Issue Date:
June 2, 2015

Effective Date:
Upon Receipt.

Purpose:
To provide clarification on handling a CalWORKs application that is denied for no eligible child in the home.

Background:
Individuals applying for Cash Assistance may apply for CalWORKs either in an FRC or through My Benefits CalWIN and may not be eligible for CalWORKs because they do not have children.

Policy Change:
Individuals who are denied CalWORKs at a face-to-face interview will be referred to the appropriate GR FRC. Individuals who are denied CalWORKs through a My Benefits CalWIN application will be referred to the appropriate GR FRC if they contact the FRC to inquire on where to apply for GR. Do not register a GR application for a CalWORKs denial unless the CalWORKs application is at an FRC that also handles GR.

Summary of Changes:
90-100.1 – Added clarification regarding treatment of CalWORKs denials

Impacts:
Automation
No impact.

Forms and Document Capture:
No impact.

Programs Affected:
General Relief

Quality Control:
Quality Control will cite the appropriate error when the regulations cited in this material have not been followed.

References:
County Policy

Sunset Date:
This policy will be reviewed for continuance by June 30, 2018.

Approval for Release:

_6-2-15_

Rick Wanne, Director
Eligibility Operations

Issue Date:
June 2, 2015

Effective Date:
Upon receipt

A. Background:
This section describes the reception responsibilities in the application process.

B. Purpose:
To provide instructions for reception in the application process.

C. Policy:
Follow the requirements identified below for the application process.

D. Procedure:
1. Reception Desk
Follow the actions in Processing Guide 90-100.1.A when an individual requests an application for GR.

2. Intake Scheduling
Follow the actions in Processing Guide 90-100.1.B for applicants when scheduling the GR Intake interview.

3. General Relief Employability Evaluation (GREE) Scheduling
Follow the actions in Processing Guide 90-100.1.C to schedule an applicant for a GREE appointment.

4. Phone Requests for GR
If an applicant contacts Access by phone and requests to apply for GR, inform the applicant to go to the appropriate FRC for the GR application. No application will be registered.

5. Mail Requests for GR
San Diego County does not allow GR applications by mail. If an application is received by mail, attempt to contact the applicant to inform them of the need to go to the appropriate FRC to apply for GR.

6. Applications Received through My Benefits CalWIN
When an application is received from My Benefits CalWIN, the application will show as a CalWORKs application. If the applicant is not eligible for CalWORKs, deny the CalWORKs application and send the denial Notice of Action (NOA). There is no expectation for the FRC to evaluate for GR or register the GR application unless the application is received via a walk-in and the FRC also handles GR.

7. Walk in Applications
When an applicant applies for CalWORKs by walking into the FRC, evaluate for CalWORKs and if not eligible, deny CalWORKs.

If the FRC …	Then …
handles GR,	evaluate for GR eligibility and register the GR application.
does not handle GR,	refer to the applicant to apply for GR at the appropriate GR FRC.

Impacts:
Other Programs Impacted:
None

References:
County Administrative Code Sections 257.1 and 257.3
GRPG Letters 65, 73, 76, 77, and 80

Sunset Date:
This policy will be reviewed for continuance by June 30, 2018.

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Purpose:
To provide instruction for the Reception Desk responsibilities in the application process.

Background:
See 90-100.1 for the purpose of the pre-application interview.

Policy:
Follow the actions below when completing an individual requests an application for GR.

Actions:

Step	Action
1	Give the applicant the GR Pre-Application packet including forms: <table><tr><th>Form #</th><th>Title</th></tr><tr><td>11-38 HHSA</td><td>Coversheet</td></tr><tr><td>11-68 HHSA</td><td>Directory of Employment Services</td></tr><tr><td>11-79 HHSA</td><td>Identification Requirements</td></tr><tr><td>16-94 HHSA</td><td>Welcome Form</td></tr><tr><td>GEN 1365</td><td>Notice of Language Needs</td></tr><tr><td>CSF 47</td><td>Shared Housing Statement</td></tr><tr><td>16-54 HHSA</td><td>Sharing Information with Housing Authorities</td></tr><tr><td>SAWS 1 or SAWS 2 PLUS</td><td>Application for Cash Aid, Food Stamps and/or Medi-Cal/ State CMSP</td></tr></table>
2	Inform the applicant that they may be categorically eligible for CalFresh benefits and provide the CF 285.
3	Instruct the applicant in the completion of the forms and to return the completed forms to the reception area as soon as they are finished.
4	Accept the completed forms from the applicant and instruct the applicant to wait until he/she is called by a pre-application worker.
5	Give the completed forms to the clearance clerk for immediate clearance. Clearance must include CalWIN, all MEDS screens (including QX screen), and IDX for CMS coverage.
6	Once the application is complete, give the forms to the pre-application worker. Be sure that form 16-94 HHSA, Welcome Form, is attached. Note any denial/discontinuance codes and attach available screen prints.
7	Identify all applicants with other language needs by notation of form 16-94 HHSA and follow the appropriate FRC procedure for these referrals.

8	Direct applicants who provide a Modified Aid Payment Cycle (MAPC) notice immediately to Intake Scheduling without referring them to pre-application.
9	Direct the applicants to the appropriate pre-application, intake, or reception area as required and provide other assistance as directed by FRC procedures.

Release Date:
June 2, 2015

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Purpose:
To provide instruction for scheduling the Intake interview for GR.

Background:
See 90-100.1 for the reception requirements for GR applications.

Policy:
Follow the actions below when scheduling the GR Intake appointment.

Actions:

Step	Action
1	Schedule all potentially eligible GR applicants an Intake appointment at the first available date/time. If the applicant is also applying for CalFresh, schedule one appointment for both programs, if possible, unless CalFresh Expedited Services has a different appointment than the GR Expedited Intake. The application processing time limits are the same as CalFresh.

Exception: GR applications will not count weekends and holidays the same as CalFresh. Count business days only for GR. |
2	Schedule all Expedited Intake, Future Intake, and MAPC Intake appointments as required.
3	Complete the applicant's form 11-74 HHSA, Verification Checklist, indicating the date and time of the applicant's appointment.
4	Provide the applicant with a form 11-38A HHSA, Supplement to Statement of Facts, and all other forms for Medi-Cal as may be indicated on form 11-74 HHSA.
5	Provide the applicant a form 11-73 HHSA, GR/CF Orientation Form, indicating the orientation date and time.
6	If instructed by the worker, refer the applicant to a Substance Abuse Services program per the Access and Crisis Line or the BHS Directory and provide the appropriately completed 11-89 HHSA Substance Abuse Services Appointment Letter.
7	Advise the applicant to return on time for the scheduled Intake appointment, noting the 15 minute rule if late.
8	Reschedule all applicants who are more than 15 minutes late for the scheduled Intake appointment.

Release Date:
June 2, 2015

County of San Diego, Health and Human Services Agency (HHSA)
General Relief (GR) Processing Guide

	Number	**Page**
GR Employability Evaluation (GREE) Scheduling	**90-100.1.C**	1 of 1

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Purpose:
To provide instruction for scheduling an applicant for a GREE appointment.

Background:
See 90-100.1 for the reception requirements for a GR application.

Policy:
Follow the actions below to schedule an applicant for a GREE appointment.

Actions:

Step	Action
1	Give an appointment at the appropriate GREE clinic for an applicant/recipient who chooses to have the County pay for the GREE.
2	Schedule the GREE according the ZIP Code. Schedule homeless applicants according to the FRC's ZIP Code.
3	Enter the applicant/recipient's identifying information along with the patient's statement of medical employability from the 11-65 HHSA on the GREE appointment schedule (11-66 HHSA).
4	Provide the applicant/recipient with the GREE Referral Form (11-40 HHSA).
5	Fax the GREE Appointment Schedule to the appropriate GREE clinic at least 24 hours prior to the scheduled appointment.
6	Maintain the GREE Appointment Schedule in the FRC for four months.

Release Date:
June 2, 2015