

# CalFresh Outreach FAQ

## Overissuances

An overissuance occurs when a household receives more CalFresh benefits than they were eligible for. The county will issue a notice to the household which will explain reasons for the overissuance.

### Reasons and examples for why overissuances may occur

- Agency/Administrative Error (AE)
  - Fail to count reported income on a SAR 7
  - Issuing benefits to a household of four when it is considered a household of three
- Inadvertent Household Error (IHE)
  - Reporting net income instead of gross income
- Intentional Program Violation (IPV)
  - Intentionally failing to report wages from a job or other sources of income in order to receive benefits

### How clients can prevent an overissuance

- Submit all documents and verifications in a timely manner
- Honestly report all information for each household member

### How clients can repay overissuances

- If they currently do not have CalFresh and may qualify, they can reapply for CalFresh and use those funds to pay the overissuance
- If they currently have CalFresh benefits, they can request the county to make deductions from their monthly amount
- If they do not have CalFresh and do not qualify, they can arrange a payment plan with the county

### How to advocate against an overissuance

If the client does not agree with an overissuance claim, they may file for a fair hearing.

- [The Fair Hearings Infographic](#) shows step by step how the assistor can help support clients as they file for a fair hearing
- Assistors can help file an appeal but attendants are usually limited to the Authorized Representative and other counsel

