15. SAR 7 Processing

15.1 Policy

15.1.1 GA Policy [105] - Reporting Responsibilities

An applicant or recipient shall report all changes in circumstances which affect aid to the Department within ten days of occurrence. In addition, applicant(s) or recipient(s) shall report all changes in circumstances which affect aid to the Department on the next periodic income report form, or at the next reinvestigation meeting with the Department, whichever is required by the Department.

15.2 Definitions for Semi-Annual Reporting Prospective Budgeting (SAR/PB) Terms

For purposes of the GA Program, the income and needs are always prospectively budgeted. This is NOT new. In addition, SAR/PB does NOT change income and budgeting policies and procedures for GA.

The following Semi-Annual Reporting/Prospective Budgeting (SAR/PB) terms apply to the General Assistance Program:

15.2.1 SAR Data Month

The SAR Data Month is the month for which the household reports all information necessary to determine eligibility. The SAR Data Month is the fifth month of each semi-annual period.

15.2.2 SAR Submit Month

The SAR Submit Month is the month in which the SAR 7 is required to be submitted to the county. The SAR Submit Month is the sixth month of each semi-annual period.

15.2.3 SAR Payment Period and Cycle

The SAR Payment period is the period in which benefits are issued. The SAR Payment Period begins the first day immediately following the SAR Submit Month.
The 6 six-month SAR cycles are determined as demonstrated in the following chart:

<table>
<thead>
<tr>
<th>Cycle 1</th>
<th>Cycle 2</th>
<th>Cycle 3</th>
<th>Cycle 4</th>
<th>Cycle 5</th>
<th>Cycle 6</th>
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<tr>
<td>January/July</td>
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<tr>
<td>June/December</td>
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<td>September/March</td>
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<td>November/May</td>
</tr>
</tbody>
</table>

15.3 Rights & Responsibilities Explanation to Client

The EW must explain the General Assistance Program rights and responsibilities to the client and complete the following:

- Provide the client with a copy of the “Important Information for Applicants and Recipients of General Assistance” (GA 14).
- Advise the client that all changes in circumstances and income must be reported within ten days of occurrence and reported on the “Semi-Annual Eligibility/Status Report” (SAR 7).
- Provide the client with a “Semi-Annual Eligibility/Status Report” (SAR 7) and the “Instructions & Penalties Quarterly Eligibility/Status Report” (SAR 7 addendum), and the form SAR 7A “How to Fill Out Your SAR 7".
15.4 SAR 7 Requirements

All GA clients are required to submit a “Semi-Annual Eligibility/Status Report” (SAR 7) once per semi-annual reporting period, which is due in the SAR Submit Month (the sixth month of the semi-annual period). The SAR 7 is due between the 1st and 5th of the SAR Submit Month.

15.4.1 Semi-Annual Reporting Requirements

The client must be explained the following SAR 7 reporting requirements and procedures:

- The SAR 7 is a required form with no substitutes allowed.
- The SAR 7 is due by the 5th of the SAR Submit Month. If this falls on a weekend or holiday, it is due on the first business day following the 5th of the month.
- The client must list all changes on the SAR 7 which have occurred in the semi-annual period.
- The SAR 7 must be properly completed. [See “Complete SAR 7” on page 4.]

15.4.2 CalFresh and Medi-Cal Income Reports

All active CalFresh and/or Medi-Cal cases in which an income report or RRR packet is received while the case is being processed in GA intake unit must be processed by the Intake Worker. Failure to do so may cause payment errors and a loss of County funds.

15.5 Receipt of SAR 7’S

When a SAR 7 is received, clerical scans the SAR 7 into CalWIN Periodic Reporting subsystem and captures it in IDM with any attachments. The SAR 7 is then discarded and the attached original verifications are returned to the client. An alert is sent to the EW of record that a SAR 7 for the case has been received.

Note:

Since the SAR 7 is signed under penalty of perjury, faxed SAR 7s are acceptable. If questionable, follow-up by requesting the original SAR 7.
15.5.1 **SAR 7 Not Received by the 11th of the Month**

When the SAR 7 is not scanned or recorded as received by the 11th of the month, CalWIN automatically places benefits on hold.

If the case discontinues due to non-receipt of the SAR 7, CalWIN generates and mails the appropriate X NOA to client.

When the case has been discontinued after X NOA batch, and a SAR 7 is later received, scanned or manually logged-in, a user will have to enter the SAR 7 as “Received,” and “Complete” or “Incomplete - Ok” for benefits to go out by Calendar Month End or Fiscal Month End. The EW must complete the “Rescind” process per OLUM to restore programs.

When the client provides an acceptable SAR 7 by the end of the Submit Month, and the status of the periodic report is changed to received with “good cause”, CalWIN automatically runs EDBC in batch, rescinds the discontinuance, and authorizes the case action in order to restart Benefit Issuance.

If the client does not provide an acceptable SAR 7 by the end of the Submit Month, the case will remain in discontinuance status.

15.6 **Complete SAR 7**

15.6.1 **General Guidelines**

In order to be considered complete, the following general guidelines apply:

- All questions must be answered.
- All boxes must be checked.
- All evidence/proof/verifications must be attached.
- The form must be signed by the appropriate person(s), dated correctly and returned by the last day of the submit month.
- Explanations/information must be clear and complete to the extent that CalWIN is able to determine GA eligibility and the correct grant amount once information is entered into CalWIN and the EW runs EDBC.

When a periodic report is incomplete for one or more programs it must be recorded as “Incomplete-Not OK” in the **Periodic Reporting** subsystem and a “Y NOA” will be generated.
If the SAR 7 or required verifications are not provided by the end of the month, the case will be discontinued at the end of the month.

15.6.2 Specific Provisions

Date

The date the SAR 7 is signed must be no earlier than the 1st day of the SAR Submit Month. This requirement is met when the date entered on the SAR 7 by the client, together with other dated material provided with the SAR 7 and the date on which the SAR 7 was mailed or given to the client, clearly establishes that the SAR 7 was signed no earlier than the first of the SAR Submit Month.

Example:

- CalWIN generated SAR 7 is for December 2016 but the client inadvertently signs and dates it January 6, 2016. The SAR 7 itself establishes that it was signed January 6, 2016. The SAR 7 is acceptable.

- CalWIN generated SAR 7 for December is sent to the client on December 21. The client signs and dates it December 2. The check stubs are for the whole month of December and the envelope with the SAR 7 is postmarked January 3. All the information indicates the client inadvertently wrote “December” instead of “January.” The SAR 7 would be acceptable.

- CalWIN generated SAR 7 for March is sent to the client on March 21. The worker receives the SAR 7 back on April 2. It is dated March 28 and postmarked April 1. All of the information indicates it was signed before the 1st of the SAR Submit Month. The SAR 7 is not acceptable.

Anytime the EW accepts a SAR 7 dated before the 1st of the SAR Submit Month and considers it complete, he/she must have the SAR 7 scanned into IDM and document in the Maintain Case Comments window the basis for determining that the SAR 7 was not completed in the appropriate month.

15.6.3 Address

The address along with other information provided on the SAR 7 must be sufficient for the county administrative purpose of locating the client.

All clients must provide a specific mailing address in the county for purposes of receiving General Assistance Notice of Action. Post Office boxes will only be acceptable for rehabilitation houses and specific areas of Alviso and South County which are not provided with home delivery by the Postal Service. The information MUST be verified PRIOR to using a P.O. Box mailing address.
15.6.4 Homeless Address

General Assistance (GA) homeless applicants/recipient may use an alternative mailing address, such as, address of a friend, family, U.S, or P.O. Box address. The form “Social Services Mail Request/Agreement” (SCD 1483) must be completed by clients to indicate an alternate mailing address where they which to receive mail from Social Services. Workers must verify local address and/or P.O. Box. At no time shall an “out-of-county” address be used. [Refer to “Homeless Mailing Address,” page 28-1] for specific procedures.

When processing a SAR 7 and the client reports an address change and does not provide the verification, the EW must contact the client for clarification. If unable to contact the client, it must be recorded as “Incomplete-Not OK” in the Periodic Reporting subsystem and a “Y NOA” will be generated because there are potential eligibility problems that must be clarified.

15.6.5 Signature

The following are the SAR 7 Signature requirements:

• The signature of the client is required.

• If signed with an “X”, the witness to the mark must also sign the SAR 7.

• For married couples living together, both signatures are required.

• The SAR 7 may be completed in ink, pencil or any other writing utensil the client has at their disposal.

Reminder: The SAR 7 must be IDM.

15.6.6 Telephonic Signature for Incomplete Periodic Reports

A telephonic signature (TS) is a type of electronic signature using an individual’s recorded spoken signature or verbal assent in place of an actual written signature and is considered legally enforceable.

When an incomplete Periodic Report (SAR 7) is received, the client may be contacted by phone to provide any missing information and to sign and date the report by phone with a TS. Refer to [“Processing Incomplete Periodic Reports,” page 45-6].

15.6.7 Other Informational

Other information must be sufficiently complete to make eligibility determinations.
• If clarification is needed on pay days, and/or no check stubs are provided, or if verification has not been provided for all income claimed on the Display Earned Income Summary window, EW will mark the SAR7 as incomplete on the Maintain Periodic Reports Program Details window in the Periodic Reporting subsystem. Reported income must include all earned, unearned, exempt and nonexempt income.

Reminder:

For purposes of the GA Program, the income and needs are always prospectively budgeted.

Note:

It is not necessary for the client to list the GA payment as the department has a record of it.

• Earned income — Verification from the employer must include the gross income amount, mandatory deductions, and the date received.

• Unearned income — Verification of amount and the date received is necessary.

• Verification of income is required:
  • At intake,
  • At initial receipt of payment, or
  • At the time of any change in the amount of payment.

• The EW must mark the SAR 7 as incomplete in the Periodic Reporting subsystem on the Maintain Periodic Reports Program Details window and send a “Y NOA” to the client when:
  • The information pertaining to income is not listed or is listed incorrectly but verifications are attached and the budget can be computed.
  • The information pertaining to income is listed but verifications are not submitted.

Consistency of Information

All information on the SAR 7 must be consistent with other information which the county has previously verified as accurate. If there is an inconsistency which brings eligibility or the grant amount into question, the EW must mark the SAR 7 as incomplete in the Periodic Reporting subsystem on the Maintain Periodic Reports Program Details window and send a “Y NOA” to the client.

15.6.8 Incomplete SAR 7 - “Y” Hold Procedures

If the SAR7 is received incomplete or incorrect the EW must:
• Mark the SAR 7 as incomplete in the **Periodic Reporting** subsystem.

• Circle the incomplete and/or incorrect areas of SAR7.

• Have incomplete SAR 7 scanned into IDM.

• Document in the **Maintain Case Comments** window the reason(s) the SAR 7 was unacceptable.

• Return the SAR7 to client along with incomplete “Y” NOA. The notice will specify the reporting deadline.

When an incomplete income report contains information which would make the case totally ineligible the EW must:

• Enter information into CalWIN and run EDBC. Case discontinues with the appropriate negative action code and EW authorizes the action.

Incomplete SAR 7 procedures do not apply.

### 15.7 Processing a Complete SAR 7

#### 15.7.1 Process

When processing a complete SAR 7, the EW must:

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<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Compare the current SAR 7 to the last SAR 7 that is stored in IDM and to the information in the case record, and resolve any discrepancies if appropriate.</td>
</tr>
</tbody>
</table>
| 2.   | Enter the correct information to the various CalWIN windows to ensure clients receive accurate grants and timely notices.  
      All entries must be double-checked to ensure accuracy. |
| 3.   | Review the following income information:  
      • Check social security number listed on the pay stubs against social security numbers listed in the case.  
      • Verify that the client is reporting the date income is received as opposed to the pay period ending date.  
      • Determine the source of the income reported on the SAR 7. Is it recurring or nonrecurring income? Refer to [“Types of Income,” page 23-2]  
      • Review and process pending IEVS alerts. |
Reminder:

For purposes of the GA Program, the income and needs are always prospectively budgeted. This is NOT new. SAR/PB does NOT change income and budgeting policies and procedures for GA.

15.7.2 Clarifying Information

When information on the SAR 7 needs clarification, the EW must:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
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</table>
| 3.   | Follow up on reported changes.  
|      | • Use a “Request for Employer Information” (SCD 549) to verify with the employer the ending date of all terminated employment. The (SCD 549) requires the client’s signature prior to sending it to the employer.  
|      | • Be alert for possible UIB, DIB, RSDI or any other potential unearned income when earnings cease.  
|      | • Verify the change when unearned income stops or is increased or decreased from previous amount reported.  
|      | • Verify by viewing the appropriate notice, (i.e., UIB, DIB) and have a photocopy scanned into the IDM case record.  
|      | • If the change cannot be verified by collateral contact, (i.e., casual labor) the client’s statement documented on a “General Affidavit” (CSF 2) is sufficient. The (CSF 2) is scanned into the IDM. |
| 4.   | Any address changes must be acted on by:  
|      | • Obtaining new housing verification (GA 31 or GA 11) if client has housing costs.  
|      | • Verifying cost of utilities, if appropriate.  
|      | • Entering the address change on the Collect Individual Address Detail window.  
|      | • Determining if there is a change in household composition.  
|      | • Sending “Shelter Cost Statement” (CSF 47) if CalFresh benefits are active.  
|      | • Run EDBC to recalculate the GA budget, if appropriate. |
| 5.   | Document the following on the Maintain Case Comments window:  
|      | • All work completed.  
|      | • Set any appropriate case alerts if necessary by accessing the Alerts and Broadcast Messages subsystem and following OLUM instructions for sending a “Case Alert.” |

Reminder:

The SAR 7 completeness criteria for GA is different than for the CalFresh Program.