

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

**Employment Services (ES) Sanctions for Quality & Eligibility Support Department
(QESD) Staff Policy and Procedures**

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Revision Date:

10/05/2020

Background:

State regulations require non-exempt individuals to participate in ES activities. Financial sanctions are applied when a mandatory ES participant has failed or refused to comply with program requirements without good cause and Compliance Plan reengagement efforts have failed. The Employment Case Manager (ECM) initiates the Noncompliance process when a participant is noncompliant with ES assigned activities. After the initial Noncompliance is approved by QESD, the ECM has 20 calendar days to make a Cause Determination. Participants may agree to the terms of a Compliance Plan to avoid a sanction upon successful completion.

Purpose:

The purpose of this document is to define the policy and procedures on imposing ES sanctions. This material is being updated for the sunset review date and to align with current processes.

Policy:

QESD Human Services Specialists (HSSs) will review ES sanction requests received from the ECMs. Requests to review instances of Noncompliance are completed for initial Noncompliance, 20-day Cause Determination and/or Compliance Plan outcome. HSSs may also receive requests to rescind Noncompliance. Requests must be completed within 3 business days of receipt.

The HSS must process the Noncompliance request by conducting a case review in CalWIN, including participant correspondence, to determine if CalWORKs Program Guide (CPG) regulations are applied correctly regarding Sanction requests as outlined in CPG 10-025.A, associated Processing Guides 10-025.A1-A.3 and any other applicable program guidance.

Procedures:

The sanction review requests are referred to QESD daily by the ECM using the ES Compliance Tracking Tool (27-334). Staff is to process the request received as follows:

- Initial Noncompliance review as outlined in the Processing Guide 10-025.A.1
- 20-day Cause Determination review as outlined in Processing Guide 10-025.A.2
- Compliance Plan review as outlined in the Processing Guide 10-025.A.3

All appropriate Noncompliance Notices of Action and forms must be sent as outlined in Processing Guide 10-025.A.1 Appendix A.1. After completion of the sanction review, QESD will provide the determination outcome daily via the 27-334.

References:

CPG 10-025.A, Processing Guides 10-025.A.1-A.3; Appendix A 10-025.A.1

Sunset Date:

This policy will be reviewed for continuance by 09/30/2023

Approval for Release:

 10-5-20

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Eligibility Operations