

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

Post Welfare to Work (WTW) 24-Month Time Clock (24-MTC) Noncompliance and Removal from Cash Aid for Quality & Eligibility Support Department (QESD) staff Policy and Procedures

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Issue Date:

06/25/2019

Purpose:

The purpose of this document is to establish the policy and procedures on processing Post WTW 24-MTC Noncompliance requests for removal from CalWORKs.

Background:

Senate Bill (SB) 1041 states that a WTW mandatory participant who exhausts their WTW 24-MTC must comply with participation and core hour requirements (CalWORKs Federal Standards). Participants who fail to meet CalWORKs Federal Standards will be removed from the assistance unit (AU) due to Noncompliance. The Employment Case Manager (ECM) initiates the Noncompliance process when a participant is noncompliant with Post WTW 24-Month Time Clock (WTW 24-MTC) participation requirements. After the initial Noncompliance is approved by QESD, the ECM has 20 calendar days to make a Cause Determination. Participants may avoid a removal from the AU upon successful completion of an agreed upon Compliance Plan.

Policy:

QESD Human Services Specialists (HSSs) will review Post WTW 24-MTC Noncompliance requests received from the ECMs. Requests to review post WTW 24-MTC Noncompliance are completed for initial Noncompliance, 20-day Cause Determination and/or a Compliance Plan outcome. Requests must be completed within 3 business days of receipt.

The HSS must process the Post WTW 24-MTC Noncompliance request for removal from CalWORKs by conducting a case review to determine participation as outlined in CalWORKs Program Guide (CPG) 10-003.D and ensure the ECM followed the noncompliance processes as outlined in CPG 10-003.G and associated Processing Guides 10-003.G.1.

Procedures:

The post WTW 24-MTC review requests are referred to QESD daily by the ECM using the WTW Compliance Tracking Tool (27-334). Staff is to process each request received as outlined in the Processing Guide 10-003.G.1

After completion of the Post WTW 24-MTC Noncompliance review, QESD will provide the determination outcome daily via the 27-334.

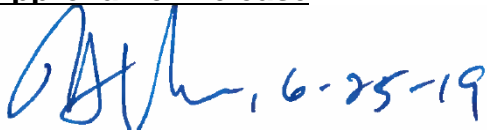
References:

CPG 10-003.G, 10-020, 10-025 and Processing Guide 10-003.G.1

Sunset Date:

This policy will be reviewed for continuance by 06/30/2022

Approval for Release:



Rick Wanne, Director
Eligibility Operations