



CDSS

WILL LIGHTBOURNE
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES

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EDMUND G. BROWN JR.
GOVERNOR

August 9, 2013

ALL COUNTY INFORMATION NOTICE NO. I-45-13

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY WELFARE-TO-WORK COORDINATORS
ALL CalWORKS PROGRAM SPECIALISTS

SUBJECT: CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO
KIDS PROGRAM (CalWORKs) EMPLOYMENT BUREAU POLICY
INTERPRETATION REQUEST GUIDELINES AND ANALYST
ASSIGNMENTS

REASON FOR THIS TRANSMITTAL

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

The purpose of this letter is to transmit the guidelines and form for Policy Interpretation Requests submitted to the CalWORKs Employment Bureau. Additionally, this notice provides an update regarding recent changes in staff and county assignments within the bureau. This information is supplied in an effort to provide timely responses to inquiries, minimize follow-up questions, and improve service to counties.

REQUESTING POLICY INTERPRETATIONS

To assist the Employment Bureau in facilitating and expediting responses to inquiries, all county Program Specialists should follow the guidelines below.

- Submit questions through your county’s CalWORKs Employment Bureau county consultant via e-mail using the attached form, with a cc to the appropriate Employment Bureau unit manager. If you would like an electronic version of this form, please contact the Employment Bureau Main Line at (916) 654-2137.
- In the email request, please indicate the reason for the question, e.g., training, a state hearing decision, an eligibility determination, or proposed automation system change. Please do not submit hypothetical questions.
- Include the date by which you must have a response.

- Cite the specific regulation(s) that pertain to your question and any additional references, such as All County Information Notices (ACINs), All County Letters (ACLs), etc.
- Include as many relevant details as possible, as responses will be based on the information provided. Questions without necessary background information may be returned for follow-up.
- State your question(s) clearly and completely and provide a proposed solution, including information supporting the conclusion. Please indicate if you have consulted with other California Department of Social Services staff.
- Please refrain from using “county-use” acronyms or other abbreviations (e.g., EOM, or 01 or 02 to denote family members) in the question.

All fields in this form should be completed in order for the CalWORKs Employment Bureau county consultant to process the request. Following these guidelines will help facilitate a timely response to county questions. A completed PI will be provided to the county who filed the request via email by the CalWORKs Employment Bureau county consultant. If a response cannot be provided within ten business days, you will be contacted pending a reply to your inquiry.

If you have questions or need additional information regarding the information provided in this ACIN, please contact your CalWORKs Employment Bureau county consultant at (916) 654-2137.

Sincerely,

Original Document Signed By:

KAREN DICKERSON, Chief
Employment and Eligibility Branch

Enclosures

**CalWORKs WTW PROGRAM COUNTY REQUEST FOR POLICY INTERPRETATION
California Department of Social Services (CDSS)**

Requestor Name:	County:
Phone Number/Email Address:	Subject:
Regulation Cite(s):	References: (Include ACL/ACIN, court cases, etc. in references)
Date of Request: Date Approved:	Date Response Needed:

QUESTION/BACKGROUND:

COUNTY'S PROPOSED ANSWER:

CDSS RESPONSE:

The policies expressed in this response are based on the unique set of facts presented and should not be presumed to apply to any other situations.

**CalWORKs EMPLOYMENT BUREAU
COUNTY CONTACT INFORMATION**

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