

**County of San Diego, Health and Human Services Agency (HHS A)  
Eligibility Policy and Procedures Guide**

**Department of Motor Vehicles (DMV) Clearance**

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**Effective Date:**

02/01/2019

**Background:**

The California Department of Motor Vehicles (DMV) collects information from the public to administer the various programs for which it has responsibility. Authorized users within the County of San Diego Health and Human Services Agency (HHS A) may access this data when reviewing cases for eligibility.

**Purpose:**

Authorized users within the County of San Diego HHS A may access the DMV Mainframe for purposes of eligibility for self-sufficiency programs. This policy and procedure guide provides information on how to use the mainframe, what information can be obtained, and when to use the mainframe to obtain information from the DMV.

**Policy:**

When staff are reviewing cases for eligibility, the DMV mainframe may be accessed to verify the following:

- Customer Name
- Customer Address
- Date of Birth
- Driver's License (DL)
- Vehicle License Plate
- Vehicle Make/Model
- Year of Vehicle
- Vehicle Class Code
- Vehicle Identification Number
- Vehicle Owner
- Vehicle Registration
- Physical Description as it appears on CA DL (i.e., height, weight, eye color, etc.)

It is the responsibility of each office to have the authorized DMV Mainframe users complete the Information Security Statement provided by the DMV. This is a certification that needs to be completed annually.

**Procedure:**

During review of eligibility (intake, renewal, change, etc.), a DMV clearance may be requested for eligibility purposes. The **16-167 DMV Information Internal Clearance** form must be submitted to the authorized DMV System user to search for the information. A purpose must be included on the form (for example, Purpose: To verify Vehicle Owner).

The authorized DMV System user will complete the **16-167 DMV Information Internal Clearance** form and return to the requestor. The Eligibility Worker will have the completed form uploaded to CERMS.

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The authorized DMV System user will complete the **DMV Audit Record Log**. There will be only one **DMV Audit Record Log** for each office. The **DMV Audit Record Log** will be updated electronically (not manually). On the first working day of each month, the authorized DMV System user will update the log on the EO Tracking SharePoint.

For instructions on how to use the DMV System, please go to Eligibility Essentials and review **General Government Keying Instructions**.

**Important Reminders:**

- Do not share the DMV Requestor Code with others who are not authorized
- Do not print the DMV records
- Do not save a copy of DMV records on the Network nor on portable media (e.g. flash drive)

**Program Impact/s:**

CalWORKs  
Cash Assistance Program for Immigrants  
General Relief  
Medi-Cal  
County Medical Services (CMS)

**References:**

Information Security Statement INF 1128  
California Department of Motor Vehicles ([www.dmv.ca.gov](http://www.dmv.ca.gov))  
Eligibility Essentials, Eligibility Operations

**Sunset Date:**

02/28/2022

**Approval for Release:**



Rick Wanne, Director  
Eligibility Operations