

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

Pre-Application

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90-100.2

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Revision Date:

December 1, 2021

Background:

This section provides information regarding the requirements for the pre-application process.

Purpose:

The pre-application interview is the first step in the Intake process and is designed to accomplish three major objectives:

- Identify applicants who are obviously ineligible to General Relief (GR) and refer them to other programs or resources.
- Determine potentially eligible applicants for referral to Intake.
- Inform applicants of all documentation necessary to verify eligibility at Intake.

This section is updated to include verification practices via NICE inContact.

Policy:

Interview Requirements:

The pre-application Human Services Specialist (HSS) must follow the instructions in Processing Guide 90-100.2A for the pre-application interview. Guidance has been included regarding verification practices via NICE inContact.

Potentially Eligible Applicants:

The pre-application HSS must follow the instructions in Processing Guide 90-100.2B when an individual is potentially eligible for GR.

Verification via NICE inContact

General Relief forms may be completed telephonically, to the extent possible, 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, case comments must be entered to document the use of the NICE inContact system.

Expedited Intake:

Schedule Expedited Intakes as soon as possible and no later than the third calendar day following the date the application was filed.

Expedited Intake Eligibility:

The following individuals, if otherwise eligible, are eligible for an Expedited Intake if any of the following conditions apply:

- Have less than \$150 in actual monthly gross income (money received; not in-kind) and liquid resources below \$50.
- Have combined actual monthly gross income and liquid resources are less than the individual's actual monthly rent and utilities.
- Have an eviction notice or notice to pay rent or quit.
- Have a utility shut off notice or utilities have been shut off.
- Have been determined eligible for CalFresh Expedited Services.

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Expedited Intake Referrals:

GR is provided as temporary emergency assistance to those in need who are eligible. Some needs or situations are more urgent and require an expedited response whenever possible.

Pre-application staff are responsible for identifying those applicants who may qualify for Expedited Intake appointments. The pre-application HSS must review the immediate need questions on the SAWS 1, to determine if an Expedited Intake appointment is warranted. Any individual who meets one of the requirements must be evaluated for an Expedited Intake appointment. If a situation appears questionable, consult the supervisor for a decision.

The specific reasons for the decision not to schedule an applicant for an Expedited Intake appointment must be documented on the SAWS 1. The SAWS 1 must be imaged in the case file.

Modified Aid Payment Cycle (MAPC) Appointment:

Refer voluntary MAPC applicants to pre-application on an exception basis only, as described in General Relief Program Guide (GRPG) 90-700.17.C. Schedule applicants who submit a timely request for GR under MAPC for an Intake appointment on the 30th calendar day following the date of discontinuance. It is understood that these applications will not meet the standard Intake scheduling timeframes. Refer to GRPG 90-700.17 for required timeframes and conditions.

Future Appointments:

Applicants who are not currently eligible to GR, but may be eligible within 10 days, may be scheduled for a Future Intake appointment. Schedule these applicants as close to their eligible date as possible. If their eligible date falls on a weekend or holiday, schedule them the prior working day.

County Mental Health (CMH) Customers Being Released to Independent Living:

Some applicants who are CMH customers in treatment may apply for GR. This application is part of their movement into independent living situations. Their needs are met until their discharge but an eligibility determination, without a granting, is needed for the move.

Applicants for GR who have a referral from a CMH discharge planner will be seen by a pre-application worker for a regular GR screening.

If such an applicant ...	Then ...
Is obviously ineligible for GR,	Issue a denial Notice of Action (NOA).
Appears to be potentially eligible,	Schedule an Intake appointment.

Denials Due to Previous Non-Cooperation:

Follow the actions in Processing Guide 90-100.2C when there is an indication of previous non-cooperation in GR or CalWORKs by an applicant.

Denial Due to Ineligibility to CalWORKs:

Deny GR for individuals who are ineligible to CalWORKs because of:

- Time limits
An individual who has reached their CalWORKs Time-on-Aid (TOA) limit would not be eligible for GR until all the children on whose behalf aid was received are 18 years of age or older. This is the case whether the children are currently living in the home with the individual, or not.

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- **Sanctions or Penalties**

An individual must have a child who is eligible to CalWORKs, but the individual is not eligible or whose needs are not considered for the grant determination for these provisions to apply.

Other Denials and Withdrawals:

Follow the instructions in Processing Guide 90-100.2D for other denials and withdrawals.

NOAs for Pre-Application Denials:

So that the automated eligibility system can generate the proper denial NOA, data collection must be completed with all the available information.

Marshall's Clearance:

Matches for people with outstanding warrants as fugitive felons, probation or parole violators, or for misdemeanors are made with the Want-Warrant System of the San Diego County Sheriff's Department. These matches are to be made for all GR applicants at pre-application and Intake. For granted cases, matches are made automatically when a new warrant is added to the Sheriff's Want-Warrant System. Deny applicants identified as probation or parole violators or as having an outstanding felony warrant. See GRPG 90-100.3.J for information regarding outstanding misdemeanor warrants.

Department of Motor Vehicles (DMV) Clearance:

DMV access allows the determination of whether an applicant may have unreported property in the form of a motor vehicle. People who have motor vehicles with a value in excess of that allowable in GRPG 90-300 are ineligible for GR. Additionally, people who fail to declare ownership of a motor vehicle will be subject to system abuse sanctions if the motor vehicle value makes, or would have made, the person ineligible.

Procedure:

Follow the instructions in Processing Guides 90-100.2A through 2D and the policies above during the Pre-Application interview.

Program Impacts:

None

References:

County Administrative Code Sections 257.1, 257.3 and 258

Sunset Date:

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

Approval for Release:



Rick Wanne, Director
Self-Sufficiency Services