

September 19, 2023

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 23-81

The purpose of this All County Letter (ACL) is to transmit a copy of the new NA Back 9 Hearing Rights and Request form. This new notice informs applicants and recipients about state hearings and provides a form to request a hearing.



KIM JOHNSON
DIRECTOR

CALIFORNIA HEALTH & HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



GAVIN NEWSOM
GOVERNOR

September 19, 2023

ALL COUNTY LETTER NO. 23-81

TO: ALL COUNTY WELFARE DIRECTORS
ALL CALWORKS PROGRAM SPECIALISTS
ALL CALFRESH PROGRAM SPECIALISTS
ALL WELFARE-TO-WORK COORDINATOR
ALL CONSORTIA PROJECT MANAGERS
ALL TITLE IV-E AGREEMENT TRIBES
ALL CHILD WELFARE SERVICES PROGRAM MANAGERS
ALL COUNTY MEDI-CAL PROGRAM SPECIALIST/LIAISONS

SUBJECT: IMPLEMENTATION OF NEW NA BACK 9 APPEALS
RIGHTS/REQUEST FOR HEARING FORM

REFERENCE: [WELFARE AND INSTITUTIONS CODE 10951](#); [42 CFR 431.206](#);
[7 CODE OF FEDERAL REGULATIONS \(CFR\) 273.15](#); [42 CFR 431.221](#); [45 CFR 205.10](#)

This All County Letter (ACL) transmits a revised version of the NA Back 9 form. This form provides information on state hearings and a form with which to request a hearing. This notice has been revised to include, but is not limited to, the claimant's ability to indicate their preferred hearing modality, instructions regarding submitting online and emailed hearing requests, and on-line appeals accounts.

The County Welfare Departments (CWDs) must begin using the NA Back 9 as soon as automation in the Statewide Automated Welfare System (SAWS) consortia is complete. All county-generated program notices shall be programmed to include this revised NA Back 9 form. Counties may continue using current forms until automation is completed in CalSAWS. As a reminder, counties must include the local legal aid office(s) and statewide welfare rights office in the space provided for listing where to "Get Help." For other agencies utilizing a form other than the NA Back 9 as their hearing request form, such agencies must work with the State Hearings Division (SHD) to ensure that SHD reviews and approves the respective hearing request forms.

COPIES AND TRANSLATIONS

Forms referenced in this letter are available on the [CDSS Forms/Brochures](#) webpage. When CDSS completes all translations of a form, they are posted on the [Translated Forms and Publications](#) webpage. When made available by CDSS, forms translated into an individual's preferred language must be provided to the individual pursuant to [Manual of Policies and Procedures \(MPP\) Section 21-115.2](#). For questions on translated materials, please contact Language Services at (916) 651-8876. If translations are not available, recipients who have elected to receive materials in languages other than English should be sent the English version of the form or notice along with the [GEN 1365-Notice of Language Services](#) and a local contact number.

Per [Government Code Section 7290, et seq.](#), the County Welfare Departments (CWDs) must ensure that effective bilingual services are provided. This requirement may be met through utilization of paid interpreters, qualified bilingual employees, and qualified employees of other agencies or community resources. These services must be provided, free of charge, to the applicant/recipient. If CDSS does not provide translations of a form, it is the county's responsibility to read and interpret the form if an applicant or recipient requests it.

Additionally, the CWDs must provide auxiliary aids and services to persons who are deaf or hearing impaired, or persons with impaired speech, vision, or manual skills, where applicable. More information regarding provisions for services to applicants and recipients who have limited English proficiency or who have disabilities can be found in [MPP Section 21-115](#) and [ACL 19-45](#).

CONTACT INFORMATION

Additional inquiries can be directed to the State Hearing Division, Policy and Rehearing Branch at SHDPRB@dss.ca.gov.

Sincerely,

Original Document Signed By:

MARGARET BOYD
Deputy Director/Chief Administrative Law Judge
State Hearings Division

Attachment

