



CCWRO Welfare News-2021-11 12/21

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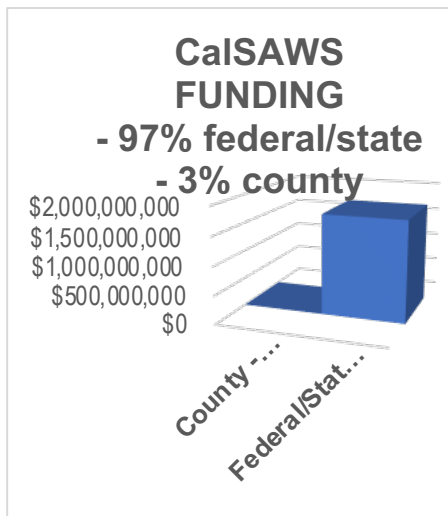
CalSAWS Update - Concerns

The CalSAWS statewide implementation process has been clouded by a lack of transparency and unanswered questions.

For example, CalSAWS publishes a “Change Control Board” (CCB) report identifying changes that have been approved and the number of hours that are being invested to make these changes. The CCB Report shows that

work order CA-232326
Other Person Count Report will need 468 hours of work.

It is nice that CalSAWS is letting the public know that they are using 468 hours to construct a report for “other person count”, however, details of why this is needed and why 468 hours is hidden in work order CA-232326 is unknown. These decisions are made in rooms that are not open to the public. Advocates in a public meeting asked CalSAWS Director Boule to provide a link to work order CA-232326. A link was shared, but when the public clicks on it, it takes us to a page entitled “403 forbidden”. Additionally, CalSAWS has consistently made presentations to legislative staff stating they are unable to make automation changes because they are



County Welfare Department Victim Report

Ms. B1QW781 of Los Angeles County receives CalWORKS. To complete the November 2021 Annual Redetermination, she received a packet and an interview on 10-25-21. Although previously submitted, LA demanded the birth certificates for each of her four (4) children. This violates MPP §40-126.35 which prohibits counties from asking for verification that was previously submitted. The birth certificates are already in the case file. She paid for the birth certificates since LA never informed her that the county will pay the fees for getting demanded verification. This violates MPP §40-126.332 which states: “Third Party - Fees If Necessary, the county shall pay a third party fee to obtain existing evidence of eligibility on behalf of the applicant”.

LA County also requested that she provide verification of social security income that she last received 8 long years ago. Now the county is unlawfully trying to stop her benefits for failure to provide verification. An advocate helped her avoid losing her benefits, but how many other families similarly situated were not lucky enough to find an advocate to save them from these types of unlawful actions by Los Angeles County Welfare Office?

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overwhelmed with the work required to get all 58 counties into one system, but aren't automation changes that benefit California's benefit recipients the purpose of the statewide CalSAWS system?

CalSAWS, an entity governed by counties for the counties, will pay a meager 3% of the total cost of implementation and management of CalSAWS, \$5,379,000, with the remaining 97% to be paid by State and Federal funding according to the 2021-2022 State budget docs. *Source: May revise Local Assistance Estimate Methodology, page 348.* (cont'd on page 2)

CalSaws Update, cont'd.

Every county has very different rules for General Assistance under Section 17000 of the Welfare & Institutions Code. CalSAWS is automating 58 other county general assistance programs – 3% funded by the county and 97% funded with state and federal funds. So, federal and state dollars are paying 97% of the cost of the 2,894 hours to automate the Los Angeles County General Relief program, which is supposed to be 100 percent funded with county funds. *See [CA-215672](#) DDID 2320/2314 FDS: GA GR Phase2 Batch 2 (4 Rules) - Income Rules and Corresponding NOA Reasons.* Los Angeles County will get 3398 hours to Modify LRS lobby applications to work with the new Self-Service Portal and 1201 hours to create a preview functionality for CalSAWS Lobby Kiosk and CalSAWS Lobby Tablet. What portion of that is for the Los Angeles County General Assistance Program? Is Los Angeles paying their share?

It's no wonder counties wanted to make sure that this is a system for the counties to be governed by the counties mostly paid by federal and state funds to pay for county programs. Maybe it's time for an audit of CalSAWS by the California Auditor Generals Office.

Maybe it's time for an audit of CalSAWS by the California Auditor Generals Office?

TABLE #1- CalSAWS County approved hours paid 97% with State and Federal Funds

Release	SCR #	DESIGN APPROVAL	Team Responsible	Hours
22.01	CA-232326	DDID 1631: Other Person Count, and Other Person Amounts are Not Represented in the CalSAWS Report Template	Reports	468
21.11	CA-215672	DDID 2320/2314 FDS: GA GR Phase 2 Batch 2 (4 Rules) - Income Rules and Corresponding NOA Reasons	Eligibility	2894 – <i>CCWRO Note: Funded by CalSAWS for Los Angeles County GFR program</i>
21.11	CA-217869	Modify LRS lobby applications to work with the new Self-Service Portal	Online	3398
22.01	CA-222133	Create preview functionality for CalSAWS Lobby Kiosk and CalSAWS Lobby Tablet	Online	1201

Counties Fail to Use Allocations For Families Living in Deep Poverty

Every year counties ask for more money. Often, counties complain that they do not have the resources to make changes that would bring them in compliance with various statutory mandates. These are just a few examples:

CalWORKs County Single Allocation Funding - In fiscal year 2020-2021 the Legislature approved \$2,394,284,000 for the county single allocation. The counties sent back \$706 million at the end of 2020-2021. In 2021-2022, the single allocation was reduced by \$217.8 million, while CalWORKs children continue to endure the ravages of deep poverty. In 2021-2022 over \$2 billion of CalWORKs money was diverted from the means-tested CalWORKs families as contribution to the General Fund.

CalWORKs Stage 1 Child Care - For fiscal year 2020-2021, the Legislature appropriated \$481.4 million and counties returned \$177.1 million. Meanwhile, many families were denied childcare by counties for various reasons, such exempt providers not being trustlined, etc. Interestingly, the CW 115 reports contain no information on how many children applied for Stage 1 childcare, how many were denied and why were they denied. Since the CW 115 reports don't tell us how many applications for Stage 1 childcare were denied and why, advocates have no way of knowing how many families have fallen through the cracks. This lack of transparency serves only to conceal the real-world harm suffered by children living in poverty as a result of overzealous denials by county welfare departments

San Bernardino's WtW Program had 1 person participating for every 2.5 persons sanctioned. The county received \$39.2 million but spent on \$17.2 million returning the remaining \$22 million in 2020-2021. However, they imposed sanctions upon families who probably did not have childcare approved – a violation of state law. **TABLE #2** reveals some of the large counties not using their Stage 1 childcare allocations.

TABLE #2 - Child Care Allocation Not Used

COUNTY	Allocation	Allocation NOT Spent	%
TULARE	\$23,430,004	\$19,968,192	85%
STANISLAUS	\$ 6,658,663	\$4,585,360	69%
SACRAMENTO	\$26,197,908	\$17,570,359	67%
SUTTER	\$1,192,259	\$795,074	67%
ORANGE	\$22,018,626	\$14,018,073	64%
SAN MATEO	\$3,030,750	\$1,918,078	63%
KERN	\$15,366,242	\$8,789,623	57%
SAN BERNARDINO	\$39,233,488	\$22,051,203	56%

Trafficking and Crimes Victim Assistance Program (TCVAP) were allocated \$8,678,000 in fiscal year 2020-2021, Yet, counties only used \$4,771,187 while unlawfully denying benefits to many TCVAP applicants. The theory that if you give counties the money with no oversight or direct supervision, they will do the right thing and use the money seems to be mistaken.

CalWORKs WtW "Substance Abuse" funding - Substance abuse treatment incredibly difficult to get in the low-income community, with few resources and few open intake or treatment slots available. In 2020-2021 the Legislature appropriated \$50.3 million for this purpose and counties only used \$16.3 million, leaving unused \$34 million – 65% of the funds. **TABLE #3** below shows some of the counties that did not use their substance abuse allocations.

TABLE #3 CalWORKs Substance Abuse FY 20-21 Allocation & Expenditures

County	Allocated	Not Spent	Percentage
STATEWIDE	\$50,314,000	\$33,945,239	67.47%
SAN DIEGO	\$4,413,589	\$2,751,844	62.35%
MERCED	\$356,731	\$214,424	60.11%
VENTURA	\$595,220	\$318,926	53.58%
SAN BERNARDINO	\$4,915,979	\$2,423,299	49.29%
SAN FRANCISCO	\$1,036,731	\$417,686	40.29%
BUTTE	\$959,498	\$384,420	40.06%
CONTRA COSTA	\$1,403,272	\$509,520	36.31%
ORANGE	\$1,362,014	\$295,246	21.68%
SONOMA	\$264,151	\$11,615	4.40%

CalWORKs Housing Support Program – For fiscal year 2020-2021 the legislature appropriated \$97 million for counties to assist homeless families. During FY 2020-2021 counties denied CalWORKs Homeless Assistance Benefits to over 3,600 homeless families. Many of the denials were for those seeking homeless assistance because they applied within a year of their last receipt of homeless assistance. Counties only used 18% of their allocation (\$17,245,406). **TABLE #4** lists the counties that failed to provide necessary housing support to its residents.

TABLE #4- FY 20-21 - Housing Support Program Funds Not Used

COUNTY	Allocation	Allocation NOT Spent	%
SAN JOAQUIN	\$ 1,293,333	\$ 814,918	63%
SAN MATEO	\$ 2,628,820	\$ 1,474,550	56%
NAPA	\$ 381,930	\$ 212,511	56%
SACRAMENTO	\$ 4,200,303	\$ 2,115,824	50%
MERCED	\$ 4,894,580	\$ 2,064,434	42%
TULARE	\$ 600,000	\$ 229,289	38%
KERN	\$ 1,663,019	\$ 617,798	37%
BUTTE	\$ 2,400,000	\$ 792,733	33%
ALAMEDA	\$ 2,158,632	\$ 541,013	25%
MADERA	\$ 482,549	\$ 120,639	25%

COUNTY VICTIM REPORT, (cont'd from pg 1)

Ms.22614423 of San Mateo County is a mom and a victim of skimming. She has four (4) children, two of whom are three years and younger. Thieves stole all of her \$980 Cal-Works benefits on December 1, 2021. She immediately called the EBT hotline and reported the theft. She was instructed to complete the EBT 2259 form and turn it to the county. She completed the form. She was also told to report it to the police department. She reported it. On 12-4-21, she received a Notice of Action stating: “On 12-4-21 San Mateo County issued a M16-705 EBT Adjustment Denial Notice stating “The county has denied your request to have \$980 credited to your EBT Cash Aid. Here’s why: You reported that on 12/01/21 an error happened and you did not receive the right amount of cash you tried to get, you were charged too much, or you did not make a purchase that day. After review it has been found that the right

amount was taken from your EBT Cash Benefit Balance and that the purchase of 12/01/21 was made with the EBT card given to you or your designated Alternate Cardholder.”

CDSS ACL 21-133 provides that CalWORKs stolen benefits will be replaced within 10 days. If the money had been stolen from a skimmed bank ATM, the \$980 would have been back on the ATM card right away. But because this is CalWORKs account and counties seem to act on the assumption that recipients are guilty of some malfeasance, it took over two weeks, and the help of advocates emailing a complaint to the County Welfare Director, State Welfare Director, and the County Board of Supervisors, to get her benefits placed back on her card. But what happens if a family with small children is not able to contact an advocate? Why doesn’t the county have to comply with the requirements of ACL 21-133?

Bad NOA in Sacramento County - Sacramento County issued a Notice of Action to Mr. & Mrs. 1BBCY58 that said “Effective 01-01-22, your CalFresh benefits are changed from \$206 to \$168 each month because: Your income has changed. When your income changes, the amount of CalFresh benefits you are eligible to receive changes.” However, Sacramento County failed to identify the source and amount of income as required by ACIN I-151-82. ACIN -I-151-82 explains the meaning of “adequate notice” is: “*In broader terms, the recipient needs to know and understand what is happening to the family’s aid. The recipient needs enough information to be able to judge whether or not the action is correct—including the detail of computation affecting the amount of aid.*” This notice, and thousands of similar NOAs issued by CalWIN, does not provide adequate notice and are therefore in violation of the US and California Due Process provisions of their respective Constitutions.

