
CalWORKs Handbook 42-3.4 :. Time On Aid (TOA)

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UPDATE: This handbook has been revised to include the changes that will be effective July 1, 2011 as a result of SB 72 as mentioned in CalWORKs and Employment Newsletter 11-01. Changes have been highlighted in blue text.

SUMMARY:

The Governor signed into law Senate Bill (SB) 72 on March 24, 2011, which changes how California tracks time on aid (TOA). Effective July 1, 2011, adults will only be eligible to receive CalWORKs for a maximum of 48 countable months. This new 48-month time limit replaces the 60-month CalWORKs clock, which was implemented January 1, 1998.

SB 72 does not make any changes to the TANF 60-month federal time limit rules. Staff must continue to count all federal non-exempt months of TANF assistance in all states, including CalWORKs, whether or not the month was exempted from the CalWORKs time limit as the exemptions apply differently for TANF. If the adult reaches their TANF 60-month TOA and they do not meet a federal extender, the TANF timed-out aid code will change to 32(state) or 3W (mixed state) and the case will be aided using state funds, providing the adult has remaining CalWORKs TOA that are under CalWORKs 48-month.

Due to the new 48-month time limit, there will be instances when an adult will reach the CalWORKs 48-month time limit before reaching the TANF federal 60-month time limit. When the timed-out adult is removed from the AU and only the eligible children remain active, the case will be funded using state funds and considered a Safety Net case with aid code 3A (Timed-out Safety Net -All other family) or 3C (Timed-out Safety Net -two parent family).

Note:

Effective July 1, 2011, some adults may have exhausted their CalWORKs 48-month time limit well before this date. However, the County will not assess an overpayment (O/P) for any months in which these adults exceed the CalWORKs 48-month time limit prior to July 1, 2011. For example, if as of July 1, 2011, the adult has 55 countable CalWORKs months of aid, no O/P will be established for the additional seven months (beyond 48) that the adult received aid.

CalFresh Impact:

Since the removal of the adult as a result of the new CalWORKs 48-month time limit is not considered a failure to comply with program requirements of another "means tested" program, the AU's CalFresh benefits will be recalculated and may be increased as a result of the reduction in the CalWORKs grant.

Child Care Impact:

Staff is reminded that former CalWORKs recipients who need child care to work or participate in approved activities may receive subsidized child care for up to 24 months in Stages One or Two, after leaving CalWORKs cash aid. After they exhaust 24 months of subsidized child care in Stage One and Two, a former recipient may continue to receive subsidized child care under Stage Three as long as they continue to meet eligibility requirements and funding is available.

This Handbook is being published to inform staff how to review for time on aid (TOA) information, what stops or extends the time clock and how to make corrections to the time clock in CalWIN.

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I. TRACKING CalWORKs 48-Month and TANF 60-MONTH TIME LIMITS

The CalWIN and WDTIP system will be modified to reflect the new CalWORKs 48-month time limit and will continue to display the federal TANF 60-month time clock information.

The statewide-automated system, Welfare Data Tracking Implementation Project/ Tracking Aid Across California (WDTIP/TRAC), was developed to provide the County Welfare Departments (CWD) with information on recipients' cumulative Time On Aid (TOA) for eligibility and WtW participation determinations. It will be modified to calculate and track the CalWORKs (state) 48-month clock, and the TANF (Federal) 60-month clock statewide. The County receives monthly reports that include a summary and detailed list of active individuals who are approaching the TANF 60-month time clock and CalWORKs 48-month time clocks. These reports reflect when a client is within two and six months (42th and 46th month) of the expiration of their CalWORKs 48-month time clocks.

Within the MEDS TRAC system, there are various screens the ET can use to review the history of a case.

	MEDS TRAC Screens
KSUM	Displays a listing of all counties an individual has been involved with and the individual's status within each county
PSUM	Display program summary for each county
ESUM	Display all the exemptions/extensions/exceptions for the individual
TCAL	Displays TANF 60-month calendar. ("Y" indicates month counted towards time limit and "N" indicates month not counted towards time limit)

KCAL	Displays CalWORKs 48-month calendar. ("Y" indicates month counted towards time limit and "N" indicates month not counted towards time limit)
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Effective July 1, 2011, when the adult reaches the new CalWORKs 48-month time limit, the individual will be discontinued and the Assistant Unit's (AU) grant will be reduced. For cases in which there is only one aided adult that has reached his/her time limit, the children will remain aided and the case will be considered a child-only Safety Net case. For two-parent cases, the case becomes a child-only Safety Net case when all the aided adults in the AU have reached their time limit and have been discontinued. On an ongoing basis, the removal of adult from the AU and the resulting grant reduction will be effective the first of the following month in which the adult reaches their CalWORKs 48-month time limit. It is considered an allowable mid-quarter action.

Note: These new changes also apply to recipient families receiving state-funded CalWORKs assistance under the Trafficking and Crime Assistance Program per SB1569 (Refer to [CalWORKs Handbook 44-3.17.](#))

II. CLOCK STOPPERS AND TIME EXTENDERS

A. CalWORKs "Clock Stoppers" are also referred to as "Exemptions" or in some cases "waivers". Exempt months are NOT counted towards the CalWORKs 48-month time limit and need only apply to the individual.

- Clock stoppers cause the time clock to show "non-ticking" based on the entries made in Data Collection. For more information, refer to [CalWORKs and Employment Newsletter 08-01](#).
- Staff should not manually untick the time clock.
- Manual exemptions identified below require entries to be made in the Employment Subsystem by the EC prior to the ET running EDBC.
- Under general circumstance, the clock will only stop from the time individual meets the exemption and has been verified. The ET will only retroactively apply an exemption and thereby untick the clock if it is determined that the recipient requested and met the exemption criteria and the county failed to act timely or as determined by the Social Worker.
- Exemption waivers, such as for Domestic Violence, are determined by the Social Worker. For more information about this process refer to [CalWORKs Handbook 42-7.7](#).
- Not all CalWORKs clock stoppers are TANF clock stoppers. See TOA exemption chart below.

Note: Individuals that are currently meeting an exemption, but have reached their CalWORKs 48-month time clock will no longer be eligible for an exemption, and therefore, must qualify for an extender in order to continue to be aided.

B. "Time Extenders" are the exceptions that allow clients to remain eligible for CalWORKs **after** reaching their CalWORKs 48-month time limit.

- The time clock will continue to show ticking, but will show a 'Y' under the "Extender" column of the Display Individual Time Clock Summary window in CalWIN.
- An individual may qualify for an extender when **ALL** parents, aided stepparents, and/or caretaker relatives residing in the home of the aided child(ren) qualify for an extender.

PROCESS ON HOW TO REVIEW FOR TOA EXEMPTION OR EXTENDER:

Each case must be reviewed by the Eligibility Technician (ET) in order to determine if a applicant/recipient qualifies for an exemption, waiver, or extender that will stop or extend the TANF and/or CalWORKs clock. (Refer to instructions “[How To Review for TOA Exemption/Extender](#)”.)

- An applicant or recipient may request for review for eligibility for a TOA exemption using form [TEMP CW 2186A \(4/11\)](#).
- An applicant or recipient may request for review for eligibility for a TOA extender using form [CW 2190A \(6/11\)](#).
- The ET will mail form [CW 2186B \(4/11\)](#) informing applicant or recipient of eligibility determination for TOA exemption/waiver. The ET will also mail NOA M40-107 CalWIN 1 for approval of TOA exemption/waiver.
- If the applicant has been denied for a TOA extender, the ET will mail form [CW 2190B \(6/11\)](#).

The ET or Employment Counselor (EC) that receives information that could potentially exempt or extend the CalWORKs 48-month time clock will make the review and determination if the client meets the exemption/extender. The EC will communicate and forward the information to the ET and make their appropriate entries in the Employment subsystem for the exemption/extender. Likewise, the ET will communicate with the EC and forward the information as necessary and make the appropriate entries in the Data Collection windows for the exemption/extender, run EDBC and confirm the time clock ticking status.

Note: Some of these exemption/extendors will also exempt an individual from participating in WtW activities. Likewise, the same data collection windows are completed. For more information regarding the specific fields that must be completed on the following data collection windows, refer to [CalWORKs and Employment Newsletter 08-01](#).

Exemption Applied for a Prior Month:

For a Printer-Friendly copy [click here](#).

TOA Exemptions	Corresponding Screens in Data Collection	Applied through EDBC automatically or Manual**?	Extender ?	Stops TANF 60 -Month Clock?	Stops CalWORKs 48-Month Clock?
Fleeing Felon	Collect Sanction/POI/Penalty Detail	EDBC	N	Y	Y
Convicted Drug Felon	Collect Sanction/POI/Penalty Detail	EDBC	N	Y	Y
Living in Indian Country or Alaskan Native Village with a 50%	Collect Individual Address Detail; Collect Individual Attributes Detail	EDBC**	N	Y	Y

Unemployment Rate					
Refusal to Assign Support Rights	Collect Absent Parent Information	EDBC	N	Y	Y
WTW Sanctioned	Collect Sanction/POI/Penalty Detail	EDBC	N	Y	Y
Anytime Adult is Unaided	Based on EDBC Result (the adult failed/excluded from EDBC)	EDBC	N	Y	Y
Caregiver of Ill or Incapacitated HH Member	Collect Case Question; Collect Household Relationship Detail; Collect Employability Detail; Collect Disability/Medical Condition Detail	EDBC	Y	N	Y
Disability	Collect Case Question; Collect Disability/Medical Condition Detail; Collect Employability Detail	EDBC	Y (If in receipt of SDI, TDI, IHSS, or SSP)	N	Y
60 Years and Over	Collect Individual Demographic Detail	EDBC	Y	N	Y
Domestic Abuse	Collect Domestic Abuse Detail and coordinate with EC to enter manual exemption in ES Subsystem. <i>Determined by Social Worker.</i> (See CalWIN How To 291.)	EDBC**	Y	N	Y
Needy Non-Parent Caretaker Relative with/Child at Risk of Foster Care Placement	Collect Case Summary Detail; Collect Household Relationship Detail; Collect Employability Detail	EDBC	Y	N	Y

Grant Less Than \$10	Base on EDBC result	EDBC	N	N	Y
Cal-Learn Head-of-Household	Collect Case Question; Collect Individual Demographics Detail; Collect Student Detail	EDBC	N	N	Y
Child Support Reimbursed	Collect Case Summary Detail, child support tab - select "Certify Automation".	Auto untick 4th of following month	N	N	Y
Unable to Maintain Employment or Participate in WTW Activities	N/A Determined by EC	EDBC**	Y	N	Y
State T-Visa	Display Non-Citizen Summary.	EDBC		N	Y
Federal T-Visa	Display Non-Citizen Summary	EDBC		Y	Y
U -Visa	Display Non-Citizen Summary and Domestic Abuse Detail and coordinate with EC to enter manual exemption in ES Subsystem. <i>Determined by Social Worker.</i> (See CalWIN How To 291.)	EDBC**	Y	N	Y
Short-term child 12-23 month or two more children under 6 years.	ES Subsystem	EDBC**	N	N	Y

EDBC needs to be run and ES exemptions run.

** Manual exemptions must be coordinated with EC.

Note: When completing screens in Data Collection, make sure all necessary information are entered in all necessary fields. For example, if entering disability, verification source is needed, etc. DO NOT manually untick the time clock. The clock should untick based on the entries made in data collection and in the ES Subsystem for manual exemptions. (Refer to [CalWORKs and Employment Newsletter 08-01](#) and [CalWORKs Handbook 42-6.1](#) for detailed information.)

III. NOTICE OF ACTIONS

The state has notified all recipients as of April 12, 2011 of the changes regarding SB 72, including the new 48 time limits via [TEMP 2251](#). In Alameda County, the [TEMP 2251](#) was added to the CalWORKs application and RRR packets. For the initial six months of implementation, the counties are required to provide a 30-day NOA to cases that will be affected. This will temporarily replace the existing 10-day NOA requirement. Beginning January 2, 2012, adults who are subject to the CalWORKs 48-month time limit will receive a NOA at their 42nd and 46th months of aid notifying them of their TOA. A NOA M40-107 will be sent 10 days prior to the notifying adults who have reached their 48-month time limit. The County is required to inform CalWORKs recipients who are approaching their time limits in order to prepare them for the grant reduction, and to ensure that they are provided exemptions to which they are entitled. Notice of Actions (NOAs) are required to be sent at application for aid, at each reinvestigation (RV) process, at 42nd or 46th month, at the client's (or former client's) request, and when a former client applies for cash aid in another state.

Note: EDBC will run at the 42nd or 46th month in order for CalWIN to generate the NOA and alert at month 42 and 46.

These NOAs will return to the worker of record, and will require manual completion. An alert is generated and the case is flagged notifying ET that the customer has reached his 42nd and 46th month TOA. A NOA M40-107 CalWIN 1 is generated and awaits in an Online Print Mode in the Search/View for Client Correspondence in Print Queue window until the worker completes the NOA variables and changes the Print Mode to Batch.

Important: Cases should be reviewed before sending time limit NOAs to clients.

The following NOAs will be used to inform recipients of their time on aid information:

Notice of Action (NOA)	Title	Description
M40-107-CalWIN 1	CalWORKs 48-Month Time Limit Informing Notice	This Notice is generated when the case is authorized in CalWIN for the first time, and again when the individual reaches 42th and 46th month.
M40-107 CalWIN 2	CalWORKs 48-Month Time Limit Change Notice	This Notice is generated when the person is timed out of CalWORKs 48-Month clock that caused changed in the CalWORKs eligibility.
M40-107 CalWIN 3	CalWORKs 48-Month Time Limit No Change Notice	This Notice is generated when the person is timed out of CalWORKs 48-Month clock and extenders are met.
M40-107 CalWIN 4	CalWORKs 48-Month Time Limit Discontinuation Notice (Income)	This Notice is generated when the person is timed out of CalWORKs 48-Month clock and the case is discontinued due to over income.
M40-107 CalWIN 5	CalWORKs 48-Month Time Limit Discontinuance	This Notice is generated when the person is timed out of CalWORKs 48-Month clock and the case is discontinued due to no eligible child on the case.

	Notice (No Eligible Child)	
M40-107D	TANF 60-Month Time Limit, Time On Aid to Former CalWORKs Recipients	Used to inform former CalWORKs recipients who apply for aid in another state of the number of months that he/she received TANF-funded aid in California, and must be provided when the client applies for aid in another state.

IV. FORMS

The following is a list of TOA forms and a brief description:

Form	Title	Description
CW 2184 (Rev 04/11)	CalWORKs 48-Month Time Limit	This form is currently included in both the application and reinvestigation/recertification (RV/RC) packets.
TEMP CW 2186A (4/11)	CalWORKs and Welfare-to-Work Time Limit Exemption Request Form	This form describes the exemptions from Welfare-to-Work and CalWORKs 48-month time limits, and the time limit waivers and is completed by the customer if they want to be reviewed for an exemption, waiver or extender. It is included in both the application and RV packets.
CW 2186B (Rev 04/11)	CalWORKs and Welfare-to-Work Time Limit Exemption Determination	The ET will mail this form informing applicant or recipient of eligibility determination for TOA exemption and the reason the exemption is granted or denied.
CW 2187 (Rev 04/11)	Your CalWORKs 48 - month Time Limit	This is the form version of the M40-107D.
CW 2190A (Rev 6/11)	CalWORKs 48-Month Time Limit Extender Request Form	An applicant or recipient may submit this form to request for a review for TOA extender. Note: All other parents, aided stepparents, and/or caretaker relatives in the home must also qualify for an extender in order to be eligible.
CW 2190B (Rev 6/11)	CalWORKs 48-Month Time Limit Extender Determination Form	The ET will mail this form informing applicant or recipient of denial for TOA extender and the reason the extender is denied.

V. TIME ON AID ROLES AND RESPONSIBILITIES

<p>Eligibility Technician</p>	<p>Intake Eligibility Technicians are responsible for reviewing ‘Time On Aid’ for all applicants. District Eligibility Technicians are responsible for reviewing ‘Time On Aid’ when the ET:</p> <ul style="list-style-type: none"> • Receives the 42 or 46 month ‘Time On Aid’ alert; • Processes an RRR; • Discontinues an individual that has timed out; • Receives a request from the client for a review via TEMP CW 2186A (4/11); • Transfers CalWORKs to another county; • Receives a request for ‘Time On Aid’ verification from another county or state; and, • Processes ‘Add a Program’ or ‘Add a Person’.
<p>CalWIN Support Team</p>	<p>The CalWIN Support Team is responsible for processing:</p> <ul style="list-style-type: none"> • Time on Aid corrections in TRAC and CalWIN (District only); • Applying child support credits to extend CalWORKs time clocks for out of county requests; • Communicate completed changes to the worker of record; and, • Receive inquiries for ‘Time On Aid’ from other counties and states.

VI. PROCESS FOR TOA REVIEWS AT INTAKE

A review of an adult's time on aid must be completed:

- At the time of application;
- When there is a transfer into the county (TIC);
- When a client has received TANF in another state;

Procedure for Processing TOA at Intake:

1. An application (or ICT) is cleared and forwarded to the intake worker.
2. If the client was on aid in another county or state, the ET must ensure that TOA information from that county or state is entered in WDTIP/TRAC and CalWIN.
3. The worker accesses TRAC and compares TRAC information to CalWIN data. (Refer to instructions on [How To Review TOA.](#))
4. The total number of months TOA information is available in:
 - a. Inquire on Individual, Time on Aid Summary tab
 - b. Display Non-Financial Eligibility Summary in Wrap Up

Detailed information is available in:

- Display Individual Time Clock Summary in Data Collection

If this happens...	Then do this...
TRAC and CalWIN match	No changes needed. Proceed with normal application process.
TRAC shows months ticking in another county	ET contacts the other county and requests a review/correction of their TRAC record. ET adds history onto Display Individual Time Clock Summary window in CalWIN for CalWORKs and TANF. (Refer to CalWIN Instructions per How To # 288.)
CalWIN and TRAC do not match	The ET sends an email requesting time clock corrections in TRAC to the Hayward CalWIN Support Room mailbox. The email should include: <ul style="list-style-type: none"> • Alameda County case number; • Worker name/number; • The names of the people who need corrections, their SSN's, DOB's; and, • A description of the mismatched data.
Client states they received aid in another state	ET contacts the other state. The other state responds. Worker adds history onto Display Individual Time Clock Summary window in CalWIN for CalWORKs and TANF and verifies changes updated in TRAC. (Refer to CalWIN instructions per How To #288)

5. Continue to process the case while waiting for TOA corrections to show on TRAC if any. Do Not authorize until correction has been completed.
6. The Intake Worker completes the application process after receiving 'Time On Aid' results from the CalWIN Support Staff.
7. Document all actions made in Case Comments.
8. Sends customer form [CW 2186B \(4/11\)](#) informing of approval or denial of TOA exemption or send form [CW 2190B \(6/11\)](#) informing of denial of TOA extender.

NOTE:

The M40107 CalWIN1 NOA informing the client of the number of months used and the number of months that remain must be completed and included with documentation sent to the client.

VII. TOA PROCESS FOR ONGOING (District)

District Eligibility Technicians are responsible for reviewing "Time On Aid" when the ET:

- Receives the 42 or 46 month "Time On Aid" alert;
- Processes an RRR;
- Discontinues an individual that has timed-out;
- Receives a request from the client for a review of eligibility for a TOA exemption or extender or receives request by [TEMP CW 2186A \(4/11\)](#) or [CW 2190A \(6/11\)](#);
- Transfers CalWORKs to another county;
- Receives a request for "Time On Aid" verification from another county or state;
- Processes "Add a Program" or "Add a Person"; and,
- As part of a Conditional Withdraw hearing.

NOTE: An M40-107 CalWIN1 NOA is generated when the individual reaches the 42th and 46th month. The ET should complete their review prior to sending the NOA.

Procedure for Processing Ongoing Case TOA:

1. The worker accesses TRAC and compares TRAC information to CalWIN data. (Refer to instructions "[How To Review TOA](#)".)
2. Total number of month information is available in:
 - a. Inquire on Individual, Time on Aid Summary tab
 - b. Display Non-Financial Eligibility Summary in Wrap Up
Detailed information is available in:
 - Display Individual Time Clock Summary in Data Collection

3. Ensure that the appropriate exemptions or extenders to which the client is entitled have been applied. Exemption/extender data is located in Display Individual Time Clock Summary. (Refer to Instructions "[How to Review for TOA Exemption/Extender](#)".)
4. Review and CalWIN Display Sanction/POI/Penalty Detail window in Wrap Up for any sanctions or penalties applied.
5. Enter TOA exemption or extender data, if any, in appropriate CalWIN window. For example, for a disability complete the Display Disability/Medical Conditions Summary window. (Refer to CalWIN instructions per [CalWORKs Newsletter 08-01](#) and [CalWORKs Handbook 42-6.1](#))
6. Run EDBC AND evaluate back to effective begin date of exemption or extender.
7. Run and save ES exemptions on the Display Employment Services Exemption Results window in Wrap Up and apply appropriate exemption and effective begin and end date. (Refer to [CalWORKs Newsletter 09-06](#))
 - For manual exemptions that must be placed in ES subsystem by ESD, annotate on print out individual meets an exemption and forward to ESD.
 - For exemption that have an effective begin date for a prior month (retro month), annotate print out individual meets exemption and effective begin date. The time clock will not stop ticking unless ESD is notified and then applies the exemption for the retro month in the ES Subsystem.
 - Exemptions begin the first of the month and ends at the end of the month.
 - Exemption must be reviewed annually at RRR (every 12 months) and when exemption expires.
8. Notify and share exemption or extender documentation received with EC.
9. Authorize case.
10. Confirm CalWORKs 48-month shows unticking for all effective months of exemption.
 - Confirm TANF 60-month clock ticks or unticks appropriately;
 - For manual **exemptions**, the TOA clock will not untick until after the EC has completed the entries in the ES Subsystem and the ET runs EDBC and authorizes case.
 - The TOA clock will **continue to tick for extenders** and will show a "Y" in the "Extender" column. DO NOT manually untick the clock.
11. Enter Case Comments in CalWIN.
12. Mail to customer Form [CW2186B \(4/11\)](#) informing of approval or denial of exemption when the customer has made a request for a TOA review.
 - OR Mail to customer Form [CW 2190B \(6/11\)](#) informing of denial of extender.
13. Mail to customer NOA M40-107 that generates in Client Correspondence in the print queue. Complete manual variables.

NOTE: Timed out adults are not eligible for General Assistance unless all of their dependent children are now 18 years of age, regardless if they live in the home or not.

If this happens...	Then do this...
TRAC and CalWIN data match	No changes needed. Proceed with normal application process.
TRAC shows months ticking in another county/state	<p>ET contacts the other county and requests a review/correction of their TRAC record. The ET sends an email requesting time clock corrections to the Hayward CalWIN Support Room mailbox. The email should include:</p> <ul style="list-style-type: none"> • Alameda County case number; • Worker name/number; • Other county/state contact information; • The names of the people who received aid in the other state; • SSN's, DOB's; and, • A description of the mismatched data.
CalWIN and TRAC do not match	<p>The ET sends an email requesting time clock corrections to the Hayward CalWIN Support Room mailbox. The email should include:</p> <ul style="list-style-type: none"> • Alameda County case number; • Worker name/number; • The names of the people who need corrections, their SSN's, DOB's; and, • A description of the mismatched data.
Case is ICT'd out of Alameda County	<p>As the sending county, the ET must provide the receiving county with information regarding TANF/CalWORKs assistance in Alameda County. Ensure that 'Time On Aid' information is on the CW215 for all appropriate individuals.</p>

NOTE: The M40-107 CalWIN1 NOA informing the client of the number of months used and the number of months that remain must be completed and included with documentation sent to the client.

VIII. CHILD SUPPORT REIMBURSEMENT

A customer who has received child support benefits **equal to** a month's full MAP grant level in CalWORKs can have a month credited back on the time clock.

Child Support collection information can be obtained by viewing the CalWIN Interface:

When a request is received by another county to review child support collection for possible reimbursement, a referral is made to the Hayward CalWIN Support Room email. The email should include:

- Alameda County case number
- Worker name/number
- The names of the adult on case
- A brief explanation of request

For more information about the child support reimbursement process, refer to [CalWORKs Newsletter 09-11](#).

IV. OUT OF COUNTY TRANSFERS

As the referring county, the ET must provide the requesting county information regarding TANF and CalWORKs TOA in Alameda County.

- The ET must send form CW 215 to the requesting county showing the total TANF and CalWORKs months received in Alameda County. In addition, the ET will notify the receiving county if there are any exemption or extenders.

X. PROCESS FOR OUT OF COUNTY/STATE TOA INQUIRIES

A. TANF assistance received in another state counts towards the TANF 60-month time limit and the CalWORKs 48-month time limit and therefore it is important for the intake ET to confirm if the applicant was on aid in another state and contact that state to get TANF information and record it in the case record in CalWIN via the Collect Individual Time Clock window in Data Collection.

B. Inquiries on former clients applying for cash aid in another state or county will be referred to:

- The last worker of record, if the case has been closed for **less than 90 days**.
- The Closed Over Ninety Days worker if the case has been closed for **90 days or more**.

C. When information is provided to the other state by telephone or FAX:

- “Verification of Aid for the Temporary Assistance for Needy Families (TANF) Program”, Form [CW 2188](#) must also be sent to the other state within two (2) working days; and,
- NOA M40-107D or [CW 2187 \(4/11\)](#) must be sent to our former client at their new address advising them of the information we provided to the other state regarding their TANF clock.

Example: A client moved out of state in March 2011. The case was sent to closed files. In July 2011, the state where our former client now lives contacts Alameda County for TOA information. The caller is then referred to the Closed Over Ninety Days worker. The Closed Over Ninety Days worker must provide the new state representative with information available from the CalWIN Display Individual Time Clock Summary, TRAC screens in MEDS, and follow up by sending Form [CW 2188](#) and NOA M40-107D or CW2187 (Rev. 4/11).

Note: If there is a discrepancy between TRAC and CalWIN, a referral is made to the Hayward CalWIN Support Room email to make the correction.

Procedure for Out of County/State Inquiries for District:

A request for Time on Aid verification from another county or state can be received by a phone call or an email.

1. When a request is received it is forwarded it to a Hayward CalWIN Support Room email. The email should include:

- Alameda County case number;
- Worker name/number;
- County/State making the request. County/State contact;
- The names of the people who received aid in Alameda;
- SSN's, DOB's; and,
- A description of the mismatched data if appropriate.

2. CalWIN Support Team retrieves requests from the Hayward CalWIN Support Room email account.

3. The CalWIN Support Team reviews TRAC (KSUM, PSUM, ESUM, TCAL, KCAL), and CalWIN to see if data matches between systems.

NOTE: The CalWIN Support Team makes appropriate corrections to TRAC to make TRAC data match WTOP/CalWIN. This includes checking for open-ended records, correct aid type, etc. Only out of state TOA received after January 1, 1998 will be recorded on the CalWORKs and TANF time clock.

4. If changes have been made in TRAC, the CalWIN Support Team worker will view MEDS the next day to confirm the changes and the new ‘Time On Aid’ total.

5. The CalWIN Support Team narrates steps taken and changes made in CalWIN or TRAC.

6. The CalWIN Support Team contacts the requesting worker (by phone or email) that the review and any subsequent changes have been completed.

7. The worker who received the request contacts the requesting county/state (by phone or email) to inform them of the results of the review.

NOTE: If the other County/State requests confirmation in writing complete form [CW2188](#) "Verification of Aid for the Temporary Assistance for Needy Families (TANF) Program".

XI. CalWIN

The CalWORKs 48-month and TANF 60-month time clock, exemptions and extenders are displayed on the Display Individual Time Clock Summary in CalWIN. The CalWORKs 48-month and countable months used and remaining will display effective July 1, 2011. For example, a person that has 50 months in June will show 10 CalWORKs months remaining on June 30, 2011 and 2 CalWORKs months remaining on July 1, 2011.

- Individuals that currently meet an exemption and the CalWORKs time clock is non-ticking will time out if they have reached their CalWORKs 48-month time limit on June 30, 2011 unless they meet the all of the criteria for an extender.
- In Wrap Up, the CalWORKs time clock calculation will also reflect the 60-month limit until July 1, 2011. In the above example, when EDBC runs at the end of May, the individual will fail for July 2011 due to the CalWORKs 48-month time limit and their status for July will reflect timed-out parent. However, the time clock on the Display Non-Financial Eligibility Summary, CalWORKs tab, Display Time Clock window will still reflect that there are 10 months remaining until it is actually July 2011, then it will display that there are 0 months remaining.

XII. REFERENCES

ACL 02-33 and 02-66

[CalWORKs and Employment Newsletter 08-01](#)

[CalWORKs Newsletter 09-06 Running Employment Services Exemptions/Registration](#)

[CalWORKs Newsletter 09-11 Child Support Reimbursement](#)

[CalWORKs Handbook 44-3.17 Noncitizen Victims of Human Trafficking, Domestic Violence, and Other Serious Crimes](#)

[CalWORKs Handbook 42-6.1 WTW Exemptions](#)

[CalWORKs Handbook 42-7.7 CalWORKs Domestic Violence/Abuse Policies and Procedures for Waivers and Exemptions](#)

XIII. ATTACHMENTS

1. [TOA Exemptions/Extenders and Data Collection Screens Chart](#)
2. [TOA Intake Flow Chart A](#)
3. [TOA On Going Flow Chart B](#)
4. [Other County Inquiry Flow Chart C](#)
5. [How to Review for a TOA Exemption or Extender](#)
6. [How To Review Time On Aid](#)
7. [TOA Calculation Table](#)
8. [CalWIN How To # 288 How To Add a Record in CalWIN](#)
9. [TEMP CW2186A \(4/11\)](#)
10. [CW 2186B \(4/11\)](#)
11. [CW 2190A \(6/11\)](#)

12. [CW 2190B \(6/11\)](#)
13. [CW2187 \(4/11\)](#)
14. [CW 2188](#)
15. [TEMP 2251](#)

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