

**County of Orange Social Services Agency  
Family Self-Sufficiency & Adult Services**

**Program/Area:** CalWORKs

**Title:** CalWORKs Application

**Number:** 100-I6

**Status:** Signature on file

**Effective Date:** 06/26/18

**Revision Date:** 06/11/18

**Approved:**

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**PURPOSE**

The purpose of this policy is to provide guidelines for the eligibility requirements for CalWORKs

(CW) application including:

- [Application Process](#)
  - [Preparing for the Interview](#)
  - [Face-to-Face-Interview](#)
  - [Processing Time Frames](#)
  - [Treatment of Changes During the Application Period](#)
  - [Deferrals](#)
  - [Withdrawals](#)
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  - [Rescinding of Denials](#)
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**POLICY**

An application interview is required with the parent/caretaker relative responsible for a child to determine eligibility of CW. The interview is completed face-to-face with the applicant(s) when they request CW after completing the [Initial Application for CalFresh, Cash Aid and/or Medi-Cal/Health Care Programs \(SAWS 1\)](#) and/or the [Application for CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs \(SAWS 2 PLUS\)](#). Applications may be submitted in person, by mail, via MyBenefits CalWIN (MyBCW), OneEApp ([601.2 Intake Application Assignment Procedure](#), [607.6 Data Entry Technician \(DET\) HUB Operations Procedure](#)) or Inter-County Transfer (ICT) ([Policy 100-E11 Inter-County Transfer](#)).

Any person has the right to apply for benefits, to choose the type of benefits, and to be evaluated for potential eligibility to other programs either on his/her own behalf or on behalf of another person. An applicant who appears ineligible must be allowed to exercise his/her right to complete an application. No applications will be denied processing due to apparent

ineligibility. Applications can be accepted for any SSA program in any office location ([FSS No Wrong Door Processing Guide](#)).

The county where the applicant resides is responsible for accepting the application and taking all actions necessary to determine eligibility. However, the county where the application is filed will accept the application and determine eligibility for assistance as well as initiating an ICT as appropriate.

When a family is also receiving CalFresh (CF), the CW redetermination shall be aligned with the CF recertification. The CW SAR Cycle will be aligned with the established CF SAR Cycle ([WT 56 CalWORKs RRR Alignment – Intake/Continuing](#)).

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## APPLICATION PROCESS

All CW applicants must complete a [SAWS1](#) or the [SAWS 2 PLUS](#) and be interviewed by the Intake Employment Eligibility Specialist (IEES). If both parents/caretaker relatives are in the home, both must be interviewed and must sign/date the [Rights, Responsibilities and other important information \(SAWS 2A SAR\)](#) and the [SAWS 2 PLUS](#). It is not required to interview both parents/caretaker relatives on the same date/time; however, both parents must be interviewed.

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## PREPARING FOR THE INTERVIEW

The IEES will prepare for the intake interview by reviewing the following, as appropriate:

- Case history (past information and/or sensitive case information, etc.)
- The last [SAWS 2 PLUS](#)
- The last SAR 7 and [Maintain Held Changes Notes](#)
- Deprivation
- Income
- Property and resources
- Immunization record, if applicable
- Review and process PVS/New Hire IEVS matches-Interface
- Vitals for all Assistance Unit (AU) members
- Student eligibility
- Required mandatory verifications
- Arrange for translation services (as needed)
- MEDS records
- CF eligibility

**NOTE:** Do not re-request verifications that are already in OnBase (i.e. birth records/social security cards).

For potential Welfare-to-Work (WTW) applicant(s) the IEES will:

- Review Time On Aid ([Policy 100-E3 Time On Aid](#))
- Review previous WTW status
  - [WTW Brochure \(F063-41-421\)](#)
- **If necessary:** Communicate with Case Manager regarding WTW status ([CalWORKs Communication Document F063-41-70](#))
- Explain Supportive Services and the benefits of participating in WTW
- Provide the individual, in writing and orally as necessary, a description of the 48-month time limit requirements
- Notify of right to exemptions from the time limit and the process by which the applicant can claim an exemption

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**FACE-TO-FACE INTERVIEW** The IEES will conduct a face-to-face interview to collect and/or clarify existing information in order to evaluate the family's eligibility for CW, other programs, and referrals as appropriate.

**Conduct Interview:**

- Review the [SAWS 1](#) and [SAWS 2A SAR](#) with the applicant(s)
  - Utilize [CW/CF Intake Rights and Responsibilities Recordings](#)
- Conduct the interview and update information simultaneously in the Data Collection subsystem of CalWIN
- Provide the applicant a copy of the [SAWS 1](#)
- Have the applicant(s) sign and date the [SAWS 2 PLUS](#) and [SAWS 2A SAR](#)
- Explain the Voter Registration requirements
- Fingerprinting for adults in household through 6/30/18 [Policy B-VIII.9 AP/FSS-AS Statewide Fingerprint Imaging System \(SFIS\) Procedure](#)

**NOTE:** Effective 7/1/18 [BENDS 47641 Statewide Fingerprint Imaging System Disabled](#)

Evaluate if the applicant(s) meets the following eligibility requirements:

- Restoration of Aid ([Policy 100-E6](#))
- Inter-County Transfer ([Policy E-11](#))
- Deprivation ([Policy 100-D1](#))
- Residency (resides in California)
- Assistance Unit ([Policy 100-C4](#))
- Pregnancy Special Needs/Aid Based On Pregnancy ([Policy 100-D2](#))
- Immediate Need/Expedited Determination of Eligibility to CalWORKs(Policy100-A2)/ [Corrective Action Tip Expedited Services/CalFresh Appointment Scheduling & Automated NOMI for FSS](#)
- Income (Policies 100-[B1](#) & [B2](#))
- Property and Resources (Policies 100-[C1](#), [C-2](#) & [C-6](#))
- Homeless Assistance ([Policy 100-H2](#))

- Diversion ([Policy 100-E1](#))
- Sponsored Noncitizens ([Policy 100-C8](#))
- IEES may utilize the [Eligibility Checklist \(F063-02-729\)](#) to ensure all eligibility elements have been reviewed and addressed as appropriate

**Review the following forms with the applicant(s):**

- [WT 47 – CalWORKs/CalFresh referral and Application Packet](#)
- Coversheet You May Be Eligible for Diversion Services (CW 88)
- Work Pays (CW 2166)
- CalWORKs 48-Month Time Limit (CW 2184)
- Notify of right to exemptions from participation of WTW
- Child Support ([Policy 100 A1](#))
- [Domestic Abuse Services \(DAS\) \(Policy 402\)](#)
- [Family Stabilization Program \(Policy 407\)](#)
- Provide the applicant(s) with the [CW 2200 Request for Verification](#) for any required verifications that were not provided with a return due date of 10 calendar days. If the 10th day falls on a weekend/holiday then the date is moved to the next business day
- Inform the applicant(s) of the options to return the required verification via one of the following - regular mail, email (after scanning documents) or via MyBenefits CalWIN (MyBCW)
- Conclude the interview by informing the applicant(s) that the documents requested must be returned within 10 calendar days in order to consider the application as complete. If the 10th day falls on a weekend/holiday then the date is moved to the next business day
- Update CalWIN Case Comments utilizing the [CalWORKs/RCA Eligibility Narrative Tool](#) to document that the interview was conducted (include the name of the parent(s) interviewed, any pending verifications, and the return due date)

**Additional Information for Two-Parent Application:**

When only one parent/caretaker in a two-parent/caretaker household is present during the intake interview, offer the applicant the option to complete the interview with only one parent/caretaker relative. The second parent/caretaker relative interview may be completed at a later date.

If the applicant requests both parents/caretaker relatives to be present on the same day, reschedule the intake interview at a convenient date and time for both parents/caretaker relatives.

If the applicant requests to move forward with the interview with only one parent/caretaker relative, conduct the interview, provide CW 2200 indicating verifications required that were not provided, and schedule a separate interview appointment. You may also offer a home visit with the second parent/caretaker relative at a convenient date and time for him/her ([FSS/ASAP Divisions Operations Manual Home Call Policy B-II.4](#)).

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**PROCESSING  
TIME FRAMES**

The determination of CW eligibility, including obtaining verifications, must be completed **within 45 calendar days**. The 45 calendar days starts with the first day after the filing of the application, including:

- An aid payment
- A Notice of Action (NOA) denial (multiple Notices)
- An approval NOA ([M40-171D Basic Approval](#))

If the applicant failed to provide the required verification(s) to make the determination, the IEES will deny the application. The IEES will document the cause for delay in CalWIN Case Comments, if the IEES is not able to determine eligibility within the 45-day period.

Additional time may be allowed in situations where the completion of the determination of eligibility is delayed because of circumstances beyond the control of the IEES. These instances include:

- Applicant is unable to provide the required verification because of circumstances beyond the applicant's control
- The beginning date of aid (BDA) is after the date of application

**Example:** The application date is December 15<sup>th</sup>. The 45-day period would end January 29<sup>th</sup>. However, the applicant did not meet the eligibility requirements on December 20<sup>th</sup> as their resources exceeded the allowable amount. The 45-day period is changed to February 3<sup>rd</sup> as the new BDA is now December 20<sup>th</sup>.

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**TREATMENT OF  
CHANGES  
DURING THE  
APPLICATION  
PERIOD**

Applicants are required to report changes in the family circumstance, which may affect eligibility and benefit amounts within five (5) calendar days. Eligibility changes can include, but are not limited to:

- Income
- Resources
- AU composition
- Marital status, etc.

Any changes reported by the AU while the IEES is still determining eligibility for CW must be used for final determination of eligibility and benefit amount.

Changes that take place after the BDA but before the final determination of eligibility, and change the result into an ineligible application will be a denial of the application.

Changes that do not result in ineligibility, but have an effect on benefit amount, must be used to determine the correct benefit amount.

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## DEFERRALS

When an individual, family, or child is ineligible at the time of application but it appears there will be eligibility within 60 calendar days, the application will be kept in pending status.

The IEES will inform the applicant in writing of the pending status and of the date when action will take place using the CalWIN Form: Message From Your Worker F063-02-09 (the date must be at the end of the 60 calendar days or prior if it is known). If the applicant is determined to be eligible, the BDA is determined as provided, and approval NOA is sent effective that date. When it is determined that the applicant is ineligible, the appropriate denial NOA must be sent.

### Examples:

- Status: if month 1 and 2 are ineligible; and month 3 is eligible
  - Action: month 1, 2 and 3 are pending; deny month 1 and 2 and approve month 3 according to BDA rules
- Status: if month 1, 2, and 3 are ineligible
  - Action: deny with appropriate NOA

The IEES will document in case comments all actions taken and the reason as to why the case was pending over 45 days as appropriate.

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## WITHDRAWALS

An application can be withdrawn, only if the applicant(s) requests to do so. The [Application Withdrawal Request \(CW 89\)](#) and the [Notice of Withdrawn Application \(CW 10\)](#) must be completed and copies given to the applicant(s). If the applicant refuses to sign anything, the application can still be withdrawn; however, the IEES must provide a proper withdrawal notice

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## DENIALS

An application is denied when:

- An eligibility factor is confirmed that results in ineligibility
  - Income
  - Property/Resources
  - Residency
  - Deprivation
- The applicant(s) fails to complete SAWS 2 Plus ([M40-118A](#)) Failure to Complete SAWS 2 PLUS
- Residence is established in another state before the applicant is determined eligible ([M42-403 Residency](#))

- The applicant(s) fail to provide verifications. The IEES must allow enough time for the applicant to provide the requested verification(s). The applicant must be given at least 10 calendar days from the date of the request to provide the verification ([M40-171A Failure to Cooperate](#))
- Refusal to cooperate orally or in writing ([M40-171B Refusal to Cooperate](#))
- Ineligibility occurs after the BDA, which may be after the application date, but before approving the case

**Example:** Applicant applies in January, meets eligibility for January, but does not meet eligibility for February.

If verifications are not received until February and the IEES cannot approve February (because the applicant became ineligible on February 1st) then the application will be denied for January and February.

If verifications are received in January and the IEES is ready to authorize aid, aid should be granted for January. The approval notice must indicate that eligibility exists for one month only. A timely discontinuance notice should also be sent effective the end of January.

## RESCINDING

The BDA is based on the initial application date when:

## OF DENIALS

- The application was denied for failure to cooperate
- The applicant reapplies within 30 calendar days from the date of the initial denial
- The applicant provides the required verification(s)

**Example:** An individual applies for CW on August 5th, and it is determined that they own property which may cause the family to be ineligible. The IEES gives the individual the [CW 2200](#) stating that they must provide verification of the value of the property. A return appointment is scheduled for two weeks (August 19th), based upon the applicant's statement that the verification could not be secured until that date. The applicant does not keep that appointment; however, the following day the applicant calls and reschedules the appointment for August 27th. The applicant misses the second appointment and the IEES sends [CW 2200](#), stating what is needed and giving the applicant an additional 10 days, until September 6th. The applicant does not respond to the IEES's letter, subsequently the IEES denies the application for failure to cooperate. If the applicant were to reapply within 30 calendar days from the date of the denial (before October 6th), eligibility must be re-evaluated and the BDA is based upon the original application date.

## MEDI-CAL REFERRAL

### Retroactive Medi-Cal

During the interview, the IEES is responsible for exploring retroactive Medi-Cal needs, which occurs when an applicant has medical expenses within three (3) months of the date of application/reapplication for CW. The IEES will do the following:

- If the applicant has incurred medical expenses within that time frame, send the [CalWORKs Referral for Medi-Cal \(F063-19-944\)](#) to Assistance Programs (AP) Division via email
- If the applicant does not wish to apply for retroactive Medi-Cal, request that the applicant complete a written statement, and sign/date that they decline retro Medi-Cal
- Update CalWIN case comments of actions taken

### CW Application is denied or withdrawn

The IEES will do the following when the CW application is denied or withdrawn:

- If applicant requests Medi-Cal but failed to complete the CW interview/sign and/or date the SAWS 2 PLUS, no Medi-Cal referral is sent to AP
- If applicant requests Medi-Cal and completed the CW interview/signed and dated the SAWS 2 PLUS, complete and send a [CalWORKs Referral for Medi-Cal \(F063-19-944\)](#) to AP
- If applicant does not want Medi-Cal and has completed interview/signed and dated the SAWS 2 PLUS, request that the applicant complete a written statement, and sign/date that they decline retroactive Medi-Cal
- Update CalWIN case comments of actions taken

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**VERIFICATIONS** If the applicant(s) is unable to obtain verifications, other than vital records, they may utilize a General Affidavit CSF 2 and General Affidavit Continuation CSF 2a via CalWIN.

Instructions on how to generate the General Affidavit CSF 2 and General Affidavit Continuation CSF 2a in CalWIN:

### General Affidavit CSF 2 & General Affidavit Continuation CSF 2a

- In CalWIN Main Navigation select **Intake and Case Maintenance**
- Select **Client Correspondence**
- Select **Print a Form/Other Correspondence** manually
- Print a Form/Other Correspondence manually page will open
- In Correspondence type drop down select **Forms**
- Enter case #
- In Program dropdown select **CalWORKs**



- In Individual Name select the appropriate **individual name**
- In Print Mode select **immediate**
- Select **Find**
- Select Correspondence page will open
- In Correspondence # enter **CSF 2** and if needed **CSF 2A** or in Correspondence Name enter **General Affidavit** and if needed **General Affidavit Continuation** and click on **Select**
- Print a Form/Other Correspondence manually page will open
- Select **Preview** and click to assure correct form is selected
- Review the selected form and close
- Print a Form/Other Correspondence manually page will open

Select **Print** Refer to page 2 of the [CW 2200](#) for a list of the different types of verifications.

## FRAUD REFERRALS

The IEES will complete a fraud referral when:

- A fraud alert appears in the case file
- IEES is unable to resolve inconsistencies or existing case record conflicts with the information provided by the applicant(s)
- Any of the appropriate criteria for a fraud referral is met ([Policy 100-H4](#))

## REFERENCES

- EAS 40-100-126; 40-128-197; 80-181
- ACL 14-26
- ACL 14-57
- ACIN I-15-03
- [FSS/ASAP Divisions Operations Manual B-II.4](#)
- [Policy 100-A1 Child Support](#)
- [Policy 100-A2 Immediate Need/Expedited Determination of Eligibility to CalWORKs](#)
- [Policy 100-B1 Income, Policy 100-B2 Treatment of Income](#)
- [Policy 100-C1 Property](#)
- [Policy 10-C2 Restricted Accounts](#)
- [Policy 100-C4 Assistance Unit](#)
- [Policy 100-C6 Real Property](#)
- [Policy 100-D1 Deprivation](#)
- [Policy 100-D2 Pregnancy Special Needs/Aid Based On Pregnancy](#)
- [Policy 100-E1 Diversion Policy](#)
- [Policy 100-E3 Time On Aid](#)
- [Policy 100-E6 Restoration of Aid](#)
- [Policy 100-E10 Direct Deposit of Cash Assistance Payments](#)
- [Policy 100-E11 Inter-County Transfer](#)
- [Policy 100-E13 Annual Reporting Child Only Policy \(AR/CO\).](#)
- [Policy 100-H2 Homeless Assistance](#)

- [Policy 100-H4 Fraud Referrals](#)
- [Policy 402 Domestic Abuse Services](#)
- [Family Stabilization Program \(Policy 407\)](#)
- [Intake Employment Eligibility Specialist \(IEES\) Operations Procedure 601](#)
- [Policy B-VIII.9 AP/FSS-AS Statewide Fingerprint Imaging System \(SFIS\) Procedure](#)
- [BENDS 47641 Statewide Fingerprint Imaging System Disabled](#)
- [Policy E-1.1 AP/FSS-AS Electronic Benefit Transfer](#)
- [601.2 Intake Application Assignment Procedure](#)
- [607.6 Data Entry Technician \(DET\) HUB Operations Procedure](#)
- [FSS No Wrong Door Processing Guide](#)
- [CalWORKs/RCA Eligibility Narrative Tool](#)

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## FORMS

- [CalWORKs Communication Document F063-41-70](#)
- [Eligibility Checklist F063-02-729](#)
- [CW 2200 Request for Verification](#)
- [CalWORKs Referral for Medi-Cal \(F063-19-944\)](#)
- [Initial Application for CalFresh, Cash Aid and/or Medi-Cal/Health Care Programs \(SAWS 1\)](#)
- [Application for CalFresh, Cash, Aid, and/or Medi-Cal/Health Care Programs \(SAWS 2 PLUS\)](#)
- [Rights, Responsibilities and other important information \(SAWS 2A SAR\)](#)
- [WT 47 CalWORKs/CalFresh Referral and Application Packet](#)
- [WT 56 CalWORKs RRR Alignment – Intake/Continuing](#)
- [WTW Brochure \(F063-41-421\)](#)

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## NOTICES OF ACTION

- [M40-171D Basic Approval](#)
- [M40-118A Failure to Complete SAWS 2 PLUS, Denial](#)
- [M40-171A Failure to Cooperate, Denial](#)
- [M40-171B Refusal to Cooperate, Denial](#)
- [M42-403 Residency, Denial](#)