

## 63-507 Program Requirements

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### 63-507.1 Semi-Annual Reporting and Recertifica- tion

SAR 7s may not be required for CalFresh recipients impacted by the disaster. Reporting requirements shall be assessed at the time of the disaster.

Recertifications should be extended, if necessary, for CalFresh recipients directly impacted by the disaster.

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### 63-507.2 Statewide Fingerprint Imaging System (SFIS)

CalFresh or Disaster CalFresh applicants are not required to be fingerprinted and photographed. [63-710](#)

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### 63-507.3 Work Registration

#### **Disaster CalFresh Applicants**

Workers must exempt these households from participating in the CalFresh Employment and Training (CFET), or CFAP work activity requirements. These households will also be exempted from complying with the requirements of the ABAWD work program.

#### **CalFresh Recipient households**

- Federally-eligible – CFET Social Workers will grant good cause for not complying with the work activity requirements of the CFET program to households affected by the disaster
  - CFAP - Workers will grant good cause for not complying with the work activity requirements of the CFAP program to households affected by the disaster.
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### 63-507.4 Hearing Rights

Any household denied Disaster CalFresh benefits may request a fair hearing.

- A household which has requested a fair hearing is entitled to an immediate expedited supervisory review which in no way will interfere with the applicant's right to a fair hearing.
- The supervisory reviews may be conducted on-site. The supervisor must clearly narrate the results of the review.

**63-507.5**  
**Local**  
**Assistance**  
**Center (LAC)**  
**Fraud**  
**Referral**

LAC intake staff will identify and resolve inconsistent information to the fullest extent possible and take denial action when obvious ineligibility is identified.

The receiving FRC must initiate a FRTS referral for all referrals made at the LAC. If the investigation was completed at the LAC, the worker should indicate in the narrative the name of the investigator that completed the investigation so that the referral can be assigned to that investigator.

For applications that are not obvious denials, and where all attempts to resolve inconsistent/discrepant information have failed, if fraud is suspected, the worker will take the following steps to refer the case to the Public Assistance Fraud Investigator:

<b>Step</b>	<b>Action</b>
1	Complete the Investigative Service Request (PAF/ISR) with the case information and the details of the fraud allegation.
2	Submit the referral to the Public Assistance Fraud Investigator located in the LAC and keep a copy in the case. If the Public Assistance Fraud Investigator is not present at the time the referral is made, file the referral in the case folder and make a note for the receiving FRC to initiate a referral on FRTS when the case is received.  <b>Note:</b> Disaster CalFresh benefits may not be delayed pending the completion of an investigation. In some cases, it may be necessary to grant aid before the investigation is completed in order to meet state and federal mandated timeframes. Should a question arise as to grant or delay, the worker should discuss the situation with the Eligibility Operations hotline and document the decision in the case narrative.
3	Upon receipt of findings from the investigator, the worker must make the eligibility and benefits amount determination based on the findings, the information provided by the client, and existing rules and regulations of the program.
4	File the findings in the case and narrate the action taken.

**63-507.6**  
**Over-**

**OVERISSUANCES**

The worker will establish claims against a household that receives

**issuances and Under-issuances**

more benefits than it was entitled to receive including duplicate disaster benefits. The worker will establish a claim as a result of:

- Inadvertent Household Errors; or
- Administrative Errors.

Establish claims as soon as possible but no later than six months after the closing of the disaster period.

**UNDERISSUANCES**

Restore benefits to households in the amount of food stamp benefits that were lost due to an agency error or when a denial of benefits is subsequently reversed.

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**63-507.7  
Supervisory  
Case Review**

A supervisor in the Disaster CalFresh site (LAC or FRC) will review on the spot:

- All cases that are being denied before the applicant leaves the premises, and
- If possible, approved Disaster CalFresh and Replacement cases selected at random to ensure the cases are being processed correctly.

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**63-507.8  
Program  
Integrity  
HHS  
Employee  
Disaster  
CalFresh  
Cases**

100% of Disaster CalFresh cases approved for Health and Human Services Agency employees must be reviewed after the disaster period.

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**63-507.9  
Post  
Disaster  
Review**

Food and Nutrition Services (FNS) requires that the California Department of Social Services (CDSS) review a random sampling of 0.5% of new cases (not ongoing cases that received supplements), up to a maximum of 500 cases with a minimum sample size of 25 cases after the disaster has ended.

- Cases selected for review should not be dropped for any reason.
- Any errors cited by CDSS from this review will not be included in the county sanctionable accuracy rate.
- Disaster CalFresh cases will be subject to Intake Supervisory Case Reviews but not QC Full Field or Desk Audit reviews.

Essential components of the CDSS review are:

**Case Record Review:** CDSS reviews the household's application for problems (such as missing or inconsistent information, lack of signature, etc.) and recalculates their eligibility using the information given. Additionally, the review notes any information the client has given on their place of employment at the time of the disaster.

**Residency:** CDSS verifies that the client lived in the disaster area defined for that Disaster CalFresh. Residency can easily be verified by comparing the client's stated address to maps or lists compiled for use by workers during the operation of Disaster CalFresh. However, in most cases, the reviewer would not need to request additional verification of residency from the household.

**Food Loss:** If the County allowed food loss as a sole qualifier for Disaster CalFresh eligibility, the reviewer confirms that the household resided in a geographical area that experienced power outages lasting longer than four hours, experienced flooding, or otherwise was affected by the disaster in a way that would be expected to lead to food loss.

**Income:** Verification of income is intended to ensure households accurately report sources of income or work loss that were *known* to them at the time of the disaster. It is not intended to hold households responsible for not being able to accurately predict their future income/employment during the benefit period.

**Verification:** CDSS verifies residency, food loss, income sources, or loss of work only when identifying a household who has failed to report accurately information, which is known to them about their circumstances. CDSS does not verify if the household is not able to accurately project their circumstances for the disaster benefit period.

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