

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814
(916) 322-2214



December 1, 1983

ALL-COUNTY INFORMATION NOTICE I-128-83

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: NEW PROCEDURES FOR POLICY QUESTIONS

This is to advise you of a change in operation within the Food Stamp Program Management Branch. Effective December 1, 1983, counties requesting policy interpretations on existing regulations and information regarding pending state regulations should communicate questions to the Food Stamp Policy Implementation Bureau (FSPIB).

Currently, the Food Stamp Corrective Action Bureau (FSCAB) serves as the primary contact point for counties on all Food Stamp Program issues, including policy guidance. This organizational arrangement has provided an overall continuity in the interaction of counties with the Food Stamp Program Management Branch. The arrangement, however, has not always allowed the most effective Branch response to policy questions from counties. In an effort to maximize the use of limited staff resources and enhance the turnaround time to counties, it is felt that directing policy questions on current and pending state regulations to FSPIB will benefit all concerned.

To facilitate accurate, complete and timely responses to policy questions, we request that they be sent to FSPIB on the "Food Stamp Policy Question" form (FS 3). Copies of this form are attached. Additional forms may be ordered on GEN 727B from the DSS Warehouse, P.O. Box 22429, Sacramento, California 95822-3799. There will be no charge for these forms. There is no need for a cover letter; simply mail the completed forms to the Food Stamp Policy Implementation Bureau, 744 P Street, M.S. 15-52, Sacramento, California 95814. Please complete only Sections 2, 3, 4, 6, and 9 of the form as the other sections are for FSPIB use. Also, complete a separate form for each subject about which you are inquiring. Retain the third copy of the FS 3 for your records and mail the original and second copy to the Food Stamp Policy Implementation Bureau.

The "Food Stamp Policy Question" form is the primary avenue for requesting policy information, however, questions may be asked via telephone when necessary to meet application processing timeframes. These situations would exist when an applicant household's eligibility and/or benefit level cannot be determined by the CWD from review of state regulations and the Food Stamp Question and Answer Distribution System (FSQUADS); and:

1. the household appears eligible for expedited services or
2. the policy question is discovered too late in the 30 day processing period of a nonexpedited household to obtain a written response in

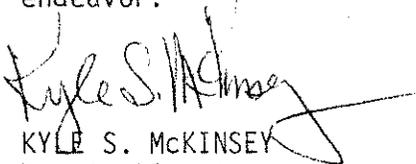
sufficient time to determine eligibility and/or benefit level.

Cooperation by the county welfare departments in this area will result in faster response times to written inquiries and thereby, decrease the need for telephone inquiries. As has been the practice, FSQUADS will continue to be updated monthly to reflect CWDs' inquiries. Those questions that are received via telephone will be subsequently responded to in writing, and, if appropriate, incorporated into a future FSQUAD update.

Questions which meet the above mentioned criteria may be called in to (916) 324-6584. The three PIB analysts who will be answering all questions are Kit Salomon, Debra Sanchez, and Dennis Beaman. As there will be no assignment of specific regulation sections or counties to analysts, any one of these analysts may respond to the policy questions.

For questions regarding nonreceipt of proposed and filed regulation packages, please call the Office of Regulation Development at (916) 445-0313. Any policy questions regarding filed, but not yet effective, regulations would be directed to (916) 445-6907. As always, all operational questions should be directed to the appropriate Corrective Action Bureau Consultant. Any questions which cannot be clearly defined as being policy or operational in nature should be directed to CAB for either response or forwarding to the appropriate unit.

We anticipate that these procedural changes will result in more timely and accurate responses to CWD inquiries. We appreciate your cooperation in this endeavor.


KYLE S. MCKINSEY
Deputy Director

Attachment

cc: CWDA

FOOD STAMP POLICY QUESTION

FSPOB LOG NUMBER
FSPCB LOG NUMBER
APPROVED BY / DATE

EXCLUSION CODE, IF APPLICABLE

1. FOOD STAMP QUESTION NUMBER

2. MANUAL REFERENCE

3. SUBJECT

4. REQUESTED BY

5. ANSWERED BY

6. DATE REQUESTED

7. DATE ANSWERED

8. DATE

9. QUESTION

10. ANSWER