

County of San Diego, Health and Human Services Agency (HHS)
General Relief Program Guide (GRPG)

Intake

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Revision Date:

October 24, 2016

Background:

This section provides information on the intake procedures for the medical verification requirements for the GR Program.

Purpose

To provide instructions processing GR applications for the Unemployable and Able-Bodied (AB) components.

Policy:

Applicants who meet all GR eligibility requirements, and who provide medical verification of inability to perform the work project will be granted GR and authorized appropriate benefits.

Inability to Perform the Work Project Was Claimed at Pre-Application:

Applicants who meet all eligibility requirements except providing medical verification will be authorized aid through the month of the scheduled medical evaluation. Aid through the month of the scheduled medical evaluation will only be issued when:

- The County schedules the GREE appointment beyond the intake date.
- Failure to keep the GREE appointment was due to verified circumstances beyond the applicant's control. Another GREE appointment will be made with the approval of a Supervisor. The Case Comments should document the applicant's reason for requesting to reschedule the GREE and the Supervisor's decision to approve or deny the request (Note: Situations where the applicant had little or no flexibility, such as hospitalization, arrest, incarceration, or court appearances, will be considered beyond the applicant's control).
- The applicant attempted but was unable to get an appointment with a private provider prior to the intake interview. Verification of a scheduled appointment must be provided. Additionally, the date the appointment was made and that there was no earlier appointment available must be verified.

Inability to Perform the Work Project Was Not Claimed at Pre-Application:

Comply with all the procedures in Processing Guide 90-250.4A. This includes:

- Getting an 11-65 HHS from the applicant
- Providing the applicant with the option of a GREE appointment or going to a private provider.

Provide the applicant either a GREE appointment or give them a CSF 24 form if they choose a private provider.

E. Verification Not Provided Timely:

If the applicant fails to return the medical verification by the due date, evaluate the applicant as Able-Bodied.

F. Expiration of Verification:

If the medical verification expires within the initial month of intake or subsequent month, prepare the Notice of Required Medical Verification (11-28 HHS) and Form CSF 24 for the applicant before

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transferring the case to granted. Convert the case to the AB component and the individual must comply with the Employable requirements. This may also be included in the granting NOA.

If the medical verification expires after the month following the initial intake month, set a Case Alert to alert the granted worker of the date that the new medical verification is required.

Prior to the expiration of the verification, customers who choose to go to a GREE provider will be required to contact their worker to schedule a GREE appointment. Prior to scheduling the appointment, the recipient will need to complete for 11-65 HHS. Upon completion of the 11-65 HHS, schedule the GREE appointment and give the recipient an 11-40 HHS.

Referrals for SSI/SSP Benefits:

Applicants who submit medical evidence indicating they are permanently disabled or have a disability that has lasted, or is expected to last, for 12 months or longer will be referred to SSA (for potential SSI eligibility) for potential benefits as a condition of eligibility. It is not required that the disability be claimed for a continuous 12-month period. For example, a person may claim a disability for three months, but considered AB or UE for one month or more, then reclaim the same disability for an additional nine or more months to meet the 12-month guideline. The referral procedure is detailed in 90-800.

Procedures:

Follow the actions in Processing Guide 90-250.4A and the policies above for the Intake procedure for getting medical verification of the inability to complete the work project.

Program Impacts:

None

References:

None

Sunset Date:

This policy will be reviewed for continuance by 10/31/19.

Approval for Release:

 10-25-19

Rick Wanne, Director
Eligibility Operations