

63-601 Application (Q&A)

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Requesting Verification Within the 30 Day Timeframe

An applicant applies for CalFresh on June 4th and is scheduled for the first interview on June 8th. At the time of application, the applicant is given a generic list of verifications to provide with the application. The applicant misses the interview and the county sends the Notice of Missed Interview (NOMI). On June 14th the household reschedules the appointment for June 30th. The interview is held, but income verification is missing. The worker gives the client 10 days to provide the missing verification. The applicant does not provide the missing verification by the 30th day following the application. The verification is received in the second 30-day period on July 8th.

QUESTION

Can the application be denied on the 30th day after the application, if the verification was not received without a 10-day waiting period?

ANSWER

No. The application cannot be denied without waiting an additional 10 days for verification. Since the worker correctly allowed 10 days for the missing verification, the worker, in essence, pended the application beyond the 30-day application processing time frame. Refer to [Section 63-109.5\(b\)](#).

Steffens v. McMahon provides that the CalFresh application must be processed within the established time frame as provided in [Section 63-109.1](#), which is 30 days from the receipt of the initial application. The application is considered processed if on the 30th day the worker denies or sends a notice explaining what the household must provide to complete the application within those extended 30 days.

ACIN I-16-05

Postponed and Unavailable Verification

A family applied, and was approved, for CalFresh expedited services in January, with postponed verification (income). The family had applied after the 15th of the month and was certified for January and February. The family reported at the end of January that the person whose income verification was pending (postponed) left the home at

the end of January and postponed verification is not available.

QUESTION

Should the worker disregard the postponed verification since the owner of that income left the home?

ANSWER

A "collateral contact" should be made to the individual who left, if contact information was provided by the household. The worker will otherwise assist the household in obtaining the necessary verification as documentation for benefits paid in January.

[Section 63-1174](#) states that a worker must continue to assist recipients in obtaining required verification when necessary.

Although documentary evidence is the primary source for all verification, collateral contacts continue to be an acceptable means of verifying some household circumstances when the worker or the household cannot obtain documentary evidence.

If it is not possible to obtain verification through a collateral contact or by assisting the household, the verification will not be required.

ACIN I-58-06
