten at home)

3. Origination fees (bank loan processing fees) and insurance premiums on student loans are excluded.
4. The allowable educational expenses must be verified, and cannot be excluded until the student provides the verification.

5. The excludable expenses the student claims must not exceed the value of the total amount of educational assistance received.

H. Reimbursements

Reimbursements for past or future expenses are excluded as long as they do not exceed the original expense and do not represent a gain or benefit to the household. To be excluded, the reimbursements must be specifically for identified expenses other than for normal living expenses, and used for the purpose intended.

1. Do not exclude reimbursements for rent/mortgage, personal clothing, or food eaten at home.

2. For reimbursements covering multiple expenses, each expense needn't be identified separately as long as none of the reimbursement is for normal living expenses.

3. Count as income the amount by which a reimbursement exceeds the actual incurred expense. However, reimbursements are not considered to exceed actual expenses unless the provider or household indicates the amount is excessive.

   4. Excludable reimbursements not considered a gain or benefit.

I. Monies received and used for the care and maintenance of a third-party beneficiary who is not a household member.

EXAMPLE: Tom and Viola are on Food Stamps. Tom's mother lives in a nursing home and her other son, Jim, sends Tom a monthly payment used to pay the nursing home. The amount of money Tom receives for his mother's care is not included as income to the FS household.

1. If a single payment is for both household and non-household members, exclude the identifiable portion intended for the non-household member.

2. If the non-household member's share cannot be identified, divide the payment by the number of persons it is intended to cover and exclude the non-household member's share or the amount actually used for the care of the non-household member, whichever is less.

J. Earned Income of Children
Exclude the earned income of members who are elementary or secondary school students at least half-time and have not yet reached their 18th birthday at the beginning of the budget month.

1. Exclude the income during semester or vacation breaks, provided enrollment will resume following the break.

2. If the child’s earnings cannot be differentiated from that of other members, prorate the total earnings equally among the working members and exclude the child’s share.

3. Persons are considered children as long as they are under parental control of another household member.

K. Non-recurring Lump Sum Payments

These payments are exempt as income, but are resources in the month received. Lump sum payments include, but are not limited to:

1. Income tax refunds, rebates or credits
2. Retroactive lump sum Social Security payments
3. Railroad retirement benefits or other payments
4. Public assistance - Retroactive payments from the approval of an application for any assistance program
5. Court-ordered retroactive payments for any assistance program
6. Supplemental or corrective payments received for a previous month from any assistance program
7. Lump sum insurance settlements
8. Refunds of security deposits on rental property or utilities
9. CalWORKs homeless assistance payments for temporary or permanent housing

L. Exclude the cost of producing self-employment income.

See Sec. 82-9.4, Self-Employment Households.

M. Any payment made to an FSET participant for costs that are reasonably necessary and directly related to participation in FSET.
These are, but not limited to:

1. Dependent care costs, including the value of any dependent care provided by or arranged by the county;

2. Transportation;

3. Other expenses related to work, training or education, such as uniforms, personal safety items or other necessary equipment and books or training manuals;

4. The above does not include the cost of meals away from home.

**N. Foster Care Payments**

Foster children are considered boarders, so foster care payments are excluded as income to the household providing the care even if the payments are made directly to the provider. But, if the household chooses to have the foster children included as members of the household, then the foster care payments are included.

**O. College Work Study Program**

Earned income from any college work study program is exempt. This exemption is applied for both eligibility and grant determination whether or not the student has received aid previously.

**P. Independent Living Program (ILP)**

Income and incentive payments earned by a child 16 years of age or older who is participating in the Independent Living Program (ILP) are exempt as income for purposes of eligibility and grant determination when received as part of the ILP written transitional independent living plan. There is no limit to the amount exempted.

**Q. Relocation Assistance Benefit**

A relocation assistance benefit, paid by a public agency to a public assistance recipient who has been relocated as a result of a program of area redevelopment, urban renewal, freeway construction or any other public development, involving demolition or condemnation of existing housing, is exempt income.

**R. Payments received under California Victims of Crimes Program**

**S. Rehabilitation Allowance**
The allowance for training expenses paid to recipients participating in Department of Rehabilitation training programs.

T. Academic/Extracurricular Awards or Scholarships to Dependent Children

Any awards or scholarships provided by public or private entity, to or on behalf of, a dependent child based on the child’s academic or extracurricular achievement or participation in a scholastic, educational, or extracurricular competition.

U. Contributions from Persons or Organizations

Contributions from persons or organizations that a donor would not make available for an expenditure unless the contribution is used in accordance with conditions imposed by the donor. For example, an uncle gives $200 to the household to purchase new tires. The $200 is not considered income when the receipts for the tire expenditure verify the contributor’s intended purpose for the contribution.

II. Income Excluded by Federal Statute

Income excluded by federal law includes:

A. Benefits received by children from the following programs:

1. Special Supplemental Food Program for Women, Infants and Children (WIC) (Public Law 89-642, Sec. 11(b))

2. Special Milk Program (Public Law 89-642, Sec. 11(b))

3. School Breakfast Program (Public Law 89-642, Sec. 11(b))

4. School Lunch Program (Public Law 94-105, Sec. 9(d))

5. Summer Food Service Program for Children (Public Law 94-105, Sec, 9(d))

6. Commodity Distribution Program (Public Law 94-105, Sec. 9(d))

7. Child and Adult Care Food Program (Public Law 94-105, Sec. 9(d))

B. Reimbursements from the Uniform Relocation Assistance and Real Property Acquisition Policy Act of 1970 (Public Law 91-646, Sec. 216)
C. Earned income tax credits received before January 1, 1980, as a result of Public Law 95-600, the Revenue Act of 1978.

D. Payments specified in Sec. 82-2 Resources Excluded by Federal Statute Allowances, except for earnings to individuals participating in on-the-job training programs under the Job Training Partnership Act of 1982 (JTPA).

1. Exclude the payments and earnings of dependent household members under 19 years of age if they are participating in JTPA.

2. Payments to an adult which are derived from participation in JTPA.

3. "Dependent" here refers to a child under 19 years of age under the parental control of an adult household member.

E. Payments or allowances made under any federal laws, except benefits under a state program funded under Part A of Title IV of the Social Security Act, for the purpose of energy assistance, such as the Low Income Home Energy Assistance Act (LIHEAA), or form Housing and Urban Development (HUD) or the Farmers Home Administration (FmHA) programs.

One-time assistance payments payments or allowances under federal or state laws for weather proofing or emergency repair or replacement of heating or cooling devices are excluded.

F. Financial educational assistance provided under any of the following:

1. Programs funded in full or in part under Title IV of the Higher Education Act (Public Law 102-325)

2. Bureau of Indian Affairs student assistance programs (Public Law 102-325)

3. Title XIII, Indian Higher Education Programs, Tribal Development Student Assistance Revolving Loan Program


G. Payments received as restitution pursuant to the Civil Liberties Act of 1988, by U.S. citizens of Japanese ancestry and permanent resident Japanese aliens who were interned during World War II or their survivors; and payments received by Aleut residents of the Pribiloff Islands and the Aleutian Islands west of Unimak Island pursuant to the
Aleutian and Pribiloff Islands Restitution Act, for injustices suffered while under United States control during World War II (Public Law 100-383, Sec. 105(f)(2))

H. Payments received from the Agent Orange Settlement Fund or any other fund established to settle liability claims by veterans or survivors of deceased veterans concerning Agent Orange under the Agent Orange Compensation Act of 1989 (Public Law 101-201 and Public Law 101-329, Sec. 10405)

I. Earned Income Tax Credit (EITC) payments received by any household member as an advance payment or in the form of sum lump. These payments shall be excluded for 12 months, provided the household was on Food Stamps at the time of receipt of the EITC and provided the household participates continuously during that 12-month period (Public Law 103-66).

1. Continuous participation includes breaks in participation of one month or less due to administrative reasons, such as delayed recerts or late or missing CA 7s.

2. If the pay stub does not indicate an EITC advance payment was received, no further action is required.

3. If it is not clear from the pay stub what amount of EITC advance payment was received, get clarification from the client and contact the employer to get the amount.

J. Federal major disaster and emergency assistance provided to individuals and families under the Disaster Relief Act of 1974 (as amended by Public Law 100-707, Sec. 105(ii)) and comparable disaster assistance provided by states, local governments, and disaster assistance organizations as a result of a major disaster.

K. Payments from the Radiation Exposure Compensation Trust Fund for certain diseases attributed to radiation exposure pursuant to the Radiation Exposure Compensation Act of 1990 (Public Law 101-426, Sec. 6(h) (2)).

L. Any amount by which the basic pay of an individual is reduced under the Veterans' Benefits Improvement and Health-Care Authorization Act of 1986 (Public Law 99-576, Sec. 303(a)(1)).

M. Any payment to volunteers under Title II of the Domestic Volunteer Services Act, including but not limited to Retired Senior Volunteer
Program (RSVP) and Foster Grandparents and Senior Companion Program (Public Law 93-113 as amended)

N. Exclude as income only payments under Title I of the Domestic Volunteer Services Act including but not limited to VISTA, University Year for Action and Urban Crime Prevention Program to volunteers who were receiving food stamps or public assistance at the time they joined the Title I program.

1. Persons who received an income exclusion for a VISTA or other Title I subsistence allowance at the time of conversion to the Food Stamp Act of 1977 continue to receive the income exclusion for VISTA for the length of their contract in effect at the time of conversion.

2. Temporary interruptions in FS participation do not affect the exclusion once eligibility has been determined.

O. Exclude as income only funds received by persons age 55 and over from the Senior Community Service Employment Program (SCSEP) under Title V of the Older American Act (as amended by Public Law 100-175). The following organizations received Title V funds under the Older Americans Act:

1. Green Thumb

2. National Council on Aging

3. National Council of Senior Citizens

4. American Association of Retired Persons

5. U.S. Forest Service

6. National Association for Spanish-speaking Elderly

7. National Urban League

8. National Council on Black Aging

P. Exclude as income only the value of any child care provided or arranged for, or child care payments made under the programs specified here:

1. Title IV-A of the Social Security Act, including transitional child care (Public Law 100-485, Sec. 301)
2. The At-Risk Block Grant (Public Law 101-508, Sec. 5801)

3. The Child Care and Development Block Grant (Public Law 102-586, Sec. 8)

Q. Allowances, earnings, and payments made under Title I of the National and Community Service Act (NCSA) of 1990 (Public Law 101-610, Sec. 177(d)).

The NCSA includes programs under the Serve America, American Conservation and Youth Corps, and National and Community Service subtitles.

1. Do not exclude the earnings of individuals, except dependent household members under 19 years of age, participating in on-the-job training under Title I programs.

2. Examples of programs under Title I of the NCSA: Higher Education Service-Learning Program; the Americorps umbrella program, including the National Civilian Community Corps and the Summer for Safety programs; and the School-to-Work Opportunities Program.

R. Payments made to individuals because they have been determined to be victims of Nazi persecution (P.L. 103-286, Section (1)).

S. Allowances paid under Public Law 104-204 to children of Vietnam veterans who are born with spina bifida.

T. Funds Received as a Result of the Settlement in the Underwood v. Harris Court Case

Retroactive subsidy payments received from the Department of Housing and Urban Development (HUD) which represent a reimbursement of increased tax and utility costs which were incurred in 1975 through 1977.

III. Income of Native Americans and Alaskan Natives

The following resources and/or income of Native Americans and/or Alaska Natives are excluded.

A. Indian lands held jointly with the Tribe, or land that can be sold only with the approval of the Department of Interior's Bureau of Indian Affairs.
B. Funds or assets of, or payments to Native American tribal members or Alaska Natives shall be excluded as resources and/or income for Food Stamp purposes if specifically excluded by any other federal law.

These exclusions include, but are not limited to:

1. Payments received under the Alaska Native Claims Settlement Act (P.L. 92-203, Sec. 29 and P.L. 100-24, Sec. 15) or the Sac and Fox Indian claims agreement (P.L. 94-189, Sec. 6)

2. Payments received by certain Indian tribal members under P.L. 94-114, Sec. 6, regarding submarginal land held in trust by the United States.

3. Payments received from the disposition of funds to the Grand River Band of Ottawa Indians (P.L. 94-540)

4. Payments received by the Confederated Tribes and Bands of the Yakima Indian Nation and the Apache Tribe of the Mescalero Reservation from the Indian Claims Commission (P.L. 95-433, Sec. 2)

5. Payments made to the Passamaquoddy Tribe, the Penobscot Nation, or the Houlton Band of Maliseet, or any Indian household or member thereof, pursuant to the Maine Indian Claims Settlement Act of 1980 (P.L. 96-420, Sec. 9(c))

6. Payments of relocation assistance to members of the Navajo and Hopi Tribes (P.L. 93-531, Sec. 22)

7. Funds that meet any of the criteria specified here:

   a. Funds appropriated to satisfy judgments of the Indian Claims Commission or Claims Court (P.L. 93-134, P.L. 97-458 and P.L. 98-64) which:

      1) are distributed per capita, not exceeding $2,000, or held in trust according to an approved plan.

      2) As January 12, 1983, were to be distributed per capita, up to $2,000, or held in trust according to a plan approved by Congress prior to January 12, 1983.

      3) Were distributed according to a plan approved by Congress after December 31, 1981, but prior to January 12, 1983, and any purchases made with such funds; or
4) are per capita payments, not exceeding $2,000, from funds which are held in trust by the Secretary of the Interior (trust fund distribution).

b. For purposes of this section, the $2,000 limit on per capita shares applies to each payment made to each household member.

c. Purchases made with payments distributed between January 1, 1982 and January 12, 1983 shall be excluded from resources to the extent excluded funds were used to make such purchases.

8. Interests of individual Indians in trust or restricted lands shall be excluded as resources only; and any income from such interests, up to $2,000 per calendar year per individual shall be excluded as income only (P.L. 93-134, P.L. 97-458, P.L. 103-66, Sec. 13736)

a. For purposes of this section, interests include the individual's right to, or legal share of, the trust or restricted land and any resulting income.

b. This exclusion applies to each individual household member who holds an interest or legal share.

9. Assistance received under the Indian Child Welfare Act child/family service grant programs on or near reservations (P.L. 95-608). These programs include, but are not limited to: family assistance, day care, after school care, respite care, recreational activities, home improvement, employment of domestic relations and child welfare personnel, and education and training.

10. Payments made to: Turtle Mountain Band of Chippewa, Arizona (P.L. 97-403), Blackfeet, Grosventre, Assiniboine tribes, Montana, and the Papago Tribe, Arizona (P.L. 97-408); Red Lake Band of Chippewa Indians (P.L. 98-123, Sec. 3); White Earth Band of Chippewa Indians, Minnesota, pursuant to the White Earth Reservation Land Settlement Act of 1985 (P.L. 99-264, Sec. 16); and Saginaw Chippewa Indian Tribe of Michigan (P.L. 99-346, Sec. 6(b) (2).

11. Per capita and interest payments made to members of the Assiniboine Tribe of Fort Belknap Indian Community and the Fort Peck Indian Reservation, Montana (P.L. 98-124, Sec. 5)

12. Funds paid to heirs of deceased Native Americans under the Old Age Assistance Claims Settlement Act, except for per capita shares over $2,000 (PL 98-500, Sec. 8)
13. Funds distributed per capita or held in trust for the Chippewas of Lake Superior and the Chippewas of the Mississippi (P.L. 99-146, Sec. 6(b) and P.L. 99-377)

14. Funds, assets, income from the trust fund established pursuant to the Puyallup Tribe of Indians Settlement Act of 1989 (P.L. 101-41, Secs. 10(b) and (c))

15. Payments made to the Seminole Nation of Oklahoma, the Seminole Tribe of Florida, the Miccosukee Tribe of Indians of Florida and the independent Seminole Indians of Florida to satisfy the judgments of the Indians Claims Commission, except for per capita payments exceeding $2,000 (P.L. 101-277)

16. Payments, funds, distributions or income under the Seneca Nation Settlement Act of 1990 (P.L. 101-503, Sec. 8(b))

IV. Income Exclusion for Deployment to a Combat Zone

Any additional payment received by a member of the United States Armed Forces deployed to a designated combat zone (see attachment I) shall be excluded from household income for the duration of the member’s deployment if the additional pay is the result of deployment to or while serving in a combat zone, and it was not received immediately prior to serving in the combat zone.

A. Verification:

1. Military pay record,
2. Leave and Earnings Statement (LES) (see attachment 2)

Reference: 63-502.2, 63-506, 63-507, 44-111, ACL 05-04, ACIN I-32-08, ACIN I-24-07
Excludable Reimbursements

Return to Excluded Income/Reimbursements

Reimbursements for past or future expenses are excluded as long as they do not exceed the original expense and do not represent a gain or benefit to the household. To be excluded, the reimbursements must be specifically for identified expenses other than for normal living expenses, and used for the purpose intended.

Excludable reimbursements not considered a gain or benefit include, but are not limited to:

A. Job and training-related allowances for uniforms, travel, transportation to and from training site, per diem, etc.

1. If these expenses are not reimbursed, they are not otherwise deductible.

2. Reimbursements for travel expenses incurred by seasonal or migrant workers are excluded.

   a. Out-of-pocket expenses incurred by volunteers during the course of their work

   b. Medical or dependent care reimbursements

   c. Reimbursements to pay for Title XX services (Social Security)

   d. Reimbursements for expenses necessary for participation in an education component under FSET

   e. Payments or reimbursements made under an employment, education or training program initiated under Title IV-A of the Social Security Act after September 19, 1988, such as payments for CalWORKs Welfare to Work supportive services

   f. Any allowance provided by the state or county no more frequently than annually for children's clothes when the children enter or return to school or daycare, except as specified below. Verification of attendance at school or daycare is not required.
g. Reimbursements for participation in CalWORKs Welfare to Work.

3. The following are not excludable reimbursements:

   a. Portions of benefits provided under Title IV-A of the Social Security Act for work-related or child care expenses when adjustments have been made to the PA grant, except for expenses made under an employment, education or training program initiated under Title IV-A after September, 19, 1988.

   b. Clothing allowances specified above if the monthly CalWORKs grant is reduced by the amount of the allowance during the month in which the allowance is provided.

B. Reimbursements for expenses of persons serving on advisory group(s) set up by the Department of Social Services and/or the Health and Welfare Agency are exempt.
Tribes with Submarginal Land held in Trust

The following resources and/or income of Native Americans and/or Alaska Natives are excluded, including payments received by certain Indian tribal members under P.L. 94-114, Sec. 6, regarding submarginal land held in trust by the United States. The tribes are:

- Bad River Band of the Lake Superior Tribe of Chippewa Indians of Wisconsin;
- Blackfeet Tribe;
- Cherokee Nation of Oklahoma;
- Cheyenne River Sioux Tribe;
- Crow Creek Sioux Tribe;
- Lower Brule Sioux Tribe;
- Devils Lake Sioux Tribe;
- Fort Belknap Indian Community;
- Assiniboine and Sioux Tribes;
- Lac Corte Oreilles Band of Lake Superior Chippewa Indians;
- Keweenaw Bay Indian Community;
- Minnesota Chippewa Tribe
- Navajo Tribe
- Oglala Sioux Tribe
- Rosebud Sioux Tribe
- Shoshone-Bannock Tribe;
- Standing Rock Sioux Tribe.
Child Support Exclusion

The child support exclusion is the monthly amount of child support that a household member actually makes to or for an individual living outside of the household. Payments are excluded only to the extent that they represent the household's child support obligation which has been determined by a court or administrative authority. In California, all child support legal obligations are court ordered.

As an exclusion, the amount of legally obligated child support paid is deducted from gross income before applying the gross income test and prior to computing net income.

A. What is Included in the Child Support Exclusion

1. Child support payments made to a third party (e.g., landlord, utility company, etc.) on behalf of the non-household member in accordance with the support order shall be included in the exclusion.

2. Payments made by the household with a legal obligation to obtain health insurance for a child are also included as part of the exclusion.

3. Amounts paid toward arrearages are excludable.

B. Verification

1. The household's legal obligation to pay the child support, the amount of the obligation, and the monthly amount of child support the household actually pays shall be verified. It is the household's responsibility to provide the verification.

2. Once verified, it need not be reverified unless there is a change in the legal obligation or an increase in the amount of the payment.

3. Households that fail or refuse to provide the necessary verifications shall have their eligibility and benefit level determined without the child support exclusion.
Reference: MPP 63-502.2(p), 63-300.5(e)(10)
82-7 Income Deductions

Determining Deductions for FY 2007/2008

I. Standard Deduction

II. Earned Income Deduction

III. Self-Employment Income Deduction

IV. Dependent Care Deduction

V. Shelter Deduction

VI. Excess Medical Costs

VII. Utility Allowance (SUA/LUA/TUA)

Overview (65-502.3)

I. Standard Deduction

Effective October 1, 2008 the standard deduction is determined by household size:

<table>
<thead>
<tr>
<th>Household Size</th>
<th>Standard Deduction</th>
</tr>
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<tbody>
<tr>
<td>1 - 3 members</td>
<td>$144 (no change)</td>
</tr>
<tr>
<td>4 members</td>
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</tr>
<tr>
<td>5 members</td>
<td>$172</td>
</tr>
<tr>
<td>6 or more</td>
<td>$197</td>
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<td>members</td>
<td></td>
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</table>

II. Earned Income Deduction

All earned income receives a deduction of 20% of gross income before taxes, Social Security etc., have been deducted.
III. Self-Employment Income Deduction

Household members who are self-employed may choose to deduct the actual cost of self-employment or a standard deduction of 40% of the gross income.

NOTE: The 20% earned income deduction is applied after the 40% self-employment deduction has been given.

IV. Dependent Care Deduction

Households are eligible for the deduction to deduct the entire amount of dependent care expenses. These expenses apply for the care of a child or other dependent in a household.

V. Shelter Deduction

A. The maximum shelter deduction for non-homeless households is $446.

1. This deduction is allowed when monthly shelter costs are more than 50% of the household's income after all other deductions have been applied.

2. The shelter deduction shall not exceed the current maximum unless the household contains a member who is elderly or disabled. Then the household is allowed the full amount over 50% of the adjusted income amount.

B. The Homeless Household Shelter Allowance is $143.

VI. Excess Medical Costs

Allow as an Excess Medical deduction the portion of medical expenses that are in excess of $35 per month, excluding costs for special diets, incurred by any household member who:

A. Is 60 years of age or older, or

B. Receives disability benefits. (See the definition of "elderly and disabled.")

VII. Utility Allowance (SUA/LUA/TUA)

The SUA is $287.

The LUA is $83.

The TUA is $20.
Determining Deductions for FY 2007/2008

I. Standard Deduction

II. Earned Income Deduction

III. Self-Employment Income Deduction

IV. Dependent Care Deduction

V. Shelter Deduction

VI. Excess Medical Costs

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Overview (65-502.3)

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### VII. Utility Allowance (SUA/LUA/TUA)

The SUA is **$287**.

The LUA is **$83**.

The TUA is **$20**.
Determining Deductions for All Households

I. Billed Expenses

II. Averaging Expenses

III. Anticipating and Estimating Expenses

IV. Shared Living Expenses

V. Disallowed Expenses

VI. Expense Conversion

The only allowable deductions are those listed in the Deductions Overview. Each deduction has its own section.

I. Billed Expenses

An allowable expense can be deducted only once. A deduction is allowed for the month the expense is billed or otherwise becomes due, regardless of when the household intends to pay the bill.

A. Rent which is due each month must be included in the household's shelter expenses even if the household has not yet paid it.

B. Do not deduct amounts carried over from past billing periods, even if included with the most recent billing and actually paid by the household.

II. Averaging Expenses

All fluctuating expenses are averaged.

A. Expenses that are billed less often than monthly are averaged forward over the interval between billings.
B. If there is no scheduled billing interval, the expenses may be averaged forward over the period the expenses are intended to cover (such as local property taxes and fire insurance).

C. One-time only expenses are averaged over the entire certification period in which they are billed.

Continue to allow the deductions for expenses incurred even if billed on other than a monthly basis unless the household reports a change in the expense. At that time, recalculate the amount.

III. Anticipating and Estimating Expenses

A. Non-monthly Reporting Households

Calculate non-monthly reporting households' expenses based on expenses the household expects to be billed for during the certification period.

1. Anticipation of the expenses is based on the most recent month's bills, unless the household is reasonably certain a change will occur.

2. For those households paying actual utility costs, anticipate changes during the certification period based on last year's bills from the same period updated by overall price increases.

3. If only the most recent bill is available, base utility cost increases/decreases during the certification period on utility company estimates for the type of dwelling and utilities used by the household.

4. Do not average past expenses (such as utility bills for the past several months) as a method of anticipating utility costs for the certification period.

B. Monthly Reporting Households on Retrospective Budgeting

1. Households subject to retrospective budgeting have their expenses estimated in the same manner as income is anticipated in the Beginning Months (i.e., actual monthly cost or EW's and household's estimate as to what can reasonably be anticipated).

2. Budget expenses regularly billed as a single monthly payment for the months the expenses are intended to cover.

IV. Shared Living Expenses
Shared living expenses include allowable shelter, utility and/or dependent care costs that households share with excluded or ineligible members or another household receiving Food Stamps, or persons not receiving benefits, while living in the same residence. Landlord/tenant (roomer) situations are not considered shared living.

A. Treatment of Separate Households

If households living together share shelter and/or utility expenses, allow either actual expenses for each household or allow actual shelter expenses and divide the SUA by the number of households contributing to the expense.

1. The total amount of utility costs used to determine the amount of the deduction must not exceed the total amount of the actual utility costs or SUA.

2. For Food Stamp households, the household’s share of the utility expense is used to determine the utility deduction, and the household’s actual shelter expense is used to determine the shelter deduction based on its household composition.

V. Disallowed Expenses

The following expenses are not allowed:

A. Any expense covered by an excluded reimbursement or vendor payment, except energy assistance vendor payments made under the LIHEAA of 1981.

1. EXAMPLE: The portion of rent covered by an excluded vendor payment would not be included in the household’s shelter cost.

2. That portion of an allowable medical expense which is not reimburseable must be excluded. Refer to Sec. 82-7.4.

B. Expenses are deductible only if the service is provided by someone outside the household and the household makes a money payment for the service.

EXAMPLE: A dependent care deduction would not be allowed if another household member or excluded member provides the care, or compensation for the care is provided in the form of an in-kind benefit, such as food.

C. Past-due medical bills or medical bills paid prior to the month of initial application.
See Sec. 82-7.4.

D. An expense covered by an excluded vendor payment that has been converted to a direct cash payment under the approval of a federally authorized demonstration project.

VI. Expense Conversion

For non-monthly reporting households, CalWIN uses a multiplier based on how often the expense is paid. A weekly expense is multiplied by 2.167 while a bi-weekly expense is multiplied by 4.30.
**Proration Formula and Examples**

**Formula**

| Add: | Contributors not on Food Stamps  
| + | FS Household Members (Include IPV/Work Sanctioned)  
| = Total Contributors |

| Divide: | Expense |
| Total Contributors of Expense | = pro-rated Share |

| Multiply: | pro-rated Share of Expense  
| x | FS Household Members (Include IPV/Work Sanctioned)  
| = FS Eligible Household Share of the Expense |

**NOTE:** Allow the full SUA even when excluded members contribute to utility expenses.

**EXAMPLE 1: Mother - ineligible alien, no income**

- 5 children AFDC
- 1 ineligible student with income contributes nothing
- Unrelated adult ineligible alien contributes FLAT AMOUNT: $250 for rent ($600); $50 for utilities (SUA)
Shelter Calculation:

**Subtract:**

- Rent: $600
- Contribution: $250
- HH Share of Rent: $350

Enter as the rent amount.

Utilities Calculation:

**Subtract:**

- SUA: $223
- Contribution: $50
- HH Share of Utilities: $173

Allow the full SUA $223.

EXAMPLE 2: Mother - ineligible alien, no income

- 5 children AFDC, pool income with ineligible student
- 1 ineligible student Pools income with AFDC
- Unrelated male Ineligible alien contributes FLAT AMOUNT: $300 towards rent and utilities combined (undetermined amount for utilities).

Shelter Calculation:

**Subtract:**

- Rent: $600
- Contribution: $300
- Net Rent to be pro-rated: $300

**Divide:**

<table>
<thead>
<tr>
<th>Net Rent to be pro-rated</th>
<th>$300/6</th>
<th>pro-rated</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 (5 AFDC + 1 Inelig. Student)</td>
<td>= $50</td>
<td>= Net Rent</td>
</tr>
</tbody>
</table>

**Multiply:**

- pro-rated Net Rent
- x 5 (FS Eligibles)
- FS Eligible HH Share of Rent: $250

Enter $250 as HH rent expense.

Utilities Calculation:

**Divide:**

- SUA ($206): $223/6 = 37.17

**Multiply:**

| pro-rated Net Utilities | $37.17 |
EXAMPLE 3: Mother & 5 children, pools income

Mother and 5 children  Pools income
Unrelated Adult      Ineligible alien, pools income
1 ineligible student Pools income
ALL EXPENSES         (Rent, $900; Utilities, $150; Dependent Care, $300)
SHARED:

Shelter Calculation:

<table>
<thead>
<tr>
<th>Divide:</th>
<th>Rent ($900)</th>
<th>$300/8</th>
<th>$112.50 pro-rated Share of Rent</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 (Everyone)</td>
<td></td>
<td>=</td>
<td></td>
</tr>
</tbody>
</table>

Multiply: pro-rated Share of Rent $112.50
x 6 (FS Eligibles) x 6
FS HH Share of Rent $675.00 Household rent expense

Utilities Calculation:

<table>
<thead>
<tr>
<th>Divide:</th>
<th>Utilities ($150)</th>
<th>$150/8</th>
<th>$18.75 pro-rated Share of Utilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 (Everyone)</td>
<td></td>
<td>=</td>
<td></td>
</tr>
</tbody>
</table>

Multiply: pro-rated Share of Utilities $18.75
x 6 (FS Eligibles) x 6 If everyone in the house pools income, it's safe to say they P/P together therefore it's one HH. Allow full SUA.
FS HH Share of Utilities $112.50

Dependent Care Calculation:

<table>
<thead>
<tr>
<th>Divide:</th>
<th>Dependent Care ($300)</th>
<th>$300/8</th>
<th>pro-rated dependent care</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 (Everyone)</td>
<td></td>
<td>=</td>
<td></td>
</tr>
</tbody>
</table>
Multiply:

<table>
<thead>
<tr>
<th>pro-rated Share of care</th>
<th>$37.50</th>
</tr>
</thead>
<tbody>
<tr>
<td>x 6 (FS Eligibles)</td>
<td>x 6</td>
</tr>
<tr>
<td>HH Share of Dependent Care</td>
<td>$225.00</td>
</tr>
</tbody>
</table>

**EXAMPLE 4: Mother and 4 children (pools with SSI & IPV)**

Mother and 4 children Pools with SSI & IPV
Father Excluded for IPV (pools with mother & SSI)
1 child SSI (pools with mother & IPV)
Aunt SSI (does not pool or contribute)

*(Rent: $875; Utilities: SUA)*

**Shelter Calculation:**

<table>
<thead>
<tr>
<th>Divide:</th>
<th>Rent ($875)</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 (5 FS, 1 IPV &amp; 1 SSI/SSP)</td>
<td>$875/7 = $125</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiply:</th>
<th>pro-rated Net Rent</th>
</tr>
</thead>
<tbody>
<tr>
<td>x 6 (FS Eligibles and 1 IPV)</td>
<td>x 6</td>
</tr>
<tr>
<td>FS HH Share of Rent</td>
<td>$750.00</td>
</tr>
</tbody>
</table>

Budget $750 as HH's rent expense

**Utilities Calculation:**

<table>
<thead>
<tr>
<th>Divide:</th>
<th>Utilities (SUA $206)</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 (5 FS, 1 IPV &amp; 1 SSI/SSP)</td>
<td>$206/7 = $29.43</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiply:</th>
<th>pro-rated Net Utilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>x 6 (FS Eligibles &amp; 1 IPV)</td>
<td>x 6</td>
</tr>
<tr>
<td>FS HH Share of SUA</td>
<td>$176.58</td>
</tr>
</tbody>
</table>

One household. Allow full SUA.
Dependent Care Deduction

A. When to Allow

The dependent care deduction is the actual cost for the care of a child or other dependent. This deduction is allowed when necessary for a household member to:

1. Accept or continue employment;
2. Comply with FSET requirements or an equivalent effort to seek employment by those not subject to FSET;
3. Attend training or schooling that will prepare the person for employment.

B. Amounts Allowable

Families are eligible for the deduction to deduct the entire amount of dependent care expenses when calculating benefit levels.

C. Verification

Verification of dependent care is required. Once verified, it need not be reverified except when the provider changes, the amount changes and the change could affect the amount of the deduction, or unless questionable.

D. Disallowed Payment

A dependent care deduction is not allowed if another household member provides the care, or if payment for the care is in the form of an in-kind benefit, such as food.

E. Disqualified Member in the Home

The portion of the household's dependent care expenses that is either paid by or billed to a disqualified member is divided evenly among the household
members including the disqualified member. All but the disqualified member’s share is counted as a deductible expense.

**NOTE:** The above does not apply to IPV and FSET disqualified members. These members' dependent care deductions are not pro-rated and are applied in their entirety to the remaining household members.

Reference: 63-300.5(f)(1), 63-502.34, 63-502.37, ACL 08-37
Excess Shelter Deduction

I. When Allowed

A. Excess regular shelter deductions are allowed for monthly shelter costs that are in excess of 50% of the household's net income, i.e., the income remaining after all other allowable deductions have been made.

B. Effective 10-1-08, the maximum regular shelter deduction is $446.

C. The Homeless Shelter Allowance is $143.

   The Homeless Shelter Allowance is allowed for a homeless Food Stamp household that incurs or expects to incur any shelter cost during a month.

D. A household with a member who is 60 years of age or older, or receiving blindness or disability benefits under Title II of the Social Security Act, may receive the following:

   1. The full amount of shelter costs that exceed 50% of the household’s net income, and
   2. The full amount of dependent care cost. See the definition of "elderly and disabled."

II. What Shelter Costs Include

Shelter costs include only the following:

A. Continuing charges such as rent, mortgage, and loan payments, including interest, for the place occupied by the Food Stamp household.
Do not include one-time deposits such as security deposits.

B. Shelter costs for the home if temporarily unoccupied by the household for reason of:

1. Employment or training away from home
2. Illness
3. Abandonment caused by natural disaster or casualty such as fire.
4. In order to include shelter costs for a temporarily unoccupied home, the household must intend to return to the home. If there are other occupants in the home, the shelter costs cannot be claimed, and the home must not be leased or rented during the absence of the household. Verification of shelter expenses of homes located outside the country is the responsibility of the household.

C. Property taxes, state and local assessments, and insurance on the structure itself.

NOTE: Separate costs for insuring furniture or personal belongings are not allowable deductions.

D. The costs of utilities as follows:

1. Heating and cooking fuel, cooling and electricity, water and sewerage, garbage and trash collection fees.
2. The basic fee for one telephone (including tax on the basic fee).
3. Initial utility installation fees, but not one-time deposits.
4. Energy assistance payments.

E. Charges for home repairs necessary as the result of a natural disaster such as fire or flood.

If, however, the household has been or will be reimbursed for the repairs by an insurance company, relief agency, etc., the payments are not deductible.

F. All condominium, maintenance, and homeowners association fees, as well as ordinarily deductible expenses (e.g., trash removal, water, sewerage, heating, cooling, gas, individual condominium unit and common area electrical costs).
III. Shelter Costs Not Included

Shelter costs do not include expenses covered by an excluded vendor payment. For example, if a non-household member pays the household's rent directly to the landlord, the household may not have those shelter costs deducted.

IV. Verifications

A. Regular Shelter Expenses

Allow claimed expenses for rent, mortgages, condominium fees, loan payments, taxes, and homeowner's insurance without verification, unless the expense is questionable. What is considered questionable is determined on a case-by-case basis in consultation with the unit supervisor. Do not demand shelter verification and/or threaten negative action if verification is not received.

At intake, if an applicant does not have a rent receipt or utility bill, supply the client with an envelope and request the information. Do not schedule a callback appointment or delay processing of the application while awaiting this information. In carrying, do not delay or deny a recertification, restoration or recession for lack of shelter verification.

B. Homeless Shelter Expenses

Use Form 6031-Homeless Shelter Documentation/Mail Address Form, to document the household situation. Verification is required when the household claims shelter expenses exceeding the Homeless Shelter Allowance (HSA) see Sec. 86-1, page 2. You must document whenever you allow the Homeless Shelter Allowance (HSA).

1. When documenting that the HSA was allowed, please use: "Cl. expects to pay for housing in the current and future months" OR "Cl. expects to pay for housing." Your annotation stating that the HSA was allowed must make it understood that the client will be paying for housing for the duration of his/her certification period (unless otherwise stated by the client).

2. If the documentation is not as stated above, the client must be asked every month whether he/she expects to pay for housing.

Reference: 63-502.35, 63-300.524 (a) & (b), 63-502.362 (b)
Utility Allowances

I. The Standard Utility Allowance (SUA)

The SUA is a deduction given to households who have heating or cooling costs separate and apart from their rent or mortgage payments based upon individual metering. This includes rental housing tenants billed by their landlords for actual usage determined by individual metering.

A. Utility costs that allow the household to claim the SUA are heating and cooling costs.

B. The SUA is also given to households getting energy assistance payments from the Low Income Home Energy Assistance Act of 1981 (LIHEAA) of 1981.

1. Households getting energy assistance vendor payments from a program other than the LIHEAA of 1981 are eligible for the SUA only if they continue to incur out-of-pocket heating or cooling expenses during any month covered by the cert period.

2. To determine if a household incurs out-of-pocket heating or cooling expenses in addition to the energy assistance vendor payments, prorate the energy vendor payments over the entire period they are intended to cover.

II. The Limited Utility Allowance (LUA)
A household that is not eligible for the SUA, but incurs expenses for at least two separate types of utilities (other than heating and cooling) is eligible for a Limited Utility Allowance (LUA).

**Allowable utilities include:**

- telephone
- water
- sewerage
- garbage
- heating and cooling

**III. The Telephone Utility Allowance (TUA)**

A household that is not eligible for either the SUA or LUA, but incurs telephone costs only, is entitled to a Telephone Utility Allowance (TUA). It shall be used only in instances where the household has a telephone, or in its absence, an equivalent form of communication.

**IV. Treatment of Utility Allowance When Household Living with Others**

A. Allowance shall not be prorated when the household lives with and shares utility expenses with an excluded/ineligible household member.

B. When the household lives with and shares utility expenses with another household. The eligible households shall receive the full allowance (not pro-rated)

**V. Verification of Utility Costs**

Verification of entitlement to an allowance is required when first allowed and when there is a move. The household needs to verify only one utility unless questionable.

**Entitlement to the SUA/LUA/TUA**

In order to claim an utility allowance, households must provide verification that they actually incur utility(ies) cost(s). Below are examples of acceptable verification:

1. PG&E bill;

2. Collateral calls to the utility company for a verbal confirmation;

3. A receipt from the housing or utility provider showing both the billing name and the name of the person making payment;
4. A signed statement from the person named in the bill stating that the household is responsible for the bill;

5. For households that have just moved in - a notice or receipt from the utility company stating that service is to be started on a particular date.

Reference: 63-502.363; 63-502.37 and 63-504.342
Excess Medical Expenses

I. Individuals Eligible for Deductions

The following persons are eligible for medical deductions:

A. Household members 60 years of age or older

B. All those persons who fit the definition of disabled.

C. Spouses or other persons receiving benefits as dependents of the disabled recipient are not eligible to receive this deduction.

II. Allowable Medical Costs

The following medical costs are allowed:

A. Medical and dental care, including psychotherapy and rehabilitation services provided by a licensed practitioner or other qualified health professional authorized by state law.
B. Hospitalization or out-patient treatment, nursing care and nursing home, including payments by the household for an individual who was a household member immediately prior to entering the hospital or nursing home.

These facilities must be authorized under state law.

C. Prescription drugs when prescribed by a licensed practitioner authorized under state law and over-the-counter medication (including insulin) when prescribed by a licensed practitioner or other health professional.

Also, costs of medical supplies, sick-room equipment (including rental) or other prescribed equipment.

D. Health and hospitalization insurance policy premiums.

The costs of sickness and accident policies such as those payable in lump-sum settlements for death or dismemberment or income maintenance policies such as those that continue mortgage or loan payments while the beneficiary is disabled are not deductible.

E. Medicare premiums related to coverage under Title XVIII of the Social Security Act; any share of cost or spend down expenses for medical costs incurred by Medi-Cal recipients.

F. The cost of securing and maintaining any service animal such as, but not limited to, seeing eye, hearing or service (guard dog for the disabled) dogs, and the cost of related food and veterinarian bills.

G. Eye glasses or contact lenses prescribed by a physician skilled in eye disease or by an optometrist; dentures, hearing aids and prosthetics (artificial limbs), including assistive devices.

H. Transportation and lodging expenses to obtain medical treatment services.

1. The cost of transportation must not exceed the actual cost of the least expensive mode of transportation (including common carrier) reasonably available to the client. In most situations this is the roundtrip cost of public transportation.

2. If it is determined that the client must take a taxi or private automobile due to the individual's medical condition or because those are the only means available, the actual cost is allowed. Compute the costs for the private
automobile using the AFDC’s standard medical mileage allowance (15 cents per mile). Further documentation from the client is not required.

I. The cost of maintaining an attendant, homemaker health aide or child care services housekeeper necessary due to age, infirmity, or illness.

1. If the household provides a majority of the attendant's meals, add an amount equal to the current maximum one-person coupon allotment to the monthly attendant care. Update this amount at the next rescheduled recertification, recomputation, or reported change by the household, whichever is earlier.

   **EXAMPLE:** Mr. and Mrs. River, both age 62 and bedridden, employ a live-in attendant for whom they provide all meals. The cost of the attendant is $250 per month. Add the current one-person maximum coupon allotment to the attendant care expense: $250 + $115 = $365. The computer automatically subtracts the $35 deductible.

2. No deduction is allowed if the attendant is a member or an excluded member of the individual's household or if compensation for the care is provided in the form of an in-kind benefit such as food.

3. If the attendant care costs qualify under both the dependent care deduction and the medical care deduction, treat it as a medical expense.

III. Disallowed Expenses

The following expenses are not allowed:

**A. Past-due medical bills determined in accordance with part V, below.**

**B. Medical bills paid prior to the month of initial application.**

   However, bills received during the month of application are allowed, even if the medical service was provided prior to the month of application.

IV. Authorized Medical Professionals

Medical licensed practitioners or other qualified health professionals authorized by state law include but are not limited to:

**A. Acupuncturists**

**B. Chiropractors**

**C. Educational psychologists**
D. Midwives

E. Nurse practitioners

F. Nurses (registered, vocational, home administrators, and registry

G. Physical therapists

H. Podiatrists

I. Psychiatrists

J. Psychiatric technicians

K. Clinical psychologists

V. Determination of Allowable Expenses

An allowable expense can be deducted only once. Deductions are allowed only for the month the expense is billed or otherwise becomes due regardless of when the household pays the expense. Amounts carried over from past billing periods cannot be deducted even if they are included with the most recent billing.

A. Insured (Reimbursable) Medical Expenses

1. Household members covered by Medicare, Blue Cross/Blue Shield, or other private insurance companies:

When the household member is covered by one or more of these sources, 20% of the total bill is considered the member's medical cost.

**EXAMPLE 1:** Mrs. Meadows, age 63, incurs a $300 medical bill during her Food Stamp certification period. She is covered by a private insurance company. Her medical deduction is 20% of $300, or $60. Since her allowable deduction is in excess of $35, she is entitled to receive the deduction.

**EXAMPLE 2:** Mr. Forest, age 59 and a paraplegic, incurs a $1250 medical bill. He is covered by Blue Cross/Blue Shield. His medical deduction is 20% of $1250, or $250. Because it is over $35, he also gets the deduction.

2. Household member covered by Medi-Cal:

   a. The medical cost is the recipient's Share of Cost amount.
b. If a Medi-Cal bill is submitted for an allowable medical expense incurred, but not covered by Medi-Cal, the full amount billed is the household's medical cost, regardless of the member's Share of Cost.

3. For reimbursable medical expenses, or for those in which the client's share is known or can be determined at the time of the billing, establish the period of deduction and past due expenses as follows:

a. If the billing period is shown on the bill, allow the deduction until the final day of the month that the bill becomes due.

EXAMPLE: A household received a $600 non-reimbursable medical expense bill on January 10 with a specified six-month payment schedule of $100 per month with the final payment due on July 10. The household applied for Food Stamps in April and reported the expense at the time of application.

The full $600 expense cannot be allowed because the household was not participating in the Food Stamp program when the bill was received. The household is entitled to apply the $100 monthly payment to the monthly medical costs for the period of April through July (if certified for those months and otherwise eligible for the medical deduction).

b. If the billing period is not specified, the bill is considered due one month after the date of the bill. A deduction is allowed until the final day of the month following the month the bill was issued.

EXAMPLE: A household received a non-reimbursable bill dated April 5 without a specified billing period. The household reported the expense on June 5. No deduction is permitted in June because the bill is past due. If the household had reported the expense in April (the month of the billing) or in May (the month the bill became due), the deduction would have been allowed.

B. Uninsured Medical Expenses

The total amount of the uninsured medical expense incurred by an eligible household member is the amount of the household's medical cost. This expense must be verified.

C. Covered by More Than One Health Insurance Policy

Eligible household members covered by more than one health insurance policy (except for Medi-Cal/Medicare and Blue Cross/Blue Shield) receive
the medical deduction only after all reimbursements are received or verified, and payment is verified.

D. Hospital Bills

The medical expense in this case is the total amount of the non-reimbursable portion of the medical expense shown on the final bill as due and payable by the eligible household member.

Preliminary bills do not indicate what portion of the total bill will be reimbursed by the insurance company or health coverage. The deduction applies only to the portion that the client is responsible for paying.

E. Averaging Expenses

1. No Payment Schedule

Households reporting medical expenses during their certification period, with no specified payment schedule may choose to have a one-time only deduction in the month billed, or to have the expense averaged over the remaining months of their certification period. Averaging begins in the month the change becomes effective.

EXAMPLE: A household with a certification period of January through June reports in March a $150 one-time medical expense. The household chooses to average the expense over the remainder of the certification period. The change becomes effective in April, so $50 is attributed to the medical expenses in April, May and June. The computer subtracts $35 each month, and the household receives a deduction of $15.

   a. Sometimes averaging a medical expense may NOT be to the household's advantage.

   EXAMPLE: A household is certified for February through July. Initially no medical expenses are reported. On April 3 the household reports a $60 medical bill. If the household elects to have the expense averaged over the remainder of the certification period (May through July), the expense is $20 per month. The computer subtracts $35 leaving a $0 deduction. If the entire amount is deducted in May, $60 is entered, the computer subtracts $35, and the household receives a deduction of $25.

   b. A household incurring an extremely large medical bill would most likely benefit from averaging. Determine whether to average or not based upon which computation is most beneficial to the household.
2. **Written Payment Plan**

When the household has an agreement, contract, or other type of written plan for payment of the medical expense, use the stipulated amount of the monthly payment as the base for determining the monthly excess medical cost.

3. **Fluctuating Medical Expenses**

Fluctuating medical expenses may be averaged over the certification period, or they may be claimed in the month received. The household chooses the method applied. Fluctuating medical expenses must be regularly recurring, reasonably anticipated and verified to recur over the certification period in order to be allowed as deductions and averaged.

Do not automatically average past month's medical expenses. Use the past expenses as an indicator of what expenses may be reasonably anticipated or estimated during the certification period.

**EXAMPLE:** Mr. Krandle visits a doctor for treatment every three months. He shows statements for medical expenses in the amount of $80 each from the last two treatments in November and February. The treatments are anticipated to continue over the April-September certification period at the same cost and frequency. So, a $80 deduction is allowed in May and August, or Mr. Krandle may choose to have the $160 averaged over May-September.

   a. Fluctuating medical expenses include but are not limited to: medical services and treatments received regularly but less often than monthly, and fluctuating monthly costs of prescription drugs.

**VI. Required Verifications**

The amount of any deductible medical expenses must be verified prior to being allowed. If obtaining verification of a medical expense may delay the household's certification, inform the household that eligibility determination can proceed but without the medical expense deduction being allowed.

**A. Acceptable Verification of Medical Expenses**

1. Record the information presented by the client which must include the type of expense, the date, the amount paid monthly, and the name of the doctor or other health practitioner who prescribed the treatment or medication.

2. Photocopy the statements (bills) or other documentation.
B. Verification of Age

Verification is not necessary unless questionable. If questionable, verify with birth certificates or other documents that reasonably substantiate age.

C. Verification of Social Security Disability Payments

These payments may be verified by:

1. Viewing and photocopying the Social Security award letter that must clearly state that the person is receiving disability payments. File a copy of the letter in the case record.

2. Viewing the Social Security check that should have an identifying code after the recipient's SSN. Do not photocopy the actual check but document the information on the DFA 285A2.

   a. Adults receiving Social Security Disability payments under Title II of the Social Security Act have the letters "HA" printed immediately after their SSNs on the checks.

   b. Children have the letters "HCI" on their checks. These letters do not distinguish disabled children from children receiving survivor's benefits, so an award letter must be obtained.

   c. If there is any question regarding the person's disability status, or the award letter does not contain the required suffix, request further verification.

VII. Supplemental Application and Worksheet Requirements

A. A supplemental application form, DFA 285C Application for Special Medical Deductions-Food Stamps, must be completed by all individuals applying for a medical expense deduction.

This form is given to them at the time of initial certification, recertification, or when requested by the client.

B. A special budget worksheet, DFA 285D, is used for households who qualify for the medical and shelter deductions.

This form is used by PA and NAFS EWs for both hand-issued and computer-generated cases.

Reference: 63-502.33, 63-503.25
82-8 Prospective Budgeting

I. General Overview

A. Benefits for the QR Payment Quarter will be determined using prospective budgeting, reasonably anticipated income and income-averaging rules.

B. Income and household information from the QR Data Month and anticipated changes in income and expenses must be considered when determining eligibility and benefit levels for a Payment Quarter. Documentation is required in the case folder which explains how income was projected in determining benefit calculations such as:

1. Income the recipient states is expected in future months;
2. Whether anticipated income will be different than income that the recipient reported receiving for the QR Data Month;
3. Documentation of the reasons for not accepting the recipient’s estimate if the information is questionable;
4. Other information used to determine what income will be used in the benefit calculations (verifications, employer’s statements, case history, etc.) if the recipient’s estimate is not used.

II. Reasonably Anticipated Income

A. Definition

1. Income is "reasonably anticipated" when the worker determines it is reasonably certain that the recipient will receive a specified amount of income during any month of the QR Payment Quarter and applies to all income, earned or unearned.
2. If the amount of income or when the income will be received is uncertain (i.e., it cannot be reasonably anticipated), that portion of the household's income will not be counted when determining income eligibility and benefit levels.

3. Households can report reasonably anticipated income any time whenever income has changed or will have been changed.

B. If the household reports a decrease in income for the Submit Month, the worker will treat it as a mid-quarter change. If the change continues into the next QR Payment Quarter, the worker will use the information of decreased income to anticipate income for the next quarter. Income shall be considered to be Reasonably Anticipated if it is determined that:

1. The income has been or will be approved or authorized within the upcoming quarter; and,
2. The household is otherwise reasonably certain that the income will be received within the quarter; and
3. The amount of the income is known.

C. Sources and Guidelines

Workers may use following sources and guidelines, but are not limited to the following to determine an allowable reasonably anticipated income:

Sources

1. information provided by an employer,
   a. worker may contact the employer or source of income with the recipient's authorization.
2. the source of income,
3. payment dates, hours of work,
4. the recipient's estimation of income,

Guidelines

1. take into account of income that the household reports/estimates as being reasonably anticipated for the upcoming QR Payment Quarter;
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an indicator of income to expect over the next quarter, if it will provide a more accurate indication of fluctuations in future income,
4. for seasonally fluctuating income, a review of the employment history for the most recent past season can be used if it will provide a more accurate indication of fluctuations in future income.
5. past income cannot be used as an indicator of anticipated income for the quarter if changes in income have occurred or can be anticipated.

Example:

A recipient reports on the QR 7 that a household member will start a new job in the upcoming quarter. The household reports that the payday falls within the next QR Payment Quarter and reports the anticipated wage amount and expected hours. Because the timing and amount of the income is reasonably certain, the worker should consider this income to be reasonably anticipated and therefore should use it in the benefit calculations for the next QR Payment Quarter. The worker shall document the recipient’s statement of expected hours and wages in the case file to substantiate the recipient’s estimate.

Example:

A household reports that a member has been verbally approved for State Disability Insurance (SDI). However, the household member has not received an actual award letter or check, and does not know the exact start date or amount. Because the timing and amount of the income is not known, the worker should not prospectively use this income in the calculation for the upcoming QR Payment Quarter. If the hours/rate of pay can be anticipated, but the start date of pay is not known, then the worker cannot anticipate the income.

Example:

A teacher’s aide works part time from September through June 5 of every year. Historical case data indicates that she has also worked every year through the summer as a tour guide at the zoo. She did not report the summer job on her QR 7. The worker will also need to look at the case file for prior work information and must clarify with the recipient whether she is working or will be working during the summer months, as she has in previous years. Only after clarification is obtained, the worker can determine what income is reasonably anticipated when determining the food stamp benefit amount for the recipient.

III. Reasonably Anticipated Expenses
A. Medical, child care and court-ordered child support expenses shall be determined as follows:

1. Determine the expense amount that is reasonably anticipated in each month of the quarter.
2. Average the anticipated amounts over the months of the quarter and use the resultant amount as the expense deduction when computing benefits.
3. Expenses paid on a weekly or bi-weekly basis shall be converted to a monthly deductible expense by multiplying the weekly and bi-weekly figure expense by 4.33 or 2.167 as appropriate if income is also multiplied by these conversion factors.
4. Document the rationale for the determination of the anticipated expense deduction.

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Note: Review 82-7.1 for child care expense, 82-7.4 for medical expenses and 82-6c for Child Support Exclusion

B. Shelter Costs

Shelter costs shall be determined at application and recertification and shall remain fixed at the determined amount until the household reports either a change on the QR 7, makes a voluntary mid-quarter report, or a mandatory report of a move.

1. Increased shelter costs reported mid-quarter shall be recomputed using the new shelter cost. The new shelter deduction amount is fixed and will remain the same until another change is reported or until the next recertification occurs.
2. If the report of a shelter cost increase results in increased benefits mid-quarter, the increased cost need not be reported on the next QR 7. Food stamp benefits shall be supplemented if benefits can be increased mid-quarter.
3. If a report of a shelter cost decrease would result in a mid-quarter decrease, the recipient shall be notified via a "No Change NOA" that no mid-quarter change resulted.
IV. Determine Income

A. Income Averaging Over the Quarter

**Self-employment households** whose income is received less often than monthly. Annual income received in a period shorter than one year is averaged over a 12-month period. See 82-9.8 for further details.

**Student households** receiving non-excluded deferred educational loans, or educational grant income less often than monthly. Such income, after exclusions, is averaged over the period it is intended to cover. (see 82-9.1 for details)

**Households with contract income.** Households deriving their annual income by contract in a period shorter than one year have their income averaged over the period of time it is intended to cover, as long as the income from the contract is not earned on an hourly or piece-work basis.

The following basic income averaging steps shall be taken to determine the monthly income average for fluctuating income over the QR Payment Quarter.

1. Add the reasonably anticipated gross unearned income for each month of the quarter and divide by three. If the household receives the exact amount of income from month to month in the QR Payment Quarter, averaging over the quarter is not necessary.
2. Apply all applicable allowances and deductions to the averaged income amounts to generate an average Net Non-exempt Income (NNI).
3. Add the NNI of each income type together to determine the average monthly NNI for the household.

Example:

The quarter is October/November/December. The mother submits the QR 7 for November to the worker on December 10. On the QR 7, she reports that she started a part-time job in December that will only last until the end of January which is the holiday shopping season ends. She reports that she will be paid $900 in January and $800 in February. The mother’s aided spouse is also receiving Unemployment Insurance Benefit (UIB) of $100 paid bi-weekly. Household pays $450 monthly renting a room. Benefits for the January/February/March quarter are computed based on the income the household anticipates it will receive for that quarter as follows:

Step 1: Anticipated Gross Earned Income in the Quarter
Earned Income for January: $900
Earned Income for February: $800
Earned Income for March: $0

**Earned Income for the Quarter:** $1700

Step 2: Average Monthly Gross Earned Income: $1700 / 3 (months) = $566.67

Step 3: Adjusted Average Monthly Gross Earned Income: $566.67 x 80% = $453.33

Step 4: Anticipated Gross Monthly Unearned Income: $100 x 2.167 (bi-weekly conversion factor) = $216.70

Step 5: Total Non-exempt Gross Income: Step 3 + Step 4: $453.33 + $216.70 = $670

Step 6: Find Standard Deduction: $134 for HH size 2

Step 7: Adjusted Income: Step 5 - Step 6: $670 - $134 = $536

Step 8: Allowable Shelter Cost: $536 / 2 = $268

Step 9: Excess Shelter Cost: $450 (monthly rent) - $268 = $182

**Step 10: Net Non-exempt Income:** Step 7 - Step 9: $536 - $182 = $354

**B. Pay Cycle Conversion Factor**

Using conversion factors below to convert payments from different payment cycles into monthly amounts.

1. Weekly Pay Cycle
   a. the conversion factor is 4.33,
   b. pays weekly on the same day,
   c. 52 pay periods per year based on 52 weeks annually

2. Bi-Weekly Pay Cycle
   a. the conversion factor is 2.167,
b. pays bi-weekly on the same day,
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3. Semi-Monthly Pay Cycle

a. the conversion factor is 2,
b. pays twice per month on the same set of dates such as 1st and 15th,
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Example 1:

The recipient reports on the QR 7 that 4 weekly paychecks were received in the following amounts: $115, $100, $135 and $95. The recipient also indicates on the QR 7 that his/her income is not expected to change during the next payment quarter compared to reported income on the QR 7. The worker will add the 4 weeks of income together, divide by 4 and then factor the resultant amount by 4.33 (use the appropriate conversion factor for the payment frequency) to arrive at the monthly income amount for the next QR Payment Quarter. If 5 pay periods were reported in the Data Month on the QR 7, the worker will add each week together and divide by 5 and then factor the resultant amount by 4.33.

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The QR Payment Quarter is January/February/March. The recipient indicated on the QR 7 that weekly income of $100 was received in the Data Month and marks on the QR 7 that this income amount may not continue due to possible getting a new job. The recipient states that if he/she does not get a new job, he/she will continue at the current job throughout the next quarter making the same amount. Since the amount of income or when the income will be received is uncertain (i.e., it cannot be reasonably anticipated), that portion of the household's income will not be counted when determining income eligibility and benefit levels. Therefore the worker would apply the conversion factor of 4.33 to the current $100 weekly amount to arrive at the monthly income amount for the next quarter (In this example, because the 100 weekly amount remains the same for each pay period, the step requiring that the weekly amounts be added together and divided by the number of pay periods is not necessary).

Example 3:

The recipient reports on the QR 7 that she is paid on a weekly basis except she only works 3 weeks in a month and indicates that this frequency of pay will remain the same throughout the QR Payment Quarter and will remain unchanged throughout the next QR Payment
Quarter. She is typically paid $115, $100, $135. The worker will add the 3 weeks of income together to arrive at a reasonably anticipated monthly income for the next QR Payment Quarter. Since income is not paid every week of the QR Payment Quarter, the income cannot be factored.

Reference 63-509
Prospective Budgeting

I. General Overview

A. Benefits for the QR Payment Quarter will be determined using prospective budgeting, reasonably anticipated income and income-averaging rules.

B. Income and household information from the QR Data Month and anticipated changes in income and expenses must be considered when determining eligibility and benefit levels for a Payment Quarter. Documentation is required in the case folder which explains how income was projected in determining benefit calculations such as:

1. Income the recipient states is expected in future months;
2. Whether anticipated income will be different than income that the recipient reported receiving for the QR Data Month;
3. Documentation of the reasons for not accepting the recipient’s estimate if the information is questionable;
4. Other information used to determine what income will be used in the benefit calculations (verifications, employer’s statements, case history, etc.) if the recipient's estimate is not used.

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The recipient reports on the QR 7 that she is paid on a weekly basis except she only works 3 weeks in a month and indicates that this frequency of pay will remain the same throughout the QR Payment Quarter and will remain unchanged throughout the next QR Payment
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Reference 63-509
Maximum Income Standards

I. Maximum Gross Income Standard

A. All households, except those with a member 60 years of age or older or disabled, have their income eligibility determined based on the maximum gross monthly income standard.

   This applies to destitute households, too.

B. Once the household passes the maximum gross income standard, it must also pass the net income standard.

C. When a household's reported income is more than the maximum gross income standard, the income need not be verified.

D. When a household becomes eligible for a different income eligibility test, (e.g., a household member turns 60), the new income test is applied at recertification or at the earliest desk review.

II. Maximum Net Income Standard

A. Households with a member 60 years of age or older or disabled have their eligibility determined based on the maximum net monthly standard.

B. If the member who is 60 years old or older or disabled leaves the household, the gross income standard is applied at:

   1. Recertification;
2. When the household notifies the EW;

3. At the earliest desk review.

C. The change is effective the month after the month in which the change occurred.
CAAP Budgeting

I. Introduction

The County Adult Assistance Programs (CAAP) are procedurally complex. They include FSET components and are further complicated by a twice-monthly payment schedule. It is essential to budget CAAP income accurately.

In CalWIN, changes in the budget entered by the CAAP worker will automatically trigger an alert to the Food Stamps worker. The Food Stamps worker must consider eligibility regulations in determining whether or not the CAAP grant will be budgeted in Food Stamps.

CAAP -1 reports are vital and are intended to help workers accurately budget CAAP income, apply sanctions and ensure consistency between programs. However, these reports must be interpreted and used in conjunction with other sources of information, such as CalWIN entries made by other program workers.

Workers must pro-actively gather, analyze and interpret all available information to determine what actions, if any, are necessary.

II. Budgeting CAAP Grant

A. At Intake

CAAP grants are budgeted only if client is already receiving it. If CAAP status is still Presumptive Eligibility (PE), then CAAP grant should not be budgeted in the Food Stamps case.

B. In Carrying

Since an increase in income decreases the Food Stamps benefits and therefore may not be budgeted in mid-quarter, a CalWIN entry must be made to disallow the CAAP grant from budgeting. Click on How To # 028.
III. CAAP-1 Reports

CAAP clients with income are required to complete a monthly CAAP-1 report, which closely follows the QR7 process. CAAP provides information from these reports to Food Stamps, ensuring that information reported to CAAP is automatically shared with Food Stamps.

This report addresses the problem of CAAP clients (particularly homeless clients) reporting income or changes to CAAP but not Food Stamps.

The CAAP-1 is no longer distributed to Food Stamps. The changes reported by the clients are entered into CalWIN by the CAAP worker. This CalWIN entry will trigger an alert where the Food Stamps worker will find out about the changes in the client's circumstances as reported to CAAP. Examples of reported changes could be address change or new employment and income.
82-9 Special Household

Students

I. Regulations

II. Student Income/Resources

III. Budgeting Student Income

IV. Verification and Documentation

V. Questionable Student Status

I. Regulations

A. Applicability

Any person 18 to 49 years old who is physically and mentally fit for work, and enrolled at least half-time, as defined by the institution, in an institution of higher education, is ineligible unless that person meets one of the eligibility requirements listed in D. below.

Student eligibility requirements DO NOT apply to the following persons:

1. persons age 17 or under, or 50 years or older;
2. those physically or mentally unfit for work;
3. persons attending high school;
4. persons participating in strictly in the job training portion of on-the-job training programs as opposed to the class attendance portion;
5. those enrolled less than half-time;
6. persons enrolled full-time in schools or training programs that are not institutions of higher education;
7. persons enrolled less than half-time in a business, trade, technical or vocational school at the post-high school level that normally requires a high school diploma or equivalency certificate for enrollment;

8. persons enrolled less than half-time in a regular curriculum (standard requirements for graduation or certification/qualification in a particular field of study) in a junior, two-year or four-year college or university, or graduate school, regardless of whether a high school diploma or equivalency certificate is required.

B. What are "Institutions of Higher Education"?

"Institutions of higher education" are now divided into two categories:

1. Business, trade, technical or vocational schools at the post-high school level that normally require a high school diploma or equivalency certificate for enrollment. In other words, these schools must require a high school diploma or equivalency certificate in order to be considered institutions of higher education. To be considered a student, the person must be enrolled at least half-time in one of these.

2. Junior, community, two-year or four-year colleges or universities, or graduate schools, regardless of whether a high school diploma or equivalency certificate is required: To be considered a student, the person must be enrolled at least half-time in these institutions' regular curriculum.

NOTE: If one of these institutions normally requires a high school diploma or equivalency certificate, but does not require either of these for a particular program or course, enrollment in that particular program or course does not constitute enrollment in an institution of higher education.

EXAMPLE: Joe is going to junior college half-time but is enrolled in mostly non-credit courses; only one class is for credit. He’s not working toward a degree or certificate or qualification. For Food Stamp purposes, he is not considered to be enrolled in an institution of higher education.

C. Persons in on-the-job training programs have to meet the student eligibility requirements when they are only attending classes and not involved in the training portion.

EXAMPLE 1: A man is participating in a six-month on-the-job training program at a vocational school that normally requires a high school diploma. During the first three months of the program he engages exclusively in full-time, on-site classroom instruction to prepare him to work in the shop area.
During the those three months, he must meet one of the student eligibility requirements to be eligible to receive Food Stamps.

**EXAMPLE 1:** A woman is in a six-month on-the-job training program at a vocational school that normally requires a high school diploma. She spends the first four hours each day in classroom instruction and the second four hours in the shop. She does not have to meet the student eligibility requirements because she is involved in on-the-job training and therefore, exempt.

**D. Student Eligibility Requirements**

To be eligible, a student must meet at least one of the following requirements on the date of the interview. This also applies to non-continuing students in the final month of student status.

1. Be employed for a minimum of twenty (20) hours per week and be paid for working:
   
   a. The student employed (not through work study) during the regular school year must continue working the 20 hours/week during the summer break in order to remain eligible.
   
   b. The student must be employed on the date of the interview, even though s/he may be actually start working at a later date.
   
   c. If self-employed, be self-employed for a minimum of 20 hours per week, and receive gross weekly earnings at least equal to the federal minimum wage multiplied by 20 hours.

2. Be approved for state or federally financed work study for the current school term as defined by the institution, and anticipating working during the term.
   
   a. The exemption begins the month the school term starts or the month work study is approved, whichever is later. It continues until the end of the month the school term ends, or it becomes known that the student refused a work assignment.
   
   b. The exemption must not continue between terms when there is a break of a full-month or longer unless the student is participating in work study during the break.

3. Have parental control over a dependent household member under the age of six.
4. Have parental control over a dependent household member who has turned six but is under twelve, and the EW has determined that there is no adequate child care available for the student to attend class, work 20 hours per week, or participate in a state or federally financed work study program during the regular school year:

5. Whether child care is adequate is determined on a case-by-case basis. Consider the following:

   a. The accessibility of the child care facility to the child’s home and school.

   b. The convenience and suitability of the child care hours in respect to the student’s school schedule.

   c. The suitability of the child care services to the age and special needs of the child.

   d. If the child care facility does not accommodate any one of the above, then the facility is inadequate.

6. Be a CalWORKs recipient.

7. Be assigned or placed in an institution of higher education through the Job Training Partnership Act (JTPA), the Food Stamp Employment and Training Program (FSET), the Job Opportunity and Basic Skills Program (JOBS) under Title IV if the Social Security Act, any program under Section 236 of the Trade Act of 1974, or a state or local government employment and training program for low-income individuals.

   a. A person who enrolls him/herself in an institution of higher education while being enrolled in any of the employment and training programs listed above satisfies the student eligibility requirement.

   b. A person who voluntarily participates in one of the above employment and training programs above and is then placed in an institution of higher education by the program also satisfies the student eligibility requirement.

8. Be enrolled full time in an institution of higher education and is a single parent with responsibility for the care of a dependent child under age 12.

   a. This provision applies when only one of the child(ren)’s natural, adoptive or step-parents, regardless of marital status, is in the same Food Stamp household as the child(ren). "Regardless of
marital status" means that the parent can be single (never married), a widow or widower, separated, divorced, or married, and living in a separate household from the other parent.

**EXAMPLE:** If one natural parent and a stepparent are living with the child, neither the natural parent nor the stepparent qualifies for the student exemption.

b. If no natural, adoptive or step-parent is in the same Food Stamp household as the child, but there is another person who has parental control over the child, is a full-time student and not living with his/her spouse, s/he may qualify for the student exemption.

**E. Student Enrollment Status**

Enrollment begins the first day of the institution's school term. The student's enrollment and work study is considered current through vacations and recesses, unless the student graduates, is suspended, expelled, or drops out.

**NOTE:** The institution defines the length of the school year. If there is a question regarding this, request that it be specified in the letter verifying attendance, units, etc.

**F. Mental or Physical Unfitness**

1. If the student claims to be physically or mentally unfit for work, and the condition is not evident, require the student to:

   a. Have a medical doctor complete a Form DFA 440 Verification of Physical and Mental Incapacity, or

   b. Provide proof of permanent or temporary disability, such as SDI or VA benefits, issued by governmental or private sources, or a written statement from a physician or licensed or certified psychologist.

2. If the unfitness is evident, that is sufficient verification.

3. If verification is required, pend the application for 30 days until the verification is provided.

   a. If there are other members in the household, certify them and consider the student excluded.
b. Deny the student if verification of unfitness is not received after 30 days.

G. Work Registration

1. Eligible students who are enrolled at least half-time in any institution of higher education are exempt from work registration requirements.

2. Students on break from school because of vacation continue to be exempt from work registration as long as they intend to return to school after the vacation.

H. Ineligible Students

If a student is determined ineligible, consider him/her an excluded member.

1. The income and resources of the excluded student are not considered available to the remaining household.

2. If the student is part of an AFDC HH, and the student's portion of the AFDC grant cannot be readily identified, the grant is pro-rated among the recipients and the student's share excluded.

II. Student Income/Resources

A. Student Income

Student income includes but is not limited to:

1. Income received on a monthly or regular basis such as wages, GI benefits and Social Security benefits;

2. Income received as a lump sum or on an irregular basis such as grants, deferred payment loans;

3. Portions of deferred educational loans, grants, fellowships, or VA benefits that are diverted to a 3rd party to pay living expenses such as rent, personal clothing, and food eaten at home;

B. Excluded Student Income

Exclude financial aid SPECIFICALLY EARMARKED or INTENDED TO BE USED for allowable educational expenses EVEN IF IT EXCEEDS the actual expense. This includes all financial aid: federal non-Title IV and non-federal. Title IV financial assistance, Bureau of Indian Affairs Higher Education Grant
are excluded in their entirety. Federal Title IV aid includes but is not limited to:

1. **Part A - Grants under specific sections:**

   a. Section 411: Basic Educational Opportunity Grants (i.e., PELL Grants)

   b. Section 413A: Supplemental Educational Opportunity Grants (SEOG)

   c. Section 415A: Grants to State for Student Incentives

   d. Section 417A: Special Programs for Students From Disadvantaged Backgrounds

   e. Section 418A: Special Programs for Students Whose Families are Engaged in Migrant and Seasonal Farmwork (CAMP)

   f. Section 419A: Byrd Honors Scholarship Program

   g. Section 420A: Veterans' Educational Outreach Program

   h. Section 420B: Special Child Care Services for Disadvantaged College Students

   i. Federal Early Outreach and Student Services Programs:

      1) Federal Trio Programs

      2) Talent Search

      3) Upward Bound Assistance

      4) Student Support Services (Special Services) including Special Programs for Students with Disadvantaged Backgrounds and High School Equivalency Program (HEP)

      5) National Early Intervention Scholarship and Partnership Program

      6) Presidential Access Scholarships

      7) Model Program Community Partnership and Counseling Grants
8) National Student Savings Demonstration Program

9) Technical Assistance for Teachers & Counselors

j. CAL Grants A, B and C

k. Assistance to Institutions of Higher Education including Ronald E. McNair Postbaccalaureate Achievement Program

2. Part B - Federal Family Education Loan Program includes:

a. Federal Direct Loan Demonstration Project - Includes subsidized and unsubsidized loans (Federal Unsubsidized Loans)

b. National Guaranteed Student Loan (NGSL)

c. California Guaranteed Student Loan (CGSL)

d. California Loans to Assist Students (CLASS)

e. Federal Parent Loans for Students (PLUS)

f. Federal Supplemental Loans for Students (SLS)

g. Federally Insured Student Loans

h. Stafford Loan Program

3. Part C - College Work Study

NOTE: You do not have to verify with CITY COLLEGE because all work study grants awarded there are TITLE IV.

4. Part D - Income Contingent Direct Loan Demonstration Program

5. Part E - Perkins Loans

6. Federal Consolidation Loans

7. Paul Douglas Teacher Scholarship

8. National Science Scholars Program

C. Included Student Income
Payments earmarked or intended to be used for living expenses (rent, clothing, food eaten at home) which are not offset by allowable student expenses (tuition, mandatory fees, etc.) remain countable as income. What this means is that, if there is non-title IV financial aid and there are no more allowable student expenses to deduct from it, then the remaining aid must be included as income because it is to be used towards rent, clothing, and food eaten at home.

1. The following are non-federal grants/loans:
   
   a. BOGG - Board of Governor's Grant
   
   b. Doyle Grant
   
   c. EOPG - Educational Opportunity Program Grant
   
   d. EOPS - Extended Opportunity Program and Services (Includes Book Grant)
   
   e. Soroptomists Grant
   
   f. SUG - State University Grant
   
   g. HEAL Loan

2. The following are federal non-Title IV grants/loans:

   a. Title VII Bilingual Education Program Grant

**D. Veteran's Affairs (VA) Educational Benefits**

VA educational benefits are not all treated the same. Below is a summary of different types of VA educational benefits that you may likely encounter.

1. Veterans' Educational Assistance Program (VEAP)

   In this program, a service person has voluntarily contributed to the VEAP fund with the VA providing matching funds ($2 to the service person's $1). These persons are eligible to receive the benefits up to ten years after the date of discharge and up to 36 months of educational benefits.

   a. Funds contributed by the veteran are treated as a resource for Food Stamp purposes.

   b. If the money is used for educational expenses, only the matching funds provided by the VA are treated as educational income. If
the money is not used for educational expenses, the VA provides no matching funds.

c. Since the check received by the veteran does not differentiate between funds provided by the VA and those of the veteran, call the Benefits Information and Assistance Section (1-800 827-1000) and give the name and Social Security number of the veteran to obtain the amounts.

2. Educational assistance received under the programs listed on the next page is not treated the same as the VEAP payments. Subtract the student expenses and consider the remainder as countable income.

a. U.S. Department of Veterans' Affairs Vocational Rehabilitation Program

Veterans participating in this program have a service-connected disability of 20 percent or greater. It provides a fixed monthly stipend, the amount of which depends upon the vet's classification as a full-time, three-quarter-time, or half-time student. The VA pays the school directly for the cost of tuition, books, supplies, and tutorial or special assistance.

b. Montgomery GI Bill

The service person participates in a pay reduction program in which s/he agrees to serve for reduced wages. The educational benefit is not directly related to the money withheld from wages. Monthly payments vary with the length and type of service.

There is also a Montgomery GI Bill for reservists which does not require a contribution from the service member.

c. Vietnam Era GI Bill

This is a combination of the old GI Bill and the Montgomery GI Bill. The veteran receives one-half of the amount s/he would be eligible to under the old GI Bill and the full amount of the Montgomery GI Bill.

d. Dependents GI Bill

A child or spouse of a service-connected deceased or 100 percent disabled veteran may be eligible for VA educational assistance. Benefits may be used until the dependent, child or
spouse has reached the age of 26 or for eight years from the date the VA eligibility was determined, whichever is later.

E. Student Income Exclusions

1. Deduct from student income the following:

   a. Tuition and mandatory fees. Mandatory fees are those charged to all students or to all students within a certain curriculum, including the rental or purchase of any equipment, materials, and supplies related to the pursuit of the course of study involved.

   b. Student loan origination (loan processing) fees and insurance premiums. These must be verified.

   c. Portions of financial aid specifically earmarked or intended to be used for educational costs, even if it exceeds the actual expenses, including:

      1) Transportation

      2) Books and supplies

      3) Dependent care

      4) Miscellaneous personal expenses

      Do not deduct amounts used for rent/mortgage, personal clothing, or food eaten at home.

2. When there are both excluded educational loans/grants and non-excluded loans/grants, always deduct the student expenses from the non-excluded loans/grants from the onset.

3. When a student has dependent care expenses and educational assistance is provided (but not specifically earmarked):

   a. Subtract from the total educational assistance (not including work study) all allowable educational expenses, except the dependent care.

   b. If the dependent care does not exceed the remaining amount of educational assistance, exclude the whole dependent care expense.
c. If the dependent care does exceed the remaining amount of educational assistance, exclude the portion of dependent care that is equal to the remaining educational assistance and budget the rest of the dependent care.

**EXAMPLE:** A student receives $4000 in educational aid and the allowable educational expenses (not counting dependent care) come to $3000. She reports and verifies dependent care costs of $1000. The remaining educational aid ($1000) covers the whole dependent care, so, exclude the whole dependent care amount.

**EXAMPLE:** Using the same student budget above, the student reports and verifies $500 more in dependent care, and there is no more educational aid to offset the expense. And although the household must still report and verify the dependent care costs with each QR7, if monthly reporting, the $500 may be pro-rated to correlate with the school semester and will be subject to the $200/175 dependent care cap each month.

4. The exclusions previously listed also apply to the deferred educational loans, grants, etc., used for attendance at an institution of post-secondary education. An institution of post-secondary education is defined as any public or private educational institution that:

   a. Meets the definition of an institution of higher education, or

   b. Admits persons who are beyond the age of compulsory school attendance (18 years old) in the state where the institution is located, and is legally authorized or recognized by the state to provide:

      1) An educational program beyond secondary education;

      2) A program of training to prepare students for gainful employment.

5. The excludable expenses must not exceed the value of the total amount of educational assistance received.

6. Earned income from any college work study program is exempted.

**F. Student Resources**

Funds pro-rated as income are not counted again as resources. Therefore; a student may have more than $2000 in liquid assets at any point in time and
remain eligible as long as not more than $2000 are personal savings and non-exempt real and personal property.

1. If exempt resource funds are commingled in the same account as non-exempt funds, they are counted as a resource after the end of the period over which they were pro-rated as income.

2. If a resource is jointly held by a household member receiving PA and a member who is not receiving PA, exclude the amount that was counted in determining the PA eligibility.

III. Budgeting Student Income

A. Do not prospectively budget averaged non-excluded deferred educational loans/grants during the Beginning Months if the household will be subject to retrospective budgeting.

This also means includes the tuition, mandatory fees, etc.

B. Prorate non-excluded deferred payment loans, grants, etc., over the number of months they are intended to cover.

That is, divide the total of loans/grants, etc. by 5 (for one semester) or appropriate number of months in the school year and enter this amount in CalWIN.

EXAMPLE: Archie has a $4000 loan for the school year. Tuition and fees are $3950. His school year is 9 months long. He applied for Food Stamps in September. His certification period is from September through January. Average the $4000 over the 9 months = $444 (rounded) per month; enter this with From and Thru date. The pro-rated exclusions = $439 (rounded); enter with BIC 140 with From and Thru date. Do not begin budgeting these amounts until November.

C. Follow the preceding procedure regardless of when during the school year the student applies for Food Stamps, and regardless of how much of the income the student has left.

EXAMPLE: A student receives a $1500 grant in September for a five month semester. By November the student has spent all the money and applies for Food Stamps. The $1500 would still be averaged over the five months.

D. If at the start of the school term financial aid has not yet been approved or awarded, or it is being held up or delayed for a specific reason, certify the student and do not budget the income until the financial aid is actually received.
Once received and reported on the QR 7, the averaged amount is budgeted for the remaining period it is intended to cover.

E. Tuition Waivers

A straight tuition waiver in which there is no actual financial transaction is budgeted as zero student income and zero student expenses. A notation must be entered on the DFA 285A2 or the 8002.

F. Loans or grants received after the period of time they were intended to cover has passed are not considered income but rather retroactive lump sum payments.

They are resources in the month received.

IV. Verification and Documentation

A. Students are required to obtain from the financial aid office or officer of their school an award letter and a copy of the Standard Student Budget used by the school that includes the specific category of budget used, e.g., single commuter, etc.

The following items must be verified by the letter:

1. Enrollment for the quarter, semester, school year

2. Hours and/or units

3. Financial aid or lack of aid received, pending, or applied for. Type and category must be identified.

4. Tuition and fees

B. The following must be earmarked by the aid letter or intended to be used for the stated purposes in order to qualify for exclusion.

Actual purchase receipts are not required.

1. Transportation

2. Books and supplies

3. Dependent care

4. Miscellaneous personal expenses
C. All income must be verified before certification.

Students receiving monthly GA bill benefits or Social Security benefits, etc., must provide an award letter verifying the amount.

D. The original financial aid letter must be filed in the case record.

Although the student may have other receipts or documents showing the amounts of loans, etc., the letter is required.

1. Most colleges and technical schools have form letters that they issue when requested by the student. Smaller schools may have the registrar or enrollment officer type the financial aid letter.

2. Form letters from San Francisco State and City College of San Francisco called "Declaration of Financial Aid," can be accepted only if they bear authorized signatures, date stamps, and other specific official designations.

V. Questionable Student Status

A. If there is a question as to the applicant's status as a student, request verification from the school.

This can be done in one of two ways:

1. Telephone the registrar's office or records department of the school. The names of students currently registered at a particular school are public information.

2. If the school will not release the information or if you cannot otherwise obtain it, complete a Form 8014/8015 Release of Information in duplicate as well as a cover letter Form 6047. Retain a copy of the cover letter and the 8014/8015 in the case record.

Reference: 63-406.1; 63-501.3 (I); 63-502.2
Destitute Households

I. Introduction

Migrant or seasonal farmworker households may have little or no income at the time of application and may be in need of immediate food assistance, even though they may receive income later on in the month. Use the following procedures to determine when migrant/seasonal farmworkers may be considered destitute and entitled to expedited service.

NOTE: Households other than migrant/seasonal farmworkers are not classified as destitute.

A. For migrant farmworker households, the regulations below apply at initial application and at recertification but only for the first month of each cert period.

At recertification, disregard income from a new source in the first month of the cert period if income of more than $25 will not be received from this new source by the 10th calendar day after the date of the household's stagger date.

For seasonal farmworkers, the regulations below apply only to the month of application when the household has a Beginning Month.

B. Migrant/seasonal farmworker households whose only income for the month of application was received prior to the date of application and was from a terminated source are considered destitute and entitled to expedited service.

1. If the income is received on a monthly or more frequent basis, it is considered to be coming from a terminated source if it will not be received again from the same source during the balance of the month of application or during the following month.

2. If the income is received less often than monthly, it is considered to be coming from a terminated source if it will not be received in the month in which the next payment would normally be received.
C. Households whose income for the month of application is from a new source are considered destitute and entitled to expedited service if income of more than $25 from the new source will not be received by the 10th calendar day after the date of application.

1. Income received on a monthly or more frequent basis is considered to be from a new source if income of more than $25 has not been received from that source within 30 days prior to the date the application was filed.

2. If income is usually received less often than monthly, it is considered to be from a new source if income of more than $25 was not received within the last normal interval between payments.

D. Households can receive both income from a terminated source prior to the date of application and income from a new source after the date of application and still be considered destitute if income of more than $25 will not be received by the 10th day after the date of application and no other income will be received in the month of application.

E. Calculate the eligibility and benefit level of destitute households for the month of application by considering only income received between the first of the month and the date of application.

Disregard any income from a new source that is anticipated after the date of application.

F. Wage Advances

Sometimes these households are given travel advances to cover travel costs to the location of their new employment. To the extent that these payments are excluded as reimbursements, receipt of travel advances will not affect the determination of when a household is destitute.

1. If the travel advance is by written contract an advance that will be later subtracted from wages earned by the employee, rather than a reimbursement, count the wage advance as income.

2. The receipt of a wage advance for the travel cost of a new employee must not affect the determination of whether subsequent payments from the employer are from a new source, nor whether a household should be considered destitute.

G. A household member who changes jobs but still works for the same employer is considered to be receiving income from the same source.
1. A migrant farmworker's source of income is the grower for whom the farmworker is working at a particular point in time, and not the crew chief.

2. A migrant farmworker who travels with the same crew chief but goes from one grower to another is considered to have moved from a terminated income source to a new one.

Reference: 63-503.43 - 503.437
Excluded Household Members

I. Introduction

Some household members are excluded from the Food Stamp household for various disqualification reasons. The disqualification periods differ depending on the reason. During the time that excluded members cannot participate, compute the eligibility and benefit level of the remaining members.

A. Cooperation With Application Process

All excluded household members must cooperate with the EW during the application process. If a household member or an excluded household member refuses to cooperate during the application process, deny the application.

B. Disqualification Penalty Periods

1. Intentional Program Violation (IPV)

   Individuals found to have committed an IPV either through an administrative disqualification hearing or by a court of appropriate jurisdiction are ineligible to participate as follows:

   a. First violation - Twelve (12) months

   b. Second violation - Twenty-four (24) months

   c. Third violation - Permanently

2. SSN Disqualified

   The individual remains ineligible until he complies with SSN regulations.
3. Work Registration/Voluntary Quit Disqualified

The penalty periods for work registration noncompliance and voluntary quits without good cause are progressive. Work registration noncompliances and voluntary quits without good cause committed by the household are added together and applied as in a. below.

a. Work Registration

An individual disqualified for failing to register for work or for failing to comply with other work registration requirements is sanctioned as follows or until the person complies, whichever is longer:

1) One month for the first noncompliance;
2) Three months for the second noncompliance;
3) Six months for the third and subsequent noncompliance.

b. Volunteer Quit Sanction

1) Applicant households are sanctioned if voluntary quit without good cause occurred within 60 days from application.

2) Sanction is one month for the first time, two months for the second time, and three months for the third time there is a voluntary quit.

C. Members Excluded for IPV, Drug Felony, Workfare or Work Requirement Sanction or is a Fleeing Felon and/or a Probation/Parole Violator

These excluded household members have their resources and income treated as follows:

1. Income and Resources

   Income and resources are considered available in their entirety to the remaining members.

2. Deductions

   The earned income, standard, medical, dependent care, and excess shelter deductions continue to apply to the remaining members.
NOTE: Persons judged by a court or appropriate jurisdiction or administrative disqualification hearing to have committed an IPV for failure to report earned income are not allowed the earned income deduction for that portion of earned income they failed to report.

3. Eligibility and Benefit Level

Do not consider these members when determining household size for:

a. Assigning the monthly allotment;

b. Comparing the household's monthly income with the income standards;

c. Comparing the household's resources with the resource limit.

D. Members Excluded for SSN Disqualification or Ineligible non-citizen Status

Treat the income and resources of these excluded members as follows:

1. Resources

Resources are counted in their entirety as available to the remaining members.

2. Income

Prorate the excluded member's income as follows:

a. Subtract all allowable exclusions from the gross income;

b. Divide the remaining income evenly among the rest of household, including the excluded member.

c. Count as income all but the excluded member's share.

3. Deductions

a. Apply the earned income deduction to the household's portion of the excluded member's pro-rated income.

b. Divide the portion of the household's allowable shelter and dependent care expenses paid by or billed to the excluded member evenly among all household members, including the
excluded member. Count as a deductible expense all but the excluded member's share.

c. Full utility allowance (SUA/LUA/TUA).

4. Eligibility and Benefit Level

Do not include these members when determining household size for:

a. Assigning a benefit level;

b. Comparing household monthly income with the income standards;

c. Comparing household resources with resource limit;

d. Determining categorical eligibility of the remaining members.

E. Members Excluded for SSI Recipient or Ineligible Student Status or Noncompliance with Work Requirements

The income and resources of these excluded members is treated in the same manner as the income resources of non-household members. See Part II of this section.

F. Reduction or Termination of Benefits During Cert Period

Whenever an individual is excluded within the cert period, determine the eligibility or ineligibility of the remaining members.

1. IPV Disqualified

a. If a household's benefits are reduced or discontinued because one of its members has been disqualified for IPV, notify the remaining members of their eligibility and benefit level at the same time the disqualified member is notified of the disqualification.

b. The household is not entitled to a timely notice of adverse action but may request a state hearing to contest the reduction or discontinuance of benefits.

2. Members Excluded for Workfare/Work Requirement Sanction, SSN Disqualification, or Ineligible Alien Status, Drug Felony Conviction, or Probation/Parole Violator
Send the household a timely 10 day NOA to give notice of the exclusion, the reason for the exclusion, the eligibility and benefit level of the remaining members, and the action needed to end disqualification.

II. Non-household Members (Roomers, Live-in Attendants, Others)

The income and resources of non-household members and certain excluded members (listed in E. above) are considered unavailable to the remaining members.

A. Cash payments (not including payments for shared deductible expenses) from the non-household member to the household are considered income to the household.

B. If the earned incomes of one of the household members and a non-household member are combined into one wage, count as earned income only the household member's share, if identifiable.

If not identifiable, prorate the income among those who earned the income. Count only the household's pro-rated share.

C. Deductible expenses are treated as follows:

1. If deductible expenses are shared, deduct only the amount actually paid or contributed by the household.

2. If the payments or contributions cannot be differentiated, prorate the expenses among those actually paying or contributing. Count only the household's pro-rated share.

References: 63-503.44 - 503.45
Households with Sponsored Aliens

I. Sponsored Aliens

II. Deemed Income/Resource Determination

III. Other Sponsor Information

I. Sponsored Aliens

A sponsored alien is an alien for whom an individual (sponsor) has signed an affidavit of support or similar agreement. An organization or group is not considered a sponsor.

A. Regulations

These regulations apply to the sponsored alien for a period of three (3) years from the alien’s date of admission as a permanent resident. To identify these, look at the alien registration card, either Form I-151 or I-551. The Date of Entry is located on the front side of the I-551 and on the back of the I-151 marked "ADM/ADJ DATE."

1. It is deemed or assumed that a portion of the sponsor's income and resources and those of the sponsor's spouse, if living together, are available to the sponsored alien and counted when determining eligibility and benefit level.

   NOTE: The sponsor's spouse's income and resources are counted even if the sponsor and spouse were married after the signing of the affidavit.

2. Those not affected by these regulations are:

   a. An alien applying for or receiving benefits as a member of the sponsor's household

   b. An alien whose sponsor is receiving benefits separate and apart from the alien
c. An alien sponsored by a group or organization

d. An alien not required to have a sponsor such as but not limited to, a refugee, a parolee, an alien granted asylum, and/or a Cuban/Haitian entrant

B. Necessary Information

Use Form CA 22 to gather the following required information at initial application and at recertification:

1. The alien's date of birth, place of birth, and alien A-number;

2. The name, address and telephone number of the alien's sponsor;

3. The sponsor's income and resources and those of the sponsor's spouse, if living together.

4. The names or other identifying factors (e.g., A-numbers) of other aliens for whom the sponsor has signed an affidavit of support or similar agreement;

5. The provisions of the INA under which the alien was admitted;

6. The date of alien's admission or adjustment to permanent resident;

7. The number of dependents the sponsor and sponsor's spouse claim or could claim for federal income tax purposes.

C. Sponsored Alien Responsibility

For the three (3) year period following the alien's date of admission as a lawful permanent resident, the alien is responsible for:

1. Obtaining the cooperation of the sponsor,

2. Providing the necessary information and/or documentation to calculate deemed income and resources of the sponsor and sponsor's spouse at initial application and at recertification.

3. Providing the names or other identifying factors of other aliens for whom the sponsor has signed affidavits of support.

4. Reporting required information regarding a new sponsor and spouse should the alien get another sponsor during the certification period.
5. Reporting changes in income should the sponsor or sponsor's spouse experience a change or a job loss, or die during the certification period. These changes must reported on the CA 7 or DFA 377.5.

D. The CA 22 Alien Sponsor's Statement of Facts

The CA 22 coversheet explains the conditions under which sponsored aliens can receive Food Stamps and the responsibilities of both alien and sponsor. Changes in a sponsor's income and/or resources must be reported as they occur by the alien on the CA 7 Monthly Eligibility Report.

Inform the sponsored alien that the sponsor must complete this form before a determination of eligibility can be completed. The form should be returned to the alien who must sign it in time to deliver it to the EW within the 30-day processing time limit. If it is not returned within this timeframe, deny the application or exclude the sponsored alien(s) and certify the eligible members.

NOTE: If sponsored alien information has been verified for a PA categorically eligible household, it need not be re-verified for Food Stamps.

1. Questions 1 and 2

Name, address, telephone number of the sponsor and spouse if living together. Verify only if questionable.

2. Questions 3, 6-10

Income and resources of the sponsor and sponsor's spouse if they are living together. Question 3 deals with public assistance income the sponsor receives. Question 6 asks for employer's names as well as monies received (do not include a deduction for child support payments). These items must always be verified.

3. Question 4

Names, addresses, dates of admission of other aliens the sponsor is sponsoring, and information regarding any public assistance they are receiving. Always verify these.

4. Question 5

Number and names of dependents the sponsor and/or spouse claim or could claim for federal income tax purposes. Verify only if questionable.

5. Questions 11-13
These questions need not be answered for aliens who are applying for Food Stamps only.

II. Deemed Income/Resource Determination

A. Deemed Income

Income deemed available to the sponsored alien from the sponsor and sponsor's spouse (if living together) is considered unearned income. Determine this as follows:

1. Deduct the 20% earned income deduction from the earned portion of the total monthly gross income of the sponsor and sponsor's spouse (if living together).

2. Apply no deductions if all income is unearned.

3. From the balance of 1 above, deduct the FS monthly gross income limit amount for the corresponding number in the sponsor's household (sponsor, sponsor's spouse, and any other person claimed or that could be claimed by the sponsor or sponsor's spouse as a dependent for federal income tax purposes).

4. The remainder is considered deemed unearned income available to the sponsored alien and subject to the maximum gross monthly income eligibility test.

5. Income deemed available to the alien based on the initial and recertification CA 22 continues at the same amount per month throughout the certification period unless a change occurs. The change must be reported by the sponsored alien on the CA 7 or DFA 377.5.

6. Direct cash payments made to the sponsored alien by the sponsor are not counted as income so long as the cash payments are less than the amount deemed available to the sponsored alien.

   **NOTE:** If the cash payments exceed the deemed amount, count as income the portion that exceeds the deemed amount.

7. If the sponsored alien provides the sponsor's income information to CalWORKs, the only deductions allowed against that income are those stated above.

B. Deemed Resources
Include in the resources of a sponsored alien household the portion of the sponsor's and sponsor's spouse's resources which have been deemed available to the sponsored alien. To determine this amount:

1. From the CA 22, questions 8 through 10, determine if any of the sponsor's resources are exempt.

2. Determine the dollar value of the remaining resources.

3. Deduct $1500 from the above amount. The remainder is the amount of resources deemed available to sponsored alien. Add this to the alien's own reserve and apply the resource limit.

4. The resource amount calculated by CalWORKs is used for Food Stamp purposes for PA households.

C. Awaiting Information/Verification

If the necessary information or verification is not received on a timely basis, consider the sponsored alien ineligible until all the items are obtained. If the same sponsor is responsible for the entire household, the entire household is ineligible until the information is provided and verified.

1. Determine the eligibility of all the other eligible members of the household.

2. Prorate the income of the ineligible alien(s); count the ineligible alien's resources in their entirety.

3. Disregard the deemed income/resources of the alien's sponsor and sponsor's spouse.

4. If the information/verification is later received, treat it as a reported change in household membership. See Section 83-6.

5. If the sponsored alien refuses to cooperate in providing or verifying the required information, other adult members must be responsible for providing and/or verifying the needed information.

III. Other Sponsor Information

A. Proration of Deemed Income/Resources

If the sponsored alien can demonstrate that the sponsor has current sponsorship responsibilities for other aliens, then the deemed income and
resources are pro-rated among the aliens who apply for or are participating in Food Stamps.

1. To verify the above situation, the sponsored alien may give names of the other aliens sponsored and provide the affidavit of support for those individuals.

2. If the information regarding other sponsored aliens is not provided, the deemed income and resources of the sponsor are considered available in their entirety to the alien household until the information and verification are provided.

B. Changing Sponsors

If the alien changes sponsor during the certification period, recalculate the deemed income and resources based on the new information provided by the new sponsor. Act on this change within the timeframes for reported changes stipulated in Section 83-6.

C. Loss of a Sponsor

If the alien loses his sponsor during the three year sponsored alien provision period, and the alien does not obtain another, continue to count as available the deemed income and resources of the previous sponsor until the alien obtains another or until the three year period expires, whichever occurs first.

**NOTE:** If the alien's sponsor dies, do not count the deemed income and resources any longer.

D. State Hearings for Sponsors

The sponsor is entitled to a state hearing either to contest a determination that the sponsor was at fault for providing incorrect information or to contest the amount of the claim.

Reference: 63-503.49; 63-300.51(h)
Self-employment Households

Definition of Self-employment

Calculating Self-employment Income

I. Definition of Self-employment

A. Self-employment is defined as gainful employment in which the person participates independently from another person (i.e., employer).

The self-employed person may provide services identical to those of an employee but also assumes the responsibilities normally performed by an employer.

B. Distinction Between Self-employment and Employees

The following show the difference between being self-employed and being an employee.

1. Baby-sitting

   a. A woman advertises on bulletin boards, in newspapers, by word-of-mouth, etc., that she baby-sits children in her home for pay. She provides snacks and toys as well as care and supervision. She is self-employed.

   b. A woman baby-sits in the child’s home for pay. She does not provide anything but her services. She may be on call for several persons. She is an employee with wages, possibly with several employers.

2. Independent Craftsperson

   a. An individual who buys or collects his own raw materials and retains the profits from sales is self-employed, whether he sells to the general public or to one person or business.
b. An individual who produces a product from materials provided by another person or business, and who is paid a fixed amount (piece work rates, salary, etc.) is an employee.

3. Odd Jobs

a. People who perform odd jobs, such as house-cleaning or gardening, are usually employees.

b. If the person doing the work provides his own tools or equipment, the work is considered self-employment.

4. Street Artists

Street artists are usually self-employed. If a musician is hired to work as a member of a band, even for one performance, the musician is an employee.

II. Calculating Self-employment Income

A. Monthly Reporting Self-employment Households

Monthly reporting households receiving self-employment income on a monthly basis must report the actual amount of self-employment income on the QR7. Calculate the household's benefit level for each month based on the actual amount reported, even if the income fluctuates from month to month.

1. Self-employment income received less often than monthly that represents the household's annual income must be averaged over a 12-month period even if the household receives income from other sources in addition to the self-employment.

2. Self-employment income that is intended to meet the household's needs for only part of the year is averaged over the period of time the income is intended to cover.

NOTE: Individuals who are self-employed only part of the year and supplement their income through other sources for the rest of the year have their self-employment income averaged over the period of time they are self-employed rather than over a 12-month period.

3. If the household's self-employment business has been in existence for less than a year, the income is averaged over the period of time the self-employment business has been in operation, and the monthly amount projected over the certification period.
B. Annualizing Self-employment Income

1. At the time of application, verify the income and expenses from self-employment for either the last year or last period during which income was earned and which was intended to cover either a year or part of a year. Use this verified information to average the household's income over the next year or period of time it is intended to cover.

   **NOTE:** If the household has a substantial increase or decrease in income and can provide the EW with information that shows the averaged amount does not reflect the household's actual circumstances, calculate the household's self-employment income based on anticipated earnings rather than prior income.

2. At the household's next certification, use actual self-employment income and expenses reported and verified with the QR7 to average and project the household's circumstances for the next year or period of time the income is supposed to cover.

3. Redetermine self-employment income already averaged for the current cert period in the following instances below. When redetermining self-employment income, consider only income and expenses that have been verified.

   a. The household will likely experience or has experienced a substantial decline in income because of a change in circumstances such as crop failure or bankruptcy.

   b. The household reports increases or decreases in self-employment income that are not what is normal for the particular season or trade.

   **EXAMPLE:** Mr. Sierra is a self-employed real estate agent whose annual income comes from commissions earned from the sale of houses. He has been averaging a sale every 3 to 4 months. His last commission was in May for $3000. That was annualized: $3000 \( \div \) 12 = $250. On the September QR7 he reports 2 commissions of $800 each. This amount is annualized and added to the previously annualized income. $1600 \( \div \) 12 = $133.33 + $250 = $383.33 per month.

   c. The household provides verification of self-employment expenses that it had previously failed to provide.

C. Allowable Costs of Doing Business
Allowable costs of producing self-employment income include, but are not limited to:

1. Identifiable costs of labor;
2. Stock;
3. Raw material;
4. Seed and fertilizer;
5. Interest paid to buy income-producing property;
6. Insurance premiums;
7. Taxes paid on income-producing property.
8. Payments on the principal of the purchase price of income-producing real estate and capital assets, equipment, machinery, and other durable goods;

D. Costs of Business Not Allowed

When computing net self-employment income, do not allow the following costs of doing business:

1. Net losses from previous periods;
2. Federal, state and local income taxes;
3. Money set aside for retirement purposes;
4. Work-related personal expenses (transportation to and from work), these are taken care of by the earned income deduction;
5. Depreciation.

E. Capital Gains

Capital gains are defined as the profits gained from the sale of capital investments (stock, major equipment, machinery, etc.). For Food Stamp purposes, these proceeds must be calculated in the same manner as a capital gain for federal income tax purposes. Even if only 50% of the proceeds from the sale of capital goods or equipment is taxed for federal income tax purposes, count the full amount of the capital gain as income.
EXAMPLE: A printer sells a used press, which he has had for five years, for $1800. At the time of the sale he still owed $100 on the original purchase price. He spent $10 advertising the press for sale and paid $40 to deliver it to the buyer.

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<tr>
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<td>Net Profit</td>
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</tr>
</tbody>
</table>

F. Self-employment Resources

Resources used in the self-employment enterprise must be used exclusively for the enterprise. This includes items such as property, buildings, tools of the trade, machinery, and so on.

1. If there is evidence that the resource is used for personal purposes, the resource is not exempt.

2. Money in a checking or savings account that is used exclusively in the self-employment business is exempt. The funds need not be in the name of the business to be exempt. However, the funds cannot be commingled with personal funds.

EXAMPLE: A self-employed household has a $4000 checking account. The account is used in connection with the business and to pay personal expenses. The entire amount is included as a resource to the household because the funds are commingled and unidentifiable. The household is ineligible due to excess resources.

3. The existence and status of all resources must be listed on the DFA 285A2 and documented in the case record. Document clearly what resource is included or excluded.

G. Monthly Income Determination

The net monthly self-employment income is added to any other earned/unearned income the household may be receiving.

1. Quarterly Reporting Households
For those households reporting actual self-employment income on the QR7:

a. Add all gross self-employment income (including capital gains), and

b. Subtract the actual monthly cost of doing business as reported on the QR7.

c. Add the net monthly self-employment income to any other earned income the household may receive and apply the earned income deduction.

2. Self-employment Households Whose Income is Averaged

For those households whose income is averaged to cover a period of time:

a. Add all gross self-employment income (including capital gains);

b. Subtract the cost of doing business;

c. Divide the remaining income by the number of months the income is supposed to cover.

d. Add the monthly averaged amount to any other earned income the household may have and apply the earned income deduction.

3. Migrant Households

Migrant farmworker households, self-employment income is calculated on an anticipated basis.

a. Add the capital gains the household anticipates it will receive in the next twelve months (starting with date the application is filed);

b. Divide this amount by 12. The resulting amount is used in the subsequent cert periods during the next 12 months, unless it changes.

c. Add the anticipated monthly amounts of capital gains to the anticipated monthly self-employment income.

d. Subtract allowable business expenses. Calculate allowable business expenses by anticipating the monthly allowable cost of producing the self-employment income.
H. Roomer Income

Roomer income is considered self-employment income. A household with a roomer has any payment for shelter expense counted as income.

1. A roomer is an individual being provided housing but not meals. The roomer pays the household a specified amount of rent each month. The amount does not usually vary month to month, unless the household and the roomer negotiate a change.

2. A roomer household applying for Food Stamps may claim the rent it incurs, but unless it incurs heating and cooling costs separate from the rent, it is not entitled to the SUA.

I. Households With Boarders (Non-commercial)

1. Payments from individuals paying a reasonable amount for room and board are treated as self-employment income. The income from the boarder includes all direct payments to the household for lodging and meals and contributions to the household’s shelter expenses. Click here to review the Treatment of Utility Allowance When Household Living with Others.

2. The cost of doing business should equal either:
   
   a. An amount that equals the Thrifty Food Plan Allotment for the appropriate number of boarders or
   
   b. The actual documented cost of providing lodging and meals if the actual cost exceeds the Thrifty Food Plan for the appropriate number of boarders.

   **NOTE:** If the actual costs are used, only separate and identifiable costs of providing lodging and meals are excluded.

3. Deductible expenses are treated as follows:

   a. Add the self-employment income minus the cost of doing business to other earned income and apply the earned income deduction to the total.

   b. Compute the shelter expenses actually incurred by the household to determine if the household will receive a shelter deduction (even if the boarder contributes for part of the household’s shelter expense).
EXAMPLE: Mr. and Mrs. Sequoia are a Food Stamp household. They pay a $500 monthly mortgage payment and $60 in monthly utility expenses. A boarder pays them $100 a month for room and board. The EW enters the full monthly mortgage and the entitled utility allowance for the budget computation.

c. The shelter expenses must not include any shelter expenses paid directly by the boarder to a third party, for example, the boarder pays his rent directly to the landlord or utility costs to the utility company.

J. Self-employment Income Verification

Verification of non-exempt self-employment income and allowable expenses is mandatory. In the absence of verification documents, the household may sign a statement under the penalty of perjury declaring the income it makes. Verification of expenses is only mandatory if the household elects to have actual expenses instead of the 40% expense deduction allowed. The following sources may be used:

1. Records in the household’s possession such as account books, tax returns, receipts, canceled checks;

2. Use collateral contacts with knowledgeable sources when written means of verification are not available.

3. If the household has not been keeping records, inform the household:

   a. The household must keep sufficient records to verify income and expenses of the self-employment business.

   b. The records must be made available to EW upon request.

   c. The household is responsible for the truthfulness of the records under penalty for IPV.

   d. Failure to keep such records and provide them upon request will result in discontinuance of benefits for failure to provide essential information.

   e. The record-keeping does not have to be an elaborate book-keeping system but might consist of a simple listing of expenses with supporting receipts, canceled checks, etc.

Reference: 63-503.41, 63-503.42
82-10 Attachments

FOOD STAMPS
Attachment 1: Deployment to Combat Zone - Exclusion Area

Financial Eligibility: Sec. 82-10
Eff. 10/01/08
ATTACHMENT I

Combat Zone – Exclusion Areas

Combat Zones are designated by an Executive Order from the President as areas in which the U.S. Armed Forces are engaging or have engaged in combat. There are currently three such combat zones (including the airspace above each):

- Arabian Peninsula Areas – the Persian Gulf, Red Sea, Gulf of Oman, the part of the Arabian Sea north 10 degrees North latitude and west of 63 degrees East longitude, the Gulf of Aden, and the countries of Bahrain, Iraq, Kuwait, Oman, Qatar, Saudi Arabia and the United Arab Emirates - Jan. 17, 1991.

Public Law 104-117 designates three parts of the former Yugoslavia as a Qualified Hazardous Duty Area, to be treated as if it were a combat zone:

- Bosnia and Herzegovina, Croatia, and Macedonia – Nov. 21, 1995.

In addition, the Department of Defense has certified the following locations as combat zones due to their direct support of military operations, beginning on the listed dates:

In support of Operation Enduring Freedom (Afghanistan combat zone):

- Pakistan, Tajikistan and Jordan – Sept. 19, 2001
- Incirlik Air Base, Turkey – Sept. 21, 2001 through Dec. 31, 2005
- Kyrgyzstan and Uzbekistan – Oct. 1, 2001
- Philippines (only troops with orders referencing Operation Enduring Freedom) – Jan 9, 2002
- Yemen – Apr. 10, 2002
- Djibouti – July 1, 2002
- Somalia – Jan. 1, 2004

In support of Operation Iraqi Freedom (Arabian Peninsula Areas combat zone):

- Turkey – Jan. 1, 2003 through Dec. 31, 2005
- Israel – Jan. 1, 2003
- The Mediterranean Sea – Mar. 19 through July 31, 2003
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FOOD STAMPS
Attachment 2 Deployment to Combat Zone - Special and Incentive Pay

Financial Eligibility: Sec. 82-10
Eff. 10/01/08
ATTACHMENT 2

SPECIAL AND INCENTIVE PAYS

Release date: 2003-05-29

- § 301. Incentive pay: hazardous duty
- § 301a. Incentive pay: aviation career
- § 301b. Special pay: aviation career officers extending period of active duty
- § 301c. Incentive pay: submarine duty
- § 301d. Multiyear retention bonus: medical officers of the armed forces
- § 301e. Multiyear retention bonus: dental officers of the armed forces
- § 302. Special pay: medical officers of the armed forces
- § 302a. Special pay: optometrists
- § 302b. Special pay: dental officers of the armed forces
- § 302c. Special pay: psychologists and nonphysician health care providers
- § 302d. Special pay: accession bonus for registered nurses
- § 302e. Special pay: nurse anesthetists
- § 302f. Special pay: reserve, recalled, or retained health care officers
- § 302g. Special pay: Selected Reserve health care professionals in critically short wartime specialties
- § 302h. Special pay: accession bonus for dental officers
- § 302i. Special pay: pharmacy officers
- § 302j. Special pay: accession bonus for pharmacy officers
- § 303. Special pay: veterinarians
- § 303a. Special pay: health professionals; general provisions
- § 303b. Waiver of board certification requirements
- § 304. Special pay: diving duty
- § 305. Special pay: hardship duty pay
- § 305a. Special pay: career sea pay
- § 306. Special pay: officers holding positions of unusual responsibility and of critical nature
- § 306a. Special pay: members assigned to international military headquarters
- § 307. Special pay: special duty assignment pay for enlisted members
- § 308. Special pay: reenlistment bonus
- [§ 308a. Repealed.]
- § 308b. Special pay: reenlistment bonus for members of the Selected Reserve
- § 308c. Special pay: bonus for enlistment in the Selected Reserve
- § 308d. Special pay: enlisted members of the Selected Reserve assigned to certain high priority units
- § 308e. Special pay: bonus for reserve affiliation agreement
- [§ 308f. Repealed.]
- § 308g. Special pay: bonus for enlistment in elements of the Ready Reserve other than the Selected Reserve
- § 308h. Special pay: bonus for reenlistment, enlistment, or voluntary extension of enlistment in elements of the Ready Reserve other than the Selected Reserve
- § 308i. Special pay: prior service enlistment bonus
- § 308j. Special pay: enlistment bonus
- § 310. Special pay: duty subject to hostile fire or imminent danger
- [§ 311. Repealed.]
• § 312. Special pay: nuclear-qualified officers extending period of active service
• § 312a. Special pay: nuclear-trained and qualified enlisted members
• § 312b. Special pay: nuclear career accession bonus
• § 312c. Special pay: nuclear career annual incentive bonus
• [§ 313. Repealed.]
• § 314. Special pay or bonus: qualified enlisted members extending duty at designated locations overseas:
  • § 315. Special pay: engineering and scientific career continuation pay
  • § 316. Special pay: foreign language proficiency pay
  • § 316a. Waiver of certification requirement
  • § 317. Special pay: officers in critical acquisition positions extending period of active duty
• § 318. Special pay: special warfare officers extending period of active duty
• § 319. Special pay: surface warfare officer continuation pay
• § 320. Incentive pay: career enlisted flyers
• § 321. Special pay: judge advocate continuation pay
• § 322. Special pay: 15-year career status bonus for members entering service on or after August 1, 1985
• § 323. Special pay: retention incentives for members qualified in a critical military skill
• § 324. Special pay: accession bonus for new officers in critical skills
• § 325. Incentive bonus: savings plan for education expenses and other contingencies
Processing Time Standards

I. Definition of Application Filing

A. State and federal regulations define an application as being filed on the day the appropriate county welfare office receives the signed application.

B. The application must contain the household's name and address, and must have been signed by a responsible member of the household or an authorized representative.

II. Normal Processing Standard

A. The county must provide eligible households which complete the initial application process, an opportunity to participate as soon as possible, but not later than 30 calendar days after the application was filed.

B. The initial application process consists of completion of the basic FS application forms, DFA 285 A1 and A2; completion of the face-to-face interview requirement (unless waived—see Sec. 80-4); and submittal of the required verification.

III. Opportunity to Participate
A. An opportunity to participate consists of providing eligible households with an EBT card that may be used to purchase food and food products within the 30-day application processing time.

B. An opportunity to participate has not been provided if the EBT card is given on the 29th day but no benefit is available until after the 30th day.

IV. Expedited Service

Households entitled to expedited service shall have their application processed and benefits available by no later than the third calendar day following the date the application was filed. Please see Section 83-4 for expedited service procedures.

V. Notices of Action (NOAs)

The EW must provide notices of action in the applicant's primary language (when available). Automated NOAs are generated by CalWIN depending on the client's eligibility status.

Reference: 63-301.1 - 301.2
Household Responsibilities

I. Household Cooperation

A. Household cooperation is needed in order to correctly determine eligibility. This requires that:

1. An application form be completed and signed;
2. The household or authorized representative be interviewed;
3. Certain information on the application be verified.

B. Excluded household members (ineligible non-citizens, SSN disqualified, IPV disqualified, workfare sanctioned, work requirement disqualified, SSI recipients, and ineligible students) must also cooperate with the EW during the application process.

If a household member or excluded member refuses to cooperate during the application process, deny the application.

C. To determine that a refusal has occurred, the following must be considered:

1. The household must have been able to cooperate.
2. It must be clearly demonstrated that the household chose not to take the required actions to complete the application process.
3. If there is any question as to whether the household just failed to cooperate as opposed to refusing to cooperate, do not deny the application.
4. Should a household member refuse to provide a SSN, only the individual refusing is denied. The eligibility of the rest of the household is not affected.
D. Ongoing cooperation is required. The household must be discontinued if it refuses to cooperate with subsequent reviews of eligibility that include:

1. Reviews generated by reported changes;

2. Recertifications; or

3. Quality Control (QC) reviews.

E. The household may reapply if denied or discontinued for refusal to cooperate, but must be determined eligible only if it cooperates, or if the household reapply at least 95 days after the end of the annual review period in which a refusal to cooperate with a non-federal QC reviewer occurred, or seven months after the end of the annual review period in which the household refused to cooperate with a federal QC reviewer.

NOTE: Verification of all eligibility items is required in the above instances, even verification of those items that would normally only be verified when questionable.

Reference: 63-505.1 - 505.12
Month of Application

I. Regulations

A household's eligibility is determined for the month of application by considering circumstances existing on the date of the interview. Exceptions to this rule: strikers (Sec. 81-5), persons who have quit a job voluntarily within 60 days of the date of application (Sec. 81-8), those who transferred resources within 3 months of the application (Sec. 82-4), destitute (Sec. 82-9.2), and categorically eligible households.

A. Initial Month's Benefits

The household's benefit level for the initial month of certification, or the first month the household is certified following any period in which the household was not participating, is based on the day of the month the household applied or the day the appropriate office received the application (if mailed).

1. Benefits are pro-rated from the date of application to the end of the month.

2. After benefits are pro-rated, they are rounded down to the nearest lower whole dollar. If the result is an amount less than $10, no benefits are issued for the whole month.

3. If processing of the application was delayed beyond the 30-day application processing standard due to the fault of the household, benefits shall be pro-rated from the date the EW receives verification that the household completed the required action.

B. Changes in the Month of Eligibility

Reported, estimated or anticipated changes may sometimes cause a household to be eligible for the month of application, but ineligible in the following month.
1. The household is entitled to benefits for the month of application even if the processing causes benefits to be issued in the next month.

2. Similarly, the household may be ineligible in the month of application because of changes but eligible in the next month.
   
   a. Even though denied for the first month, the household does not have to reapply for the following month.

   b. The same application is used for both the denial and determination of the next month's eligibility.

   c. The 30 day processing time standards are still in effect in the above circumstances.

3. Changes may also cause the allotment for the initial month to be different from the subsequent months' allotments. The household's allotment may vary from month to month to reflect changes reported during the certification period.

C. Applying After the 15th of the Month

Households applying after the 15th of the month are issued the pro-rated, initial month's benefits along with the following month's allotment within the normal processing time standard (30 days from the date of application).

D. Notices of Action

Notices of Action must be provided (in those languages available) in the client's primary language. For automated notices, CalWIN prints the notices in overnight batch and mails them to the clients the next working day.
Expedited Service Processing Standards

I. Regulations

II. Expedited Services Special Procedures

I. Regulations

A. Each intake worker or other Human Service employee shall orally inform all potential applicants of the right to expedited services for eligible households and the right to assistance in filling out the application.

B. All households entitled to expedited service at initial application must be able to pick up benefits no later than the third (3rd) calendar day following the date the application was filed.

1. The first day of the count is the first calendar day following the filing of the application.

2. Week-ends are counted as one day.

3. When the third day falls on a week-end or holiday, benefits must be available no later than close of business of the preceding working day. This applies also if the 3rd day falls on a Monday holiday.

C. Eligible households who apply after the 15th of the month and provide all the necessary verification within the expedited service time frame must be issued the initial month's allotment and the next month's allotment at the same time (within the Expedited Service time frame).

1. The initial and subsequent month's allotment may be issued as a combined allotment or as separate allotments as long as they are provided to the household at the same time.

2. Emphasize to clients that if they receive the first month's prorated benefits and the following month's full benefits, they must ration the allotment to cover for the month and a half to follow. The next allotment will not post until the stagger date on the third month.
D. Households that are being recertified or applying after less than a one-month break in certification and who are entitled to expedited service, must be issued benefits no later than the 3rd calendar day following the date the application is filed or by the household's normal stagger date in the new certification period, whichever is later.

E. If the EW fails to identify a household as entitled to expedited service, then subsequently discovers the household's entitlement, benefits must be made available within 3 days of discovering the household's entitlement.

F. For households entitled to expedited service and a waiver of the office interview:

1. Conduct a home visit or telephone interview if the application mailed in by the household contains sufficient information for an out-of-office certification.

2. Process the application within the expedited service time frames.

3. If the application is not complete, and a telephone interview is conducted, the application must be mailed back to the household for signature.

   a. The 3 day count starts the day the complete and signed application is received.

   b. Mailing time involved must not figure in the 3 day standard.

   c. Mailing time includes the days the application is in the mail to and from the household, the days the application is in the household's possession, and the days in the return mail.

II. Expedited Services Special Procedures

A. Use the following procedures for expedited service:

1. Verify identification in all cases prior to certification.

2. Make a reasonable effort to assist the household in verifying the following within the expedited service time frame:

   a. Alien status/questionable citizenship

   b. Residence

   c. Income (including a statement of no income)
d. Liquid resources

e. Shelter expenses

f. Dependent care costs

3. Act promptly to assist the household once the household supplies the name of a collateral contact, or requests assistance in locating a collateral contact. Use collateral contacts and readily available documentary evidence as verification for the above items, including identity.

4. Explain SSN requirements. (An expedited service household need not furnish nor apply for an SSN until after having received the first allotment. See Sec. 81-4.)

5. Register the applicant for work. The household must register prior to certification, unless exempt.

   a. Attempt to register all other members required to register (if the applicant did not complete forms for all).

   b. Postpone verification of questionable work registration exemptions if it cannot be done within the 3 day time frame.

6. Do not delay benefits beyond the 3 day standard on the grounds that the items in "liquid resources," above have not been verified. Postpone verification of these if unobtainable within the standard. The only item that can delay expedited service if not verified is identification.

7. CalWIN always requires verification and asks if it was received or not. In order to process an application with pending verification and authorize the case, the worker must "Add Emergency Request." This will allow the case to pass pending verification. See PIM 06-03.

8. Do an online manual EBT benefit issuance whenever it's apparent that an expedited services customer is not going to have benefits on their card by the third day after the date of application.

B. Certification Pending Verification

A household may be certified without the verification documents if eligible to expedited service if the verification required is not for identification requirement.
NOTE: The household must agree to provide the verification and attempt to get the missing verification during the expedited service time frame.

1. The verification of the following items may be pended:
   a. Residence
   b. Alien status/questionable citizenship
   c. Student income
   d. Earned/uneearned income
   e. Shelter costs
   f. Dependent care costs
   g. Utility costs for SUA/LUA/TUA entitlement
   h. Social Security number

2. Explain to the household:
   a. What items are being pended;
   b. How long the household has to submit the verification (until after the first full allotment is received but before receiving the 2nd full allotment);
   c. That the case will be discontinued at the end of the first month if the pended verification is not received by the due date.

3. Document on the DFA 285A2 what verification was pended.

4. Though benefits are authorized in CalWIN, it will be discontinued if the items on the Verification Checklist (VCL) are not submitted before the assigned deadline.

5. Supply the client with a verification checklist (VCL).

6. CalWIN will discontinue the case if verification documents are not provided within 10 days.

C. Recertification Responsibilities
Carrying units must review every new intake case certified with pending verification.

1. Check for pended verification on the VCL.

2. Check the copy of the NOA to ensure that the notice was completed correctly.

3. Review the narrative in CalWIN or the form 8002.

4. If the NOA was incorrect, release the suspense and follow up with the client to obtain the pended verification.

5. If the case was correctly certified pending verification:
   a. Allow the household 30 days from the date of application filing to provide the verification;
   b. Discontinue benefits if the verification is not received within the time allowed.
      1) Effective date of discontinuance is the last day of the month of application;
      2) Cancel the 2nd month's allotment (a 10 day notice is not required).
   c. A new application must be filed if there is a break in aid.
   d. Use the original application if the verification is received on or before the 30th day following the date of application.

6. When verification is received and it does not affect the benefits, file the verification and document the case record in CalWIN.

7. If the verification indicates a change which results in:
   a. **Increase/decrease in benefits**: Do not make any adjustments for the Beginning Months.
   b. **Ineligibility**: Discontinue if there is time for a 10 day notice. Discontinue for the following month if there is no time for a 10 day notice.

**D. Certification Periods**
1. Households certified under expedited service and who have provided all required verification prior to certification, must be assigned the regular certification period.

2. Households that are certified on an expedited basis and whose verification is postponed shall be assigned certification periods as follows:

   a. **One Month Certification**

      Non-monthly reporting households who apply on or before the 15th of the month shall be certified for one month only. Benefits for the initial month shall be prorated from the date of application to the end of the month. QR7 Reporting households also will be certified for one month only. (MPP Sect 603-301.544)

   b. The case will be discontinued if the verification is not complete within 30 days following the date the application was filed.

   c. If the verification is provided and it results in a change in eligibility or benefit level, no advance notice will be sent when the change goes into effect.

2. Non-monthly Reporting Households - For non-monthly reporting households with postponed verifications:

   a. Assign a one-month cert period if the household applied before the 15th day of the month.

   b. Assign a two-month (month of application and following month) certification period if the household applied after the 15th of the month.

**E. Expedited Service Limit**

There is no limit to the number of times a household can be certified under expedited service as long as the household completes postponed verification requirements prior to each expedited certification.

**NOTE:** This also means that a household is entitled to expedited service at the time of recertification, if expedited service requirements are met. There need not be a break in aid.

**F. Ineligible Households**
Households requesting expedited service but who are not entitled to it must be certified according to regular standards.

G. Households Applying For Aid in New County

Retrospectively budgeted households who move to another county or state with less than a one-month break in certification are entitled to expedited service, if otherwise eligible. Benefits must be made available by the 3rd calendar day following the date the application is filed or by the household's next normal stagger date, whichever is later.

Example 1: A household is certified for October in County A, then moves to County B and files an application on October 17 and is determined entitled to expedited service. The household's next stagger date is November 1. Since the next normal issuance date is later than the expedited service standard date (Oct. 20), County B must issue benefits by November 1.

Example 2: A household is certified for October in County A, then moves to County B and files an application on October 31 and is determined entitled to expedited service. The household's next normal stagger date is November 1. Since the expedited service standard (Nov. 3) is later than the next normal stagger date of November 1, County B must issue benefits by November 3.

H. Non-cooperation With QC Review

If a household eligible to expedited service reapplies after 95 days from the annual review period in which the household refused to cooperate with a non-federal QC reviewer or reapplies seven months from the annual review period in which the household refused to cooperate with a federal QC reviewer, issue only one month's allotment. The household must provide verification of all household circumstances that can affect eligibility before the second month's benefits can be issued.

Reference: 63-301.5 - 301.54
Recertification

I. General Requirements

II. Prerequisites for Timely Applications for Recertification

III. Timely Recertification Procedures

IV. County Failure to Act Timely

V. Household's Failure to Reapply Timely

VI. Household's Misses the Interview

I. General Requirements

A. A timely recertification application must be processed before the household's certification period ends. The household is provided with everything necessary to transact the benefits by the household's normal issuance cycle in the month after the end of the certification period.

NOTE: Benefits must not be continued past the end of the certification period unless the household has been recertified.

B. Public Assistance households are recertified for Food Stamps at the same time as the cash aid renewal.

1. If the PA redetermination is not completed on a timely basis for categorically eligible households, do not delay the Food Stamp recertification. Categorical eligibility must be assumed.

2. If the recertified household is subsequently terminated from PA but remains eligible for Food Stamps, apply Non-assistance Food Stamp regulations.

3. The verification requirements detailed in Section 80-5 apply in the above situations for categorically eligible households.
C. Send each household whose certification period is about to expire a Notice of Expiration (NEC) and a Recertification Appointment Letter (FS29; or CSC35 in CalWIN) to be received no earlier than 15 days prior to, nor later than, the first day of the household’s last month of certification.

In other words, send the NEC and FS29 no earlier than 45 days before the end of the certification period but no later than 30 days before the certification period ends. The DFA 285 A1 & A2 may also be given to the household in person. They need not always be mailed.

NOTE: Be sure to provide the NEC in the household’s primary language (when available). CalWIN also sends correspondence to the client to schedule for recertification. Document it in the 8002 Record of Contacts or in the narrative in CalWIN.

1. The EW receives the notices between the 10th and 15th of each month (i.e., received June 15th for cert period ending July 31st).

2. The first and second copies if the NEC, along with the DFA 285 A1 & A2, are sent to the household no later than the second to the last working day of the month the EW received the notice.

3. File the third copy in the case record.

4. The FS29 provides the EW and the household with a written record of each scheduled appointment and a list of the items the household must bring to the interview.

II. Prerequisites for Timely Application for Recertification

A. Quarterly Reporting Households

Quarterly reporting households must do the following in order to file a timely application for recertification:

1. Submit a complete monthly QR7 on or before the 11th of the last month of the certification period, and

2. File the recertification DFA 285 A1 & A2 no later than the recertification interview.

3. If the household has not previously filed a complete QR7, the QR7 may be submitted at the interview. The reapplication is not considered timely if the complete QR7 is submitted after the 11th of the last month of the certification period.
B. Change Reporting Households

1. All Change Reporting households who file applications by the 15th of the last month of the certification period have made a timely recertification application.

C. Households who file an application for recertification after the appropriate time limits explained above but by the end of the certification period are considered to have made an untimely recertification application.

III. Timely Recertification Procedures

A. Quarterly Reporting Households

To assist the household with a timely application:

1. Mail the recertification packet (NEC, FS29, DFA 285 A1 & A2) no earlier than 15 days before, nor later than the first day of the household's last month of the cert period.

2. Ensure that the QR7 is returned on or before the 11th day of the last certification month.

   a. The QR7 may be mailed according to its regular mailing cycle, or it may be sent to the household along with the recertification packet.

   b. The return of the QR7 and the DFA 285 A1 & A2 is required to complete the recertification.

   c. The DFA 285 A1 & A2 must be submitted no later than the date of the interview.

3. Conduct a complete interview with a responsible household member or authorized representative.

   a. The EW cannot require the household to appear for an interview before the last month of the certification period.

   NOTE: There is an exception to this. After the household has received the NEC, the EW may schedule an interview in the month prior to the last certification month or before the date the QR7 and application are filed, as long as the household is aware that s/he will not be discontinued for failing to appear for the interview.
b. Schedule an interview any time on or after the date the QR7 is received in the last certification month if an interview has not already been conducted, or if the household failed or refused to appear for a previously scheduled interview and requested another.

4. Make an eligibility determination and notify the household by the end of the current certification period.

   a. Eligible households must be provided an opportunity to participate by their normal issuance date in the month following the month in which the reapplication was filed, even if the benefits must be hand-issued.

   b. If the determination is made too late for the normal issuance date because of an administrative error, give the household an opportunity to participate immediately upon being found eligible even if it means hand-issuance.

   c. Use the information on the QR7 for the Budget Month to determine benefits for the first month of the new certification period.

   d. Use the information from the recertification interview to determine the benefit level for the second month of the new certification period in order to continue retrospective budgeting and to allow more time, if needed, to complete the recertification.

B. Change Reporting Households

For Change Reporting households:

1. Send the recertification packet within the same time frames as for quarterly reporting households. (See Part I and II of this section.)

2. Schedule the interview appointment on or after the date the application was timely filed if:

   a. An interview has not been scheduled, or

   b. The household failed or refused to appear for any interview scheduled before the application was filed timely.

   NOTE: All other interview scheduling procedures listed in III, A., above apply to change reporting households, with the exception of QR7 requirements.
3. Make an eligibility determination and notify the household.

   a. Households who filed their application by the 15th of their last certification month must be notified of the determination by the end of their current certification period.

   1) If the household is eligible, authorize benefits by the household's normal issuance date in the month after the receipt of the reapplication.

   2) If because of an administrative error the determination is too late for the household's normal issuance date for the following month, immediate authorization of benefits must be given once the determination is finally made.

C. PA Households

PA households are recertified for Food Stamps at the same time they have their PA eligibility redetermined.

1. They may be recertified in the month before their last cert month along with the public assistance.

   NOTE: If the recertification is not completed in that month, pend the reapplication and notify the household of the expiration.

2. When a recertification is completed in the month prior to the last certification month, the first month of the new certification period is the last month of the old one.

D. Verification Requirements

1. Quarterly Reporting Households

   Quarterly reporting households are subject to verification of information reported on the QR7.

   a. In addition, changes reported on the reapplication form are subject to the same verification requirements that apply at initial certification.

   b. Categorically eligible PA households are subject to the verification requirements stated above with the exceptions listed in Sec. 80-5, IX.

2. Change Reporting Households
a. Changes in income, medical expenses, or actual utility expenses, if the source has changed or the amount has changed by more than $25 since last verified, must be reverified at recertification.

b. Unchanged information or changes of $25 or less in income, medical or utility expenses, need not be reverified unless questionable.

c. Newly obtained SSNs must be verified.

IV. County Failure to Act Timely

A. An administrative error occurs when the EW fails to provide an eligible household who files a timely recertification application with an opportunity to participate in accordance with the preceding provisions.

B. The household is entitled to lost benefits if, as a result of such an error, it was unable to transact benefits in the month following the expiration of the certification period.

V. Household's Failure to Reapply Timely

A. Households lose their right to uninterrupted benefits whenever they:

1. Fail to submit a timely recertification application, or

2. Fail to appear for an interview scheduled after they filed a timely QR7 and/or recertification application.

B. Households who refuse to cooperate in providing required information are denied.

C. Untimely reapplications are treated as initial applications, i.e., 30-day processing standard, etc.

1. In these cases, the verification requirements are as outlined in III, D. of this section.

2. Prorate benefits for reapplications received in the month after the certification period ends.

D. Untimely Reapplications and Expedited Service

1. Households who file untimely reapplications are not entitled to expedited service unless the reapplication is filed at least three (3) days prior to the
household’s next normal issuance date of the new certification period. In this case, provide benefits by the household’s next normal stagger date.

Example 1: A household’s certification period expires October 31st. The household files a recert application on October 27th and is determined entitled to expedited service. The household’s next normal issuance date is November 1st. Since the household filed the reapplication at least 3 days before its stagger date, benefits must be available by November 1st.

Example 2: A household’s certification period expires October 31st. The household files an application for recertification on October 31st and is determined eligible for expedited service. The household’s next stagger date is November 1st. Since the household did not file the application at least three days before its stagger date, it lost the right to uninterrupted benefits. Benefits must be provided by November 3rd.

2. When a household applies at least three days prior to the next normal issuance date, but in the month following the expiration of the certification period, benefits must be pro-rated.

VI. Household Misses the Interview

When the household misses a scheduled phone or face-to-face RRR interview, a speed letter DFA386 Notice of Missed Interview (NOMI) will be sent to the household.

Reference: 63-504.6, 63-300.5, ACL 08-20, ACL 08-29
83-6 Quarterly Reporting

Quarterly Reporting

I General QR Process

II Quarterly Reporting Cycle

III QR 7

IV Completeness of QR 7

V Verifications

VI Timely and Late Quarterly Reports

VII Good Cause

I. General Quarterly Reporting Process

A. Eligibility and benefit amounts will be redetermined on a quarterly basis from information reported by the recipient on the Quarterly Eligibility/Status Report (QR 7), using PB as specified in this section.

1. An income/eligibility report (QR 7) will be required to be submitted once per quarter (in the third month of the quarter).
2. Recipients will have mandatory reporting requirements during the quarter, also known as mid-quarter changes.
   a. For non-assistance households
      i. Changes of address
      ii. Work hours for ABAWD individuals
3. Generally, benefits are frozen for the three months of the quarter:
4. Circumstances under which benefits may be adjusted during the quarter are:
   a. When a voluntary recipient mid-quarter report results in increased benefits;
   b. When a mandatory recipient mid-quarter report results in a decrease or discontinuance of benefits;
   c. When an individual or household requests discontinuance; or
   d. When a county-initiated action results in decreased benefits.

5. Benefits shall not be decreased or discontinued during the quarter except as specified Section 83-6.1.

II. Quarterly Reporting Cycle

A. The QR cycle is comprised of three consecutive months. The three months constitute a QR Payment Quarter. The terminology to describe the months and the quarter of an individual QR cycle are:

1. **QR Data Month**: the month for which the recipient reports all information necessary to determine eligibility. The QR Data Month is the second month of each quarter.
2. **QR Submit Month**: the month in which the QR 7 is required to be submitted to the worker. This month immediately follows the QR Data Month and is the third month of each quarter.
3. **QR Payment Month/Quarter**: the quarter in which benefits are paid/issued in the three-month period immediately following the QR Submit Month.

**Cycle 1:**

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III. Quarterly Reporting Form – Quarterly Eligibility/Status Report (QR 7)

A. At the time of application and other circumstances that are necessary, the worker should:

1. Determine which households are subject to QR requirements.
2. Inform and provide all QR households with the QR 7 for reporting:
   a. any information on the QR Data Month, and
   b. any changes in household composition or property since the last Data Month, and
   c. any changes in income the recipient anticipates will occur in the upcoming QR payment quarter.
3. Provide assistance in completing and filing the QR 7 to households whose adult members are all:
   a. mentally or physically disabled, or
   b. non-English speaking or lacking in reading and writing skills such that they cannot complete and file the QR 7.
4. Inform QR households to submit a complete QR 7 by the 5th of each Submit Month.

B. Information reported on the QR 7 shall be used to determine eligibility and to prospectively budget income to determine the benefit level for the upcoming QR Payment Quarter.

C. Upon receiving the QR 7 the worker must:

1. Review the completeness of QR7.
2. Notify the household of the need to correct an incomplete or inaccurate QR 7, and/or submit additional verification/clarification.
3. Determine the household’s level of benefits for that next QR Payment Quarter based on information reported on the QR 7, including anticipated income for that QR Payment Quarter, and household composition determined as of the Data Month. Non-
excluded income and deductions shall be considered when calculating the household’s benefit level.

IV. Completeness of QR7

A. The QR7 is considered complete when the following requirements are met:

1. The QR 7 is dated no earlier than the first day of the Submit Month: it should not be signed or dated in the Data Month. This requirement shall be met when the date entered on the QR 7, together with other dated material provided with the QR 7 clearly established the month and year to which the QR 7 applies.
2. There is a listed address where the household can be located. However, households which do not have a fixed address shall not have their QR 7s considered incomplete solely for this reason.
3. The QR 7 is signed by the head of the household, authorized representative, or responsible household member.

Note: The PA caretaker relative, natural or adoptive parent, if not one of the above, does not satisfy this requirement.

4. All questions regarding eligibility are fully answered and sufficient documentation and verifications are attached for determination of eligibility and/or benefit level. QR7 missing child/spousal support disregard payments data are not considered incomplete.

B. Incomplete QR 7

1. Questions are considered not fully answered if situations such as, but not limited to the following occur:

a) The QR 7 does not include information on changes that the household has previously reported during mid-quarter. Example: The household reports a change by telephone, but does not include it on the QR7.

b) The QR 7 does not include information that was reported on the previous QR7 and the household does not indicate a change has occurred. Example: The household previously reported earnings from two sources and only reported income from one source on the current QR 7.

c) If some of the items pertaining to one program’s (i.e. CalWORKs) requirements are missing, the QR 7 is incomplete for that program only. It does not affect Food Stamps.
2. Worker should send a notice of NA960Y (Y-Letter) by the 11th day of the Submit Month to household who fails to submit a complete QR 7. The notice tells the household that the QR 7 is incomplete, what are the missing information and verifications, and the last date to respond prior benefit discontinuation by the extended filing date.

3. Allow until the extended filing date for the requested items to be submitted.

4. If the household does not provide the verification/clarification by the deadline, effect the change if it results in a decrease in benefits. Do not act on the change if it results in an increase.

V. Verifications

A. Households must provide verification of the following when reported on the QR 7:

1. Gross earned income, including self-employment income;
2. Gross unearned income when first reported and when it changes;
3. for the self-employed, the actual cost of doing business if actual deduction was elected instead of the 40% standard deduction;
4. Source of excluded income when first reported and when it changes;
5. Dependent care costs when the source or amount changes, or when found questionable (inaccurate, incomplete, outdated or inconsistent);
6. Medical expenses that exceed the $35 medical costs limit.

   **Note:** If the household does not provide proof of excess medical expenses, assume that the medical expenses have not changed. Shelter costs when first allowed and when the household moves;

7. Residence, when there is a change;

8. Social Security number - when there is a change, i.e., reporting a pended number or providing proof of application for an SSN;

9. Citizenship/non-citizen status when there is a change.

B. If the household submits informations/verifications with the QR 7 which are determined questionable, refer to Section IV B.

C. The worker should obtain further information as needed when the household reports changes in specific items that include, but are not limited to. The effect of a reported change:

   1. in resources on a household's total resources;
2. in household composition;
3. in loss of job or source of earned income. What are the effects of the change on work registration or voluntary quit requirements?

VI. Timely and Late Quarterly Reports

A. The QR 7 is due by the 5th of the Submit Month and is considered timely if it is received by the 11th calendar day of the QR Submit Month.

B. The QR 7 shall not be dated and submitted before the first calendar day of the Submit Month.

C. The QR 7 is late if it is received after the 11th day of the QR Submit Month.

D. Worker should send a notice of NA960X (X-Letter) by the 11th of the Submit Month to household who fails to submit a QR 7. The notice tells the household that the QR7 is overdue, and the last date to respond prior benefit discontinuation by the extended filing date.

E. The household shall be terminated from receipt of food stamp benefits if:

1. There is no longer eligibility for food stamps in the upcoming Payment Quarter;
2. A complete QR 7 is not submitted by the 1st working day of the new Payment Quarter;
3. There is failure to comply with a non-financial eligibility requirement, such as the work registration requirements; or
4. Termination of benefits is requested in writing.

F. If the household submits the QR 7 by X-Letter day but does not include the required deduction verification/information, worker should send a Y-Letter informing the household to turn in the missing information/verification by the extended filing date.

1. Do not delay or discontinue benefits if the missing verification/information, other than income, is for a household deduction.
2. Do not allow the deduction if the required verification is not received by the deadline given.

G. If a QR7 is submitted within the 10-day noticing period and results in a decrease of benefits, the worker is unable to reduce benefits due to the 10-day noticing provision and an over-issuance (O/I) will be issued
H. If the household does not submit a complete QR 7 by the extended filing date, the discontinuance remains in effect and the recipient must reapply for food stamp benefits, unless Good Cause is established.

VII. Good Cause

A. If the household reapply for benefits in the Payment Month following discontinuance for failure to submit a QR 7, the worker shall determine if the household had good cause for failure to submit a complete and timely QR 7 for the previous quarter.

1. Good Cause for Failure to Submit the QR 7:
   a. A request for a State Hearing may also be considered a request for good cause determination.
   b. Good Cause exists in only the following situations:
      i. when the household is suffering from a mental or physical condition which prevents timely and complete reporting,
      ii. when it is a county error,
      iii. when the county finds other extenuating circumstances.
   c. If a good cause is established, the worker should rescind the discontinuance. The household’s QR cycle remains unchanged.

B. Once a full calendar month of the Payment Month has passed since the QR 7 discontinuance date, the household may not claim good cause and must reapply for benefits.

C. If information reported on the QR 7 results in a decrease in benefits, the worker must provide 10-day notice before taking action to decrease benefits.

1. Once good cause has been determined and the discontinuance rescinded, benefits must be released to the household at the previous higher amount until a 10-day notice can be sent to the recipient.
2. An over-issuance(O/I) will be established when benefits are released at a previous higher level as a result of the worker's inability to decrease benefits without 10-day notice.

Example:

Current Benefit: $200

Current Cycle: October/November/December (Submit Month)
After sending a X-Letter on December 11, the household still does not submit a QR 7. Benefits are discontinued effective December 31.

Household reapplies on January 4 with good cause granted due to mail delivery and pick up problems in the area.

The QR 7 reports that the household started receiving UIB of $100 per week from November.

With receipt of UIB, the household is eligible to $100 in food stamp benefits. The worker must restores benefits at the previous higher level of $200 because it cannot provide 10-day notice to reduce January’s benefits. The worker must make a mid-quarter adjustment for the Jan/Feb/March Payment Quarter by sending the household a 10-day notice to decrease benefits effective February 1. There is a $100 O/l for the month of January.

D. If the QR 7 information results in an increase in benefits, and the worker cannot increase benefits by the first month of the next QR Payment Quarter, a supplement shall be issued for that month and benefits increased for the remaining months of the QR Payment Quarter.

Reference: 63-508
Quarterly Reporting

I. General QR Process

II. Quarterly Reporting Cycle

III. QR 7

IV. Completeness of QR 7

V. Verifications

VI. Timely and Late Quarterly Reports

VII. Good Cause

I. General Quarterly Reporting Process

A. Eligibility and benefit amounts will be redetermined on a quarterly basis from information reported by the recipient on the Quarterly Eligibility/Status Report (QR 7), using PB as specified in this section.

1. An income/eligibility report (QR 7) will be required to be submitted once per quarter (in the third month of the quarter).
2. Recipients will have mandatory reporting requirements during the quarter, also known as mid-quarter changes.
   a. For non-assistance households
      i. Changes of address
      ii. Work hours for ABAWD individuals
3. Generally, benefits are frozen for the three months of the quarter:
4. Circumstances under which benefits may be adjusted during the quarter are:
   a. When a voluntary recipient mid-quarter report results in increased benefits;
b. When a mandatory recipient mid-quarter report results in a decrease or discontinuance of benefits;
c. When an individual or household requests discontinuance; or
d. When a county-initiated action results in decreased benefits.

5. Benefits shall not be decreased or discontinued during the quarter except as specified Section 83-6.1.

II. Quarterly Reporting Cycle

A. The QR cycle is comprised of three consecutive months. The three months constitute a QR Payment Quarter. The terminology to describe the months and the quarter of an individual QR cycle are:

1. QR Data Month: the month for which the recipient reports all information necessary to determine eligibility. The QR Data Month is the second month of each quarter.
2. QR Submit Month: the month in which the QR 7 is required to be submitted to the worker. This month immediately follows the QR Data Month and is the third month of each quarter.
3. QR Payment Month/Quarter: the quarter in which benefits are paid/issued in the three-month period immediately following the QR Submit Month.

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Cycle 2:

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III. Quarterly Reporting Form – Quarterly Eligibility/Status Report (QR 7)

A. At the time of application and other circumstances that are necessary, the worker should:

1. Determine which households are subject to QR requirements.
2. Inform and provide all QR households with the QR 7 for reporting:
   a. any information on the QR Data Month, and
   b. any changes in household composition or property since the last Data Month, and
   c. any changes in income the recipient anticipates will occur in the upcoming QR payment quarter.
3. Provide assistance in completing and filing the QR 7 to households whose adult members are all:
   a. mentally or physically disabled, or
   b. non-English speaking or lacking in reading and writing skills such that they cannot complete and file the QR 7.
4. Inform QR households to submit a complete QR 7 by the 5th of each Submit Month.

B. Information reported on the QR 7 shall be used to determine eligibility and to prospectively budget income to determine the benefit level for the upcoming QR Payment Quarter.

C. Upon receiving the QR 7 the worker must:

1. Review the completeness of QR7.
2. Notify the household of the need to correct an incomplete or inaccurate QR 7, and/or submit additional verification/clarification.
3. Determine the household’s level of benefits for that next QR Payment Quarter based on information reported on the QR 7, including anticipated income for that QR Payment Quarter, and household composition determined as of the Data Month. Non-excluded income and deductions shall be considered when calculating the household's benefit level.

IV. Completeness of QR7
A. The QR7 is considered complete when the following requirements are met:

1. The QR 7 is dated no earlier than the first day of the Submit Month: it should not be signed or dated in the Data Month. This requirement shall be met when the date entered on the QR 7, together with other dated material provided with the QR 7 clearly established the month and year to which the QR 7 applies.
2. There is a listed address where the household can be located. However, households which do not have a fixed address shall not have their QR 7s considered incomplete solely for this reason.
3. The QR 7 is signed by the head of the household, authorized representative, or responsible household member.

Note: The PA caretaker relative, natural or adoptive parent, if not one of the above, does not satisfy this requirement.

4. All questions regarding eligibility are fully answered and sufficient documentation and verifications are attached for determination of eligibility and/or benefit level. QR7 missing child/spousal support disregard payments data are not considered incomplete.

B. Incomplete QR 7

1. Questions are considered not fully answered if situations such as, but not limited to the following occur:

   a) The QR 7 does not include information on changes that the household has previously reported during mid-quarter. Example: The household reports a change by telephone, but does not include it on the QR7.

   b) The QR 7 does not include information that was reported on the previous QR7 and the household does not indicate a change has occurred. Example: The household previously reported earnings from two sources and only reported income from one source on the current QR 7.

   c) If some of the items pertaining to one program’s (i.e. CalWORKs) requirements are missing, the QR 7 is incomplete for that program only. It does not affect Food Stamps.

2. Worker should send a notice of NA960Y (Y-Letter) by the 11th day of the Submit Month to household who fails to submit a complete QR 7. The notice tells the household that the QR 7 is incomplete,
what are the missing information and verifications, and the last date to respond prior benefit discontinuation by the extended filing date.

3. Allow until the extended filing date for the requested items to be submitted.

4. If the household does not provide the verification/clarification by the deadline, effect the change if it results in a decrease in benefits. Do not act on the change if it results in an increase.

V. Verifications

A. Households must provide verification of the following when reported on the QR 7:

1. Gross earned income, including self-employment income;
2. Gross unearned income when first reported and when it changes;
3. for the self-employed, the actual cost of doing business if actual deduction was elected instead of the 40% standard deduction;
4. Source of excluded income when first reported and when it changes;
5. Dependent care costs when the source or amount changes, or when found questionable (inaccurate, incomplete, outdated or inconsistent);
6. Medical expenses that exceed the $35 medical costs limit.

   Note: If the household does not provide proof of excess medical expenses, assume that the medical expenses have not changed. Shelter costs when first allowed and when the household moves;

7. Residence, when there is a change;

8. Social Security number - when there is a change, i.e., reporting a pended number or providing proof of application for an SSN;

9. Citizenship/non-citizen status when there is a change.

B. If the household submits informations/verifications with the QR 7 which are determined questionable, refer to Section IV B.

C. The worker should obtain further information as needed when the household reports changes in specific items that include, but are not limited to. The effect of a reported change:

1. in resources on a household's total resources;
2. in household composition;
3. in loss of job or source of earned income. What are the effects of the change on work registration or voluntary quit requirements?
VI. Timely and Late Quarterly Reports

A. The QR 7 is due by the 5th of the Submit Month and is considered timely if it is received by the 11th calendar day of the QR Submit Month.

B. The QR 7 shall not be dated and submitted before the first calendar day of the Submit Month.

C. The QR 7 is late if it is received after the 11th day of the QR Submit Month.

D. Worker should send a notice of NA960X (X-Letter) by the 11th of the Submit Month to household who fails to submit a QR 7. The notice tells the household that the QR7 is overdue, and the last date to respond prior benefit discontinuation by the extended filing date.

E. The household shall be terminated from receipt of food stamp benefits if:

1. There is no longer eligibility for food stamps in the upcoming Payment Quarter;
2. A complete QR 7 is not submitted by the 1st working day of the new Payment Quarter;
3. There is failure to comply with a non-financial eligibility requirement, such as the work registration requirements; or
4. Termination of benefits is requested in writing.

F. If the household submits the QR 7 by X-Letter day but does not include the required deduction verification/information, worker should send a Y-Letter informing the household to turn in the missing information/verification by the extended filing date.

1. Do not delay or discontinue benefits if the missing verification/information, other than income, is for a household deduction.
2. Do not allow the deduction if the required verification is not received by the deadline given.

G. If a QR7 is submitted within the 10-day noticing period and results in a decrease of benefits, the worker is unable to reduce benefits due to the 10-day noticing provision and an over-issuance (O/I) will be issued

H. If the household does not submit a complete QR 7 by the extended filing date, the discontinuance remains in effect and the recipient must reapply for food stamp benefits, unless Good Cause is established.
VII. Good Cause

A. If the household reapply for benefits in the Payment Month following discontinuance for failure to submit a QR 7, the worker shall determine if the household had good cause for failure to submit a complete and timely QR 7 for the previous quarter.

1. Good Cause for Failure to Submit the QR 7:
   a. A request for a State Hearing may also be considered a request for good cause determination.
   b. Good Cause exists in only the following situations:
      i. when the household is suffering from a mental or physical condition which prevents timely and complete reporting,
      ii. when it is a county error,
      iii. when the county finds other extenuating circumstances.
   c. If a good cause is established, the worker should rescind the discontinuance. The household’s QR cycle remains unchanged.

B. Once a full calendar month of the Payment Month has passed since the QR 7 discontinuance date, the household may not claim good cause and must reapply for benefits.

C. If information reported on the QR 7 results in a decrease in benefits, the worker must provide 10-day notice before taking action to decrease benefits.

   1. Once good cause has been determined and the discontinuance rescinded, benefits must be released to the household at the previous higher amount until a 10-day notice can be sent to the recipient.
   2. An over-issuance (O/I) will be established when benefits are released at a previous higher level as a result of the worker's inability to decrease benefits without 10-day notice.

Example:

Current Benefit: $200

Current Cycle: October/November/December (Submit Month)

After sending a X-Letter on December 11, the household still does not submit a QR 7. Benefits are discontinued effective December 31.

Household reapply on January 4 with good cause granted due to mail delivery and pick up problems in the area.
The QR 7 reports that the household started receiving UIB of $100 per week from November.

With receipt of UIB, the household is eligible to $100 in food stamp benefits. The worker must restores benefits at the previous higher level of $200 because it cannot provide 10-day notice to reduce January’s benefits. The worker must make a mid-quarter adjustment for the Jan/Feb/March Payment Quarter by sending the household a 10-day notice to decrease benefits effective February 1. There is a $100 O/I for the month of January.

D. If the QR 7 information results in an increase in benefits, and the worker cannot increase benefits by the first month of the next QR Payment Quarter, a supplement shall be issued for that month and benefits increased for the remaining months of the QR Payment Quarter.

Reference: 63-508
Action on Reported Changes

I Quarterly Reporting Households

II Change Reporting Households

III Mid-Quarter Reporting

IV County Initiated Mid-Quarter Actions

V Third Party Information

VI Multiple Mid-Quarter Mandatory/Voluntary/County-Initiated Reports

VII Changes Held Until Next Quarter

VIII Restorations and Reapplications

I Quarterly Reporting Households

A. Reported Changes on the QR7

When changes are reported on the QR7, take prompt action to determine if the reported information affects the household’s eligibility and/or benefit level.

1. If the new information makes the household ineligible, discontinue benefits and make the discontinuance effective at the end of the Submit Month.

2. If benefits are increased or decreased due to a reported change, send a notice of change (DFA 377.4) and change the allotment effective the first of the Payment Month.

3. Always provide a 10 day timely notice when discontinuing, reducing, or suspending benefits as a result of reported changes.

B. Voluntary Mid-Quarter Reporting (see Section III for more information)

Action on voluntary reporting changes during the quarter will only be taken if benefits can be increased. Increased benefits are reflected on the month following the month changing was reported.
If the change would otherwise result in a decrease or discontinuance in benefits, no action shall be taken until the QR 7 is received.

C. Addition of New Member on the QR 7

If it is reported that a new member has joined the household on the QR7,

1. Either of the two methods below may be used to gather the necessary information:
   a. Have the new member complete Form CW8 Statement of Facts for An Additional Person, or
   b. Contact the household to update the last application (DFA285 A2).

2. If the new member is determined eligible:
   a. Inform the new member that certain verification is required. Initial application verification requirements apply.
   b. Explain work registration requirements.
   c. Issue benefits effective the first of the month (also 1st of the next Payment Quarter if QR 7 reported timely on the Submit Month) following the month in which the change was reported.

3. If the new member is not eligible, consider him an excluded member. Review excluded member income Sec 82-6 and resource Sec 82-2 treatment.

4. However, the household with the new member was initially determined eligible based on Data Month information. Prior to authorization of next quarter benefits, the workers learns in the Submit Month that the new member status has changed such as increased earnings, and let the household becomes ineligible. This information is considered a mid-quarter voluntary report. The new member is then considered as an excluded household member and resources shall be include the entirety and pro-rate the income to the remaining household member. The new member remains an excluded individual until a new eligibility determination is made with the next QR 7.

   If the information on the next QR 7 Data Month remains the same as the previous mid-quarter change report, benefits for the household shall be discontinued at the end of the next QR Payment Quarter, and over-issuance should be issued.
Example:

The quarter is January/February/March. The father is reported in the home for the first time on the QR 7 received in March indicating that the father is employed part-time. Based on the Data Month information, the father is eligible to be added into the household. On March 5, the worker learns that the father became fully employed, which will render the household ineligible for benefits; however, the worker has not yet taken action to authorize benefits for the new member. The information reported on March 5 is considered a mid-quarter voluntary report.

The father becomes an excluded household member and his income reported on the QR 7 is treated as an excluded person’s income to determine benefits for the next QR Payment Quarter. His income/property must be reported on the next QR 7 and the father is now treated as a household member. He will be either added to the household at the beginning of the new quarter (July) or, if circumstances have not changed, the household will be discontinued after the 10-day notice is given to the household.

4. Regardless of the outcome of the determination, (increase, decrease, or ineligibility), send a notice of change (DFA 377.4) to the household.

6. Discontinue benefits if:

   a. The household refuses to provide the necessary information for a new member, or

   b. The household fails to provide all necessary information on the QR7 for the Data Month in which the change was reported.

D. Treatment of a Previously Disqualified Household Member

A previously disqualified member shall be added to the household beginning the first of the month after the disqualification period ends. If the new member is not eligible to participate, income shall be treated as that of an excluded member. Benefits would be increased if the disqualification ends mid-quarter and would result in a mid-quarter increase.

E. Resource Eligibility

Resource eligibility is determined once per quarter. Information reported on the QR 7 is used to determine continuing property eligibility for the entire upcoming QR Payment Quarter.
1. No assessment of resource eligibility shall be made during the QR Payment Quarter.

2. Actions can be taken mid-quarter if they do not impact eligibility.

3. The household remains eligible for the entire QR Payment Quarter if resources reported on the QR 7 along with resources previously reported do not exceed the resource limit.

4. The case shall be discontinued at the end of the QR Submit Month, with 10-day notice, if the household exceeds the resource limit based on property that is reported on the QR 7.

5. For households that exceed the resource limit on the QR 7, but during the Submit Month the household provides verification that the resources are below the resource limit, the household shall be considered resource eligible for the upcoming QR Payment Quarter. A discontinuance notice shall be rescinded and benefits reinstated for the QR 7 Reporting Period.

Example 1

The designated quarter is January/February/March. The recipient submits a timely and accurate QR 7 for February on March 5. The worker determines that the recipient is property eligible in the QR Data Month of February. On March 20, the recipient receives a cash gift and deposits it in the household's bank account. The account balance, if considered, would render the household ineligible. The recipient is not required to report the bank account until the next QR 7 report is due (in June). If the recipient reports the account sooner, the county is not authorized to take any action to discontinue the case for exceeding the resource limit. Property eligibility is determined only once per quarter, based on information reported on the QR 7.

Example 2

Same QR Payment Quarter as above. The worker discontinues benefits at the end of the QR Submit Month with timely notice based upon the household's property ineligibility reported on the QR 7. Later in March (Submit Month), the recipient notifies the worker that the balance in the account is below the resource limit and verification is provided. The discontinuance shall be rescinded if all combined property and eligibility information contained on the current QR 7 renders the household eligible for continued benefits.
II. Change Reporting Households

Certain households are not subject to QR/PB requirements.

A. Eligible Households

The following are excluded from quarterly reporting and retrospective budgeting:

1. Households without earned income whose adult members are all elderly or disabled;

2. Migrant/seasonal farmworkers;

3. Households in which all members are homeless.

B. Reporting Requirements

No reporting requirements must be imposed on change reporting households, with the exception of the following changes in circumstances. These must be reported when they occur:

1. Changes in sources of income;

2. Changes in the amount of monthly gross income greater than $25;

3. Changes in total medical expenses of more than $25 (rather than only reporting changes of more than $25 for each individual medical expense);

4. Household composition (addition or loss of a member);

5. Changes in residence and/or shelter expenses;

6. Resources (cash on hand, stocks, bonds, bank accounts, etc.) reach or exceed $3000.

C. Other Changes

Although reporting the following changes is not required, encourage the household to report them because they may entitle the household to increased benefits.

1. A household member reaches age 60 or becomes disabled;

2. The household incurs a dependent care cost or the existing dependent care expense increases;
3. Citizenship or work registration status changes.

D. Timeliness Requirement for Reporting Changes

Changes must be reported within 10 days of the date the change becomes known to the household. The 10 day period begins the day the change becomes known.

1. The change may be reported by telephone, personal contact, or mail.

**NOTE:** If the change is reported by mail, the letter may not reach the EW within the 10 day period. So, as long as the letter is postmarked within the 10 day period, the requirement is met.

2. A household member, the AR, or any person knowing the household's circumstances may report the change.

3. These reporting requirements do not apply to households incurring an increase in total monthly medical expenses of more than $35.
   a. An increase in medical expenses must be reported in the month of billing or when the bill becomes due.
   b. When there is a decrease of medical expenses, the exact amount may not be known until the end of the month.
      1) If the decrease is a one-time only change that will not continue in the remaining months of the certification period, no action is required.
      2) If the decrease is expected to continue past the month in which it was reported, effect the change. See H. of this section.

E. Change Report Form

Use the DFA 377.5 Change Report Form for the reporting of changes in change reporting households. Give the form to the household at:

1. Initial certification;
2. Recertification;
3. Whenever a DFA 377.5 is returned by the household.

F. Action on Reported Changes
Prompt action must be taken on all reported changes to determine whether these have affect eligibility and/or benefit level. When a change is reported:

1. Document in the case record the date the change is reported by phone or personal contact, or the date the DFA 377.5 is received in the mail.

2. Advise the household if more verification/information is needed.

3. Notify the household of any increase or decrease in benefits.

4. Send the household a new DFA 377.5, if needed.

5. Restore lost benefits to the household if the change resulted in increased benefits but were not provided within appropriate time frames. See below.

G. Verification Requirements

Changes reported during the certification period are subject to the same verification requirements as at initial certification.

1. Do not verify if the change is $50 or less in income, and/or $25 or less of total medical expenses, and the source has not changed, unless the information is incomplete, inaccurate, inconsistent, or outdated since last verified.

2. Changes resulting in an increase in benefits, and that require mandatory verification (see Sec. 80-5, II.), must be verified before the change is effected.

3. Allow the household 10 days from the date the change is reported to provide the verification.

   a. The 10 day period begins on the date the change is reported.

   b. If the household does not provide the verification within the 10 day period but provides it at a later date, the time frame for taking action on the change begins on the date the verification is provided.

4. If the household refuses to cooperate, discontinue the household and send a 10 day notice of adverse action.

H. Changes Resulting in an Increase in Benefits

For changes that increase benefits, other than the addition of a new member or a decrease of $50 or more in gross monthly income, make the changes
effective no later than the first allotment issued 10 days after the date the change was reported.

**Example:** A $30 decrease in income reported on the 15th of May would increase the June allotment and can be issued in June. If the same decrease was reported on May 28th, the allotment would have to be increased by July.

1. **Addition of a New Household Member**

   Make this change effective not later than the month following the month in which the change was reported.

   a. If the change is reported after the 20th of the month, and it is too late to adjust the next month's allotment, issue supplementary benefits, or

   b. Make the benefits available for pick-up by the 10th day of the following month, or by the household's normal stagger date, whichever is later.

2. **Decrease of $50 or More in Gross Monthly Income**

   When there is a change of $50 or more in the household's gross monthly income, make the change effective as above.

**I. Changes Resulting in a Decrease in Benefits**

Should a change result in a decrease of benefits or in ineligibility:

1. Send a timely notice of negative action within 10 days of the date the change is reported.

2. Make the decrease effective no later than the household's stagger date for the month following the month in which the negative action 10 day notice expires. This is provided a state hearing has not been requested.

**J. Failure to Report**

If it is discovered that the household failed to report a change and received benefits it was not entitled to, file a claim against the household.

1. If the discovery is made during the certification period, and benefits are reduced or discontinued as a result, a 10 day negative action notice must be sent.
2. Do not file a claim if the household does not report a change it is not required to report.

3. Do not disqualify a household for failing to report a change unless a state hearing official finds the household guilty of IPV and subsequently disqualifies him.

III. Mid-Quarter Reports

A. Mandatory Mid-Quarter Changes

Recipients are mandated to report mid-quarter changes in writing, verbally or in person to the worker within 10 calendar days from the date the change becomes known to the household. The mandated reporting are:

1. address changes,

a. Change of Address – Move Out of State
   i. A timely notice of action is not required if the worker determines that the household will not be residing in the state. Action to discontinue the household shall be for the end of the month in which the change was reported. An adequate notice is required.

b. Change of Address – Move Out of County
   i. Terminate the household at the time an address change is reported in another county.
   ii. Example:

   A household is currently living in County A. On February 5th, the household informs County A that she now lives in County B. FS benefits will be discontinued in County A effective the end of February and County A shall inform the household that a new application is needed in County B for food stamp benefits to resume.

a. 2. any reduction in the number of hours worked to less than 20 hours per week or 80 hours per month for ABAWDs. Persons who are satisfying the ABAWD work requirement through a combination of education/training and employment of less than 20 hours per week are not subject to the mid-quarter requirement when hours of employment are reduced.

B. Voluntary Mid-Quarter Recipient Reports
The worker shall only take mid-quarter action on those voluntary reports that result in an increase to benefits.

1. Action to increase benefits shall be effective in the month the change actually occurs or is reported, whichever is later, and after all verification has been received.
   a. If the change occurred prior to the date of report, recalculate and increase benefits based on the date of report after verification is received.
   b. If the change will occur in a future month, recalculate and increase benefits based on the date the change is expected to occur after verification is received.

2. Voluntarily reported changes may result in an increase in benefits for one program (CalWORKs), while decreasing benefits for the other program (Food Stamp Program). Action shall be taken to increase benefits in the one program, while suppressing the decrease to the other program's benefits.

3. Verification shall be requested immediately from the recipient when there is a decrease in income or a new household member is reported in the household, or for other changes that would require verification when benefits are increased. Action to increase benefits shall not take place until verification is received. The recipient shall be allowed 10 days to provide the requested verification.

4. The effective date for increases in benefits is determined differently for increases due to decreased income than for increases due to adding household members. Those effective dates are as follows:
   a. Increases due to decreased income are effective the first of the month in which the change is reported or the month the change occurred, whichever is later.
   b. Increases due to the addition of new household members are effective the first of the month following the report of the change.

5. Send a "No Change NOA" QR 377.4 to the recipient when benefits cannot be increased.
   a. The "No Change NOA" must be sent within 30 days of the reported change.
   b. The NOA must remind the recipient to re-report the change on the next QR 7 and supported with verification of the change.
   c. Check the box of "No Change in Benefits" of QR 377.4.

6. If information on the QR 7 is inconsistent with what was previously voluntarily reported mid-quarter, action shall be taken to resolve the discrepancy and to determine the actual current household circumstances.
   a. The discrepancy should first be attempted to be resolved by contacting the recipient. If this contact is not possible, the QR 7 shall be considered incomplete.

C. Voluntary Mid-Quarter Report - Income Changes
1. When a household includes two members with income and one member experiences a decrease in income, only the decreased income of the one member is used to recalculate benefits.

2. If there are different sources of income received by the household and a decrease is reported for one of the sources, the worker shall recalculate benefits using only the income from the decreased source. The recalculated income shall be added to the existing averaged household’s income.

3. The worker has the option of beginning to process voluntary mid-quarter reports prior to the end of the quarter that do not result in a change in benefits. However, the worker must ensure that the information reported on the QR 7 is consistent with the “no change report” and information reported by the household.

4. If a household voluntarily reports income over 130 percent of the Federal Poverty Level (FPL), the household shall be discontinued mid-quarter. Only voluntarily-reported income exceeding 130 percent of the household, excluding the mid-quarter report of a new household member and his/her income shall render the household ineligible.

5. If decreased income is reported for the first time on the QR 7 rather than as a mid-quarter voluntary report, the worker shall treat the report of decreased income as a voluntary mid-quarter report in order to determine if a supplement should be issued in the Submit Month.

6. If a recipient has reported a voluntary mid-quarter decrease in income or increase in food stamp expenses, and the worker has taken appropriate action to increase the FS benefits, the worker shall not take action to adjust benefits again if the recipient reports the same change later in the quarter.

Example:

The household includes a mother and two children. The mother was working full-time and receiving $1200 per month gross earnings. On May 5 of the April/May/June quarter, the mother reports that she lost her job and expects to receive one last paycheck in May for $600 and no income for the month of June. The worker recalculates benefits for May and June, using $300 per month gross income (the new averaged income amount), and issues a food stamp supplement to the household for May and increases the June allotment. In June, the mother calls her worker and reports that she will not receive any income in June. Since the zero income amount has already been taken into consideration when calculating May and June benefits, the worker would not act on the mother's report of "decreased" income in June.

C. Multiple Changes
When two or more changes are reported to the worker at the same time, the worker must evaluate each change separately and according to the sequence of occurrence, keeping in mind the timing of when benefits can be increased based on decreased income and new household members being added to the household unit. The evaluation of separate events is also applicable to reports of mandatory reports of changes. See Section VI for details.

Example:

A household consists of mother and one child. The QR Payment Quarter is January/February/March. The mother loses her job on January 5th and a second child enters the home on January 7th. Both changes are reported to the worker on January 9th. The first change occurred on January 5th where the job was lost. Since this is a mid-quarter change, benefits can be increased mid-quarter as of January 1st. The second change occurred on the 7th with the second child entering the home. The child is eligible and is included in the household effective February 1st.

D. Voluntary Mid-Quarter Report - Household Composition Changes

Recipients may voluntarily report changes in household composition at any time during the quarter. Action should only be taken on those changes that result in an increase to the household's benefits. If the change results in increased benefits, action shall be taken to add the person effective the first of the month following the month in which the change was reported, after all verification has been provided. If it does not result in an increase, no action shall be taken to change the household's benefits until the following quarter.

1. The following are steps to be taken when a new person is reported in the home.
   a. Review eligibility for the new person and to determine if the new household member should be included as part of the household.
   b. If the new person should be included in the household, determine if the household meets all non-financial eligibility criteria.
   c. If the household meets all non-financial eligibility criteria with the addition of the new person, continue to determine if the new person has income that should be included in the benefit calculation.
   d. Run a test benefit calculation to determine if adding the person and his/her income to the pre-existing household's income would result in an increase or decrease to the household's benefits. Add the new person's income for the months in which they would be added to the household. The existing household's income shall not be re-averaged to include the new household member's income.
Example 1:

The worker is currently aiding a two-person household consisting of a mother and child. The designated quarter for this example is January/February/March. The mother voluntarily reports in February that the father moved into the home in February and the father has no income. After establishing eligibility for the father, the worker adds him to the household effective March 1.

Example 2:

Same scenario as in Example 1 except the mother does not voluntarily report the father as moving into the home in mid-quarter. She waits until she submits the QR 7 in March to report that the father moved in during February. The worker would add the father to the household effective the first of April.

2. Household Composition Change Results in Decreased Benefits
   a. If the result of a new person reported in the household decreased benefits, no action shall be taken to decrease benefits mid-quarter. A NOA shall be sent to the household informing them that the voluntary report of the new person did not increase benefits.
   b. The NOA shall remind the household to report the new person and any income or property he/she has on the next QR 7.

3. Household Composition Change Results in Recipient Death
   a. The worker shall treat notification of a recipient death mid-quarter as a voluntary recipient report for discontinuance of benefits for the deceased individual. If the information was received verbally, the worker shall discontinue benefits at the end of the month in which timely and adequate notice can be provided. If the information was received in writing, the worker shall discontinue at the end of the month with only adequate notice.

IV. County-Initiated Mid-Quarter Actions

In addition to making mid-quarter adjustments to benefits as a result of mandatory and voluntary recipient reports mid-quarter, action shall also be taken on certain changes in eligibility status at the end of the month in which timely and adequate notice can be provided to the household.

   1. Changes Resulting in County-initiated Actions Mid-Quarter
      a. Sanctions or financial penalties;
      b. Failure of the household to comply with a Quality Control Review.
      c. Benefits are applied for and approved for a household member in another household.
Example 1:

Current quarter is Jan/Feb/March. The current food stamp household consists of a mother and two children. On February 4th, one of the children goes to live with grandmother. Grandmother comes in to apply for food stamps for the child on February 5th. Since duplicate aid cannot be authorized for the child now living with the grandmother, the child must be deleted effective the end of February with a 10-day NOA from the mother's food stamp household, and aid will be authorized effective the first of March for the grandmother and the child. The application for February will be denied for the child; however, if the grandmother was eligible, aid would be granted for her.

Example 2:

Current quarter is Jan/Feb/March. The current food stamp household consists of a mother and two children. On February 4th one of the children goes to live with grandmother. Grandmother comes in to apply for food stamps for the child on February 25th. Since duplicate aid cannot be authorized for the child now living with the grandmother, the child must be deleted effective the end of March with a 10-day NOA from the mother's food stamp household, and aid will be authorized effective the first of April for the child. The application for February and March will be approved for the grandmother if eligible, and denied for the child.

2. Status changes in the California Food Assistance Program (CFAP).
3. Cost-of-Living adjustments (COLAs) for the Food Stamp Program, CalWORKs, General Assistance and for those COLAs administered by the Social Security Administration.
4. Adjustments due to erroneous or incomplete recipient QR 7 or mid-quarter reports of information or lack of action by the county on the QR 7 or mid-quarter recipient reports.
5. The three-month time limit for an ABAWD ends or an ABAWD who has regained eligibility and subsequently stops meeting the work requirements.
6. Discontinuance due to an ineligibility determination when re-certification falls outside the Submit Month.
7. County-Initiated Actions To Be Taken at the Beginning of the Quarter
   a. An exception to mid-quarter county-initiated actions occurs when adjustments/reductions to benefits are begun for recoupment of an Over Issuance. This action shall be taken at the beginning of a quarter. These exceptions are:
      i. Action against households and sponsors of alien households who fail to respond,
      ii. Delinquency of Claims
8. Use of Known to County Information
a. Information that is "known to county" and is considered information that is subject to mandatory reporting shall be used to:
   i. Calculate an OI when the information received is obtained after benefits have been issued, such as in the case of Income and Eligibility Systems (IEVS) matches; and
   ii. Take prospective action to change benefits mid-quarter or at the beginning of a quarter if information reported by the recipient does not accurately reflect a mandatory mid-quarter report of information or information reported on the QR 7.

Example:

A county becomes aware of known to county information that UIB being budgeted is exhausted. There are two months remaining in the QR Payment Quarter. The county will not act on this information to increase benefits. The recipient must report that UIB is ending before benefits can be increased mid-quarter.

a. Workers shall not act on information “known to county” that is not required to be reported, even if benefits could be increased mid-quarter based on the given information. The recipient must report a change before benefits will be increased.

V. Third Party Information

Third party information is not known to the county and is a report from an anonymous source about a household’s circumstances.

1. The worker shall consider information received from match systems such as the Income and Eligibility Verification System (IEVS), the Payment Verification System (PVS), and other such sources for purposes such as:
   a. To determine if information reported on QR 7s is accurate;
   b. To determine if a fraud referral or an overissuance claim/adjustment is necessary;
   c. To determine if clarification of current eligibility is necessary.
2. Resolving Conflicting Information Based on Third-Party/Known to County Reports
   a. The recipient shall be contacted and informed that eligibility information is in question. The recipient shall be given the opportunity to verify the correct circumstances before action is taken to reduce/correct benefits. Action shall not be taken mid-quarter based on third party information regarding changes that the household is not required to report during the quarter.

VI. Multiple Mid-Quarter Mandatory/Voluntary/County-Initiated Reports
Multiple changes during a QR Payment Quarter shall be acted upon in accordance with QR/PB rules for mandatory and voluntary recipients reports, and on county-initiated and third-party reports. Each change shall be acted upon separately, using the rule that is unique to that type of change. Circumstances shall not be combined to effect a change in benefits.

Example 1:

The quarter is January/February/March. On January 15, the household reports that the father moved back into the home, and he has a part-time job. In reviewing whether the household would be entitled to an increase as a result of new household member, the worker determines that earnings from the father's job would result in a decrease to the household's benefits. The worker is unable to add the father to the household the first of February because QR/PB rules do not allow for benefits to be decreased as a result of a voluntarily reported mid-quarter change.

Later on January 17, the household reports that the mother violated conditions of her parole. The worker must take action to remove the mother from the household effective January 31, because she is ineligible. The worker decreases benefits to the remaining household members effective February 1. When decreasing February benefits, the worker may not take action to add the father and his earned income at the same time as discontinuing the mother. The worker may only take action to add the father and his income at the beginning of the next QR Payment Quarter when the household has submitted the QR 7 for February, reporting that the father is still in the home and has the same level of income.

Example 2:

The current payment quarter is January, February, and March. The household consists of a mother and child. The mother reports that the father, who is earning $900, moved into the home on January 10th. Adding the father from February 1st reduces benefits to the household, so the father must be evaluated for the upcoming payment quarter (April, May, and June). The father loses his job on February 10th. The mother reports the father's job loss on February 13th. The new report is that father is requesting to be added and he has reduced income. The change in circumstances caused by the job loss is a new mid-quarter report. The father can now be added to the household effective March 1st.

VII. Changes Held Until Next Quarter

Changes that occur in the current quarter but shall not take effect until the upcoming QR Payment Quarter include: third month reporting of a new household member that increases benefits and adjustments to begin collection of O/Ils.
VIII. Restorations and Reapplications Under QR/PB

A. When a household has been sent a discontinuance notice and the effective date of the discontinuance is pending and the circumstances that made the household ineligible have changed, benefits shall be reinstated and the discontinuance rescinded.

B. When an application has been denied or the case discontinued, the household must reapply for benefits and be treated as a new applicant. Benefits shall be prorated from the new application date.

Reference: 63-504.3-4, 63-505.3-5, ACL 07-31, 63-509
83-7 Disaster Food Stamps

I. Introduction (63-900)

When all or part of a county has been struck by a disaster, such as flood, fire or other catastrophe, the Food Stamp Program Manager for the county may apply for authorization to implement Emergency (Disaster) Food Stamp Assistance.

The disaster benefit period is the estimated time it will take households to return to their normal means of support; either one-half or one full month. Temporary eligibility standards must be established for the duration of the disaster.

The disaster may be a major disaster, as determined by declaration of the President, or a lesser disaster. For a major disaster, Disaster Food Stamp Assistance may be authorized even if the commercial channels of food distribution have not been disrupted. For a lesser disaster, conditions must be severe enough to have disrupted commercial channels of food distribution.

II. Household Certification Procedures (63-900.1, 63-900.5)

A. Application

1. Interviews

   a. All applicants must have interviews.

   b. Group sessions may be used to prescreen applicants, and explain household rights and responsibilities and how to complete the application.

   c. Use Form DFA 385, Application for Emergency Food Stamp Assistance, for Disaster Food Stamp applications.
2. For the purposes of Disaster Food Stamps issuance, the Department of Human Services may utilize the offices of disaster relief agencies and authorize volunteers or other noncounty personnel to assist in the application process.

B. Eligibility

To be eligible for Disaster Food Stamp Assistance, the household must meet the following criteria:

1. At the time the disaster struck, the household must have been residing in the disaster area. (Note: The household may be occupying a temporary residence outside the disaster area at the time of application.)

2. The household must have experienced at least one of the following adverse effects:
   
   a. Loss of food, EBT card.
   
   b. Loss or inaccessibility of income including reduction or termination of income or a delay in receipt of income for half the benefit period.

   c. Damage to or destruction of the H/H's home or self-employment business

   d. Disaster related expenses.

   (1) Disaster related expenses not expected to be reimbursed during the benefit period:

   (a) Expenses to repair damage to the home or other property which is essential to the household's employment or self-employment.

   (b) Temporary shelter expenses if the home is uninhabitable or the household cannot reach it.

   (c) Expenses for moving out of the area which was evacuated due to the disaster.

   (d) Expenses related to protection of the home or business from disaster damage.

   (e) Medical expenses for disaster related injury, including funeral and burial expenses in the event of a death.
(2) If the household receives, or anticipates receiving, reimbursement for disaster related expenses:

(a) During the disaster benefit period, only the net expense to the household is deductible. (The full expense minus the reimbursement amount.)

(b) If the household expects reimbursement but is not reasonably certain it will be received during the disaster benefit period, the full expense is deductible.

3. The household must be purchasing food and preparing meals during the authorized disaster benefit period. A household residing in a temporary shelter which provides all meals is not eligible for Disaster Food Stamp Assistance.

4. The total income and resources are less than or equal to the Food Stamp maximum disaster income limit. (See table in item 4. d. below.)

   a. This includes take home pay, any cash on hand, plus all accessible funds in checking and savings accounts, with disaster related expenses deducted.

   b. Take home pay for these purposes includes wages after taxes and other payroll deductions, unearned income and self-employment income after personal income tax, social security tax and costs of producing self-employment income are subtracted.

   c. If the disaster benefit period is one-half month, compute the household's disaster benefits using only income received or reasonably certain to be received, and disaster related expenses paid or expected to be paid, during that period.

   d. The following table shows the maximum disaster income limit.

<table>
<thead>
<tr>
<th>Household Size</th>
<th>Income and Resources*</th>
<th>Maximum Allotment</th>
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*Add $284 for each additional member

*These figures include all necessary calculations (e.g., for a 1 person HH: maximum monthly income = $817; standard deduction = $134; maximum shelter deduction = $417; so $817+134+417=1,368.

C. Authorized Representatives

The household may designate an authorized representative to act on its behalf, following usual procedures.

D. Verification

The usual verification requirements are waived in order to expedite certification.

1. The identity and residency of the head of household at the time of the disaster may be verified through documentary evidence or collateral contact.
   a. If the identity of the head of the household cannot be verified, deny the application.
   b. If residency cannot be readily verified, despite the efforts of the household and the worker, approve benefits if otherwise eligible.

2. If the household refuses to cooperate in completing the application, deny the application.

E. Disaster Food Stamp Issuance

If the household meets the eligibility criteria for Disaster Food Stamp Assistance, authorize and issue the allotment for the disaster benefit period - either one full month or one-half month, as specified by the Program Manager.

1. The allotment should be available to the household on the day of application, unless restrictions such as curfews make it impossible.

   In these situations, the household should be able to obtain the allotment no later than the day following the date of application.
2. Households will be issued a special identification card marked with the word "Disaster" or other, similar designation, for the disaster allotment issuance.

3. Advise the household of its rights, responsibilities and penalties for fraud.

4. If the application is approved, advise the household of:
   a. The allotment amount.
   b. The length of the disaster benefit period.
   c. Proper use of Food Stamps.
   d. That the household may be subject to a post-disaster review.

5. If the application is denied, explain the reason for the denial verbally or in writing. The household may request a Fair Hearing.

6. If the household wishes to continue receiving Food Stamps after the disaster benefit period, advise the household of the address and telephone number of the office where it may apply.
   a. Apply the disaster benefits against the ongoing Food Stamp benefits if the two certification periods overlap.
      1) Prorate the disaster Food Stamp allotment over the number of days in the disaster benefit period to determine the benefits issued on a daily basis, and
      2) Offset the amount of the ongoing allotment by the overlapping amount.
   b. Example: A single person household receives $60 in Disaster Food Stamp Assistance for a disaster benefit period of one-half month, beginning November 1 and ending November 15. The household requests, and is eligible for, ongoing Food Stamps in the amount of $100 beginning November 8.

      Divide the disaster allotment by the number of days in the disaster period (item 6.a.1. above).

      $60 , 15 days = $4 per day

      The disaster benefit period lasts until November 15. As the household is eligible for regular Food Stamps as of November 8,
the overlapping period is November 8 through November 15, or 8 days.

8 days x $4 per day = $32

Subtract the pro-rated amount from the household's ongoing allotment (point 2 in a., above).

$100 - $32 = $68

Issue $68 to the household for the remainder of November.

7. Households already receiving Food Stamps may still be eligible for a disaster food stamp allotment.

   a. Determine eligibility as for any other disaster applicant.

   b. Reduce the amount of the disaster Food Stamp allotment by the amount of any allotment already issued to the household for any part of the disaster benefit period.

   c. If the household's food has been damaged and must be replaced as a result of the disaster, do not reduce the amount of the disaster allotment.

   **NOTE:** The disaster allotment should be equal to the value of the food actually lost in the disaster, but not greater than the maximum monthly allotment for the household.

   d. Replacement of the household's regular allotment will not be issued if the household has received, or will receive, a disaster Food Stamp allotment.

8. Recertify the household for disaster benefits if the disaster benefit period is extended and if they still meet the disaster eligibility criteria.

   a. The household must submit another application and be interviewed.

   b. Verify identity and residency at the recertification only if these items are now questionable, or residency has changed.

9. If a household receives more benefits than it should have, there will be a claim against the household for the overissuance.
Disaster Food Stamps

I. Introduction (63-900)

II. Household Certification Procedures (63-900.1, 63-900.5)

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2. The household must have experienced at least one of the following adverse effects:

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   c. Damage to or destruction of the H/H's home or self-employment business

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3. The household must be purchasing food and preparing meals during the authorized disaster benefit period. A household residing in a temporary shelter which provides all meals is not eligible for Disaster Food Stamp Assistance.

4. The total income and resources are less than or equal to the Food Stamp maximum disaster income limit. (See table in item 4. d. below.)

a. This includes take home pay, any cash on hand, plus all accessible funds in checking and savings accounts, with disaster related expenses deducted.

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If the household meets the eligibility criteria for Disaster Food Stamp Assistance, authorize and issue the allotment for the disaster benefit period - either one full month or one-half month, as specified by the Program Manager.

1. The allotment should be available to the household on the day of application, unless restrictions such as curfews make it impossible.

   In these situations, the household should be able to obtain the allotment no later than the day following the date of application.
2. Households will be issued a special identification card marked with the word "Disaster" or other, similar designation, for the disaster allotment issuance.

3. Advise the household of its rights, responsibilities and penalties for fraud.

4. If the application is approved, advise the household of:

   a. The allotment amount.

   b. The length of the disaster benefit period.

   c. Proper use of Food Stamps.

   d. That the household may be subject to a post-disaster review.

5. If the application is denied, explain the reason for the denial verbally or in writing. The household may request a Fair Hearing.

6. If the household wishes to continue receiving Food Stamps after the disaster benefit period, advise the household of the address and telephone number of the office where it may apply.

   a. Apply the disaster benefits against the ongoing Food Stamp benefits if the two certification periods overlap.

      1) Prorate the disaster Food Stamp allotment over the number of days in the disaster benefit period to determine the benefits issued on a daily basis, and

      2) Offset the amount of the ongoing allotment by the overlapping amount.

   b. Example: A single person household receives $60 in Disaster Food Stamp Assistance for a disaster benefit period of one-half month, beginning November 1 and ending November 15. The household requests, and is eligible for, ongoing Food Stamps in the amount of $100 beginning November 8.

      Divide the disaster allotment by the number of days in the disaster period (item 6.a.1. above).

      $60 , 15 days = $4 per day

      The disaster benefit period lasts until November 15. As the household is eligible for regular Food Stamps as of November 8,
the overlapping period is November 8 through November 15, or 8 days.

8 days \times $4 \text{ per day} = $32

Subtract the pro-rated amount from the household's ongoing allotment (point 2 in a., above).

$100 - $32 = $68

Issue $68 to the household for the remainder of November.

7. Households already receiving Food Stamps may still be eligible for a disaster food stamp allotment.

   a. Determine eligibility as for any other disaster applicant.

   b. Reduce the amount of the disaster Food Stamp allotment by the amount of any allotment already issued to the household for any part of the disaster benefit period.

   c. If the household's food has been damaged and must be replaced as a result of the disaster, do not reduce the amount of the disaster allotment.

      **NOTE:** The disaster allotment should be equal to the value of the food actually lost in the disaster, but not greater than the maximum monthly allotment for the household.

   d. Replacement of the household's regular allotment will not be issued if the household has received, or will receive, a disaster Food Stamp allotment.

8. Recertify the household for disaster benefits if the disaster benefit period is extended and if they still meet the disaster eligibility criteria.

   a. The household must submit another application and be interviewed.

   b. Verify identity and residency at the recertification only if these items are now questionable, or residency has changed.

9. If a household receives more benefits than it should have, there will be a claim against the household for the overissuance.
## Disaster Food Stamps Quick Reference

**Reference:** Food Stamp Eligibility Handbook Section 83-7

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<tr>
<th>Requirement</th>
<th>Household</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disaster Benefit</td>
<td>The disaster benefit period can be either one half or one full</td>
</tr>
<tr>
<td>Period</td>
<td>month.</td>
</tr>
<tr>
<td>Residency</td>
<td>Must have been living in the disaster area at the time of the disaster.</td>
</tr>
<tr>
<td></td>
<td>May be eligible if temporarily living outside of the disaster area, but</td>
</tr>
<tr>
<td></td>
<td>within the disaster area at the time of the disaster.</td>
</tr>
<tr>
<td>Purchasing Food</td>
<td>Must plan on purchasing food during the benefit period (e.g., a client</td>
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<tr>
<td></td>
<td>staying in a shelter which provides all meals would not be eligible.)</td>
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<td>Adverse Effects</td>
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</tr>
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<td></td>
<td>- Loss of food or EBT card</td>
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<td>- Business. (e.g., complete destruction, loss of roof or walls,</td>
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<tr>
<td></td>
<td>- Destruction of heating equipment, etc.)</td>
</tr>
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<td></td>
<td>- Disaster related expenses not expected to be reimbursed.</td>
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<td>period.</td>
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<td>- Inaccessible liquid resources (e.g. banks closed, can't reach bank).</td>
</tr>
<tr>
<td>Income Resource Test</td>
<td>Compute the household's income for the disaster benefit period as follows:</td>
</tr>
<tr>
<td></td>
<td>Total income received during the disaster benefit period</td>
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<tr>
<td></td>
<td>+ accessible liquid resources</td>
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</table>
- certain disaster related expenses *

= The disaster gross income limit or less

* (not reimbursed or expected to be reimbursed during the disaster benefit period.)

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<td>816</td>
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<tr>
<td>8</td>
<td>3,403</td>
<td>932</td>
</tr>
<tr>
<td>Each Additional Member</td>
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<td>+ 117</td>
</tr>
</tbody>
</table>
Replacement Issuances

Coupons are no longer issued in San Francisco. Clients receive their Food Stamps allotment through a monthly credit posted on their Electronic Benefit Transfer (EBT) card. Valid coupons issued in other states or counties may still be used in San Francisco outlets.

1. The EBT card may be replaced under the following circumstances:

When the card was:

   a. Not received in the mail;

   b. Stolen from the mail;

   c. Stolen after receipt;

   d. Improperly manufactured, mutilated, or damaged and unusable.

2. Benefits used to purchase food with the EBT card may also be replaced if the food was destroyed in a household misfortune or disaster. However, if the household receives emergency food stamps assistance, it may not receive a replacement issuance for a household misfortune or disaster.

3. Household Reporting Responsibilities

Allowable replacement issuances shall be provided only if the loss was reported timely and the household provides DFA 303 Replacement Affidavit/Authorization form which will be retained in the case record.

4. Processing Requirement

The county will provide replacement issuances, as appropriate, or send DFA 377.4 denying or delaying the replacement to the households.
a. Replacement may be delayed or denied until a determination of the value of the lost benefits can be made.

b. Replacement issuances will also be delayed or denied when the request for replacement appears to be fraudulent.

c. The household shall be informed of its right to a fair hearing for delayed and denied replacement issuances.
Claims Against Households

I. Regulations

All adult household members shall be jointly and individually liable for the value of any overissuance. A claim must be established against any household that has received more Food Stamp benefits than it was entitled to receive. Any sponsor of an alien and the sponsored alien are held jointly and individually liable for repayment of any overissuance resulting from incorrect information given by the sponsor.

A. Time Frame for Establishing Inadvertent Household Error, Administrative Error, and Intentional Program Violation (IPV) Claims

1. Inadvertent Household and Administrative Error Claims

   a. Action must be taken on inadvertent household and administrative error claims for which less than three years have elapsed between the month the overissuance occurred and the month the EW determined by computation that an overissuance occurred, irrespective of the date the Claim Determination Worksheet DFA 842 was completed.

   b. Do not take action on inadvertent household and administrative error claims for which more than three years have elapsed between the month the overissuance occurred and the month the
EW determined by computation that the overissuance occurred irrespective of the date the DFA 842 was completed.

2. IPV Claims

Intentional Program Violations are determined only by an administrative disqualification hearing official or a court of appropriate jurisdiction, or if the accused individual signs either a Disqualification Consent Agreement or a Waiver of Right to an Administrative Disqualification Hearing. Prior to a determination of IPV, the claim shall be established and handled as an inadvertent household error claim. Therefore, the time frame is the same as in 1 above.

B. When a Claim is Not Established

Do not establish a claim if the overissuance occurred as a result of an administrative error and the overissuance was $35 or less, or because the EW failed to ensure that the household:

1. signed the application form;
2. completed a current work registration form;
3. was certified in the correct county.

C. Claims Against non-citizen Households and Sponsors

1. A claim must be established and the non-citizen's household held solely liable for repayment of an overissuance if it is determined that the sponsor had good cause or was not at fault for providing the incorrect information that resulted in the overissuance.

2. If it is determined that the sponsor did not have good cause, or was at fault, a claim must be established against either the sponsor or the sponsored non-citizen's household, or both. A claim may be established against both parties at the same time or against the party most likely to repay first.

   a. If a claim is established against a sponsor first, and the sponsor fails to respond within 30 days of receiving the notice of action requesting repayment, then a claim must be established against the non-citizen household.

   b. Return to the sponsor and/or household any amounts repaid in excess of the total amount of the claim.
II. Types of Claims

A. Inadvertent Household Error Claims

A claim is an inadvertent household claim if the overissuance was caused by a misunderstanding or unintended error on the part of the household or the sponsor of an non-citizen household.

Instances of inadvertent household error that may result in a claim include, but are not limited to:

1. the household/sponsor unintentionally failed to provide correct or complete information;
2. the household unintentionally failed to report changes in household circumstances or the circumstances of its sponsor;
3. the household unintentionally received benefits or more benefits than it was entitled to receive pending a state hearing decision because the household requested a continuation of benefits based on the mistaken belief that it was entitled to such benefits.

B. Administrative Error Claims

A claim is an administrative error claim if the overissuance was caused by the action or inaction of the worker. Instances of administrative error which may result in a claim include, but are not limited to:

1. the worker failed to take prompt action on a change reported by the household;
2. the worker incorrectly computed the household's income or deductions, or otherwise assigned an incorrect amount;
3. the worker continued to provide the household with FS allotments after its certification period had expired without the benefit of a recertification/reapplication.
4. the worker failed to provide the household a reduced allotment because its PA grant increased.

C. Intentional Program Violation (IPV) Claims

IPV claims result when households intentionally fail to report changes in its circumstances.
III. Overissuance Referral Procedure

CalWIN allows workers, sometimes with supervisor approval, to establish and initiate collection of overissuances. Some stock forms may still be usable also.

A. Processing Overissuances Through CalWIN

1. There are several How To guides that have been developed to assist the worker in proceeding with cases that have overissuances. Refer to these guides to process cases with overissuances:
   a. #020 How To Proceed When Overpayment Exists
   b. #024 Establishing Non-System Determined Claims (NSDCs)
   c. #025 Recording Repayment Of A Claim
   d. #027 Processing Inadvertent Household Errors

2. Allotment adjustments always begin in the first month of a quarter unless one OI is getting repaid and a new collection starts which does not result in any change in the allotment. CalWIN automatically deducts the new OI collection without the worker doing any entries.

B. Other Forms Used to Refer OIs

When an investigation is necessary to determine whether a fraudulent FS OI may have occurred, refer to Special Investigations Unit (SIU) with Form 4030 or to FRED with Form 092, as appropriate. Form 4030 is also appropriate if the investigation is needed to determine the period of OI or to determine the amounts of unreported income or assets. Form 4030A, an overissuance referral should be sent to the Overpayment Unit when an overpayment is suspected or have already been determined. Workers should also send a 4030A when an IEVS report received shows that the client has an OI from another county.

IV. Calculating the Amount of Claims

The EW must determine the correct amount of benefits the household was entitled to receive for each month the household received an overissuance. Claims against households must be equal to the difference between the allotment the household received and the amount the household should have received.

A. Inadvertent Household/Administrative Error Claims
Do not include in the calculation any overissuance which occurred in a month more than three years prior to the date the current overissuance was discovered.

1. In cases involving reported changes, determine the month the overissuance initially occurred as follows:

   a. If because of inadvertent error, the household failed to report a change, the first month of the overissuance is the month in which the change would have been effective had it been reported timely. Change Reporting households have 10 days from the date of any change to report it. For Change Reporting households, if the change happened in October but it was not reported on time, the overissuance starts in November. For QR7 households, if a QR7 received in March fails to report income and this was discovered later on, then the overissuance will start in April 1, the start of the next quarter.

   b. If the household timely reported a change, but the worker did not act on it within the required time frames, the first month of overissuance is the month the worker would have made it effective had s/he timely acted. And, as above, the first month of overissuance must never be any month later than two months in which the change occurred.

2. For categorically eligible households, a claim can be determined only when the overissuance can be calculated on the basis of the household's net income and/or household size.

3. After the amount of overissuance has been calculated, first offset the claim against any amounts that have not yet been restored to the household as lost benefits, if any. Then initiate collection for the remaining balance, if any. This is only applicable if the claim is a result of an Inadvertent Household Error (IHE).

4. Claims resulting from an administrative error may not be offset against any amounts of lost benefits not yet restored to the household (63-801.313 Lopez v. Glickman).

5. Administrative error claims where reduction adjustments began on or after March 1,2000 are automatically recouped by reducing the monthly allotment by 5% or $10, whichever is greater for up to a total of 36 consecutive calendar months (63-801.222 Lomeli v. Saenz).

B. IPV Claims
The amount of the IPV claim must be calculated back to the month the act of IPV occurred, regardless of the length of time that elapsed until the determination of intentional program violation was made or the date the Waiver of Right to an Administrative Disqualification Hearing or Disqualification Consent Agreement was signed. However, do not include in the calculation any overissuance which occurred in a month more than six years from the date the overissuance was discovered.

1. IPV is due to the household intentionally failing to report a change in household circumstances, the first month of the claim shall be the first month in which the change would have been effective had it been reported. As in the other claims, the first month must never be any month later than two months from the month in which the change occurred.

2. When determining the amount of benefits the household should have received, do not apply the 20 percent earned income deduction to that portion of earned income which the household failed to report.

3. Offset the IPV claim amount against any lost benefits that have not been restored to the household, if any.

C. Computation

Claims against Inadvertent Household Errors (IHE) are computed at 10% of the OI amount or $10 whichever is greater. IPV claims are computed at 20% of the OI amount or $20 whichever is greater. [63-801.736(a)(b)].

V. Other Collection Actions

Counties may employ other collection methods when cases are closed. These actions include, but are not limited to, private and public sector agencies, state tax refunds and lottery offsets, wage garnishments, property liens, small claims court, and unemployment benefit compensations (UIB).

VI. Other Payment Options

If the household requests to make a lump sum cash or EBT deduction payment as full or partial payment of a claim, the county will accept this method of payment. If the payment is partial, the remaining benefits will be deducted from the monthly allotment as follows:

1. 10% or $10, whichever is greater, for administrative or IHE claims. Administrative error claims that started on March 1, 2000 or after will be assessed at 5% or $10, whichever is greater.
2. 20% or $20, whichever is greater, will be the deduction assessed to Intentional Program Violation (IPV) claims.

3. Overissuances may also be repaid if the account is dormant unless the client disagrees.
Restoration of Lost Benefits

I. Entitlement

II. Method of Restoration

III. Agency Errors

IV. Disputed Benefits

V. Computing the Benefit to be Restored

I. Entitlement

1. The County shall restore to a household benefits which were lost whenever:

   a. The loss was caused by an administrative error.
   b. An admin disqualification for an IPV was subsequently reversed, or;
   c. A statement elsewhere in the regulations specifically states that the household is entitled to restoration of lost benefits.

2. The county shall restore lost benefits even if the household is currently ineligible for Food Stamp Program participation.

3. The county shall restore to a household benefits which were found by any judicial action to have been wrongfully withheld.
a. When the judicial action is a review of a state hearing, benefits shall be restored for a period of not more than 12 months prior to the date that the state hearing was initiated.
b. If the judicial action is the first action the recipient has taken to obtain restoration of lost benefits, then benefits shall be restored for a period of not more than 12 months from the date the judicial action was initiated.

4. If the decision, which resulted in a disqualification for intentional Program violation is subsequently reversed by a judicial action, that individual is entitled to a restoration of any benefits lost during the months that he/she was disqualified.

a. The restoration shall not exceed 12 months prior to the date of the county's notification of the reversal.
b. For each month the individual was disqualified, the amount to be restored, if any, shall be determined by comparing the allotment the household received with the allotment the household would have received had the disqualified member been allowed to participate. If the household received a smaller allotment than it should have received, the difference equals the amount to be restored.

5. Entitlements to Households With Changed Membership

Whenever lost benefits are due a household and the household's membership has changed, the County shall restore the lost benefits to the household containing a majority of the individuals who were household members at the time the loss occurred. If the County cannot locate or determine the household, which contains a majority of household members, the County shall restore the lost benefits to the household containing the head of the household at the time the loss occurred.

II. Method of Restoration

1. Benefits owed to a household must be reduced by the amount of any outstanding claim. This may be done at any time during the claim establishment and collection process.

2. Regardless of whether a household is currently eligible or not, the County shall restore lost benefits to a household by issuing an allotment equal to the amount of benefits that were lost. The amount restored shall be issued in addition to the allotment currently eligible households are entitled to receive.

3. Clients may request restoration of lost benefits in monthly installments. When a household entitled to a restoration of lost benefits states that it is moving out of the county, benefits shall be restored in a lump sum prior to the
move, whenever possible. When benefits cannot be restored prior to the move, the entitlement in the form of coupons shall be mailed to the household at the new address.

III. Agency Errors

If the County determines that a loss of benefits has occurred and the household is entitled to restoration of those benefits, it shall automatically take action to restore any benefits that were lost. No action by the household is necessary. However, benefits shall not be restored if the benefits were lost more than 12 months prior to the month the loss was discovered in the normal course of business, or were lost more than 12 months prior to the month written or oral notification was made. The household shall be notified of its entitlement, the amount of benefits to be restored, any offsetting that was done, the method of restoration, and the right to appeal through the state hearing process if the household disagrees with any aspect of the proposed lost benefit restoration.

IV. Disputed Benefits

1. If a household is entitled to restoration of lost benefits, but the household does not agree with the amount to be restored, or any other action taken by the County, the household may request a state hearing within 90 days. If requested prior to or during the time lost benefits are being restored, the household shall receive the lost benefits as determined by the County pending the results of the hearing. If the decision is favorable to the household, the lost benefits will be restored in accordance with that decision.

2. If a household believes it is entitled to restoration of lost benefits but the county does not agree, the household has 90 days from the date of the determination to request a state hearing. Lost benefits will only be restored if the state hearing decision is favorable to the household. Benefits lost more than 12 months prior to the date the County was initially informed of the household’s possible entitlement to lost benefits shall not be restored.

V. Computing the Benefit to be Restored

1. After correcting the loss for future months and excluding those months for which benefits may have been lost prior to the 12-month time limit, the County shall calculate the amount to be restored.

   a. If the household was eligible but received an incorrect allotment, the loss of benefits shall be calculated only for those months the household participated. However, if a household did not have an opportunity to participate because of an incorrect delay, denial, or termination of benefits, the months affected by the loss shall be calculated as follows:
i. If an eligible household's application was erroneously denied, the month the loss initially occurred shall be the month of application. 

ii. For an eligible household filing a timely reapplication, the month following the expiration of its certification period. 

iii. If an eligible household's application was delayed, the months for which benefits may be lost shall be calculated in accordance with procedures. (Sect 63-301.4). 

iv. If the household's benefits were erroneously terminated, the month the loss initially occurred shall be the first month benefits were not received as a result of the erroneous action. 

v. After computing the date the loss initially occurred, the loss shall be calculated for each month subsequent to that date until either the first month the error is corrected or the first month the household is found ineligible. 

2. For each month affected by the loss, the County shall determine if the household was actually eligible. In cases where there is no information to document that the household was eligible, the household must be provide information to determine eligibility for these months. For each month the household cannot provide the necessary information to demonstrate its eligibility, the household shall be considered ineligible. 

3. For the months the household was eligible, if the household received a smaller allotment than it was eligible to receive, the difference between the actual and correct allotments equals the amount to be restored. 

4. If a claim against a household is unpaid, suspended, or terminated as, the amount to be restored shall be offset against the amount due on the claim before the balance, if any, is restored to the household. 

   a. When a household is certified and receives an initial allotment, this initial allotment shall not be reduced to offset claims even if the allotment is paid retroactively. 

   b. If a change in household composition occurs, the County shall offset the amount of the claim against restored benefits. This action may be taken against any or all households, which contain a member who was an adult member of the original household at the time the overissuance occurred but the County shall not collect more than the amount of the claim under any circumstances. 

5. Each County will maintain an accounting system for documenting a household’s entitlement to restoration and recording the balance of lost benefits. The system will be designed to readily identify situations where a claim against a household can be used to offset the amount to be restored.
86: References

FOOD STAMPS  References: Sec. 86-1
Maximum Allotment Table  Eff. 04/01/09

Maximum Allotment Table for FY 2008/2009

I. Maximum Allotment and Income Tables

II. Deductions and Allowances

I. Maximum Allotment and Income Tables (Effective 04/01/2009)

<table>
<thead>
<tr>
<th>Household Size</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
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<tr>
<td>Thrifty FD Plan</td>
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<td>$367</td>
<td>$526</td>
<td>$668</td>
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<td>$953</td>
<td>$1,052</td>
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* Maximum Allotment per HH size. Add $150 for each additional member.

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<tr>
<th>Household Size</th>
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<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
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<td>Max. Gross Monthly Income</td>
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<td>$3,857</td>
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** Add $390 for each additional member.

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<td>Max. Net Monthly Income Standards</td>
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### Size

<table>
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<th>Max. Net Monthly Income</th>
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*** Add $300 for each additional member.

### Elderly/Disabled Maximum Gross Monthly Income for Separate Household+

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<th>Household Size</th>
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<td>$5,390</td>
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<td>$5,885</td>
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+ Add $495 for each additional member.

++ These are guidelines for those elderly/disabled who cannot purchase and prepare meals for themselves. (See 81-1b, "Elderly or Disabled.") These are not gross income limits for all elderly/disabled households.

### II. Deductions and Allowances

The following are the current deduction and allowance amounts:

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<th>Household Size</th>
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<td>5</td>
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<td>6 and up</td>
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<td>Maximum Shelter Deduction:</td>
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<td>Homeless Household Shelter Allowance:</td>
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Reciprocal Table

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<th>30-day Month</th>
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<td>---</td>
<td>------</td>
<td>---</td>
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</tr>
</tbody>
</table>
Income/Allotment Tables

The Income/Allotment Tables contain information about coupon allotments by household size and monthly net income.

Because of the size of the tables, information for households with one to ten members is given first. Information for households with eleven to twenty members follows.

Click the link below to view the PDF file containing the tables. You may need to enlarge the view of the tables to read them by changing the percentage shown in the lower right-hand corner of the PDF reader window.

Page numbers are in the upper left-hand corner of each page of the table.

INCOME AND ALLOTMENT TABLES
# State Welfare Departments

**States beginning with A**

**States beginning with C-F**

**States beginning with G-I**

**States beginning with K-M**

**States beginning with N**

**States beginning with O-R**

**States beginning with S-U**

**States beginning with V-W**

<table>
<thead>
<tr>
<th>State</th>
<th>Description and Telephone Listing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>Dept. of Human Resources&lt;br&gt;Administered by 67 County Departments of Human Resources&lt;br&gt;<strong>Dept. of Human Resources: 1 (334) 242-1310</strong></td>
</tr>
<tr>
<td>Alaska</td>
<td>Dept. of Health and Social Services&lt;br&gt;Administered by 16 District Offices&lt;br&gt;<strong>Dept. of Health/Soc.Svcs: 1 (907) 465-3030</strong></td>
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<tr>
<td>American Samoa</td>
<td>Dept. of Human and Social Services&lt;br&gt;No welfare.&lt;br&gt;<strong>Dept. of Human/Soc. Svcs: 011-684-633-2696</strong></td>
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<td>Arizona</td>
<td>Dept. of Economic Security&lt;br&gt;6 District Offices&lt;br&gt;<strong>Dept. of Economic Security: 1 (602) 542-9935</strong></td>
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<tr>
<td>Arkansas</td>
<td>Dept. of Human Services&lt;br&gt;Division of County Operations&lt;br&gt;79 County offices.&lt;br&gt;<strong>Dept. of Human Services: 1 (501) 682-1001</strong></td>
</tr>
<tr>
<td>California</td>
<td>Check County listings in Sec. 86-3</td>
</tr>
<tr>
<td>Colorado</td>
<td>Dept. of Human Services</td>
</tr>
<tr>
<td>State</td>
<td>Departments and Contact Information</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-------------------------------------</td>
</tr>
<tr>
<td>Connecticut</td>
<td>Dept. of Social Services: 1 (800) 842-1508</td>
</tr>
<tr>
<td>Delaware</td>
<td>Dept. of Health and Social Services Division of Social Services Division of Social Svcs: 1 (302) 577-4400</td>
</tr>
<tr>
<td>District Of Columbia</td>
<td>Dept. of Human Services Commission on Social Services Income Maintenance Administration Dept. of Human Services: 1 (202) 279-6000 Income Maintenance Admin: 1 (202) 698-3900</td>
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<tr>
<td>Florida</td>
<td>Dept. of Children and Families Economic Self-Sufficiency Program Dept. of Children/Families: 1 (850) 487-1111</td>
</tr>
<tr>
<td>Georgia</td>
<td>Dept. of Human Resources Dept. of Human Resources: 1 (404) 651-6314</td>
</tr>
<tr>
<td>Idaho</td>
<td>Dept. of Health and Welfare Division of Welfare Dept. of Health/Welfare: 1 (208) 334-5500 Division of Welfare: 1 (208) 334-5816</td>
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<tr>
<td>Illinois</td>
<td>Dept. of Human Services Dept. of Public Aid Dept. of Public Aid: 1-(217) 782-1200</td>
</tr>
<tr>
<td>Indiana</td>
<td>Indiana Family and Social Services Administration Family/Soc. Svcs Admin: 1 (317) 233-4452</td>
</tr>
<tr>
<td>Iowa</td>
<td>Dept. of Human Services Dept. of Human Services: 1 (515) 281-3147</td>
</tr>
<tr>
<td>Kansas</td>
<td>Dept. of Social and Rehabilitation Services Economic and Employment Support Commission Dept. Social/Rehab Svcs: 1 (785) 296-3959</td>
</tr>
<tr>
<td>Kentucky</td>
<td>Cabinet for Families and Children (5 units) Cabinet Families/Children: 1 (502) 564-7130</td>
</tr>
<tr>
<td>Louisiana</td>
<td>Dept. of Social Services Dept. of Social Services: 1 (225) 922-3000</td>
</tr>
<tr>
<td>Maine</td>
<td>Dept. of Human Services Bureau of Family Independence Bureau Family Independence: 1 (207) 287-2826</td>
</tr>
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<td>Department</td>
</tr>
<tr>
<td>-------------</td>
<td>-------------------------------------------------</td>
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<tr>
<td>Maryland</td>
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<td>Michigan</td>
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<td>Dept. of Human Services</td>
</tr>
<tr>
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<td>Economic and Community Support Strategies</td>
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<tr>
<td>Mississippi</td>
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<tr>
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<tr>
<td>Montana</td>
<td>Dept. of Public Health and Human Services</td>
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<td>Community Services Division Dept.</td>
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<td>Nebraska</td>
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<tr>
<td>New Hampshire</td>
<td>Dept. of Health and Human Services</td>
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<tr>
<td></td>
<td>Dept. Health/Human Svcs: 1 (603) 224-5000</td>
</tr>
<tr>
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<td>Dept. of Human Services</td>
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<td></td>
<td>Division of Family Development</td>
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<td>Dept. of Family Assistance</td>
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<td>Office of Temporary and Disability Assistance</td>
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<td>58 local Departments.</td>
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<td>North Carolina</td>
<td>Dept. Health and Human Services</td>
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<td>State</td>
<td>Department</td>
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<td>--------------</td>
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</tr>
<tr>
<td>North Dakota</td>
<td>Dept. of Human Services</td>
</tr>
<tr>
<td>Ohio</td>
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<tr>
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<tr>
<td>Pennsylvania</td>
<td>Dept. of Family Assistance</td>
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<tr>
<td>Puerto Rico</td>
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<td>Utah</td>
<td>Dept. of Workforce Services</td>
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<tr>
<td>Vermont</td>
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<tr>
<td>Virginia</td>
<td>Dept. of Social Services</td>
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<tr>
<td>State</td>
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<tr>
<td>Virgin Islands</td>
<td>Dept. of Human Services</td>
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<td>Dept. of Human Services: 1 (340) 774-0930</td>
</tr>
<tr>
<td></td>
<td>Div. of Financial Services: 1 (340) 774-7125</td>
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<tr>
<td>Washington</td>
<td>Dept. of Social and Health Services</td>
</tr>
<tr>
<td></td>
<td>Dept. of Social/Health Svcs: 1 (800) 737-0617</td>
</tr>
<tr>
<td></td>
<td>Community Services HQ: 1 (800) 865-7801</td>
</tr>
<tr>
<td>West Virginia</td>
<td>Dept. of Health and Human Resources</td>
</tr>
<tr>
<td></td>
<td>Dept. Health/Human Res: 1 (304) 558-0684</td>
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<tr>
<td>Wisconsin</td>
<td>Dept. of Health and Family Services</td>
</tr>
<tr>
<td></td>
<td>Dept. of Workforce Development</td>
</tr>
<tr>
<td></td>
<td>Dept. Health/Family Svcs: 1 (608) 266-1865</td>
</tr>
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<td>Dept. Workforce Development: 1 (608) 266-3131</td>
</tr>
<tr>
<td>Wyoming</td>
<td>Dept. of Family Services</td>
</tr>
<tr>
<td></td>
<td>Dept. of Family Services: 1 (307) 777-7564</td>
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CAAP CDS Codes

PAES

GA

SSIP

CAAP Person's Employability Code (PEC)

CAAP Negative Action Codes

Graduated Sanctions for Fraud

Special Characteristics in the Priority Information in the HSHD Screen

PAES

<table>
<thead>
<tr>
<th>AID TYPE</th>
<th>ACB</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>93-0</td>
<td>yes</td>
<td>Employable</td>
</tr>
<tr>
<td>93-1</td>
<td>yes</td>
<td>Disabling Condition of 12 mos. or more; SSIP-eligible, chose PAES</td>
</tr>
<tr>
<td>93-3</td>
<td>yes</td>
<td>Trujillo</td>
</tr>
<tr>
<td>93-A</td>
<td>no</td>
<td>Family</td>
</tr>
<tr>
<td>93-B</td>
<td>yes</td>
<td>Temporary Disabling Condition-under 12 mos.</td>
</tr>
<tr>
<td>93-C</td>
<td>yes</td>
<td>Income Disregard-Trujillo(CAAP-1 automated)</td>
</tr>
<tr>
<td>93-D</td>
<td>yes</td>
<td>Income Disregard(CAAP-1 automated)</td>
</tr>
<tr>
<td>93-H</td>
<td>yes</td>
<td>Resident of Treatment Facility</td>
</tr>
<tr>
<td>93-M</td>
<td>yes</td>
<td>Outreach</td>
</tr>
<tr>
<td>93-T</td>
<td>yes</td>
<td>Income Disregard-Lost Job(CAAP-1 automated)</td>
</tr>
<tr>
<td>93-U</td>
<td>yes</td>
<td>DA&amp;A</td>
</tr>
<tr>
<td>93-X</td>
<td>yes</td>
<td>Income Disregard-High Income(CAAP-1 automated)</td>
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### GA

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<th>AID TYPE</th>
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<td>94-0</td>
<td>yes</td>
<td>Employable</td>
</tr>
<tr>
<td>94-1</td>
<td>yes</td>
<td>Disabling Condition of 12 mos. or longer</td>
</tr>
<tr>
<td>94-3</td>
<td>yes</td>
<td>Trujillo</td>
</tr>
<tr>
<td>94-A</td>
<td>no</td>
<td>Family</td>
</tr>
<tr>
<td>94-B</td>
<td>yes</td>
<td>Temporary Disabling Condition-under 12 mos.</td>
</tr>
<tr>
<td>94-C</td>
<td>yes</td>
<td>Income Disregard-Trujillo <em>(CAAP-1 automated)</em></td>
</tr>
<tr>
<td>94-D</td>
<td>yes</td>
<td>Income Disregard <em>(CAAP-1 automated)</em></td>
</tr>
<tr>
<td>94-H</td>
<td>yes</td>
<td>Resident of Treatment Facility</td>
</tr>
<tr>
<td>94-M</td>
<td>yes</td>
<td>Outreach</td>
</tr>
<tr>
<td>94-T</td>
<td>yes</td>
<td>Income Disregard-Lost Job <em>(CAAP-1 automated)</em></td>
</tr>
<tr>
<td>94-U</td>
<td>yes</td>
<td>DA&amp;A</td>
</tr>
<tr>
<td>94-X</td>
<td>yes</td>
<td>Income Disregard-High Income <em>(CAAP-1 automated)</em></td>
</tr>
<tr>
<td>95-0</td>
<td>no</td>
<td>CALM - to be used by Medi-Cal staff only</td>
</tr>
<tr>
<td>97-0</td>
<td>yes</td>
<td>CAAP Presumptive</td>
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### SSIP

<table>
<thead>
<tr>
<th>AID TYPE</th>
<th>ACB</th>
<th>DEFINITION</th>
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<tr>
<td>99-3</td>
<td>yes</td>
<td>Disabling Condition of 12 mos. or longer-Trujillo</td>
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<tr>
<td>99-A</td>
<td>no</td>
<td>Family</td>
</tr>
<tr>
<td>99-B</td>
<td>yes</td>
<td>Disabling condition of 12 mos. or longer</td>
</tr>
<tr>
<td>99-C</td>
<td>yes</td>
<td>Income Disregard-Trujillo <em>(CAAP-1 automated)</em></td>
</tr>
<tr>
<td>99-D</td>
<td>yes</td>
<td>Disabling condition of 12 mos. or longer - Income Disregard <em>(CAAP-1 automated)</em></td>
</tr>
<tr>
<td>99-H</td>
<td>yes</td>
<td>Disabling condition of 12 mos. or longer - Resident of Treatment Facility</td>
</tr>
<tr>
<td>99-M</td>
<td>yes</td>
<td>Disabling condition of 12 mos. or longer - Outreach</td>
</tr>
<tr>
<td>99-U</td>
<td>yes</td>
<td>Disabling condition of 12 mos. or longer - DA&amp;A</td>
</tr>
<tr>
<td>99-X</td>
<td>yes</td>
<td>Disabling condition of 12 mos. or longer - Income Disregard-High Income <em>(CAAP-1 automated)</em></td>
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### CAAP Person's Employability Code (PEC)

<table>
<thead>
<tr>
<th>Code</th>
<th>Requires Exp Date</th>
<th>Description</th>
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<tbody>
<tr>
<td>A</td>
<td>yes</td>
<td>Job Search</td>
</tr>
<tr>
<td>C</td>
<td>no</td>
<td>Lacking capacity to understand and/or comply with CAAP regulations.</td>
</tr>
<tr>
<td>D</td>
<td>yes</td>
<td>Participant of Department of Vocational Rehabilitation training program</td>
</tr>
<tr>
<td>E</td>
<td>yes</td>
<td>Employed</td>
</tr>
<tr>
<td>F</td>
<td>yes</td>
<td>Catastrophic Illness</td>
</tr>
<tr>
<td>G</td>
<td>yes</td>
<td>Administrative exemption code, to be used only with the Section Manager's approval</td>
</tr>
<tr>
<td>H</td>
<td>yes</td>
<td>Resident of a treatment facility with no earned income. The expiration date is the client's verified date of release from the facility. (For a resident with earned income, use PEC 'E'.)</td>
</tr>
<tr>
<td>J</td>
<td>yes</td>
<td>G.E.D., or High School student graduating w/in 12 mos.</td>
</tr>
<tr>
<td>K</td>
<td>yes</td>
<td>Work Experience with community agencies</td>
</tr>
<tr>
<td>L</td>
<td>yes</td>
<td>Disabling Condition expected to last or has lasted 12 months or more with a review date. Enter the month and year of review. This code will take precedence over other codes, except for PEC's 'C' and 'F.'</td>
</tr>
<tr>
<td>M</td>
<td>yes</td>
<td>Triage referral. This is an interim code that must be updated upon receipt of the Form 2139 from Triage.</td>
</tr>
<tr>
<td>N</td>
<td>yes</td>
<td>Participant of a treatment/special program, not listed in the Special Program Chart, but whose schedule conflicts with the workfare/job search requirement. Monthly attendance verification is required.</td>
</tr>
<tr>
<td>Q</td>
<td>yes</td>
<td>Special Program Chart exemption (includes THC Employment Program)</td>
</tr>
<tr>
<td>R</td>
<td>yes</td>
<td>Evaluation referral. This is an interim code that must be updated upon receipt of the Form 2168 from the Evaluation unit.</td>
</tr>
<tr>
<td>S</td>
<td>yes</td>
<td>PAES-approved Training</td>
</tr>
<tr>
<td>V</td>
<td>yes</td>
<td>E.S.L.</td>
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<tr>
<td>W</td>
<td>yes</td>
<td>Work Assignment/Workfare</td>
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<td>X</td>
<td>yes</td>
<td>Temporary Disabling Condition less than 12 months.</td>
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<tr>
<td>Y</td>
<td>no</td>
<td>Disabling Condition expected to last or has lasted 12 months or more with no review. This code will take precedence over other codes except for PEC's 'C' and 'F.'</td>
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<tr>
<td>Z</td>
<td>yes</td>
<td>55 years of age - exempted from employable requirements at client's request. The expiration date is the month and year in which the client turns 62.</td>
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**CAAP Negative Action Codes**

<table>
<thead>
<tr>
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<th>Disc.</th>
<th>Description</th>
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<tbody>
<tr>
<td>101</td>
<td>001 M</td>
<td>Death</td>
</tr>
<tr>
<td>102</td>
<td>002 M</td>
<td>Moved out of SF</td>
</tr>
<tr>
<td>103</td>
<td>003 M</td>
<td>Client's request</td>
</tr>
<tr>
<td>104</td>
<td>004 M</td>
<td>Institutionalized</td>
</tr>
<tr>
<td>105</td>
<td>none</td>
<td>Quit job w/o good cause within 45 days of application (GA only)</td>
</tr>
<tr>
<td>106</td>
<td>006 M</td>
<td>Transportation out of SF</td>
</tr>
<tr>
<td>107</td>
<td>007</td>
<td>Other (does not meet eligibility requirement and/or refuses to comply/failed to cooperate)</td>
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<tr>
<td>108</td>
<td>008</td>
<td>Ineligible due to no acceptable proof of legal alien status</td>
</tr>
<tr>
<td>none</td>
<td>009 M</td>
<td>Excess shelter cost(s)</td>
</tr>
<tr>
<td>110</td>
<td>010 M</td>
<td>Whereabouts unknown - mail returned</td>
</tr>
<tr>
<td>111</td>
<td>011</td>
<td>Unable to legally establish SF residency</td>
</tr>
<tr>
<td>112</td>
<td>012 R</td>
<td>Failed to comply with ID requirement</td>
</tr>
<tr>
<td>none</td>
<td>013 M</td>
<td>Returned unclaimed checks</td>
</tr>
<tr>
<td>114</td>
<td>014 M</td>
<td>Eligible to CalWORKs</td>
</tr>
<tr>
<td>115</td>
<td>015 M</td>
<td>Ineligible student</td>
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<tr>
<td>116</td>
<td>016 R</td>
<td>Failed to report all facts/essential information</td>
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<tr>
<td>none</td>
<td>017 M</td>
<td>Failed to keep reinvestigation appointment</td>
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<tr>
<td></td>
<td></td>
<td>Description</td>
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<tr>
<td>118</td>
<td>018 M</td>
<td>IEVS income/asset discrepancy</td>
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<td>119</td>
<td>019 M</td>
<td>Receipt of other public assistance</td>
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<tr>
<td>120</td>
<td>020 M</td>
<td>UIB/DIB or other unearned income over limit</td>
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<tr>
<td>121</td>
<td>021 M</td>
<td>Receipt of SSI/SSP</td>
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<td>122</td>
<td>022 M</td>
<td>Contribution over limit</td>
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<tr>
<td>123</td>
<td>023 M</td>
<td>Earned income over limit</td>
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<tr>
<td>none</td>
<td>024 M</td>
<td>Failed to keep employability appointment</td>
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<tr>
<td>125</td>
<td>025 M</td>
<td>Value of real property over limit</td>
</tr>
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<td>126</td>
<td>026 M</td>
<td>Value of non-exempt personal property over limit</td>
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<tr>
<td>none</td>
<td>027 M</td>
<td>Failed to keep homeless appointment</td>
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<tr>
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<td>028</td>
<td>Failed to keep an appointment</td>
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<tr>
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<td>029 M</td>
<td>Non fraud, Cashed check after claiming non-receipt, without Good Cause</td>
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<tr>
<td>none</td>
<td>030 R</td>
<td>Failed to meet J/S requirement per J/S Unit</td>
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<td>none</td>
<td>031</td>
<td>Refused employment without good cause</td>
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<tr>
<td>132 M</td>
<td>032 M</td>
<td>Failed to attend scheduled Orientation session</td>
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<tr>
<td>133 M</td>
<td>033 M</td>
<td>Failed to attend scheduled Evaluation session</td>
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<tr>
<td>none</td>
<td>034 R</td>
<td>Failed to attend IGEP session</td>
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<tr>
<td>135 M</td>
<td>none</td>
<td>Failed to keep Final Intake appointment</td>
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<tr>
<td>136</td>
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<td>Failed to keep Initial Intake appointment</td>
</tr>
<tr>
<td>none</td>
<td>037 R</td>
<td>Failed to conduct adequate job search</td>
</tr>
<tr>
<td>138</td>
<td>038 M</td>
<td>Excess earnings due to Wage Subsidy</td>
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<td>none</td>
<td>039 R</td>
<td>Failed to attend first Group Employment session</td>
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<td>none</td>
<td>040 R</td>
<td>Failed to attend two (2) Group Employment sessions</td>
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<tr>
<td>none</td>
<td>041 R</td>
<td>Failed to carry out required treatment plan</td>
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<tr>
<td>142</td>
<td>042 M</td>
<td>Failed to apply for other income</td>
</tr>
<tr>
<td>143</td>
<td>none</td>
<td>Failed to meet SF 15- or 30-day residency requirement</td>
</tr>
<tr>
<td>144 M</td>
<td>044 M</td>
<td>Failed to comply with Fingerprint-imaging requirement</td>
</tr>
<tr>
<td>none</td>
<td>045 R</td>
<td>Failed to meet combination J/S &amp; treatment requirement</td>
</tr>
<tr>
<td>none</td>
<td>046 M</td>
<td>Failed to report to scheduled work assignment</td>
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<tr>
<td>---</td>
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</tr>
<tr>
<td>147 M</td>
<td>047 M</td>
<td>Fleeing Felon</td>
</tr>
<tr>
<td>150</td>
<td>...</td>
<td>Failed to meet Expedited Intake requirement</td>
</tr>
<tr>
<td>050</td>
<td></td>
<td>Client's request for Expedited Program Change</td>
</tr>
</tbody>
</table>

| none | 051 | Failed PAES Employment Plan | none | 052 | Failed PAES Conciliation Plan |
| 060 M |   | X Hold - Failed to submit CAAP 1. | 063 |   | Y Hold - Failed to submit a completed CAAP 1. |

**Graduated Sanctions for Fraud**

**GA/SSIP**

<table>
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<tr>
<th>30 days</th>
<th>60 days</th>
<th>90 days</th>
<th>Description</th>
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<td>068 R</td>
<td>069 R</td>
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<tr>
<td>070</td>
<td>080</td>
<td>090</td>
<td>Fraud/Cashed check after claiming non-receipt</td>
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<tr>
<td>071</td>
<td>081</td>
<td>091</td>
<td>Fraud/Unreported income</td>
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<tr>
<td>072</td>
<td>082</td>
<td>092</td>
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<td>083</td>
<td>093</td>
<td>Fraud/IEVS report</td>
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<td>084</td>
<td>094</td>
<td>Fraud/Duplicate aid</td>
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<td>085</td>
<td>095</td>
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<td>086</td>
<td>096</td>
<td>Fraud/False documentation on ID</td>
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<tr>
<td>077</td>
<td>087</td>
<td>097</td>
<td>Fraud/Failed to report all facts</td>
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<tr>
<td>078</td>
<td>088</td>
<td>098</td>
<td>Fraud/other</td>
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<tr>
<td>079 M</td>
<td>089 R</td>
<td>099 R</td>
<td>Fraud/Fingerprint match</td>
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**PAES**

<table>
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<th>120 days</th>
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<td>069 R</td>
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<td>070</td>
<td>080</td>
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<td>Fraud/Cashed check after claiming non-receipt</td>
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<td>071</td>
<td>081</td>
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<td>Fraud/Unreported income</td>
</tr>
<tr>
<td>072</td>
<td>082</td>
<td>092</td>
<td>Fraud/Unreported real/personal property</td>
</tr>
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900 Denial and Disc. = No count

**Notes:**
- R = Automated NOA, returned to worker
- M = Automated NOA, mailed

If neither 'R' nor 'M' is indicated, a manual notice is required.
To suppress automated NOA from being mailed, enter 'N' in NOA field.
To request 'M' NOA to be returned to worker, enter 'R' in NOA field.

**Special Characteristics in the Priority Information in the HSHD Screen**

Below is a list of the Special Characteristics fields with corresponding CAAP codes and their functions.

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<th>Function and Codes</th>
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<tr>
<td>A</td>
<td>Enter F to track the number of instances of fraud within a 24-month period.</td>
</tr>
<tr>
<td>B</td>
<td>Enter P to indicate that a PAES client has an Employment Plan.</td>
</tr>
<tr>
<td>D</td>
<td>Enter 6 to indicate that the client has been issued a one time $6.00 payment for DMV ID.</td>
</tr>
<tr>
<td>H</td>
<td>The H box contains SFIS codes entered by the Fingerprint Clerk:</td>
</tr>
<tr>
<td></td>
<td>C - Completed fingerprint/photo imaging.</td>
</tr>
<tr>
<td></td>
<td>B - Temporary exemption from fingerprint imaging. Photo imaging entered into database.</td>
</tr>
<tr>
<td></td>
<td>D - Temporary exemption from fingerprint and photo imaging.</td>
</tr>
<tr>
<td></td>
<td>P - Permanent Exemption from fingerprint imaging. Photo imaging entered into database.</td>
</tr>
<tr>
<td></td>
<td>E - Permanent Exemption from fingerprint and photo imaging.</td>
</tr>
<tr>
<td></td>
<td>R - No Show, client re-scheduled for fingerprint/photo imaging.</td>
</tr>
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</table>
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Beginning Months: The first and second months of a household's certification period. A third beginning month may be assigned if necessary to transition a household from prospective to retrospective budgeting during the same month for both Food Stamps and CalWORKs. The first beginning month cannot follow a month in which a household was certified and subject to retrospective budgeting in any state or county.

Blue Book: The N.A.D.A. Official Used Car Guide is used to determine the trade-in value of a vehicle. Use the most current issue, updated within the last 6 months.

Budget Month: The month from which income and circumstances are used to calculate the household's allotment for the issuance month. The budget month comes before the issuance month.

C

common-law spouses: Two persons who live together and hold themselves out to the community as husband and wife by representing themselves as such to relatives, friends, neighbors, or tradespeople. To determine whether a couple is "holding out to the community," consider items such as bank accounts, insurance beneficiary designation, leases, and other documents that list the two as husband and wife. Determine each situation on a case-by-case basis.

E

Equity Value: The amount the vehicle is worth after encumbrances (amount owed) have been deducted from the FMV.

Excess Fair Market Value: The amount counted as a resource after the exclusion limit of $4,650 has been deducted from the FMV of the vehicle.

F

Fair Market Value (FMV): The amount the vehicle is worth. Damage and needed repairs may affect the FMV. FMV is the trade-in value found in the N.A.D.A. Official Used Car Guide (blue book), or by obtaining estimates from car dealerships. If the vehicle is no longer listed in the N.A.D.A. guide, accept the household's estimate, unless it is questionable.

FMV: The amount the vehicle is worth. Damage and needed repairs may affect the FMV. FMV is the trade-in value found in the N.A.D.A. Official Used Car Guide (blue book), or by obtaining estimates from car dealerships. If the
vehicle is no longer listed in the N.A.D.A. guide, accept the household's estimate, unless it is questionable.

I

Issuance Month: The month in which an allotment is issued. The allotment is based on income and circumstances of the budget month. In prospective budgeting, the budget month and the issuance month are one and the same. In retrospective budgeting, the issuance month is the second month after the budget month.

P

Prospective Budgeting: Computation of a household's allotment for an issuance month based on an estimate of income and circumstances which will exist in that issuance month.

R

Report Month: The month in which the CW7 from the budget month is due. This is the month in which the allotment for the issuance month is calculated. The report month comes after the budget month and before the issuance month.

Restricted Accounts: Households are allowed to retain an unlimited amount of cash reserves in one or more restricted accounts at a financial institution for the purpose of a) purchase of a home, b) education or vocational training, and c) start up of a new business.

Retrospective Budgeting: Computation of a household's allotment for the issuance month based on actual income and circumstances that existed in the budget month.

S

striker: An individual involved in a strike or concerted stoppage of work by employees (including a stoppage due to the expiration of a collective-bargaining agreement) or any concerted slowdown or interruption of operations by employees.

U

United States citizens: "United States citizens" are those from the 50 states and District of Columbia, Puerto Rico, Guam and the Virgin Islands. Citizens of American Samoa, Swain's Island, and the Northern Mariana Islands who reside in the United States also meet the citizenship eligibility requirements. Children born in the United States of persons who are noncitizens are considered citizens of the United States.
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