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COUNTY WELFARE DEPARTMENT VICTIM REPORT

Los Angeles County Denies Family in Need of Aid for Not Providing Earnings Verification.

The information provided herein is based on the hearing decision in case number 105014229-632. For the purpose of this writeup, the Claimant shall be called Ms. Rodriguez – not her real name. Ms. Rodriguez, a Spanish speaking Claimant of Los Angeles County, applied for CalFresh on February 28, 2024, and CalWORKs on March 28.

Via a NOA, the CalFresh application was denied on March 29 for failure to submit earnings verification. Via a NOA, the County denied her CalWORKs application for failure to submit earnings verification on April 30, 2024. On May 2, Ms. Rodriguez requested a hearing to dispute the CalFresh and CalWORKs denial.

At the August 15 hearing, the County Representative testified that 1) the County needed information to complete the eligibility determination, but the income verification forms mailed to the Claimant failed to indicate the applicable time period for the income information, 2) the County did not receive the income verifications for the relevant time period, but then revised its position to say that it did and that no other information was needed to complete the eligibility determination for the Claimant.

Ms. Rodriguez testified that she was not working at the time of her application, and that she did provide income information, including paystubs to the County. (We do not know whose paystubs were being referenced in the hearing decision.)

(cont'd on pg 2)

Los Angeles County Call Center Data for October of 2024

Call Received	
October 2024	
Calls Entering CSC Numbers (IVR)*	921,616
Calls Received by CSC EW	635,640
Calls Resolved by CSC EW	349,186
Calls Resolution Rate	45%
Calls Not Resolved	214,683
Calls Abandoned	214,683
Abandonment Rate	34%
Total Wait Time by Program	
CalFresh	0:53:04
CalWORKs	0:46:19
General Relief	0:47:30
Medi-Cal	0:51:48
Monthly Average Wait Time	0:50:45

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Ultimately, the County and Claimant agreed to a stipulated decision: 1) rescinding both NOAs denying CalWORKs and CalFresh benefits, 2) reevaluating the Claimant's eligibility for CalFresh benefits effective February 28 and CalWORKs benefits effective March 28, 2024, and notifying the Claimant in writing. A stipulated decision can take up to 30 days to process.

We at CCWRO would like to note a couple of things here:

First, Ms. Rodriguez's CalFresh application was for February 28 and her CalWORKs application was for March 28. The stipulated decision was agreed to on August 15. It could take the County another 30 days to make a determination about her eligibility. So at best, Ms. Rodriguez had to wait more than five or six months to obtain aid that she was entitled to because the County failed to do its job properly.

Second, the Judge specified that under All County Letter 14-26, counties must use form [CW 2200](#), Request for Verification, when seeking required evidence from applicants. That form must list the specific date range for which verification is being requested and allow applicants 10 days to provide the needed information. The County Representative indicated that LA County did not specify the time period for which earnings were required, but nevertheless, the Claimant provided it.

Counties Violating the Prompt Tax Intercepts Refunds to CalWORKs and CalFresh Beneficiaries.

Some counties are not refunding improper tax collections made through the Treasury Offset Program (TOP) within 10 days of discovering that the amount - in whole or in part - was not collectible. CDSS program integrity monitoring reports reveal that some counties wait until the collection dollars from the TOP offsets are received before the county posts the TOP collection file to individual debt balances in the county's system or processes the refund. The problem with some counties' processes is that they prolong the wait that recipients have to endure to receive relief.

MPP §20-408.1 and ACL 19-04 states county welfare departments (CWDs) are required to promptly post the TOP collection file to the debts in their claims system and/or refund the client when there

has been an overcollection and the CWD shall pay the household any amounts overpaid as soon as administratively possible, but not later than 10 days after the overpayment to the government by the current or former CalWORKs and CalFresh beneficiary becomes known.

PRACTICE NOTE: Check with your county to determine what the county policies and procedures are for refunding improper tax intercepts from (TOP) CalWORKs and CalFresh overpayments within 10 days of discovering that the amount in whole or in part was not collectible. Do a public records act for these policies and procedures under Government Code Section 7920.000 et.seq.

CCWRO Training: In Home Supportive Services (IHSS) for Children

Thursday December 19th, 12pm – 1pm

Register Here:

[Registration for In Home Supportive Services \(IHSS\) for Children](#)

Did you know that children eligible for California's Medi-Cal program may qualify for the state's "In-Home Supportive Services" (IHSS)? This program offers a variety of in-home services that allow children and youth—including infants, toddlers, and school-aged children—to remain in their family homes with family caretakers or caretakers chosen by their parents or guardians.

CCWRO's one-hour presentation, **In Home Supportive Services (IHSS) for Children**, has been developed by experienced advocates in IHSS for children. The training will cover basic eligibility rules for IHSS child applicants and the procedures that county welfare department staff should follow to assess each child's needs for various types of daily assistance, such as bathing, toileting, dressing, cooking, and