

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

Intake

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Revision Date:

December 1, 2021

A. Background:

This section provides information regarding the General Relief (GR) Intake process.

B. Purpose:

This section is revised to include verification practices via NICE inContact and to provide a second written request for verifications prior to denying an application.

The Intake interview is the second step in the Intake process and is designed to accomplish the following objectives:

- Determine if the applicant meets all eligibility requirements.
- Complete all necessary forms and documentation required to establish eligibility and complete the Intake process.
- Explain the rights, responsibilities, and requirements to the applicant including the right to a GR Hearing.
- Notify the applicant of any additional requirements that must be met before aid is continued beyond a specific period.

Process all applications, approved or denied, within 30 days of the date of application. If the 30th day falls on a weekend or holiday, process the application by the following business day. Applicants approved for an Expedited Intake must have an Intake interview within three business days of application (along with the CalFresh Expedited Services processing to the extent possible).

Policy:

C. General Interview Requirements:

Follow the actions in Processing Guide 90-100.3A for all GR Intake interviews.

D. Requirements for Able-Bodied Applicants:

Follow the actions in Processing Guide 90-100.3B for Able-Bodied applicants.

E. Requirements for Non-Able-Bodied Applicants:

Follow the actions in the Processing Guide 90-100.3C for Non-Able-Bodied applicants.

F. Expedited Intake Processing:

Follow the actions in Processing Guide 90-100.3D when processing an Expedited Intake.

G. Expedited Intake Certification Periods:

Use the appropriate certification period based on Able-Bodied, Unemployable, Incapacitated Program, or Interim Assistance Program eligibility when approving the application after the Expedited Intake.

H. Failure to Appear:

Deny the application if the applicant fails to appear for the Intake interview or is not available for the scheduled phone interview. Mail a Notice of Action (NOA) to the applicant.

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If the applicant contacts the Family Resource Center (FRC) ...

Then ...

within the 30-day application processing timeframe,

reschedule the Intake interview.

after the 30-day application processing timeframe,

inform the applicant that the denial will stand, and they must reapply.

I. Pending Verifications for Normal Processing:

If the applicant does not provide all required verifications requested by the pre-application Human Services Specialist (HSS) by the end of the day of the Intake, or new information was discovered during the Intake interview which requires verification, leave the GR case in pending status. Provide a written request for the pending verifications to allow the applicant 10 days to provide the verification.

If the verifications have not been provided by the 10-day deadline, provide a second request for the pending verifications and allow the applicant 10 days to provide. If the verifications have not been provided by the second 10-day request, then deny the application. However, if the applicant informs the HSS that additional time is needed, allow an extension to the date the applicant expects to be able to provide the verification.

Verification via NICE inContact:

- GR forms may be completed telephonically, to the extent possible, and use NICE inContact to capture a customer's telephonic signature on a form.
- Attempt to verify via the NICE inContact system, the extent possible, prior to sending a written request for verifications.
- When using telephonic flexibilities, case comments must be entered to document the use of the NICE inContact system.

J. Pending for Outstanding Warrants:

Pend any case with an individual with an outstanding misdemeanor warrant to allow the applicant additional time to clear the warrant and provide proof. This does not apply to fugitive felons, or probation or parole violators.

K. Drug Addiction and/or Alcoholism:

Public Law 104-121 prohibits Social Security and Supplemental Security Income (SSI) disability benefits and Medicaid and Medicare coverage to people who are disabled because of drug addiction and/or alcoholism (DA&A).

A diagnosis of DA&A means that drug addiction or alcoholism is a contributing factor material to the finding of disability and that the individual would not be found disabled if the person discontinued using drugs or alcohol. The intent of this provision is to establish barriers to using cash benefits to support an addiction. Individuals receiving disability benefits based on DA&A had their cash benefits and health coverage terminated on January 1, 1997.

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L. Supplemental Security Income (SSI) Denial Actions:

For individuals whose Social Security or SSI application was denied on or after March 29, 1996, take the actions in Processing Guide 90-100.3E.

M. SSI Terminated Actions:

For individuals whose Social Security or SSI benefits were terminated effective January 1, 1997, take the actions in Processing Guide 90-100.3E.

N. Granting:

Follow the actions in Processing Guide 90-100.3F when granting a GR case.

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

Follow the actions in Processing Guide 90-100.3G for CMH customers being released to Independent Living.

P. Denials:

Follow the actions in Processing Guide 90-100.3H when denying a GR application.

Procedure:

Follow the actions in Processing Guides 90-100.3A through 3H and the policies above for Intake.

Other Program Impacts:

None

References:

W&I Code Sections 17016 and 170921

County Administrative Code Sections 257.1, 257.3, 258 and 259

MPP 63-301.81

Sunset Date:

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

Approval for Release:



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Self-Sufficiency Services