

**CALWORKS REDETERMINATION/CALFRESH RECERTIFICATION
TELEPHONIC SIGNATURE SCRIPT (ENGLISH)**

**INTRODUCTION
(Applicable to
both CW/CF)**

Worker: "Good morning/afternoon, may I please speak with [Customer's Name]?"

If the customer states "NO":

Worker: "Thank you. We will try to contact [Customer's Name] at a later time. Have a nice day." End the call.

If the customer states "YES", this is he/she":

Worker: "Good morning/afternoon, my name is [EW's Name] from the Department of Public Social Services. Please be advised that this call will be recorded for training and quality assurance purposes. For security and confidentiality purposes, I am going to ask you to verify your identity by asking you six (6) questions. Could you please verify:



- your full name;
- your case number;
- the last 4 digits of your Social Security Number;
- your date of birth;
- your address on file; and
- your phone number on file?"

If...	Then...
Authenticated	Continue.
NOT authenticated	Do NOT provide any more confidential information to the caller. End the call.

Worker: "Thank you, I am calling for your appointment to complete your CalWORKs/CalFresh Re-Evaluation Telephone Interview. The process will take approximately 20 minutes. Are you available now to complete your CalWORKs/CalFresh Re-Evaluation?"

If...	Then...						
YES	Continue.						
NO	<p>Worker: "Please note that even if we have not received your packet, we can complete your CalWORKs/CalFresh Re-Evaluation over the phone by capturing your telephonic signature. A Telephonic Signature consists of recording your verbal consent/authorization to sign all necessary forms through this call. If we do not complete the process in a timely manner, your benefits may be impacted. Would you like to continue with your appointment?"</p> <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>YES</td><td>Continue.</td></tr> <tr> <td>NO</td><td> <p>Reschedule the appointment (by the 1st of the following month), wish the customer a nice day, and end the call.</p> <ul style="list-style-type: none"> • For CalFresh, send the Notice of Missed Interview (CF 386-NOMI) as soon as possible but no later than the next working day. • For CalWORKs, ensure to go to the LRS Worklist PR/RE page and update the Customer Appointment Detail page to "No Show". </td></tr> </table>	If...	Then...	YES	Continue.	NO	<p>Reschedule the appointment (by the 1st of the following month), wish the customer a nice day, and end the call.</p> <ul style="list-style-type: none"> • For CalFresh, send the Notice of Missed Interview (CF 386-NOMI) as soon as possible but no later than the next working day. • For CalWORKs, ensure to go to the LRS Worklist PR/RE page and update the Customer Appointment Detail page to "No Show".
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<p>SECTION 1 (Only for CF)</p>	<p>Worker: "CalFresh is a nutritional benefit program that helps eligible residents of LA County purchase food." CalFresh benefits can be used at grocery stores, farmer's market, and if you are disabled/homeless/elderly you can even use your benefits at participating restaurants. You may receive CalFresh benefits even if you work. Are you interested in continuing your CalFresh Eligibility? "</p> <table border="1" data-bbox="370 279 1528 388"> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>YES</td><td>Go to Section 3.</td></tr> <tr> <td>NO</td><td>Go to Section 2.</td></tr> </table>	If...	Then...	YES	Go to Section 3.	NO	Go to Section 2.
If...	Then...						
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NO	Go to Section 2.						
<p>SECTION 2 (Only for CF)</p>	<p>Worker:</p> <ul style="list-style-type: none"> • Ask the customer why they do not want to continue their CalFresh Eligibility. • Record the reason why they do not want to continue receiving CalFresh in the LRS Journal. • Inform the customer that they can contact CSC at any time to initiate a new application for CalFresh. • Process the discontinuance in LRS and document the case with all actions taken. End the call. 						
<p>SECTION 3 (Applicable to both CW/CF)</p>	<p>Worker: "Great! Let's begin. Since you have not yet turned in your CalWORKs/CalFresh Redetermination/Recertification, the process to complete your re-evaluation over the phone will take approximately 20 minutes. We can take you through the entire process right now if you can stay on the phone. You will not need to submit a physical or electronic packet after the process is completed over the phone today. We will submit your re-evaluation over the phone using a telephonic signature. Would you like to go through the full process?"</p> <table border="1" data-bbox="370 968 1528 1509"> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>YES</td><td>Go to Section 4.</td></tr> <tr> <td>NO</td><td> <p>Worker:</p> <ul style="list-style-type: none"> • Explain to the customer that they must submit a complete redetermination/ recertification by mail, fax, YBN, telephone, or in person, to continue CalWORKs/CalFresh eligibility. • Ask customer if they received their redetermination/ recertification packet? If not, offer to mail one. • Offer to reschedule the Re-Evaluation Interview Appointment for a later date (by the 1st of the following month). • Document the LRS Journal explaining that the customer was offered to complete the Re-Evaluation over the phone but refused for the following reason: (State the reason) and the new date of the rescheduled appointment. • End the call. </td></tr> </table>	If...	Then...	YES	Go to Section 4.	NO	<p>Worker:</p> <ul style="list-style-type: none"> • Explain to the customer that they must submit a complete redetermination/ recertification by mail, fax, YBN, telephone, or in person, to continue CalWORKs/CalFresh eligibility. • Ask customer if they received their redetermination/ recertification packet? If not, offer to mail one. • Offer to reschedule the Re-Evaluation Interview Appointment for a later date (by the 1st of the following month). • Document the LRS Journal explaining that the customer was offered to complete the Re-Evaluation over the phone but refused for the following reason: (State the reason) and the new date of the rescheduled appointment. • End the call.
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<p>SECTION 4 (Applicable to both CW/CF)</p>	<p>Complete the CalWORKs/CalFresh Redetermination/Recertification by asking ALL the Financial and Non-Financial Root Questions.</p>						
<p>During the workflow, ensure LRS is updated as needed based on the information received during the interview. Updated changes may include, but not limited to:</p> <ol style="list-style-type: none"> 1. Income and/or resources; 2. Household composition; and/or 3. Effective Begin Dates and/or Use Effective Month as appropriate. <p>Note: End Date any pages no longer applicable and review persons requesting and/or programs requested for current recertification.</p>							

RIGHTS AND RESPONSIBILITIES (Applicable to both CW/CF)	Worker: "A copy of your rights and responsibilities was mailed to you along with the appointment letter. Did you receive the copy?"								
	If...	Then...							
	YES NO	Worker: "Great, I will now be playing an audio recording about your "Rights and Responsibilities". Worker: "Another copy will be sent to you along with a copy of the Statement of Facts for you records. I will now be playing an audio recording about your "Rights and Responsibilities".							
<div>  PLAY the "Rights and Responsibilities" Audio Recording </div>									
<div>  START Recording the Telephonic Signature </div>									
SAWS 2 PLUS TELEPHONIC SIGNATURE (Applicable to both CW/CF)	Worker: "We will now begin recording your signature through this call. We need to record your verbal signature to complete this redetermination/recertification. A simple 'YES' or 'NO' answer to the following questions will be required."								
	Worker: "Please be advised that the following applies to all customers that apply for CalWORKs/CalFresh benefits in person, by mail, or over the telephone. The County will check your answers using information in state and federal electronic databases from the Internal Revenue Service (IRS), Social Security Administration (SSA), consumer reporting agencies, and other government agencies. If the information doesn't match, the County may ask you to send proof. By signing this application over the telephone, you certify under penalty of perjury, that you are answering correctly and completely to the best of your knowledge, you also certify that you understand that the answers to the questions you have answered are true and complete to the best of your knowledge. Do you agree with these statements?"								
	If...	Then...							
	Yes	Worker: "A signature over the phone has the same legal effect and is legally enforced in the same way as a written signature. Do you agree to a verbal signature?"							
	<table border="1"> <tr> <td>If...</td> <td>Then...</td> </tr> <tr> <td>Yes</td> <td> Worker: "Please state your full legal name and last four digits of your social security number."<u>(If customer does not have a social security number or does not wish to provide the last four numbers of the SSN, ask for another form of identifying information, e.g. date of birth, last four digits of a citizen child's social security number, etc.)</u> </td> </tr> <tr> <td>If...</td> <td>Then...</td> </tr> <tr> <td>CalFresh</td> <td> Worker: "Thank you, your CalFresh recertification has now been signed and completed. Today's date is MM/DD/YYYY. A copy of your completed recertification is available on your YBN account for your records. Copies will only be mailed upon request. If you would like a copy, it will be </td> </tr> </table>	If...	Then...	Yes	Worker: "Please state your full legal name and last four digits of your social security number." <u>(If customer does not have a social security number or does not wish to provide the last four numbers of the SSN, ask for another form of identifying information, e.g. date of birth, last four digits of a citizen child's social security number, etc.)</u>	If...	Then...	CalFresh	Worker: "Thank you, your CalFresh recertification has now been signed and completed. Today's date is MM/DD/YYYY . A copy of your completed recertification is available on your YBN account for your records. Copies will only be mailed upon request. If you would like a copy, it will be
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sent to the mailing address on file. Do you have any questions?"

If...	Then...
Yes	Answer the questions. STOP the TS recording. Thank the caller for taking your call and end the call.
No	STOP the TS recording and the call.

CalWORKs **Worker:** "Thank you, your SAWS 2 PLUS has now been signed and completed. Today's date is **MM/DD/YYYY**. A copy of your completed redetermination is available on your YBN account for your records. Copies will only be mailed upon request. If you would like a copy, it will be sent to the mailing address on file. Do you have any questions?"

If...	Then...
Yes	Answer the questions. STOP the TS recording and continue with the next form.
No	STOP the TS recording and continue with the next form.

No Explain to the customer the redetermination/recertification cannot be completed without a physical, electronic, or telephonic signature. Direct them to their YBN account to complete their SAWS 2 PLUS online, to mail in the physical redetermination/recertification packet or schedule an in-person interview.

- If the client now authorizes a TS, follow the **blue arrow** above.
- If the client still does not authorize a TS, **STOP the recording.**

No Ask the client which part of the questions and statements he/she does not understand. Explain and address any issues or concerns. Continue by following the **blue arrow** above.



STOP Recording

- Continue with the interview and review with the client the additional documents/brochures in the Redetermination/Recertification Packet.
- Send the HH the Request for Verification (CW 2200) with a 10-day deadline to provide required forms and verification.

For CalWORKs:

To continue, please use the following yellow sections **as applicable**. The yellow sections are as follows:

- CW 2.1 Notice and Agreement for Child, Spousal and Medical Support;
- CW 2.1Q Support Questionnaire;
- CW 52 Child Support Payment Opt-In Form;
- PA 1913 Confidential Domestic Violence Info;
- PA 129 Child Care;
- CW 8 Statement of Facts for An Additional Person; and
- CW 8A Statement of Facts to Add A Child Under Age 16.



START Recording the Telephonic Signature

- Read and review the Rights and Responsibilities listed on CW 2.1 with the customer.
- Fill out the name of the noncustodial parent/alleged father.

Worker: "By signing this application over the telephone, you certify that you understand your rights and responsibilities as written on the notice; that you understand the rules for assigning support rights to the county; and that you also understand your right to claim good cause. Please choose one of the following statements:



1. I agree to cooperate with the county and the Local Child Support Agency (LCSA) as listed above.
2. I claim good cause and refuse to cooperate at this time.
3. I refuse to assign child/spousal support rights (cash aid)/
4. I refuse to assign medical support right (cash aid and Medi-Cal)."



NOTE: The customer must choose one of the statements mentioned above.

TELEPHONIC SIGNATURE (Only for CW)

CW 2.1 Notice and Agreement for Child, Spousal and Medical Support

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YES, ➡ customer is willing to continue	Worker: "A signature over the phone has the same legal effect and is legally enforced in the same way as a written signature. Do you agree to a verbal signature?" <table><tr><th>If...</th><th>Then...</th></tr><tr><td>Yes</td><td>Worker: "Please state your full legal name and last four digits of your social security number." <u>(If customer does not have a social security number or does not wish to provide the last four of the SSN, ask for another form of identifying information, e.g. date of birth, last four digits of a citizen child's social security number that is part of the case.)</u> Worker: "Thank you, your Child Support Notice and Agreement has now been signed and completed. Today's date is MM/DD/YYYY. Do you have any questions?"<table><tr><th>If...</th><th>Then...</th></tr><tr><td>Yes</td><td>Answer the questions. STOP the TS recording and continue with the next form.</td></tr><tr><td>No</td><td>STOP the TS recording and continue with the next form.</td></tr></table></td></tr><tr><td>No</td><td>Explain to the customer the redetermination cannot be completed without a physical, electronic, or telephonic signature. Direct them to their YBN account to upload a signed CW 2.1, or to submit by mail or by drop-off.</td></tr></table>	If...	Then...	Yes	Worker: "Please state your full legal name and last four digits of your social security number." <u>(If customer does not have a social security number or does not wish to provide the last four of the SSN, ask for another form of identifying information, e.g. date of birth, last four digits of a citizen child's social security number that is part of the case.)</u> Worker: "Thank you, your Child Support Notice and Agreement has now been signed and completed. Today's date is MM/DD/YYYY . Do you have any questions?" <table><tr><th>If...</th><th>Then...</th></tr><tr><td>Yes</td><td>Answer the questions. STOP the TS recording and continue with the next form.</td></tr><tr><td>No</td><td>STOP the TS recording and continue with the next form.</td></tr></table>	If...	Then...	Yes	Answer the questions. STOP the TS recording and continue with the next form.	No	STOP the TS recording and continue with the next form.	No	Explain to the customer the redetermination cannot be completed without a physical, electronic, or telephonic signature. Direct them to their YBN account to upload a signed CW 2.1, or to submit by mail or by drop-off.
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TELEPHONIC SIGNATURE (Only for CW)	CW 2.1Q Support Questionnaire	<div> START Recording the Telephonic Signature</div>														
		Read and complete the CW 2.1Q with the customer. Worker: "By signing this application over the telephone, you declare under penalty of perjury under the laws of the United States of America and the State of California that the information in this questionnaire is true, correct and complete. Do you agree with this statement?"														
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TELEPHONIC SIGNATURE (Only for CW)	CW 52 Child Support Payment Opt-in Form	 START Recording the Telephonic Signature	
		<p>Read and review the CW 52 with the customer.</p> <p>Worker: "By signing this Child Support Payment Opt-In form, you certify that you are the parent or caretaker relative of the child(ren) listed on this form and choose to keep the monthly child support you get for him or her instead of CalWORKs cash aid. You understand you can keep the monthly child support if you meet the conditions under numbers 1-3 below. You understand that the child(ren) will not be eligible to get CalWORKs cash aid unless I withdraw this request. These rules have been explained to you by your worker. You also certify and understand that:</p> <ol style="list-style-type: none"> 1. The child(ren) listed is a stepsibling or half-sibling of an eligible CalWORKs child living in the same home; 2. The amount of monthly child support you get for the child(ren) is more than the monthly amount of cash aid you would get for him or her; 3. You have at least one CalWORKs eligible child remaining in the assistance unit; 4. You can withdraw this option when your semi-annual report (SAR) is due (if you are a SAR assistance unit), at annual redetermination or if the child support for the child lowers or stops. You cannot opt in again until your SAR report is due or at your annual redetermination appointment; 5. Your request to opt in at application will be effective the date your cash aid is approved. Your request to opt in or out at any other time will be effective the first of the month following your request after the county gives you a 10-day notice. If you opt out because the child support you get for your child lowers or stops, your grant may increase within 10 days from the day you show proof; and 6. You have had your rights explained to you and have been given informing notice explaining the rules. <p>You choose not to get CalWORKs cash assistance for your child(ren) listed below, and instead, you wish to keep all of the child support you got for this/these child(ren): <u>[write down the name of the child]</u>. You certify that you understand your rights as explained to you and that you understand the rules for choosing to keep your child support</p>	

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STOP Recording



START Recording the Telephonic Signature

TELEPHONIC SIGNATURE (Only for CW)

PA 1913 Confidential Domestic Violence Info

Worker: "I will now continue with asking questions to determine a need for specialized supportive services. The following form will require a telephonic signature at the end of the questions. Please follow along with form titled, Confidential Domestic Violence Information. The questions are specific to potential abuse and are considered confidential and private. Please confirm that you are in a

secure location where you feel comfortable and safe discussing."

Once the client confirms they are in a secure location and the form is in front of them, start with DV questionnaire by reading the introductory statement on the PA 1913.

Worker: "I am going to ask you some questions to see if you might need help. There are several services available in Los Angeles County to help you keep your family safe free of charge if you are experiencing any of the issues below. Do you have any questions before proceeding?"

If...	Then...
YES	Ask the client which part of the statement they did not understand or have questions about. Explain and address any issues or concerns. Continue with asking question 1-9.
NO	Continue with asking questions 1-9.

For all the questions 1-9:

If...	Then...
YES to any questions 1-9	<p>Read letters a-d, and complete section "A."</p> <p>Worker: "I declare under penalty of perjury that I am abused, have been abused, or fear being abused".</p> <p>Complete the box and read the statement next to the box depending on the client's response and continue.</p>
NO to questions 1-9	Complete section "B."

Worker: "I declare that I have reviewed the information on this form with DPSS staff and have been given information about domestic violence. Do you understand this statement?"






If...	Then...
YES	Continue with script to record the telephonic signature.
NO	Ask the client which part of the statement they did not understand or have questions about. Explain and address any issues or concerns. Continue with script to record telephonic signature.



NOTE: The Telephonic Signature will be recorded whether or not the client requests DV services.



Worker: "We will now begin recording your signature through this call. We need to record your verbal signature to complete this form. A simple "**Yes**" or "**No**" answer to the following questions will be required. By signing the Confidential Domestic Violence Information form over the telephone, you certify under penalty of perjury, that you are answering correctly and completely to the best of your knowledge, you also certify that you understand that the answers to

the questions you have answered are true and complete to the best of your knowledge. Do you agree with these statements?"

If...	Then...																				
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		<p>Worker: "If you are a CalWORKs participant and you are employed or attending an approved Welfare-to-Work activity, you may be eligible for Stage 1 child care under: GAIN (Greater Avenues for Independence), Cal-Learn, Employed Individuals, or the Refugee Employment Program."</p> <p>Read and review the Child Care general information and the Rights and Responsibilities on PA 129 with the customer.</p> <p>Worker: "Do you need paid child care assistance in order to work or attend your approved Welfare-to-Work activity OR do you NOT need child care at this time OR do you certify that you will consider and evaluate if a before or after-school program will meet your child care needs for your 11 or 12-year old child?"</p> <p>Complete the form according to the customer's response.</p> <p>Worker: "By signing this statement, you certify that you understand all the information read to you and that you are aware of the child care provider choices available to you and that you have discussed the child care provider choice that is most applicable to your child care needs. You also declare under penalty of perjury under the laws of the United States of America and the State of California that the information you provided today regarding your childcare needs is true and correct to the best of your knowledge."</p>						
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TELEPHONIC SIGNATURE (Only for CW) *IF adding an adult to case	CW 8 Statement of Facts for An Additional Person *new adult MUST provide a photo ID in person. Failure to comply will result in ineligibility for entire AU.	<div> START Recording the Telephonic Signature</div>								
		<p>Worker: "You need to fill out a statement of facts form for adding an adult to your case in order to receive aid for the new person. I will be asking you a few questions about the new person in the home."</p> <ul style="list-style-type: none">Review and complete the CW 8 with the customer.Read and review the Rights and Responsibilities on CW 8 with the customer. <p>Worker: "By signing this form, you declare under penalty of perjury under the laws of the United States of America and the State of California that the information in this statement of facts is true, correct, and complete."</p> <table><tr><th>If...</th><th>Then...</th></tr></table>			If...	Then...				
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TELEPHONIC SIGNATURE (Only for CW) *IF adding a child under age 16 to case	CW 8A Statement of Facts to Add A Child Under Age 16	<div> <div>  </div> <div> START Recording the Telephonic Signature </div> </div> <p>Worker: "You need to fill out a statement of facts form for adding a child under age 16 to your case in order to receive aid for the new child. I will be asking you a few questions about the new child in the home."</p>												

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Worker: "By signing this form, you declare under penalty of perjury under the laws of the United States of America and the State of California that the information in this statement of facts is true, correct, and complete."

If...	Then...														
YES ➡	<p>Worker: "A signature over the phone has the same legal effect and is legally enforced in the same way as a written signature. Do you agree to a verbal signature?"</p> <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>YES</td><td> <p>Worker: "Please state your full legal name and last four digits of your social security number." <u>(If customer does not have a social security number or does not wish to provide the last four of the SSN, ask for another form of identifying information, e.g. date of birth, last four digits of a citizen child's social security number that is part of the case.)</u></p> <p>Worker: "Thank you, your Statement of Facts for an Additional Child Under Age 16 has now been signed and completed. Today's date is MM/DD/YYYY. Do you have any questions?"</p> <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>Yes</td><td>Answer the questions. STOP the TS recording. Thank the caller for taking your call and end the call.</td></tr> <tr> <td>No</td><td>STOP the TS recording and continue with the next form.</td></tr> </table> </td></tr> <tr> <td>NO</td><td> <p>Explain to the customer the redetermination cannot be completed without a physical, electronic, or telephonic signature. Direct them to their YBN account to upload a signed CW 8A, or to submit by mail or by drop-off.</p> <ul style="list-style-type: none"> • If the client now authorizes a TS, follow the blue arrow above. <p>If the client still does not authorize a TS, STOP the recording.</p> </td></tr> <tr> <td>NO</td><td>Ask the client which part they did not understand or have questions about. Explain and address any issues or concerns. Continue by reading the TS question. After signature is captured, STOP the recording and continue with the next form.</td></tr> </table>	If...	Then...	YES	<p>Worker: "Please state your full legal name and last four digits of your social security number." <u>(If customer does not have a social security number or does not wish to provide the last four of the SSN, ask for another form of identifying information, e.g. date of birth, last four digits of a citizen child's social security number that is part of the case.)</u></p> <p>Worker: "Thank you, your Statement of Facts for an Additional Child Under Age 16 has now been signed and completed. Today's date is MM/DD/YYYY. Do you have any questions?"</p> <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>Yes</td><td>Answer the questions. STOP the TS recording. Thank the caller for taking your call and end the call.</td></tr> <tr> <td>No</td><td>STOP the TS recording and continue with the next form.</td></tr> </table>	If...	Then...	Yes	Answer the questions. STOP the TS recording . Thank the caller for taking your call and end the call.	No	STOP the TS recording and continue with the next form.	NO	<p>Explain to the customer the redetermination cannot be completed without a physical, electronic, or telephonic signature. Direct them to their YBN account to upload a signed CW 8A, or to submit by mail or by drop-off.</p> <ul style="list-style-type: none"> • If the client now authorizes a TS, follow the blue arrow above. <p>If the client still does not authorize a TS, STOP the recording.</p>	NO	Ask the client which part they did not understand or have questions about. Explain and address any issues or concerns. Continue by reading the TS question. After signature is captured, STOP the recording and continue with the next form.
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STOP Recording

CW RD

END

Worker: "Thank you, your CalWORKs redetermination has now been signed and completed. Today's date is **MM/DD/YYYY**. A copy of your completed redetermination is available on your YBN account for your records. Copies will only be mailed upon request. If you would like a copy, it will be sent to the mailing address on file. Do you have any questions?"

If...	Then...
YES	Answer the questions. End the call.
NO	Thank the caller for taking your call. End the call.