

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

Reception

Number

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Revision Date:

December 1, 2021

A. Background:

This section describes the reception responsibilities in the application process.

B. Purpose:

This section is revised for guidance regarding verification practices via NICE inContact.

General Relief (GR) forms, to the extent possible, may be completed telephonically. Use the NICE inContact system to capture a customer's telephonic signature on a form. If an applicant submits a paper application without a wet signature, staff may attempt to secure a telephonic signature through NICE inContact. When using telephonic flexibilities, a case comment must be entered to document the use of the NICE inContact system.

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. Guidance has been included regarding verification practices via NICE inContact.

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 or the Family Resource Center (FRC) by phone and requests to apply for GR, inform the applicant to go to the appropriate FRC for the GR application or to apply through My Benefits CalWIN (MyBCW). 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 or to apply through MyBCW.

6. Applications Received through MyBCW

When an application is received from My Benefits CalWIN as cash aid, the application will show as a CalWORKs application. To apply for GR through MyBCW, the applicant must select General Relief.

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If the applicant applies for CalWORKs and they are 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 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

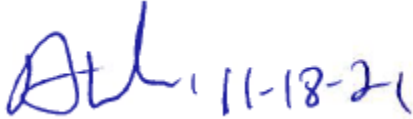
References:

County Administrative Code Sections 257.1 and 257.3

Sunset Date:

This policy will be reviewed for continuance by November 30, 2024.

Approval for Release:



Rick Wanne, Director
Self-Sufficiency Services