

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

Other Types of Payments

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Revision Date:

May 1, 2018

A. Background:

This section provides information regarding other types of payments in the GR Program. This section is updated to provide revised instructions for the issuance of bus passes.

Purpose:

To provide information about other types of payments in GR.

Policy:

B. Protective Payments:

Protective payments are payments which may be made to a designated person on behalf of the recipient only upon request of Aging and Independence Services (AIS). Such payments are subject to the following limitations:

- AIS must establish that the recipient is unable to handle these funds and must appoint a person as payee.
- Substitute payee arrangement with the County is not available for GR cases.

C. Immediate Need Warrant:

Immediate need warrants are issued in the FRC to provide for certain payments. Only whole dollar amounts will be issued, except for Special Needs, Vendor Payments, or Transportation to Resource. Computer issued warrants will be the preferred method of issuance when possible.

For most, the initial aid payment will be issued by EBT.

D. Daily Bus Pass Issuance:

If no other transportation is available, offer and issue daily bus passes to applicants prior to granting of assistance when needed for the applicant to meet eligibility requirements, such as Substance Abuse Services appointments, filing for UIB, completing medicals, etc. or when the applicant has applied in the wrong FRC and needs to be sent to the appropriate FRC to complete the application. Issue daily bus passes according to the Bus Tokens EPPG.

E. 30-Day Metropolitan Transit System (MTS) Compass Card Pass Issuance:

If no other transportation is available, or the customer does not have a working motor vehicle, offer and issue a 30-day MTS Compass Card to GR recipients upon approval of GR benefits. Enter a Case Comment to document if the pass is issued or denied. Follow the process in Processing Guide 90-600.4A to issue the Compass Card.

GR Worker Actions:

Explain the 30-Day MTS Compass Card Pass issuance procedures during the Intake interview. Include:

- What the recipient will receive
- How the card will be delivered
- To stay in the FRC until the card is received. If they leave and do not receive the card, they will not receive another card until the next 30-day period.

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- To register the card immediately with MTS in the case of loss/theft as the County will not replace cards
- They will receive a new card for the next 30-day period as long as they are eligible to GR and return to the FRC.

Replacement of Lost/Stolen Compass Card:

The recipient must register their Compass Card with MTS. If the card is lost or stolen, the customer must call MTS at (619) 595-5636 for a replacement. HHS)A will not replace lost/stolen cards during the 30-day cycle.

Ongoing Passes:

The recipient must return each month to their respective FRC to get a new 30-day card. Follow the process in Processing Guide 90-600.4A to issue a new Compass Card for the next 30-day cycle.

MTS POS Bus Pass Loading Machine:

The MTS POS Bus Pass Loading Machine must be kept secure in the Immediate Need area. See Processing Guide 90-600.4A.

30-Day MTS Compass Card Pass Issuance Log:

Keep the Compass Card Issuance Log in the Immediate Need area. See Processing Guide 90-600.4A.

F. Aid Paid Pending (APP):

When a recipient makes a request for a GR Hearing before the effective date of the notice, the County may be required to suspend its proposed action and continue aid though the GR Hearing date. APP will not be paid when the issue is a denial or initial eligibility determination.

G. APP Approval:

APP will be approved by the supervisor when:

- It is requested by the recipient before the effective date of the notice
- The recipient has no other income or resources to meet needs
- The issue is not due to a change in policy or regulation.

Example	Situation
1	Recipient does not agree with time-limit eligibility, but does not dispute classification as Able-Bodied – no APP will be granted.
2	Recipient feels he/she should be classified as Unemployable and not time-limited to three months and meets the other criteria for APP – APP will be granted.

H. APP Granted:

If granted, APP will be:

- Paid through the hearing date
- Paid through a rescheduled hearing date when the hearing is rescheduled at County convenience or for good cause

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- Extended by the GR Hearing Officer if it is likely the decision will be in the recipient's favor. Take action on the extension no later than the next workday.

Procedure:

Follow the policies above for the other types of payments addressed in this section.

Program Impacts:

None

References:

W&I Code Sections 17000.5, 17001, and 17001.5
Program Guide Letters 53 and 73

Sunset Date:

This policy will be reviewed for continuance by May 31, 2021.

Approval for Release:



Rick Wanne, Director
Eligibility Operations