



CDSS

WILL LIGHTBOURNE  
DIRECTOR

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

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EDMUND G. BROWN JR.  
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

May 10, 2012

ALL COUNTY INFORMATION NOTICE NO. I-24-12

TO: ALL COUNTY WELFARE DIRECTORS  
ALL CALFRESH COORDINATORS  
ALL QUALITY CONTROL COORDINATORS

SUBJECT: REORGANIZATION OF WORK ASSIGNMENTS FOR THE CALFRESH  
POLICY BUREAU AND LISTING OF STAFF ASSIGNMENTS

REFERENCE: ALL COUNTY INFORMATION NOTICE (ACIN) NO. I-14-10

The CalFresh Policy Bureau has reorganized and, as a result, all analysts in the three policy units will respond to policy interpretation requests based on county assignments rather than designated policy areas. A current organization chart listing the policy analyst and county assignments is provided (Attachment A). This listing will allow counties and other organizations to identify the appropriate staff person to assist in resolving CalFresh policy issues, questions, and interpretations regarding CalFresh regulations.

As a result of this reorganization, CalFresh Employment and Training and Disaster functions have been added to the Policy Bureau's responsibilities (Policy Unit C). The SNAP-Education and Outreach functions have been moved to the Management Operations Section.

We also have revised our policy and the procedures for submitting policy interpretation requests. These revisions became necessary when the Food Stamp Review and Advisory Team (FRAT) was dissolved. As a result, the guidelines previously provided in ACIN I-14-10 have also been revised slightly. Policy questions remain limited to those questions submitted by county Quality Control (QC) staff for discussion of policy errors, county CalFresh Coordinators, state Administrative Law Judges (ALJs) (regarding policies associated with hearings) and those submitted from the County Welfare Directors' Association (CWDA). Please note: Questions pertaining to consortia automation systems must be directed to the CDSS SAWS Unit in the Program Integrity Branch. We are also reissuing the protocols for requesting policy clarification. Attached is a revised CalFresh Request for Regulation Interpretation form (CF 24), which is the only form to be used for submission of a policy question. The CF 24 is included as Attachment B

Questions from counties, including county QC, must be submitted by the county CalFresh Coordinator using the CF 24 directly to the analyst assigned responsibility for that county, with a copy directed to the appropriate CalFresh Policy unit manager. Questions from ALJs may be submitted on the CF 24 directly to the state staff assigned to the county where the hearing was conducted, with a copy directed to the appropriate CalFresh Policy unit manager. State staff will respond directly to the requestor. If unable to respond within a reasonable timeframe, the county CalFresh Coordinator, county QC staff, or ALJ will be contacted with an explanation for the delay in response.

### **Question Format**

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

- Complete the requestor's name, list the county/organization, provide the phone number of the requestor, identify the subject of the request, specify the pertinent regulation cites(s) and cite references (ACLs, ACINs, etc.), provide the date of the request and the date a response is needed (if appropriate).
- Clearly and concisely state the question and include a scenario, if needed for clarity. The response will be based only on the information provided and no assumptions will be made in developing a response to any policy questions.
- Provide your proposed response and include any information supporting your conclusion, including pertinent regulation cites or other reference materials, such as prior Q & As and All County Letters (ACLs)/ACINs.

For a camera ready copy of English, contact the Forms Management Unit [fmudss@dss.ca.gov](mailto:fmudss@dss.ca.gov). If your office has internet access, you may obtain these forms from the CDSS web page at: [http://www.dss.cahwnet.gov/cdssweb/FormsandPu\\_271.htm](http://www.dss.cahwnet.gov/cdssweb/FormsandPu_271.htm).

If you have questions regarding this letter, please contact Mike Papin, Chief, CalFresh Policy Bureau at (916) 654-1880. If you have any questions regarding consortia automation systems, please contact the SAWS Unit in the Program Integrity Branch at (916) 654-2125.

Sincerely,

### ***Original Document Signed By:***

LINDA PATTERSON, Chief  
CalFresh Branch

Attachments

<p><b>CalFresh Policy Bureau</b>  Mike Papin, Chief  <a href="mailto:Mike.Papin@dss.ca.gov">Mike.Papin@dss.ca.gov</a>  (916) 654-1880</p> <p>William (Bill) Belon, Secretary  <a href="mailto:William.Belon@dss.ca.gov">William.Belon@dss.ca.gov</a>  (916) 654-1896 – Main Phone Number  (916) 657-1806 – Main Fax Number</p>	
<p><b>CalFresh Policy Unit A</b>  Ryan Fruchtenicht, Manager  <a href="mailto:Ryan.Fruchtenicht@dss.ca.gov">Ryan.Fruchtenicht@dss.ca.gov</a>  (916) 657-3356</p>	
<b>Policy Analyst</b>	<b>County Assignments</b>
Rosie Avena (916) 654-1514 <a href="mailto:Rosie.Avena@dss.ca.gov">Rosie.Avena@dss.ca.gov</a>	Fresno, Tulare, Sonoma, El Dorado, Napa, Mariposa
Sharon Campbell (916) 654-0737 <a href="mailto:Sharon.Campbell@dss.ca.gov">Sharon.Campbell@dss.ca.gov</a>	San Bernardino, Ventura, Solano, Marin, Sutter, Plumas, Modoc
Shawn Mainville (916) 657-3418 <a href="mailto:Shawn.Mainville@dss.ca.gov">Shawn.Mainville@dss.ca.gov</a>	Los Angeles, Merced, San Joaquin, San Mateo, Colusa
<p><b>CalFresh Policy Unit B</b>  David Badal, Manager  <a href="mailto:David.Badal@dss.ca.gov">David.Badal@dss.ca.gov</a>  (916) 653-5528</p>	
	<b>County Assignments</b>
Tracy Ahlenstorf (916) 657-3283 <a href="mailto:Tracy.Ahlenstorf@dss.ca.gov">Tracy.Ahlenstorf@dss.ca.gov</a>	Orange, San Francisco, Imperial, Humboldt, Nevada, Inyo
Eden Eulingbourgh (916) 654-2236 <a href="mailto:Eden-Marie.Eulingbourgh@dss.ca.gov">Eden-Marie.Eulingbourgh@dss.ca.gov</a>	Lake, Mono, Sierra, Alpine, San Benito
Jaeda Rios (916) 654-5709 <a href="mailto:Jaeda.Rios@dss.ca.gov">Jaeda.Rios@dss.ca.gov</a>	Shasta, Alameda, Santa Cruz, San Luis Obispo, Calaveras, Amador
Jennifer Niklas (916) 657-4565 <a href="mailto:Jennifer.Niklas@dss.ca.gov">Jennifer.Niklas@dss.ca.gov</a>	Santa Clara, Kern, Santa Barbara, Mendocino, Lassen
<p><b>CalFresh Policy Unit C</b>  Larry Lewis, Manager  <a href="mailto:Laurence.Lewis@dss.ca.gov">Laurence.Lewis@dss.ca.gov</a>  (916) 651-5255</p>	
<b>Policy Analyst</b>	<b>County Assignments</b>
Chelsea Baxter (916) 654-2857 <a href="mailto:Chelsea.Baxter@dss.ca.gov">Chelsea.Baxter@dss.ca.gov</a>	Placer, Riverside, Madera, Kings, Siskiyou, Del Norte
Shanee Clark (916) 653-7973 <a href="mailto:Shanee.Clark@dss.ca.gov">Shanee.Clark@dss.ca.gov</a>	San Diego, Contra Costa, Monterey, Yuba, Tehama, Trinity
Robert Nevins (916) 654-1408 <a href="mailto:Robert.Nevins@dss.ca.gov">Robert.Nevins@dss.ca.gov</a>	Sacramento, Stanislaus, Butte, Yolo, Tuolumne, Glenn
<p><b>Special Projects</b>  Karen Kennedy, Manager  <a href="mailto:Karen.Kennedy@dss.ca.gov">Karen.Kennedy@dss.ca.gov</a>  Special Projects Unit  (916) 651-5243</p>	

**CALFRESH (CF) PROGRAM  
REQUEST FOR POLICY/REGULATION INTERPRETATION**

**INSTRUCTIONS:** Complete items 1 - 10 on the form. Use a separate form for each policy interpretation request. Retain a copy of the CF 24 for your records.

- Questions from counties, including county Quality Control, must be submitted by the county CalFresh Coordinator and may be submitted directly to the CalFresh Policy analyst assigned responsibility for the county, with a copy directed to the appropriate CalFresh Policy unit manager.
- Questions from Administrative Law Judges may be submitted directly to the CalFresh Policy analyst assigned responsibility to the county where the hearing took place, with a copy of the form directed to the appropriate CalFresh Bureau unit manager.

1. RESPONSE NEEDED DUE TO: <input type="checkbox"/> Policy/Regulation Interpretation <input type="checkbox"/> QC <input type="checkbox"/> Fair Hearing <input type="checkbox"/> Other:	5. DATE OF REQUEST:	NEED RESPONSE BY:
	6. COUNTY/ORGANIZATION:	
	7. SUBJECT:	
2. REQUESTOR NAME:	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).	
3. PHONE NO.:		
4. REGULATION CITE(S):		
9. QUESTION: (INCLUDE SCENARIO IF NEEDED FOR CLARITY):		

10. REQUESTOR'S PROPOSED ANSWER:

11. STATE POLICY RESPONSE (CFPB USE ONLY):

**FOR CDSS USE**

DATE RECEIVED:	DATE RESPONDED TO COUNTY/ALJ:
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