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# CalFresh Handbook:. 63-03.05 Application Process

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## Summary:

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This Handbook is being revised to inform all Social Services Agency (SSA) staff of the updated Regular Intake process.

- The updated Regular Intake Process will remove the Work Distribution Tool from Regular Intake and enhance the use of CalWIN appointment scheduling. The intake waiting room process will continue using the Work Distribution Tool (WDT).

## I. General:

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The application process includes filing and completing an application, being interviewed, and having certain information verified. A household can file an application for the CalFresh, by submitting it either; in person, through an authorized representative, by mail, by fax, or through an on-line electronic application.

Applications signed through the use of electronic signature are acceptable.

### Application Forms:

A household may apply for the CalFresh Program by completing a CF 285, or SAWS 2 Plus, or SAWS 1 form.

The *Application for CalFresh Benefits (CF 285)* is the application form for CalFresh only applications. However, if the SAWS 1 is completed by the applicant rather than the CF 285, counties should accept the SAWS 1 as a single signature application to begin the application process and set the beginning date of aid at intake. When the applicant's signature is provided on the SAWS 1 to initiate the application process. **Upon completion of the interactive interview, the Eligibility Services Technician (EST) should provide a copy of the application to the applicant and give the opportunity to review the information and maintain for their records.**

**Important note:** Staff should **not** send the CF 285 or SAWS 2 Plus to request a second signature.

A household that contacts the **County Welfare Department (CWD)** by telephone and requests that the CWD mail an application, shall have an application mailed by the CWD on the **same day** the telephone request is made.

### Date of Application:

The date any of these forms are received (date stamped) by the County Welfare Department (CWD), shall be the date of filing (date of application). This date begins the 30-day application processing period.

For applications received after business hours or on days that are not regular business days, the application shall be date stamped the next business day.

**Note:** If the application is submitted without the client's signature, the date of application will be the date the county obtains the client's signature.

## Minimum Requirements to Submit an Application:

The minimum information required on the CF 285, SAWS 2 Plus, or SAWS 1 form to be 'filed' as an application and considered complete is:

1. The applicants **name and**
2. Household's **address** (the homeless may use our CWD address) **and a**
3. **Signature** of the head of household, any adult household member, authorized representative, or responsible minor (ex. emancipated minor) when the applicant household is composed entirely of minors and has no adult to act on its behalf.

**Note: Staff should encourage applicants to fill out as much of the application as possible.**

**If clerical staff are unable to register an application due to lack of information on an application, they shall inform their supervisor.**

### **Expedited Services CalFresh**

All applications shall be screened for Expedited Services CalFresh. Refer to CalFresh Handbook 63-03.02 Expedited Services.

### **Voter Registration**

When conducting an intake or recertification interview the EST shall advise the client of their right to register to vote, review and complete "For Agency Use only" sections on Form 50-110, and offer the client the opportunity to complete a voter registration form during the interview, or take the form home to complete and mail directly.

The official pre-addressed, postage paid mail-in Voter Registration Form will be stocked at all Division Offices and may be available in office waiting rooms or form rooms.

Refer Generic Processes Handbook 50-0.33 for more information and situations where Voter Registration applies.

## II. Processing Applications:

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### **A. Interview**

All households, including those submitting applications by mail, shall have an interview conducted prior to initial certification. All interviews should be scheduled as promptly as possible to ensure that eligible households have an opportunity to participate within the 3-day expedited services timeframe or 30-day day timeframe for regular processing.

The individual interviewed may be the head of the household, spouse, any other responsible member, or an authorized representative. At the interview, the Eligibility Services Technician (EST) shall explore and resolve any unclear or incomplete information and document any changes in the household's circumstances that have occurred between the time the application was filed and the time of the interview.

For initial certification of Non-Assistance CalFresh (NACF), the interview may be conducted by telephone or in the office. All Non-Assistance CalFresh applicants shall be offered the option of a telephone interview instead of a face-to-face interview. A telephone interview appointment shall be given for most applications

received either; by mail or online unless the applicant requests a face-to-face interview. An applicant who comes into the waiting room and expresses an interest in a telephone interview, in lieu of an office appointment, shall be granted a telephone interview.

For mailed or electronically submitted applications, the preferred interview method is by telephone. Clients who come to the office to apply but cannot wait to see an EST, shall be offered a telephone interview.

An in office face-to-face interview shall be conducted:

- When a household requests an office interview;
- When an office interview is required by a cash aid program (CalWORKS or General Assistance) the household is applying for;
- When it is necessary to verify conditions of eligibility; or
- When a household applies in person and appears to be eligible for Expedited Services CalFresh (ESCF) in order to meet the three-day timeframe.

Staff shall offer and provide non-English speaking and Limited English speaking (LEP) individuals free language interpretive services for both in-person and over the telephone interviews. Refer to [Language Access Services](#).

### **Rights and Responsibilities:**

ESTs shall advise all households of their rights and responsibilities during their certification interview. Allow the client time to review the Rights and Responsibilities information that is provided. Verbally review and explain all of the R&Rs with the customer.

Click [here for a Rights and Responsibilities script](#).

### **Semi-Annual Report (SAR 7):**

ESTs shall provide clients with a sample SAR 7 and the SAR 7A “How to Fill Out Your SAR 7” and inform the client of the following information:

- How to complete the SAR 7, the due date and reporting requirements
- The difference between the report month and submit month
- How to obtain assistance in completing the SAR 7 and getting the required verifications
- The different ways to submit the SAR 7 - by mail, phone, fax, in office or online via My Benefits CalWIN or eSAR 7.
- How to report mandatory mid period changes. Review the CF 23 SAR and how to report household (HH) changes. HH can report changes either by mail, telephone, in person at the office, or by turning in a Mid-Quarter Status Report or CF 377.5 SAR.

Click [here for a sample of how to explain completing the SAR 7](#).

### **Fax Numbers by Office**

Eastmont	(510) 383 - 5171
Enterprise	(510) 639 - 1020
Hayward	(510) 670 - 5095
North Oakland	(510) 891 - 0761

**i. Face to Face Interviews for Walk-In Applications**

During the interview the EST will be required to:

1. Review for completion and signatures;
2. Clarify any missing or questionable information on the application;
3. Ask each question on the application forms and record the customers response, if needed;
4. If the Statement of Facts (SOF) is incomplete or not attached with the forms packet, verbally ask the questions and annotate the answers directly into CalWIN;
5. Initiate interview through the Search Client and Non-Client Appointments window in CalWIN only if client shows for appointment.
  - For CalFresh, a Notice of Missed Interview (NOMI) will auto generate for no shows if the appointment has not been initiated through CalWIN.
6. Verbally request any required missing verification and follow-up with a written 10-day Need Letter, CW 2200 from CalWIN ;
7. Review rights and responsibilities with the customer;
8. Review and instruct how to complete the SAR 7 and reporting rules for all new applicants; and,
9. Enter in case comments, the date and time of the interview, any clarifications or updated information that occurred during the interview, and list any outstanding verifications/forms requested in the need letter.
10. Update WDT "Interview" case action status to "complete."

**ii. Telephone Interviews**

CalFresh Applications Submitted when the Applicant is not in the Waiting Room (i.e. mail-in, fax, Community Based Organizations (CBOs), MyBenefitsCalWIN, etc.)

**Application Pending and Telephone Reminders**

**When the EST receives a new application they shall:**

- a. **Screen for Expedited Services CalFresh.** Refer to CalFresh Handbook 63-03.02 for Expedited Services processing.
2. The EST shall review to see if the case is archived on the Case Inquiry, Search on Case Information window in CalWIN.
  - a. If the case is archived, the EST shall request to unarchive the case in CalWIN.
3. The EST shall call the applicant to inform them of the schedule interview date and time
  - If the applicant was unavailable by phone and the applicant has a voicemail option, a message should be left for the applicant containing information relative to the interview. If leaving a message in order to maintain confidentiality, the EST must leave a message using the exact script listed below:

<b>Telephone Interview Appointment Reminder Script</b>

“Hello, my name is [name of worker]. This call is for [name of client]. I am calling in regards to your recent application submitted [date of application]. You have been scheduled for a telephone interview on [date of interview] at [time of interview]. If you cannot make the scheduled appointment time, please call back at your earliest convenience at [phone number] to reschedule your interview appointment. Thank you.”

#### **Face-to-Face Interview Appointment Reminder Script**

“Hello, my name is [name of worker]. This call is for [name of applicant]. I am calling in regards to your recent application submitting on [date of application]. You have been scheduled for an interview on [date of interview] at [time of interview] at [address of the interview location]. Please make sure that you bring proof of your identity. If you cannot make the scheduled appointment time, please call back at your earliest convenience at [worker phone number] to reschedule your interview appointment. Thank you.”

### **Day of Telephone Interview**

1. Prior to the telephone interview, the EST shall complete a review of the case, including:
  - a. Reviewing application forms for completeness.
  - b. Reviewing available data in CalWIN, MEDS/IEVS/[SAVE](#) and Web Files.
  - c. Making note of any information reported on the application that is questionable or needs verification, for clarification/discussion during the telephone interview.
2. [The EST will be able to locate their scheduled interview for that day by viewing the CalWIN worker homepage.](#)
  - a. If necessary, attempt two calls to reach the customer. Document both calls in Case Comments.
  - b. **If the customer is reached over the phone initiate interview through the Search Client and Non-Client Appointments window in CalWIN.**
  - c. If the certification application is incomplete or missing information verbally ask the questions during the interview and make entries in CalWIN completing the necessary CalWIN fields in the data collection queue.
  - d. Mark any missing verifications as “Not Received” to generate the CW2200 in CalWIN. Dictate in Case Comments the telephone interview, and any changes made to the application by the EST.
    - Send the household a copy of the printed Statement of Facts to verify the changes made by EST are correct.
    - The household may notify EST if information is missing or incorrect.
    - A second signature is **not** required.
  - e. If the customer reschedules but does not keep the appointment, [CalWIN is automated to deny the case on the 30<sup>th</sup> day and will send out the NOA DFA 377.1A, reason code 207 \(Failed to appear for scheduled appointment\).](#)

3. Upon completion of the interview, enter in case comments, the date and time of the interview, any clarifications or updated information that occurred during the interview, and list any outstanding verifications/forms requested in the need letter.

### Missed Interviews

If contact is made and the interview is conducted, the appointment must be initiated in CalWIN to prevent the NOMI from going out and the case auto-discontinuing on the 30<sup>th</sup> day due to missed interview.

**If contact is not made, do not initiate the appointment in CalWIN.** If the applicant calls back to reschedule the missed interview within 30 days of the application date (NOMI deadline), conduct the interview or reschedule for a later date/time using CalWIN appointment scheduling. If rescheduling the appointment for a later date/time:

- When the initial intake appointment date/time has not already passed, refer to [How to #418 Reschedule an appointment](#).
- When the initial intake appointment date/time has already passed and the appointment has been missed, schedule a new initial intake appointment to reschedule the missed appointment. Refer to [How to #416 How to Schedule an Intake Appointment in CalWIN](#)

### B. Verifications

Prior to determining eligibility for a household, sufficient information concerning the household's situation must be obtained in order for the EST to make an informed judgment. Providing evidence to support factors of eligibility is a joint responsibility of both the applicant and the county.

**Important Note: Before requesting any verification, check web files, documents attached to the application, MEDS and IEVS to request only what is necessary. Do NOT over verify and request information that is already available. Do not limit verification to any single type of document.**

The EST shall inform the applicant of what is needed as follows:

- Allow the household 10 days to provide any outstanding verification. The household must be given a written request (CW 2200 "Request for Verification" from CalWIN). **No other needs letter can be substituted for form CW 2200 for any verification.**
- EST shall explain why it is needed and how it will be used.
- Explain what is mandatory and what is optional and why a deduction may not be allowed if optional verifications are not received.
- The client must cooperate to the fullest extent possible in obtaining needed verifications.
- The EST shall assist in obtaining needed verifications, when it is not possible for the applicant.
- If obtaining optional verification of a deduction (shelter, dependent care, or medical expenses) will delay benefit approval beyond the normal 30-day limit, the EST should advise the household that they:
  - May choose to have eligibility and benefits determined without the deduction; **and**,
  - Will receive a deduction for future months only if optional verification is provided at a later date.
  - .

For more detailed information regarding verifications, refer to [CalFresh Handbook 63-03.01](#).

### C. Processing Timeframes

Eligible households that complete the application process must be approved and have benefits available to them as soon as possible, but no later than 30 days after the application date. All CalFresh applications must be approved, withdrawn by the customer, or denied as appropriate within 30 days.

30-day process begins	Action	Action in second 30-day period	Original month of application benefits
<b>Household completes application &amp; interview; supplies needed verification and registers for work as appropriate.</b>	<ul style="list-style-type: none"> <li>Determine eligibility for month of application and on-going.</li> <li>If eligible, certify &amp; issue benefits by 30th day.</li> <li>Send approval NOA</li> <li>For one/two month certifications (ESCF) issue NEC/approval.</li> </ul>	<ul style="list-style-type: none"> <li>Eligibility continues.</li> <li>One/two months certs have reapplied timely &amp; processed.</li> </ul>	Yes, if eligible
<b>Household fails to show for first scheduled interview &amp; does not contact EST to reschedule within 30 days of application.</b>	<ul style="list-style-type: none"> <li>NOMI must be sent to household.</li> <li>If the 30<sup>th</sup> day falls on a weekend or a holiday the denial and sending the denial notice must occur on the next business day.</li> <li>Send denial notice on 30th day.</li> </ul>	<ul style="list-style-type: none"> <li>Household must reapply.</li> </ul>	No
<b>Household Schedules second interview within 30 days of application and is determined eligible.</b>	<ul style="list-style-type: none"> <li>Issue benefits from the date of application.</li> </ul>	<ul style="list-style-type: none"> <li>Issue benefits</li> </ul>	Yes
<b>Household fails to show for second interview.</b>	<ul style="list-style-type: none"> <li>Send denial notice, but not before 30th day of application date.</li> </ul>	<ul style="list-style-type: none"> <li>Household must reapply.</li> <li><i>*Exception: Case is reopened without a new application if interview apt. is not possible within 30 days.</i></li> </ul>	No <i>*Exception: Yes</i>
<b>Verifications request on day application</b>	<ul style="list-style-type: none"> <li>Send denial notice on or before 30th day to be</li> </ul>	<ul style="list-style-type: none"> <li>Case reopened without a new</li> </ul>	No

<b>filed or household does not provide. Verification not received within 10-day request.</b>	effective 30th day after application date.	application if required action taken within 60 days of application date.	
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**D. County Caused Delays**

The following actions must be taken if the delay is to be considered the fault of the household.

- The EST must have offered, or attempted to offer, help in completion of the application.
- The household must have been given a CW 2200, "Request for Verification".
- The EST must have informed the household of any work registration requirements and given the household 10 days from the date of the notice to comply.
- If the applicant is having difficulty providing needed verifications, the EST must have attempted to help the applicant obtain them. The EST must have allowed 10-days.
- The EST must have offered to make a collateral contact (by mail or phone) in situations in which the missing verification would be difficult or impossible to obtain in a timely manner.

If the delay is determined to be the fault of the agency, take the following steps:

1. Notify the household of what is needed to clear eligibility. Hold the case pending for an additional 30 days.
2. If the household is determined to be eligible during the second 30-day period, approve the application from the original application date.
3. Deny the application if it is still incomplete at the end of the second 30 days.

**E. Household Caused Delays**

Household delay is defined as a situation in which the applicant has not cleared eligibility and the EST and the department has taken all the steps outlined above. When this occurs:

- A new application is not required during the second 30-day period.
- Take action to deny the application. If the household provides the missing verifications during the second 30 days, approve the application from the date the last verification was received by the county.
- No retroactive benefits for the month of application will be issued when the household was at fault in the first 30 days, but completes the application in the second thirty days and is determined eligible.
- If the required action is not taken by the end of the second 30 days, no further action is required as the denial notice has already been sent.

**F. Delayed Actions Beyond 60 Days**

i. County Caused Delay:

When the county is at fault for not completing the application process at the end of the 60 days, the case should remain pending.

- Notify the household in writing what information is needed to complete the application.
- If the household is determined to be eligible, approve the case from the original application date.
- Deny the application if not eligible.



ii. Household Caused Delay:

- If the household is at fault for not completing the application process by the end of the second 30 day period; deny the application and require the household to file a new application if the household wishes to participate.
- If the initial delay was the household's fault, the household should receive benefits retroactive only to the date the county received verification that the household completed the required action.

## E. Withdrawals

A household may voluntarily withdraw its application any time before eligibility has been determined. After eligibility has been determined, the application must be approved or denied and cannot be withdrawn. If an applicant wishes to withdraw his/her application, every attempt must be made to request it in writing and the reason, if possible.

A household that withdraws its application must be advised of the right to reapply at any time in the future. A household that has withdrawn its application cannot reactivate that application. The household must file a new application.

Examples of when a household may or may not withdraw its application:

***Example 1:***

A 20 year old woman and her 2 year old child are living with her parents and apply for CalFresh benefits. When told that she must include her parents on the application, she decides to withdraw the application because she does not wish to involve them. Since the information on her parents is unknown and an eligibility determination cannot be made without this information, **the application may be withdrawn.**

***Example 2:***

At the intake interview, a 20 year old single man provides verification of income in the amount of \$1800, which exceeds the maximum gross income limit. The household is ineligible for benefits and the application must be denied for excess income. **The household may not withdraw the application because income has been verified and the eligibility determination has been made.**

***Example 3:***

A household applies for benefits December 15th and is determined to have excess income for December, but is eligible for January. Although the application may not be withdrawn because an eligibility determination has already been made, that application may be used to deny benefits for December and to approve benefits for January.

## III. Recertification (Non-Service Center Only)

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### I. Processing Recertifications

#### A. Recertification Interview

For recertifications of NACF households, **a telephone interview shall be offered**. For recertifying households, an in-office face-to-face interview may be conducted when the following occurs:

- When a household requests an office interview;
- When an office interview is required by a cash aid program (CalWORKs or General Assistance); or,
- When it is necessary in order to verify conditions of eligibility.

If an interview is scheduled and the household misses it, a Notice of Missed Interview (NOMI) CF 386 must be sent to the household to remind the household to reschedule their interview prior to the 30<sup>th</sup> day.

If the CalFresh interview appointment is scheduled in CalWIN and the CalFresh recipient fails to attend the scheduled appointment and the appointment is not initiated in CalWIN, a NOMI (Notice of Missed Interview) CF 386, will automatically be generated after nightly batch and sent to the CalFresh household the next day.

**IMPORTANT:** A NOMI will not automatically be generated for “No Shows” unless the appointment is scheduled in CalWIN. In a case where the interview appointment was not scheduled in CalWIN then the user must manually generate the NOMI for No Shows if they schedule their appointments outside of CalWIN.

Clerical staff will:

- Send the RRR packet with a Redetermination Letter OCC 001.
  - The OCC 001 notice, informs the client to complete and return the application packet within ten days. The notice also informs the client that they will receive a telephone interview appointment.
- The returned envelope packet will be forwarded to the worker of record upon receipt in the appropriate office.

**a. The RRR Packet is Received**

1. EST receives CalFresh RRR packet.
2. EST shall send **CF 29C, "CalFresh Recertification Appointment Letter"**, to schedule a telephone interview within five (5) days of the receipt of the packet. This telephone appointment letter can be found by selecting the **Print a Form/Other Correspondence Manually** window in the Client Correspondence heading under Intake and Case Maintenance in **CalWIN**. The correspondence type is "Other Correspondence".
  - EST may call the household the same day the packet is received. If telephone interview is conducted at that time, Case Comments must be entered to document the date and time of the interview.
3. **Prior to the telephone interview, the EST shall complete a review of the case, including:**
  - Review of application forms for completeness.
  - Review of available data in CalWIN, MEDS/IEVS and Web Files.

- Make note of any information reported on the application that is questionable or needs verification, for clarification/discussion during the telephone interview.
4. Call the customer at the scheduled appointment time:
    - If necessary, attempt two calls to reach the customer. Document both calls in case comments
    - Go over the application to clarify any questionable information. If the household has omitted information or entered incorrect information, the EST can add this information.
    - EST should add comments in the "County Use Section" or or CalWIN Case Comments, indicating that the information was received/clarified during the phone interview.
    - If the certification application is incomplete or missing information, verbally ask the questions and annotate the answers on the application, or enter the information directly into CalWIN. Print a copy of the completed/amended Statement of Facts and send to the household to verify information is correct. The household may notify the EST if information is missing or incorrect.
    - Upon completion of the interview, enter in case comments, the date and time of the interview, any clarifications or updated information that occurred during the interview, and list any outstanding verifications/forms requested in the need letter.
  5. If the EST is unable to reach the applicant by telephone at the scheduled appointment time:
    - ***Do NOT start the RRR queue for the case until an interview is completed.***
    - The EST shall send NOMI, form/other correspondence DFA 386.
    - Enter in Case Comments that the client failed to complete the telephone interview.
    - If the client reschedules the recertification prior the expiration date and completes the interview, process the application as normal.
    - If the client reschedules but does not keep the appointment, the CalFresh benefits will automatically discontinue at the end of the certification period.

**b. RRR Packet is Not Received**

1. If the household does NOT return the application packet by the due date:
2. The EST shall send CF 29C, "CalFresh Recertification Appointment letter", no later than the 1st business day of the certification due month. The CF 29C can be found by selecting "Print a Form/Other Correspondence Manually" window in the "Client Correspondence" heading under "Intake and Case Maintenance". The correspondence type is "Forms".
3. The EST may choose to schedule a telephone or an office interview (may schedule for group renewal).
4. If the household fails to attend the interview, the EST will send the NOMI as described in step 5 above.

**Example:**

October 2012	November 2012	December 2012
North Oakland Clerical staff will mail out the RRR packet during the last week of the month for certification period ending 12/31/12.	If the RRR packet is not received by the 15th of the month, the ET will begin requesting and mailing the <u>CF 29C</u> , CalFresh Recertification Appointment Letter.	All <u>CF 29C</u> appointment letters must be mailed by the 1st working day of the certification due month. All appointments must be scheduled no later than the 3rd week of the month.

## B. Recertification Verifications

At recertification, review and request verifications on **changes** only.

Verify at recertification:

- A change in income if the source has changed or the amount has changed by more than \$25;
- Previously unreported medical expenses; and
- Recurring medical expenses which have changed by more than \$25.

Mandatory Verification	PACF and NACF Households
IDENTITY	If not on file already
RESIDENCY	If changed
NONCITIZEN STATUS	If changed or not on file
EARNED INCOME	If change is more than \$25
UNEARNED INCOME	If change is more than \$25
Optional Verification	PACF and NACF Households
RENT/HOUSE PAYMENT	If changed.
MEDICAL EXPENSES	If change is more than \$25
DEPENDENT CARE	If change of provider or cost.
CHILD SUPPORT EXEMPTION	If not on file, or a change in legal obligation, or an increase in actual amount paid

**Note:** Requesting a customer to submit additional verification when an acceptable form of verification is already on file is considered over verifying and should be avoided.

### Questionable Information

The EST may request additional verification if there is a questionable situation. To be considered questionable, the information on the recertification application must be inconsistent with statements made by the recipient or with other information received by the county. If considered questionable, the EST shall always document in CalWIN Case Comments why the information was considered questionable and what documentation was used to resolve the questionable information. The EST shall allow the client at least ten (10) days to provide the verification.

## C. Recertification Timeframes

Applications filed by the 15<sup>th</sup> day of the last month of the certification period will be considered timely.

Households that file a timely application and meet all recertification requirements are entitled to be recertified by the end of the certification period and receive uninterrupted benefits:

- Benefits shall be provided by their normal issuance cycle in the first month of the certification period
- The household shall be notified of their eligibility or ineligibility by the end of the current certification period.

○ **Delay Caused by the County**

If the household's application for recertification is processed due to agency error after the first of the month of what should have been the new certification period, the household is entitled, if eligible, to a full month of benefits for the first month of the new certification period.

If the household's application for recertification is not processed, due to agency error, the case shall be rescinded to allow for the full month's allotment.

○ **Delay Caused by the Household**

Households filing an application for recertification after the 15th day of the last month of the certification period but before the end of the certification period shall be considered to have made an untimely application for recertification. Households that file an untimely application for recertification before the end of the certification period shall not be denied at that time.

Example:

A household's certification period expires April 30<sup>th</sup>. The household files an application for recertification untimely on April 20<sup>th</sup>, completes the interview on April 21<sup>st</sup>, and provides verification on the last day of the 10 day notice (May 1<sup>st</sup>). The EST shall process the recertification and give the household the full month of benefits. This will be considered a household caused delay.

○ **Verification Request with Due Date After Certification Period Ends**

When a household's eligibility is not determined by the end of the certification period due to the time period allowed for missing verification, the recertification shall be processed as soon as possible but no later than five working days after the household submits the missing verification. Benefits shall not be prorated.

Example: A household completed the interview and recertification application by April 25 and April was the last month in the certification period. The household submits verification on May 4 within the 10-day period. The EST shall process the recertification as soon as possible but no later than May 9<sup>th</sup> and provide the full month of benefits for May, if eligible.

○ **Recertification Submitted after the Certification Period**

Any application for recertification which is filed after the certification period has expired is treated as a NEW application. The following applies:

- All required application forms must be completed.
- The household may be entitled to expedited service (ES).

**Exception for Late Recertification:** If in the last month of the certification period, the recertification is not completed, and the delay is due to AGENCY ERROR, the

household is entitled to lost benefits for the part of the month following the expiration of the certification period until the new application date.

For Service Center Recertification process refer to **CalFresh Handbook 63-50.6b**

**References:**

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ACL 00-19

ACL 14-26

MPP-63-300

ACIN I-51-10

ACL 13-58

ACL 15-84

ACL 16-14