

90-100.05. ORIENTATION/RIGHTS AND RESPONSIBILITIES

A. General

All GR applicants must attend an orientation prior to either the pre-application or intake appointment. All GR recipients must attend an orientation before the redetermination interview. Orientation includes rights and responsibilities, verification requirements, as well as program requirements ([Appendix D](#)).

B. Applicant/ Recipient Rights

The applicant/recipient has the right to:

- Be treated with courtesy and consideration.
- Be served without regard to race, color, religion, age, sex, national origin, political belief, handicap, or marital status; and to file a complaint should the applicant/recipient feel he/she has been discriminated against.
- Have eligibility determined promptly after providing all required information and documents.
- Be notified in writing of all reasons for the denial of the application for GR.
- Be notified in writing 10 days prior to any decrease or discontinuance in aid and all reasons therefore.
- Request a conference with the supervisor to discuss or clarify disputes involving complaints, or eligibility requirements of any proposed denial, discontinuance, or decrease in the grant amount.
- Ask to review manuals containing the rules and regulations of the GR program.
- Request bus tokens to comply with program requirements prior to aid being granted.
- Talk to a Substance Abuse Services program provider if he/she disagrees with the Substance Abuse Services screening results.
- Request a GR Hearing to obtain a full and impartial review of any proposed denial, discontinuance, or decrease of aid.
- Have the information in his/her case record kept confidential by the HHS.
- Have personal privacy. However, certain personal information is required to determine eligibility for aid.

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C. Applicant/ Recipient Re- sponsibilities

The following responsibilities shall be discussed with GR applicants/recipients in simple, understandable terms during the intake and redetermination process. GR applicants/recipients are responsible, within their physical, emotional, educational, or other limitation for promptly taking the following actions:

- To provide all documents and information necessary to determine GR eligibility and grant amount.
- To cooperate with all GR program requirements.
- To notify the worker within 5 days by phone, letter, or in person whenever any of the following changes occur:
 - A change of address, rent, or in the number of persons living in the home.
 - A change in living arrangement.
 - A change in employability status.
 - Receipt of a job or employment, even if only temporary.
 - Receipt of income or money from any source.
 - Receipt of a resource, asset, or benefit whether in cash or in-kind.
 - A change in marital and/or alien status.
 - Anyone in the case becomes pregnant.

D. Worker Re- sponsibilities

The worker shall be responsible for evaluating each applicant's/recipients situation to determine what information is needed, and if the information available is unclear, incomplete, or inconsistent.

If ...	Then ...
Additional information is needed,	The applicant/recipient will be informed: <ul style="list-style-type: none">• what information or document is needed;• why it is needed;• how it will be used; and• when the information or document must be returned.
The applicant/recipient does not provide the requested information	The worker shall deny or discontinue the case. It is the responsibility of the worker to take necessary action promptly on all relevant information provided by the applicant/recipient or from any other source.

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E. Evaluation Guidelines

The worker shall gather information and evidence and evaluate the applicant's/recipient's circumstance in the following manner:

Step	Action
1	All information secured in the process of determining eligibility shall be evaluated in light of its internal consistency.
2	Each piece of evidence shall be evaluated in light of the motives and adequacy of knowledge of the person completing the record or document.
3	Evidence shall be evaluated qualitatively rather than quantitatively.
4	When evidence is conflicting, inconsistent, or incomplete, the determination of eligibility shall be pursued to the point that the preponderance of evidence supports a determination regarding the applicant's/recipient's eligibility or ineligibility.
