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SSA Intranet

SUPPORTIVE SERVICES NOTICES OF ACTION

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PURPOSE

Regulations require that written notices of actions (NOA) must be issued to the client when supportive service payments are approved, denied, increased, decreased or terminated or the method of payment of the service is changed

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STAFF RESPONSIBILITY

The Initial Services Worker (ISW)/ Ongoing Services Worker (OSW) will be responsible for the process and maintenance of supportive services and payments for the CalWORKs participants and post-aid recipients and will issue notice of actions when required. The NA Back 9 (Hearing Rights) must accompany notices of action issued to the client only. The client's written or verbal request for supportive services is to be considered a formal application. Written requests for supportive services may be made on the CalWORKs Welfare-To-Work Supportive Services form F063-41-124. Refer to the guidelines outlined in Policy 301 Child Care Eligibility & Application Process, Policy 310 Transportation and Policy 315 Ancillary for processing requests and determining payment amounts.

DEFINITIONS

Adequate Notice: A notice that informs the client in writing about (1) what action the county agency plans to take, (2) why the action is being taken, (3) which regulations support the action, (4) how the client can request a State hearing, and (5) under which circumstances aid will continue pending the hearing decision. All notices must be "adequate."
Advance Notice: A notice that is issued prior to the effective date of the change or action that it describes.
Application: A verbal or written request from a WTW participant for supportive services related to participation in a WTW activity.
Approval: The act of granting a formal certification of eligibility to supportive services, and of establishing both a maximum authorization payment amount and a fixed duration period.
Concurrent Notice: A notice that is issued at the same time as the effective date of the change or action.
Denial Notice: A notice (1) rejecting an application for supportive services or (2) disallowing a change in an existing plan when the participant notifies the worker after the change has been made.
Discontinuance Notice: A notice terminating an existing supportive services plan.
Effective Date: The date upon which an action or authorization is considered to be in effect.
Maximum Authorization (MA): The dollar amount shown in the computation part of a notice, which is the result of multiplying the units of approved activity (hours, weeks, day, etc.). The MA is the base amount against which future changes in supportive service arrangements are measured when determining the impact of those changes (increases, decreases, etc.).
Method of Payment: The form, in which a supportive service payment is issued, e.g., cash advances vs. reimbursements in arrears, bus tickets and passes vs. cash transportation payment, vendor vs. direct payment, etc.
Reduction: A lowering of the Maximum Authorization due to a change in arrangements.
Notice of Action (NOA): The document sent to a CalWORKs recipient to advise him or her of a county action. A notice of action must contain all mandated information including the state, county and case worker identification, the date of issuance of the notice, the specific action to be taken, the regulation citation(s), state hearing information, etc. The language and format of state-designed notices are mandated and cannot be altered without state approval.
One-Time-Only Plan: A supportive services "arrangement" which is expected to last 3 calendar days or less, e.g., for Appraisal or Assessment.
Ongoing Plan: A supportive services arrangement or plan, which is expected to last 30 days or more, e.g., for work experience or OJT.
Short-Term Plan: A supportive services arrangement, which is expected to last from 4 to 29 calendar days, e.g., for Job Search/Job Readiness.
Timely Notice: A notice that is issued at least 10 calendar days prior to the effective date of the change or action that it describes.

- The 10-calendar day count does not include the day of mailing (if the NOA is mailed) or the effective date of the action.

NOTICES OF ACTION

Approving or denying any application for supportive services (except for approving of one-time-only payments) requires a notice of action.
When issuing notices of action to non-English speaking participants, translations of the state-mandated notices will be used whenever available.

ACTIONS REQUIRING TIMELY NOTICE

The following actions require a timely notice of action:
• Reductions in the Maximum Authorization resulting from either changes in state/county policy or changes the client initiates
• Discontinuances of supportive services resulting from either changes in state/county policy or changes the client initiates
• Changes in the method of payment, which reduce the value of supportive services

ACTIONS NOT REQUIRING TIMELY NOTICE

The following actions require notices of action which do not need to be timely but which should be issued concurrent with or in advance of the effective date of the action whenever possible.
• Approvals or denials of requests for services
• Increases in previously approved Maximum Authorization
• Payments within a previously authorized Maximum Authorization
• Changes in the method of payment, which do not reduce the Maximum Authorization

CHANGES IN CHILD CARE PROVIDERS

When a client changes their child care providers, the ISW/OSW will evaluate the information about the new provider on the New Child Care Plan (F063-41-18).
• If the provider is approved, the ISW/OSW will issue a Child Care Change in Reimbursement Notice (NA 833) to the client. The “effective date” of the change in approved child care providers will be determined by a number of variables, which are outlined in Policy 302 - Child Care Services
• If not approved, the ISW/OSW will issue a child care denial notice of action

DISCONTINUANCES

Prior to the Child Care Plan ending date, the ISW/OSW will attempt to remind the participant of the pending closure by phone or a face-to-face contact no more than 30 nor less than 10 calendar days before the end of the approved authorization period, and will document the reminder in the CalWIN Case Comments.
Note: During the contact with the client the ISW/OSW will check if the client needs continued child care assistance and mail out a child care packet if the client states they do.
If the verbal reminder is not possible, the ISW/OSW will issue a written reminder notice with a statement to contact the worker if there is a need for continued child care.
To close before the planned ending date, the ISW/OSW will issue a timely discontinuance notice of action

EXTENSIONS

If, as a result of a reminder notice or discontinuance notice of action, a client requests an extension of the current approved supportive services period, the ISW/OSW will determine if an extension is appropriate.
If the extension is approved, the ISW/OSW will issue only the:
• Extension notice, F063-41-790 Child Care Plan Extension, showing the new end date if no change in Maximum Authorization or provider is involved
Note: Child Care extensions must be approved by the Social Services Supervisor I (SSSI)
If the extension is not approved, the ISW/OSW must:
• Issue the Child Care Denial F063-41-776 notice of action

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PENDING AN APPEAL

When a notice of action is issued to decrease, discontinue, deny or change the method of payment, the proposed action is, in effect, "pending a hearing decision."
An individual who is participating in an approved WTW activity may receive supportive services while waiting for a state hearing decision, but only if he/she continues to participate, and subject to the following provisions.

- If the ISW/OSW has issued a notice to decrease a participant's supportive services payments, the client will be paid at the new decreased amount pending the hearing decision
- If the ISW/OSW has issued a notice of action to change the method of payment for supportive services, the client will receive the payments in the new method pending the hearing decision

OVERPAYMENTS

The ISW/OSW will follow the guidelines outlined in Policy 320 Supportive Services Underpayments and Overpayments and issue the required notices of action when an overpayment has been discovered.

REFERENCES

ACL 97-72, Section VII.
AB 1542, Sections 11323.2 and 11325.23(d)
CalWORKs 300 - Supportive Services Appendix (List of County and State Forms, Notices and Worker Tools)

ATTACHMENTS

- NA BACK 9
- Welfare-to-Work Supportive Services Request F063-41-124
- CalWORKs Child Care Plan F063-41-18
- Child Care Plan Extension F063-41-790
- Child Care Denial F063-41-776

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