		SSA Intranet
Restoration of Aid		**100-E6**
Approved:	***WORKING DRAFT***	10/22/12

PURPOSE

To provide instructions for restoring CalWORKs benefits when a complete QR7 is submitted in the calendar month following discontinuance for failure to submit a QR7.

BACKGROUND

Effective July 1, 2012, when a recipient submits a complete QR7 within the month following the discontinuance for not submitting a QR7 or submitting an incomplete QR7, benefits must be restored to the Assistance Unit (AU) without requiring a new application or intake interview, provided all other eligibility criteria are met. Eligibility and benefits shall be determined based on the completed QR7 and benefits are prorated from the date the complete QR7 and all verifications are received.

BENDS 5876

BENDS 5876 (Attachment 1) has been developed to provide instructions to implement Restoration of Aid pending the required CalWIN functionality.

PROGRAM REQUIREMENTS

In the month following QR7 discontinuance, AUs have the opportunity to resolve the discontinuance by providing a complete QR7 with all required verifications. When restoration requirements are met:

- Eligibility will be restored and benefits prorated from the date the AU resolves the discontinuance
- Restored AUs are considered recipient cases and shall not be subject to applicant eligibility criteria
  - A new application or interview is not required
  - The AU is subject to the recipient earned income disregards of $112 and 50% when earnings are reported. The applicant earned income disregard of $90 is not applied
  - These cases are not subject to the applicant 100-hour rule to establish U-parent deprivation
  - The AU is not entitled to Immediate Need (IN)
  - Statewide Fingerprint Imaging (SFIS) is not required

Benefits are based on information reported on the completed QR7 submitted with appropriate verifications.

RESTORATION PERIOD

The "restoration period" is defined as the calendar month following discontinuance for no receipt of a completed QR7 or for non-submission of a QR7. There is no change to extended filing date. For instance, a June QR7, due in July would have a restoration period consisting of the month after the date of discontinuance, July 31.

Example: An AU is in cycle 1 and is required to submit a February QR7 in the month of March. If the AU submits a completed February QR7 with verifications by:

- April 1 (extended filing date) – the case will be rescinded regardless of determination of good cause
- April 2-30 is the restoration period, the case will be restored unless good cause is determined

GOOD CAUSE AND ERRONEOUS DISCONTINUANCES

Before a case is restored, it still must be evaluated to determine if a client had good cause for submitting a late or incomplete QR7 (refer to CW Policy 100-E5 Quarterly Eligibility/Status Report (QR7) Process).

If during the restoration process, it is determined that a case was erroneously discontinued, the case will be rescinded and full benefits will be issued.

QR CYCLE

When a case is restored, the QR Cycle and RRR date remains the same as if the case were never discontinued. Since no new application is processed, a restored case is considered to have no break in aid, although benefits are pro-rated. If the information reported on the complete QR7 results in a decrease in benefits, then benefits will be restored at the decreased level. This will not be considered a mid-quarter decrease because the QR7 cycle was disrupted when benefits were terminated.

TRANSITIONAL CALFRESH (TCF)

CalWORKs cases with no complete QR7 submitted by the extended filing date will discontinue and Transitional CalFresh (TCF) benefits will be issued. When a completed QR7 is submitted within the restoration period, TCF benefits will be discontinued with a timely NOA and regular CalFresh benefits will be reinstated the following month. Any TCF benefit issued for the restoration period is not considered an overissuance.

WHEN A CASE WILL NOT BE RESTORED

The AU's eligibility and benefits will not be restored when the AU has been:

- Discontinued for failure to complete the RRR
- Determined to not be otherwise eligible for aid
- Discontinued for any reason other than failure to submit a complete QR7

NOTICE REQUIREMENTS

An adequate approval notice is required, including the prorated benefit amount when a case is restored. There is no denial notice necessary if a case does not meet restoration of aid criteria since the case remains in a discontinued status.

Note: 10-day notice is not required when benefits are restored to a lower grant amount since restoration of aid is considered a positive action.

The 960X (Attachment 2) and 960Y (Attachment 3) NOAs were revised August 13, 2012 to include the new language "If you turn in a complete QR7 anytime next month that shows you are eligible for cash aid and/or CalFresh benefits, your benefits will start from the day you turn in the form".

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ROLES AND RESPONSIBILITIES

Ongoing Services Worker (OSW)/Eligibility Technician (ET)
If the Client contacts the OSW/ET via phone regarding their QR7 discontinuance the worker will discuss the case discontinuance with the client and evaluate for good cause.

• If good cause is established the OSW/ET will obtain the QR7 and/or requested verifications and rescind the case per current business practices
• If good cause does not exist the worker of record will refer the client to Initial Services Reception to have their benefits restored

If the client submits their completed QR7 and /or requested verifications to the OSW/ET, after the case has discontinued and past the extended filing date, the worker will evaluate for good cause

• If good cause is established, the OSW/ET will rescind the case per current business practices
• If good cause does not exist, the OSW/ET will:

Review QR7 and/or related verifications for completeness

Update Case Comments in CalWIN

Inform supervisor of receipt of completed QR7 and/or requested verifications

Submit completed QR7 and/or verifications for imaging as a priority to their Supervisor

Ongoing Supervisor (SSSI/ES)
If the Supervisor has been notified by OSW/ET that a case has been discontinued for no QR7 and the client has subsequently provided the QR7 and/or requested verifications past the extended filing date, the Supervisor will ensure the documents are imaged as a priority within the Region. The Supervisor will then notify the Initial Services Board Clerk (IBC) via email, utilizing the Case Assignment Notification Memo (Attachment 5) to ensure the case is assigned to the next available ISW within the rotation to restore benefits (Refer to IBC Role below).

Reception
If a client was referred to Initial Services Reception or if client reapplies on their own after a QR7 related discontinuance the Receptionist will follow current business practices.

• Client will be given and asked to complete the SAWS1, Reception Referral and Application Questionnaire
• Completed SAWS1 and Reception Referral will be forwarded to the Data Entry Technician (DET) HUB per current business practices

DET HUB
Once the SAWS1 and Reception Referral are received by the DET Assignment Board Clerk, the application will be assigned to the next available DET within the assignment board rotation.
The DET will:

• Follow current business practices and clear the application
• If the case was discontinued within 30 days the DET will not App/Reg the case
• DET will send the FSS DET Communication Memo (Attachment 4) to the appropriate IBC for assignment

Regional Initial Services Board Clerk
When the IBC receives a Case Assignment Notification Memo from the Ongoing Services Supervisor or DET Communication Memo from the DET, the IBC will assign the case to the next available Initial Services Worker (ISW) in the assignment board rotation.

Initial Services Worker (ISW)
ISW's will be assigned cases in which benefits will need to be restored. Once a case is assigned, the ISW will review the DET Hub Communication Memo and/or the Case Assignment Notification Memo and OSW/ET CalWIN Case Comments to determine if the clients QR7 and/or requested verifications have been received, past the extended filing date, and are imaged in OnBase to determine what actions will be needed to restore the clients benefits.

• If the QR7 and/or required verifications have been received and are imaged in OnBase the ISW will:

Restore benefits following BENDS 5876

If the WTW case is still assigned to a WTW Case Manager (CM), the ISW will notify the CM that the CalWORKs case has been restored. The WTW case will remain with the CM of record

If the WTW case is already assigned to XXOB, the ISW will assign the WTW case to their caseload number for assignment purposes (For restoration purposes, the ISW will not perform WTW case actions)

Prepare the case(s) for transfer to Ongoing Service, noting "Restoration" on the 240

• If the client re-applied through Initial Services Reception and the QR7 and/or required verifications have not been received and imaged in OnBase, the ISW will:

Ensure client is within their restoration period

Evaluate for good cause

If good cause is established, the case will be rescinded per normal business practices

If no good cause is found, ISW must:

- Inform client of the restoration period (the month following the month the QR7 is due) and allow the client to complete a QR7 and/or provide required verifications within the restoration period
- Control for the end of the restoration period
- If client provides a completed QR7, restore benefits following BENDS 5876
- If the WTW case is still assigned to a WTW Case Manager (CM), the ISW will notify the CM that the CalWORKs case has been restored. The WTW case will remain with the CM of record
- If the WTW case is already assigned to XXOB, the ISW will assign the WTW case to their caseload number for assignment purposes (For restoration purposes, the ISW will not perform WTW case actions)
- Prepare the case(s) for transfer to Ongoing, noting "Restoration" on the 240

If the client does not complete the QR7 and/or provide the required verifications, the restoration becomes an application. The beginning date of aid is the date the client signed the SAWS1and new applicant rules apply – process case following current business practices

***NOTE: If the case discontinues in Initial Services for no QR7, the application will be returned to the ISW that discontinued the case to evaluate for good cause/restoration**
****NOTE A restored case will be considered a new application for the purpose of web statistics**

Ongoing Assignment Clerk
• Review the incoming 240 sent by the Initial Services SSSI
• Assign the CalWORKs case per normal business processes
• Assign the WTW case to the previous Case Manager of record in CalWIN, when the 240 notes "Restoration"

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EXAMPLES

Example 1
An AU of 4 fails to submit their April 2012 QR7 by the extended filing date of 6/1/2012. The family comes into the office to re-apply 6/15/12. The applicant completes a SAWS1, Reception Referral and Application Questionnaire. Since the case has been discontinued for less than 30 days, the DET HUB does not App/Reg the case and the case is assigned to an ISW. The ISW determines no good cause. Since the family is still within the restoration period, they are required to provide a completed April 2012 QR7 with accompanying verifications. The AU submits the required verifications on 6/19/12. The ISW restores the case as of 6/19/12 and disregards the SAWS1 dated 6/15/12.
Example 2
An AU of 2 fails to submit their January 2012 QR7 before the extended filing date of 3/1/12. On 3/5/12, the client contacts the Ongoing worker regarding the QR7 discontinuance. The Ongoing worker determines no good cause and directs the client to:

- Complete the January 2012 QR7 with all required verifications
- Bring the completed January QR7 and verifications to Initial Services Reception
- Complete a SAWS1 to be evaluated for restoration of aid by an Initial Services Worker

The family comes into the office that day and is given an application packet. Since the family is still within the restoration period, the AU submits the January 2012 QR7 and required verifications on 3/5/12. The ISW restores the case as of 3/5/12.
Example 3
An AU of 4 fails to submit their October QR7. The family re-applies on 12/21/12. The ISW determines that there is no good cause and informs the family that they could be eligible to restoration of aid if they complete the October QR7 and provide all required verifications by 12/31/12. The family fails to submit the October QR7 and required verifications by the end of the restoration period. The SAWS1 completed on 12/21/12 becomes a new application and the ISW would evaluate according to normal business process.
Example 4
An AU of 3 fails to submit their March 2012 QR7 before the extended filing date of 5/1/12. The family comes into the office to re-apply on 5/31/12. The family is unable to provide the necessary verifications to complete the March 2012 QR7 that day. The restoration period ends 5/31/12. On 6/1/12, the SAWS1 becomes a new application. The beginning date of aid is the date the client signed the SAWS1 (5/31/12) and new applicant rules apply.
Example 5
An AU of 2 fails to submit their April 2012 QR7 before the extended filing date of 6/1/12. The Ongoing worker receives the QR7 via mail on 6/12/12 with the QR7 date stamped 6/11/12. The OSW contacts the client and determines that there is no good cause for submitting the QR7 late. The OSW reviews the QR7 for completeness and submits the completed QR7 to their Supervisor. The Supervisor will ensure the QR7 and/or verifications are imaged as a priority and will forward the Case Assignment Notification Memo to the IBC requesting the restoration case be assigned to an ISW. The ISW views the completed QR7 in OnBase and restores benefits effective 6/11/12.

REFERENCES

ACL 12-35

ATTACHMENTS

1. BENDS 5876
2. NA960X
3. NA960Y
4. FSS DET Communication Memo
5. Case Assignment Notification Memo
6. Restoration of Aid Questions & Answers

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