

Understanding Your Notices

- **Why did I get a Notice?**

The county must send you a notice before they make any changes to your benefits. (Example: CalWORKs, General Assistance or Relief, CAPI, food stamps.) It can also be a change to your services (such as welfare to work or IHSS). It must say what is going to happen and why. The county also sends notices when it needs you to give them information or turn in a form so you can keep getting benefits.

- **When is the change going to happen?**

The notice will say the date of the change. Sometimes it will list a specific date. Sometimes you will have to count the number of days from the date of the notice. EXAMPLE: if the notice says your General Assistance will be cut 10 days from the notice, you count from the date on the notice, not the date you got the notice. *Save your envelope if the date of the mailing is not the date on the notice.*

- **What if I don't agree or don't know why the county is taking action?**

You can ask for a hearing. A person other than your county worker will hear your side of the story and decide whether the county was right. The hearing is free. *See the Fair Hearings brochure for more information.* Call 800-953-5253 (toll free) for a hearing.

- **How can I keep my aid the same?**

If you appeal before the date the change takes place, *or for county hearings within the time listed on the notice*, your aid will stay the same until your hearing. This is called *aid paid pending*. You may want to talk to a legal advocate: if you lose your hearing, you may need to pay the aid paid pending back.

- **What if I didn't get a notice, but my aid changed?**

Ask for a hearing and talk to a legal advocate!

- **What if my worker won't make a change I've asked for?**

You can ask for a hearing if the county does not do something it should. Example: not changing your cash aid when your income has gone down, not adding a new person to your grant, etc.

- **Help!**

Don't ignore your notice! If you do, you may lose your rights!

Call a legal advocate for help:

