

**County of San Diego, Health and Human Services Agency (HHSA)
CalFresh Program Guide**

Denial, Withdrawal, and Granting

Number

63-121

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Revision Date:

02/13/2018

Background:

All CalFresh applications must be dispositioned within certain dates to meet federal guidelines. This section describes the federal regulations for denials, withdrawals and granting. This revision updates the section into the new format.

Policy:

63-121.1 Denial:

Applications cannot be denied prior to 30 days from the date of application.

Exceptions to this regulation include situations when the household:

- Does not meet eligibility requirements; or
- Refuses to cooperate in the application process (CFPG 63-107.2); or
- Withdraws its application.

Applications will be held in a pending status for denial on the 30th day after the date of application. Refer to CFPG 63-109 for situations regarding delayed actions.

Send a denial Notice of Action (NOA) to the customer as soon as it is determined that a denial action is appropriate.

- The NOA must state, in easy to understand language the:
 - Denial reason
 - Customers right to request a state hearing
 - Title of the state regulation on which the denial is based
 - Availability to free legal representation
 - Phone number to call for additional information
- The NOA must be in the customer's primary language when the notice is made available by the California Department of Social Services (CDSS)

63-121.2 Withdrawal:

- Applications must be approved or denied and cannot be withdrawn after eligibility has been determined.
- Customers may voluntarily withdraw the application any time prior to the determination of eligibility. A withdrawal must be initiated by the customer for their own reasons. Do not advise or suggest that the customer withdraw the application.
- When a customer withdraws an application:
 - Confirm the withdrawal by trying to contact the customer. Document that contact was made (or attempted) to confirm the withdrawal;
 - Document the reason for the withdrawal, if any was stated by the customer;
 - Advise the customer of their right to reapply at any time after the withdrawal and
 - Send Notice of Withdrawn Application (CW 10) to confirm the withdrawal.

63-121.3 Granting:

Grant and issue CalFresh benefits as soon as possible after eligibility is determined. Granting and issuance must follow the regulations and timelines specified in CFPG 63-105 Expedited Services and CFPG 63-109 Time Limits and Delays. Send a NOA telling the customer the:

- Application is approved
- Certification period
- Amount of benefits that have been issued
- Right to a fair hearing

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63-121.4 Eligibility:

Determine customer's eligibility for the month of application by considering the households circumstances as of the date of the intake interview (Refer to CFPG 63-1103 Definitions and Examples).

Exceptions to this would include:

- Strikers (CFPG 63-101)
- Voluntary Quit (CFPG 63-159)
- Resource Transfers (CFPG 63-206)
- Destitute Households (CFPG 63-243)
- Categorically Eligibly Households (CFPG 63-119)

NOTE: Resources of Modified Categorical Eligible (MCE) households are not evaluated. MCE households are not required to provide verification of resources. Refer to CFPG 63-201 and 63-120.7-12.

63-121.5 Benefit Level:

Prorate the CalFresh benefit amount for the initial month of certification from the date the application is received when all required verifications are received timely.

If processing the application is delayed beyond thirty days due the fault of the household, prorate the CalFresh benefit amount from the date the customer submits all required verifications.

NOTE: Migrant or seasonal farm worker households which have a break in participation of 30 days or less will not have their benefits prorated. They will receive benefits for the whole month.

Other Program Impacts:

None

References:

MPP 63-301

MPP 63-300

ACIN I-08-03

ACIN I-48-03

Sunset Date:

This policy will be reviewed for continuance on or by 02/28/2021.

Approval for Release:

 2-13-18

RICK WANNE, Director
Eligibility Operations