

## **Rights & Responsibilities Script for CalWORKs & CalFresh**

- You are being given several pages of important information which you are expected to read. This includes the PUB 13, which explains your rights and what to do if you disagree with the agency's actions regarding your benefits, including how to file a state hearing or discrimination complaint, or what to do if you need accommodations for a disability. The PUB 13 is available in alternate formats including braille, audio, and large print. By signing the forms, you are agreeing that you have been informed and understand your rights and responsibilities. Be sure to ask if you have any questions.
- You have the right to be interviewed promptly. Your eligibility for CalFresh is to be determined within 30 days and CalWORKs within 45 days. If you meet the criteria for expedited services, then your eligibility will be determined within 3 days for CalFresh and 1 day for CalWORKs.
- You have the right to be treated fairly, with courtesy, consideration, and respect.
- You have the right to have your records kept confidential. For CalFresh and CalWORKs, confidential information may be released if a law enforcement agency requests that information in the course of their official duties.
- You have the right to receive information about other services that may help your family.
- You must sign under penalty of perjury and provide proof that each member applying for benefits (except restricted medical coverage) is a US Citizen, US National, or has lawful immigration status, and you must report any changes in your immigration status. This information will not be used for immigration enforcement unless you are committing fraud.
- You must cooperate with County, State, and Federal staff and you must give proof or more facts when we ask for them.
- You have the right to be given a written notice when your application is approved or denied, and when your benefits change or stop. If you think the action taken on your case is incorrect you have 90 days to file a complaint or ask for a State Hearing.
- It is a crime to give false or wrong information in order to get benefits. It is also a crime not to give all the information on purpose to try and get benefits. When a person does this and gets more than \$950 in benefits that they were not eligible to, they can be charged with a felony.
- You have the right to receive help completing all forms if you need help reading, writing, or understanding English. You have the right to ask for an interpreter. The county will provide an interpreter for free.
- You must cooperate with our staff in obtaining more facts if needed, the county can help you in getting proof for anything that we ask you to provide, such as income verification.
- During this interview you will be asked about everyone who lives in your home, even if they do not want aid. You must provide Social Security numbers for each person requesting aid that has one.

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- You must tell us if anyone in your household is hiding or running from the law to avoid felony prosecution or is violating their probation or parole as they may not be eligible to benefits. If you are on parole or probation, you must be compliant with the terms of your parole or probation or your CalWORKs and CalFresh may go down.
- Make sure you carefully read all notices sent to you by our office, if you have any questions contact our office immediately.
- When you receive CalFresh or CalWORKs benefits, don't trade, sell, or give away your EBT card, don't use your benefits to buy ineligible items, and don't use someone else's benefits for your household.
- If you receive too many CalFresh or CalWORKs benefits, you will have to pay back the amount you should not have received, even if it is not your fault.
- If you apply for or get CalFresh benefits and you quit a full-time job without a good reason, you may be disqualified for up to six months.
- The law says that we must give you the opportunity to tell us about your gender identity and sexual orientation, so we have included a form with your paperwork that you may use if you would like to do so. This information is optional and confidential. It will not affect your eligibility or benefit amount.
- **Reporting Changes:**
- **Semi-Annual Reporting Households** – You are required to complete a Semi-Annual Report (SAR 7) six months after your beginning date of aid to determine if you are still eligible. Any changes related to household or income must be reported on your Semi-Annual Report (SAR7) with one exception.
- If the household's combined income is more than the Income Reporting Threshold for your household, it **must** be reported within ten days. You will receive a notice with what that amount is with every SAR 7 and whenever someone is added to your case.
- **Annual Reporting Households** – Annual reporting/Child Only (AR/CO) cases do not have to complete a SAR 7 for CalWORKs, but you may still have to complete a SAR 7 for CalFresh.
- If the household's combined income is more than the Income Reporting Threshold for your household, it **must** be reported within ten days. You will receive a notice with what that amount is.
- You must also report when someone moves into or out of your home within 10 days.
- **CalWORKs Applicants** – Until your case is granted you must report all changes within five days of the date the change occurs.
- **CalWORKs**
- You will be required to participate in Welfare-to-Work activities unless you meet an exemption or have good cause.
- If you are required to participate in Welfare-to-Work and do not participate you may have

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your cash aid reduced.

- Children age 16 or 17 who are truant from school may be required to cooperate with Welfare to Work. If they don't cooperate your cash aid may be reduced.
- All children under six (6) years of age must receive age appropriate immunizations.
- In order to receive CalWORKs, you must cooperate with the county in establishing parentage and collecting child support. You also must agree to assign the child or spousal support to the county. Failure to cooperate may result in ineligibility.
- You must tell the county of anyone not in your home who has to pay for medical care and services for someone in your home.
- You must apply for any income or benefits which may be available to you when you apply for CalWORKs. Failure to cooperate in obtaining any potentially available income or benefits available to you may result in your CalWORKs application/case being denied/discontinued.
- If you fail to report, if you give wrong facts, or if you don't follow program rules, it may result in a finding of an Intentional Program Violation (IPV). An IPV can disqualify you from receiving CalWORKs benefits. The penalties last from 6 months to permanent disqualification. These penalties start after a State Hearing or court of law finds that an IPV has been committed, or when you sign a Disqualification Consent Agreement.
- If you are discontinued from CalWORKs because of a job, childcare and medical benefits may continue for a time.
- Adults can only receive 60 months of cash aid in California. This includes cash aid you got from California, other states, and Tribal TANF programs. After you have received aid for 60 months your aid may be lowered. The 60-month time limit does not apply in some situations. If you think you should be exempt talk to your worker.
- The following changes must be reported to your worker within 10 days of the date the change occurs, or you become aware of it. For CalWORKs the mandatory changes are as follows:
  - A person becomes a fleeing felon.
  - Your address changes.
  - A person has violated his or her probation or parole.
  - Combined income is more than the Income Reporting Threshold. You will receive a notice with what that amount is with every SAR 7, whenever someone is added to your case, and whenever the amount changes.
  - For CalFresh: you must report lottery or gambling winnings of \$4500 or more.