

90-600.08. CASE CLOSING AND REPAYMENT

A. General

This section provides instructions regarding closing cases and setting up repayment of the GR monies that have been paid.

B. Policy

The Board of Supervisors requires “instant collection” of monies paid under the GR Program. ORR was designated as the recovery agent for these monies, therefore, all GR case closings require a referral to ORR for the collection of monies expended.

[GRPG 90-700.8.F](#) provides instructions for applying credit towards repayment for Work Project participation.

C. Types of Repayment

All GR monies are considered repayable. This aid may be repaid by:

- direct repayments to ORR
 - immediate grant reduction to recoup overpayments
 - reimbursement from the initial lump sum SSI/SSP payment.
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D. Normal Closing Procedures

Upon the closing of every GR case where the recipient has a mailing address, the worker shall take the actions in the table below. (See [G-I](#), below, for SSI/SSP closings.)

Step	Action
1	Complete Form 11-4 HHSA, Statement of GR Paid, and form 11-117 HHSA, GR Aid Owed Worksheet, including all: <ul style="list-style-type: none">• Work Project credits totaled and entered; and• overpayments (less than \$600) and grant adjustments indicated.
2	Obtain Supervisor’s signature.
3	Image in the case file.
4	Forward the original to ORR (Mail Stop D 60).
5	Complete form 11-116 HHSA.
6	Image in the case file.
7	Mail to the recipient along with a copy of form 11-117 HHSA.

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Normal Closing Procedures (continued)

Note: Form 11-117 HHSA is located at: S:\ENTERPRISE\QR Excel Spreadsheets\GR Aid Owed Worksheet.xlsm.

GRPG Letter #68 (12/11)

E. Closing Procedures for No Address Client Cases

Upon closing GR cases with no address, all procedures detailed in D, above, will be followed except Form 11-4 HHSA will not be sent to ORR. Instead, the 11-4 HHSA and 11-117 HHSA will be imaged in the case file.

The following exceptions apply:

- willful overpayments of more than \$600 (see [E](#), below); and
- GR closing due to receipt of SSI (see [G-I](#), below).

If aid is issued through this case in the future and the recipient has an address when the case closes, the worker will take the actions in the table below.

Step	Action
1	Enter the recipient's address on the previously completed 11-4 HHSA.
2	Note at the bottom of the 11-4 HHSA the date the form is being sent to ORR.
3	Complete a new form 11-4 HHSA and 11-117 HHSA that includes information regarding aid issued since completion of the previous 11-4 HHSA.
4	Send notice 11-116 HHSA, the 11-117 HHSA from the previous closing and the 11-117 HHSA from the current closing to the client to inform them of the amount of aid to be repaid in total.

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**F.
Closing
Procedures
Involving
Willful
Overpayment
of More than
\$600**

Upon the closing of all GR cases involving a willful overpayment of more than \$600, the worker will take the actions in the table below.

Step	Action
1	Complete the 11-4 HHSA and 11-117 HHSA and send it to ORR to open a GR repayment account. The 11-4 HHSA shall clearly distinguish between willful and non-willful overpayments and grant adjustments.
2	Refer the case to PAFD through FRATS.
3	If fraud is determined, OSU will complete and send an amended form 11-4 HHSA.
4	Send an 11-116 HHSA and 11-117 HHSA to the client to inform them of the amount of aid owed.

GRPG Letter #73 (1/14)

**G.
Closing
Procedures
for IAP**

Upon termination of this type of assistance, the worker will complete the procedures detailed in [H-I](#), below. These procedures apply with no address as well as recipients with addresses.

**H.
Interim
Assistance
Account
Established
by Revenue
and Recovery**

Upon notification from SSA that SSI is approved, the following actions must be completed:

Step	Who	Action
1	ORR	Reviews CalWIN to determine aid paid to the claimant.
2		Completes electronic claim information.
3		Notifies the worker that SSI has been approved.
4	Worker	Closes GR case with timely notice.

GRPG Letter #64 (12/10)

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**I.
SSI/SSP
Application
Denied and
Client is
Appealing
Decision**

While the recipient remains active to SSI Advocacy Services or is completing a reconsideration or first appeal process through a lawyer, the worker shall continue the case as IAP. Once SSI Advocacy is no longer representing the recipient or the first stage of appeal (excluding reconsideration) has been denied, the recipient is no longer considered IAP and must be transferred to either the AB, EL, or IP, as appropriate.
