Update 2011-15: Common Place
Clarification on “County Use Section” and EW Signatures on Forms

Background
In support of our current Central Client Services (CCS) business process in which many forms are scanned before an EW views them, this Update provides clarification to staff regarding the use of the “County Use Section” and the requirement of an Eligibility Worker (EW) signature on applications and forms in an effort to prevent unnecessary printing from the Integrated Document Management (IDM) System.

Policy

The clarifications are as follows:

County Use Section
The “County Use Section” of forms is intended as a tool for staff to use in eligibility determination and is not mandatory for any program.

Signatures
The EW signature on applications and forms is used to identify the individual who is processing the application or redetermination. This certification does not have to be in signature form and can be substituted with documentation in CalWIN.

Exception:
General Assistance (GA) requires an EW signature on the “AGREEMENT TO REIMBURSE” (SCD 355). The “Reimbursement Agreement” (SSP 14) also requires a worker signature for GA and CAPI.

There is no change in existing policy regarding client signatures on applications and forms.
Implementation

The information in this Update is effective immediately.

Documentation

All pertinent case information should be documented in the Maintain Case Comments window so that it is readily available for anyone who reviews the case for purposes such as Quality Control or Appeals.

Other Programs

The information in this Update applies to CalWORKs, CalFresh, Medi-Cal, CAPI and General Assistance Programs.

AAP, Kin-GAP and Foster Care Programs

The changes in this Update DO NOT apply to Adoption Assistance Program (AAP), Kin-GAP and Foster Care Programs. All forms specific to these programs require an EW signature.

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