

## 8. Redeterminations

---

### 8.1 Annual CalWORKs Redeterminations [40-181.2]

A redetermination of all circumstances affecting the eligibility of the recipient shall be completed at least once every twelve (12) months. The annual CalWORKs Redetermination (RD) requires a face-to-face or telephone interview with the parent or person responsible for the child or the person having responsibility for the care and control of the child.

### 8.2 Telephonic Signatures

For telephone interviews, the client has the option to provide a telephonic signature. A telephonic signature is a type of electronic signature using an individual's recorded signature or verbal assent in place of an actual written signature and is considered legally enforceable.

The Telephonic Signature RD process eliminates the need to mail out the CalWORKs RD packets, which includes the SAWS 2 Plus form, for completion by the client prior to the telephone interview.

### 8.3 Redetermination Time Frames and Informing

Annual redeterminations may be made more frequently than normal if unexpected changes in income, property or other circumstances occur which affect the eligibility or grant level of the recipient.

At the time of application and at least once every twelve months thereafter, the county is responsible for giving applicants and recipients complete explanations in writing regarding:

- Eligibility Requirements.
- Underpayments and overpayments.
- Penalties due to an Intentional Program Violation (IPV).
- Their responsibility to report certain changes within ten calendar days.
- Time on Aid (TOA) information.

The factors which are to be explained include changes in income, resources, needs and current TOA balances. Verbal explanations shall also be given and documented to assure understanding. The client shall signify his/her understanding of his/her responsibilities in writing or by telephonic signature.

## 8.4 Scheduling RD Appointments

CalWIN will determine the correct initial RD due date on new/restored cases.



### Example:

If a SAWS 2 Plus is signed in February 2016, a new SAWS 2 Plus must be signed at the next RD in February 2017.

When the Redetermination is due in the following month:

- Review current CalWIN information (i.e. Case Comments, IEVS data, MEDS, New Hire reports etc.) and IDM to prepare the "Eligibility Redetermination Appointment Notice" (SCD 130TS) to be sent to the client.
- Schedule the Telephonic Signature RD appointment in CalWIN,
- Have a copy of the SCD 130TS form scanned into IDM (*Benefits-F6*),
- Send the SCD 130TS, with the Telephonic Signature RD appointment information and request needed verification (if any) allowing at least 10 days prior to the scheduled interview to provide it. A postage-paid return envelope should be included for the client's use when verifications have been requested.



### Note:

Do not inform the client of their RD appointment via a Notice of Action (NOA). This implies or states that failure to keep the appointment will result in an adverse action. Conditional NOAs are not permitted.

### 8.4.1 Telephone Interview Exceptions

A telephone interview is to be conducted for the annual redetermination in place of a face-to-face interview unless the case meets one of the following exceptions:

- The county determines a face-to-face interview is necessary to verify conditions of eligibility, or
- The Assistance Unit (AU) has not complied with Statewide Fingerprint Image System (SFIS) requirements, or
- The client requests a face-to-face interview, or

- An adult is being added to the AU.

### 8.4.2 Scheduled Telephonic Signature Interview Date

On the day of the scheduled interview, check TMTs and IDM for any requested verifications that may have been submitted by the client. Gather the required forms for TS signatures; CCP 7, SCD 103, SCD 508 and SCD 1264 (when needed). [Refer to Section 8.6 for a list of the required forms.]

- Sign into the Finesse desktop application
- Change the agent status to "Not Ready-RRR"
- Select the [Telephonic Signature] tab in Finesse
- Select CalWORKs from the drop down menu
- Enter the Case ID and click on [Get case Info] button
- Telephone the client for their interview.

If the Client . . .	Then . . .
<p>Answers the call and is able to complete the interview process,</p>	<ul style="list-style-type: none"> <li>• Inform the client the call is being recorded and provide a brief overview of the TS interview process</li> <li>• Initiate the RRR through the appointment subsystem in CalWIN</li> <li>• Review with the client, the information seen on the screen</li> <li>• Update CalWIN if any changes or new information are reported</li> <li>• Read or play the recording of the <b>Rights and Responsibilities*</b> as outlined in the <b>Telephonic Signature Script for CalWORKs Annual Redeterminations</b> pages 2-5 (available on the CalWORKs page of the DEBS Forms Library on the SSA Intranet)</li> </ul> <p><b>*Note: Prior</b> to playing the R &amp; R recording, advise the client they will need to hold any questions until the recording has ended. At that time they can ask any questions they may have.</p> <ul style="list-style-type: none"> <li>• After the R &amp; R recording ends or you have read the R &amp; R to the client, press the [Start Recording] button at the bottom of the Telephonic Signature screen and ask them the following questions:             <ul style="list-style-type: none"> <li>• Did you understand your Rights and Responsibilities?</li> <li>• Do you have any questions.</li> </ul> </li> <li>• Gather client’s telephonic signature and verbal confirmation that the client understands the recording will carry the same weight and effect as a signature by asking the following:             <ul style="list-style-type: none"> <li>• A signature over the phone has the same legal effect and can be enforced in the same way as a written signature. Would you like to sign this application over the phone?</li> </ul> </li> </ul> <p><i>Continued next page</i></p>

If the Client. . .	Then . . .
	<ul style="list-style-type: none"> <li>• Do you certify, under penalty of perjury under the laws of the United States of America and the State of California that you understand the questions and statement read to you, and your answers are correct to the best of your knowledge?</li> <li>• Please state your full legal name and today's date.</li> <li>• Press the [Stop Recording] button at the bottom of the Telephonic Signature screen</li> <li>• Check the "Telephonic Signature" box on the <b>Perform Data Collection Wrap Up</b> window</li> <li>• Explain the next steps to the client and ask the client if they have any questions</li> <li>• Answer any questions the client may have and terminate the call.</li> <li>• Enter "Telephonic Signature" and the current date on the client's signature line of the following forms and have them scanned into IDM; CCP 7, SCD 103, SCD 508 and SCD 1264 (if needed)</li> <li>• Document all case actions and all information gathered through the telephone interview in the <b>Maintain Case Comments</b> window.</li> </ul>

If the client. . .	Then . . .
Does not answer the call or is unavailable,	<ul style="list-style-type: none"> <li>• Reschedule the TS RD appointment (outside of CalWIN) by sending a new SCD 130TS with 2nd appointment information.</li> <li>• Have SCD 130TS scanned into IDM (<i>Benefits-F-6</i>)</li> <li>• Document actions taken in the <b>Maintain Case Comments</b> window in CalWIN.</li> <li>• Prior to the 15th of the month the EW must attempt a personal contact to <b>remind</b> the recipient about the RD and/or <b>complete</b> the RD. Per AB 79 a personal contact may be done via telephone or text. If a text is used a signed (SCD 2551) consent form must be on file and a case comment must clearly state that the consent was received.</li> </ul>

If the client. . .	Then . . .
Declines to provide a TS at any point during the interview,	<ul style="list-style-type: none"> <li>• Click on the Telephonic Signature Declined box of the Finesse screen.</li> <li>• Press the [Stop Recording] button at the bottom of the Telephonic Signature screen.</li> <li>• Select <b>NO</b> from the <b>Signed Statement of Facts</b> drop down field in the <b>Perform Data Wrap-up</b> window.</li> <li>• Tell the client that you will be sending a redetermination packet for them to complete. And, that by delaying the interview, their benefits may be delayed the following month.</li> <li>• Offer the client the option to:                             <ul style="list-style-type: none"> <li>• Complete a non-Telephonic Signature phone interview after they have received the RD packet in the mail and completed and returned the packet to the office.</li> </ul> </li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Come into the office for a Face-to-Face interview after they have received the RD packet in the mail.</li> <li>• Inform the client they may upload the documents they receive, after they have been completed, to MyBenefitsCalWIN at <a href="http://mybenefitscalwin.org">mybenefitscalwin.org</a></li> </ul>

If the Client Chooses to . . .	Then . . .
Complete a non-Telephonic Signature phone interview after they receive, complete and return the signed redetermination forms,	<ul style="list-style-type: none"> <li>• Mail the RD packet to the client along with an SCD 130 indicating the time and date of the next telephone interview.</li> <li>• Document case actions in the <b>Maintain Case Comments</b> window in CalWIN.</li> </ul>
Come into the office for a FTF interview,	<ul style="list-style-type: none"> <li>• Mail RD packet to client along with an SCD 130 indicating the time, date and location of the FTF interview</li> <li>• Scan SCD 130 into IDM (<i>Benefits-F-6</i>)</li> <li>• Document case actions in the <b>Maintain Case Comments</b> window in CalWIN.</li> </ul>

### 8.4.3 Case Documentation

The EW must document the following information in the **Maintain Case Comments** window of CalWIN:

- The date of the interview,
- The type of interview (face-to-face or telephone),
- How the client was identified,
- The name of the responsible parent/caretaker contacted,
- Any changes in the household composition,

- Any changes in income or property,
- Explanation of available CHDP services,
- Rights and Responsibilities (R&R) explained,
- Document whether individual understood the R&Rs explained to them.

#### 8.4.4 Rescheduling Appointment Upon Client's Request

If the client wishes to reschedule the appointment, it is acceptable. Try to reschedule the appointment prior to month end. However, if it is the 12th month, advise the client that the case will be placed in Suspense Hold pending the completion of the RD and there may be a delay in their benefits.

If the new appointment is scheduled after month-end, and the client fails to keep the appointment, do not discontinue the case unless a 10-day NOA waiver is obtained, or a 10-day NOA was previously sent.



##### Note:

The new appointment should also be documented in the **Maintain Case Comments** window of CalWIN.

#### 8.4.5 Failure to Keep Appointment

If the client fails to keep the appointment in the month the RD is due, CalWIN will place the case in a Suspense Hold which will discontinue the grant at end of the current month. Document action taken in the **Maintain Case Comments** window of CalWIN.

#### 8.4.6 Senate Bill (SB) 87 (*Edwards v. Kizer*) Process

If the CalWORKs case is discontinued, Medi-Cal benefits must continue under *Edwards v. Kizer* until a Medi-Cal RD is completed and a determination of ongoing Medi-Cal eligibility is made.

[Refer to [“Ex Parte Process,” page 11-1](#) for additional information.]

---

## 8.5 Completion and Documentation of All Actions and Forms

The Redetermination is considered complete when:

1. The appropriate information is gathered and forms are signed (either in the client's handwriting or by Telephonic Signature):

- The completed SAWS 2 Plus or Statement of Facts and SAWS 2A SAR (Rights and Responsibilities) are reviewed with each parent/caretaker,
  - Appropriate verifications are received and scanned into IDM,
  - The actions taken and forms provided are documented in the **Maintain Case Comments** window of CalWIN, and
2. All required information is updated in CalWIN,
  3. A TOA Notice of Action is issued for each active adult in the case,
  4. A Case Alert is created in CalWIN for any known future changes,
  5. Case is Authorized in CalWIN.

**Example:**

RD narrative for a telephone interview: “A RD interview was completed by telephone with client. All required forms reviewed and completed and verifications on file. Client stated she understands her rights and responsibilities. All required forms and brochures given and explained. EBT card and PIN responsibilities reviewed. No changes in property since last SAWS 2 Plus was completed. AU members and income remain the same as last income report received. Client reported that absent parent is now working and provided his employer’s information. **Absent Parent Details** windows updated in CalWIN. All eligibility factors cleared. Case reauthorized”.

**Example:**

RD narrative for a face-to-face interview: “A face-to-face RD interview was completed. All required forms reviewed and completed and verifications on file. Client(s) stated they understand their rights and responsibilities. All required forms and brochures given and explained. EBT card and PIN responsibilities reviewed. No changes in property since last SAWS 2 Plus was completed. AU members and income remain the same as last income report received. All eligibility factors cleared. Case reauthorized”.

## 8.6 Redetermination Forms

The following forms are sent to the client by Centralized Supportive Services (CSS) along with the updated **Statement of Facts** and **SAWS 2A SAR** following a completed **Telephonic Signature Phone Interview**:

Form Number	Title of Form
CW 2184	CalWORKs 48-Month Time Limit Informing Notice
EBT 2216	EBT Surcharge Fee
PUB 429	Earned Income Tax Credit
PUB 910169	California Families Grow Healthy With WIC
SCD 830	Important Notice About Domestic Abuse
SCD 833	CalWORKs Immunization Rules
SCD 1255	Important Notice to All Clients
<b>SCD 2304</b>	<b>Additional Information Notices</b>
SCD 2331C	Make the Most of Your Time in the CWES Program
SCD 2341	My Benefits CalWIN
SCD 2382	Electronic Notification Option
WTW 5	Welfare to Work Program Notice



**Note:**

Forms that are available online are not required to be sent to the client. Form SCD 2304, "Additional Information Notices" must be sent to client providing instructions to review the forms online.

The following forms must be mailed along with the appointment notice to the client by the EW when scheduling a Face-to-Face or a non-Telephonic Signature Telephone RD.

Form Number	Title of Form
<b>Required Forms (Must be scanned into IDM when completed)</b>	
SAWS 2 Plus	Application for CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs
SAWS 2A SAR	Rights And Responsibilities And Other Important Information
CCP 7	CalWORKs Stage One Child Care Request Form and Payment Rules



Form Number	Title of Form
CSF 67	EBT Card and PIN Responsibility Statement (For review purposes only at RD)
CW 2.1	Child /Spousal And Medical Support Notice and Agreement
CW 2.1Q	Support Questionnaire
SCD 103	Acknowledgment of Limited Sharing of Information For The Administration Of The CalWORKs Program
SCD 508	Would You Like to Register to Vote?
SCD 1264	Language Survey (every 3 years)
<b>Additional Forms For Food Stamps Recipients</b>	
FS 22 QR	Applying for Food Stamp Benefits
FS 23 QR	How to Report Household Changes
SAWS 1	Application for Cash Aid, Food Stamps, and/or Medi-Cal
<b>Required Informational Forms and Publications</b>	
CW 103	Transitional Medi-Cal (available online)
CW 2184	CalWORKs 48-Month Time Limit Informing Notice
EBT 2216	EBT Surcharge Fee
PUB 13	Your Rights Under California Law (available online)
PUB 183	Child Health & Disability Prevention (CHDP) Program (available online)
PUB 275	Family Planning - Making the Commitment to a Healthy Future (available online)
PUB 429	Earned Income Tax Credit
PUB 910169	California Families Grow Healthy With WIC
SAR 7 Addendum	Instructions & Penalties Semi-Annual Eligibility/Status Report (available online)
SCD 571	EBT Brochure (available online)
SCD 830	Important Notice About Domestic Abuse
SCD 833	CalWORKs Immunization Rules
SCD 1255	Important Notice to All Clients
SCD 1500	Direct Deposit Program Brochure (available online)
SCD 2304	<b>Additional Information Notices (available online)</b>
SCD 2331C	Make the Most of Your Time in the CWES Program
SCD 2341	My Benefits CalWIN
SCD 2382	Electronic Notification Option
WTW 5	Welfare to Work Program Notice

