GAIN: THE BRIDGE TO INDEPENDENCE

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CHAPTER 1400 –CHANGES IN CalWORKs ELIGIBILITY STATUS AFFECTING GAIN

1410 OVERVIEW

This chapter describes the different events that may affect a participant's eligibility and participation in GAIN and CalWORKs. When reported, these changes may result in a change of assignment, service provider, supportive service and/or a case transfer to another county or GAIN regional office. The reporting of a change in the participant's address, employment or CalWORKs eligibility status requires action by the case-carrying worker to assist the participant in accessing services necessary to achieve self-sufficiency.

1411 KEY POINTS

- An address change is required whenever a GAIN participant moves from one residential address to another.

- Post-Employment Services (PES) are offered to current and recently aided CalWORKs participants reporting employment to assist in job retention. As the goal of the GAIN Program is the participants' attainment of self-sufficiency through employment, it is an achievement to be celebrated and supported (see Chapter 1000).

- Case-carrying workers, at the option of the Regional Director (RD), shall retain the case of employed CalWORKs participants. The retention of full- and part-time employed cases will help to ensure the employed participant meets the participation requirement and continues the rapport established between the case-carrying worker and the newly employed participant.

- The GAIN Participant's Record Folder (GPRF) is deregistered after a period of 45 days following the CalWORKs termination. With the exception of employed participants requesting PES services, there is no GAIN eligibility for CalWORKs terminated cases.

- The adult participant who has been deleted from the CalWORKs Assistance Unit (AU) after exhausting the 60-month clock is referred to as "timed-off." The participant becomes ineligible for the standard GAIN Program unless the participant is granted a clock-stopper or an exemption (see Chapter 400). Once timed-off, participants are eligible for Post-Time Limit (PTL) services (see Chapter 2100).

- Parents whose children have been placed out of the home by the Department of Children and Family Services are eligible for the Family Reunification Program (FRP). The FRP allows parents with a family reunification plan to participate in GAIN activities and receive services for up to 180 days, with a possible 180-day extension (see Chapter 2000).

1412 POLICY

.1 Address Changes

.11 Notification of Address Change

When the participant notifies the GSW of an address change, he/she must determine if the new address is in another GAIN region or County. Participants are given the option to remain in the region to continue the rapport established with their GSW if the address is in another region. When the participant requests a transfer or if the address is in another county, the GSW must process an Inter-Region Transfer (IRT) or Inter-County Transfer (ICT); (see Chapter 1500 – Transfers of Participant Records).

.12 Processing an Address Change

.121 GEARS Alert, Check Participant Address

Upon receiving a GEARS alert indicating an address change, the GSW checks GEARS screen Maintain Case Phone and Address (MCAP) within one workday to determine if the change of address could result in an inter-Region transfer. MCAP is also updated with the participant's email address if available.

.122 Potential Homeless

(a) If the address on GEARS screen MCAP is that of the district office, the participant may be homeless. The GSW reviews LEADER comments screen or contacts the Eligibility Worker (EW) to determine if the situation requires a finding of Good Cause for non-participation or to resolve a compliance issue.

(b) GSWs are required to notify the EW of the participant's declaration of homelessness within one workday via manual GN 6184, CalWORKs Notice of Change, or GN 60016 Notice of Change (other), and follow up with a telephone call.

.123 Review Services Needs

The GSW decides with the participant if changes in service provider and/or supportive services are needed.

.124 Reporting Responsibility

The participant is required to inform his/her EW of the change of address within ten calendar days and report it on his/her next Quarterly Eligibility/Status Report (QR7).

.13 GEARS Updates for Address Change

Updating the address on GEARS screen MCAP for Home Address, Email, and Phone Number changes, is limited to the GSS and Regional Administrative staff level. The GSS updates the MCAP screen with an address change; LEADER is updated with the new address in the nightly batch. Upon update, LEADER triggers an automatic notice to the participant-requesting third party written documentation (e.g., rental agreement or utility bill).

.14 Participant Contact

.141 Phone and Electronic Mail Contact

The GSW contacts the participant by phone within one workday to confirm a change of address and to discuss possible changes in GAIN services. The GSW may also send a “reply requested” electronic mail (email) message if the participant’s email address is known and telephone contact is not successful.

.142 Appointment Letter

If the participant cannot be contacted by telephone or email, a GEARS GN 60105, GSW Appointment Letter, is generated to discuss the participant’s move. It is to be mailed within two workdays of failed phone and/or email attempt. The appointment is scheduled to ensure that the participant has an opportunity to discuss any assignment or supportive services changes needed as a result of the address change.

.15 Service Provider Changes Resulting from an Address Change

If the participant chooses/needs a change in provider and/or supportive services, the GSW shall provide him/her with:

.151 New Referrals

A new provider referral and supportive services must be negotiated with the participant within ten workdays of the address change if needed.

.152 Timely Referrals

If a new provider (excluding Specialized Supportive Services) is needed but there are no available resources within 15 workdays, the participant must be referred to job services (see Chapter 700 - Job Services) or appropriate Bridging Activity (see Section 912.4).

.153 Notices of Action

The previous assignment and supportive service payments must be ended/stopped following a minimum ten workday notice of action generated/mailed to notify the participant and provider of the changes.

.2 Participant Employment

Upon CalWORKs termination, the GSW advises a full-time employed participant of the availability of PES (see Chapter 1000) and supportive services (i.e., transportation, ancillary services, child care payments). Further, the GSW informs the participant that his/her GAIN case will remain active if PES is requested. Finally, the participant is advised that he/she should contact his/her EW for information pertaining to continued service needs including, but not limited to post-CalWORKs transitional Food Stamps, and Medi-Cal benefits.

.3 CalWORKs Discontinuances and Deletion of Participants from the Assistance Unit (AU)

.31 Notification of CalWORKs Discontinuance or Participant AU Deletion

.311 Notification from the CalWORKs Eligibility Worker (EW)

Upon receiving notification from the CalWORKs EW via GEARS that the participant's cash aid has been terminated or that he/she has been deleted from the CalWORKs AU, the GSW must take appropriate action to stop the participant’s GAIN and supportive services unless the participant is employed.

.312 Notification from Participant

Upon receiving notification from the participant, service provider, or other source, of any change which could result in the termination of the participant's CalWORKs grant or his/her deletion from the assistance unit, the EW must be notified of the change within one workday.

The participant will be instructed to notify his/her CalWORKs EW of applicable changes such as participant or child(ren) no longer in the home and report it on his/her next QR 7. If the CalWORKs case will be terminated, the GSW will advise the participant to ask the EW about transitional benefits.

.32 Services Cancellation

GEARS will be updated to close a component or deregister the case only after the participant and service providers have been given a minimum ten workday notice.

.321 Exception to Services Cancellation

To avoid any disruption of services, prior to updating GEARS with a component end date, the GSW will outreach to the participant for Post-Employment Services (see Chapter 1000) and/or Post-Time Limit Services (see Section 2100) within one workday of receiving LEADER notification (GEARS alert) of a pending CalWORKs termination or deletion from the AU due to time limits.

.322 Service Provider Cancellation Notice

An appropriate notice of action must be generated and mailed to participant and provider at least ten calendar days prior to updating GEARS with a component end date. Once GEARS is updated with a component end date, a GN 6011, Service Provider Cancellation/Stop Notice is automatically generated and centrally mailed to the provider.

.323 Cancellation of GAIN Activity/Supportive Services

To avoid overpayments if the participant has not volunteered for PES or PTL services, the GSW updates the participant's activity component on GEARS to stop supportive services payments ten calendar days after the GN 6011, Notice of Action cancellation date.

.33 Deregistration

All CalWORKs participants shall be deregistered from GAIN/REP when any of the following occurs:

.331 Exemption Granted

The participant becomes or is exempt and does not volunteer for participation in the GAIN program.

.332 Terminated CalWORKs Cases

When an employed participant's CalWORKs case is terminated, he/she is offered PES (see Chapter 1000) as applicable. If the participant does not request PES or volunteer to participate in PTL services, the participant's case is deregistered from GAIN.

.333 Second Parent Exempt When Other Parent is Meeting Work Participation Requirements

The second participant in the household may choose to not participate in GAIN because the other parent is meeting the minimum weekly participation requirement of 35 hours (eligible for exemption Code 13) through employment or GAIN activities or a combination of the two for a total of at least 35 hours per week.

.334 Sanctioned

The participant is GAIN sanctioned for non-compliance with program requirements (see Chapter 1300).

.335 Inter-County Transfer

The participant's change of address results in a case transferred to another County (see Chapter 1500).

.336 Cal-Learn Participant

The participant is Cal-Learn eligible; therefore, the case is transferred to Cal-Learn (see Chapter 1800).

.34 GAIN Participant Record Folder (GPRF) Retention and Transfer of Employed Case

At the discretion of the RD, the GPRF of CalWORKs aided participants working 32/35 hours per week shall be retained by the case-carrying GSW for continued case management (see Section 1012.5 Case Assignment and Transfer of Employed Case).

.341 GPRF Transfer for CalWORKs Discontinuances with Open EIC Component

Upon the 15th of the month following CalWORKs case termination, the GPRF is transferred to the PES Unit for case management if the participant is working full-time (32 hours per week for a single parent or 35 hours per week for a two-parent household).

.342 GPRF Retention After CalWORKs Discontinuance

The GPRF of CalWORKs terminated participants will be held by the GSW until the 15th of the month following the month of termination. This retention will prevent unnecessary disruption in GAIN activities and supportive services if the CalWORKs termination is rescinded.

.343 GPRF Retention After Deregistration

Upon deregistration, the GPRF will be transferred to the X-File via the Case Assignment/Transfer Clerk and retained for 90 calendar days before transferring to File Keepers. This retention will prevent unnecessary expense in case retrieval when or if the participant is re-registered into GAIN.

.4 Post-Time Limit (PTL) Services

PTL services provide participants who exhaust their 60 months CalWORKs with the opportunity to participate in GAIN activities and receive supportive services needed for participation. Regional designated staff performs outreach to inform both GAIN registered and unregistered participants who are approaching or have reached their 60-month time limit of the availability of PTL services and participation requirements. Participants are encouraged to volunteer prior to timing-off to ensure a seamless transition from GAIN services/activities to PTL services/activities. After timing-off, participants volunteering for PTL services are encouraged, but not required, to continue and complete their current Work Plan (see Chapter 2100).

.5 Family Reunification Program and Family Preservation Program

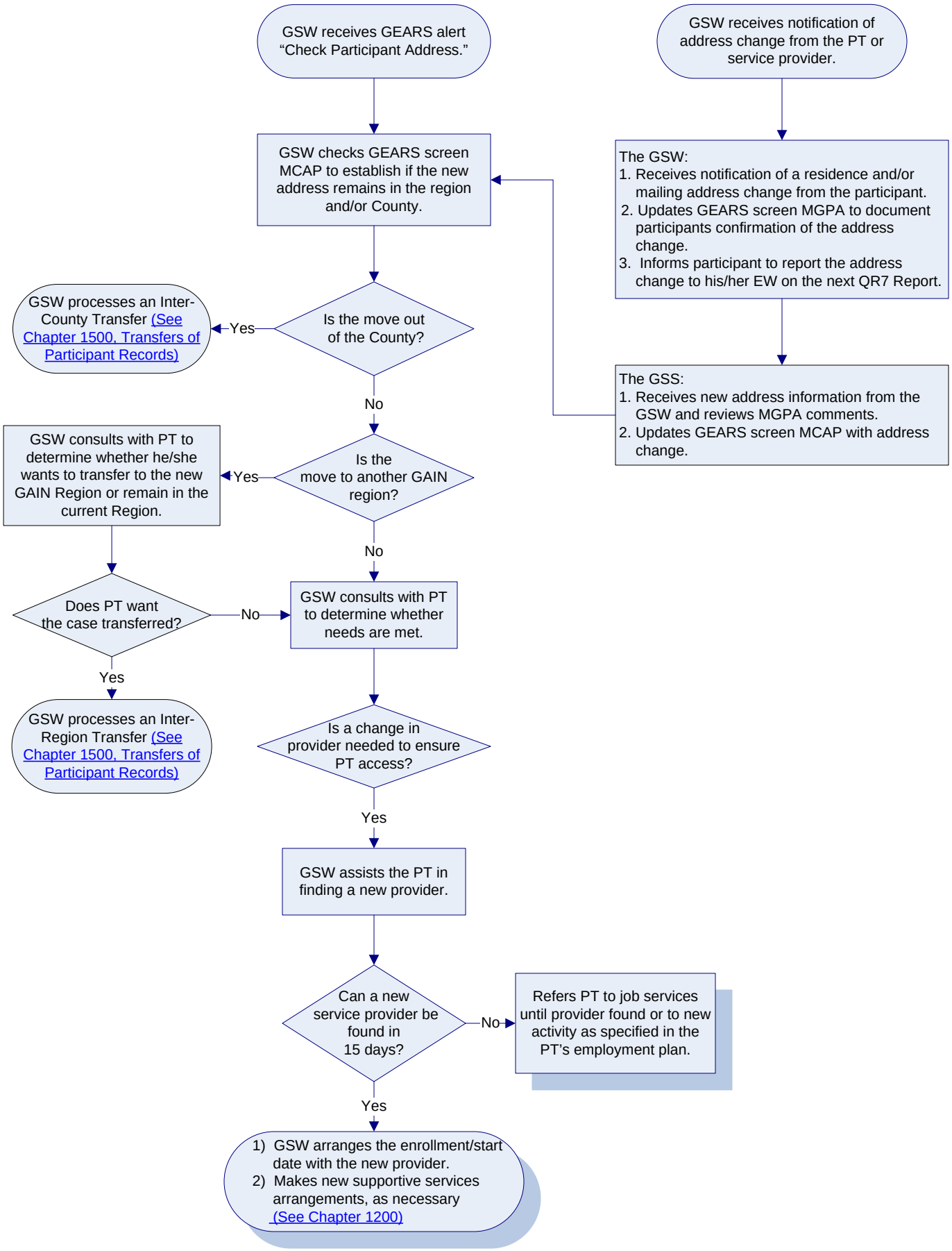
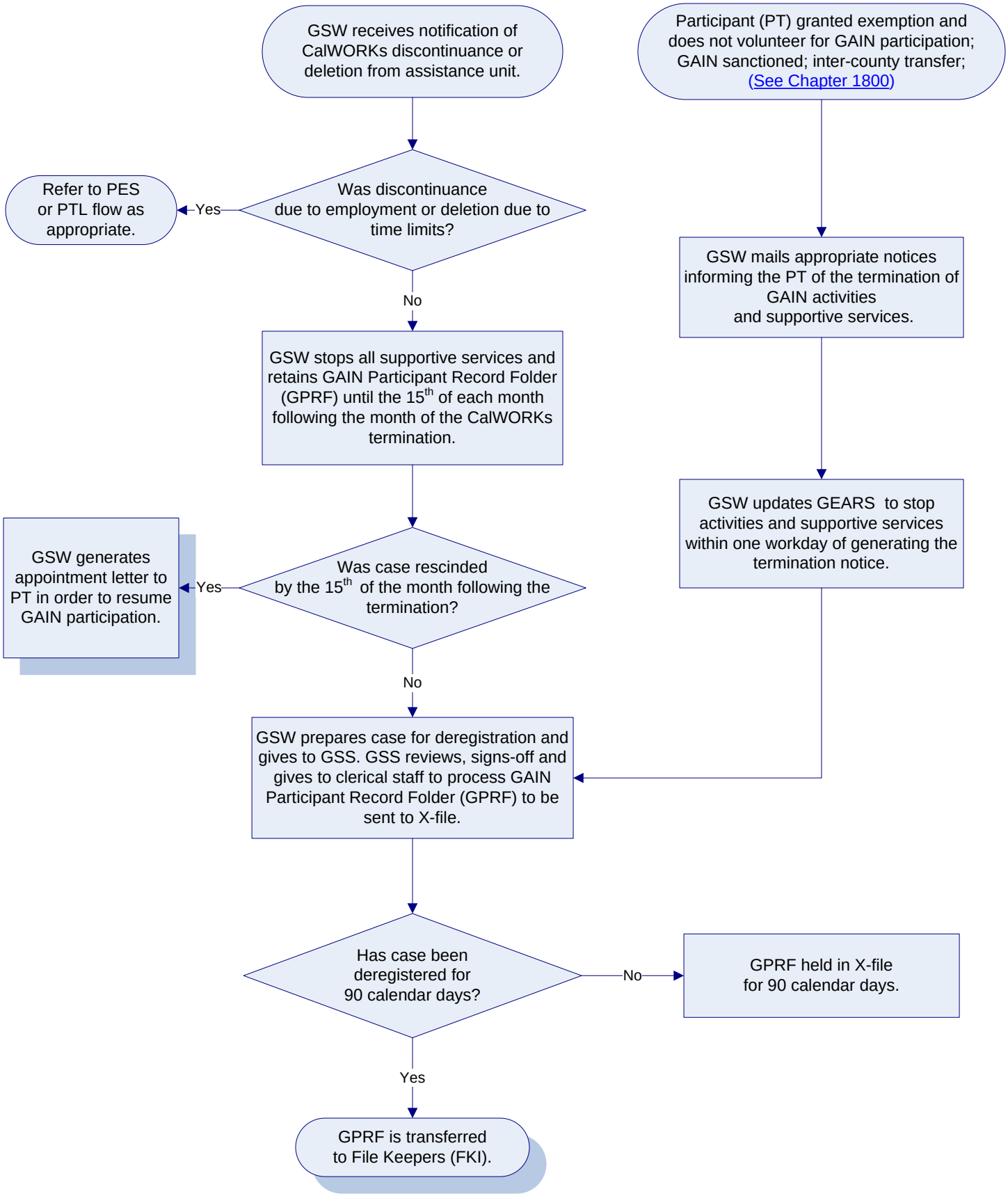
The Family Reunification (FR) program enables parents to receive GAIN services when their children are removed from the home by the Department of Children and Family Services (DCFS) and cash aid is

terminated. It requires the collaboration and coordination of services provided by both DCFS and DPSS and their respective staff.

GAIN services may be provided for up to 180 days from the date of the children's removal from the CalWORKs AU. This may be extended for another 180 days for good cause, if approved by the court for DCFS.

The Linkages GSW, collocated at DCFS offices, will notify the FR Liaison at the GAIN region who will then transfer or register the case with the designated FR GSW (see Chapter 2000).

1413.1 Address Changes Decision Chart



1413.2 CalWORKs Discontinuances and Deletions of Participant from Assistance Unit Decision Chart