

## 90-100 APPENDIX D. GR ORIENTATION SCRIPT

---

Hello, my name is \_\_\_\_\_. I will be explaining the General Relief, or GR, rights and responsibilities, GR program requirements and CalFresh Employment and Training (E&T) requirements.

---

### **Your Rights as a GR Applicant/ Recipient**

You have the right to:

1. Be treated with courtesy and consideration.
2. Receive services without regard to race, color, national origin, religion, political affiliation, marital status, sex, age, disability, ethnic group identification, sexual orientation, or domestic partnership.
3. File a complaint for acts of discrimination.
4. Have your eligibility determined promptly after you provide all required information and documentation.
5. Be told in writing of all the reasons if your case is denied.
6. Be notified in writing prior to any decrease or discontinuance in aid and informed of all reasons for the action.
7. Request a meeting with the Supervisor to talk about any disputes involving complaints, rules, or proposed denials, decreases, or discontinuances.
8. Ask for review manuals containing the rules and regulations for the GR program.
9. Request bus tokens to comply with program requirements prior to aid being granted.
10. Talk to a Substance Abuse Services program provider if you disagree with the Substance Abuse Services screening results.
11. Have your records kept confidential by the Health and Human Services Agency unless you are getting cash aid and there is an outstanding misdemeanor or felony warrant.
12. Have your records kept confidential by the Health and Human Services Agency. However, certain information is required to determine your eligibility for County aid, and for County, State, and Federal reporting requirements.
13. Request a GR Hearing to obtain a full and impartial review of any decrease, discontinuance, sanction or denial of GR cash aid.

---

*Continued on next page*

## 90-100 APPENDIX D. GR ORIENTATION SCRIPT, Continued

---

### **Your Re- sponsibilities as a GR Applicant/ Recipient**

As a condition of GR eligibility you are responsible for:

1. Giving us the documents and information we need to figure your eligibility and amount of cash aid.
2. Cooperating with all GR rules.
3. Telling your worker within 5 calendar days, by telephone, letter, or in person, whenever any of the following changes occur:
  - a. A change of address, rent amount, or in the number of people you live with;
  - b. A change in your ability to work;
  - c. You start work, even if part-time or temporary;
  - d. You receive money/property from any source;
  - e. You receive free housing and/or utilities;
  - f. You have a change in alien or marital status; or
  - g. You or anyone on the case become(s) pregnant.
4. Attending a Substance Abuse Services Orientation and enrolling in the program. The first step after enrolling is to attend an Assessment. If the Assessment indicates you have a drug or alcohol problem, you will be required to cooperate with random drug testing, self-help meetings, and group sessions. You may be placed on a waitlist for treatment services. You must cooperate with all waitlist activities.

If you do not cooperate with any of these rules, your case may be closed or your cash aid may be lowered.

Form 11-38 HHS A Coversheet describes your rights and responsibilities as a GR recipient. We have just reviewed these rights with you. Please sign and date the 11-38 HHS A Coversheet now.

---

### **GR Program Requirements**

1. You must have an acceptable identification, which can be expired. It must either have a picture, such as a driver's license or a DMV ID card, or a physical description.
  2. You must live in San Diego County and have resided here for a minimum of 15 days. You must show proof of residency, such as a rent or utility receipt, or provide a statement that you intend to live here.
- 

*Continued on next page*

## 90-100 APPENDIX D. GR ORIENTATION SCRIPT, Continued

---

### GR Program Requirements (continued)

3. You must sign an agreement to repay ALL cash assistance issued to you, or for you, such as a payment to a landlord or other authorized facility.

If you are a sponsored alien and your legal sponsor completed an affidavit of support, he/she is required to sign an agreement, in person, for the repayment of all cash aid you receive during your sponsorship period.

4. You must sign a lien against any real property you now own or may own in the future.

If you are a sponsored alien and your legal sponsor completed an affidavit of support, he/ she is required to sign a lien, in person, against his/her income and/or property for the repayment of all cash aid you receive during your sponsorship period.

5. You must provide verification of:
- a. Income from current or past months (such as pay stubs, unemployment, Social Security, VA disability, free housing, etc.);
  - b. Motor vehicle registration for a car, motorcycle, camper, trailer, boat, truck, etc.
  - c. Any bank or credit union accounts, including the address and account numbers and balances;
  - d. Insurance policies (such as burial insurance, life insurance, other burial arrangements such as plots, crypts, etc.);
  - e. Current assessed value of real property;
  - f. Alien registration card and sponsorship information (if sponsored), if you are not a U.S. citizen; and
  - g. Social Security number.
6. You must be fingerprinted and photographed. The fingerprint images and photographs will be matched with other GR applicants/recipients on the county's computer system.
7. You are considered Able-Bodied if you are able to perform a work project known as Job Training (JT). You must cooperate fully with all Able-Bodied rules. Rules include:

---

*Continued on next page*

## 90-100 APPENDIX D. GR ORIENTATION SCRIPT, Continued

---

### **GR Program Requirements** (continued)

Attending orientation, completion of a work test and work project or another approved job training activity each month for the number of hours determined by your worker using your net grant divided by minimum wage, turning in 20 written job applications, completion of a monthly eligibility report (form CW 7), and accepting any job offer that pays at least minimum wage.

The GR Employable Able-Bodied program provides assistance to eligible applicants who are temporarily out of work. The goal of this program is to help you get a job. To help you reach this goal, job search activities and work project or training programs are required during each month of aid. If you have a problem with your JT worksite the first month, report it to your worker. After completion of the first month's work assignment, you will have an interview with an Employment and Training Social Worker. The social worker will discuss available employment and training services, review your work background, and give you your second month's work project assignment.

Note: If you are injured on your work project, tell your worksite supervisor immediately.

You may be referred to the GR Grant Diversion (GRGD) program by the Work Experience Social Worker. In this program, the GR grant payment is used as a wage subsidy to private sector employers who hire you. Grant Diversion, acting as an incentive payment to employers, will provide work experience to GR employable persons resulting in unsubsidized employment. In effect, during GRGD, the welfare check is converted into a paycheck. You may participate in GRGD only once in a lifetime.

If otherwise eligible for GR, you will be eligible as Able-Bodied for a maximum of 3 months in a 12 month period. The 3 month period of eligibility and/or the 12 month period of eligibility may be affected if you do not cooperate with any GR rules.

Under certain circumstances (if a participant obtains verified employment or paid training) GR payments may be continued through the first payday, or in GRGD cases up to an additional three months.

If you do JT, the hours actually worked will be used to pay back your GR. You will pay back your GR at minimum wage for your JT.  
**EXCUSED ABSENCES DO NOT PAY BACK GR. JT ALTERNATIVES DO NOT PAY BACK GR.**

If you fail to cooperate, your case may be closed or denied for one to three months.

---

*Continued on next page*

## 90-100 APPENDIX D. GR ORIENTATION SCRIPT, Continued

---

### GR Program Requirements (continued)

8. The written job applications that employable GR clients must complete each month if they wish to continue receiving GR are called job searches. Able-Bodied participants must complete at least 20 job searches a month (may be more depending on the amount of JT project hours they complete). The rules for job searches are:
- You must turn in a separate written job application, in person, to different employers who have job openings available.
  - Your applications must be written (not verbal) and include your name and address or phone number. If you do not have an address or phone number, please use the address of the shelter where you receive services, and let us know that this is a mailing address.
  - You must report these job contacts on the General Relief Job Application Record (form 11-7 HHSA) and return it each month with your income report (CW 7) by the 5<sup>th</sup> of each month while your case is open. Make sure all the reported information is on the form, because your worker must call and check that you have applied for these jobs. If an employer will not give out their phone number nor has no phone, do not report that employer on the form. You must complete another application with a different employer instead. Keep a copy of the form for your records.
  - You must not turn in applications to the same employer two months in a row, unless they are for different jobs.
  - The following kinds of job applications will not count:
    - Applications made before you applied for GR;
    - Applications turned in to referral agencies, such as EDD or MAAC, and not directly to the employer; and
    - Applications for paid or unpaid training.

Not following these rules may cause you to be sanctioned. If you turn in your Job Application Record Form late, your case may close for one month. IF you do not complete the required number or the right kind of applications (written applications to different employers), your case may close and you may be sanctioned for three months.

---

*Continued on next page*

## 90-100 APPENDIX D. GR ORIENTATION SCRIPT, Continued

---

### GR Program Requirements (continued)

If something unexpected happens that is not your fault and keeps you from doing all of your work project or job searches, tell your worker right away. Get proof of what happened in writing and tell your worker how it kept you from doing your work project or job search. This is called "Good Cause." Your worker may be able to continue your cash aid instead of closing or sanctioning your case. Here are some examples of Good Cause:

- You have a medical emergency, doctor appointment, sudden illness or hospital stay. Give your worker a copy of the appointment notice, hospital papers or statement from the doctor.
  - You were arrested, in jail, had a court appointment or a required interview with your lawyer, probation or parole officer. Provide the ticket, jail release papers, subpoena or statement from the person with whom you met.
  - You had a job interview (not counseling) scheduled before we gave you your project. Let your worker know right away and give the employer's name, telephone number, date and time of the interview. After the job interview, give your worker proof that you went.
  - You start a job or paid training. Tell your worker. The worker will give you a form for the employer to complete.
  - Through no fault of your own, you do not get your benefits before you start your work project and the site is too far to walk. Tell your worker if you have not received your benefits by the day before your work project starts.
  - Your written proof must always cover the days that you missed your work project or job search
9. You are considered Unemployable if you are not able to perform a JT work project. Medical verification of your limitations is required. If you cannot obtain a medical verification from your own doctor, you will be scheduled for an appointment to see a county contracted doctor for an employability evaluation. If you have any medical records, bring them to your medical appointment. You must cooperate fully with all Unemployable rules. Rules include completion of a quarterly eligibility report (QR 7).

If otherwise eligible for GR, you will be eligible as Unemployable for as long as you are medically verified as unable to work.

---

*Continued on next page*

## 90-100 APPENDIX D. GR ORIENTATION SCRIPT, Continued

---

### GR Program Requirements (continued)

10. You are considered Incapacitated if you are receiving disability-based income (such as disability insurance, State Disability Insurance, Worker's Compensation, Social Security disability, VA disability based on 100% disability). You must cooperate fully with all Incapacitated rules. Rules include:

Completion of a quarterly eligibility report form (QR 7).

If you fail to cooperate, your case may be closed or denied.

11. You are considered Interim Assistance if you are unemployable for 12 cumulative months or longer with the same medical/mental condition(s) and can provide medical verification. A legal immigrant may be eligible under Interim Assistance Program (IAP) if he/she has a disability that has lasted or is expected to last 12 months or longer and:

- Has applied for or is receiving ABD Medi-Cal based on a disability determined by the State Disability Determination Service Division (DDSD), or is under reconsideration or appeal for SSI or Medi-Cal DDSD denial; or
- Is age 65 or older and has applied for or is receiving ABD Medi-Cal or is under reconsideration or appeal for and SSI or Medi-Cal DDSD denial.

You must cooperate fully with all Interim Assistance rules. Rules include:

- Applying for or reapplying for SSI if potential eligibility exists;
- Filing an appeal if your SSI is denied and potential eligibility exists (for example, U.S. citizen who is permanently disabled);
- Applying for or reapplying for Medi-Cal DDSD;
- Filing an appeal if your Medi-Cal DDSD is denied and your medical condition has worsened or is not being corrected through the prescribed course of treatment;
- Providing acceptable medical verification; and
- Completion of a quarterly eligibility report form (QR 7).

If you fail to cooperate, your case may be closed or denied.

If you want to apply for SSI benefits, or even if you have already applied and want some help, we have an SSI Advocate in this FRC who can help you. The SSI Advocate in this FRC is from the Legal Aid Society of San Diego. If you want to see the Advocate, ask for an SSI Advocacy flier or ask your worker to refer you to the Advocate.

---

*Continued on next page*

## 90-100 APPENDIX D. GR ORIENTATION SCRIPT, Continued

---

### **GR Program Requirements** (continued)

12. Giving HHS fraudulent documents or not giving the Agency information to get GR benefits or to get more benefits than you should, could make you lose your GR for 30 days, 90 days, or six months. If you are convicted of welfare fraud, you could lose your GR benefits for 6 months, 12 months or permanently.
  13. Destructive or violent acts or threats in the FRCs, or at agencies with which we contract for work projects or Substance Abuse Services will not be tolerated and could result in sanctions of 90 days for the first incident, 180 days for the second incident and permanent ineligibility for the third.
- 

### **CalFRESH Employment and Training (E&T) Requirements**

1. If you are an able-bodied GR recipient and receiving CalFresh or a CalFresh volunteer, you are also referred to participate in the CalFresh Employment and Training Program, also known as E&T. The goal of this program is to introduce you to the work environment to help strengthen work habits, develop new skills and make employment contacts that could lead to permanent employment. E&T consists of Job Searches and Workfare.
  2. Participants must complete at least 20 Job Searches a month. Requirements for Job Searches are the same as for GR. If you meet the requirements for GR, you will automatically meet the requirements for E&T.
  3. Participants must also complete Workfare. The number of hours of work assigned each month is determined by dividing the household's CalFresh allotment by the federal or state minimum wage, whichever is higher. Fractions of hours or obligation will be rounded down.
  4. If you fail to complete the E&T requirements and do not have Good Cause, you will not be sanctioned from the CalFresh Program; however, you will be dropped from E&T.
- 

### **General Information**

1. HOMELESS – If you are homeless, you will be told by your Intake worker when and where to pick up your notices and other mail from the Agency.
- 

*Continued on next page*

## 90-100 APPENDIX D. GR ORIENTATION SCRIPT, Continued

---

### **General Information** (continued)

2. APPOINTMENT SYSTEM – If you need to see your worker, you must make an appointment in advance by calling your worker. You may not be seen without an appointment. If you arrive at a scheduled appointment more than fifteen minutes late you will not be seen. If you are late or miss your scheduled appointment, you can ask to be re-scheduled.

This concludes the Orientation. Please sign and date the Orientation form. You must come to your next scheduled appointment at least fifteen minutes early and have all your paperwork completed, and bring the verifications we have asked for or your case will be denied.

GRPG Letter #76 (8/14)

---