

90-850.1. HHSa RESOURCES AND REFERRALS

A. General

This section provides information regarding the resources and referrals that are available through HHSa.

B. Policy

Recipients often have problems and needs that are not met by the eligibility and benefit services of HHSa. These problems and needs may be met by other services within HHSa, such as Children's Services, Adult Services, and employment related services, if applicable. See [GRPG 90-850.3](#) for services provided by other agencies.

C. General Relief Employability Evaluation (GREE)

GREE is designed to provide medical evaluations to GR applicants/recipients. Appointments for GR applicants/recipients are scheduled by the FRC GREE liaisons.

GREE clinics can only make a determination of employability. They do not provide medical care for existing medical conditions. Clients seeking on-going care shall be referred to Medi-Cal, LIHP, or CMS.

D. SSI Advocacy Program

The purpose of the SSI Advocacy Program is to assist disabled GR, CAPI, and CMS applicants/recipients in securing Social Security benefits and/or SSI. SSI advocates are contracted providers who assist in the application, reconsideration, and hearing processes. See [GRPG 90-800](#) on SSI Advocacy.

GRPG Letter #67 (11/11)

E. Health Coverage Access Division

This is a division within HHSa that contains eligibility staff that process applications for various indigent health care programs, including CMS.

A. CMS

CMS is a program designed to provide health care services for serious health problems to eligible adults who are legal residents of San Diego County. All services except the first evaluation and primary care visits must have prior authorization. GR recipients over 21 years of age are automatically eligible for the CMS Program for any month in which they receive GR. A separate application is not required.

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90-850.1. HSA RESOURCES AND REFERRALS, Continued

**Health
Coverage
Access
Division**
(continued)

All persons eligible for CMS who are potentially disabled under the DDS process must complete a Medi-Cal application. Once determined disabled and eligible to Medi-Cal, the person is no longer CMS eligible.

B. County Patient Support Unit

State law requires each county to have a system for providing emergency medical care for indigent individuals. These individuals do not have resources, private insurance, or eligibility for any other health coverage program, such as Medi-Cal or CMS. San Diego County has contracted with the UCSD Medical Center (UCSD-MC) to provide the required medical care.

Under State law and through contractual agreement, San Diego County is financially liable for the cost of emergency medical services for indigent patients at UCSD-MC who fail to complete a Medi-Cal application. Therefore, it is extremely important that Medi-Cal, including retroactive eligibility, be established whenever it exists so that county funding is used only as a last resort.

Workers out-stationed at the County Patient Support Unit near UCSD-MC perform eligibility functions to determine patient eligibility for county-paid medical services. The workers receive the referrals from UCSD-MC (FRC workers are not to refer clients to County Patient Support). If the patient is potentially eligible for Medi-Cal (Medi-Cal Only or CalWORKs-linked), the worker will refer the patient to HOS or the appropriate FRC office. County Patient Support staff may contact the HOS or FRC worker as needed. The County Patient Support worker will identify himself/herself and request information on the status of the application, such as date of eligibility or reason(s) for pending status or denial action. Upon request, County Patient Support staff may be able to assist the HOS or FRC worker in obtaining a completed application or verification.

C. Confidentiality/Release of Information

County Patient Support and CMS eligibility staff are authorized under State regulations to access, review, or receive any information of records contained in HSA case files for the purpose of administering a public social service program.

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90-850.1. HSA RESOURCES AND REFERRALS, Continued

F. **Mental Health Services**

United Behavioral Health (UBH), a County contracted agency, provides 24-hour, 7-day a week crisis counseling, inpatient and outpatient authorization for mental health treatment for Medi-Cal beneficiaries and uninsured individuals. The Mental Health Access and Crisis Line is 800-479-3339.

G. **Employment Related Services**

These services provide extensive counseling, training, and job placement services to encourage independence. The primary service providers are assigned to the CalWORKs Welfare-to-Work program, the FSET program, and Refugee Employment Services program.

H. **Homeless Outreach Team (HOT)**

HOT is a partnership established between San Diego City and County governments to reach out to and track the chronically homeless population. HOT helps potentially eligible homeless individuals and families to obtain:

- PA;
- Social Security;
- VA benefits;
- treatment for drug/alcohol/psychiatric problems; or
- temporary shelter.

HOT consists of:

- four officers and one sergeant from the San Diego Police Department;
- two Psychiatric Emergency Response Team (P.E.R.T.) clinicians;
- two County eligibility staff members; and
- one County part-time clerical support staff member.

The San Diego Police Department provides safety and transportation for the team, which goes on patrol to make contact with the homeless population between 7 a.m. and 5 p.m. or as early as 5 a.m. or as late as 10 p.m. Referrals/messages regarding a homeless applicant/recipient may be left for the team at (858) 490-3850.

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90-850.1. HSA RESOURCES AND REFERRALS, Continued

I. In-Home Supportive Services (IHSS)

IHSS provides homemaker services to eligible aged, blind and disabled individuals who are unable to remain safely in their own homes without this assistance.

IHSS is an alternative to out-of-home care. Referrals may be made by calling 800-510-2020.

J. Indigent Burial Program

The County Indigent Burial Program is entirely funded by the property tax-based County General Fund. There is no assistance from either the state or federal governments.

The program is based on the simplest disposition possible. There are no services or flowers. If a memorial service is desired by family or friends, it is recommended that the religious affiliation of the deceased or family be contacted for a church memorial. Services cannot be authorized by the Public Administrator's Office.

If an individual is eligible for a county burial, the county will pay the entire amount of the funeral. The county cannot assist the family with any payment other than a county burial nor can family members augment the county burial.

A. Eligibility/Approval

County burial will not be approved by anyone except authorized staff from the Public Administrator's Office. Approval will only be granted after an individual review of the assets and income of the responsible party. The assets and income of all the relatives of the deceased will be reviewed for payment of the funeral. This will include spouse, children, parents, grandparents, brothers, and sisters.

Receiving public assistance does not automatically confer a right to a county burial. Additionally, county burial generally cannot be approved if the deceased is entitled to the Social Security Death Benefit and has a surviving spouse.

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Indigent Burial Program (continued)

B. Referrals

Staff identifying a possible need for a county burial or receiving a request from an applicant/recipient will discuss the program with the requestor. If the requestor wishes to apply for the program, he/she will be referred to the Public Administrator's Office, Indigent Burial Officer (858) 694-3500. The Indigent Burial Officer will obtain the necessary information from the requestor and will take action to approve or disapprove county burial.

K. **ACCESS**

ACCESS was established to provide a centralized source of information to the public. They can be reached as follows:

- general phone number for PAI: (858) 514-6885 or (866) 262-9881
- PAFD Fraud Hotline: 1-800-421-2252
- TYY (Hearing Impaired) phone number: (858) 514-6889.

ACCESS services include the following:

- Provide general information on all aid and services programs and making referrals to other agencies and resources, when appropriate.
 - Refer complaints to the appropriate FRC office staff person.
 - Respond to a variety of inquiries on closed cases on file in the Record Library.
 - Receive community-wide calls regarding potential welfare fraud and either answer the concerns or refer them to the worker.
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L. **Children's Services**

Should an applicant/recipient begin discussing any of the subjects noted in the table below with the worker, the worker should inform the applicant/recipient that a referral may be made to the appropriate service section. Further, if an applicant/recipient requests a referral to services without specifying the reason, a referral shall be made by the worker. With the exception of protective services, the applicant/recipient is not required to accept services. Do not refer to protective services unless the applicant/recipient expresses a service need or a potential protective situation exists.

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**Children's
Services**
(continued)

Title	Service
Protective Services for Children:	<ul style="list-style-type: none">• Providing information and referrals;• Investigating families whose children are at risk of abuse and/or neglect; and• Providing reunification services, when necessary, with the goal of keeping the family together.
Licensing Services:	<ul style="list-style-type: none">• Recruitment;• Licensing; and• Supervision of foster homes for children.
Adoption Services:	<ul style="list-style-type: none">• Placement of children with prospective adoptive families; and• Recruitment of prospective adoptive families.
