

CCWRO Welfare News

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In Brief

• DSS is working on revising the WtW 25 form. It appears that DSS has a long list of changes that it would like to make. It is not clear if those changes include what types of transportation are being used and how much transportation and ancillary services are advanced as mandated by state law and regulations.

• On 12/20/11 Alexander Sandoval from a county asked DSS whether or not the county can anticipate that the applicant will no longer be working due to loss of Stage 3 child care and would a sworn statement to this effect be acceptable verification. Jeannie McKendry of DSS responded that the county can reasonably anticipate that the applicant will lose the job if child care is no longer available because the applicant cannot work without child care. Relative to verification, DSS responded that "Yes, a sworn statement would be sufficient in this case. Per MPP 40-115.22, when verification does not exist, a sworn statement is sufficient in all situations except for verification of citizenship and pregnancy."

• C-IV did a demonstration in the Los Angeles El Monte office January 17-19 and 24-26 and January 31 through February 2, 2012. The purpose of the demonstration was to give DPSS C-IV Project Deputy Directors, C-IV Project Business Analysts and the C-IV Accenture team an understanding of the current C-IV system and functionality. There is an eight page agenda for these meetings.

2011 EBT Fees Paid by CalWORKs Recipients

During 2011, CalWORKs recipients living on a fixed income of what AFDC/CalWORKs recipients received in 1985 had to shell out over \$20 million just so they could use their meager fixed CalWORKs grant. There are banks that do not impose a surcharge on welfare recipients like U.S. Bank and Citibank. WalMart and Walgreen also do not impose a surcharge upon CalWORKs recipients for using their EBT cards. However, statewide, on the average, every CalWORKs family annually is fleeced by banks out of \$35 to access their meager fixed income. Some

counties are lower than \$35. San Bernardino, Orange, Fresno, Stanislaus, Tulare county banks take less than \$25 a year from poor.

In San Francisco County, CalWORKs recipients pay about \$82 a year to access their benefits. This is the highest large county in the state followed by Alameda at \$47, Los Angeles at \$45 and Santa Clara at \$43. See **Chart #1 on page 2.**

These counties have failed to take steps to insure that CalWORKs recipients know how they can use their EBT card without paying any fees.

If counties had done their job and properly informed applicants when they get their EBT card how they can access their money without paying these exuberant fees, most families could access their EBT benefits without paying any fees.

County Client Abuse Report

County Welfare Department Victim of the Week A Californian Eligible for Emergency Food Stamps Goes to Sleep Hungry - Ms. 1B21834 applied for food stamps on Thursday, February 9, 2012 in Santa Clara County. She has no income. She is eligible for expedited services food stamps that she should have received in three days, that is by Monday, February 13, 2012. Instead, she was given an appointment for the the next Thursday, February 23, 2012. She kept her appointment, completed all of the forms, provided all requested verification and as of March 9, 2012 she was still going to sleep hungry. "Do you know what it feels like to go to sleep hungry?" she asked. We are sure most of the people running the Santa Clara County Center Street office have never experienced going to sleep hungry feels like. Had they, this would have never happened to Ms. 1B21834.

So what laws has the Santa Clara County Social Services Agency violated?

COUNT # 1. Violation of Welfare and Institutions Code Section 18914 that states:

18914. (a) To the extent provided by federal law, the county welfare department shall provide CalFresh benefits on an expedited basis to households determined to be in immediate

need of food assistance.

(b) At the time an applicant initially seeks assistance, the county welfare department shall screen all expedited service applications on a priority basis. Applicants who meet the federal criteria for expedited service shall receive either a manual authorization to participate or automated card or the immediate issuance of CalFresh benefits no later than the third day following the date the application was filed. To the maximum extent permitted by federal law, the amount of income to be received from any source shall be deemed to be uncertain and exempt from consideration in the determination of eligibility for expedited service. For purposes of this subdivision, a weekend shall be considered one calendar day.

(c) The State Department of Social Services shall develop and implement for expedited issuance a uniform procedure for verifying information required of an applicant.

COUNT #2. - Violation of MPP § 63-301.511 which provides that any household with income of less than \$150 and assets of \$100 shall be eligible for food stamp expedited services (FS-ES):

§63-301.5 Expedited Service
.51 Entitlement to Expedited Service

The following households, if otherwise eligible, are entitled to expedited service:

.511 Households with less than \$150 in monthly gross income as defined in Section 63-502.1 provided their liquid

resources as defined in Section 63-501.11 do not exceed \$100;

COUNT # 3. Violation of MPP § 63-301.52 -refusal to identify a household eligible for FS-ES.

63-301.52 Identifying Households Needing Expedited Service

The CWD's application procedures shall be designed to identify households eligible for expedited service at the time the household files an application.

COUNT # 4. Violation of MPP § 63-301.531- Refusal to issue food stamp benefits within three days of the application for food stamp benefits.

63-301.531 Expedited Service Households

(a) For households entitled to expedited service at initial application, the CWD shall make the authorization document, access device or coupons available to the recipient either by mail or for pickup at the household's request, no later than the third calendar day following the date the application was filed. For purposes of this section, a weekend (Saturday and Sunday) shall be considered one calendar day. However, if the third calendar day is a nonworking day when coupons cannot be issued, the CWD shall make coupons available on or before the working day immediately preceding the nonworking day.

CHART #1	Counties	2011 Total Cost to Use the CalWORKs EBT Card	Sept. 2011 CalWORKs Caseload	Average Annual Cost Per person to Access Their CalWORKs Fixed Income	Counties	2011 Total Cost to Use the CalWORKs EBT Card	Sept. 2011 CalWORKs Caseload	Average Annual Cost Per person to Access Their CalWORKs Fixed Income
2011 EBT Fees Paid By CalWORKs Recipients count-by county Source: DSS	Statewide	\$20,234,150	581,556	\$34.79				
	San Francisco	\$397,368	4,860	\$81.76	Siskiyou	\$22,385	803	\$27.88
	Sierra	\$1,785	32	\$55.78	Plumas	\$5,519	200	\$27.60
	Inyo	\$7,729	140	\$55.21	Sutter	\$42,279	1,571	\$26.91
	Alpine	\$209	4	\$52.25	Madera	\$88,525	3,316	\$26.70
	Alameda	\$934,623	19,968	\$46.81	Calaveras	\$16,075	615	\$26.14
	Los Angeles	\$8,073,319	180,283	\$44.78	San Bernardino	\$1,238,004	50,488	\$24.52
	San Mateo	\$132,994	2,976	\$44.69	Orange	\$569,979	23,553	\$24.20
	Monterey	\$216,641	4,959	\$43.69	Imperial	\$110,967	4,644	\$23.89
	Santa Clara	\$643,985	14,907	\$43.20	Butte	\$82,146	3,491	\$23.53
	San Benito	\$34,740	830	\$41.86	San Joaquin	\$403,939	17,301	\$23.35
	Solano	\$247,860	6,361	\$38.97	Kings	\$71,034	3,085	\$23.03
	Amador	\$15,536	408	\$38.08	Fresno	\$660,126	28,687	\$23.01
	Mono	\$1,304	36	\$36.22	Yolo	\$47,563	2,113	\$22.51
	Contra Costa	\$397,887	11,058	\$35.98	Humboldt	\$39,181	1,766	\$22.19
	Nevada	\$26,100	728	\$35.85	Sonoma	\$80,151	3,620	\$22.14
	Sacramento	\$1,173,769	33,804	\$34.72	Merced	\$181,226	8,215	\$22.06
	San Diego	\$1,090,436	31,422	\$34.70	Stanislaus	\$265,967	12,084	\$22.01
	Marin	\$41,050	1,204	\$34.09	Mariposa	\$5,028	235	\$21.40
	Santa Cruz	\$70,908	2,100	\$33.77	Tuolumne	\$13,446	655	\$20.53
	Placer	\$64,574	1,965	\$32.86	Tulare	\$305,278	14,974	\$20.39
	Kern	\$683,046	20,908	\$32.67	Tehama	\$28,435	1,413	\$20.12
	Ventura	\$235,195	7,502	\$31.35	Shasta	\$67,271	3,343	\$20.12
	Napa	\$25,522	832	\$30.68	Del Norte	\$17,382	874	\$19.89
	Yuba	\$55,590	1,839	\$30.23	Lake	\$24,522	1,247	\$19.66
	Mendocino	\$42,373	1,406	\$30.14	Lassen	\$8,401	448	\$18.75
Riverside	\$987,467	33,593	\$29.40	Glenn	\$8,518	456	\$18.68	
El Dorado	\$34,002	1,177	\$28.89	Modoc	\$2,262	127	\$17.81	