

7. Expedited Service (ES)

7.1 Overview [63-301.5]

Eligible CalFresh households which meet certain criteria may qualify for expedited service (ES) at initial application or recertification. Households which qualify for ES:

- Must have benefits made available to them by the third calendar day after the date of application, and
- May have some verification requirements waived.

7.2 Eligibility [63-301.51]

Eligible households must meet one of the following criteria to qualify for ES:

- The household's monthly rent/mortgage and utilities exceed its combined gross monthly income **and** liquid resources. If the household is not billed separately for utilities then only rent/mortgage should be used in the calculation to determine entitlement to ES.



Note:

When this criteria is used to determine ES, the Standard Utility Allowance (SUA) must be used if the household is entitled, even if the actual expenses are higher than the SUA amount. If not eligible for SUA, LUA or TUA can be used.

- The household has less than \$150 gross monthly income and \$100 or less in liquid resources.



Note:

Disregarding resources under Modified Categorical Eligibility (MCE) does NOT apply to ES determination. Liquid resources (cash on hand, checking or savings accounts, savings certificates, and lump sum payments) must be counted and considered for ES determination.

- “Destitute” migrant or seasonal farmworker households with liquid resources of \$100 or less.

**Note:**

There is no limit to the number of times a household can be certified under ES procedures, **as long as** prior to each expedited certification, the household either completes the verification requirements that were postponed at the last expedited certification or was certified under normal processing standards since the last expedited certification (63-301.548).

7.3 Destitute Households

The term “destitute” applies only to migrant or seasonal farmworker households whose sole income in the month of application is from a new or terminated source as shown in the chart below. Migrant households may be considered destitute at initial application and at recertification, while seasonal farmworker households may only be considered destitute at initial application. [Refer to “Resources [63-501],” page 15-1] for a definition of migrant and seasonal farmworker.]

INCOME SOURCE*	DEFINITION
Terminated	Income that is normally received monthly or more often, and will not be received again from the same source during the rest of the month of application, or in the following month. For households that normally receive income less often than monthly, that income is considered terminated when it will not be received in the month when the next payment would normally be received.
New	Income of \$25 or less will be received from the new source by the 10th calendar day after the date of application.
New and Terminated	Income of \$25 or less from the new source will be received by the 10th day after the date of application, and income from the terminated source was received prior to the date of application.

* The migrant worker's source of income is considered to be the grower, not the contractor. Therefore, if a migrant worker travels with the same contractor, but moves from grower to grower, the income received from a new grower is considered to be from a new source.

7.4 Determining ES Entitlement

- The County must use the ES criteria above to determine households' eligibility for ES at screening at any time during the application process.

7.5 Application

Completion of the appropriate section/questions on one of these forms constitutes an application for ES CalFresh:

- “[INITIAL APPLICATION FOR CALFRESH, CASH AID, AND/OR MEDI-CAL/HEALTH CARE PROGRAMS](#) (SAWS 1), page 1 of 2,
- “[APPLICATION FOR CALFRESH, CASH AID, AND/OR MEDI-CAL/HEALTH CARE PROGRAMS](#)” (SAWS 2 Plus), page 1 of 18,
- “Application for CalFresh Benefits” (CF 285), Page 1 of 10, or
- MyBenefits CalWIN, Expedited Service Section of the online application.

7.6 Informing Requirements

The ES regulation requires counties **verbally** inform all potential CalFresh applicants of the right to ES and the availability of assistance in filling out the application. Counties are required to identify households entitled to ES at the time the household files a paper or an on-line application.

Effective January 1, 2013, Assembly Bill (AB) 1359 requires counties to screen **all** CalFresh applications to determine if applicants meet the criteria for ES, even if they did not request for ES by answering the ES questions either on the CF 285, SAWS 1, SAWS 2 Plus, or online application form (i.e., Benefits CalWIN).

7.7 Conference for Households Not Entitled to ES

While there is no requirement that applicants be notified of their ineligibility for ES, state and federal regulations require counties to offer an agency conference.

The agency conference is a process that allows the household the right to request a face-to-face meeting with an eligibility staff to informally resolve any dispute as to whether the household meets ES criteria. The agency conference cannot supplant or interfere with a state hearing request.

The County must provide information about the right to an agency conference at the same time the household is informed of possible ES entitlement and processing.

The agency conference must be scheduled within two working days of the request, unless the household requests that it be scheduled later or states that they do not wish to have an agency conference. If the EW is unable to contact the household to schedule the agency conference, the application will continue under normal application process (i.e., 30 days). The EW should document in the case file the client's request for an agency conference, including the scheduled date and the results of the conference.

7.8 Interview Requirements

PACF households must be informed that they may apply for CalFresh benefits at the same time and must be required to complete only a single application for both programs. PACF households are not required to have two separate interviews for CalWORKs and CalFresh; however, the only exception to conducting a separate CalFresh interview is to prevent any delay in the processing of ES.

7.9 No Show

If the client fails to complete the interview, then the application is processed within the 30 day time frame as regular CalFresh.

7.10 Computer Tracking

State law requires counties to report on ES application processing. To provide the mandated statistics, the date of an ES application and the date of its approval or denial, must be recorded into CalWIN during the **Application Registration** process.

7.11 Documentation

Whether a household completes any part of Expedited Benefits section on the CalFresh application, **all** applications must be screened for ES, and the County Use Section pertaining to ES must be completed by the EW to indicate that:

- The case was evaluated for ES, and
- ES was approved or denied.

The reasons for denial should be documented in the case record.

7.12 Timeliness Standards

The County must provide households with an active EBT card and PIN number made available to access benefits that have been posted onto their EBT account and made available for use within the ES issuance timeline. [Refer to “Issuance Deadline [63-301.531],” page 7-6]

The County must post benefits to the household’s EBT account and mail or have EBT cards available for pick-up in time to ensure that the recipient can access his/her benefits by the three day ES timeframe. Mailing time does not count toward the ES three day timeframe.

For applications completed with an interactive interview, and a telephonic signature is acquired, the filling date is the date of the interview. The three-day ES timeline begins from the date TS is captured.



Example:

An applicant files his/her application on Monday (day zero) and is determined eligible for ES. The EW calls the applicant and completes the interview on Tuesday (day one). The same day the EW informs the applicant to come into the office to pick up his/her EBT card and select their PIN number to access their CalFresh benefits. The applicant is having car trouble so he/she asks the EW to mail the card instead. The EW mails the EBT card and PIN number separately to the applicant household that afternoon. The ES clock stops when the EW mails the EBT card and PIN number to the household. The household receives the EBT card on Thursday (day two) and PIN number on Friday (day three). The County has met the ES timeframe on day one when both the EBT card and PIN number were put in the mail at the household’s request.



Reminder:

If the client was not eligible for ES at application but the ES application is pending, the worker **must** deny the ES application in CalWIN before approving regular CalFresh benefits. Otherwise, if the client’s situation has changed since the application, CalWIN will approve the CalFresh ES application along with the regular CalFresh application, causing the case to be out of compliance with CalFresh ES regulations.



Example:

Rico Mole applies for CalFresh on 03/20. He indicates he would like ES CalFresh benefits and is referred to Triage. It is determined that he does not meet the criteria for ES CalFresh. However, due to an oversight, the ES denial is not entered into CalWIN. On 04/06, Rico returns to the office for his regular CalFresh appointment. He has lost his job and is out of money. The worker enters the changes in his circumstances into CalWIN.

Both the ES and regular CalFresh applications are still pending. It is imperative that the

application for ES CalFresh benefits dated 03/20 be denied. If it is not, CalWIN will approve the pending ES CalFresh application dated 03/20. This will cause the case to show as being out of compliance with CalFresh ES regulations.

7.13 Issuance Deadline [63-301.531]

Follow the chart below to determine the CalFresh issuance deadline for an ES household.

APPLICATION TYPE	DEADLINE
New application	3rd calendar day after the date of application. (Even if the normal staggered issuance date is after this date).
Recertification (RC) or reapplication after less than a month's break in benefits.	Whichever is later: <ul style="list-style-type: none"> • 3rd calendar day after the date of application, or • The HH's normal issuance date.



Example:

An eligible household files an ES application on Monday. Begin counting the three days on Tuesday. Benefits must be available to the household by Thursday, the third calendar day.



Example:

An eligible household files an ES application on Monday, the 1st of the month. The household's stagger day is Friday, the 5th of the month. Benefits must be issued by Thursday, the 4th of the month (three calendar days after the date of application).

A weekend (Saturday and Sunday) counts as one calendar day. However, when the third calendar day after the date of application falls on a weekend or holiday, benefits must be made available to the recipient on the first workday immediately preceding the weekend or holiday.



Example:

If an ES application is filed on Thursday, benefits must be made available to the household on Monday. However, if Monday is a holiday, benefits must be made available on Friday (or Saturday, if benefits can be issued on that day).

7.14 Late Determinations [63-301.533]

If ES entitlement is discovered at the interview or any time during the application process, the ES time clock starts from the date the County became aware the household was entitled to ES procession (this is the date of discovery). In this circumstance, the three-day processing standards must be calculated from **the date of discovery** not the date the application was filed.



Example:

On May 1, an application is submitted and screened for ES entitlement. The household is not entitled to ES therefore, the County schedules the household for a normal processing interview appointment on May 10. The household shows up for their interview and informs the eligibility worker that their circumstances have changed and provide sufficient information which makes them entitled to ES, along with proof of identity (May 10 becomes date of discovery - day one). Applicant comes back the following day to pick up EBT card with benefits and PIN number (day two).

The **Maintain Case Comments** window must be documented to show that ES eligibility was discovered on May 10, and that CalFresh was approved within three days.



Example:

An applicant files a completed CalFresh application and is screened ES entitled on Friday, September 1 (day zero). The county schedules an interview for September 4 (after the weekend which is counted as one day). The household misses the interview scheduled on September 4 (day two). The County sends the NOMI to the household. The household contacts the County two days later and schedules a second interview on September 10. On September 10, the household shows for their interview and complies with the requirements to complete the interview process. If the applicant is still entitled to ES, the application must be processed under the ES time line (this becomes day one).

7.14.1 Discovery Date

The [Programs Requested] Tab of the **Collect Case Summary Detail** window has been modified to capture the **Discovery Date and Discovery Reason**. These fields are mandatory if the *Emergency Request* button is pressed. The EW must validate the Discovery Date as it will default to the Application Date and should be changed to the date of discovery.

The latest discovery date and action date for Expedited Service eligibility result will be used in the management reporting extract that populates the DFA296 so that timely processing is accurately captured based on the most recent activity.

**Note:**

The Add Emergency Request button remains disabled if ES is in pending status or Food Stamps are closed.

When ES entitlement is denied or discovered late, the worker must initiate ES using the “**Discovery**” field in the **Collect Case Summary Detail** window:

1. Click the **Add Emergency Request** button from the **Program Requested tab** of the Collect Case Summary Detail window.
2. Validate the Discovery Date as it will default to the Application Date and change it to the date of discovery.
3. Select the appropriate reason for the last discovery.

7.15 Mail Applications

When a mail application is received incomplete and must be returned to the client, do not count the following days as part of the ES processing time period:

- Days the application is in the mail to and from the household, or
- Days the application is in the household's possession.

7.16 SSN Requirement [63-404.21]

ES households are not required to provide or apply for a Social Security number (SSN) until after receiving their first allotment. They must, however, provide an SSN or proof of application for an SSN for all household members before the next issuance.

7.17 Work Registration [63-301.541(d), 63-407.1]

All nonexempt household members must be registered for work before ES CalFresh may be issued.

Questionable work registration exemptions must be verified prior to issuance, if possible. However, verification must be postponed if it will prevent issuing benefits by the ES deadline.

7.18 Verification [63-301.54]

Use the chart below to determine ES verification requirements.

Mandatory Verification	Verification That May Be Postponed	
Identity must be verified before issuing ES benefits. A picture ID is NOT required.	When necessary to issue benefits by the ES deadline, verification for the eligibility factors below may be postponed. Make all reasonable efforts to obtain these verifications before issuing benefits, but do not delay benefit issuance beyond the ES issuance deadline. <ul style="list-style-type: none"> • Residence (may be postponed indefinitely for homeless HHs, and until next RC for migrant farmworker or newly arrived HHs) • SSN • Income • Deductions • All other required verification. 	
	Postponement Time Period	
	For a migrant HH missing out-of-state verification,	Until the 60th day after the application date.* (Recertify the HH for a normal certification period while waiting for the verification.)
For all other HHs,	Until the 30th day after the application date.* (Recertify for a normal certification period while waiting for the verification.)	
* Exception: Residence verification may be postponed: <ul style="list-style-type: none"> • Until the next RC for migrant farmworker or newly arrived HHs. • Indefinitely for homeless HHs. 		

7.19 When Postponed Verification Isn't Received [63-301.541]

Follow the chart below when a postponed verification is not received by the applicable deadline (60 days for out-of-state migrant household verification; 30 days for all other households).

IF THE MISSING VERIFICATION AFFECTS...	THEN...
The HH's eligibility or benefit level,	Discontinue the entire HH. A NOA is not required.
An individual HH member's eligibility,	Discontinue the individual. Send an adequate (not 10-day) NOA to advise the household that benefits are reduced.
The child support deduction,	Compute eligibility and benefits without the deduction.

7.20 NOA Requirement [63-504.261]

ES ACTION	NOA REQUIREMENT
Approval or denial of ES	A separate ES approval or denial notice of action (NOA) is not required in addition to the normal CalFresh approval or denial NOA. However, certain information must be added to the approval NOA for ES households with postponed verification. [Refer to the pages on postponed verification later in this section for a list of this information.]
HH discontinued because postponed verification wasn't provided	A NOA is not required.
HH member discontinued because postponed verification for that member only wasn't received; HH benefits will be reduced	Send an adequate (not 10-day) NOA to advise the HH that benefits will be reduced because postponed verification was not received for the individual HH member.
Eligibility and benefits computed without a child support deduction because postponed verification wasn't provided	Send an adequate (not 10-day) NOA to advise HH that benefits will be reduced or discontinued because postponed verification was not received for child support.

7.21 Certification Periods [63-301.544]

Use the chart below to determine certification periods for households which qualify for ES:

HOUSEHOLD CLASSIFICATION	CERTIFICATION PERIOD
All CalFresh households	12 months for predictable circumstances.
All members are elderly or disabled	24 months.

7.22 Households with Postponed Verification [63-301.544]

Follow the steps below for households with postponed verification.

STEP	ACTION
1.	Establish a normal certification period.

STEP	ACTION	
2.	IF THE HH APPLIED . . .	THEN ISSUE BENEFITS FOR. . .
	1 st -15 th of the month,	The 1 st (application) month. EXCEPTION: Issue benefits for both the 1st and 2 nd months if ES eligibility is discovered late and it is already the 2nd month when the application is approved.
	After the 15 th of the month,	The 1 st and 2 nd months at the same time.
3.	<p>Issue an approval NOA, including the following information:</p> <ul style="list-style-type: none"> • What verifications were postponed. • If applicable, that the entire HH will be discontinued for a missing verification of: <ul style="list-style-type: none"> • Income, • Resources, • Residence (except for homeless, migrant farmworker, or newly arrived households), or • Any deduction that is not received within 30 days after the date of application. • If applicable, that an individual HH member will be discontinued if SSN, or student or alien status verification is not received within 30 days after the date of application. • No advance notice will be given if verification (or lack of child support verification) results in changes in the household’s eligibility or benefit level. 	
4.	<p>Set an alert to:</p> <ul style="list-style-type: none"> • Discontinue benefits for the individual or household within 30 days of the application date if the missing verification has not been provided. [Refer to “When Postponed Verification Isn’t Received [63-301.541],” page 7-9].] <ul style="list-style-type: none"> • If postponed verification affects only some individual(s) in the household (such as proof of an SSN, or verification of alien or student status), then discontinue only the affected individual(s); not the entire household. • Households which are initially certified as nonassistance, but which later become categorically eligible (CE), must still provide all the verification which was required at the initial nonassistance ES certification. ES provision take precedence over CE rules in this circumstance. • Recompute eligibility and benefits if child support verification has not been provided. 	
5.	Document on the Maintain Case Comments window that the ES with postponed verification.	
6.	<p>If the missing verification (including verification of a deduction other than child support) is not received by the 30th day after the date of application, discontinue benefits. [Refer to “When Postponed Verification Isn’t Received [63-301.541],” page 7-9].]</p> <p>If the entire household is discontinued, a NOA is not required.</p> <p>If an individual household member is discontinued, send an adequate (not 10-day) NOA to advise the household of the benefit reduction.</p> <p>If benefits are discontinued or decreased because a child support deduction is disallowed, send an adequate (not 10-day) NOA.</p>	

7.23 Postponed Verification Examples



Example:

Missing SSN Verification

A member of the applicant household does not have an SSN or proof of application for one within the ES processing timeframe.

Certify the entire household for ES pending verification of the SSN. If the missing SSN (or proof of application) is not provided by the 30th day following application, discontinue that household member only. Send an adequate (not 10-day) NOA.



Example:

Missing Deduction Verification

An applicant household is missing verification of rent and child support deductions which cannot be provided within the ES timeframe.

Certify the household and allow the deduction in the month of application with postponed verification.

If the postponed verification is not received by the 30th day following application, discontinue the entire household. A NOA is not required.

If the rent verification is received, but the child support verification is not, recompute continued eligibility and benefits without the child support deduction. Child support is the only deduction for which a discontinuance is not required when an ES postponed verification is not provided by the household.



Example:

Missing Deduction: NA HH Becomes CE After ES

A household files a joint application for CalWORKs and CalFresh and is approved for ES with postponed verification of a deduction. The household is later determined eligible for CalWORKs and becomes CE. The postponed verification of the deduction is not provided by the 30th day from the date of application.

As a result of the household being certified under ES, all ES requirements would still apply. Therefore, as the postponed verification (of the deduction) would affect the household's eligibility or benefit level, discontinue the entire household. A NOA is not required.



Example:

Missing SSN Verification: NA HH Becomes CE After ES

A household files a joint application for CalWORKs and CalFresh and is approved for ES. A member of the household does not have an SSN or proof of application for one. The household is certified for CalFresh pending verification of the SSN. The verification is not submitted by the 30th day following application. After the 30th day, the household is approved for CalWORKs and becomes CE.

Since the missing SSN information (an individual eligibility factor) was not provided by the 30th day, discontinue only that household member. Send an adequate (not 10-day) NOA.

In addition, as CE status does not take precedence over ES provisions, the affected household member will continue to be ineligible until the SSN information is provided.

7.24 Migrant/Seasonal Farmworkers with Postponed Verification

The following are ES verification regulations specific to migrant Farmworker households:

- When the only missing verification is from an out-of state source, migrant HHs must receive the second month's benefits **regardless** of when the application was submitted during the month of application.
- Migrant farm worker HHs must be entitled to postpone our-of state verification only once each migrant farm season. If a migrant farmworker HH is entitled to ES and has already received this exception during the current migrant farm season, the County must grant a postponement of the our-of state verification for only the initial month.
- When postponed verification is received, issue the third month's benefits within five working days from receipt of the verification or by the first working day of the third month, whichever is later.
- If the out-of-state verification is not completed within 60 days, following the date the application was filed, the case must be discontinued. The household is not entitled to ES when they reapply or restored their eligibility.

- A migrant farm season is defined as having a clear beginning point and ending point between which migrant farmworkers travel. When they are not migrating to work they are residing at one location which they regard as home. In this case, the season would be the period during which the migrants are traveling to work. If a migrant farmworker travels constantly with no break period, the season will be considered the calendar year.

7.25 Summary

The Guide Below is a Summary of ES Regulations.

Eligibility Factor	Requirement	
Eligibility Criteria	<ul style="list-style-type: none"> • Housing and utilities exceed gross income and liquid resources, or • Less than \$150 gross income and \$100 or less liquid resources, or • Destitute migrant/seasonal farmworkers with \$100 or less liquid resources. 	
Informing Requirement	All CalFresh households must be verbally informed of the right to ES when filed their application with the county office, or during the interview.	
Screening Requirements	All CalFresh application must be screened for ES, even if HHs did not complete the ES questions on the SAWS 1, SAWS 2 Plus, or CF 285.	
Issuance Deadline	APPLICATION TYPE	DEADLINE
	New application	3 rd calendar day after the date of application (even if this comes before the HH's normal staggered issuance date). [Refer to "Issuance Deadline [63-301.531]," page 7-6].]
	RC or application with less than a month's break in benefits	Whichever is later: <ul style="list-style-type: none"> • 3rd calendar day after the date of application, or • HH's normal issuance date. [Refer to "Issuance Deadline [63-301.531]," page 7-6].]
SSN	SSN or "SSA Referral Notice" (MC 194) required before 2 nd issuance.	
Work Registration	Required for nonexempt HH members, but verification of exemption may be postponed	
Verification	Required: ID for head of HH and/or AR. Make all reasonable efforts to obtain, but may postpone: <ul style="list-style-type: none"> • Residence • Income (or statement of no income) • Liquid resources • All other required eligibility factors Special requirements apply to HHs with postponed verification.	
Certification Periods	Household Classification	Certification Period

Eligibility Factor	Requirement	
	All households except elderly/disabled,	12 months
	All members are elderly or disabled,	24 months
Computer Tracking	Computer entries are required to record ES applications and approval or denial dates.	
NOAs	<p>A separate ES NOA is not required. Handwritten entries are required on the approval NOA for a HH with postponed verification.</p> <p>A discontinuance NOA is not required when the household failed to provide postponed verification.</p> <p>An adequate (not 10-day) NOA is required when benefits are reduced or terminated as a result of received verification that was postponed for expedited service (e.g. excess income).</p>	

7.26 Expedited Services Triage Process

It is critical that applications for expedited services (ES) are processed within the allotted time frames so that clients are paid benefits timely to which they are entitled and to avoid serious financial implications for not meeting stringent time lines set by the Federal and State government.

The following procedures must occur when processing an application for expedited services:

Step	Who	Action
1.	Client	<ul style="list-style-type: none"> • Applies for CalFresh.
2.	Clerical	<ul style="list-style-type: none"> • Gives the SCD 41 and the CalFresh application packet to Triage EW units.
3.	Triage EW	<ul style="list-style-type: none"> • Screens all CalFresh applications for ES. • Determines ES eligibility and documents on the County Use only section of the SAWS 2 Plus or CF 285, MyBCW application of determination.
4.	Application Support	<ul style="list-style-type: none"> • Schedules the ES approved for an appointment with Emergency Unit EW.
5.	Emergency Unit Worker	<ul style="list-style-type: none"> • Accesses CalWIN and reviews the case. • Conducts the interview and informs the client of his/her rights and responsibilities. • Processes the case to disposition (approval or denial).

[Refer to “Triage Business Process,” page 59-9]] for more detailed procedures.

7.26.1 Approval of Expedited Services Application

The following procedures must be followed after it is determined that the client appears ES eligible:

Who	Action
Clerical	<ul style="list-style-type: none"> • Receives the CalFresh application indicating it is an CalFresh ES. • Schedules an CalFresh ES appointment, ensuring the three day time frame is met. <p>NOTE: For the GA office, registers application. The appointment was already given by Triage.</p> <ul style="list-style-type: none"> • Provides information and instructions to the client. • Places the CalFresh application in the designated basket for expedited services processing. <p>Note: If the application indicates the client is not CalFresh ES eligible, follows regular procedures to process the application.</p> <ul style="list-style-type: none"> • Completes the application/registration function including entering Special Indicators for CalFresh ES Ineligible and Batch Exceptions. • Places the CalFresh application in the designated basket for emergency assignment. • Assigns application to the emergency worker/unit.
Eligibility Worker	<ul style="list-style-type: none"> • Receives the application for CalFresh ES approvals. • Interviews the client. • Approves, authorizes <u>and issues</u> CalFresh ES benefits in CalWIN the same day or by the next day to ensure compliance with State and Federal regulations. <p>Note: In order to meet the CalFresh ES time lines, it may be required for the CalFresh ES benefits to be issued as a non-system determined issuance (NSDI) when the worker is unable to authorize the benefits through CalWIN (e.g., due to the 543 error message.)</p> <ul style="list-style-type: none"> • Takes all other appropriate actions and provides the client with an EBT card the same day. <p>Note: If during the interview the EW subsequently discovers the client is NOT ES eligible, the CalFresh ES portion must be denied immediately.</p>
Eligibility Work Supervisor	<ul style="list-style-type: none"> • Ensures his/her staff issues benefits for CalFresh ES approvals the same day by utilizing the "Pending ES Approvals" (CABX0007) Report on a daily basis. • Monitors the issuance of CalFresh ES benefits by utilizing the "CalFresh Expedited Services Last Week Over 3 Days" (CABX1476) Report on a weekly basis. When it is noted that CalFresh ES benefits were paid after the three day time frame, discusses the issue with his/her respective staff immediately and establishes corrective action measures to ensure compliance with State and Federal Regulations.

7.26.2 Denial of Expedited Services Application

The following procedures must be followed after it is determined that the client does NOT appear ES eligible:

Who	Action
Clerical	<ul style="list-style-type: none"> • Receives the CalFresh application from the designated basket. • Completes the application/registration function including entering Special indicators for IN/ES CalFresh and Batch Exceptions. • Places the application in the designated basket for denials. <p>Note: North and South County District Offices will batch and forward them for Centralized Application/Registration processing.</p> <ul style="list-style-type: none"> • Receives applications for CalFresh ES denials. • Creates a listing of CalFresh ES denials indicating the client's name and case number. • Delivers the list on a daily basis to the Triage who is responsible for entering CalFresh ES denials into CalWIN within the required time frames. • Returns the application for regular assignment.
Triage	<ul style="list-style-type: none"> • Receives the listing of CalFresh ES denials on a daily basis. • Reviews the Special Indicator IN/ES FS along with Batch AUs. <p>Note: The EW may need to end date/delete if the client is a "no show."</p> <ul style="list-style-type: none"> • Runs EDBC. • Authorizes CalFresh ES program ONLY. • Reviews and deletes correspondence, as appropriate.
Eligibility Work Supervisor	<ul style="list-style-type: none"> • Utilizes the "CalFresh ES Ineligible" (CABX0008) Report on a weekly basis to monitor ES denials and to ensure that ES denials are occurring prior to authorization of regular benefits. Discusses cases that are not authorized appropriately with staff, and reviews processes to ensure any and all corrective action measures are taken to ensure compliance with State and Federal regulations.