



A Tradition of Stewardship  
A Commitment to Service

NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY  
Self Sufficiency Services Division

**POLICY AND PROCEDURE:**

**EBT Cash Staggering Exemption**

**REVIEW FREQUENCY:**

Every two years

**POLICY # 2000600-2006-18**

**DISTRIBUTION:**

- Employment Services
- Eligibility Services
- Quality Mgmt

**EFFECTIVE DATE:** August 1, 2003  
**ORIGINAL DATE OF ISSUE:** August 1, 2003  
**LAST REVISION DATE:** March 2, 2018

**APPROVAL:** *Juanita Bauhsta* 3/6/18  
 Eligibility Services Manager Date

**APPROVAL:** *Lynette Berg* 3/9/18  
 SSSD Deputy Director Date

**APPROVAL:** *John J. ...* 3/12/18  
 HHSA Director Date

**POLICY STATEMENT:**

It is the policy of the Napa County Health and Human Services Agency (NCHHSA) to allow clients who face a hardship, due to having CalWORKs (CW) benefits staggered the ability to be exempt from the staggered requirements.

**ADMINISTRATION:**

Eligibility Worker (EW)

**DEFINITIONS:**

None

**END OF POLICY**

## **PROCEDURE**

### **I. Exemption from EBT staggered cash issuance request**

- A. A CW recipient may request an exemption from the three-day staggering requirement due to hardship.
  - 1. Hardship may include, but is not limited to, the incurrence of late charges on the household's housing payments.
- B. A recipient may request the exemption verbally or by written request.
  - 1. If requested verbally:
    - a. EW will document request in the C-IV journal
    - b. Provide the NW 782 form for recipient completion
    - c. Review for hardship and notify client if exemption is approved.
      - 1) Document finding in the C-IV journal
    - d. Image and index NW 782 if returned
      - 1) NW 782 is not required and exemption should not be denied solely for not turning in NW 782.
  - 2. If requested in writing:
    - a. EW will document request in the C-IV journal
    - b. Provide the NW 782 form for recipient to complete if request was made by other written means.
    - c. Review for hardship and notify client if exemption is approved.
      - 1) Document finding in the C-IV journal
    - d. Image and index written request

### **II. Exempting benefits from staggered issuance in C-IV**

- A. To stagger the CW benefits the EW shall:
  - 1. On the CalWORKs Detail Page click "Issuance Method"
  - 2. On the Issuance Method Detail Page click "Edit"
  - 3. Change the Staggered Issuance Exemption Indicator to "Yes"
  - 4. Click Save and Return
  - 5. Create a journal entry

## **REFERENCES:**

[MPP 16-215.42](#)

## **FORMS**

NW 782 – EBT Cash Stagger Exemption Form

## **CONTACT PERSON(S):**

Shanna Gardner, Staff Services Analyst

**END OF PROCEDURE**

**REVISION HISTORY:**

<b>Revision</b>	<b>Date</b>	<b>Description of Change</b>	<b>Requested By</b>
1.0	02-13-14	Biennial Review. Updated reference and included C-IV Process	S. Gardner, SSA
2.0	02-16-16	Biennial Review	S. Gardner, SSA
3.0	03-02-18	Biennial Review – No changes	S. Gardner, SSA