



Quarterly Reporting

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QUARTERLY REPORTING TABLE OF CONTENTS

OPS 23-110.1 – Overview

- OPS 23-110.10 – Programs Affected
- OPS 23-110.11 – Report Forms
- OPS 23-110.12 – Reporting Cycles
- OPS 23-110.13 – Payment Quarters
- OPS 23-110.14 – QR 7 Due Dates
- OPS 23-110.15 – Late QR 7
- OPS 23-110.16 – QR 7 Completeness Criteria
- OPS 23-110.17 – Incomplete QR 7
- OPS 23-110.18 – Mid-Quarter Reports
 - OPS 23-110.180 – Mandatory Mid-Quarter Reports
 - OPS 23-110.181 – Voluntary Mid-Quarter Report
 - OPS 23-110.182 – Negative Action on Voluntary Mid-Quarter Reports
 - OPS 23-110.183 – County Initiated Mid-Quarter Action
 - OPS 23-110.184 – Multiple Changes
- OPS 23-110.19 – Verification Requirements

OPS 23-110.2 – Household Composition

- OPS 23-110.20 – Adding a Person
- OPS 23-110.21 – Cash-Linked Medi-Cal For A Newborn
- OPS 23-110.22 – Cash-Linked Medi-Cal For a New AU Person

OPS 23-110.3 – Income and Prospective Budgeting

- OPS 23-110.30 – Reasonably Anticipated Gross Income
- OPS 23-110.31 – Stable Income/Averaging Stable Income
- OPS 23-110.32 – Fluctuating Income/Averaging Fluctuating Income
- OPS 23-110.33 – Self-Employment Income Averaging
- OPS 23-110.34 – Decreases in Income
- OPS 23-110.35 – Income Reporting Threshold – CalWORKs
- OPS 23-110.36 – Income Reporting Threshold – Food Stamps
- OPS 23-110.37 – Income Reporting Threshold – GR
- OPS 23-110.38 – Monthly Income Determination – New Applications

OPS 23-110.4 – Shelter/Utility Costs and Other Expenses

- OPS 23-110.40 – Shelter Cost Changes
- OPS 23-110.41 – Utility Costs
- OPS 23-110.42 – Switching from Actual Utilities to SUA or Vice Versa
- OPS 23-110.43 – Utility Cost Increases
- OPS 23-110.44 – Estblshng/Avrgng Medical, Child Care/Child Support Expenses
- OPS 23-110.45 – Increase in Medical, Child Care/Child Support Expenses

OPS 23-110.5 – Property/Resources

- OPS 23-110.50 – Reporting Property/Resources
- OPS 23-110.51 – Failing to Report Property/Resources
- OPS 23-110.52 – Excess Property/Resources
- OPS 23-110.53 – Non-Recurring Lump Sum Payment Treated as Property
- OPS 23-110.54 – Transfer of Property and Periods of Ineligibility (POI)

OPS 23-110.6 – Overpayments/Overissuances

- OPS 23-110.60 – Begin Date of OP/OI
- OPS 23-110.61 – FS O/I Resulting from Late QR 7
- OPS 23-110.62 – CW O/P Resulting from Excess Property Held in Good Faith
- OPS 23-110.63 – Overpayment/Overissuance Recoupments

OPS 23-110.7 – Underpayments

OPS 23-110.8 - Redetermination/Recertification/Annual Agreement

OPS 23-110.9 – Quarterly Reporting Households/Miscellaneous QR Information

- OPS 23-110.90 – Change Reporting vs Quarterly Reporting
- OPS 23-110.91 – Third Party Information/Known to County
- OPS 23-110.92 – Known to County – Meaning
- OPS 23-110.93 – Case Terminations
- OPS 23-110.94 – Special Needs – Recurring/Non-Recurring
- OPS 23-110.95 – Fair Hearings – Aid Paid Pending
- OPS 23-110.96 – Inter-County Transfer (ICT) – Outgoing
- OPS 23-110.97 – Supportive Services

OPS 23-110 - QUARTERLY REPORTING

OPS 23-110.1 - Overview	<p><u>What is Quarterly Reporting/Prospective Budgeting?</u></p> <p>Quarterly Reporting/Prospective Budgeting is the system in which:</p> <ul style="list-style-type: none">• Participants are required to submit an income/eligibility status report once per quarter, in the third month of the quarter;• Participants have limited mandatory reporting requirements during the quarter (See Mid-quarter Reporting);• Eligibility and benefits are based on information provided on the QR 7, Quarterly Eligibility/Status Report, for a three month period;• Benefits are determined using prospective budgeting and income-averaging rules; and• Benefits will be “frozen” for the three months of the quarter, except under the following circumstances:<ul style="list-style-type: none">○ When a voluntary mid-quarter report results in increased benefits;○ When a mandatory mid-quarter report results in a decrease or discontinuance of benefits;○ Participant’s request for discontinuance; or○ County-initiated action. <p>Quarterly Reporting does not apply to:</p> <ul style="list-style-type: none">• Childcare;• Transportation;• Other ancillary services that CalWORKs/RCA/GR participants may receive;• Family reunification cases as long as the family reunification plan remains in place;• Food Stamp change reporting households (Migrant farm worker household, seasonal farm worker household, households in which all adults are elderly or disabled and have no earned income, households in which all members are homeless individuals and households residing on Indian reservations);• Transitional Food Stamps;• CAPI; and• Medi-Cal.
OPS 23-110.10 – Programs Affected	<p><u>What programs are subject to Quarterly Reporting?</u></p>

	CalWORKs/RCA, General Relief and Food Stamps.
OPS 23-110.11 – Report Forms	<p><u>What forms will be used for participants to report household and income changes?</u></p> <p>The following forms will be used by participants to report changes:</p> <ul style="list-style-type: none"> • PA 4031, Mid-Quarter Action Reporting Notice. The PA 4031 is used by case-carrying workers to record participant reported information received via the telephone or district office visits. • QR 3, Mid-Quarter Status Report. The QR 3 is used by CalWORKs, GR and Food Stamp participants to report mandatory and voluntary changes mid-quarter; • QR 7, Quarterly Eligibility/Status Report. The QR 7 is used by CalWORKs, GR and Food Stamp participants to report new or changed information regarding income, property, household and other changes once per quarter based on their reporting cycle; • QR 72, Sponsor's Quarterly Income and Resources Report. The QR 72 is completed by the sponsor of an aided noncitizen CalWORKs/Food Stamp participant to report income and resources quarterly; and • QR 73, Senior Parent Quarterly Income Report. The QR 73 is used by CalWORKs participants to report the income of an unaided senior parent residing with an aided minor parent/pregnant minor.
	<p><u>Is the applicant required to complete a QR 7 at intake?</u></p> <p>There are no regulations that require the applicant complete a QR 7 at intake to prospectively determine eligibility for the first two months of aid. The application has the current month information. The remaining question is whether the participant anticipates changes in income/expenses in the remaining months of the quarter. This can be documented in Case Comments without using a QR 7.</p> <p>NOTE: Non-English/non-Spanish speaking applicants/participants are to be given a year's supply of the QR 7 and QR 72 or QR 73, when applicable, in the appropriate threshold language.</p>

OPS 23-110.12 – Reporting Cycles

What is a Quarterly Reporting cycle and how are the cycles set?

Applicants and participants are assigned a specific quarterly reporting cycle based on the last digit of the case number:

- Cycle 1: Is assigned to case numbers ending in 0, 1, 2 and 3;
- Cycle 2: Is assigned to case numbers ending in 4, 5 and 6; and
- Cycle 3: Is assigned to case numbers ending in 7, 8 and 9.

NOTE: When a case number begins with P-U, the legacy number will be used to determine the cycle number.

The three QR cycles are each comprised of three months. Participants are required to submit a QR 7 in his/her cycle specific month, regardless of the participant's application date. The following describes the months and the quarter of a participant's QR cycle:

- First Month: The first month is the beginning month of the QR Payment Quarter;
- QR Data Month: The second month of each quarter. The information for this month is used to determine eligibility and benefits for the following payment quarter;
- QR Submit Month: The third month of the quarter. This is the month the participant submits the QR 7; and
- QR Payment Quarter: The three-month period immediately following the QR Submit Month in which benefits are paid/issued based on information received on the QR 7.

OPS 23-110.13 – Payment Quarters

What are the months for each QR Payment Quarter?

The following shows the first month of the payment quarter, Data Month, and Submit Month for each QR Payment Quarter:

Cycle No.	QR Payment Quarter		
	1 st Mo. of Qtr	Data Month	Submit Month
1	February	March	April
	May	June	July

		August	September	October
		November	December	January
	2	March	April	May
		June	July	August
		September	October	November
		December	January	February
	3	January	February	March
		April	May	June
		July	August	September
		October	November	December
OPS 23-110.14 – QR 7 Due Dates	<u>When is the QR 7 due?</u> The QR 7 is due by the 5 th day of the QR Submit Month and no later than the 11 th calendar day of the QR Submit Month.			
OPS 23-110.15 – Late QR 7	<u>When is the QR 7 considered late?</u> For CalWORKs and Food Stamps the QR 7 is late when it is received any time after the 11 th day of the QR Submit Month through the first working day of the following QR Payment Month. For GR the QR 7 is late when it is received any time after the 11 th day of the QR Submit Month through the third Thursday following the Submit Month.			
OPS 23-110.16-QR 7 Completeness Criteria	<u>What is the QR 7 completeness criteria?</u> Completeness criteria are as follows for the CalWORKs/RCA, GR and Food Stamp programs: <ul style="list-style-type: none"> • All boxes are marked either “Yes” or “No”; • Required verification/documentation is attached for answers marked “Yes” (whether or not the information is written on the QR 7); • For CalWORKs, the QR 7 must be signed by each natural parent or adoptive parent or aided spouse of a parent or other caretaker relative living in the home; • For Food Stamps, the QR 7 must be signed by the head of household, authorized representative, or responsible household member; • All previously voluntarily reported mid-quarter changes are reported on the QR 7; • The QR 72 and QR 73 are received, as appropriate; and 			

	<ul style="list-style-type: none"> • The QR 7 is signed no earlier than the first day of the QR Submit Month. This does not apply when: <ul style="list-style-type: none"> ○ The first day of the QR Submit month falls on a non-postal delivery day; and ○ The QR 7 is mailed by the County on the last postal delivery day of the QR Data Month; and ○ The participant signs and dates the QR 7 on or before the last day of the QR Data Month. <p>See OPS 23-111.321 - QR-7 Completeness Criteria for LEADER procedures</p>
	<p><u>What happens if a participant turns in an incomplete QR 7?</u></p> <p>If the QR 7 is received, but is incomplete, it will be returned to the participant by the Status Report Control Unit (SRCU) or EW with a LEADER generated Notice of Action (NOA) 960Y.</p> <p>For CalWORKs: A Balderas contact reminding participants, via telephone call or face-to-face meeting, that a complete QR 7 has not been received is required. The contact must be made no later than five days before the end of the QR Submit Month.</p> <p>In addition, LEADER will initiate the QR 1027, Balderas Notice, for all CalWORKs cases for which a completed QR 7 has not been received five days before the end of the QR Submit Month.</p> <p>For GR and Food Stamps: A Balderas contact is not required.</p> <p>LEADER will discontinue the case at the end of the QR Submit Month for nonreceipt of a complete QR 7.</p>
	<p><u>Can a discontinuance be rescinded if the QR 7 was received late?</u></p> <p>Yes, if the participant provides a complete QR 7 after the 11th calendar day of the QR Submit Month, but on or before:</p> <ul style="list-style-type: none"> • CalWORKs/FS cases: The first working day of the QR Payment Quarter.

	<ul style="list-style-type: none"> • For GR/FS: The third Thursday following the Submit Month. <p>See Rescission – Procedure for LEADER procedures.</p>
	<p><u>Can a NAFS participant claim good cause for not meeting the QR 7 reporting requirements?</u></p> <p>Yes, a participant may have good cause for not meeting the QR 7 reporting requirements. Good cause exists only when the participant cannot reasonably be expected to fulfill his/her reporting responsibilities due to factors beyond his/her control. The parent/caretaker relative must request (written or verbal) a good cause exemption. When the participant has good cause for not reporting timely, the aid must be rescinded.</p>
	<p><u>When does good cause exist?</u></p> <p>Only in the following situations:</p> <ul style="list-style-type: none"> • When the participant is suffering from a mental/physical condition that prevents timely/complete reporting. • When the participant failed to submit a timely/complete report directly connected to an error caused by the county. • When the county finds other extenuating circumstances. <p>Once a full calendar month has passed since the QR 7 discontinuance date, the household may not claim good cause and must reapply for benefits.</p> <p>NOTE: The outcome of the good cause determination must be entered in LEADER Case Comments.</p>
OPS 23-110.17 – Incomplete QR 7	<p><u>How will benefits be adjusted when a complete QR 7 is received late?</u></p> <p>If the information reported on the late QR 7 results in an increase in benefits and benefits cannot be increased by the first day of the first month of the next QR Payment, LEADER will issue a supplemental for that month and increase benefits for the remaining months of the quarter.</p> <p>If the information reported on the late QR 7 results in decrease in benefits:</p> <ul style="list-style-type: none"> • For CalWORKs and Food Stamps: If a 10-day NOA cannot be provided, LEADER will

	<p>issue benefits at the prior amount or last LEADER authorized amount and decrease benefits for the remaining months. An OP/OI will be established.</p> <ul style="list-style-type: none"> • For GR: LEADER will reduce benefits without a 10-day NOA unless the reduction is the result of a change in household composition. When the reduction is the result of a household composition change and a 10-day NOA cannot be provided, LEADER will issue at the prior amount and decrease benefits for the remaining months. An O/P will be established. <p>NOTE: The 10-day NOA requirement does not apply to increases in benefits.</p>
OPS 23-110.18 – Mid-Quarter Reports	<p><u>What are mid-quarter reports?</u></p> <p>Mid-quarter reports are changes that participants report between QR 7 submissions. These reports are either voluntary or mandatory. All changes are entered into LEADER and LEADER will take action based on whether the change is a voluntary report or a mandatory report.</p>
	<p><u>Who is responsible for receiving mid-quarter reports, including the QR 3?</u></p> <p>The case-carrying worker is responsible for receiving all participant mid-quarter reports. The reports can be received via telephone calls or district office visits. Mid-quarter reports are recorded via the:</p> <ul style="list-style-type: none"> • QR 3, Mid-Quarter Report that is initiated via LEADER and given/mailed to all participants who want to provide a written mid-quarter report. • PA 4031, Mid-Quarter Action Reporting Notice, which is completed by the case-carrying worker when a participant wants to report a change verbally only. <p>Both reports are forwarded to the QR 7 Change Center Unit Clerk(s) the same day they are received.</p>
	<p><u>Who is responsible for processing mid-quarter reports?</u></p>

	<p>The QR 7 Change Center is responsible for processing all mid-quarter reports received via the QR 3 and/or PA 4031. These mid-quarter reports are to be processed by the 10-day NOA deadline.</p>
<p>OPS 23-110.180 – Mandatory Mid-Quarter Reports</p>	<p><u>What are mandatory mid-quarter reports?</u></p> <p>These are specific changes that must be reported within five (5) calendar days for CW applicants and ten (10) calendar days for CW/FS participants from the date the change became known to the AU/HH for CalWORKs/RCA and Food Stamps.</p> <p>For GR, participants are required to report all mandatory mid-quarter changes within five (5) calendar days from the date the change became known to the HH on the QR 3.</p>
	<p><u>Is an absent parent returning to the home considered a mandatory report?</u></p> <p>No, because the participant is not required to report household composition changes mid-quarter for the CalWORKs/RCA or Food Stamp (FS) programs, this type of report is considered a voluntary report.</p>
	<p><u>How are mandatory mid-quarter reports made?</u></p> <p>CalWORKs/RCA, GR and Food Stamp participants can report mandatory mid-quarter changes verbally, including in person or by telephone or in writing. CW/RCA and FS participants who choose to report in writing can report changes on the QR 3, Mid-Quarter Status Report, user-initiated LEADER form. Food Stamp participants may also use the QR 377.5, Food Stamp Mid-Quarter Status Report, to report changes in writing.</p> <p>GR participants are required to report all mandatory mid-quarter reports on the QR 3. The QR 3 must be initiated by the EW in LEADER. The receipt of the QR 3 will be controlled by LEADER. The GR case will be discontinued at the end of the month if not received by the due date.</p>
	<p><u>Is it possible to receive a mandatory mid-quarter report for one program and not the other?</u></p> <p>Yes, some mandatory mid-quarter changes are</p>

	<p>required to be reported for CalWORKs/RCA or GR and not for Food Stamps. If an AU/HH reports a mandatory change, LEADER will also evaluate the Food Stamp segment to determine ongoing eligibility and/or benefit levels. LEADER will take action on the Food Stamps to increase or decrease benefits appropriately.</p> <p><u>EXAMPLE:</u> The quarter is April/May/June. A CW/FS household of three is receiving \$192 cash aid and \$165 in FS benefits, their IRT level is \$1654. The grant is based on the mother receiving earned income of \$1200/month. Mid-quarter (April 5), the mother receives a raise of \$900 that causes her income to exceed the IRT. The mother makes a mandatory mid-quarter report. LEADER determines that the AU is financially ineligible for CalWORKs/RCA and will discontinue the AU at the end of the month (April). The Food Stamp segment must be evaluated for Transitional Food Stamps.</p> <p><u>EXAMPLE:</u> The quarter is July/August/September. A GR/FS participant receives \$198 cash aid and \$120 in FS benefits. Mid-quarter (July 15), the participant finds employment earning \$800 per month. LEADER determines that the AU/HH is financially ineligible for GR and will discontinue the AU/HH at the end of the month (July). LEADER will use the new income to reevaluate the Food Stamps. If LEADER determines the benefits will decrease, it will hold the change until the next quarter. If LEADER determines that the household is also financially ineligible for Food Stamps, the segment will also be discontinued at the end of July.</p>
	<p><u>When does the EW take action on a mandatory mid-quarter report?</u></p> <p>Mandatory reports are to be entered into LEADER as soon as they are received from a participant. Based on the information reported, LEADER will take action to decrease or discontinue benefits the first of the following month, if appropriate, with a 10-day NOA.</p>
	<p><u>If a participant fails to cooperate in providing verification or information necessary for continued eligibility determination, can the case be discontinued mid-quarter?</u></p>

	<p>Yes, if a participant refuses to assist in providing required (e.g., refuses to sign a release to contact an employer) or fails to provide information necessary to determine continuing eligibility, LEADER will discontinue the case with a 10-day NOA.</p>
	<p><u>Can negative action be taken if a participant fails to make a mandatory mid-quarter report?</u></p> <p>Yes, when it is known that a participant failed to report a mandatory change, benefits will be recalculated and an OP/OI will be established. If appropriate, the case will be discontinued at the end of the current month with a 10-day NOA.</p> <p><u>EXAMPLE:</u> CW/FS Case: A Mom, Dad and child are assigned to the July/August/September quarter. During recertification in December, it is determined that on July 5, Mom violated the conditions of her parole. The AU failed to report this mandatory change within ten (10) calendar days. Once the new information is entered and the EW indicates <i><u>“Participant Failed to Report”</u></i> on the Reason for Change screen, LEADER will exclude Mom from the AU and recalculate benefits and establish an OP/OI for the months of August, September, October, November and December.</p> <p><u>EXAMPLE:</u> GR/FS Case: Using the same example as above, a GR participant fails to report a violation of parole, within (5) days of the change. LEADER will recalculate benefits, discontinue the case and establish a Period of Ineligibility (POI) for five consecutive months.</p> <p>NOTE: Food Stamp participants are not required to report a change in drug convictions, fleeing felon status or probation/parole violations. However, if a CalWORKs/RCA AU or a GR HH reports a drug or fleeing felon status or parole/probation violation, LEADER will take action to remove the individual from the Food Stamp (PAFS) household at the same time as the CalWORKs/RCA action, at the end of the month in which a 10-day NOA can be provided.</p>

	<p>Exception: If a GR/FS HH reports a drug felony conviction, LEADER will take action to remove the individual or discontinue the Food Stamp household at the end of the quarter.</p>
<p>OPS 23-110.181 – Voluntary Mid-Quarter Report</p>	<p><u>What is a voluntary mid-quarter report?</u></p> <p>It is any non-mandatory change that is reported by a participant mid-quarter/between QR 7 submission. Voluntary mid-quarter reports <u>can be</u>, but are not limited to, the following:</p> <p><u>Food Stamps</u></p> <ul style="list-style-type: none"> • Social Security Cost of Living Adjustments (COLA); • Individual(s) moving in or out of the household; • Drug felony conviction(s); • Violation of probation or parole; • HH member becomes pregnant; • HH member starts a new job; • Receipt of income; • Change in shelter/utility costs; or • Property/Resource changes. <p><u>CalWORKs/RCA</u></p> <ul style="list-style-type: none"> • Social Security Cost of Living Adjustments (COLA); • Individual(s) moving in or out of the AU; • AU member becomes pregnant; • AU member starts a new job; • Receipt of income when combined with existing AU income is below the IRT; or • Property/Resource changes. <p><u>General Relief</u></p> <ul style="list-style-type: none"> • Social Security Cost of Living Adjustments (COLA) • HH member becomes pregnant; • Property/Resource changes; • Income decreases or stops; or • Receipt of income below mandatory requirements.
	<p><u>When a participant makes a voluntary report, is the information to be held until the QR 7 is received?</u></p> <p>No, the information is to be entered into LEADER</p>

	<p>as soon as it is received. LEADER will make the determination to take mid-quarter action or take action the first of the next QR Payment Quarter.</p> <p>NOTE: For GR, the QR 3 should not be initiated for mid-quarter voluntary reports. For CW/FS, the QR 3 should be used to report voluntary changes only when requested by the participant.</p>
	<p><u>If a participant fails to provide verification of a voluntary mid-quarter report that will increase benefits, will the case be discontinued mid-quarter?</u></p> <p>No, LEADER cannot take action on an unverified report of a change that results in an increase to benefits. For CalWORKs and Food Stamps, if the AU/HH makes a voluntary report and fails to provide verification within 10 days, LEADER will initiate a No Change NOA. This equates to the denial of a request to increase benefits due to decreased income, expenses or the addition of a new person.</p> <p>NOTE: For GR, a No Change NOA is not required and will not be initiated by LEADER.</p> <p>If the participant does not report the change on the QR 7, the EW must contact the participant to resolve the discrepancy.</p> <p>Reminder: All voluntary mid-quarter reports must be reported on the next QR 7.</p>
	<p><u>If the participant provides verification after the 10-day period, what is the effective date of the reported change?</u></p> <p>The date the verification is received becomes the new report date and is to be entered into LEADER. LEADER will use the new information to calculate benefits either the first of the month of the new report date or the first of the following month, as appropriate.</p> <p>NOTE: The verification receipt date must always be entered in the <u>Report Date</u> field regardless of when it is received.</p>
OPS 23-110.182 – Negative Action on Voluntary Mid-Quarter Reports	<p><u>Can negative case action be taken if a participant fails to make a voluntary mid-quarter report?</u></p>

	<p>No, negative action cannot be taken on information a participant is not required to report.</p>
<p>OPS 23-110.183 – County Initiated Mid-Quarter Action</p>	<p><u>Are there times benefits can be adjusted without the participant reporting a change?</u></p> <p>Yes, benefits can be adjusted mid-quarter as a result of County-initiated changes. The following changes are considered County-initiated and can take place at any time during the quarter:</p> <p><u>Food Stamps:</u></p> <ul style="list-style-type: none"> • California Food Assistance Program (CFAP) status changes; • CalWORKs MBSAC/MAP COLA increases; • Application for aid for a child/adult in another county/district office; • Transitional Food Stamps; • Receipt of late QR 7, which may require that benefits be adjusted in the second month of the QR Payment Quarter; and • Sanctions imposed on individual persons of the HH. • Household voluntarily reports income over 130% of the Federal Poverty Level (FPL). <p><u>CalWORKs:</u></p> <ul style="list-style-type: none"> • Adult reaches the CalWORKs 60-month time limit; • CalWORKs MBSAC/MAP COLA increases; • Sanctions/penalties imposed on individual persons of the AU; • Removal of a sanction of an individual who corrects his/her/welfare-to-work participation problem; • Removal of a penalty for an AU that complies with the CalWORKs program requirements; • Cal-Learn participant earns a Cal-Learn bonus or sanction; • Child reaches the age limit; • Application for aid for a child/adult in another AU/county; • Out of County moves/AU member is no longer a California resident; • Child is placed in Foster Care; • Refugee Cash Assistance (RCA) participant reaches the eight-month RCA time limit;

	<ul style="list-style-type: none"> • Late QR 7 adjustment; • AU becomes a Family Reunification case; and • Redetermination/recertification. <p><u>GR:</u></p> <ul style="list-style-type: none"> • Time Limits; • Sanctions/penalties imposed on individual persons of the GR HH; • Removal of a sanction of an individual who corrects his/her/welfare-to-work participation problem; • Removal of a penalty for an individual that subsequently becomes unemployable; • Recoupment of an OP; • Cost of Living Adjustments; • Initiation of a POI (except for NSA cases); and • Receipt of late QR 7 may require that benefits be adjusted in the second month of the QR Payment Quarter. <p>NOTE: County-initiated mid-quarter actions that affect cash aid may result in recalculation of Food Stamp benefits.</p> <p>Exception: For CalWORKs/RCA and Food Stamps, SSA COLA increases are considered anticipated income (voluntary reports) and are subject to the increase/decrease rule.</p>
	<p><u>When can benefits be reduced/stopped as a result of a County-initiated mid-quarter action?</u></p> <p>At the end of the month in which a timely NOA can be provided. If there is insufficient time to provide a timely notice, LEADER will issue benefits at the prior level or last LEADER authorized amount and establish an OP/OI and/or discontinue benefits at the end of the month if appropriate.</p> <p><u>EXAMPLE:</u> 60-month time limit - Mom and her two children are receiving CalWORKs and are in the April/May/June quarter. Mom will reach her 60-month time limit on April 30. LEADER will take mid-quarter action to exclude the mother from the AU effective May 1. This will result in a decrease in cash aid to the remaining AU members.</p>

	<p><u>EXAMPLE:</u> Cal-Learn – The payment quarter is January/February/March. Mom and her minor daughter, and the minor's child receive CalWORKs. The minor daughter is a Cal-Learn participant and provides an unsatisfactory report card in January. A \$100 Cal-Learn sanction is imposed; however, there is insufficient time to reduce February's benefits. The penalty becomes effective March 1, and the Cal-Learn sanction will end April 30.</p> <p><u>EXAMPLE:</u> GROW - Participant receives GR/FS and is in the April/May/June quarter. The participant failed GROW requirement on April 28, this was the second Employable noncompliance within the last 365 days. LEADER will take action to discontinue the case effective May 31, imposing a 30-day penalty for GR and a three-month sanction for Food Stamps. The hearing determined that the participant did not have good cause. The sanction will end on July 30, for GR and on August 31, for Food stamps</p> <p>CalWORKs/RCA: For cases in which a child has been removed from the home and placed in Foster Care as a result of a judicial determination or voluntarily placed in foster care by a parent or legal guardian, a timely NOA is not required.</p> <p>Food Stamps: CFAP status changes are effective the first of the month following the change.</p>
<p>OPS 23-110.184 – Multiple Changes</p>	<p><u>When a participant reports multiple changes at the same time, can all of the changes be added together as one change?</u></p> <p>No, if a participant experiences multiple changes during a quarter and reports all of the changes at one time, each reported change is to be acted on separately using the rule that is unique to that type of change (e.g., voluntary or mandatory). The changes may <u>not</u> be combined. In other words, an AU/HH can voluntarily report a change that does not result in an increase to benefits, and later in the quarter report a mandatory change that would result in a decrease to benefits. Benefits would not be changed as a result of the voluntary report, but LEADER would act to decrease benefits based on the mandatory report. The changes must be entered into LEADER in the order they occurred.</p>

EXAMPLE:

The AU/HH is in the June/July/August quarter. On June 10, Mom reports that Dad has returned to the home and has income and that her earned income has decreased. The EW asks the participant the sequence of these changes and enters them into LEADER with the appropriate Valid From date (date of occurrence). The sequence of the two changes is that Dad returned to the home on June 7, and Mom's income decreased on June 8. The EW will first enter Dad and his income (this is considered one change) into LEADER because Dad returned on June 7. Then the EW will enter Mom's decreased income in LEADER last because Mom's income decreased on June 8. LEADER will determine whether adding Dad will decrease benefits; if so, then LEADER will not add Dad until the first of the following quarter and reset the benefits to the original benefit amount. If LEADER determines that Mom's decreased income will increase benefits, LEADER will issue a supplemental in the month in which the change was reported and increase benefits for the remaining months of the quarter. The EW cannot re-enter in LEADER Dad's information to obtain a different result.

EXAMPLE:

The AU/HH is in the January/February/March quarter. On February 7, Mom reports that Dad returned to the home without income. On February 18, while Dad's application (CW 8) is still pending, Mom reports that Dad got a job. If Dad has not been approved on the case, then Dad's new income must be used in the benefit calculation. If LEADER determines that adding Dad and his new income causes a decrease in benefits, LEADER will not add Dad to the case until the first of the following quarter.

EXAMPLE:

The AU/HH is in the September/October/November quarter. On September 5, the AU/HH reports that Dad moved back into the home, and he has a part-time job. LEADER determines that Dad's earnings would result in a decrease to the AU/HH benefits. Dad is unable to be added to the AU/HH the first of October because it would result in a decrease in benefits to the AU/HH. Dad would be added to the AU/HH the first month of the following quarter.

	<p>Then on September 7, the AU/HH reports that Mom violated conditions of her parole. The change is entered into LEADER. LEADER determines that Mom is not eligible and makes her an ineligible person effective October 1 (this is an acceptable mandatory mid-quarter action). Benefits for the remaining AU/HH persons are decreased effective October 1. When decreasing the October benefits, action cannot be taken to add Dad and his income at the same time as removing Mom. Dad and his income can only be added at the beginning of the next quarter.</p> <p><u>EXAMPLE:</u> GR – The HH is in the October/November/December quarter. On October 8, the participant reports that he moved in with his brother, he was laid off his job, but he now has a new job and his savings account has increased to \$1600. The EW asks the participant the order of occurrences. On October 3, he was laid off and received his last check of \$300. He deposited \$150 in his savings on October 4, moved in with his brother on October 6, and will start his new job on October 21. The participant knows he will be paid \$250 every other week and anticipates with certainty that he will receive his first check on November 5, for \$250. LEADER will increase his GR benefits because of his loss in income (voluntary report) by issuing a supplemental for October and decrease the benefits in November because of his new job increased income (mandatory report), and his household size changed from a one-person household to a two-person household (mandatory report). LEADER will terminate the HH at the end of the quarter for excess property (voluntary report).</p>
<p>OPS 23-110.19 – Verification Requirements</p>	<p><u>Is verification of a reported change required before entering the information into LEADER?</u></p> <p>No, changes reported by a participant, voluntary or mandatory, must be entered into LEADER as soon as the information is reported. If sufficient information is not provided, additional information must be requested from the participant.</p> <p>Changes reported on the QR 7 must be accompanied by verification. If verification is not attached when requested, the QR 7 is considered incomplete.</p>

	<p>Exception: When adding a new AU/HH member, including a newborn, the information (e.g., name, birth date and gender) must be entered into LEADER immediately. Do not wait for the Social Security Number or other documentation to authorize the action. This allows the new AU/HH member to receive Medi-Cal from the date of birth or entry in the AU/HH. If additional documentation is required for a particular program (e.g., CalWORKs) and <u>“Not Received”</u> is indicated in the verification field, LEADER will automatically generate a Verification Checklist (VCL) requesting the participant provide the required documentation and control for receipt.</p> <p>EXAMPLE: The quarter is October/November/December. A participant makes a voluntary report of the birth of her child. She provides the name, date of birth and sex of the newborn. The EW must enter the information into LEADER and indicate verification <u>“Not Received”</u> and authorize the action. This will allow a Medi-Cal card to be issued for the newborn. LEADER will initiate a VCL for the required documentation if required by program (e.g., CalWORKs).</p>
OPS 23-110.2– Household Composition	<p><u>Are household composition changes voluntary reports?</u></p> <p>Yes, for CalWORKs/RCA and Food Stamps they are voluntary reports. Participants do not need to report changes in household composition mid-quarter.</p> <p>No, for General Relief all changes in household composition or living arrangements, including moving in or out of Board and Care are mandatory reports and must be reported within 5 days after the change.</p>
OPS 23-110.20 - Adding A Person	<p><u>When do you take action to add a person to an existing case?</u></p> <p>As soon as the information (e.g., name, birth date and gender) is known. Do not wait for the Social Security Number or other documentation to enter and authorize the action. If additional documentation is required for a particular program (e.g., CalWORKs or GR) and <u>“Not Received”</u> is indicated in the verification field, LEADER will automatically generate a VCL requesting the participant to provide the required documentation</p>

and control for receipt. Verification must be provided before LEADER will issue benefits.

NOTE: This allows the new CalWORKs AU member to receive cash-linked Medi-Cal from the date of birth or entry in the AU.

If LEADER determines that adding the new person results in increased benefits, LEADER will add the new person:

- **For CalWORKs and Food Stamps:** The first of the month following the report date if verification was received timely; and
- **For GR:** Effective the day the change was reported and verification was received timely.

If LEADER determines that adding the new person will result in decreased benefits, then LEADER will:

- **For CalWORKs and Food Stamps:** Send a MT40-001 for CW/RCA or QR 377.4 for FS No Change NOA and add the new person the first of the following payment quarter; and
- **For General Relief:** Add the new person to the GR HH the first of the following month

EXAMPLE:

Mom and a child are receiving CalWORKs and FS in the quarter designated as May/June/July. Mom voluntarily reports in June that Dad moved into the home in June. Dad has income sufficient to cause benefits to decrease, if Dad was to be added to the AU/HH. LEADER would not include Dad in the eligibility or benefit amounts in the current quarter. The EW must document the date that Dad returned to the home and that there is no change to benefits for the current quarter. LEADER will hold the information over to the next quarter. The earliest opportunity to decrease benefits to the AU/HH based on Dad's income would be at the first of the upcoming QR Payment Quarter or August 1, with a timely 10-day NOA. The EW must review information reported on the next QR 7 to ensure that it is consistent with the information that was previously provided in Mom's voluntary report.

See **CW 44-317.1 - Beginning Date of Aid** for more information.

	<p>See Add Individual-To An Application for LEADER procedures.</p> <p>See Add Individual - To A Case for LEADER procedures</p>
	<p><u>What happens when adding new person mid-quarter results in ineligibility?</u></p> <p>LEADER will:</p> <ul style="list-style-type: none"> • For CalWORKs and Food Stamps: Initiate a MT40-001 for CW or QR 377.4 for FS No Change NOA to the AU/HH mid-quarter and discontinue the case at the end of the quarter. <p>NOTE: The new person is not eligible to receive cash-linked Medi-Cal because he/she is not eligible for CalWORKs/RCA. LEADER will determine if the new person is eligible to any other Medi-Cal program.</p> <ul style="list-style-type: none"> • For GR: Discontinue the case at the end of the month the change was reported with 10-day NOA (ABP 4023).
	<p><u>When should an individual who cures a GAIN sanction be added back to the AU?</u></p> <p>When notified by the GAIN Services Worker (GSW), the individual can be added the first of the following month following the date the individual cured the sanction or the minimum sanction period has been served.</p>
	<p><u>When does LEADER take action on a GR case to increase/decrease benefits resulting from a change to the HH size of an existing case?</u></p> <p>If the change will:</p> <ul style="list-style-type: none"> • Decrease benefits, then LEADER will decrease benefits the first of the following month; or • Increase benefits, then LEADER will increase benefits effective the day the change occurred, provided verification is received timely. <p>NOTE: If verification is not received timely, LEADER will increase benefits the date verification is received.</p>

<p>OPS 23-110.21 - Cash-Linked Medi-Cal For A Newborn</p>	<p><u>When is a newborn eligible for cash-linked Medi-Cal?</u></p> <p>The newborn, including Maximum Family Grant (MFG) child, is eligible for cash-linked Medi-Cal upon notification of the birth, name, and gender and is effective from the date of birth. The notification can be received via telephone call, in writing or in person. Do not wait for the Social Security Number or verification to enter or authorize the action. Verification is not required prior to authorizing Medi-Cal benefits. If additional documentation is required for a particular program (e.g., CalWORKs) and <i><u>“Not Received”</u></i> is indicated in the verification field, LEADER will automatically generate a VCL requesting required verification/ documentation and control for receipt.</p>
	<p><u>What is the effective date for cash-linked Medi-Cal when adding a new AU person?</u></p> <p>When a new AU person is determined to be eligible for CalWORKs/RCA or will be eligible for CalWORKs/RCA the following quarter, provided all eligibility has been met, cash-linked Medi-Cal will be effective for the new AU person as follows:</p> <ul style="list-style-type: none"> • If the person moving into the home was timely reported on the QR 7, cash-linked Medi-Cal is effective the month the individual moved into the home. • If the person moving into the home was timely (10 days from occurrence) and voluntarily reported, cash-linked Medi-Cal is effective the month the individual moved into the home. • If the person moving into the home was not timely reported, cash-linked Medi-Cal is effective the month of the report. <p>The AU person must meet all cash aid eligibility conditions. The aid code for the cash linked Medi-Cal is coded as <u>“3D - CalWORKs Medi-Cal eligible: CalWORKs eligible pending cash grant authorization.”</u></p> <p>NOTE: As soon as the name, date of birth and gender of the new AU/HH are known, enter the information into LEADER and authorize the action. Do not wait for the Social Security Number or other documentation to authorize the action. This allows the new AU/HH member to</p>

	<p>receive Medi-Cal from the date of entry in the AU/HH. If additional documentation is required for a particular program (e.g., CalWORKs or GR) and <u>“Not Received”</u> is indicated in the verification field, LEADER will automatically generate a VCL requesting the participant to provide the required documentation and control for receipt.</p> <p><u>EXAMPLE:</u></p> <p>CW/FS case consisting of Mom and a child. The designated quarter is January/February/March. Mom voluntarily reports in February that Dad moved into the home February 15, and has no income. The EW enters the change in LEADER and LEADER determines that Dad is eligible to CW effective March 1, and eligible to cash-linked Medi-Cal effective February 1.</p>
OPS 23-110.3 - Income and Prospective Budgeting	<p><u>What is income?</u></p> <p>See CW section 44-100 for more information.</p>
	<p><u>What is budgeting?</u></p> <p>Budgeting is the activity used to compute the aid payments for a QR Payment Quarter for which eligibility exists using net nonexempt income that is reasonably anticipated to be received in the QR Payment Quarter. This budgeting method is called prospective budgeting. Budgeting is an activity separate from the determination of eligibility. All eligibility factors including income eligibility, are considered on a prospective basis.</p>
	<p><u>What is Prospective Budgeting?</u></p> <p>Prospective budgeting is the method of computing an aid payment for a QR Payment Quarter using an estimate of the income reasonably expected to be received in that quarter. The estimate is to be based on the knowledge of past and current income and reasonable expectation of future income.</p>
	<p><u>When is prospective budgeting used?</u></p> <p>When computing benefits for each month in a QR Payment Quarter, such as at Intake or when adding or deleting a new person. LEADER will use income, including anticipated income, expenses and household information reported on the QR 7 or received from mid-quarter reports to determine continued eligibility and benefit levels.</p>

	See FS 63-503.2 – Prospective Eligibility for more information.
OPS 23-110.30 - Reasonably Anticipated Gross Income	<p><u>When is an AU/HH considered to have reasonably anticipated income?</u></p> <p>The AU/HH has reasonably anticipated income when:</p> <ul style="list-style-type: none"> • The AU/HH is reasonably certain that the gross income will be received within the quarter or the AU/HH is otherwise reasonably certain that the income will be received within the QR Payment Quarter; and • The gross amount and expected date of receipt is known. <p>These are examples of when a determination of reasonably anticipated income may be needed:</p> <ul style="list-style-type: none"> • An AU/HH first applies for benefits; • A participant reports new income on the QR 7; • A participant reports on the QR 7 that income is expected to change; • A participant has income that is stable/fluctuates; and • A participant makes a mid-quarter report of an income change. <p>NOTE: It is critical that every effort is made to verify a participant's estimate of reasonably anticipated income when verification cannot be provided. Efforts made by the participant and/or EW to verify income information is to be documented on the Case Comments screen.</p> <p><u>EXAMPLE:</u> The household consists of Mom and her three children. Mom reports on the QR 7 for Data Month of July, submitted in August that she is starting a new job in the upcoming quarter of September/October/November. Mom reports that her first check date will be September 15, and the anticipated wage amount is \$300, paid on the 15th of each month. Because the timing and the amount of the income is reasonably certain, the EW considers this income to be reasonably anticipated and enters it in LEADER. LEADER will</p>

	<p>use it in the benefit calculations for the next QR Payment Quarter. The EW documents the participant's statement of expected hours and wages on the Case Comments screen to substantiate the participant's estimate.</p>
	<p><u>What happens when the income cannot be reasonably anticipated?</u></p> <p>Additional follow-up is needed to determine reasonably anticipated income. The following guidelines can be helpful in determining income that is reasonably anticipated:</p> <ul style="list-style-type: none"> • Contact the participant's employer with prior authorization from the participant (PA 1627), when required; • For CalWORKs/GR, review the prior quarter only; and • For Food Stamps, review prior quarters (as far back as needed). <p>If the amount of income or when the income will be received is still uncertain, then that portion of the AU's/HH's income that is uncertain will not be counted when determining income eligibility and benefit levels.</p> <p><u>EXAMPLE:</u></p> <p>A household reports that a member has been verbally approved for State Disability Insurance (SDI). However, the household member has not received an actual award letter or check, but knows the amount, but not the exact start date. Because the timing is not known, the income is not to be used in the benefit calculation for the upcoming QR Payment Quarter.</p>
OPS 23-110.31 - Stable Income/ Averaging Stable Income	<p><u>What is the next step when reasonably anticipated income has been determined?</u></p> <p>It is to determine if the participant's gross income is stable or fluctuating.</p>
	<p><u>What is Stable Income?</u></p> <p>It is:</p> <ul style="list-style-type: none"> • Income that the participant has indicated will not change throughout the QR Payment

	<p>Quarter;</p> <ul style="list-style-type: none"> • The frequency of pay <u>will not</u> change throughout the QR Payment Quarter; and • The EW has no evidence to the contrary. 										
	<p><u>How is stable income converted into a monthly amount?</u></p> <p>For stable gross income that is received on a weekly, bi-weekly (every other week) semi-monthly, etc., basis as reported for the Data Month on the QR 7, is to be added and divided by the total number of pay periods in the Data Month to arrive at an averaged income amount and multiplied by the conversion factor:</p> <ul style="list-style-type: none"> • Weekly by 4.33; • Bi-weekly by 2.167; • Semi-monthly by 2; • Quarterly by .333; • Semi-annual by .167; or • Annually by .0833. <p><u>EXAMPLE:</u></p> <p>The participant reports on the QR 7 that four weekly paychecks were received in the following amounts: \$115, \$100, \$135, and \$95. The participant also indicated that the income is not expected to change during the next QR Payment Quarter compared to the income reported on the QR 7. The four weeks of income is added together, divided by four and then factored by 4.33 to arrive at the averaged monthly income amount for the next QR Payment Quarter. The gross monthly income will be divided by three and all applicable disregards or deductions applied per program.</p> <table> <tr> <td>Weekly Pay</td><td>\$115</td></tr> <tr> <td></td><td>100</td></tr> <tr> <td></td><td>135</td></tr> <tr> <td></td><td>+ 95</td></tr> <tr> <td></td><td>\$445</td></tr> </table> <p>Avg wkly income $\\$445 \div 4 = \\111.25 (Wkly pay divided by number of paydays in month)</p> <p>Monthly income $\\$111.25 \times 4.33 = \\481.71</p> <p>Total Quarter's Income $\\$481.71 \times 3 = \\1445.13 (Total Monthly Income multiplied by the number of months)</p>	Weekly Pay	\$115		100		135		+ 95		\$445
Weekly Pay	\$115										
	100										
	135										
	+ 95										
	\$445										

	<p>in the quarter)</p> <p>Avg Monthly Income $\\$1445.13 \div 3 = \\481.71 (Total Quarter's Income divided by the number of months in the quarter.)</p>
	<p><u>Why is income averaged?</u></p> <p>Gross income is averaged to establish a “frozen” benefit level for each month of the QR Payment Quarter.</p>
	<p><u>How will stable income be averaged?</u></p> <p>LEADER averages stable income by:</p> <ul style="list-style-type: none"> • Adding the reasonably anticipated gross earned income for each month of the quarter and dividing by three. • Adding the reasonably anticipated gross unearned income for each month of the quarter and dividing by three. • Adding the reasonably anticipated Disability Based Unearned Income (DBI) for each month of the quarter and dividing by three. (CalWORKs Only)
<p>OPS 23-110.32 - Fluctuating Income/ Averaging Fluctuating Income</p>	<p><u>What is Fluctuating Income?</u></p> <p>It is:</p> <ul style="list-style-type: none"> • Income that the participant has indicated is expected to change throughout the QR Payment Quarter (e.g., change from weekly to biweekly or the participant starts/stops a job); and • The frequency of pay <u>will</u> change throughout the QR Payment Quarter; and • The EW verifies the change with the participant; and • The participant has provided documentation of the expected change. <p><u>EXAMPLE 1:</u> The quarter is January/February/March. The participant reports on the February QR 7 receiving 2 bi-weekly paychecks in the amounts of \$350 and \$400. The participant also indicates on the QR 7 that her income is expected to change in the upcoming quarter. The EW calls the participant to verify the changes and finds out that \$400 bi-weekly will be received through the end of April. The participant will start a new job on May 1, and</p>

will receive a weekly amount of \$300.

LEADER will compute the income for the new quarter as follows:

Monthly Income =

April	\$400
	+ 400
	<u>\$800</u>

April's Avg Biweekly Pay $\$800 \div 2 = \400

(Total Biweekly Income divided by number of paydays in the month)

May's Monthly Income $\$300 \times 5 = \1500

(Weekly income multiplied by number of paydays in the month)

June's Monthly Income $\$300 \times 4 = \1200

(Weekly income multiplied by number of paydays in the month.)

Total Quarter's Income	\$ 800
	1500
	+ 1200
	<u>\$3500</u>

Average Monthly Income $= \$3500 \div 3 = \1166.67

(Total Quarter's Income divided by number of months in the quarter.)

EXAMPLE 2:

The quarter is December/January/February. A participant reports on the QR 7 that she is paid on a weekly basis, except that she only works three weeks in a month. She also indicates that this frequency of pay will remain the same throughout the next QR Payment Quarter. She is typically paid \$115, \$100 and \$135.

LEADER will add the three weeks of income together to arrive at a reasonably anticipated monthly income for the next QR Payment Quarter. Since the income is not paid every week of the QR Payment Quarter, the conversion factor cannot be applied.

Weekly Income	\$115
	100
	+ 135
	<u>\$350</u>

January's Avg Weekly Pay $\$350 \div 3 = \116.67

	<p>March's Monthly Income \$116.67x3=\$350.01</p> <p>April's Monthly Income \$116.67x3=\$350.01</p> <p>Total Quarter's Income \$350.01 350.01 + 350.01 \$1050.03</p> <p>Avg Monthly Income \$1050.03÷3=\$350.01</p>								
	<p><u>How is fluctuating income calculated when the amounts differ for each month in the quarter?</u></p> <p>Once the monthly income amount for each month of the quarter has been determined by LEADER, the reasonably anticipated income for each month is added and divided by three (the number of months in the quarter). The result is the reasonably anticipated monthly income that LEADER will use in the benefit calculations.</p> <p>The quarter is January/February/March. On the February QR 7 the participant reports receiving weekly earned income of \$100 in the Data Month. However, this job will end the second week in May. The participant will start a new job on June 1st. The participant will received \$500 monthly at the new job. There are five pay periods in April and four pay periods in May.</p> <p>LEADER will calculate the income for the next quarter in the following manner:</p> <table> <tr> <td>April</td><td>\$500</td></tr> <tr> <td>May</td><td>200</td></tr> <tr> <td>June</td><td>+ 500</td></tr> <tr> <td>Total Quarter Income</td><td>\$1200</td></tr> </table> <p>Averaged Monthly Income \$400 (\$1200/3)</p> <p>LEADER will use the average monthly income of \$400 in the benefits calculation to determine cash aid and food stamp benefit levels.</p>	April	\$500	May	200	June	+ 500	Total Quarter Income	\$1200
April	\$500								
May	200								
June	+ 500								
Total Quarter Income	\$1200								
	<p><u>How will fluctuating income be reasonably anticipated?</u></p> <p>When the participant has or reports fluctuating income, a determination must be made to see what income can be reasonably anticipated and used in the next QR Payment Quarter benefit</p>								

	<p>calculation. The following guidelines can be helpful in the determination:</p> <ul style="list-style-type: none"> • Use the participant's income estimate, if the participant is able to provide one, and if the information is not questionable or conflicting; • Contact the participant for additional information; • Contact the participant's employer, with prior authorization from the participant (PA 1627); • For CalWORKs/GR, review the participant's prior quarter income reports (prior quarter only); and • For Food Stamps, review the participant's prior quarter income reports as far back as needed to get an accurate estimate of income.
	<p><u>If a participant is unable to provide fluctuating income information should the case be discontinued?</u></p> <p>No, if the participant is attempting to cooperate to the best of his/her ability, yet is unable to provide information that would assist in projecting future income with reasonable certainty, the participant will not be considered "failing to cooperate" and is not to be discontinued for that reason.</p>
	<p><u>Can fluctuating income be factored?</u></p> <p>No, LEADER will not factor (e.g., multiply by 4.33, 2.167, etc.) fluctuating income. LEADER will use the actual amount received or estimated in the budget calculation.</p> <p><u>EXAMPLE:</u> A household of two is in the quarter designated as January/February/March. Mom is working part-time at a fast food restaurant and her hours of work vary from month to month. On her QR 7 submitted March 10, she reports having worked 70 hours in the month of February, but she is unable to project with any certainty how many hours she will be working for each month of the next QR Payment Quarter. The EW reviews income information from her previous QR 7 (from November) and finds that she reported working 80 hours in that month. The EW doesn't know whether to project 70 hours of work or 80 hours of work for each month of the next quarter and contacts the participant to obtain more</p>

	<p>information. The EW, after talking with the participant, learns that during the previous quarter, she worked 70 hours in the first month, 80 hours in the second month, and 75 hours in the third month. Because the participant does not know if the hours will remain the same, increase or decrease, the best available information that the EW has in determining what income to reasonably anticipate in determining benefits for the next quarter is information from the previous quarter.</p>
	<p><u>How will fluctuating income be averaged?</u></p> <p>LEADER averages fluctuating income by:</p> <ul style="list-style-type: none"> • Adding the reasonably anticipated gross earned income for each month of the quarter and dividing by three. • Adding the reasonably anticipated gross unearned income for each month of the quarter and dividing by three. • Adding the reasonably anticipated Disability Based Unearned Income (DBI) for each month of the quarter and dividing by three (CalWORKs Only).
<p>OPS 23-110.33 - Self-Employment Income Averaging</p>	<p><u>Is self-employment earned income averaged?</u></p> <p>Yes, LEADER uses the gross net (after allowable expense deductions) amount to average and calculate benefit levels. (For rental property and student financial income, expenses will be deducted before the net gross income is averaged and used in the benefits calculation.)</p> <p>See Income – Self-Employment for LEADER procedures</p> <p>NOTE: CalWORKs and Food Stamp participants retain the option of using actual expenses or 40% of gross earnings for expenses.</p>
<p>OPS 23-110.34 - Decreases in Income</p>	<p><u>What happens when a participant voluntarily reports a decrease in income mid-quarter?</u></p> <p>When a participant voluntarily reports a decrease in income they must provide verification of the decrease.</p> <p>If LEADER determines that the decrease in income results in increased benefits, LEADER will</p>

	<p>issue a supplemental for the month of the reported change and increase benefits for the remaining months of the quarter.</p> <p>NOTE: LEADER will not factor income that is decreasing/ stopping in a month. LEADER will use actual income when <u>"Last Check"</u> is indicated.</p> <p><u>EXAMPLE:</u> Mom and two children are receiving CalWORKs and Food Stamps. Mom has earned income of \$1200 a month. In the April/May/June quarter, Mom voluntarily reports on April 5, that she lost her job the day before. She anticipates that in April she will receive her final paycheck of \$600, and no additional checks are expected. On April 7, Mom provides verification of her job loss. The new income must be entered into LEADER to determine if an increase in benefits exists. A supplemental will be issued if LEADER determines that a decrease in income will result in increased benefits, LEADER will issue a supplemental for the month of the reported change and increase benefits for the remaining months of the quarter.</p> <p><u>EXAMPLE:</u> GR participant is receiving GR of \$161. The grant amount was based on the participant's earned income of \$400 a month. In the April/May/June quarter, the participant voluntarily reports on April 6, that he lost his job the day before and received his final paycheck of \$200. The income must be entered into LEADER to determine if an increase in benefits exists. On April 9, the participant provides verification that he lost his job. If LEADER determines that the decrease in income will result in increased benefits, LEADER will issue a supplemental for the month of the reported change and increase benefits for the remaining months of the quarter.</p>
	<p><u>What happens when a participant reports a decrease in income on the QR 7 rather than as a mid-quarter report?</u></p> <p>It will be treated as a voluntary mid-quarter report. Per QR policy, a report of a decrease in income is acted on the month the change is reported or the month the change actually occurred, whichever is later. There are no retroactive payments for</p>

	<p>months prior to the month in which the participant made the voluntary report. Therefore, LEADER will determine if a supplemental payment should be issued for the month in which the change was reported (current month.) This type of change should never be entered in LEADER as "Participant Failed to Report."</p> <p>NOTE: While reporting changes on the QR 7 is mandatory, decreased income for prior months is voluntary. Action will be taken for the current and future months only.</p> <p><u>EXAMPLE:</u> CalWORKs/Food Stamp case. The quarter is October/November/December. The participant reports on the November QR 7 that their income has decreased. The decrease in income began on September 15 (prior quarter - July/August/September) and continues through November. The participant did not voluntarily report the decreased income mid-quarter. The income is reported for the first time on the November QR 7. The EW will enter the income in LEADER using the date the QR 7 was received as the <u>Report Date</u> and the date the change occurred as the <u>Valid From</u> date. LEADER will recalculate benefits for the current month (December) and compare it to the benefits authorized/issued for December to determine if the participant is entitled to more benefits based on the decreased income. If LEADER determines benefits will increase, a supplemental will be issued. If benefits will decrease, benefits will be decreased the first of the next quarter.</p>
	<p><u>On a QR 7, the participant reports income for the Data Month and income for the Submit Month. Should the income for the Data Month and for the Submit Month be entered in LEADER?</u></p> <p>Yes. See the example below:</p> <p><u>EXAMPLE:</u> A participant is in Cycle 2 (June/July/August). The participant reports earnings for June, July and August.</p> <p>The EW should enter July's and August's income. July's income (Data Month) is the income that will</p>

	<p>be used in the next quarter's (Sept/Oct/Nov) benefit calculation.</p> <p>However, the participant also reported income for August (the Submit Month), therefore the income must be entered in LEADER. August's income is considered a voluntary report because it was received in the Submit Month. LEADER will determine if August's income will increase or decrease the benefits.</p> <p>If the benefits will increase compare to what LEADER calculated using June's income, LEADER will issue a supplemental for August and use August's income to calculate benefits for Sept/Oct/Nov. If benefits will decrease using August's income, LEADER will not use August's income until Dec/Jan/Feb quarter.</p> <p>NOTE: If the reported exceeds the CalWORKs IRT, the cash benefits will be discontinued at the end of the month with 10-day notice. The FS segment will be re-evaluated for TFS.</p> <p>For GR: If the amount of income reported is mandatory (See GR Mandatory Mid-Quarter Reporting), LEADER will use August's income in the benefit calculation. If the report is a voluntary report of decreased income that does not cause benefits to increase or benefits will remain unchanged, LEADER will not use August's income until the Dec/Jan/Feb quarter.</p>
	<p><u>How is income treated when an AU receives income from more than one source and reports that one source of income has decreased?</u></p> <p>Only the income that experienced the decrease is recalculated for the current and remaining months of the quarter. The new grant is calculated using the existing averaged income that did not change plus the recalculated averaged income (the income that decreased).</p> <p>The same rule applies when an AU consists of more than one person with income and one person experiences a decrease in income, only the decreased income is recalculated. The new grant is based on that person's recalculated income along with the existing AU's/HH's averaged monthly income that did not change.</p>
OPS 23-110.35 - Income	<u>What is an Income Reporting Threshold (IRT)?</u>

Reporting Threshold – CalWORKs	<p>It is the level of income that requires a CalWORKs AU to make a mandatory mid-quarter report of a change in income.</p> <p>The IRT is:</p> <ul style="list-style-type: none"> • 130% of Federal Poverty Level for that family size; or • The level at which the AU of that IRT family size becomes financially ineligible.
	<p><u>When is a CalWORKs participant required to report income exceeding the IRT?</u></p> <p>If the AU's or the IRT family's (which includes excluded member's income) total combined gross income, earned or unearned, exceeds the IRT at any time during the quarter the following rules apply:</p> <ul style="list-style-type: none"> • AU's that have earnings only, or a combination of earned and unearned income that exceed the IRT must report within 10 days; or • AU's that have no income or have unearned income will only be required to report if they receive new earnings that once combined with other AU income exceeds the IRT; or • AU's with unearned income only (including disability-based unearned income) are not required to report when that income alone exceeds the IRT mid-quarter. <p>NOTE: Non-recurring lump sums are not considered as income exceeding the IRT. It is property in the month received.</p>
OPS 23-110.36 - Income Reporting Threshold - FS	<p><u>Is there an IRT for FS?</u></p> <p>No, FS participants do not have to report increase in income mid-quarter.</p>
	<p><u>What action must the EW take when a NAFS household voluntarily reports mid-quarter income that increased during the quarter?</u></p> <p>The income is to be entered into LEADER. LEADER will determine if the NAFS household remains financially eligible. If the NAFS household remains financially eligible, LEADER will not decrease benefits until the following quarter.</p> <p>If the NAFS household total combined gross income, earned or unearned exceeds the Food</p>

	<p>Stamp gross income limit, and the income is expected to continue, LEADER will discontinue the NAFS case at the end of the month with a 10-day Notice of Action. LEADER will consider this type of report a mid-quarter county-initiated action.</p> <p><u>EXAMPLE:</u></p> <p>In a NAFS household of four, Mom has gross earned income of \$1700 per month. The quarter is March/April/May and benefits for the current quarter were determined using \$1700 as the average income amount. On March 10, Mom voluntarily reports mid-quarter that her monthly earnings have increased to \$2200 (exceeds the Food Stamp gross income limit for her household size) and the income is expected to continue. LEADER would discontinue the NAFS case effective March 31 with a 10-day NOA.</p>
	<p><u>If the NAFS household income is expected to exceed the Food Stamp gross income limit for one month only, should the NAFS case be discontinued?</u></p> <p>No, if the excess income is expected to exceed the Food Stamp gross income limit for one month only (e.g., participant reports overtime, bonus) and will not continue at that level, then LEADER shall <u>not</u> discontinue the NAFS case.</p> <p><u>EXAMPLE:</u></p> <p>In a NAFS household of two, Mom has gross earned income of \$1100 per month. The quarter is February/March/April and benefits for the current quarter were determined using \$1100 as the average income amount. On February 17, Mom voluntarily reports mid-quarter that she worked overtime the first week of February and her monthly earnings have increased to \$1400 (exceeds the Food Stamp gross income limit for her household size). Mom does not expect to work anymore overtime and her income is not expected to continue at the higher level. LEADER would not discontinue the NAFS household mid-quarter.</p> <p>NOTE: For the above example, the EW must enter the income as separate income records in LEADER and indicate “Y” in the “One-Time Only” field for the overtime</p>

	amount.
OPS 23-110.37 - Income Reporting Threshold - GR	<p><u>Is there an IRT for GR?</u></p> <p>Yes, the GR household is required to make a mandatory mid-quarter report of a change in income that is at or exceeds the following level within 5 days of the receipt of the income.</p> <ul style="list-style-type: none"> ▪ New earned income of \$203 or more; ▪ New unearned income of \$25 or more; ▪ Increased earned or unearned income of \$25 or more.
	<p><u>When income exceeding the IRT is reported, is the case discontinued?</u></p> <p>The income is to be entered into LEADER. For CalWORKs and GR, LEADER will determine if the AU/HH remains financially eligible. If the AU/HH remains financially eligible, LEADER will not decrease benefits until the following quarter.</p> <p>If the AU/HH is ineligible, cash aid is discontinued with a 10-day NOA and the new income information is used to re-calculate the Food Stamp benefits.</p> <p><u>EXAMPLE:</u> In an AU of three, Mom has gross earned income of \$1200 per month. The quarter is January/February/March and benefits for the current quarter were determined using \$1200 as the average income amount. On February 15, Mom reports that her monthly earnings have increased to \$1800 (greater than the IRT for her AU size) and the income is expected to continue. Cash benefits are discontinued effective February 28, and the Food Stamp segment must be evaluated for Transitional Food Stamps.</p> <p><u>EXAMPLE:</u> A GR participant has gross earned income of \$500 per month. The quarter is April/May/June and the grant for the current quarter was determined using \$500 as the average income amount. On April 20, the participant reports that her monthly earnings have increased to \$700 per month and are expected to continue. GR benefits are discontinued effective April 30.</p>
	<u>If income is expected to exceed the IRT for</u>

	<p><u>one month only, should the case be discontinued?</u></p> <p>No, if the excess income is expected to exceed the IRT for one month only (e.g., bonus) and will not continue at that level, LEADER will not discontinue the case.</p> <p>NOTE: If the income that exceeds the IRT is received in a combined regular pay check or in a separate pay check, then the portion of the income that exceeds the IRT must be entered into LEADER as a separate income record as <u>“One Time Only.”</u></p> <p>EXAMPLE: A participant receives a paycheck in the amount of \$1700, which includes a \$500 Christmas bonus. The EW must enter the income as separate income records in LEADER.</p>
	<p><u>Is verification of the income needed before entering the information in LEADER?</u></p> <p>No, the reported change is to be entered into LEADER as soon as the report is received, even if verification has not been provided. The EW would indicate the verification is <u>“Not Received,”</u> then LEADER will initiate a VCL to obtain required verification and control for its receipt</p>
<p>OPS 23-110.38 – Monthly Income Determination – New Applications</p>	<p><u>How is monthly income determined at the time of application?</u></p> <p>For CalWORKs/RCA/GR at initial application, LEADER will determine monthly income in the following manner:</p> <ul style="list-style-type: none"> • LEADER will perform the applicant test using actual income for the application month only. • If the AU/HH passes the applicant test, then LEADER will determine benefits based on the averaged income amount. • If the AU/HH is financially ineligible for the first month, but LEADER determines that the AU will become financially eligible in the second month, LEADER will fail the first month and pass the second month. Benefits will be approved effective the first day of the second month. <p>EXAMPLE: The quarter is October/November/December. On</p>

	<p>November 5, a mother and her three children apply for CalWORKs. Mom is receiving Unemployment Insurance Benefits (UIB) of \$400 weekly. She will receive her last UIB check on November 30. The EW enters all the information into LEADER. LEADER determines that the AU is financially ineligible for the first month (November), but will become financially eligible in the second month (December). LEADER will fail the first month (November) and pass the second month (December). Benefits will be approved effective the first of the second month (December).</p> <p>For Food Stamps at initial application, LEADER will determine monthly income in the following manner:</p> <p>LEADER will perform the gross and net income test using the monthly averaged income amount.</p>
	<p><u>When a household is receiving NAFS and it applies for and is approved CalWORKs/GR in the middle of the quarter, how are the FS benefits determined?</u></p> <p>LEADER will recalculate the FS benefits using the CW/GR grant.</p> <p>If the CW/GR grant causes the FS benefits to decrease, LEADER will decrease benefits effective the first of the following quarter.</p> <p>If the CW/GR grant causes FS benefits to increase LEADER will issue a supplemental for the current month and increase benefits for the remaining months of the quarter.</p>
	<p><u>When an individual applies for CW/FS jointly and CW is approved after the FS was approved, will the FS benefits decrease?</u></p> <p>Yes, once CW/RCA is approved, LEADER will use the grant to recalculate the FS benefits. If LEADER determines that the FS will decrease, then the FS benefits will be decreased the first of the following month without a 10-day NOA. Benefits will be decreased for the upcoming quarter regardless of the 10-day NOA requirement.</p> <p>NOTE: The above also applies for a GR/FS joint application.</p>

	See Add New Program to Existing Case for LEADER procedures
OPS 23-110.4 - Shelter/Utility Costs and Other Expenses	<p><u>How are shelter costs established for the quarter?</u></p> <p>Shelter costs will be determined at application and at recertification, and are to remain at the same fixed amount during the certification or until the participant reports a change.</p>
OPS 23-110.40 - Shelter Cost Changes	<p><u>Can benefits be adjusted if the household voluntarily reports an increase in shelter cost mid-quarter?</u></p> <p>Yes, when a household voluntarily reports an increase in shelter cost mid-quarter, action to update the new amount on LEADER is to be done immediately, unless the shelter costs are questionable. If the change in shelter cost causes an increase in benefits, LEADER will supplement benefits and the participant does not need to report this information on the next QR 7.</p> <p>If the shelter cost would result in decreased benefits, LEADER will not include the changed shelter amount in the benefit calculation until the first of the following quarter. LEADER will send a QR 377.4, No Change NOA, to the household. The participant must report the new lower shelter cost on the next QR 7.</p> <p>See Shelter/Utility Expense Screen – Completion for LEADER procedures</p>
	<p><u>A household makes a voluntary report of an increase in shelter costs that would increase benefits in the month following the actual change. Would a supplement be issued for the month the change occurred or in the month the change was reported?</u></p> <p>It depends on when the change was reported. If the change was reported:</p> <ul style="list-style-type: none"> • In the occurrence month and within 10-days, supplemental would be issued for the month the change occurred. • In the following month but within 10-days of the occurrence, a supplemental would be

	<p>issued for the month the change occurred.</p> <ul style="list-style-type: none"> After 10-days of the occurrence, a supplemental would not be issued for the month the change was reported. <p><u>EXAMPLE:</u> On 10/25, a participant's rent increased from \$200 to \$250. The participant reported the change to the worker on:</p> <ul style="list-style-type: none"> 10/27, benefits would be supplemented for the month the change occurred (October) and the remaining months of the quarter. 11/4, benefits would be supplemented for the month the change occurred (October) and the remaining months of the quarter. 11/20, benefits would be supplemented for the report month (November) and the remaining months of the quarter.
	<p><u>Are rent and utility changes considered one change or are they treated separately?</u></p> <p>Shelter costs are considered one change that includes both rent and utility costs.</p> <p><u>EXAMPLE:</u> The quarter is January/February/March. Budgeted shelter costs are: \$200 rent and \$206 full SUA. The household reports moving in February and the new rent amount is \$400 with all utilities included, no SUA. The household reports and provides verification of the February changes in February.</p> <p>In the example above, shelter costs actually decreased from \$406 per month to \$400 per month. Therefore, LEADER will determine if the new shelter amount will result in increased benefits for February, March and ongoing. Once the shelter change amount is determined, it remains in place until the household reports a new shelter (rent and utility) amount.</p>
OPS 23-110.41 - Utility Costs	<p><u>How are utility costs established for the quarter?</u></p> <p>Utility costs will be determined at application and at recertification and are to remain at the same fixed amount during the certification or until the participant reports a move.</p> <p>See Shelter/Utility Expense Screen –</p>

	Completion for LEADER procedures
OPS 23-110.42 – Switching from Actual Utilities to SUA or Vice Versa	<p><u>How many times can a participant elect to switch from actual utilities to SUA or SUA to actual utilities?</u></p> <p>Households can switch between actual utilities to SUA or vice versa at recertification or when they move.</p>
OPS 23-110.43 – Utility Cost Increases	<p><u>Can benefits be adjusted if the household switches from actual utilities to SUA or vice versa mid-quarter?</u></p> <p>Yes, if the household elects to switch between actual utilities to SUA or vice versa mid-quarter and LEADER determines that the switch results in increased benefits, benefits will be supplemented.</p> <p>If the switch resulted in decreased benefits, LEADER will send a QR 377.4, No Change NOA, to the household. The participant will need to report the new utility election on the next QR 7.</p> <p>When the participant claims actual utility expenses, LEADER will average the utility expenses over a 12-month period. If the averaged monthly amount is less than the SUA, LEADER will allow the SUA.</p>
OPS 23-110.44 – Establishing/Averaging Medical, Child Care/ Child Support Expenses	<p><u>How are medical, child care and court ordered-child support expenses established for the quarter?</u></p> <p>Actual or anticipated medical, child care and court-ordered child support expenses are averaged by LEADER over the QR Payment Quarter. The participant must provide verification before any expense will be allowed.</p>
	<p><u>How are medical, child care and court-ordered child support costs averaged over the quarter?</u></p> <p>The EW must determine what the household's reasonably anticipated medical, child care and court-ordered child support costs will be for the future quarter. Once this is determined, the EW will enter the information into LEADER. LEADER will then average the expenses over the quarter.</p>

	<p><u>EXAMPLE:</u> On the November QR 7 received in December, the participant reports with verification, anticipated ongoing child care expenses of \$175 for January, \$200 for February and \$150 for March. The EW will enter this information in LEADER and LEADER will average the child care expense for January/February/March.</p> <p>It is critical that the EW carefully documents the Case Comments screen how he/she determined what expenses are reasonably anticipated for the FS household.</p>
OPS 23-110.45 - Increase in Medical, Child Care/Child Support Expenses	<p><u>Can benefits be adjusted when a household voluntarily reports an increase in medical, child care and court-ordered child support costs mid-quarter?</u></p> <p>Yes, when the household voluntarily reports an increase in expense(s) mid-quarter, action to enter the expense(s) in LEADER is to be done immediately. Verification must be provided before LEADER will issue benefits.</p> <p>If LEADER determines that adding the new expense(s) results in increased benefits, LEADER will issue a supplemental for the month in which the increased expense(s) was reported and increase benefits for the remaining months of the quarter.</p> <p><u>EXAMPLE:</u> The FS household is in the January/February/March quarter. In February, the participant reports a one-time medical expense of \$500 and provides verification. The expense must be entered into LEADER to determine if benefits will increase. LEADER will average the expense of the current and remaining months of the quarter to determine if benefits will increase. If LEADER determines that benefits will increase then a supplemental will be issued for February and increase benefits for March.</p>
OPS 23-110.5 - Property/Resources	<p><u>When will property/resources eligibility be determined?</u></p> <p>Property/resources eligibility will be determined once per quarter based on information provided</p>

	<p>on the QR 7. If the property/resources reported on the QR 7, together with property/resources already used to establish eligibility, do not exceed the property/resource limit, the AU/HH is considered property eligible for the entire upcoming QR Payment Quarter.</p> <p>See CW 42-200 Property for more information.</p> <p>See FS 63-501 – Resource Determination for more information.</p>
OPS 23-110.50 - Reporting Property/ Resources	<p><u>When should the participant report property/resources information?</u></p> <p>Participants are only required to report property/resources changes/information on the QR 7.</p>
	<p><u>Can benefits be discontinued if the participant reports excess property mid-quarter?</u></p> <p>No, for all programs, when an AU/HH voluntarily reports the acquisition of property in excess of the property limit, LEADER will not discontinue benefits mid-quarter. The household will remain eligible for the entire QR Payment Quarter. LEADER will generate a No Change NOA to the household. The participant must report the information on the next QR 7.</p> <p><u>EXAMPLE:</u></p> <p>The quarter is January/February/March. The participant submits a timely and accurate QR 7 for February on March 5. The EW determines that the participant is property eligible in the QR Data Month of February. On March 20, the participant has lottery winnings. The winnings, if considered, would render the AU/HH ineligible. The participant is not required to report the winnings until the next QR 7 report, which is due (in June). If the participant reports the winnings sooner, the EW is to enter the information in LEADER. LEADER will discontinue the case effective the end of the following quarter.</p>

<p>OPS 23-110.51 - Failing to Report Property/Resources</p>	<p><u>What if the AU/HH fails to report property/resources on the QR 7?</u></p> <p>The AU/HH must report all new property acquired since the last QR 7. If the AU/HH owned property that exceeded the property/resource limit in the second month of the quarter and failed to report it on the appropriate QR 7, the benefits will be recalculated and an OP/OI will be established, if appropriate.</p>
<p>OPS 23-110.52 - Excess Property/Resources</p>	<p><u>When is a case discontinued for excess property?</u></p> <p>When the AU/HH reports excess property on the QR 7, LEADER will discontinue the case at the end of the QR Submit Month with a 10-day NOA. However, for CalWORKs and Food Stamps only, if the AU/HH provides verification prior to the effective date of the discontinuance that the resources have dropped below the property/resource limit, the AU/HH will be considered property eligible and the discontinuance will be rescinded.</p> <p><u>EXAMPLE:</u></p> <p>The quarter is January/February/March. An AU/HH reports it has a savings account worth \$4000 on the QR 7 for the QR Data Month of February. LEADER will discontinue benefits at the end of the QR Submit Month (March 31) with a 10-day NOA based upon the household's property/ resources ineligibility. Later in March, the participant notifies the EW he/she used the \$4000 to pay an overdue utility bill. If the household's property/resources are below the established limit, the EW must rescind the discontinuance and LEADER will determine benefits based on updated property information and other eligibility information contained on the current QR 7.</p>
<p>OPS 23-110.53 - Non-Recurring Lump Sum Payment Treated as Property/Income</p>	<p><u>What is the definition of "lump sum income"?</u></p> <p>For CalWORKs and Food Stamps, lump sum income is any income received by an AU/HH that is <u>not recurring</u> regular income (e.g., Retroactive SSI payments).</p> <p>For GR, lump sum income is any recurring, nonrecurring or irregular income received by the HH (e.g., Retroactive SSA benefits).</p>

	See GR 44-107 - Lump Sum Payments for more information.
	<p><u>How are non-recurring lump sum payments treated?</u></p> <p>For CalWORKs/Food Stamps, non-recurring income received in the form of a lump sum is treated as property in the month received. The AU will have the entire current payment quarter to spend down the lump sum.</p> <p>For GR, recurring/nonrecurring/irregular lump sum payments are treated as income in the month received. Income/payments such as retroactive Social Security (SSA) or Veteran's Administration (VA) benefits are considered lump sum payments.</p>
	<p><u>When is a lump sum considered to be non recurring for the purposes of the transfer of POI rule?</u></p> <p>If all of the following apply:</p> <ul style="list-style-type: none"> • The income is not interest income or contractual income which requires a specified treatment; • The income is for a period of more than one month; and • The income is not from a source expected to occur regularly.
	<p><u>When is a POI established?</u></p> <p>A POI is established when a participant gives away or transfers nonexcluded property (including cash) for less than Fair Market Value (FMV) that causes the AU/HH to exceed its eligibility for aid.</p>
OPS 23-110.54 - Transfer of Property and Period of Ineligibility (POI)	<p><u>When does the POI begin when the AU/HH transfers property/resources for less than fair market value?</u></p> <p>For CalWORKs/RCA, the POI begins the first day of the month of the next QR Payment Quarter following the report.</p> <p>For GR and Food Stamps, a POI will not be established for the transfer of property/resources for less than fair market value.</p> <p>See Sanctions/Penalties/POI for LEADER procedures.</p>
	<u>Is a POI established if participant withdraws money from a restricted account and uses it</u>

	<p><u>for non-allowable expense?</u></p> <p>Yes. See CW 89-130(k) Period of Ineligibility for more information.</p>
	<p><u>How is the POI determined when the participant sold, traded or gave away the property for less than Fair Market Value (FMV)?</u></p> <p>See CW 42-221 Transferring Property for more information.</p>
<p>OPS 23-110.6 - Overpayments/Overissuances</p>	<p><u>When are overpayments/overissuances established?</u></p> <p>For CalWORKs/RCA and General Relief, overpayments are established, as applicable, based on:</p> <ul style="list-style-type: none"> • Participant's failure to report accurately and completely; • County error; • Participant's late reporting of mandatory changes; • Information received on late QR 7s, when applicable; • The inability to issue the correct grant amount due to the 10-day NOA requirement when the participant reported timely, completely and accurately; and • Late reporting of household composition changes (GR only). <p>See CW 44-350 for more information.</p> <p>See GR 44-309.6 Aid Payments for more information.</p> <p><u>EXAMPLE:</u> The AU/HH is in the June/July/August quarter. On July 25, Mom reports that Dad was convicted of a drug felony on July 22. The EW enters the information in LEADER. LEADER determines that Dad will be discontinued at the end of the month (August) in which a 10-day NOA can be provided. LEADER is unable to provide a 10-day NOA in time to reduce August benefits. Therefore, LEADER will discontinue benefits for Dad effective August 31, and reduce benefits in September for the remaining AU/HH members. LEADER will establish a CalWORKs O/P for August. An O/I will not be established for Food</p>

	<p>Stamps.</p> <p>For Food Stamps, overissuances are established, as applicable, based on:</p> <ul style="list-style-type: none"> • Participant's failure to report accurately and completely; • Participant late reporting of mandatory changes (ABAWD's only); • County error; and • Late QR 7. <p>See FS 63-801 – Claims Against Households for more information.</p>
	<p><u>For Food Stamps, can an O/I be established when a participant timely reports a change but a 10-day NOA cannot be issued?</u></p> <p>No, an O/I cannot be established when a participant reports a mid-quarter change timely, accurately and completely, when the 10-day NOA alone prevents the issuance of the correct allotment.</p>
	<p><u>When will an OP/OI not be assessed?</u></p> <p>See OPS 23-110.7 - Underpayments for more information.</p>
<p>OPS 23-110.60 - Begin Date of OP/OI</p>	<p><u>When does an OP/OI begin?</u></p> <p>The OP/OI is established the first date that the change would have been effective had timely and correct action been taken based on a timely and accurate participant report.</p> <p><u>EXAMPLE:</u> Failure to Report Income - In the quarter designated as October/November/December 2002, the EW determines through an IEVS match that an AU/HH had income that exceeded the IRT early January 2002 (January 5). The quarter in which the income was received was January/February/March 2002. The AU/HH is still receiving the same level of income in the current October/ November/December 2002 quarter and has never reported the income in a mid-quarter report or on any of the QR 7s that have been submitted. The EW determines that the AU/HH should have reported this change by January 15, 2002, and should have been discontinued due to</p>

	<p>financial ineligibility effective January 31, 2002. An OP/OI would be established beginning February 1, 2002.</p> <p><u>EXAMPLE:</u> Failure to Report Property/Resources - The designated payment quarter is January/February/March 2001. An AU/HH is receiving both CalWORKs and FS. In January the AU/HH receives an inheritance of \$3000. In February the AU/HH still has \$2800 of the inheritance. The AU/HH did not report the \$2800 on the February QR 7, which they turned in on March 10. The EW found out about the resource from an Asset Match in December 2001. The EW contacted the AU/HH and learned that the family still had the money in a bank account, and that it now exceeds \$3000. The AU/HH should have reported on the February QR 7 that it received the inheritance and that it still had \$2800 left in February. Had the EW known about the resource, the EW would have discontinued CalWORKs and FS benefits effective March 31. The EW must determine if the AU/HH exceeded the resource limit in each month after March 31 to determine if the month should be considered an OP/OI.</p> <p><u>EXAMPLE:</u> Failure to Report Lump Sum Payment - The designated quarter is January/February/March. A GR/FS participant received an inheritance of \$3000 on January 10. The HH did not report the \$3000 on January 15. The EW found out about the income from an Asset Match in December. The EW contacted the HH and learned that the money was spent. Had the lump sum income been reported timely the case would have been discontinued effective January 31. LEADER will establish an OP beginning February 1.</p>
<p>OPS 23-110.61 - FS OI Resulting From Late QR 7</p>	<p><u>For Food Stamps, can an overissuance be established for late QR 7s that result in reduced benefits?</u></p> <p>Yes, overissuances will now be established when a participant submits a late QR 7 which results in the participant receiving more benefits than he/she was entitled to receive because of the inability to decrease benefits due to the 10-day NOA rule.</p>

	<p><u>EXAMPLE:</u> Food Stamps Only Late QR 7 - In the July/August/September quarter, a participant turns in her QR 7 on September 25. She reports starting a new job in August and indicates that she will receive \$700 earnings each month. LEADER is unable to reduce Food Stamp benefits for the October/November/December quarter due to the inability to provide a 10-day NOA of the decrease resulting from increased income. LEADER will issue the correct FS allotment effective October 1, and will establish an O/I for Food Stamp benefits that were issued in error for October.</p>
<p>OPS 23-110.62 - CW O/P Resulting from Excess Property Held in Good Faith</p>	<p><u>Should an O/P be established when a CalWORKs participant is holding excess property in “Good Faith”?</u></p> <p>Yes, if the excess property was held in good faith, the amount of the excess property O/P is the lesser of the (1) amount by which the excess property exceeded the property limit, or (2) the grant amount the AU was ineligible to receive based on the excess property determination.</p> <p>See CW42-213.1-Property Items to be Excluded for more information.</p>
	<p><u>Can an OP/OI be established when actual income received during the quarter differs from the amount reasonably anticipated?</u></p> <p>No, as long as the participant met his or her responsibility to report changes completely and accurately, and benefits were averaged and issued based on the reasonably anticipated income, an OP/OI is not to be established.</p> <p><u>EXAMPLE:</u> A participant in the January/February/March quarter was employed part-time in February and completely and accurately reported income from that part-time job on the QR 7 due in March. LEADER correctly determined benefits for April/May/June quarter based on this information. In April, the participant unexpectedly obtained a second part-time job, so that the participant’s actual income for April/May/June was different from the anticipated income the EW used to determine April/May/June benefits. The income was not in excess of the IRT. Because this income was not anticipated and LEADER correctly determined the April/May/June benefits</p>

	<p>based on income that was reasonably anticipated at that time, LEADER will not establish an OP/OI for the April/May/June quarter.</p> <p>Exception: For GR, using the same example above, the participant would be required to report the second part-time job if the income was at or above the mandatory reporting requirements.</p>
<p>OPS 23-110.63 - Overpayment/Overissuance Recoupments</p>	<p><u>Can a recoupment of an OP/OI start mid-quarter?</u></p> <p>No, recoupment activity for OP/OI can only begin at the beginning of a quarter for CalWORKs and Food Stamps. Benefit adjustments will be discontinued mid-quarter as appropriate when the debt is recouped.</p> <p>However, complete recoupment of one OP/OI in mid-quarter may permit the recoupment of another OP/OI in the following month (i.e., before the next QR Payment Quarter), the next OP/OI recoupment may begin in mid-quarter as long as the amount being adjusted does not result in the benefits being decreased mid-quarter.</p> <p>For GR, recoupment of benefits can start at any time during the quarter. However, if during the quarter a POI is established the POI will take precedence.</p> <p>NOTE: When a participant is receiving GR/FS benefits and an O/P recoupment begins mid-quarter for GR, the FS benefits will not be decreased mid-quarter.</p>
	<p><u>Can OP/OIs be established for other participant failure to report or county error actions?</u></p> <p>Yes, with the exception of address changes, unless it involves out of state moves. For other failure to report changes/county errors, including drug felony conviction, fleeing felon status and violation of parole/probation, an OP/OI can be established based on the correct benefit level the participant should have received had the participant reported timely.</p> <p>OP/OI's can also be established when County-initiated mid-quarter changes were not acted upon</p>

	properly or timely.
OPS 23-110.7 - Underpayments	<p><u>When is an underpayment established?</u></p> <p>When an AU receives less cash aid than the AU was entitled to receive due to an agency error.</p>
	<p><u>When is an underpayment not established?</u></p> <p>When a change in circumstances occurred or the actual income received is less than what was reasonably anticipated for the quarter and the participant did not voluntarily report the change mid-quarter. There are no retroactive payments for months prior to the month in which the participant makes a voluntary report.</p> <p><u>EXAMPLE:</u> The quarter is Oct/Nov/Dec. A participant reports in December that her income decreased on October 15th. This report is considered a voluntary report of decreased income for December not October. LEADER will determine if the decrease in income will result in an increase or decrease in benefits. If benefits are increased, LEADER will issue a supplement for the <u>current month</u> (December). If benefits will decrease, LEADER will decrease benefits the first day of the next quarter.</p>
	<p><u>Can an overpayment be balanced against an underpayment?</u></p> <p>See CW 44-351.3-Balancing Overpayments for more information.</p>
OPS 23-110.8 - Redetermination/Recertification/Annual Agreement	<p><u>How is the redetermination/recertification/annual agreement date determined?</u></p> <p>For intake and approved cases, LEADER will set/align the redetermination/recertification/annual agreement date to the furthest QR Submit Month without exceeding 12 months.</p> <p><u>EXAMPLE:</u> A participant applies for CW/FS on December 10, 2003, and is approved for aid on December 20, 2003. The intake QR Payment Quarter is November 2003 /December 2003 / January 2004, because of the QR cycle. LEADER will set the redetermination for October 2004.</p> <p>See Recertification/Redetermination Process</p>

	<p>for LEADER procedures</p> <p>See Annual Agreement Process for LEADER procedures</p>
	<p><u>How is the redetermination /recertification/ annual agreement date determined when adding a new program to an existing case?</u></p> <p>When adding a new program to an existing case, LEADER will set/align the redetermination/ recertification/ annual agreement date as follows:</p> <ul style="list-style-type: none"> • If the existing redetermination/recertification/ annual agreement month is within six months of the new application, the redetermination/ recertification/annual agreement date will be set to the furthest Submit Month without exceeding 12 months from the application of the added program. <p><u>EXAMPLE:</u> The quarter is November 2003/December 2003/ January 2004. Mom and 2 children are receiving FS. Mom applies for CalWORKs on January 10, 2004, and is approved for aid on January 20, 2004. The existing FS recertification is for April 2004. LEADER will set the new redetermination for CW/FS to October 2004.</p> <ul style="list-style-type: none"> • If the existing redetermination/recertification/ annual agreement month is more than six months in the future from the application month of the added program and falls in the Submit Month, then the existing redetermination/ recertification/annual agreement date will remain the same. <p><u>EXAMPLE:</u> The quarter is November 2003/December 2003/ January 2004. Mom and two children are receiving FS. Mom applies for CalWORKs on December 10, 2003, and is approved for aid on December 20, 2003. The existing FS recertification is for October 2004. LEADER will align the new CW redetermination to October 2004.</p> <ul style="list-style-type: none"> • If the existing redetermination/recertification/ annual agreement month is more than six months in the future from the application month

	<p>and does not fall in a Submit Month, then the redetermination/recertification will be aligned to the nearest prior Submit Month.</p> <p><u>EXAMPLE:</u> The quarter is November 2003/December 2003/January 2004. Mom and two children are receiving FS. Mom applies for CalWORKs on November 10, 2003, and is approved for aid on November 20, 2003. The existing FS recertification is for September 2004. LEADER will set the new redetermination for CW/FS to July 2004.</p>
	<p><u>What happens when the redetermination/recertification/annual agreement date is outside of the QR Submit Month?</u></p> <p>The redetermination/recertification/annual agreement will be processed and action will be taken based on the information provided on the redetermination/recertification/annual agreement to discontinue, increase or decrease benefits mid-quarter, as appropriate.</p> <p><u>EXAMPLE:</u> A Change Reporting that a household is transitioning to Quarterly Reporting - the Change Reporting household redetermination/recertification/annual agreement will remain unchanged until the next redetermination/recertification/ annual agreement. If the Change Reporting household date is outside of a QR submit month, it will be considered a mid-quarter change and LEADER will discontinue, increase or decrease benefits, as appropriate. LEADER will then set the redetermination/recertification/annual agreement to the furthest QR Submit Month without exceeding 12 months.</p>
<p>OPS 23-110.9 - Quarterly Reporting Households/Miscellaneous QR Information</p>	<p><u>When does a Change Reporting household transition to Quarterly Reporting?</u></p> <p>When a Food Stamp change reporting household reports information that makes the household subject to Quarterly Reporting rules, the household will change from Change Reporting to Quarterly Reporting, effective the first month following the QR Submit Month of the participant's first QR 7. Receipt of the QR 7 will start the QR cycle.</p>

	<p>The household must also be informed of the following information:</p> <ul style="list-style-type: none"> • What is Quarterly Reporting/Prospective Budgeting; • QR cycle and QR 7 due dates; and • The household's IRT level and AU size. <p><u>EXAMPLE:</u> On April 4, a GR/FS participant reports that he is no longer homeless. The participant will no longer be considered a change reporting household for FS. Based on the last digit of the case number, the participant is in reporting cycle 2 and the current QR Payment Quarter is March/April/May. LEADER will send the first QR 7 to the participant at the end of April. The QR 7 will be due in May (the Submit Month). Receipt of the QR 7 will start the new QR Payment Quarter. The EW must ensure that the household is properly informed about quarterly reporting rules.</p>
<p>OPS 23-110.90 - Change Reporting vs Quarterly Reporting</p>	<p><u>When does a Quarterly Reporting Household transition to Change Reporting?</u></p> <p>When a Quarterly Reporting household reports information that makes the household subject to Change Reporting rules, the household will change from Quarterly Reporting to change reporting effective the first of the month following the report of the change.</p> <p>The household must be informed of its new reporting requirements as a change-reporting household. Benefits will be established based on last known income and any anticipated income.</p> <p><u>EXAMPLE:</u> The quarter is March/April/May. On April 4, a GR/FS participant reports that he became homeless. The participant will no longer be considered a Quarterly Reporting household for FS. The participant will become a change reporting household effective the first of the month following the report of the change. The EW must ensure that the household is properly informed about change reporting rules.</p> <p>See Homeless - Food Stamps for LEADER procedures.</p>

OPS 23-110.91 - Third Party Information/Known to County	<p><u>When an IEVS report shows a participant failed to report income, what action is taken?</u></p> <p>The IEVS reported information is to be reviewed to determine if the participant was required to report it. The information must be compared to the QR 7 received in the quarter the income was required to be reported by the participant.</p> <p>For income a participant was mandatorily required to report, the IEVS reported income must be compared to the month in which the income was required to be reported (i.e., within 10 days of the change for CW/FS and 5 days for GR). The participant is to be contacted to resolve any discrepancies.</p>
	<p><u>If an anonymous report provides information that a participant could have voluntarily reported but didn't, what action can be taken prior to the participant reporting the information on the QR 7?</u></p> <p>If the anonymous tip is about information that is not required to be reported, the information should be documented in Case Comments and wait for the next QR 7. If the information is not reported on the next QR 7, the discrepancies must be resolved prior to issuing benefits for the upcoming quarter.</p>
OPS 23-110.92 - Known to County -Meaning	<p><u>What does “Known to the County” mean?</u></p> <p>It means information the County already knows about, such as:</p> <ul style="list-style-type: none"> • A GAIN worker has been notified that the participant has started a job; • A GAIN worker has received a request for child care payment in a case in which no earned income has been reported; • An anonymous source reports information about the household to the county; • IEVS reported income; • A Cal-Learn case manager notifies the county of a minor who becomes pregnant or gives birth; or • An FSET provider reports that a mandatory FSET participant did not comply with FSET participation requirements.
	<p><u>How is “Third Party” and “Known to the County” information used?</u></p>

	<p>Based on the timeframe in which the information was required to be reported, the information must be compared with the information reported on the appropriate QR 7 and the EW must:</p> <ul style="list-style-type: none"> • Enter the information in LEADER; • Indicate Reason for Change as '<u>Participant Failed to Report</u>'; • Calculate an OP/OI when the information received is obtained after benefits have been issued (e.g., IEVS); and • Reduce or discontinue benefits mid-quarter or at the beginning of the upcoming quarter, as appropriate.
<p>OPS 23-110.93 - Case Terminations</p>	<p><u>Can a participant request to be discontinued from aid mid-quarter?</u></p> <p>Yes, for:</p> <p><u>CalWORKs/RCA and Food Stamps:</u> A participant may voluntarily request mid-quarter that:</p> <ul style="list-style-type: none"> • The entire AU/HH be discontinued; or • Any individual person of the AU/HH who is no longer in the home or is an optional person be discontinued. <p>When a CalWORKs or Food Stamp participant voluntarily reports that a person is no longer in the home, the EW must inform the participant that the removal of the individual may result in decreased benefits to the remaining AU/HH members. If the participant then decides not to have the person removed from the AU/HH, the reported change is to be documented on the Case Comments screen and the participant must report the change on the next QR 7.</p> <p>If an individual AU/HH member (not the case payee) makes a voluntary mid-quarter report that he/she is no longer living in the AU/HH and requests that he/she be discontinued and this voluntary change has not been reported by the case payee, the individual's request takes precedence over the AU/HH decision to not report the change. LEADER will reduce benefits to the remaining AU/HH member mid-quarter, after providing a 10-day NOA, to reflect the individual's</p>

	<p>discontinuance from the AU/HH.</p> <p>See Time Limits-CalWORKs for LEADER procedures.</p> <p>For GR: A participant may voluntarily request mid-quarter that their case be discontinued. However, when a General Relief participant makes a mandatory report that a unit member is no longer in the home, or the unit member reports that he/she has left the home, LEADER will reduce the benefits to the remaining AU/HH mid-quarter, after providing a 10-day NOA, reflecting the individual's discontinuance.</p> <p>See Time Limits –GR for LEADER procedures.</p> <p>For all programs:</p> <p>When a participant's verbal request for discontinuance of aid is entered in LEADER, a 10-day NOA will be initiated before discontinuing or decreasing benefits at the end of the report month.</p> <p>When a participant makes a written request for discontinuance of aid, a 10-day NOA is not required before discontinuing or decreasing benefits at the end of the month.</p>
<p>OPS 23-110.94 - Special Needs - Recurring/Non-Recurring</p>	<p><u>Can a special needs payment be started mid-quarter?</u></p> <p>Yes, for CalWORKs/RCA the request is treated as a voluntary report and is to be entered in LEADER. If the special need request is approved, after receipt of verification and it results in increased benefits, LEADER will increase benefits the first of the month following the request and for the remaining months of the quarter. The special need will be discontinued at the end of the quarter in which the special need expires, with the exception of Pregnancy Special Needs (PSN).</p> <p>PSN payments will be paid to the participant through the end of the quarter in which the child is expected to be born, based on verification provided by the participant. However, when adding a newborn mid-quarter, the PSN is to be discontinued at the end of the month prior to the month in which the newborn is added to the AU.</p>

	<p>Exception: Maximum Family Grant (MFG) newborns. Though the child is added mid-quarter, the PSN is allowed to continue through the end of the quarter because discontinuing the PSN mid-quarter would result in decreased benefits.</p> <p>See Pregnancy Special Need for LEADER procedures.</p> <p>For GR: LEADER will approve the increased benefits effective the day of the participant's request and the special need will discontinue effective the end of the month the special need expires.</p>
	<p><u>What is a special need?</u></p> <p>For CalWORKs special needs:</p> <p>See CW 44-211 for more information.</p> <p>For GR special needs:</p> <p>See GR 44-202 - Definition Special Needs for more information.</p>
	<p><u>How often must a recurring special need be verified?</u></p> <p>For CalWORKs, actual cost for a recurring special need, such as diet, must be verified quarterly on the QR 7.</p>
	<p><u>When can a participant apply for a non-recurring special need?</u></p> <p>Participants can apply for a non-recurring special need payment, such as temporary/permanent homeless assistance, whenever there is a need.</p>
	<p><u>Will the issuance of a special need payment decrease the Food Stamp benefit?</u></p> <p>No, LEADER will not decrease Food Stamp benefits in mid-quarter as a result of the issuance of a CalWORKs or GR special need payment.</p>
	<p><u>Are "pending" AU members allowed to receive homeless assistance?</u></p> <p>Yes.</p>
OPS 23-110.95 - Fair	<u>When will Aid Paid Pending be determined?</u>

Hearings - Aid Paid Pending	<p>For CalWORKs/RCA and Food Stamps, Aid Paid Pending will be applied in mid-quarter.</p>
	<p><u>Can Food Stamp benefits be decreased in mid-quarter if the CalWORKs case is granted Aid Paid Pending?</u></p> <p>No, when a CalWORKs case is granted Aid Paid Pending that would result in a decrease to the Food Stamp benefits. The Food Stamp benefits will not be decreased until the beginning of the next quarter.</p>
OPS 23-110.96 Inter-County Transfer (ICT) - Outgoing	<p><u>When a participant is receiving CW/FS and moves out of Los Angeles County, can the PAFS case be discontinued at the same time as the CW case?</u></p> <p>Yes, LEADER will discontinue the PAFS case at the same time as the CW case, so that both cases can be more easily assigned to the same QR Cycle in the new county.</p> <p><u>EXAMPLE:</u> Mom and her child are receiving CalWORKs and FS in Los Angeles County. In February, Mom calls and reports that she is now living in San Bernardino County. Los Angeles County continues to issue cash and food stamp benefits to the participant until March 31. San Bernardino County will pick up both the CalWORKs and FS on April 1.</p> <p>See CW 40-187-Inter-County Transfer (ICT) for more information.</p>
	<p><u>A CW AU moves from County A to County B mid-quarter. County B determines that the AU is no longer eligible for aid because the participant is now financially ineligible due to new employment. Does County B deny the Intercounty Transfer (ICT) application or is County B required to notify County A that the ICT will not be picked up in their County? If so, how can County A discontinue the AU mid-quarter?</u></p> <p>Under QR/PB, an AUs' eligibility is established for the entire QR Payment Quarter. The AU can only be discontinued under certain conditions (e.g., no longer financially eligible).</p>

	<p>In ICT cases where the AU is rendered ineligible in the new county, County B must inform County A via a CW 215A, CalWORKs Intercounty Transfer Continuation Request for Additional Documents, that the case will not be picked up. County B should notify the participant that the case has been returned to County A. County A should notify the participant that the transfer was not accepted and discontinue the case for exceeding the IRT, with timely notice.</p>
	<p><u>Which county is responsible for setting up the QR reporting cycle, the receiving or sending county?</u></p> <p>The receiving county sets the QR reporting cycle. This is because the QR Reporting cycles are determined differently in different counties. QR reporting cycles can be set based on the last digit in the case number or by application date. Los Angeles County sets the QR reporting cycle based on the last digit in the case number.</p>
<p>OPS 23-110.97 - Supportive Services</p>	<p><u>Does Quarterly Reporting rules apply to supportive services payments?</u></p> <p>No, Quarterly Reporting does not apply to childcare, transportation or other ancillary services that a CalWORKs or GR participant may receive.</p>