

FIELD OPERATIONS BUREAU

CalFresh Review Unit (CFRU)

TRANSMITTAL NUMBER: 11-04

November 29, 2011

TO: All Food Assistance Action Committee (FAAC) Members and Field Operations Bureau (FOB) staff

SUBJECT/PURPOSE: Transitional CalFresh Reviews

RELATED REFERENCE: FNS Handbook 310 Sections 727 & 727.2 (2) (all bullets other than bullet 1) & 727.3(1st bullet)

SUPERSEDES: Transmittal 04-01R

EFFECTIVE DATE: Upon Receipt

BACKGROUND:

Transmittal 04-01R was released to provide clarification of the QC procedures for reviewing Transitional CalFresh cases. The purpose of this transmittal is to provide procedures for conducting a QC interview, to update the name change to Transitional CalFresh, and remove questions and answers that are now obsolete.

INSTRUCTIONS:

Use the information in the attached questions and answers (along with the other CDSS sources) to process transitional CalFresh reviews.

QC Questions and Answers for Transitional CalFresh

1. QUESTION: Is QC required to complete a face-to-face interview and all other existing requirements for Transitional CalFresh cases even though the results of the field review will not impact the error determination?

ANSWER: Yes. QC is required to conduct a face-to-face interview. A telephone interview can be conducted if the allotment under review is \$100 or less. **Effective with the October 2011 sample all households who receive Transitional CalFresh benefits may have the face-to-face interview requirement waived and replaced with a telephone interview.** The sample month circumstances need not be verified if the household was correctly entitled to Transitional CalFresh and the benefits were correctly calculated according to Section 727.3 FNS Handbook 310 (first bullet Step 2). The QC reviewer must determine whether the benefit amount was correct based on the allotment authorized prior to the calculation of the Transitional CalFresh income amount minus the Calworks payment (comparison budget II). If the difference is less than the tolerance level, the Transitional CalFresh allotment is correct. Therefore, the review process is minimized by **eliminating verification** for the sample month circumstances. The sample month's circumstances must be documented in your narration but the verification of the sample month's

circumstances is not required. You should also note why the case transitioned to Transitional CalFresh, if eligibility was correctly established by the CWD, whether a face-to-face interview or telephone interview was conducted and why the case was completed without the sample month's verification.

2. QUESTION: When a household refuses to cooperate with a QC review and is receiving Transitional CalFresh benefits, should the case be terminated? Also, if the non-cooperation occurs in the same Federal Fiscal Year (FFY) as the transition to Transitional CalFresh, is the household still eligible for Transitional CalFresh? (Example: The household refused to cooperate with a November review and is scheduled to be switched to Transitional CalFresh in January.)

ANSWER: There is no change in either the FNS Handbook 310 or the Code of Federal Regulations (CFR) that exempts the household from complying with the QC review requirements, so a sanction would be imposed effective the month following timely notice. (For quarterly reporting, the imposition of the sanction is a mandatory, county-initiated, mid-quarter change). If the household refuses to cooperate prior to transitioning to Transitional CalFresh, it is ineligible to receive either "regular" or Transitional CalFresh benefits.

3. QUESTION: Would QC find the household to be ineligible to participate in Transitional CalFresh if it fails to provide a QR-7 prior to beginning receiving Transitional CalFresh?

ANSWER: QC would **not** find the household to be ineligible (and therefore unable to participate in Transitional CalFresh) because the only basis for ineligibility is that the household was disqualified from the CalFresh Program, the household was CalWORKs sanctioned or the household is once again receiving CalWORKs benefits.

4. QUESTION: Is there a QC error if the reviewer discovers that the eligibility worker (EW) miscalculated the computation establishing the Transitional CalFresh allotment amount?

A QC error would not be cited, if the Transitional CalFresh budget is exactly the same as the last month's PA budget, minus the CalWORKs grant amount. If the EW miscalculates the computation by using a different income amount, HH size or shelter deductions etc. in calculating the Transitional CalFresh benefits, the QC reviewer will re-compute the Transitional CalFresh budget using the exact same figures used in the last month's PA budget. If the difference between these two allotments is greater than the tolerance level, a comparison I will be required (refer to the example listed in ACL 03-66) and Section 727 FNS Handbook 310.

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