

**County of San Diego, Health and Human Services Agency (HHSA)
Policy and Procedures Guide**

Employment Services (ES) Supportive Services Overpayments for Quality & Eligibility Support Department (QESD) Staff Policy and Procedures

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Revision Date:

10/13/2020

Background:

An overpayment is defined as any payment received by a customer or service provider that they were not entitled to receive. An ES supportive service overpayment occurs in instances, including but not limited to, where funds were not used for an intended purpose, or when a participant fails to attend an activity for which the funds were issued, without good cause. The Employment Case Manager (ECM) initiates the ES supportive services overpayment process after ensuring that the situation meets ES overpayment criteria.

Purpose:

The purpose of this document is to define the policy and procedures for ES supportive services overpayment process. This material is being revised for the sunset review date and to align with current processes.

Policy:

QESD Human Services Specialists (HSSs) will review all ES supportive services overpayment requests received from ECMs.

The HSS must ensure the overpayment request adheres to the policy outlined in CalWORKs Program Guide (CPG) 44-350.L.

Procedures:

ES overpayment review requests are referred to QESD by the ECM using the 27-387 HHSA Employment Services Overpayment Tracking Log. HSS staff are required to process the request by conducting a case review to evaluate the actions taken by the ECM as outlined in Processing Guide 44-350.L.1 and by following guidance in How To 263B.

After completion of the supportive services overpayment review, QESD will provide the determination outcome to the ECM via the 27-387 and enter a case comment documenting all actions taken. Requests must be completed within 3 business days of receipt.

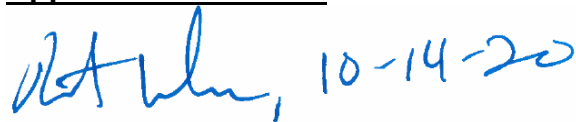
References:

CPG 44-350.L; Processing Guide 44-350.L.1 and How To 263B

Sunset Date:

This policy will be reviewed for continuance by 09/30/2023

Approval for Release:



Rick Wanne, Director
Eligibility Operations