

## CALFRESH (CF) PROGRAM REQUEST FOR POLICY/REGULATION INTERPRETATION

**INSTRUCTIONS:** Complete items 1 - 10 on the form. Use a separate form for each policy interpretation request. Retain a copy of the CF 24 for your records.

- Questions from counties, including county Quality Control, must be submitted by the county CalFresh Coordinator and may be submitted directly to the CalFresh Policy analyst assigned responsibility for the county, with a copy directed to the appropriate CalFresh Policy unit manager.
- Questions from Administrative Law Judges may be submitted directly to the CalFresh Policy analyst assigned responsibility to the county where the hearing took place, with a copy of the form directed to the appropriate CalFresh Bureau unit manager.

1. RESPONSE NEEDED DUE TO: <input checked="" type="checkbox"/> Policy/Regulation Interpretation <input type="checkbox"/> QC <input type="checkbox"/> Fair Hearing <input type="checkbox"/> Other:	5. DATE OF REQUEST: 5/10/12	NEED RESPONSE BY: 5/18/12 (or sooner)
2. REQUESTOR NAME: Martha Esparza	6. COUNTY/ORGANIZATION: Kern County Dept. of Human Services	
3. PHONE NO.: 661-633-7337	7. SUBJECT: CalFresh Recertification Interview Requirements	
4. REGULATION CITE(S): 63-300.464, 63-300.4	8. REFERENCES: <i>(Include ACL/ACIN, court cases, etc. in references)</i> <b>NOTE: All requests must have a regulation cite(s) and/or a reference(s).</b>  ACL: 08-32, 09-62, FS Waiver #2070014,	

9. QUESTION: (INCLUDE SCENARIO IF NEEDED FOR CLARITY):
- Does a disconnected phone number constitute a missed interview and failure of the household to participate in a scheduled Recertification interview?
- SCENARIO: TCF Recertification. CWD schedules a phone interview based on case information that included a contact phone number. CWD calls the household on their scheduled phone interview date and time and discovers the phone has been disconnected. CWD issues the household a NOMI and discontinues the TCF case at the end of the certification period for failing to participate in a Recertification interview.
- NOTE: The newly developed FS 29 (Recert Appt. Letter) [has a statement about the contact number and household's responsibility to contact CWD if it is not correct (paraphrased by CDSS to fit on form)].
- This could imply that if they have missed their interview and if the household does not advise the CWD that they do not have a phone or a new number that CWD's are not required to schedule a Face-to-Face interview.

10. REQUESTOR'S PROPOSED ANSWER:
- To complete the Recertification process the household must participate in a face-to-face interview, FNS has allowed counties to waive the face-to-face interview requirement and allow phone interviews. If the household does not have access to a phone then a face-to-face interview must be schedule.

11. STATE POLICY RESPONSE (CFPB USE ONLY):
- The FS 29 gives clear direction to the household that they must contact the CWD if the contact number listed on the appointment letter is not correct prior to the interview. The notice makes it clear that if they cannot call the CWD they should go to the office address listed on the letter to reschedule the appointment. The household is then sent a DFA 388 informing them again that they must contact the CWD to reschedule the recertification appointment. The responsibility to reschedule the interview appointment belongs to the household and if the household does not complete the recertification process the CWD is required to discontinue the case.

### FOR CDSS USE

DATE RECEIVED: 5/15/12	DATE RESPONDED TO COUNTY/ALJ: 5/22/12
---------------------------	--

