

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

Other Types of Payments

Number

Page

90-600.4

1 of 3

Revision Date:

October 1, 2021

A. Background:

This section provides information regarding other types of payments in the General Relief (GR) Program.

Purpose:

To provide information about other types of payments in GR. This section is updated to provide revised guidance for the regional transportation pass. Transportation funds are added to help GR customers be more self-sufficient.

Policy:

B. Protective Payments:

Protective payments are payments which may be made to a designated person on behalf of the recipient only upon request of Aging and Independence Services (AIS). Such payments are subject to the following limitations:

- AIS must establish that the recipient is unable to handle these funds and must appoint a person as payee.
- Substitute payee arrangement with the County is not available for GR cases.

C. Immediate Need Warrant:

Immediate need warrants are issued in the Family Resource Center (FRC) to provide for certain payments. Only whole dollar amounts will be issued, except for Special Needs, Vendor Payments, or Transportation to Resource. Computer issued warrants will be the preferred method of issuance when possible.

For most, the initial aid payment will be issued by Electronic Benefit Transfer (EBT).

D. Reserved for Future Use

E. Regional Transportation Pass:

Transportation funds are added to Electronic Benefit Transfer (EBT) cards to help GR customers be more self-sufficient. If no other transportation is available, or the customer does not have a working motor vehicle, offer and issue a transportation payment for the value of a regional transportation pass to GR recipients upon approval of GR benefits.

Inform the customer that the transportation payment is for the purchase of a regional transportation pass. Enter case comments to document if the transportation payment is issued or denied.

Repayment

Transportation payments must be repaid by recipients.

- At case closing, transportation payment amounts must be included with the referral to the Office of Revenue and Recovery (ORR) for repayment.
- If a customer is found to have a GR overpayment, then include all transportation payments issued during the overpayment month(s) in the overpayment calculation.

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

Other Types of Payments

Number

Page

90-600.4

2 of 3

Initial Transportation Payment Issuances

Transportation payments may be issued as follows:

- Transportation payments for the current month may be issued between the 1st of the current month through the 19th of the current month.
- Transportation payments for the current month may not be issued between the 20th of the current month through the end of the current month.
 - Only the following month's transportation payment may be issued during this period.

Follow the instructions in Processing Guide 90-600.4A for the initial issuance of a transportation payment.

Ongoing Transportation Payment Issuances:

The recipient will not be required to return to the FRC for ongoing transportation payments if they remain a GR recipient.

Follow the instructions in Processing Guide 90-600.4A for ongoing transportation payment issuances.

GR Human Services Specialist (HSS) Actions:

Explain the transportation payment issuance procedures during the Intake interview, include:

- What the recipient will receive.
- How the transportation payment will be issued.
- The customer will not receive another transportation payment until the next month.
- The customer will receive a transportation payment monthly for a regional transportation pass if they are eligible and enrolled to GR.
- Health and Human Services Agency (HHSA) will not replace lost or stolen regional transportation passes.

F. Aid Paid Pending (APP):

When a recipient makes a request for a GR Hearing before the effective date of the notice, the County may be required to suspend its proposed action and continue aid through the GR Hearing date. APP will not be paid when the issue is a denial or initial eligibility determination.

G. APP Approval:

APP will be approved by the supervisor when:

- It is requested by the recipient before the effective date of the notice.
- The recipient has no other income or resources to meet needs.
- The issue is not due to a change in policy or regulation.

Example	Situation
1	If the recipient does not agree with time-limit eligibility but does not dispute classification as Able-Bodied, then no APP will be granted.
2	If the recipient feels they should be classified as Unemployable and not time-limited to three months and meets the other criteria for APP, then APP will be granted.

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

Other Types of Payments

Number

Page

90-600.4

3 of 3

H. APP Granted:

If granted, APP will be:

- Paid through the hearing date.
- Paid through a rescheduled hearing date when the hearing is rescheduled at County convenience or for good cause.
- Extended by the GR Hearing Officer if it is likely the decision will be in the recipient's favor. Act on the extension no later than the next workday.

Procedure:

Follow the policies above for the other types of payments addressed in this section.

Program Impacts:

None

References:

W&I Code Sections 17000.5, 17001, and 17001.5

Sunset Date:

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

Approval for Release:



Rick Wanne, Director
Self-Sufficiency Services