

Amends Section 40-129 to read:

40-129 IMMEDIATE NEED

.1 (Continued)

.4 The Immediate Need interview

.41 (Continued)

.411 (Continued)

.412 The ~~face-to-face~~ interview shall be conducted in accordance with Section 40-131.

.413 (Continued)

.5 Action on the Immediate Need Payment Request

.51 (Continued)

.53 (Continued)

.531 (Continued)

.534 (Continued)

(a) (Continued)

(k) The county is unable to establish the applicant's eligibility in the following circumstances.

(1) (Continued)

(2) The applicant fails to keep the scheduled ~~face-to-face~~ interview.

.6 (Continued)

Authority cited: Sections 10553, 10554, and 11209, Welfare and Institutions Code.

Reference: Sections 11056, 11052.5, 11266, and 11270, Welfare and Institutions Code; and 45 CFR 205.52, 206.10, and 233.10(a)(1)(iv).

Amends Section 40-131 to read:

#### 40-131 INTERVIEW REQUIREMENT

##### .1 Interview Required Prior to Granting Aid

.11 A face-to-face, telephonic, or electronic interview with the applicant is required prior to the granting of aid. For the home visit requirement, see Section 40-161.

.111 "Face-to-face" means that the individual is physically present.

.112 For purposes of this section, telephonic interview shall be classified as a form of electronic interview. Electronic interviews shall be limited to audio or video conferencing where the CWDs are able to hear or see the individual(s) being interviewed.

.113 A County Welfare Department (CWD) that chooses the telephonic or other electronic interview option may continue to conduct face-to-face interviews on a case-by-case basis, if the CWD determines it is best practice for working with and assisting families in receiving assistance quickly. CalWORKs application interview requirements must be followed regardless of how the interview is conducted.

.114 CWDs electing to conduct telephonic or electronic interviews shall submit an electronic interviewing plan in writing to the CDSS prior to implementation. The plan must include a set of procedures for conducting interviews in a manner that ensures that applicants whose interviews are conducted telephonically or electronically are provided with the same information as applicants whose interviews are conducted face-to-face.

.115 Telephonic or electronic interviews shall occur within seven working days after the time of the application, unless the applicant has been determined eligible for an Immediate Need Interview, pursuant to Section 40-129.4, or when there are extenuating circumstances which justify further delays.

.116 CWDs shall conduct a face-to-face interview in lieu of an interview through telephonic or other electronic means if requested by an applicant.

.2 - .3 (Continued)

Authority Cited: Sections 10553, 10554, 10604, and 18904, Welfare and Institutions Code.

Reference: Sections 10613, 11052.5, 11209, 11253.5, 11265.8, 11268(a), 11280, 11323.3, 11324.8(a), 11495.1, 11500(b), and 11511(a), Welfare and Institutions Code; 7 U.S.C. 2020(i), 7 CFR 273.2(j), 42 U.S.C. 616(f), 682(c)(2), (3) and (4), and 1320b-7(a)(1), 45 CFR 205.52(a)(1), 45 CFR 250.20, 45 CFR 250.40(a) and (b); 45 CFR 255.1; 45 CFR 256.1(b), and Section 301(a)(1)(A) and (B) of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (Public Law 104-193); California's Temporary Assistance for Needy Families State Plan dated October 9, 1996, and effective November 26, 1996.