TELEPHONIC SIGNATURE in CALIFORNIA COUNTIES
Responding Counties
Thank you to the individuals and counties that responded to the survey request. Your timely and thoughtful feedback has helped develop a picture of the barriers and possible solutions to improving access to CalFresh for the many Californians who struggle with hunger. Thank you for your time and insights.

| Alameda | Mariposa | Santa Barbara |
| Amador  | Mendocino | Santa Clara |
| Butte   | Merced   | Santa Cruz  |
| Colusa  | Monterey  | Shasta      |
| Contra Costa | Napa | Siskiyou  |
| Del Norte | Nevada | Sonoma      |
| El Dorado | Orange | Stanislaus |
| Fresno  | Placer   | Tehama      |
| Inyo    | Riverside | Trinity |
| Kern    | Sacramento | Tulare |
| Kings   | San Bernardino | Tuolume |
| Lake    | San Diego  | Unidentified |
| Lassen  | San Francisco | Ventura |
| Los Angeles | San Joaquin | Yolo |
| Madera  | San Luis Obispo |
| Marin   | San Mateo  |

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Much progress has been made in expanding access to CalFresh, known federally as the Supplemental Nutrition Assistance Program or SNAP. In fact, in the USDA’s most recent SNAP Participation report released in February, “Reaching Those in Need: Estimates of SNAP Participation Rates in 2013,” California continues to show increases in participation, up to 66%. Based on the improved participation, California was awarded a Performance Bonus by the USDA, one of only three states to receive this acknowledgement. Though more hungry Californians are being reached, the struggle to get enough food continues for more than 5.2 million people in our state.

Many factors impact the lack of access to CalFresh. Counties that administer CalFresh are looking for ways to reduce barriers for their clients, and CDSS is working to provide data to help inform outreach.

Telephonic signature processes hold promise for increasing access to CalFresh and helping people maintain their benefits, thus reducing churn and enabling counties to better serve their populations in effective ways. The telephonic signature option is supported by both California Department of Social Services (CDSS), and the Food and Nutrition Service (FNS) of the United States Department of Agriculture. Nine states have implementing telephonic signature options and CDSS has issued guidance to help counties with the implementation process.

According to the Digital Divide report from the Public Policy Institute of California, only about 53% of Californians with incomes below $40,000 per year have broadband internet access. This makes online application processes more difficult for a significant number of low-income Californians, leaving only the postal mail option (which can be slower and less reliable), mobile application technology (which is not yet fully available) or a visit to a CalFresh office which can be challenging for those in rural areas or with limited transportation.

A significant number of Californians – about 13% of California’s population – live in rural or “frontier” regions, which have higher rates of transportation burdens and even lower rates of access to broadband internet.

Therefore, for clients with no internet and limited access to a physical office, telephone access is the next best option. Over 97% of California households possess a telephone (mobile or landline) making telephonic processes one of the most accessible avenues for the majority of Californians. As telephonic access to services continues to evolve (for example, in areas such as telephone banking), these types of processes become simplified and more affordable, and there is greater familiarity among the general population for their use.

For rural and low income populations, the opportunity to have their application process completed immediately over the phone with someone who can help them understand the application questions is a vital avenue to access important food benefits.
Broadband Internet Access for Californians living on less than $40,000 per year [4]
(Public Policy Institute of California, 2013)

<table>
<thead>
<tr>
<th>Yes</th>
<th>53%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>47%</td>
</tr>
</tbody>
</table>

Telephone Access in California (mobile or landline) [8]
(National Center for Health Statistics 2014)

<table>
<thead>
<tr>
<th>Yes</th>
<th>97%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>3%</td>
</tr>
</tbody>
</table>
METHODOLOGY

The survey was sent by the CalFresh Policy committee of the County Welfare Directors Association of California (CWDA) on January 11, 2016 to CalFresh contacts in all California counties, who were given two weeks to reply. All submitted responses were emailed to the responding individual from each county for confirmation and updates, and requested updates were made to the final data.

A total of 46 of California’s 58 counties responded to the survey; only one county did not identify themselves. Of the responding counties, eight have implemented audio recorded telephonic signature processes for CalFresh, 11 have electronic signature processes over the phone for Medi-Cal or CMSP, and 26 did not indicate any electronic or telephonic processes offered to their clients.

The online survey was co-sponsored by the Alliance to Transform CalFresh (ATC) and CWDA with feedback from the California Department of Social Services (CDSS).

The goals of the survey were to:

- Identify which counties are conducting telephonic signature processes for CalFresh and/or CalWORKs;
- Identify real and perceived barriers to implementing telephonic signature options;
- Identify ways counties have successfully overcome real and perceived barriers to implement telephonic signatures; and
- Develop recommendations that could be used by counties, CWDA, CDSS, USDA/FNS and ATC to help create solutions for counties who are interested in expanding their telephonic signature options.

LIMITATIONS

As noted in the goals of the survey, this report is intended to capture county perceptions of barriers and successful strategies. This report is not intended to draw definitive conclusions regarding barriers or strategies. It is understood that the situations in each county may change over time from their original responses as new awareness is created, technologies are developed, and capacities evolve.

### TABLE 1

<table>
<thead>
<tr>
<th>Terms Defined</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ELECTRONIC SIGNATURE</strong>: “an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record.”</td>
</tr>
<tr>
<td><strong>ACIN I-60-13 (page 3)</strong></td>
</tr>
<tr>
<td><strong>TELEPHONIC SIGNATURE</strong>: “a type of electronic signature that uses an individual’s recorded spoken signature or verbal assent in place of an actual written signature...”</td>
</tr>
<tr>
<td><strong>ACIN I-60-13 (page 2)</strong></td>
</tr>
<tr>
<td><strong>CALFRESH/CALWORKS REQUIREMENT</strong>: “Must be an audio-recording made over the telephone of the household member’s assent.”</td>
</tr>
<tr>
<td><strong>FNS telephonic signature policy memo, May 2014</strong></td>
</tr>
<tr>
<td><strong>MEDI-CAL REQUIREMENT</strong>: “If the county does not have the capability to record a telephonic signature, the county shall enter a case journal entry stating the individual attested to wanting Medi-Cal...”</td>
</tr>
<tr>
<td><strong>ACWDL 14-06 Page 2</strong></td>
</tr>
<tr>
<td><strong>CMSP REQUIREMENT</strong>: “receive a verbal agreement from the applicant, check the box on the telephonic signature declaration page, and image the document to the case.”</td>
</tr>
<tr>
<td><strong>CMSP ACL 14-04</strong></td>
</tr>
</tbody>
</table>

For the purposes of our survey, telephonic signatures are defined as “an audio-recording made over the telephone of the household member’s assent.” These recorded attestations are saved and included in the household’s case file. See Table 1 for a summary of electronic and telephonic signature definitions by program.
Telephonic Signature by Size

n = 8 implementing counties

63% (5)

33% (3)

0% (0)

Medium  Large  Small

Telephonic Signature by Program

n = 8 implementing counties

<table>
<thead>
<tr>
<th>County</th>
<th>CalFresh – Application</th>
<th>CalFresh – Recertification</th>
<th>CalWORKS – Application</th>
<th>CalWORKS – Recertification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contra Costa</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fresno</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Santa Clara</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Santa Cruz</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>San Diego</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>San Mateo</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sonoma</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ventura</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
GENERAL FINDINGS

The definition of “telephonic signature” differs between Medi-Cal and CalFresh depending on program guidance. The CalFresh definition requires an audio recorded attestation, but the Medi-Cal definition does not. See Table 1 for summaries and references.

A total of eight counties, representing twenty percent of California’s CalFresh recipients, currently provide or are in the midst of implementing telephonic signature processes for CalFresh.

For those offering telephonic signature processes, all are part of the CalWIN consortium, and, based on their number of CalFresh participants are considered either “Medium” or “Large” counties.

The eight counties that have implemented telephonic signature all have a call center, though it may or may not be used as part of the telephonic signature process.

No “Small” counties currently offer telephonic signature, nor does Los Angeles or any C-IV counties. In conversations with C-IV counties, they shared that they are looking forward to a technology solution from C-IV directly. CalWIN counties have responsible for their own technology and so have developed individual solutions.

In the eight counties that offer telephonic signature, all but two offer telephonic signature access for the CalFresh application; Santa Clara and Ventura counties provide telephonic signature at recertification for CalFresh and CalWORKS. A third county, Fresno, provides telephonic signature options at both intake and recertification for CalFresh and CalWorks.

Counties that have implemented telephonic signature identified the business process development and getting detailed guidance from CDSS as primary barriers, while non-telephonic signature counties saw technology development and cost as barriers.

Eight CalWIN counties are implementing Telephonic Signatures
ELEMENTS OF SUCCESS

Counties offering telephonic signature identified seven main factors that contributed to their success. Notably, the top two keys to success are low cost or no cost:
1. Having a clear process and transcript, and
2. Creating a plan to use existing technology.

Though the telephonic signature process relies heavily on having the right technology, knowing how to integrate that technology into a county’s eligibility system was what ensured a successful process in implementing counties. Additionally, during follow up discussion, one county indicated that at least one of the tools they needed – call recording – was already a feature their telecommunications service provider offered; they just needed to have it activated.

Counties shared the names of their technology vendors and products that were or could be partners in developing a telephonic signature solution (see Appendix I).

This was a subjective assessment and there was no identified correlation between a successful process/technology and particular vendor.

Because of the diversity of systems and technology in each county, there seems to be no single best way to develop a solution, but instead there are a variety of ways to create solutions that include the main elements.

The key elements for success include:
1. The recording of the telephonic signature;
2. The saving of the recording in the proper format to either the case file or some other retrievable location; and,
3. If necessary, the secure transmission of the recorded signature between the community agency and the county.

See the recommendations section for further ideas on implementation.
BARRIERS

Counties that have implemented telephonic signature shared their barriers, which mostly included gaining clarity from CDSS about the guidance.

In contrast, counties that haven’t implemented telephonic signature clearly identified technology as a main barrier to implementation, followed by financial costs (which may be related to the costs of developing technology or staff time). Legal Concerns/Lack of Guidance (combined answer) was the third main reason. Both one-time and ongoing financial costs were identified as barriers for non-telephonic signature counties.

For non-implementing counties, a consortia-level solution may need to be developed (eg, for ongoing technology costs such as data storage). Training and education on technology solutions and implementation options are also needed (eg, successful business processes and simple formats in which to save recorded files).

“I wouldn’t say the CDSS guidance was unclear, but it was not as comprehensive as necessary for a project of this nature.”

Barriers for Counties implementing Telephonic Signature
n = 8 implementing counties

- Getting clear guidance from CDSS: 5 (63%)
- Establishing internal scope: 1 (13%)
- Being a larger county meant it took longer to implement a new process: 1 (13%)
- Finding a simple and affordable Vendor/IT solution: 1 (13%)
- IT department issues/contracts: 1 (13%)
Our county phone system can’t handle this and storage of .wav file.”

“We are concerned with the impact to the level of service provided to our clients. Although a telephonic signature will enhance the services provided, we anticipate that calls involving the completion of a phone application (or recertification) and collecting a telephonic signature will take longer than our current calls.”
WAYS CDSS COULD IMPROVE ACCESS

All responding counties – both those that have implemented telephonic signature and those that have not – shared significant consensus on the ways they thought CDSS could support expansion of telephonic signature processes.

Having a statewide solution available to all consortia was one of the top responses, with caveats in the comments that it should be an optional solution counties could choose to adopt. The most important parts of the solution included the development of a statewide portal followed by document retention services.

Aligning telephonic signature requirements with Medi-Cal was also a popular response, though it is unclear what that alignment would entail beyond allowing CalFresh applicants to apply using a process more similar to the Medi-Cal “check box.”

The third main response was the desire for updated guidance from CDSS, particularly related to how much of the applications conversation must be recorded and for how long that recording must be saved.

Lastly, counties expressed their desire for opportunities to learn about how other counties have implemented telephonic signature and to share templates and process guidance.

See the recommendations section for ideas on statewide and consortia-level solutions.

### Ways CDSS can support Telephonic Signature

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop a statewide technology solution</td>
<td>38 (83%)</td>
</tr>
<tr>
<td>Align tele-sign requirements with Medi-Cal</td>
<td>38 (83%)</td>
</tr>
<tr>
<td>Provide updated guidance on requirements</td>
<td>37 (80%)</td>
</tr>
<tr>
<td>Host learning opportunities to share best practices</td>
<td>37 (80%)</td>
</tr>
</tbody>
</table>
IMPLEMENTATION COSTS

All eight counties that have implemented telephonic signature identified costs for implementation, however, the reported costs were based on subjective assessments and may or may not include costs that were planned as part of technology or business process improvements.

For example, some counties estimated their cost for telephonic signature implementation at zero dollars because they already had or would have acquired the necessary technology.

Other counties noted the relatively minimal costs associated such as $5,000 for headsets and $107,500 over two years for hardware purchases and software development; and one county invested $1.3 million in a full upgrade of their hardware systems, technology and software licensing.

Of the three of the eight responding counties, ongoing costs (e.g., licensing, data storage) were either unknown or listed as zero.

Reported Implementation Costs

<table>
<thead>
<tr>
<th>Estimated Cost</th>
<th>Cost Justifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0</td>
<td>Utilized current automatic call distribution system</td>
</tr>
<tr>
<td>$0</td>
<td>Utilized existing infrastructure</td>
</tr>
<tr>
<td>$1,000</td>
<td>Recording tools and IT staff time</td>
</tr>
<tr>
<td>$5,000</td>
<td>Extra licenses for the Calabrio and Finesse Software used for the recordings, headsets, Translation of Rights and Responsibilities by Voiance</td>
</tr>
<tr>
<td>$15,000</td>
<td>USB Phone Recorders</td>
</tr>
<tr>
<td>$107,500</td>
<td>$7500 for hardware; $100,000 over two years for implementation and software</td>
</tr>
<tr>
<td>$109,000</td>
<td>Not Reported</td>
</tr>
<tr>
<td>$1,300,000</td>
<td>Cisco phones/upgrades; Cisco UCCX upgrades/CAD; Calabrio Server; Telephonic Signature Web Server; Vendor developed custom telephonic signature application; Calabrio upgrades to support telephonic signature.</td>
</tr>
</tbody>
</table>
**Telephonic Signatures Processes**

Three of the responding counties that have implemented telephonic signatures shared descriptions of their business processes and worker scripts, which can be found in Appendix II. Though each differs slightly depending on the type of software used, the processes follow a basic pattern:

1. Client calls in or is contacted at a scheduled time by an eligibility worker (EW).
2. The EW reviews the telephonic signature process and explains what will be recorded. If the client consents, the telephonic signature process moves forward.
3. The EW enters the responses from the client for the application or recertification.
4. The Rights and Responsibilities are reviewed for the client (by the EW or using a pre-recorded summary) and any questions are answered.
5. Recording of the call begins and the worker follows a script to formally review the Rights and Responsibilities with the client who attests to each section, then gives their full name, the date and time.
6. Final instructions and information are given and the call ends.
7. The recorded file of the client’s verbal attestation is saved and imported to the county’s data management software.
8. The Statement of Facts, Rights and Responsibilities and Rules and Penalties documents, along with a checklist of needed verifications are mailed to the client for their review and records.

Note: clients are not required to send in any other form of signature. This process may vary slightly for recertifications.

**Additional Findings**

**Promotion**
Telephonic signature processes were largely promoted by counties through clerks and eligibility workers, or in promotional materials within CalFresh offices or on their websites. About half of the implementing counties also partnered with community based organizations to promote (and/or implement) their telephonic signature opportunity. About a quarter of implementing counties do not promote their telephonic service at all.

**Call Scheduling**
For most counties, calls are scheduled through their normal scheduling system and an interview notice is mailed to the client. Two counties provide an interview “on demand” if the client calls in after missing their initial interview. One county works with a third party community partner to conduct the telephonic application and signature process, so the calls are scheduled through the community partner’s systems.

**Call Centers**
All counties that have implemented telephonic signature for CalFresh have call centers. One provides only general question-and-answer support, but most others respond to application, recertification or change reporting requests. All but one call center is staffed with Eligibility Workers who can process a variety of tasks and case updates.

**Communication tools**
The use of technology tools for communicating with clients has expanded in a number of counties. The majority of responding counties use auto-call reminders, email and call centers to communicate with clients. Almost half of responding counties use text messaging, and only one responding county relies solely on postal mail notification to communicate with clients.
How Telephonic Signature is Promoted to Clients

n = 8 implementing counties

- Clerks/Intake Workers Refer: 5 (63%)
- Partner Agency Promotion: 4 (50%)
- Online/Lobby Promotion: 3 (38%)
- We do not actively promote this service: 2 (25%)

Telephonic Signature Call Scheduling

n = 8 implementing counties

- Scheduled via Notice only: 4 (50%)
- Third Party Referral: 3 (38%)
- Client calls at their convenience: 3 (38%)
- Worker sets up an appointment: 2 (25%)
- Community Partner Schedules: 1 (13%)
### Call Center Functions

**n = 32 counties with call centers**

<table>
<thead>
<tr>
<th>Function</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Q&amp;A plus</td>
<td>26</td>
<td>81%</td>
</tr>
<tr>
<td>Form Requests</td>
<td>23</td>
<td>72%</td>
</tr>
<tr>
<td>Applications without Telephonic Signature</td>
<td>7</td>
<td>22%</td>
</tr>
<tr>
<td>Covered California Only</td>
<td>5</td>
<td>16%</td>
</tr>
<tr>
<td>Telephonic Signature Processes</td>
<td>4</td>
<td>13%</td>
</tr>
<tr>
<td>All Continuing Caseload Functions</td>
<td>4</td>
<td>13%</td>
</tr>
<tr>
<td>General Q&amp;A only</td>
<td>2</td>
<td>6%</td>
</tr>
<tr>
<td>Supports Task Work</td>
<td>1</td>
<td>3%</td>
</tr>
</tbody>
</table>

### County Communication with Clients

**n = 46 responding counties**

<table>
<thead>
<tr>
<th>Communication Method</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto-call reminders</td>
<td>28</td>
<td>61%</td>
</tr>
<tr>
<td>Email</td>
<td>27</td>
<td>59%</td>
</tr>
<tr>
<td>Call Centers</td>
<td>25</td>
<td>54%</td>
</tr>
<tr>
<td>Text Messaging</td>
<td>21</td>
<td>46%</td>
</tr>
<tr>
<td>Personal calls for appointments</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td>Mail only (no electronic communication)</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td>Automatic Call Return</td>
<td>1</td>
<td>2%</td>
</tr>
</tbody>
</table>
SUMMARY

Of the responding counties, 76% of those not currently implementing telephonic signature are interested in doing so if their barriers are addressed.

Technological barriers and costs may be overcome with increased awareness of successful models for implementation. Overall, most counties see telephonic signature as an important option to improve customer service, reduce burdens for clients and reduce churn in their eligibility systems.

“I would recommend they implement if possible. It saves the clients’ time, cuts down on lobby traffic, and simplifies the recertification process.”

“We believe this is the way to go for the near future to expedite service to customers for both intake, new applications, as well as continuing/renewals. Would be of benefit for both CalFresh and MediCal that don’t require a face-to-face meeting.”

Would your county implement Telephonic Signature if barriers were addressed?

n = 38 not implementing

- YES 29 (76%)
- UNSURE/NO REPLY 9 (24%)
RECOMMENDATIONS

State and Federal Entities:
1. CDSS and FNS – Explore and identify opportunities to align telephonic signature requirements between Medi-Cal and CalFresh in a way the best supports the simplification of the process.

2. CDSS – Re-issue telephonic signature guidance with clarifications and added language to:
   a. Define “telephonic signature” for the purposes of CalFresh and how it is different from the guidance on the Medi-Cal “telephonic signature”;
   b. Clarify the specific portion(s) of the call that must be audio recorded and saved with the case file;
   c. Clarify the length of time the audio recorded attestation must be saved with other case documents;
   d. Clarify that for inter-county transfer cases, the telephonic signature can remain with the issuing county so long as it is retrievable; and
   e. Share sample templates and scripts from counties that have implemented telephonic signature.

3. CDSS – Host a learning forum, such as a webinar, to review the updated guidance and allow telephonic signature counties to share their experiences with others. Topics could include:
   a. Simple solutions for saving a .wav file as an embedded item in a pdf
   b. Options for implementing telephone recording;
   c. How counties have organize telephonic signature within their existing business processes;
   d. Amount of time the telephone application process usually takes and how counties have mitigated impacts on their service delivery; and
   e. Sample templates and process guidance from existing telephonic counties.

4. CDSS – Develop a statewide data storage option with one contract into which all counties can choose to participate, particularly those with limited data storage capacity.

5. CDSS, DHCS and Consortia – Develop and implement distinct language in CalFresh and Medi-Cal guidance references for electronic and telephonic signatures in order to reduce potential confusion for counties. (I.e., “Telephonic signature” for CalFresh is defined in part by the USDA as “a retrievable record of verbal assent... ” and “the State must make an audio recording over the telephone of the household member’s assent” [emphasis added]. The Medi-Cal definition of “telephonic signature” only requires the worker make a “case journal entry stating the individual attested to wanting Medi-Cal...”)

Counties:
1. Contact your telecommunications service to determine if call recording capabilities are already available through your service.
2. Identify and implement simple solutions for saving a recorded audio signature in the proper format, such as embedding the .wav file into a .pdf using Adobe Pro.
3. Combine the telephone application process with the interview in order to reduce the number of contacts with telephonic signature clients.
4. Consider using CalFresh Administrative funds to upgrade telephone hardware if necessary.
5. Look within your county agencies for existing expanded data storage capacities. For example, consider co-contracting with your county’s Office of Vital Records or Registrar of Voters for additional data storage capacity.
6. Utilize data hubs for positive verifications and provide as many options as possible for verification submission in order to reduce client burden, as allowed by law.
7. Promote telephonic signature options widely outside of your offices and through community partners.
References


11. Defined as:

    - Large County = more than 100,000 CalFresh participants
    - Medium County = 20,000 - 100,000 participants
    - Small County = fewer than 20,000 participants.
# APPENDIX I

## VENDOR LIST

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Vendor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accenture</td>
<td>Intelegy*</td>
</tr>
<tr>
<td>ACF Technologies*</td>
<td>IVR</td>
</tr>
<tr>
<td>AT&amp;T*</td>
<td>Juniper</td>
</tr>
<tr>
<td>ATI*</td>
<td>Mitel</td>
</tr>
<tr>
<td>Avaya*</td>
<td>Monet</td>
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<td>Calabrio*</td>
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<td>Northwoods*</td>
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<tr>
<td>Computer Instruments*</td>
<td>OnBase/Hyland*</td>
</tr>
<tr>
<td>ContractPal*</td>
<td>Promptly</td>
</tr>
<tr>
<td>Dell*</td>
<td>Ricoh</td>
</tr>
<tr>
<td>DocStar</td>
<td>Syntellect*</td>
</tr>
<tr>
<td>FirstData</td>
<td>Uptivity</td>
</tr>
<tr>
<td>Hewlett Packard*</td>
<td>Verint*</td>
</tr>
<tr>
<td>“In House” IT Department</td>
<td>Vox</td>
</tr>
</tbody>
</table>

* indicates vendors used by implementing counties
APPENDIX II

Model Scripts and Business Process Summaries

1. Santa Clara—Business Process for Telephonic Signature
2. Santa Cruz—CalFresh Telephonic Signature Policy and Procedure
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   2.1.1 **Scheduling Telephonic Signature Phone Interview**  

   2.1.2 **Scheduled Telephone Interview Date**  

   2.1.3 **Central Support Services**  

   1.1.4 **Playing the Recorded Rights and Responsibilities**
### 1. Telephonic Signature RRR’s

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<th>Core Business Function</th>
<th>Telephonic Signature (TS) RRR’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process</td>
<td>1.1 CalWORKs and CalWORKs/CalFresh Combo</td>
</tr>
</tbody>
</table>

#### Tasks/Steps

**THIS PROCESS IS DESIGNED TO BE USED IN CONJUNCTION WITH THE TELEPHONIC SCRIPT FOR CALWORKS ANNUAL REDETERMINATIONS**

<table>
<thead>
<tr>
<th>Stage</th>
<th>Who</th>
<th>Tasks/Steps</th>
</tr>
</thead>
</table>
| 1.    | EW  | - Receives TMT assignment for CalWORKs and/or CalFresh case with the RRR due in the following month.  
- Reviews current CalWIN information (i.e. Case Comments, IEVS data, MEDS, New Hire reports etc.) and IDM to prepare the “Eligibility Redetermination Appointment Notice” (SCD 130TS) to be sent to the client.  
- Schedules the RRR telephone interview appointment in CalWIN,  
- Sends the SCD 130TS, with telephone interview appointment information and requests needed verification (if any) allowing at least 10 days prior to the scheduled interview to provide it. |

**Scheduled Telephone Interview Date**

| 2     | EW  | - Checks TMTs and IDM for any requested verifications  
- Gathers required forms for TS signatures; SCD 508, CW 2102, SCD 103, CCP 7 and SCD 1264 (if needed)  
- Signs into and opens the Finesse desktop application  
- Changes agent status in Finesse to “Not Ready – RRR”  
- Selects the [Telephonic Signature] tab in Finesse |
- Selects CalWORKs from the drop down.

- Enters the Case ID number and clicks on the [Get case Info] button (this will populate the remaining fields from the Case Info database).

- Telephones the client for the interview.

<table>
<thead>
<tr>
<th>If the client...</th>
<th>Then the EW...</th>
</tr>
</thead>
</table>
| Does not answer the call or is unavailable | • Reschedules the Telephone Interview appointment (outside of CalWIN) by sending a new SCD 130TS with 2nd appointment information.  
• Documents case actions in the **Maintain Case Comments** window in CalWIN.  

A Notice of Missed Interview (NOMI) will be generated by CalWIN for CalFresh. If the appointment was not scheduled in CalWIN, then the EW must manually generate the NOMI.  

**Note:** When clients calls in to a direct county line, the call must be transferred to Finesse 101XXXX to allow recording of the Telephonic Signature. Calls may also be transferred from your own direct county line or from another county line. |

<table>
<thead>
<tr>
<th>If the client...</th>
<th>Then the EW...</th>
</tr>
</thead>
</table>
| Declines to provide a TS at any point during the telephone interview | • Clicks on the **Telephonic Signature Declined** box (near the bottom of the Finesse screen).  
• Presses the [Stop Recording] button at the bottom of the Telephonic Signature screen (if recording has begun) |
• Selects **NO** from the *Signed Statement of Facts* drop down field in the *Perform Data Wrap-up* window

• Tells the client a redetermination packet will be mailed out for their completion.

• Offers client the option to:
  
  o Complete a telephone interview after they have received the redetermination packet in the mail and completed and returned the packet to the office.*

OR

  o Come into the office for a Face to Face (FTF) interview after they have received the redetermination packet in the mail.*

*Explain to the client that by delaying the interview, their benefits may be delayed the following month.

Also, inform clients that they can upload documents, including their SAWS2Plus and any verifications, to MyBenefits CalWIN at mybenefitscalwin.org
<table>
<thead>
<tr>
<th>If the Client Chooses to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete an interview by phone after they receive, complete and return the signed redetermination forms,</td>
<td>• Mail the RRR packet to the client along with an SCD 130 indicating the time and date of for next appointment. [Refer to CW HB 8.4 for required RRR forms]</td>
</tr>
<tr>
<td>Note: For cases with CalFresh, inform client that a Notice of Missed Interview (NOMI) will be sent, but their case will be restored when the client completes the interview.</td>
<td>• Documents case actions in the Maintain Case Comments window in CalWIN.</td>
</tr>
</tbody>
</table>
| **Come into the office for a FTF interview,** | **• For cases with CalFresh, inform client that a Notice of Missed Interview (NOMI) letter will be sent, but their case will be restored when the interview is completed.**  
**• Terminates the call with the client.**  
**• Selects** _NO_ **from the** _Signed Statement of Facts_ **drop down field in the** _Perform Data Wrap-up_ **window**  
**• Checks the** _Telephonic Signature Declined_ **box at the bottom of the Finesse screen**  
**• Sends RRR Packet to client along with a new SCD 130 indicating the time, date and location of the FTF interview**  
**• Documents case actions in the** _Maintain Case Comments_ **window in CalWIN._ |
<table>
<thead>
<tr>
<th>If the client...</th>
<th>Then the EW...</th>
</tr>
</thead>
</table>
| Answers the call and is able to complete the interview process, | • Greets client  
• Informs the client the call is being recorded and provides a brief overview of the process [see Telephonic Signature Script page 1]  
• Starts the interactive interview by initiating the RRR through the appointment subsystem in CalWIN  
• Reviews with the client, the information seen on the screen  
• Updates CalWIN if any changes or new information is being reported  
• Reads or plays the recording of the **Rights and Responsibilities** as outlined in the *Telephonic Signature Script For CalWORKs Annual Redeterminations* pages 2-5  
**Note:** **Prior** to playing the R & R recording, advise the client they will need to hold any questions until the recording has ended. At that time they can ask any questions they may have.  
• After the R & R recording ends or you have read the R & R to the client, **Press the [Start Recording] button at the bottom of the Telephonic Signature screen** and ask them the following questions:  
  • Did you understand your Rights and Responsibilities?  
  • Do you have any questions? |

*See last page for Recorded R & R Instructions.*
• Gathers client’s telephonic signature and verbal confirmation that client understands the TS recording will carry the same weight and effect as a signature by asking the following:
  
  o A signature over the phone has the same legal effect and can be enforced in the same way as a written signature. Would you like to sign this application over the phone?
  
  o Do you certify, under penalty of perjury under the laws of the United States of America and the State of California that you understand the questions and statements read to you, and your answers are correct and complete to the best of your knowledge?
  
  o Please state your full legal name, today’s date and current time.
  
• Presses the [Stop Recording] button at the bottom of the Telephonic Signature screen
  
• Checks the “Telephonic Signature” box on the Perform Data Collection Wrap Up window
  
• Explains the next steps to the client and asks the client if they have any questions
  
• Answers any questions the client may have and terminates the call
  
• Reviews TS recording in Calabrio to ensure client’s consent was recorded
<table>
<thead>
<tr>
<th>If the recording is...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audible and client’s consent is on recording,</td>
<td>• Proceed with the steps outlined after this chart.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>NOT audible and/or the client’s consent is not recorded,</td>
<td>• Contact Information Systems (IS) at x4660 OR</td>
</tr>
<tr>
<td></td>
<td>• Send an email to IS at <a href="mailto:TelephonicSignature@ssa.sccgov.org">TelephonicSignature@ssa.sccgov.org</a> to investigate the problem</td>
</tr>
<tr>
<td></td>
<td>• Contact client to record their consent again.</td>
</tr>
</tbody>
</table>

**Note:** New recording only needs to indicate that R & R’s were previously explained and ask the client the TS questions again.

**Note:** For situations when Calabrio and/or Finesse are not working properly and the TS is unable to be recorded, follow procedures for mailing SOF to client for their signature.

- Enters “Telephonic Signature” and the current date on the client’s signature line of the following forms and has them scanned into IDM; SCD 508, CW 2102, SCD 103, CCP 7 and SCD 1264 (if needed)
• Documents all case actions and all information gathered through the telephone interview in the **Maintain Case Comments** window.

Continues with the following procedures to authorize benefits:

<table>
<thead>
<tr>
<th>If benefits...</th>
<th>Then the EW...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can't be authorized due to missing verifications,</td>
<td>• Sends a “Request for Verification Form” (CW 2200) listing missing verifications and the due date of the verifications (10 days from mailing date)</td>
</tr>
<tr>
<td>• Documents actions in the <strong>Maintain Case Comments</strong> window.</td>
<td>• Sends a “Request for Verification Form” (CW 2200) listing missing verifications and the due date of the verifications (10 days from mailing date)</td>
</tr>
<tr>
<td>Are approved or terminated,</td>
<td>• Issues appropriate Notice of Action (NOA)</td>
</tr>
<tr>
<td>• Documents case actions in the <strong>Maintain Case Comments</strong> window.</td>
<td>• Documents case actions in the <strong>Maintain Case Comments</strong> window.</td>
</tr>
</tbody>
</table>

3. **CSS** When the case has been approved and authorized by the EW, the case information is included on the next day's SOF Report for Central Support Services (CSS)

• Sends Notification of Completed Yearly Review letter (SCD 2403), SOF and Informational Packet to the client.

*IF playing the **Recorded Rights and Responsibilities** for the client:

  o Press the [Consult] button on the **Finesse** window
  o Dial the appropriate language phone number (listed on the “phonebook” of the **Finesse** window)
  o Click the [Conference] button (connecting the caller and the worker to the R & R recording)

When the recording ends, a tone will play on the recording and the conference call will end. Or, you can press the # key on the telephone to disconnect the recording at any time if necessary.
Do NOT place the caller on “hold” at any time during the playing of the R & R recording. Placing the caller on hold causes the “hold” music to play and will interfere with the R & R recording.

If it is necessary to replay the R & R recording for the client, press the * key on the telephone and the recording begins again.
## 2. Telephonic Signature RRR’s

<table>
<thead>
<tr>
<th>Core Business Function</th>
<th>Telephonic Signature (TS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process</td>
<td>2.1 CalFresh Recertification’s</td>
</tr>
</tbody>
</table>

### Stage | Who | Tasks/Steps
--- | --- | ---

**THIS PROCESS IS DESIGNED TO BE USED IN CONJUNCTION WITH THE TELEPHONIC SCRIPT FOR CALFRESH ANNUAL RECERTIFICATIONS**

1. **EW**
   - Receives TMT assignment for CalFresh case with the recertification due in the following month.
   - Reviews current CalWIN information (i.e. Case Comments, IEVS data, New Hire reports etc.) and IDM to prepare the “Eligibility Redetermination Appointment Notice” (SCD 130TS) to be sent to the client.
   - Schedules the RRR telephone interview appointment in CalWIN,
   - Sends the SCD 130TS, with telephone interview appointment information and requests needed verification (if any) allowing at least 10 days prior to the scheduled interview to provide it.

**Reminder:** A copy of the SCD 130TS must be saved in IDM.

### Scheduled Telephone Interview Date

2. **EW**
   - Checks TMTs and IDM for any requested verifications
   - Gathers required forms for TS signatures; SCD 508, and SCD1264
   - Signs into and opens the Finesse desktop application
   - Changes agent status in Finesse to “Not Ready - RRR”
   - Selects the [Telephonic Signature] tab in Finesse
   - Selects CalFresh from the drop down menu
   - Enters the Case ID number and clicks on the [Get case Info]
- Telephone the client for the interview.

<table>
<thead>
<tr>
<th>If the client...</th>
<th>Then the EW...</th>
</tr>
</thead>
</table>
| Does not answer the call or is unavailable | • Reschedules the Telephone Interview appointment (outside of CalWIN) by sending a new SCD 130TS with 2nd appointment information.  
   • Documents case actions in the **Maintain Case Comments** window in CalWIN.  
   A Notice of Missed Interview (NOMI) will be generated by CalWIN for CalFresh. If the appointment was not scheduled in CalWIN, then the EW must manually generate the NOMI.  
   **Note:** When clients calls in to a direct county line, the call must be transferred to Finesse 101XXXX to allow recording of the Telephonic Signature. Calls may also be transferred from your own direct county line or from another county line. |
Declines to provide a TS at any point during the telephone interview

- Clicks on the Telephonic Signature Declined box (near the bottom of the Finesse screen).
- Presses the [Stop Recording] button at the bottom of the Telephonic Signature screen (if recording has begun)
- Selects NO from the Signed Statement of Facts drop down field in the Perform Data Wrap-up window
- Tells the client a CalFresh recertification packet will be mailed out for their completion.
- Offers client the option to:
  - Complete a telephone interview after they have received the recertification packet in the mail and completed and returned the packet to the office.*
  - Come into the office for a Face to Face (FTF) interview after they have received the recertification packet in the mail.*

*Explain to the client that by delaying the interview, their benefits may be delayed the following month. If the RC is completed after the current certification date, grant good cause for the delay whenever possible.

Also, inform clients that they can upload documents, including their SAWS2Plus and any verifications, to MyBenefits CalWIN at mybenefitscalwin.org
<table>
<thead>
<tr>
<th>If the Client Chooses to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Complete an interview by phone *after* they receive, complete and return the signed redetermination forms, | • Mail the CF RC packet to the client along with a “CalFresh Recertification Appointment Letter” (CF 29) indicating the time and date of the appointment. [Refer to CF HB 17.1 for required RC forms]  
• Inform client that a Notice of Missed Interview (NOMI) will be sent, but their case will be restored when the client completes the interview.  
• Documents case actions in the **Maintain Case Comments** window in CalWIN. |
Come into the office for a FTF interview,

- Inform client that a Notice of Missed Interview (NOMI) letter will be sent, but their case will be restored when the interview is completed.

- Terminates the call with the client.

- Selects NO from the Signed Statement of Facts drop down field in the Perform Data Wrap-up window.

- Checks the Telephonic Signature Declined box at the bottom of the Finesse screen.

- Sends CF RC Packet to client along with a CF 29 indicating the time, date and location of the FTF interview.

- Documents case actions in the Maintain Case Comments window in CalWIN.
<table>
<thead>
<tr>
<th>If the client...</th>
<th>Then the EW...</th>
</tr>
</thead>
</table>
| Answers the call and is able to complete the interview process, | • Greets client  
• Informs the client the call is being recorded and provides a brief overview of the process [see “Telephonic Signature Script For CalFresh Annual Recertification”, page 1]  
• Starts the interactive interview by initiating the RRR through the appointment subsystem in CalWIN  
• Reviews with the client, the information seen on the screen  
• Updates CalWIN if any changes or new information is being reported  
• Reads or plays recording of the **Rights and Responsibilities*** as outlined in the “Telephonic Signature Script For CalFresh Annual Recertifications”, pages 2-5  
**Note:** Prior to playing the R & R recording, advise the client they will need to hold any questions until the recording has ended. At that time they can ask any questions they may have.  
• After the R & R recording ends or you have read the R & R to the client, Press the [Start Recording] button at the bottom of the Telephonic Signature screen and ask them the following questions:  
  o Did you understand your Rights and Responsibilities?  
  o Do you have any questions?  
• Gathers client’s telephonic signature and verbal confirmation that client understands the recording will carry the same weight and effect as a signature by asking the following: |

*See last page for Recorded R & R Instructions.
o A signature over the phone has the same legal effect and can be enforced in the same way as a written signature. Would you like to sign this application over the phone?

o Do you certify, under penalty of perjury under the laws of the United States of America and the State of California that you understand the questions and statements read to you, and your answers are correct and complete to the best of your knowledge?

o Please state your full legal name, today's date and current time.

- Presses the [Stop Recording] button at the bottom of the Telephonic Signature screen

- Checks the “Telephonic Signature” box on the Perform Data Collection Wrap Up window

- Explains the next steps to the client and asks the client if they have any questions

- Answers any questions the client may have and terminates the call

- Reviews TS recording in Calabrio to ensure client’s consent was recorded

<table>
<thead>
<tr>
<th>If the recording is…</th>
<th>Then…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audible and client’s consent is on recording,</td>
<td>• Proceed with the steps outlined after this chart.</td>
</tr>
<tr>
<td>NOT audible and/or the client’s consent is not recorded,</td>
<td>• Contact Information Systems (IS) at x4660 OR</td>
</tr>
</tbody>
</table>
**Send an email to IS at** [TelephonicSignature@ssa.sccgov.org](mailto:TelephonicSignature@ssa.sccgov.org) **to investigate the problem**

**Contact client to record their consent again.**

**Note:** New recordings only need to indicate that R & R’s were previously explained and ask the client the TS questions again.

**Note:** For situations when Calabrio and/or Finesse are not working properly and the TS is unable to be recorded, follow procedures for mailing SOF to client for their signature.

- Enters “Telephonic Signature” and the current date on the client’s signature line of the following forms and has them scanned into IDM; SCD 508, and SCD 1264

- Documents all case actions and all information gathered through the telephone interview in the Maintain Case Comments window.

Continues with the following procedures to authorize benefits:

<table>
<thead>
<tr>
<th>If benefits...</th>
<th>Then the EW...</th>
</tr>
</thead>
</table>
| Can't be authorized due to missing verifications, | - Sends a “Request for Verification Form” (CW 2200) listing missing verifications and the due date of the verifications (10 days from mailing date)  
  - Documents actions in the **Maintain Case Comments** window. |
| Are approved or terminated, | - Issues appropriate Notice of Action (NOA)  
  - Documents case actions in the **Maintain Case Comments** window. |
<table>
<thead>
<tr>
<th></th>
<th>CSS</th>
<th><strong>When the case has been approved and authorized by the EW, the case information is included on the next day’s SOF Report for Central Support Services (CSS)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>* Sends Notification of Completed Yearly Review letter (SCD 2403), SOF and Informational Packet to the client.</td>
</tr>
</tbody>
</table>

*IF playing the **Recorded** Rights and Responsibilities for the client:*

- Press the [Consult] button on the **Finesse** window
- Dial the appropriate language phone number (listed on the “phonebook” of the **Finesse** window)
- Click the [Conference] button (connecting the caller and the worker to the R & R recording)

When the recording ends, a tone will play on the recording and the conference call will end. Or, you can press the # key on the telephone to disconnect the recording at any time if necessary.

Do NOT place the caller on “hold” at any time during the playing of the R & R recording. Placing the caller on hold causes the “hold” music to play and will interfere with the R & R recording.

If it is necessary to replay the R & R recording for the client, press the * key on the telephone and the recording begins again.
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<thead>
<tr>
<th>Table of Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>CalFresh Telephonic Signature</td>
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<td>Regulations</td>
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<td>Federal</td>
</tr>
<tr>
<td>State</td>
</tr>
<tr>
<td>Local</td>
</tr>
<tr>
<td>Implementation Date</td>
</tr>
<tr>
<td>Procedure</td>
</tr>
<tr>
<td>1. Customer Contact</td>
</tr>
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<td>2. Creating New Application/Recertification</td>
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<tr>
<td>3. Entering Applicant Information</td>
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<tr>
<td>4. Review Rights and Responsibilities</td>
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<td>5. Script Review</td>
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<tr>
<td>6. Correcting Information</td>
</tr>
<tr>
<td>7. Initiate Recording</td>
</tr>
<tr>
<td>8. App/Reg Case</td>
</tr>
<tr>
<td>9. Documentation</td>
</tr>
<tr>
<td>Policy Properties</td>
</tr>
</tbody>
</table>
CalFresh Telephonic Signature

Purpose
A telephonic signature is a type of electronic signature that uses an individual’s recorded spoken signature or verbal assent in place of an actual written signature, and is considered legally enforceable under certain conditions. The use of a telephonic signature, as part of the CalFresh application or redetermination/recertification process, will eliminate the process of mailing documents in order to gather a client’s ink signature.

Regulations

Federal

The 2008 Farm Bill, at 7 U.S.C. § 2020(e)(2)(C), allows for the acceptance of verbal assent for the Supplemental Nutrition Assistance Program (SNAP). In an effort to further streamline the delivery of services, to promote programmatic alignment, and to help CWDs meet provisions mandated in the Affordable Care Act (ACA) states are encouraged to accept telephonic signatures.

State

ACIN I-60-13
Administrative Notice 14-31

Local

EBSD Benefit Representatives must offer customers the opportunity to complete a CalFresh application/recertification via telephone, in addition to being able to complete an application by mail or through MyBenefitsCalWIN.

Implementation Date

April 1, 2015 Pilot
June 1, 2015 Phone Service Centers

Procedure

1. Customer Contact
New customer contacts EBSD wanting to apply or recertify for CalFresh or Benefits Representative (BR) is working with an existing customer wanting to add CalFresh to their existing case.

BR explains to customer that they have the option to complete a CalFresh application via mail, MyBenefits CalWIN or via telephone.
If customer wants to complete application via telephone, BR explains that the telephone application/recertification requires a 3-6 minute recorded telephonic signature to confirm and record basic information in order to proceed with application via telephone.

If customer agrees, BR opens the telephonic signature site, County of Santa Cruz, CalFresh Contract Pal website.

2. Creating New Application/Recertification
BR selects “APPS” or “RECERTS” within telephonic signature tool. Based on the selection, BR uses Application tool (blue) OR Recertification tool (red).

Note: All telephonic signatures for CalFresh applications require the recorded signature prior to App/Reg or inputting any client information into CalWIN. Telephonic Signatures for CalFresh Recertifications may be recorded at any time in the recertification process.
BR clicks on “New Application” or “New Recertification” button

BR may conduct the telephonic signature process in English or Spanish by using the language drop down menu in the upper right corner of telephonic signature site. The language drop down menu may be used to move back and forth between English and Spanish versions. **Note:** Information entered in the fields will not be saved until the BR clicks “Continue” at the bottom of the page. When switching between English and Spanish, make sure to click “Continue” first in order to save any information entered.

3. **Entering Applicant Information**
On the “Applicant Info” screen of the telephonic signature site, BR asks and completes the following questions:

**Note:** Required fields have red line next to the text box.

**Note:** For existing customers, use the information gathered during the SNAP process to complete the fields on “Applicant Info” screen. Do not ask customer for information already on file and/or confirmed during the SNAP process.
### a. Applicant Information
- First, Middle, and Last Name
- Maiden or Nickname (any other name)
- Social Security Number (if you have one and are applying for benefits)
- Email Address
- Home Phone
- Work, Alternate, or Message Phone

### b. Home Address
- Address, City, State, Zip

### c. Mailing Address
- Address, City, State, Zip (if different than Home Address)

Once required questions are complete, BR clicks on “Continue” button at the bottom of the “Applicant Info” screen.
4. **Review Rights and Responsibilities**

BR reviews the CalFresh Rights and Responsibilities with the customer and explains that during the recorded signature the customer will acknowledge that they understand and agree to these Rights and Responsibilities.

**You have the right to:**
- Receive an application when you ask for it.
- Turn in your application the same day you receive it.
- Receive your CalFresh benefits (or be notified that you are not eligible for the program) within 30 days after you turn in your application.
- Receive expedited CalFresh benefits within three (3) days if you are eligible and have little or no money.
- Have a fair hearing if you disagree with any action taken on your case.

**Your responsibilities are to:**
- Answer all questions completely and honestly when you apply for CalFresh benefits. Sign your name to certify, under penalty of perjury, that all your answers are true.
- Provide proof that you are eligible.
- Promptly report changes in household circumstances to the CalFresh office.
- Not put your money or possessions in someone else’s name in order to get CalFresh benefits.
- Not make changes on any CalFresh cards or documents.
- Not sell, trade, or give away your CalFresh benefits, or any CalFresh cards or documents.
- Use CalFresh benefits only to buy eligible items.

5. **Script Review**

BR explains to customer, prior to initiating recording, that they are about to begin the recording of telephonic signature, which will review and confirm the information just provided.

BR reviews the final portion of the telephonic signature script related to *Perjury, Fraud and Information Sharing with Other Government Agencies*.

BR should take extra time, if necessary, to prepare customer for these statements related to *fraud, perjury and information sharing* prior to formal recording.

Because the recording is limited to a *maximum of 6 minutes*, this should be done prior to recording in order to avoid extended Q&A during the recording itself, resulting in a longer than necessary recorded telephonic signature.

BR reviews the following statements to make sure the customer is comfortable answering yes to each during the formal telephonic signature recording:
- Do you understand that the answers to the questions you have answered are true and complete to the best of your knowledge under penalty of perjury (which means, making false statements)?
Do you confirm that any answers you may give in your application process will be true and complete to the best of your knowledge?

Do you confirm that you were read, understand and agree to the Rights and Responsibilities of the CalFresh Program?

Do you understand that giving false or misleading statements or misrepresenting, hiding or withholding facts to establish eligibility for CalFresh is fraud? Fraud can cause a criminal case to be filed against you and/or you may be barred for a period of time (or life) from getting CalFresh benefits.

Do you understand that Social Security Numbers or immigration status for household members applying for benefits may be shared with the appropriate government agencies as required by federal law?

6. Correcting Information
BR can navigate between the “Applicant Info” and “Authorization Form” screens at any time to correct or complete applicant information. For example, if a customer’s name is misspelled or their SS# is entered incorrectly, BR can always click on the “Applicant Info” tab at the top of the page to return and correct the information.

**Note:** Information entered in the fields will not be saved until the BR clicks “Continue” at the bottom of the page. Make sure to click “Continue” first in order to save any information entered.

7. Initiate Recording
BR clicks on green “Sign!” button at bottom of “Authorization Form” screen, which will open voice signature recording tool directly above the CalFresh Telephonic Signature script.
When ready, BR presses “Record” button on recording tool and begins reading telephonic signature script to customer; recording answers to questions being asked.

At any point the BR may pause the recording and/or delete the recording and begin a new recording, if necessary.

After completing the recording of the CalFresh Telephonic Signature script, BR presses the “Stop” button on the recording tool.

BR places the call on hold and listens to a portion of the telephonic signature recording to ensure volume and call quality are acceptable.

In certain circumstances the BR will need to delete the current recording and re-record the CalFresh Telephonic Signature if the quality of the call recording is not acceptable.

Once the telephonic signature quality is confirmed, BR presses the green “Apply” button on the call recording tool to finalize the CalFresh Telephonic Signature.
8. **App/Reg Case**

After finalizing the CalFresh Telephonic Signature, using current App/Reg business processes BR App/Reg’s a new case for persons with no existing programs or previous CalWIN record.

**Note:** Use the information gathered during the telephonic signature application process for the App/Reg process. Do not ask the customer for information already provided (i.e. name, address, etc.).

App/Reg and add a program for a customer already receiving benefits and with a record in CalWIN.

**Note:** Remember to create a new Application Task in T2 as part of the APP/Reg process.

Once App/Reg is complete, BR returns to “Applicant Info” tab to complete the “Case ID” field with the CalWIN Case #. Once the CalWIN Case # is entered, BR clicks on the “Continue” button at the bottom of the screen, which saves the Case ID.

**Note:** Once BR clicks “Continue” the Case ID cannot be modified by the BR. BR will need to ask a user with Administrative level access to make any necessary changes to this field.

**Note:** BRs do not download or print this document for storage in Fortis, “N” Drive or any other location. Storage of the Telephonic Signature files is done solely on the ContractPal website.

9. **Documentation**

BR documents the process by creating a “CalFresh Telephonic Signature” Case Comment.

BR will print out and mail to customer:
- A copy of the Statement of Facts
- Rights and Responsibilities
- Rules and Penalties
- A checklist of required verifications needed to complete CalFresh application

For Their Records Only
<table>
<thead>
<tr>
<th>Policy Properties</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Policy Name</strong></td>
<td>CalFresh Telephonic Signature</td>
</tr>
<tr>
<td><strong>Policy Version</strong></td>
<td>2</td>
</tr>
<tr>
<td><strong>Author</strong></td>
<td>Jim Dale</td>
</tr>
<tr>
<td><strong>Division/Program</strong></td>
<td>EBSD/CalFresh</td>
</tr>
<tr>
<td><strong>Original Issue Date</strong></td>
<td>6/1/2015</td>
</tr>
<tr>
<td><strong>Approved By</strong></td>
<td>Business Processes &amp; Training Workgroup</td>
</tr>
<tr>
<td><strong>Revised By</strong></td>
<td>Jim Dale</td>
</tr>
<tr>
<td><strong>Revision Date</strong></td>
<td>9/8/2015</td>
</tr>
</tbody>
</table>
Objective
The purpose of this desk aid is to provide a quick guide to Benefit Representatives (BR) for the purpose of completing CalFresh Telephonic Signatures.

Process
1. SNAP Call
2. Customer states they would like to apply for CalFresh.
3. BR explains different methods to apply for CalFresh (phone, walk-in, mail, or mybenefitscalwin.com)
4. Customer states they would like to complete phone application:
   a. BR explains that the telephone application requires a 3-6 minute recorded telephonic signature to confirm and record basic information in order to proceed with application via telephone.
   b. Open the CF Telephonic Signature Application by using the icon on your desktop or online at: https://secure.contractpal.com/login/.
   c. BR selects “APPS” or “RECERTS” within telephonic signature tool. Based on the selection, BR uses Application tool (blue) OR Recertification tool (red).

   **Note:** For existing customers, use the information gathered during the SNAP process to complete the fields on “Applicant Info” screen. Do not ask customer for information already on file and confirmed during the SNAP process.

5. Review the CalFresh Rights and Responsibilities with the customer and explain that during the recorded signature the customer will acknowledge that they understand and agree to these Rights and Responsibilities. The Spanish Versions are located at the end of this desk aid.

You have the right to:
- Receive an application when you ask for it.
- Turn in your application the same day you receive it.
- Receive your CalFresh benefits (or be notified that you are not eligible for the program) within 30 days after you turn in your application.
- Receive expedited CalFresh benefits within three (3) days if you are eligible and have little or no money.
- Have a fair hearing if you disagree with any action taken on your case.

Your responsibilities are to:
- Answer all questions completely and honestly when you apply for CalFresh benefits. Sign your name to certify, under penalty of perjury, that all your answers are true.
- Provide proof that you are eligible.
- Promptly report changes in household circumstances to the CalFresh office.
- Not put your money or possessions in someone else’s name in order to be able to get CalFresh benefits.
- Not make changes on any CalFresh cards or documents.
- Not sell, trade, or give away your CalFresh benefits, or any CalFresh cards or documents.
- Use CalFresh benefits only to buy eligible items.
6. **BR: to avoid going over the 6 min. limit allotted for the telephonic signature recording, you will need to review the following script before recording to address any questions the customer may have:**

I will now review several questions under penalty of perjury confirming that the information you will be providing is true and complete to the best of your knowledge. These questions will again be asked during the recording for the purpose of program integrity and to finalize your telephonic signature; during the recording a simple “Yes” or “No” answer will be required.

- Do you understand that the answers to the questions you have answered are true and complete to the best of your knowledge?
- Do you confirm that any answers you may give in your application process will be true and complete to the best of your knowledge?
- Do you confirm that you were read, understand and agree to the Rights and Responsibilities of the CalFresh Program?
- Do you understand that giving false or misleading statements or misrepresenting, hiding or withholding facts to establish eligibility for CalFresh is fraud? Fraud can cause a criminal case to be filed against you and/or you may be barred for a period of time (or life) from getting CalFresh benefits.
- Do you understand that Social Security Numbers or immigration status for household members applying for benefits may be shared with the appropriate government agencies as required by federal law?

7. **BR, you will now begin the recording (follow the script on the application during the recording).**

8. After finalizing the CalFresh Telephonic Signature, using current App/Reg business processes BRs will:

- App/Reg a new case for persons with no existing programs or previous CalWIN record.  
  **Note:** Use the information gathered during the telephonic signature application process for the App/Reg process. Do not ask the customer for information already provided (i.e. name, address, etc.).
- App/Reg and add a program for a customer already receiving benefits and with a record in CalWIN.  
  **Note:** Remember to create a new Application Task in T2 as part of the APP/Reg process.

9. Once App/Reg is complete, BR will return to “Applicant Info” tab to complete the “Case ID” field with the CalWIN Case#. Once the CalWIN Case # is entered, BR will click on the “Continue” button at the bottom of the screen, which saves the Case ID.

  **Note:** Once BR clicks “Continue” the Case ID cannot be modified by the BR. BR will need to ask a user with Administrative level access to make any necessary changes to this field.

  **Note:** BRs do not download or print this document for storage in Fortis, “N” Drive or any other location. Storage of the Telephonic Signature files is done solely on the ContractPal site.

10. BR documents the process by creating a “CalFresh Telephonic Signature” Case Comment.

11. BR will print out and mail to customer a copy of the Statement of Facts, Rights & Responsibilities, and Rules & Penalties (all for their records only), and the Checklist of Required Verifications needed to complete CalFresh application.
Spanish Versions

Rights and Responsibilities

**Usted tiene el derecho de:**
- Recibir una aplicación cuando usted la solicite.
- Regresar su aplicación el mismo día en que la reciba.
- Recibir sus beneficios CalFresh (o ser notificado que no es elegible para el programa) dentro de 30 días después de que usted haya entregado su aplicación.
- Recibir beneficios CalFresh de emergencia dentro de tres (3) días si usted es elegible y tiene poco o nada de dinero.
- Tener una audiencia imparcial si no está de acuerdo con cualquier acción tomada en su caso.

**Sus responsabilidades son:**
- Responder a todas las preguntas honestamente y completamente al aplicar para beneficios CalFresh. Firmar su nombre para certificar, bajo pena de perjurio, que todas las respuestas son verdaderas.
- Proporcionar pruebas de que usted es elegible.
- Informar con prontitud a la oficina de CalFresh de cambios en circunstancias del hogar.
- No poner su dinero o posesiones en nombre de otra persona para poder obtener beneficios CalFresh.
- No hacer cambios en ninguna tarjeta o documentos de CalFresh.
- No vender, cambiar o regalar sus beneficios CalFresh ni ninguna tarjeta o documentos de CalFresh.
- Utilizar sus beneficios CalFresh sólo para comprar artículos elegibles.

Final Application Confirmation

Ahora voy a hacerle varias preguntas que tiene que responder bajo pena de perjurio, (lo que significa que no puede hacer declaraciones falsas) confirmando que la información que proporcionó es verdadera y completa en su mejor conocimiento.

- Usted comprende que las respuestas a las preguntas que nos respondió son verdaderas y completas en su mejor conocimiento?
- Usted nos puede confirmar que las respuestas que nos dará en su proceso de solicitud serán verdaderas y completas en su mejor conocimiento?
- Usted confirma que le hemos leído, que entiende y acepta los derechos y responsabilidades del programa de CalFresh?
- Usted entiende que es fraude dar declaraciones falsas o engañosas, o falsificar, esconder o retener información para establecer elegibilidad para CalFresh. El fraude puede ocasionar que se establezca un caso criminal en contra de Ud. y/o es posible que sea excluido de recibir beneficios de CalFresh durante un período de tiempo (o de por vida).
- Usted entiende que los números de Seguro Social o la situación migratoria de los miembros del hogar que están solicitando beneficios pueden ser compartidos con las oficinas/agencias apropiadas, como lo requiere la ley federal?
Telephonic Signature Process

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WHAT IS THE TELEPHONIC SIGNATURE?

A telephonic signature is a type of electronic signature that uses an individual’s recorded spoken signature or verbal assent in place of an actual written signature, and is considered legally enforceable under certain conditions. The use of a telephonic signature, as part of the application or redetermination/recertification process, will eliminate the process of mailing documents in order to gather a client’s ink signature.

WHAT IS REQUIRED FOR THE TELEPHONIC SIGNATURE?

The following information will be captured in the Telephonic Signature script:

- Client’s full name
- Interview date
- Client’s consent of the use of the telephonic signature
- Understanding of Rights and Responsibilities
- Personal Information
- Penalty and Perjury
- Confirmation of information used to determine eligibility and/or changes

WHAT FORMS ARE NEEDED FOR THE TELEPHONIC SIGNATURE?

You will need to print out two copies of each of the following forms (one for the client and one for imaging):

- **HSD 1542- Notification of Telephonic Signature (2 copies)**
  - This form is generated using the excel sheet in the Telephonic Signature Program (TESI). TESI should be saved as shortcut on your computer desktop.

- **CW 2200 (2/14)- Request for Verification (2 copies)**
  - If further verifications are needed, use this form to request from clients. As of November 1st, no other verification check lists may be used for CalFresh. (The HSD 740 and 208 are obsolete.)
  - The CW 2200 will not be available in CalWIN until May 2015. Both Spanish and English forms are located in TESI and available here:

  **English Version**: [http://www.cdss.ca.gov/cdssweb/entres/forms/English/CW2200.pdf](http://www.cdss.ca.gov/cdssweb/entres/forms/English/CW2200.pdf)


Record the Telephonic Signature during the client interview. Fill out the Excel ‘Data’ form in TESI with client’s eligibility information which will pre-populate the HSD 1542. Print out two copies of the HSD 1542. One will be sent to the client, one will be sent to DMU for imaging.
If client has already received an Intake or RC packet, no additional forms will need to be sent besides the HSD 1542 and CW 2200 (if needed). If the client has not received an Intake or RC packet (or claims not to have received it) a Telephonic Signature Informational Packet will need to be sent along with the HSD 1542 and CW 2200 (if necessary).

Forms to be included in the Informational Packet to be sent to client: (these forms do not need to be returned).

- HSD 1542 (/14) Notification of Telephonic Signature
- CW 2200 (2/14) Request for Verification

The informational packet will only include the coversheet and program rules of the CF 285 (Rights and Responsibilities, Program Rules and Penalties, Hearing and Discrimination Rights and additional program information), NVRA, language preference, PUB 275, EBT and Civil Rights information, etc.

**EXAMPLES OF CASE NOTES**

*Case Note Acronym for Telephonic Signature – ‘TS’ or ‘TESI’*

**Example 1:** Phone app dated 07/01/2014. Jeff, 34, m, single, homeless. Applying for ES/CF. Clt states that he collects cans for cash and rec’s $300/mo. No other resources or income. **TESI used to verify clt’s income of $300 for 07/2014 by collecting cans.**

**Example 2:** Phone app dated 07/01/2014. Sarah, 61, f, single. Applying for CF. CZ/ID verif via MEDS 2Z. Clt pays $600/mo for rent and $50/mo for utilities, SUA given. Clt rec’s RSDI: Disability of $1200/mo. Clt pays medicare part B. No other resources or income. **TS used to verify that clt has monthly medical expense of $104.90 – per application clt did not complete medical expense section.**
QUESTIONS AND ANSWERS:

The client is reporting changes or completing an Intake or Recertification.

1. With a telephonic signature, is an application required? Sonoma County only needs a SAWS 1 to secure the application date. Do we need a SAWS 1 or is the telephonic signature enough to complete the interview and determine benefits (pending verifications)?

A SAWS 1 is necessary to start/secure the application date and process. However, the SAWS 1 can be initiated and completed on behalf of the client by the worker utilizing a Telephonic Signature. The client must initiate contact with the County prior to the County completing a SAWS 1 on behalf of the client.

2. The CF 285/SAWS 1/SAWS 2 PLUS/BCW was submitted and signed, all verifications have been turned in. Do we still need a Telephonic Signature?

No, all the required forms have been signed.

3. The CF 285/SAWS 1/SAWS 2 PLUS/BCW was not submitted or submitted but did not have a signature or was incomplete. Can we use a Telephonic Signature?

If the client has signed all the necessary forms, but the information provided is incomplete, a case comment in CalWIN is sufficient. If the client failed to sign or submit any of the required forms, a telephonic signature can be used for initiating and completing the application/recertification process. The client must initiate contact with the County prior to the County completing the Application on behalf of the client; however TESI can be used at any time during the RC process. Verification will still need to be provided.

4. The SAR 7 was not submitted or submitted but did not have a signature or was incomplete. Can we use a Telephonic Signature?

If the client has signed the SAR 7, but the information provided is incomplete, a case comment in CalWIN is sufficient. If the client failed to sign or submit the SAR 7, a telephonic signature can be used for initiating and completing the SAR process. The client must initiate contact with the County prior to the County completing the SAR 7 on behalf of the client. Verification will still need to be provided.

5. With the telephonic signature, can counties record a collateral contact for verifications?

Yes, counties can also utilize a telephonic signature for a collateral contact for verifications.

Telephonic Signature Process
Author: PPEA Shaydra Ennis
Updated 3/15
6. The electronic recorders have the ability to record the room they are located in. In a F2F interview, can we record the client in the room for their signature in lieu of an ink signature?

No, the telephonic signature cannot be used to record the conversation in the room. The telephonic signature is only for conversation conducted by telephone.

7. Is gathering a telephonic signature from a client acceptable for affidavits as well? Can a telephonic signature be used instead of an affidavit for verification of residency or an affidavit of income?

A telephonic signature can be accepted to verify the client’s self-certification and affirm an affidavit of residency and income. Self-certification should be used in certain circumstances where the household is not able to provide the necessary verification through documentary evidence, collateral contact or home visits. Self-certification is accepted in certain circumstances if all other proof is not available. Self-certification is acceptable as verification for certain eligibility factors such as, certain gross income (e.g., cash payment for baby sitting or yard work) or residency for migrant farm workers and homeless households (ACIN I-45-11).

8. If a client informs us of a change that does not require a signature, do we need a telephonic signature?

No. For example, if a client calls to inform us of a change of residency or new job, etc., no telephonic signature is necessary since no form with a signature is required. A CW 2200 may still be required to be sent to the client for verification (depending on change reported).

9. Do we need to send the SOF to the applicant?

No, we send the client a copy of the HSD 1542 (‘TS Notification’) form as it contains all the main elements of the SOF. The Telephonic Signature only requires that we provide a written copy of the information used to determine eligibility and benefit level. The HSD 1542 serves as an abbreviated version of the SOF and would save paper, imaging multiple pages, etc.

10. Can we ask for verifications on the HSD 1542?

Yes, however you will still need to request verifications with the CW 2200 and send it out to the client.
TELEPHONIC SIGNATURE RECORDER AND ONBASE PROCESS

1. **USB Recorder Compression Setting**

   *(This process only needs to be completed when using the USB Recorder for the first time.)*

   a. Open the USB Recorder program on your desktop, maximize program
   b. Click on ‘Admin’ tab
   c. Click on ‘Users’ tab
   d. Click on ‘Setting’ tab, check the ‘Compress Recordings’
   e. There is no save button

2. **USB Recorder Program**

   a. Create shortcut from ‘c:\UsbRecorder_3.0’ - click on file and right click on Folder Recordings – ‘Send to Desktop’ (creates shortcut)
   b. The first time listening to the saved wav.file, the computer will want to install Windows Media Player – use the recommended settings

3. **Interviewing the Client with the USB recorder program**

   a. Open the USB Recorder program on your desktop and maximize program.
   b. Click on the ‘Device Control’ tab (when it is open it should look like the recording box)
   c. To record, push the pink button (Rec Phone) or click on the pink Rec Phone box on the computer screen
   d. Read the CalFresh Telephonic Signature script. While the client is still on the phone, check the recording short cut on your desktop to make sure the electronic signature was recorded (You must record the script portion of the phone conversation.)
   e. When done, press or click the pink Rec Phone box button again

4. **Importing Telephonic Signature to Onbase**

   a. Open the Onbase program
   b. On the Document Retrieval box, click on the drop down menu
   c. Select ‘Import Document’
   d. On the File Path, click ‘Browse’
   e. Click on Desktop, and then click on Recording-Shortcut
   f. Select Wave Sound file on Recording-Shortcut
   g. On Document Type Groups, select drop down ‘Audio Import’
h. In the Document Types, click on the drop down menu and select ‘HSD Telephonic Signature’
i. On File Type select ‘WAV Audio File (.???)’
j. On Document Date, enter the date the Telephonic Signature was recorded
k. In ‘Case #’ field, enter CalWIN case number. Then tab to or click on ‘Case Name Last’ box- this should propagate first and last name
l. Document Name, drop down menu, select TELESIG
m. Click on little green arrow (import), bottom left of screen
n. Make sure to let file transfer completely (The location of the completion bar is just below ‘Import Document’ and above ‘Document Type’ Groups.)