



**ADP BULLETIN**

Title:  FAX System for Questions Regarding CalWORKs Issues		Issue Date:  <b>April 10, 1998</b>  Expiration Date: <b>None</b>	Issue No.  98-19
Deputy Director Approval:  Gloria J. Merk, II Program Operations Division	Function:  <input checked="" type="checkbox"/> Information Management <input type="checkbox"/> Quality Assurance <input type="checkbox"/> Service Delivery <input type="checkbox"/> Fiscal <input type="checkbox"/> Administration	Supersedes Bulletin/ADP Letter No. None	

**PURPOSE**

This bulletin is to inform you of a new system implemented by the Department of Alcohol and Drug Programs (ADP) to respond to questions regarding alcohol and other drug treatment services under the California Work Opportunity and Responsibility to Kids (CalWORKs) Act of 1997.

**DISCUSSION**

The Department has installed a new FAX number to be used exclusively for questions from counties or providers relating to CalWORKs issues. Use of the FAX will enable ADP to provide quick responses to CalWORKs questions.

Following is a brief overview of the ADP procedures for responses when questions are received by FAX. We will:

1. review the question, clarify any issues;
2. research the question and prepare a response;
3. provide written response by FAX to the sender within ten calendar days of the request by either answering the question or informing the sender that the question is still under consideration; and
4. issue a CalWORKs bulletin if the question/response concerns a statewide issue.

The new CalWORKs FAX number is (916) 445-5084. You may begin sending us your CalWORKs questions immediately. Please fully explain the issue and include the name, telephone number, and FAX number of the contact person. If you have any questions about this new system please call Ms. Pamela Johnson, Associate Governmental Program Analyst, Program Operations Division, at (916) 327-4740.

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 Wagerman Associates, Inc.  
 Director=s Advisory Council

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