29. Institutional Residents

29.1 Definition [63-402.4]

An individual is considered a resident of an institution when the institution provides them with the majority of meals as part of the institution's normal services. Residents of institutions are not eligible for CalFresh unless listed in the section below, “Eligibility”.

29.2 Eligibility [63-402.4]

The following residents of an institution are eligible for CalFresh as a separate household.

- Residents of federally subsidized housing for the elderly.
- Drug addicts or alcoholics who:
  - Participate in a drug or alcohol treatment and rehabilitation program, and
  - Live at the treatment center.

Include the addict's or alcoholic's children in the same CalFresh household when they also live at the treatment center and are provided with meals by the center.

Any other family members of the addict/alcoholic, including the spouse, is ineligible for CalFresh when living at the center and provided with meals. If, however, the treatment center does not provide meals to these family members living there, they may be eligible for CalFresh as a SEPARATE HOUSEHOLD from the addict/alcoholic. [Refer to “HH Composition,” page 29-4.]

- Disabled/blind Social Security recipients in a group living arrangement (a public or private nonprofit residential setting with 16 residents or less).
Institutional Residents

- A woman or woman with children temporarily residing in a shelter for battered women and children that provides meals.

- Homeless Shelter residents (public or private nonprofit).

- Children of jail/prison inmates participating in a program (such as the one run by the Volunteers of America at Brandon House) if their mother buys and prepares food separately for their child(ren).

The inmate mother does NOT qualify for CalFresh because she is still considered a resident of an institution (jail/prison) even though she is residing at Brandon House.

Note:
Residents of an institution not mentioned above may be eligible for CalFresh, if the client has special diet needs for which the institution cannot accommodate for. Verification from the institution as well as a doctor’s note is required.

29.3 Drug/Alcohol Treatment Centers

29.3.1 Approved Facilities [63-503.471]

A drug/alcoholic treatment and rehabilitation program must meet the following requirements for a resident to qualify for CalFresh.

- Authorized by USDA-FNS as a retailer, OR

- Qualifies for funding under Part B of Title 19 of the Public Health Services Act, AND

- The facility must provide meals to residents to qualify as an eligible institution.

Note:
Residents of those programs that do not provide meals may apply as roomers.

Programs that meet the above requirements are listed in this section. DO NOT issue benefits for a resident of a drug/alcohol program that is NOT listed in this section. Refer treatment centers which are interested in accepting CalFresh to the CalFresh Coordinator.
### Drug/Alcohol Facilities [63-503.471]

<table>
<thead>
<tr>
<th>SITE ADDRESS</th>
<th>MAILING ADDRESS</th>
<th>CORPORATE OFFICE ADDRESS</th>
</tr>
</thead>
</table>
| Horizon South Facility  
650 S. Bascom Ave., Suite C  
San Jose, CA 95128  
(408) 283-8558  
AR: Fay Zacarias | Horizon South Facility  
650 S. Bascom Ave., Suite C  
San Jose, CA 95128 | Horizon South Facility  
650 S. Bascom Ave., Suite C  
San Jose, CA 95128 |
| House on the Hill  
9505 Malech Road  
San Jose, CA 95138  
(408) 281-6570  
AR: Delia Delagrande | House on the Hill  
P.O. Box 21826  
San Jose, CA 95151-1826 | House on the Hill  
P.O. Box 21826  
San Jose, CA 95151-1826 |
| Mariposa Lodge  
9500 Malech Road  
San Jose, CA 95138  
(408) 281-6540  
AR: Rosemary Guerrero | ARH Recovery-Mariposa Lodge  
P.O. BOX 13219  
Coyote, CA 95013 | ARH-Recovery-Mariposa Lodge  
1659 Scott Blvd., Suite 30  
Santa Clara, CA 95050 |
| Pathway House  
102 S. 11th Street  
San Jose, CA 95112  
(408) 998-5191  
AR: Brandy Chavez | Pathway Society, Inc.  
102 S. 11TH Street  
San Jose, CA 95112 | Pathway Society, Inc.  
1659 Scott Blvd., Suite 30  
Santa Clara, CA 95050 |
| Project Ninety  
Third Street House  
792 S. 3rd Street  
San Jose, CA 95112  
(408)885-1291  
AR: Elvira Quinteros | Project Ninety-Third Street House  
561 S. 9th Street  
San Jose, CA 95112 | Project Ninety  
720 South B Street  
San Mateo, CA 94401 |
| Project Ninety  
Ninth Street House  
561 S. 9th Street  
San Jose, CA 95112  
(408)885-1291  
AR: Elvira Quinteros | Project Ninety Ninth Street House  
561 S. 9th Street  
San Jose, CA 95112 | Project Ninety  
720 South B Street  
San Mateo, CA 94401 |
| Salvation Army  
702 W. Taylor  
San Jose, CA 95126  
(408) 298-7600  
AR: Vernie Gibbs | Salvation Army  
702 W. Taylor  
San Jose, CA 95126 | Salvation Army  
702 W. Taylor  
San Jose, CA 95126 |
Institutional Residents

29.3.3 Application

Residents of drug/alcohol treatment centers MUST be certified for CalFresh through an Authorized Representative (AR). CalFresh applications may be filed in person, mail, fax, electronic mail, or by completing a Benefits CalWIN (BCW) application.

The application forms may be signed by the resident household or the AR. The AR is designated in writing by the head of the household. The AR must sign the form “Electronic Benefit Transfer (EBT) Request for Designated Alternate Cardholder/Authorized Representative” (CSF 64).

“Electronic Benefit Transfer (EBT) Request for Designated Alternate Cardholder/Authorized Representative” (CSF 64),” page 16-14

Note:

A CalFresh application must not be denied to residents of drug and alcohol treatment centers because the AR did not initiate the application. However, the certification MUST be done through the AR.

The institution must receive and spend the CalFresh benefits for food prepared by and/or served to the residents of the center.

29.3.4 HH Composition

Authorize benefits as a separate household for an addict/alcoholic and their children who live at the treatment center and are provided with meals. (Parents and children must be one household.)

The spouse or family members other than children who live at the treatment center:

- May receive CalFresh if meals are not provided to them (they are treated as a roofer and must be a separate household from the addict/alcoholic and their children).
Institutional Residents

• Are ineligible for CalFresh if meals are provided to them.

29.3.5 CalWORKs Income

When a drug/alcoholic treatment center resident has CalWORKs income and is not in the same CalFresh household with the other CalWORKs recipients, prorate the grant equally among the CalWORKs FBU members. Count the addict's/alcoholic's prorated share of the CalWORKs grant as income. [Refer to “Combined Payments,” page 10-7.]

29.3.6 HH Rights

All changes in household circumstances and recertifications shall be processed using the same standards that apply to all other CalFresh household.

All rights to Notices of Adverse Action, to State Hearings, and to entitlement to lost benefits shall be applied. In this respect, there is no difference between the households and other households.

29.3.7 Work Registration [63-407.21(f)]

A participating resident is exempt from work registration requirements.

29.3.8 CalFresh EBT Card

When a resident leaves the treatment center, the treatment center’s EBT card must be deactivated and a new EBT card issued to the client.

Reminder:
The primary cardholder must also be changed from the Authorized Representative (AR) of the Treatment Center to the client.

29.3.9 Treatment Center Responsibilities [63-503.476]

The treatment center shall:

• Provide to the CalFresh Coordinator a certified list of currently participating residents on a monthly basis. The County will conduct periodic random on-site visits to assure accuracy of these list.
Institutional Residents

- Notify the EW of changes in income, household circumstances, and when resident leaves center.

- Advise the household who leaves the center to contact their EW to be issued an EBT card.

- Provide residents with one-half of their monthly benefit allotment when the household leaves the center prior to the 16th day of the month. If the household leaves on or after the 16th, then the household shall receive no portion of the benefit allotment.

- If possible, provide change reporting households a change report form (DFA 377.5) to report to the EW the individual's new address and other changes in circumstances within 10 days after leaving the center. A QR 3 shall be provided to quarterly reporting households.

- Be strictly liable for all losses or misuse of CalFresh benefits held on behalf of resident households and for all overissuances which occur while the households are residents of the treatment center, regardless of cause. The EW shall establish a claim for any overissuance of CalFresh benefits received on behalf of a resident household.

Both the intake and continuing EW shall remind all AR’s at application and recertification that careful and continuing review of a resident's circumstances are required before application for CalFresh, and during the receipt of continuing benefits.

It is the responsibility of the AR to ensure that the correct information about the resident's circumstances are reported to the EW.
29.3.10 **Overissuances**

For each overissuance which exists in these cases, the EW shall refer the claim directly to Recovery & Legal, using the following procedures:

<table>
<thead>
<tr>
<th>Who</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligibility Worker (EW)</td>
<td>• Establishes the overissuance claim in CalWIN, as it is normally establish for any other claim.</td>
</tr>
<tr>
<td></td>
<td>• Deletes all overissuance NOAs and the repayment agreement generated in the client's name.</td>
</tr>
<tr>
<td></td>
<td>• Generates a manual NOA DFA 377.7B and Repayment Agreement in CalWIN DEBS Forms Library, and addresses both to the treatment center.</td>
</tr>
<tr>
<td></td>
<td>• Sends an e-mail to Recovery &amp; Legal by selecting “Collections” from the Outlook Global Address List, requesting to establish the claim outside of CalWIN. The following information must be included in the e-mail:</td>
</tr>
<tr>
<td></td>
<td>- Case name and number</td>
</tr>
<tr>
<td></td>
<td>- Claim number</td>
</tr>
<tr>
<td></td>
<td>- Aid Code</td>
</tr>
<tr>
<td></td>
<td>- Liable individual (name and address of treatment center)</td>
</tr>
<tr>
<td></td>
<td>• Attaches a scanned copy of the manual NOA and Repayment Agreement.</td>
</tr>
<tr>
<td></td>
<td>• Enters detailed case narration in CalWIN <strong>Maintain Case Comments</strong> window.</td>
</tr>
</tbody>
</table>

**Note:**

Case narration is imperative, since this is the only way to track this claim after it is established outside CalWIN.
### Institutional Residents

**Revised and Legal (R&L)**

- Receives the e-mail from the EW.
- Changes the claim name to the facility's name and refers claim to Ventura Automated Collections System (VACS).
- E-mails the EW to close the claim in CalWIN.

**EW**

- Closes claim in CalWIN
  - Opens the **Display Claim Summary by Case** window
  - Highlights the claim.
  - Clicks the [Claim Recovery Detail] button.

---

<table>
<thead>
<tr>
<th>Who</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recovery and Legal (R&amp;L)</td>
<td>• Receives the e-mail from the EW.</td>
</tr>
<tr>
<td></td>
<td>• Changes the claim name to the facility’s name and refers claim to Ventura Automated Collections System (VACS).</td>
</tr>
<tr>
<td></td>
<td>• E-mails the EW to close the claim in CalWIN.</td>
</tr>
<tr>
<td>EW</td>
<td>• Closes claim in CalWIN</td>
</tr>
<tr>
<td></td>
<td>• Opens the <strong>Display Claim Summary by Case</strong> window</td>
</tr>
<tr>
<td></td>
<td>• Highlights the claim.</td>
</tr>
<tr>
<td></td>
<td>• Clicks the [Claim Recovery Detail] button.</td>
</tr>
</tbody>
</table>
Institutional Residents

Claims are not to be sent to Recovery and Legal when benefits have been issued, but have not been used by the treatment center.

Follow the steps below

<table>
<thead>
<tr>
<th>Who</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>EW (cont)</td>
<td>• Selects Cancelled from the <strong>Status</strong> field.</td>
</tr>
<tr>
<td></td>
<td>• Selects Cancelled from the <strong>Status Change Reason</strong> field</td>
</tr>
<tr>
<td></td>
<td>• Documents thoroughly in the <strong>Maintain Case Comments</strong> window, all actions taken for the specific claim.</td>
</tr>
</tbody>
</table>
Institutional Residents

- Deactivate the AR’s EBT card.

<table>
<thead>
<tr>
<th>If the client is...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Not entitled to the benefits issued, | - Establish the overissuance.  
  - Send the NOA and the repayment agreement to the AR  
  - Submit the “Electronic Benefit Transfer (EBT) online Request” (SCD 2201) with the signed repayment agreement to the District Office Fiscal Clerk (DOFC) for processing. |
| Entitled to the benefits issued, | - The client will have access to the benefits when he/she requests a new EBT card in the client’s name.  
  - **NOTE**: Benefits will become dormant and will be expunged if not used within the allowable time. |

[Refer to “Supplemental Payments/Claims,” page 26-1.]

---

### 29.4 Battered Women Shelters

#### 29.4.1 Definition

“Shelter for Battered Women and Children” means a public or private nonprofit residential facility that serves battered women and/or women with children. A shelter:

- May have FNS authorization as a retail food store to redeem CalFresh benefits through wholesalers, or
- May accept CalFresh benefits from residents in payment for meals prepared by the shelter, or
- May redeem CalFresh benefits at retailers as the authorized representative, or
- Residents may use CalFresh benefits to purchase food and prepare meals.

If the facility also serves other individuals, part of the facility must be set aside on a long-term basis to serve only battered women and/or women with children.
29.4.2 Application Process [63-503.46]

A woman and her children who are temporary residents of a shelter for battered women and children may apply for CalFresh directly or through an authorized representative (AR).

Shelter residents who were included in the CalFresh household of an abuser from whom they recently fled to come to the shelter must complete a new application and apply as a separate household.

In the month when they enter the shelter, the mother and children may:

• Be a member of more than one household; and/or
• Receive benefits in more than one county.

Note:
This is the one EXCEPTION where a client can receive benefits in two different households for the same month.

29.4.3 Eligibility Determination [63-503.464]

Determine eligibility for the woman and children solely on the basis of the income and expenses for which they are responsible on the date of application and their resource level as of the date of the interview.

Exclude resources as inaccessible if:

• Jointly owned by the resident(s) and a member of the former household.
• Access would require consent of both the resident(s) and a member of former household.

Income and expenses:

• Do not consider the income or expenses of the former household.
• Count any allowable expenses the applicant is responsible for at the time of application and any income the applicant expects to receive that will be accessible to her.

29.4.4 Former HH

Act promptly to inform the EW or county of the woman and/or children's former household that they are no longer there.
29.4.5 Documentation

The EW must document in the case file that the shelter for battered women and children meets the CalFresh definition given on the prior page, and why.

29.5 Group Living Arrangements

29.5.1 Definition [63-402.4]

Disabled/blind Social Security recipients in a group living arrangement (a public or private nonprofit residential setting with 16 or less residents) may receive CalFresh, if otherwise eligible.

29.5.2 Application

The group facility determines how a resident should apply based on the resident's physical and mental ability:

- Through an authorized representative (AR) employed and designated by the group living arrangements, or
- On their own or through an authorized representative (AR) of their choice.

29.5.3 HH Composition

When the facility's AR applies for a resident, then the resident will be a one person household.

Residents who apply on their own will have their household size based on how they purchase and prepare their food.

29.5.4 Reporting Responsibilities

If the resident made the application on their own behalf, the resident is responsible for reporting changes.
Institutional Residents

If the group living arrangement has a person acting in the capacity of an authorized representative (AR), that person shall notify the County of changes in the household's income, household circumstances, and when an individual leaves the group residence.

Each group living facility must provide the County with a list of currently participating residents.

29.5.5 County Responsibilities

The county must conduct periodic random on-site visits to assure the accuracy of the list of CalFresh recipients provided by the group home.

29.5.6 HH Leaves the Residence [63-503.485]

When a CalFresh recipient leaves a group living arrangement:

- The facility must return all CalFresh benefits received after the household has left.
- The facility must give the resident any CalFresh benefits not spent on behalf of that household.

If the entire month's CalFresh benefits have already been transferred by the facility, and the HOUSEHOLD LEAVES PRIOR TO THE 16TH DAY OF THE MONTH, the facility must return one-half of the monthly allotment to the resident by swiping the EBT card and posting a credit back to the EBT account.

If household leaves on or after the 16th of the month, the household does not receive any of the months CalFresh benefits. The facility must return any remaining CalFresh benefits to the County.

The facility should, if possible, provide:

- A change reporting household with a change report form (DFA 377.5) to report to the EW the individual's new address and other changes and advise the household to return the form to the EW within 10 days.
- A quarterly reporting household with a mid-quarter status report (QR 3) form to report to the EW the individual's new address and advise the household to return the form to the EW within 10 days. However, the household is responsible for reporting the changes to the EW.

(If a recipient has an AR, either the AR or the recipient, or both may sign the QR 7.)