



CDSS

JOHN A. WAGNER
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES

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ARNOLD SCHWARZENEGGER
GOVERNOR

REASON FOR THIS TRANSMITTAL

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

March 8, 2010

ALL COUNTY INFORMATION NOTICE NO. I-14-10

TO: ALL COUNTY WELFARE DIRECTORS
ALL FOOD STAMP COORDINATORS
ALL QUALITY CONTROL COORDINATORS

SUBJECT: REORGANIZATION OF WORK ASSIGNMENTS FOR THE FOOD STAMP PROGRAM (FSP) POLICY BUREAU, POLICY INTERPRETATION PROCEDURES, AND LISTING OF STAFF ASSIGNMENTS

REFERENCE: ALL COUNTY INFORMATION NOTICE NO. I-57-08

The FSP Policy Bureau has been reorganized and, as a result, there will no longer be separate designations for the policy interpretation and policy development units that are part of the Bureau. Instead, all analysts in both units will be responsible for providing policy interpretations. Additionally, a Nutrition Education Unit has been added to the Bureau. The positions in this unit are in the process of being filled. A current phone list is provided (Attachment A). Also, attached is a list of FSP policy staff and their assignments by regulation/subject (Attachment B). This listing will allow counties and other organizations to identify the appropriate staff person to assist in resolving FSP policy issues or questions arising due to application of FSP regulations.

We are observing the guidelines provided in All County Information Notice (ACIN) I-57-08, which limits policy questions and state responses to those questions sent by Quality Control (QC) for discussion of policy errors, automation systems consortia for discussion of programming policy issues, state Administrative Law Judges (ALJs) regarding policies resulting from hearings, and those submitted from the California Welfare Directors Association (CWDA) and the Food Stamp Review and Advisory Team (FRAT) for policies having statewide policy implication. We are also reissuing the protocols for requesting policy clarification. Attached is a Request for Regulation Interpretation form (FS 24), which is the only form to be used for submission of a policy question. The FS 24 is included as Attachment C to this document.

For Counties Requesting Policy Interpretations

Questions from counties must be submitted directly to the FRAT Committee for a response through the Food Stamp Coordinator in your county. FRAT will then determine if a response has statewide implication. If FRAT determines that the question does impact policy statewide, the question will be forwarded to state staff for clarification and response. Attachment D is a rotation schedule of FRAT members to whom questions from counties may be submitted through December 2011. The questions and policy clarifications are then included in a Quarterly Question and Answer (Q & A) ACIN. If the question does not have statewide implication, FRAT will attempt to answer the question and respond directly back to the county which requested a response. Counties may still request a state review of the question forwarded to the FRAT Committee.

For Organizations Other Than Counties Requesting Policy Interpretations

Questions from QC staff, automation systems consortia or ALJs may be submitted directly to state staff. State staff will respond directly to the requestor and will determine if the question will become part of a Q & A ACIN. If state staff determines that a question should be part of the ACIN, the question will also be shared with the FRAT Committee before finalizing for incorporation into the ACIN.

Question Format

To assist us in responding to your inquiries, the following guidelines must be used in completing the FS 24:

- Complete the requestor's name, list the county/organization, provide the phone number of the requestor, give the subject of the request, specify the pertinent regulation cites(s) and cite references (ACLs, ACINs), give the date of the request and the date a response is needed.
- State the question and include a scenario if needed for clarity. No assumptions are made in responding to policy questions.
- Provide your proposed answer and information supporting your conclusion, including pertinent regulation cites or other reference materials, such as prior Q & As and ACLs/ACINs.

For QC, automation systems consortia and ALJ questions, submit the FS 24 by e-mail directly to the analyst assigned to the policy area or regulation(s) in question. For counties, submit the FS 24 by e-mail directly to the FRAT Committee member (see Attachment D) through the

county Food Stamp Coordinator. The question will then be answered directly by FRAT or forwarded to the appropriate FSP analyst for consideration/clarification as a statewide policy issue. If a county does not have e-mail access, please FAX your question to (916) 657-1806 to the attention of the appropriate analyst. If we are unable to respond within a reasonable timeframe, you will be contacted to explain the delay in responding to the inquiry.

You may obtain the FS 24 from Forms Management by accessing the CDSS web page at:

http://www.dss.cahwnet.gov/cdssweb/FormsandPU_271.htm.

If you have questions regarding this letter, please contact LeAnne Torres at (916) 654-2135.

Sincerely,

Original Document Signed By:

CHRISTINE WEBB-CURTIS, Chief
Food Stamp Branch
Welfare to Work Division

Attachments

Attachment A

FOOD STAMP POLICY BUREAU

Main Phone Number: (916) 654-1896, Fax: (916) 657-1806

Mike Papin, Bureau Chief

Mike.Papin@dss.ca.gov

William (Bill) Belon, Secretary

William.Belon@dss.ca.gov

Manager/Analyst

Phone*

E-Mail Address

Policy Unit A

**LeAnne Torres, Manager
Rosie Avena
Sharon Campbell
Alicia Thomason**

**654-2135
654-1514
654-0737
657-2630**

**LeAnne.Torres@dss.ca.gov
Rosie.Avena@dss.ca.gov
Sharon.Campbell@dss.ca.gov
Alicia.Thomason@dss.ca.gov**

Policy Unit B

**David Badal, Manager
Tracy Ahlenstorf
Eden Eulingbourgh
Tiffany Jones
Jaeda Rios**

**653-5528
657-3283
654-2236
654-1905
654-5709**

**David.Badal@dss.ca.gov
Tracy.Ahlenstorf@dss.ca.gov
Eden.Eulingbourgh@dss.ca.gov
Tiffany.Jones@dss.ca.gov
Jaeda.Rios@dss.ca.gov**

Employment and Special Projects (incl. Disasters) Unit

**Kristin Brinks, Manager
Shanee Clark
Robert Nevins**

**654-1435
653-7973
654-1408**

**Kristin.Brinks@dss.ca.gov
Shanee.Clark@dss.ca.gov
Robert.Nevins@dss.ca.gov**

Nutrition Education Unit

**Charlotte Doisy, Manager
Afiya Boswell**

**657-3356
657-4563**

**Charlotte.Doisy@dss.ca.gov
Afiya.Boswell@dss.ca.gov**

Outreach

Detta Hunt, Coordinator

653-6161

Detta.Hunt@dss.ca.gov

***All 916 area codes**

Attachment B

Staff Assignments by Regulation Sections

<u>Section</u>	<u>Subject</u>	<u>Analyst</u>
<u>63-100</u>		
63-101	General Purpose and Scope	Sharon Campbell
63-102	Definitions – Program Terms	All Staff
63-103	Definitions – Program Forms	All Staff
63-104	Administrative Authorities	Sharon Campbell
63-105	Coupons and Obligations	Jaeda Rios
63-106	Complaint Procedures – Public Inquiry and Response (PIAR)	Sharon Campbell
63-107	Demonstration, Research and Evaluation	All Staff
63-108.1 to .8	Benefit Reduction, Suspension, or Cancellation	Jaeda Rios
63-108.9	State Hearings, Forms Development, and Court Cases	All Staff
<u>63-200</u>		
63-201.1	Coupons as Income/Resources	Alicia Thomason
63-201.2	No Aid Reduction	Tracy Ahlenstorf
63-201.3	Disclosure (Confidentiality)	Eden Eulingborough
63-201.4	Information Available to the Public or Applicant	Eden Eulingborough
63-201.5	Records and Reports	Eden Eulingborough
63-201.6	Retention of Records	Eden Eulingborough
63-202	Nondiscrimination Compliance	All Staff
63-202.1	Merit Personnel	Tiffany Jones
63-202.3	Internal Controls	Jaeda Rios
63-202.4	Bilingual Requirements	Tiffany Jones
63-202.4	Training	All Staff
63-202.5	Forms	Tiffany Jones
63-205.1	Hours of Operation/Survey	Rosie Avena
63-205.2	Level of Service	Rosie Avena
63-206	Liabilities/Preventing Losses of Federal Funds	Jaeda Rios

<u>Section</u>	<u>Subject</u>	<u>Analyst</u>
63-206.6 63-207	Photo I.D. Program Informational Activities	Eden Eulingborough Tiffany Jones
<u>63-300</u>		
63-300	Application Process	Rosie Avena
63-301	Application Processing Time Standards	Rosie Avena
63-301.7	Categorical Eligibility (CE) – Public Assistance (PA) Households	Tiffany Jones
63-301.8 & .9	General Assistance (GA) Households/Ineligible CE Households	Tiffany Jones
<u>63-400</u>		
63-401	Residency	Jaeda Rios
63-402	Household Concept	Alicia Thomason
63-403	California Food Assistance Program (CFAP)	Sharon Campbell
63-404	Social Security Numbers	Eden Eulingborough
63-405	Citizenship or Eligible Noncitizen Status	Sharon Campbell
63-406	Student Eligibility	Jaeda Rios
63-407	Work Registration	Robert Nevins
63-408	Voluntary Quit	Robert Nevins
63-409	Income Maximums Resource Maximums	Tracy Ahlenstorf Alicia Thomason
63-410	Work Requirements for Able-Bodied Adults Without Dependents (ABAWDs)	Robert Nevins
63-411	CFAP Work Requirements	Robert Nevins
<u>63-500</u>		
63-501	Resource Determinations	Alicia Thomason
63-502.1	Income Definition	Alicia Thomason
63-502.2 & .3	Exclusions and Deductions	Tracy Ahlenstorf
63-502.241	Determining Resources	Alicia Thomason
63-503.11	Eligibility – Date of Interview	Rosie Avena
63-503.12	Calendar Month for Issuance	Jaeda Rios
63-503.12	Calendar Month for Certifications	Rosie Avena
63-503.13	Initial Month Proration	Tracy Ahlenstorf
63-503.14	Determination of Benefits in a Change Reporting Household	Tracy Ahlenstorf

<u>Section</u>	<u>Subject</u>	<u>Analyst</u>
63-503.141	Determination of Benefits in a Quarterly Reporting (QR) Household	Tracy Ahlenstorf
63-503.15	Change Reporting and Quarterly Reporting 1 st and 2 nd Months	Jaeda Rios
63-503.16	Households Applying after the 15 th of Month	Jaeda Rios
63-503.1 - .8	Determining Household Eligibility and Benefit Levels	Tracy Ahlenstorf
63-503.242	Determining Income	Alicia Thomason
63-503.25	Determining Deductions for Change Reporting and QR Households	Tracy Ahlenstorf
63-503.3	Calculating Net Income/Benefit Levels	Tracy Ahlenstorf
63-503.325	One- and Two-Person Households/Initial Month	Jaeda Rios
63-503.326	Issuance Initial and Subsequent Months	Rosie Avena
63-503.327	Ineligible First Month/Eligible Second Month	Rosie Avena
63-503.328	Deny Application if Benefits Zero Out	Rosie Avena
63-503.328	Income Test for Change Reporting Households	Tracy Ahlenstorf
63-503.4	Households with Special Circumstances	Tracy Ahlenstorf
63-503.42	Households with Boarders	Alicia Thomason
63-503.421	Income from Boarders	Alicia Thomason
63-503.422	Boarder/Cost of Doing Business	Tracy Ahlenstorf
63-503.423	Boarder/Deductible Expenses	Tracy Ahlenstorf
63-503.43	Destitute Households	Alicia Thomason
63-503.442(a)	Social Security Number (SSN) Disqualification, Ineligible Noncitizen Status or Failure to Meet ABAWD Work Requirement –Treatment of Resources	Alicia Thomason
63-503.442(b) & (c)	SSN Disqualification, Ineligible Noncitizen Status or Failure to Meet ABAWD Work Requirement	Tracy Ahlenstorf
63-503.442(d)	Excluded Members Not Included When Determining Household Size	Alicia Thomason
63-503.44	Treatment of Income/Resources of Excluded Members	Alicia Thomason
63-503.443	Excluded Supplemental Security Income/State Supplementary Program (SSI/SSP) or Ineligible Student Status	Alicia Thomason

<u>Section</u>	<u>Subject</u>	<u>Analyst</u>
63-503.444	Reduction or Termination of Benefits Within the Certification Period	Tiffany Jones
63-503.45	Non-household Members	Tracy Ahlenstorf
63-503.46	Residents of Shelters for Battered Women	Alicia Thomason
63-503.47	Drug/Alcohol Treatment/Rehab Programs (except .475)	Alicia Thomason
63-503.474	Drug/Alcohol and Rehab Centers/ Expedited Service and Normal Processing Standards	Rosie Avena
63-503.475	Treatment Center Must Notify of Changes	Tiffany Jones
63-503.48	Group Living Arrangement	Alicia Thomason
63-503.49	Households with Sponsored Noncitizens	Sharon Campbell
63-503.5	Educational Scholarships/Loans – Averaging	Tracy Ahlenstorf
63-503.6	Contract Income/Averaging	Tracy Ahlenstorf
63-503.7	Failure to Comply with Another Assistance Program	Tracy Ahlenstorf
63-503.8	Homeless – Restaurant Meals	Eden Eulingborough
63-503.9	QR Households Losing County Residence	Jaeda Rios
63-504	Certification Periods	Rosie Avena
63-504.13	Transitional Food Stamps (TFS)	Sharon Campbell
63-504.14	Certification of Change Reporting Households	Rosie Avena
63-504.15	Certification for Households on Reservations	Rosie Avena
63-504.16	Shortening the Certification Period	Rosie Avena
63-504.17	Lengthening the Certification Period	Rosie Avena
63-504.2	Notices of Action	Tiffany Jones
63-504.39	Mass Changes	Tiffany Jones
63-504.41	Changes-Noticing for Change Reporting Households	Tiffany Jones
63-504.421	Action on Reported Changes in Change Reporting Households	Tiffany Jones
63-504.422	Restoration of Lost Benefits	Eden Eulingborough
63-504.423	Decrease in Benefits	Tiffany Jones
63-504.43	Change Reporting Household Receiving PA Benefits	Tracy Ahlenstorf

<u>Section</u>	<u>Subject</u>	<u>Analyst</u>
63-504.44	Failure to Report	Tracy Ahlenstorf
63-504.45	Mass Change Policy	Tiffany Jones
63-504.46	Social Security Administration (SSA) Cost of Living Adjustment (COLA)	Jaeda Rios
63-504.5	Procedures for Households Changing Their Reporting Status	Tracy Ahlenstorf
63-504.6	Recertification of All Households	Rosie Avena
63-504.621	Action on Timely Reapplications by QR Households (Reporting)	Tracy Ahlenstorf
	Action on Timely Reapplications by QR Households (Timeliness)	Rosie Avena
63-504.7	Identification	Eden Eulingborough
63-504.8	Households Losing County Residence (QR)	Jaeda Rios
63-505	Household Responsibilities	Eden Eulingborough
63-505.211	Households Excluded from QR	Tracy Ahlenstorf
63-505.31	Reported Information for QR Households	Tracy Ahlenstorf
63-050.41	Verification Responsibilities for QR Households	Eden Eulingborough
63-505.5	Change Reporting Households – Responsibility to Report	Tracy Ahlenstorf
63-505.6	Other Changes to Report	Tracy Ahlenstorf
63-506	Excluded Income/Resources of Native Americans	Alicia Thomason
63-507	Income Excluded by Other Federal Law	Alicia Thomason
63-508	Quarterly Reporting – General	Tracy Ahlenstorf
63-509	Income Eligibility and Benefit Calculation For QR	Tracy Ahlenstorf
<u>63-600</u>		
63-601	Issuance	Jaeda Rios
63-602	Replacement Issuance	Jaeda Rios
<u>63-700</u>		
63-700	Coupon and Authorization Document Ordering, Storage and Accountability	Jaeda Rios
63-700 or	Resources Excluded by Other Federal Law	Alicia Thomason

Section**Subject****Analyst****63-800**

Corrective Actions

Eden Eulingborough

63-900

Emergency Food Stamp Assistance

Shanee Clark

63-1100

Tables of Coupon Issuance

Jaeda Rios

63-1200

Forms

Tiffany Jones

Attachment D

CWDA FOOD STAMP ADVISORY AND REVIEW TEAM (FRAT) POLICY QUESTION ROTATION SCHEDULE

FRAT rotation list for submitting policy questions with statewide application. This schedule is effective through December 2011.

<u>Quarter</u>	<u>Contact</u>	<u>E-Mail Address</u>	<u>PHONE</u>
Jan. – March 2010	April James	Ajames@co.sutter.ca.us	(530) 822-7230 x 222
April – June 2010	William Vaughn	william.vaughn@sfgov.org	(415) 558-1222
July -- Sept. 2010	Maria Contreras	contrerasm@hss.sbcounty.gov	(909) 383-9704
Oct. – Dec. 2010	Sandy Bloore	sandy.bloore@ssaocgov.com	(714) 541-7752
Jan. – March 2011	LaTanya Lee	latanyalee@dpss.lacounty.gov	(562) 908-6345
April – June 2011	Jimia Chapman	jchapman@co.humboldt.ca.us	(707) 268-2783
July – Sept. 2011	Mindy Balaam	mbalaam@tularehhsa.org	(559) 713-5110
Oct.- Dec. 2011	Kay Kion	kay.kion@edcgov.us	(530) 642-7302

Attachment C

**Request for Regulation Interpretation
(FS 24)**

FOOD STAMP PROGRAM REQUEST FOR REGULATION INTERPRETATION

INSTRUCTIONS: Complete items 1 - 10 on the form. Use a separate form for each policy interpretation request. Retain a copy of the FS 24 for your records. For counties asking for policy interpretations, submit the question directly to a FRAT representative via e-mail. For other organizations (e.g., Quality Control, Administrative Law Judges), submit questions directly to the Food Stamp Policy Implementation Unit or Employment and Special Projects Unit representative via e-mail.

1. RESPONSE NEEDED DUE TO: <input type="checkbox"/> Policy/Regulation Interpretation <input type="checkbox"/> QC <input type="checkbox"/> Fair Hearing <input type="checkbox"/> Immediate Need/Emergency Services <input type="checkbox"/> Other:	5. DATE OF REQUEST:	NEED RESPONSE BY:
2. REQUESTOR NAME:	6. COUNTY/ORGANIZATION:	
3. PHONE NO.:	7. SUBJECT:	
4. REGULATION CITE(S):	8. REFERENCES: <i>(Include ACL/ACIN, court cases, etc. in references)</i> NOTE: All requests must have a regulation cite(s) and/or a reference(s).	
9. QUESTION: (INCLUDE SCENARIO IF NEEDED FOR CLARITY):		

10. REQUESTOR'S PROPOSED ANSWER:

11. FRAT RESPONSE TO COUNTY QUESTION:

12. STATE POLICY RESPONSE *(FSPIU USE ONLY)*:

FOR FRAT USE

DATE RECEIVED:	DATE RESPONDED TO COUNTY:	DATE FORWARDED TO STATE:
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