

General Assistance Handbook: 90-01.43

Processing Applications at Redetermination for General Assistance

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Summary:

This handbook is being revised to update staff instructions for processing General Assistance redeterminations.

I. General:

General Assistance (GA) recipient households are required by regulation to verify their eligibility with their Eligibility Services Technician (EST) on an annual basis. Regulations also allow for circumstances when the Agency determines that a new Statement of Facts is required earlier than at the annual redetermination. In such situations, the recipient is required to provide a redetermination when requested.

Redetermination (RRR) applications must be processed within 45 days of the date received.

Recipient households:

- Must verify their current assets, income, and need at redetermination.
- Must provide a new Housing Assistance Vendor Agreement Form (90-9), if they are requesting vendor payment to a landlord and the prior statement is over 11 months old.
- May need to verify additional information, based on the applicant/recipient's reported information on the Application for General Assistance, or other information known to the Agency.
- Will not be authorized for continuing aid, until all points of eligibility are re-established.

Note: Since the Alameda County GA program is Time Limited to 3 full months of aid in any 12 month period, only clients deemed unemployable for 12 consecutive months or longer, or have periods of unemployability that equal 12 consecutive months or longer will be required to complete a redetermination. Unemployable GA clients are not a part of the new Service Center model and will continue to be serviced by individual ESTs that also receive other cases in addition to these. The EST will continue to receive the RRR packet from the client at the time of the face-to-face interview.

II. Specifics:

Redetermination of Eligibility

All recipient households must complete a Redetermination (RRR) application every twelve (12) months, or as otherwise required by the Agency. All intake requirements also apply to the Redetermination application process, including determination of the applicable Standards of Need, and the payable grant amount.

A. GA RRR packet

1. Clerical staff in each office mails the RRR packet to the GA recipient approximately 2 months prior to the RRR due date and gives them an interview appointment with an EST.
2. When the client arrives at the office they check in with clerical staff, are given a ticket, and asked to have a seat to wait for the EST to arrive.

B. Processing the RRR Application

The EST will:

1. Receive a list of appointments from a manager on or before the day of scheduled RRR appointments in their respective offices.
2. Review the application and all other documents submitted by the client.
3. Review prior year applications for any resources that have not been currently reported.
4. Review and process Applicant IEVS, New Hire, PVS and for GA only cases the Integrated Fraud Detection (IFD) reports.
5. Give or send a written need letter request (CW 2200) to the client for all necessary information that was not provided with the RRR packet.

Note: Refer to Procedure 90-01.70 for required documentation

6. If the client requests that their rent be vendor paid, clear all vendors in CalWIN to determine if the client has a taxpayer identification number (TIN) on file. Note: The TIN may be the client's social security number.
7. Have the client complete and sign a new Authorization for Reimbursement of Interim Assistance **Form SSP 14**.
8. Review the "Display Employability Status" screen in CalWIN to determine if client is still unemployable. If client's unemployability has run out the client must provide a current "Medical Statement Doctors Confidential Report" Form 90-2, or "Mental Health Clinicians Confidential Report" Form 90-2MH, or other equivalent medical verification.
9. Complete the required face-to-face interview with the client.
 - o If a CalFresh SAR 7 or RRR is due the same month the GA RRR interview is conducted, the EST shall conduct the RRR interview for all applicable programs and process the CalFresh SAR 7 or recertification when processing the GA RRR. Refer to [CalFresh Handbook: . 63-03.05 Application Process](#).
 - o If the Medi-Cal RRR is also due within 90 days or if a Medi-Cal discontinuance took place in the last 90 days and has not yet been processed, complete the Medi-Cal RRR using the GA information along with the GA RRR. Refer to [Medi-Cal Handbook 80-9.42 Modified Adjusted Gross Income \(MAGI\) Medi-Cal Annual Redetermination Process](#).
 - o If the client is not currently enrolled in CalFresh or Medi-Cal and may be eligible, provide information about these programs and how to apply. A food assistance referral may also be offered. Refer to Client Referral Guide IV. Programs: Food and [Generic Processes Newsletter: . 15-05 Emergency Food Assistance Referrals](#).
10. Inform all individuals who are 62 years or older that they must apply for Social Security (OASDI) Benefits, and all individuals who are 65 years or older should apply for Supplemental Security Income (SSI/SSP) or the Cash Assistance Program for Immigrants (CAPI), as applicable.
11. Start the RRR process in CalWIN by going to the "View RRR Detail Listing" screen in CalWIN, highlighting the appropriate case/program and clicking on the "Start RRR Queue" button. This step is taken when the household has provided the application. This action will prevent the case from discontinuing erroneously.
12. Place RRR packet in imaging inbox when interview is completed.

Note: RRRs will show as overdue in CalWIN if they remain in "Started" status. Once the RRR application is processed it will no longer show in "Started" status.

C. If the GA RRR packet is not received by the 15th of the month in which the Redetermination is due the EST will:

1. Discontinue the case, ensuring that timely notice has been sent. The case should be discontinued for failure to comply with program requirements. No sanction applies to this discontinuance.

D. If necessary requested information is not provided by the due date the EST will:

1. Discontinue the case with timely notice. Discontinue for failure to comply with program requirements. No sanction applies to this discontinuance.

E. Recipients exempt from the Semi-Annual Status Report (SAR 7) requirements:

1. SAR7 Exempt recipient households are still required to provide an annual Redetermination application. If it is not received, the case should be discontinued.
2. However, SAR7 Exempt recipient households are allowed an extension to provide their Redetermination. If the application is provided by the 15th day of the following month, and the household re-establishes eligibility, the case will be rescinded as of the first of the month without a break in aid. The household must be notified of an approval or denial.

Note: This extension does not apply to recipient households who are not SAR7 Exempt.

3. Complete all appropriate screens in CalWIN. Enter case comments documenting that the Redetermination application was processed, including all effective dates and pertinent information.

References:

General Assistance Regulations: 9-1-2, 9-1-4, 9-1-5, 9-1-7, 9-1-8, and 9-3-0