

Recording: <https://youtu.be/OWqRVAx7AyA>

# Connecting Clients to Mainstream Benefits

July 10, 2023



# Introductions

Jaime Jenett, H3

# Attendees will...

1

Have and awareness of mainstream benefits available to people experiencing homelessness.

2

Understand the basic requirements of each benefit, eligibility requirements, application process and documentation needed.

3

Understand where to go for additional information or questions when needing to connect people experiencing homelessness to Mainstream Benefits.



CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

# CalFRESH

Nanci Powers and Rosalyn Guillory

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

## CalFresh: Description

- Formerly known as *Food Stamps* and federally known as the *Supplemental Nutrition Assistance Program* (SNAP)
- Issues monthly electronic benefits that help improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs.

# CalFresh: Eligibility

- Based on gross and net income levels for CalFresh household size and household composition.
- Must apply with others that they purchase and prepare meals with.

# CalFresh: Expedited Services

- In certain circumstances applicants can have their eligibility determined and benefits issued within 3 days if found eligible to CalFresh. (Expedited Services)
- If not eligible to Expedited Services, the customer's CalFresh application approved or denied within 30 days from date of application.



# CalFresh: Documentation Needed

- Proof of identity
- Proof of earned and unearned income
- Social Security Number
- Must be a resident of county where applied (customer's statement is proof unless questionable)
- Citizenship (customer's statement unless questionable)
- In some cases proof of certain expenses might be required to allow deductions in income.



Check your  
Knowledge!

*CalFresh is formerly  
known as (pick one):*

- a) *Stamping Out Hunger*
- b) *Food Stamps*
- c) *WIC*
- d) *General Assistance*



Common  
challenges  
related to  
connecting  
to  
CaIFRESH?



# CaIWORKS

Nanci Powers and Rosalyn  
Guillory

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

# CalWORKs: Description

- Program to promote and encourage work to enable families to:
  - become self-sufficient;
  - provide financial aid for children who lack financial support and care;
  - protect and preserve the family unit;
  - provide the opportunity for rehabilitation of the family whenever possible; and
  - make available to children who cannot live in their own homes the kind of care and treatment best suited to their needs.

# CalWORKs: Eligibility

**Deprivation:** the aided child must be deprived of parental support or care because at least one parent is:

- deceased; or
- either physically or mentally incapacitated; or
- the applicant parent is not working or working less than 100 hours per month; or continually absent from the home.

**Age:** children may be eligible for CalWORKs until their 18th birthday or are 18 years old and in high school or vocational school full time and are expected to complete either program before their 19th birthday.

**Property:** The property of a child and the parent(s) must be under the following limits:

- Families without elderly members may have \$10,211 combined personal and real property per family.
- Families with elderly members (those who are 60 years of age or older) may have \$15,317

# CalWORKs: Application

- The application for CalWORKs includes completion of eligibility forms and an interview with an Eligibility Worker. Aid cannot begin until all conditions of eligibility have been verified. These conditions include, but are not limited to:
  - Applying for a Social Security number.
  - Verifying citizenship, or showing proof of legal immigration status
  - Verifying income and property.
  - Applying for potentially available income such as Unemployment Insurance Benefits.
  - Cooperating with the District Attorney and securing child support from the absent parent.

# CalWORKs: Documentation Needed

Depending on the applicant's situation the following items may be required when applying for CalWORKs:

- Identification such as Driver's License or Identification Card for each parent or caretaker in the home
- Social Security cards for every family member for whom aid is requested
- Birth certificates for every family member in the home
- Immunization records for every child under the age of six years for whom aid is requested
- Registrations for each car owned, co-owned or being bought or leased
- Ownership papers for land and/or buildings owned, co-owned or being bought
- Receipts or bills of sale for any recreational vehicles such as boats, trailers, motor homes, etc.



# Welfare-to-Work: Description

- Program for work eligible CalWORKs adults which supports underemployed and unemployed parents develop work skills and/or education to assist the family in becoming self-sufficient.
- Additionally, barrier-removal services are available for the family, such as domestic violence services, mental health, substance misuse services, English-as-a-Second-Language courses, learning needs evaluations, etc.
- Supportive Services are available to provide support to the eligible adult, such as transportation to/from his/her activity, ancillary support, payment for books/supplies when in an approved educational activity, and child-care, when eligible.



Check your  
Knowledge!

*Can a parent apply for  
CalWORKs assistance for  
their child only?*

a) Yes

b) No

Common  
challenges  
related to  
connecting  
to  
CalWorks?



# MediCal

Nanci Powers and Rosalyn  
Guillory

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

## Medi-Cal: Description

- Medi-Cal is California's Medicaid health care program. This program pays for a variety of medical services for children and adults with limited income and resources. Medi-Cal is supported by federal and state taxes.

# Medi-Cal: Eligibility

- Adults who are 65 years of age or older
- Adults who are parents or caretaker relatives that have any children under 21 years of age living in the home
- Adults who are legally blind or disabled
- Children birth through age 20
- Individuals under age 26 and age 50 and older are eligible for full-scope Medi-Cal regardless of immigration status.

# Medicare: Description

- A health insurance program for people 65 years of age or older, some people with disabilities under age 65, and people with end-stage renal disease.

# Medicare: Eligibility

- Individual or their spouse:
  - worked for at least 10 years in Medicare-covered employment
  - they are 65 years old
  - a citizen or permanent residents of the US
- The individual is under 65 and has received SSDI for two years or longer
- The individual has end stage renal disease



# Applying for CalFresh, CalWORKs, or Medi-Cal Benefits

- Applications can be completed online at <https://benefitscal.com>
- Customers can request a paper application be mailed to them or can download an application for CalFresh at [www.ehsd.org](http://www.ehsd.org). Applications can then be dropped off at a local office, faxed or mailed into an EHSD office. An Eligibility Worker will contact the customer to complete the application process.



Check your  
Knowledge!

*A property evaluation is  
required for a Non-MAGI  
Medi-Cal eligibility  
determination.*

- a) True
- b) False

Common  
challenges  
related to  
connecting  
to Medi-  
Cal?

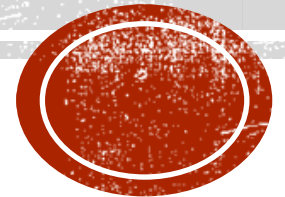


# General Assistance (GA)

Magdalene Gabel



**GENERAL  
ASSISTANCE (GA)  
PROGRAM**



# **GENERAL ASSISTANCE (GA) BASICS**

- Every county in California is required to provide relief and support to all residents who are not supported by their own means, by friends or relatives, by other public funds, or by other assistance programs. In Contra Costa County, General Assistance is the program that provides temporary assistance to individuals who are not eligible for federal or state-funded cash assistance.
- Each county's program is established by its own Board of Supervisors. Its policies and regulations are subject to change by the Board of Supervisors depending upon the funds available to the program.



# MORE GA BASICS

- Is a short-term, employment-focused program, for persons unable to sustain gainful employment and have no other means of support.
- GA provides payments to eligible residents who don't qualify for other public assistance programs.
- GA Applicants are typically, single, unemployed adults with no dependents, and are often disabled.
- GA is technically a loan and must be repaid. Repayment is typically done thru the SSI recoupment process once SSI is approved.
- GA provides continued aid for individuals unable to sustain gainful employment while they are applying for and securing a continuing source of support, such as Supplemental Security Income/State Supplemental Payment (SSI/SSP).



# GA ELIGIBILITY FACTORS

- Any resident of Contra Costa County may be eligible for General Assistance providing they meet the minimum eligibility qualifications which are comprised of the following components:
  - Employment earnings and unearned income,
  - Income,
  - Property and resources,
  - Residency –Be a County resident for at least 15 days,
  - Citizenship status -Be a legal permanent resident or US Citizen,
  - A full financial eligibility determination is made at the time of application and throughout the period of assistance.
- Employment Earnings include the following:
  - Any income receive by applicant or his/her spouse will be considered as income,
  - Wages from self employment,
  - Self Employment,
  - Recycling,
- Unearned Income includes the following:
  - Monetary gifts, loans, tax refunds,
  - Unemployment benefits,
  - Retirement, Tax refunds,
  - Government benefits such as SSI/SSP, workers compensation, and State Disability.





# CONTINUED ELIGIBILITY FACTORS:

Earned income includes the following:

- Any income for retirement, unemployment and disability income, etc.,
- Income including any monetary gifts are considered income,
- Less than \$50 in the bank or on their person.
  
- **Property and Resources include the following:**
  - A car that is valued at or below \$4500;
  - GA applicants may own a home that she/he lives in as this is considered excluded property.
  
- **QR7 – Quarterly Reporting :**
  - This is the Quarterly Income Report form for GA that needs to be completed every quarter.
  - An estimated QR7 is done at intake to indicate any actual or anticipated income.
  
- **RRR- Annual Redetermination or Recertification:**
  - GA recipients must complete their RRR paperwork every 12 months.
  - A face to face meeting is required for all homeless individuals who are unable to sustain gainful employment.
  - A face to face interview may be required if factors affecting eligibility or the grant amount cannot be determined with out a face to face meeting. This meeting may take place at the district office or with a home visit if the recipient is unable to come to the office.
  - All eligibility factors will be reviewed to ensure continuing eligibility.



# ADDITIONAL BENEFITS

- GA staff process applications for Medical and Cal fresh benefits as well as General Assistance benefits.
- Provide emergency food services.
- Provide job interview clothing, tools needed for employment, and other resources to assist individuals in securing gainful employment.
- Bus Passes and Bus Tickets.
- Homeless Services are provided such as;
  - Assistance to obtain placement in a county shelter
  - hygiene kits,
  - Sleeping bags,
  - Clothing and shoes as needed.



# APPLYING FOR GA

- There are a few ways Individuals can apply for GA/GR:
  - By coming in person to any of our Employment & Human Services Department locations and request a GA application.
  - Individuals who want to apply for General Assistance can go to [www.MyBenefitsCalWIN.org](http://www.MyBenefitsCalWIN.org) to submit an application.
  - Individuals may also apply for General Assistance by calling [\(925\) 957-5647](tel:9259575647) or [\(925\) 957-5648](tel:9259575648) (en español). Staff will conduct a phone interview to determine eligibility for GA.
    - This call will trigger a GA appointment to be scheduled and notification to be mailed to the mailing address provided with the appointment date and time.
  - Para ayuda con Asistencia General, llame [\(925\) 957-5648](tel:9259575648)
- Office Locations:
  - 1305 Macdonald Ave in Richmond
  - 400 Ellinwood Way in Pleasant Hill
  - 4545 Delta Fair Blvd in Antioch
- Once the individual applies for GA in-person or otherwise, he/she will be given a GA Intake appointment. This appointment will take place over the phone, unless the applicant expressly states they want to be seen in person.
- The Intake appointment will cover completing all required forms, providing all necessary verifications.



# WHAT TO BRING OR HAVE AVAILABLE TO PROVIDE AT INTAKE

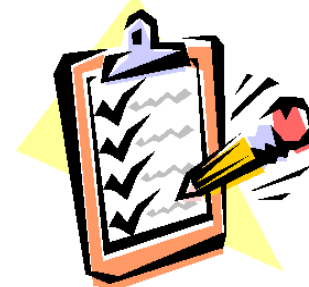
- Individuals applying for GA should be prepared to provide information regarding:
  - Medical verification of disability,
  - Current Identification,
  - Current verification of legal permanent residency status,
  - Verification of the following types of property and income:
    - Ownership of their vehicle,
    - Any taxes filed the amount and documents related to the tax return,
    - Bank accounts that are closed (you may be asked to provide verification that these accounts are actually closed prior to determining eligibility)
    - Bank accounts open and the balance in the account.
    - Any other additional verification of income and/or property, this includes Venmo, cash app accounts, and other accounts of this nature.

ARE YOU  
ELIGIBLE?



# INTAKE

- During the Intake appointment GA applicants can expect the following:
  - Listen and agree to the GA rights and responsibilities as an GA benefit recipient.
  - GA forms reviewed and explained.
  - Meet with their assigned GA Intake Worker to complete the intake interview either in person or by phone.
  - Complete a Substance Abuse Evaluation to be referred to the GA Alcohol & Drug Diversion Services,
  - Referred and assigned to an SSI Advocacy Worker if unable to work longer than 12 months.
  - Request any homeless assistance resources, accept an offer of an available shelter bed and address any other shelter needs.
  - Assess any other barriers to sustaining gainful employment.



# CATEGORIES RECEIVING GA

## LEVEL 1 = INDIVIDUALS ABLE TO SUSTAIN GAINFUL EMPLOYMENT

- These individuals have no verifiable physical or mental disability which precludes any employment. They are eligible for aid for 90 days in a 12 month timeframe.
- Individuals who apply for GA and at intake do not indicate or provide verification of disability are considered able to sustain gainful employment.
- While receiving GA benefits, these individuals are required to look for three (3) jobs.
- These Individuals are considered able to sustain gainful employment and are thus only eligible to receive the General Assistance payments for a maximum of 90-days in a twelve-month period.



# CATEGORIES RECEIVING GA(CONT.)

## LEVEL 2 = INDIVIDUALS CONSIDERED TO HAVE TEMPORARY BARRIERS TO SUSTAINING GAINFUL EMPLOYMENT

- ❑ These individuals must have at least one of the following conditions:
  1. Have a verifiable physical or mental disability which precludes the ability to maintain sustained gainful employment. The disability is expected to last less than twelve months.
    - These individuals should have their medical provider complete the GA 341 which states they have a mental or physical disability that precludes their ability to maintain gainful employment.
  - Or
  2. Have completed a Substance Abuse Counseling (SAC) appointment with a positive referral to General Assistance Drug Diversion Services (GAADDS).
- ❑ Individuals with temporary barriers to sustain gainful employment may receive GA for up to 12 months.



# CATEGORIES RECEIVING GA (CONT.)



## LEVEL 3 =

### UNABLE TO SUSTAIN GAINFUL EMPLOYMENT

- These individuals are either:
  - Age 65 or over, or
  - legally blind, or
  - Have a verifiable physical or mental disability which precludes any ability to sustain gainful employment, and which has lasted or is expected to last twelve months or longer.
- Individuals who may have a mental or physical disability and have medical verification can receive GA continuously while they are disabled.
- These individuals should have their medical provider complete the GA 341 which states they have a mental or physical disability that precludes their ability to maintain gainful employment.
- These individuals will also be referred to advocacy for assistance in applying for Supplemental Security Income (SSI).





# APPEAL RIGHTS

- **Notice of Action (NOA)**
  - A NOA is written notification that is sent to the GA recipient any time a negative action is taken on a individual's case that affects their GA benefits.
  - The NOA will have the appeal rights, instructions on how to file an appeal, the time frame required to file an appeal. In addition, there is other helpful information partially listed below:
    - Good Cause Information
    - ADA assistance
    - Free Legal Advice by contacting BALA
    - Other information



## **REQUESTING AN APPEAL TO ANY GA NEGATIVE ACTION**

- You have the right to a Conference with your General Assistance (GA) worker to talk about this intended action. At such a conference, you may speak for yourself or be represented by a lawyer, a friend, or other person. If you want a conference with your worker or a supervisor's review of this proposed action, contact your GA worker prior to the date that this action will take place.
- If this notice proposes a denial, discontinuance, aid reduction, or a period of ineligibility for failure to meet program requirements, you are entitled to a Hearing at which the Employment and Human Services Department (EHSD) you must prove your failure to comply and you will be given the opportunity to show that the failure is excused for good cause.  
**This is a list of good cause reasons. (Verification may be required).**
- The failure has occurred due to your physical or mental disability
- You have obtained employment
- You had a scheduled job interview or job testing the day of your GA appointment
- You had a mandatory Court appearance the day of your GA appointment
- You were in jail or prison the day that you had your GA appointment
- There was a death in your family
- You had a breakdown of your transportation arrangements
- The failure to comply was insubstantial (such as failure to date a form)
- The Employment and Human Services Department (EHSD) made an error or other valid reason approved by EHSD.
- Regardless of whether you request a Conference or not, you also have the right to request a Hearing and a decision. Your request for a Hearing must be in writing and it **must be mailed or delivered to the Employment and Human Services Department within 30 days of the date of this notice, including the date of the notice.**  
**If you need assistance or Americans with Disabilities Act (ADA) accommodations to assist you in filing an appeal, call your GA worker and let him/her know that you need assistance to file an appeal**
- If you ask for a Hearing within 30 days of the date of this notice, and if this notice proposes a reduction or termination of a GA grant that you are now receiving, your aid will continue until a Hearing decision has been reached. If the decision is that you were not entitled to the aid that you were paid, the overpayment may be recovered from you by reducing your General Assistance grant after the decision, or through other legal means. At a Hearing you have the right to be represented by an attorney or any other person of your choice. If you need an interpreter we will provide one for you. You may obtain free legal advice and services by contacting the nearest legal services office at:

You have the right to request that the GA worker, or any staff member who has actual knowledge regarding the issue under appeal, be present at the Hearing as a witness. Regulations governing Hearings are available at this office of the county welfare department.

- Please include one copy of this notice with your hearing request and keep a copy for your records. If you wish to have your worker or other staff person present at the Hearing, please indicate that on your Hearing request.  
**REMEMBER THAT YOUR REQUEST FOR HEARING MUST BE MAILED OR DELIVERED TO THE EMPLOYMENT AND HUMAN SERVICES DEPARTMENT WITHIN 30 DAYS FROM THE DATE OF THIS NOTICE.**

## **NOA BACKER**

### **BAY AREA LEGAL AID**

Central & East County:

(925) 219-3325

West County: (510) 250-5270

Legal Advice Line: (800) 551-5554

### **IF YOU WISH TO REQUEST A HEARING, WRITE TO:**

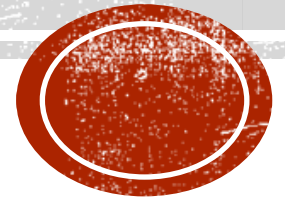
**Office of the Appeals Coordinator**

**400 Ellinwood Way,  
Pleasant Hill CA 94523**



# THANK YOU

"The test of our progress is not whether we add more to the abundance of those who have much; it is whether we provide enough for those who have too little."  
— Franklin D. Roosevelt, 32nd President of the United States





Check your  
Knowledge!

*Is someone on parole  
potentially eligible for  
General Assistance?*

a) Yes

b) No

Common  
challenges  
related to  
connecting  
to GA?



# SSI/SSDI

Maria Sepulveda

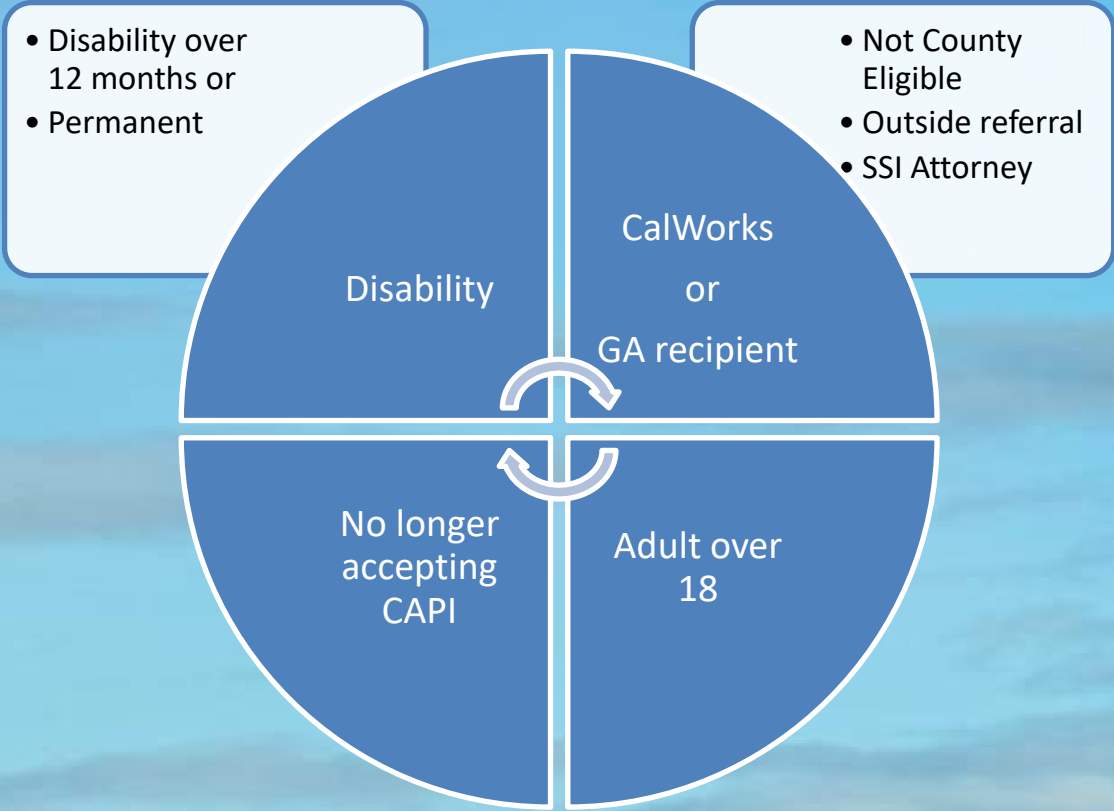
Leenetta Bailes

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES



# Eligibility



# Social Security



SSI/RSDI (Retirement, Survivor,  
Disability Insurance)

Title 16/ Title 2 or Income vs Work  
Quarters



SSI application – SSA 8000 (paper only)

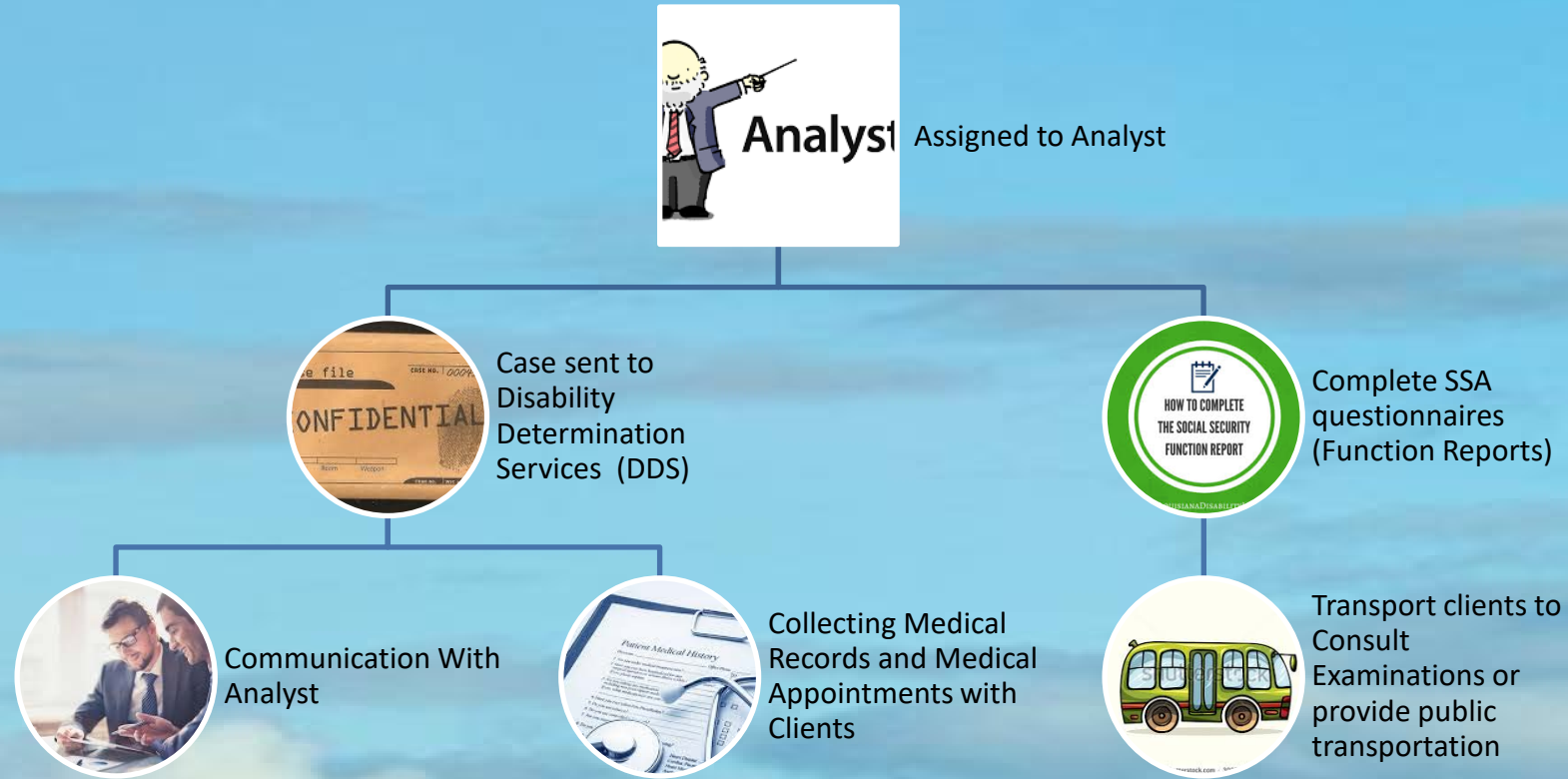
- CCP Pilot Application
- Requires disability income eligible
- Application process time approximately 2 hours



# Time Line of Application



# Review Process



# Denied Applications

60 Days to file an Appeal (+5 mailing days)

- On-line/Office Visit/Paper
- If appeal deadline is missed ~ Can file a Good Cause Appeal

## Types of Appeals

- Reconsideration Appeal
- Hearing Appeal
  - Attorney referral
- Appeals Council



# Granted Claims

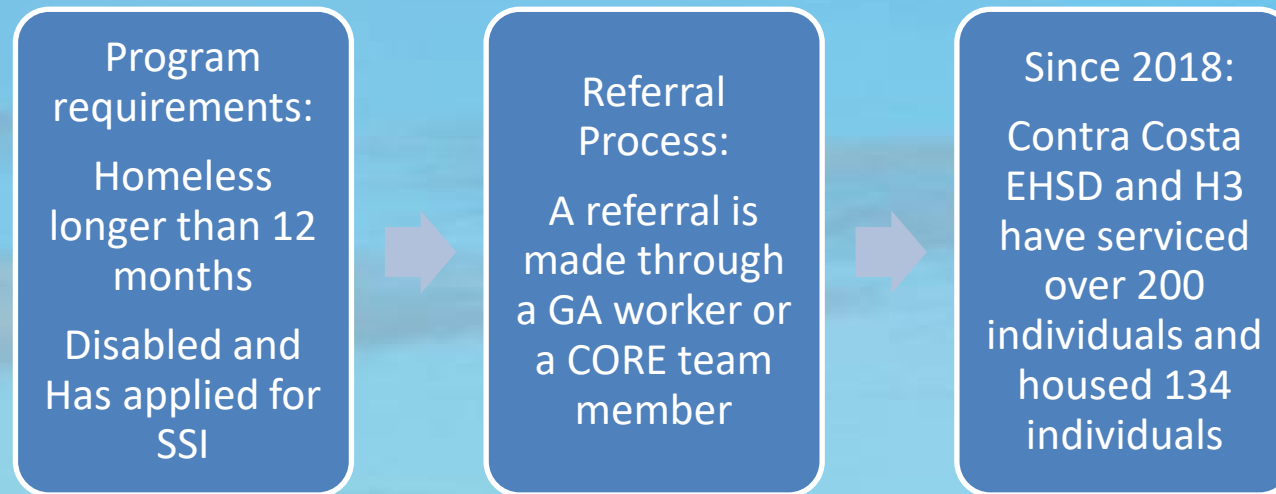
## Receive Letter in Mail

Attend Financial/Perk Appointment	Common Problems (Based on hard to serve population)	Get off County Aid
Has 30 days to follow up, then One Year (if not must start all over with Application)	Client Does not want one	
Representative Payee	No friends or family Limited payee options Not connected to Mental Health	



# HDAP

## Homeless Disabled Advocacy Program



# Advocacy Unit Members and Contact information

**Renata Pierce** - Social Work Supervisor  
Antioch, Pleasant Hill and Richmond  
925-608-6029

**Fulvia Whitehead** – Social Worker  
Pleasant Hill  
925-655-1037

**Rahsaan Robinson** – Social Worker  
Antioch and Pleasant Hill  
925-608- 6027 or 925- 655-1038

**Maria Sepulveda** – Social Worker  
Antioch  
925 – 608-6028

**Denica Watley** – Unit Support  
Antioch  
925-608-6020

**Leenetta Bailes** – Social Worker  
Richmond  
510-942-3632

**Scott Sanders** – Social Worker  
Richmond  
510-942-3633





Check your  
Knowledge!

## Which statement is true?

- a) SSI cannot be discontinued
- b) SSDI is for injuries that are expected to last less than 12 months, example broken leg, pregnancy
- c) SSDI is long term**



Check your  
Knowledge!

## Which statement is true?

- a) SSI cannot be discontinued
- b) SSDI is for injuries that are expected to last less than 12 months, example broken leg, pregnancy
- c) SSDI is long term



Common  
challenges  
related to  
connecting  
to  
SSI/SSDI?



# SOAR Training

Lisa Thomas, H3



Coordinated Outreach, Referral & Engagement

# SOAR Online Training Course

## Adult Curriculum

This course trains case workers to assist adults (age 18+) who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder to apply for the Social Security Administration's (SSA) disability programs, Supplemental Security Income (SSI) and **Social Security Disability Insurance (SSDI)**.

## Child Curriculum

This course trains case workers to assist children (under age 18) who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder to apply for Supplemental Security Income (SSI), a Social Security Administration (SSA) disability benefit program.



**SSI/SSDI Outreach, Access, and Recovery (SOAR) Online Course: Adult Curriculum**

<https://soarworks.samhsa.gov/course/soar-online-course-adult-curriculum>



**SSI/SSDI Outreach, Access, and Recovery (SOAR) Online Course: Child Curriculum**

<https://soarworks.samhsa.gov/course/soar-online-course-child-curriculum>



Check your  
Knowledge!

The child SOAR training trains case workers to help people apply for which programs?

- a) SSI, SSDI, and SSA disability programs
- b) SSI and SSA only
- c) SSI, GA, SSDI

Questions  
about  
SOAR  
training?





Mainstream  
Benefits

What if an  
application is  
denied?



**BAY AREA LEGAL AID**

**WORKING TOGETHER FOR JUSTICE**

# Elsie Howell

Senior Staff Attorney

Bay Area Legal Aid

[ehowell@baylegal.org](mailto:ehowell@baylegal.org)



# Appealing Negative Actions – What to Appeal

- Denied Application
  - Includes verbal denials and failure to timely process applications
- Approved Application
  - Benefit start date
  - Calculation of the grant
- Overpayment
- Reduction of Benefits
- Denial of Services
  - Auxiliary benefits
  - Access to doctors, coverage of prescriptions
- Termination

# Appealing Negative Actions – Social Security

- Level 1: Request for Reconsideration
  - Can be submitted online for most appeals
  - Informal conference: discuss appeal with SSA staff before decision is made
- Level 2: Hearing Request
  - Long delays (1 year+ before the pandemic)
- Level 3: Appeals Council Review
  - Very low success rate
- Deadlines
  - 60 days from receipt of notice
    - Assume notice was received 5 days after date on notice
  - Continuing benefits deadline 10 days after receipt of notice

# Appealing Negative Actions – EHSD Benefits

- First, talk to your worker
  - Could be a simple mistake and easily corrected
- Ombudsperson: Julie Peck
  - (925) 788-1722
  - [advocacyandresolution@gmail.com](mailto:advocacyandresolution@gmail.com)
- Request a hearing
  - If you cannot resolve the issue with your worker, file an appeal
  - Can be done online:  
<https://acms.dss.ca.gov/acms/page.request.do?page=public.intakeForm>
- Deadlines
  - 90 days from date on notice, up to 180 days with good cause
  - Aid Paid Pending: Before the effective date of action for most programs

# Appealing Negative Actions – General Assistance

- First, talk to your worker
  - Could be a simple mistake and easily corrected

- Submit your hearing request in writing:

Office of the Appeals Coordinator

400 Ellinwood Way

Pleasant Hill, CA 94523

- If needed, can call (925) 521-5053 to make request
- 30-day deadline to request a hearing – day 1 is the date on the notice!

## Other Deadlines Issues

- May need to appeal right away (within 10 days) to receive “Aid Paid Pending” or “Benefits Continuation”
- Sometimes can argue good cause for a late filing of an appeal

What are the rights of someone receiving public benefits?

- To be treated without discrimination
- To language access
- To disability accommodations
- To confidentiality
- To adequate notice
- To file an administrative appeal to challenge action or inaction

# BayLegal Services



- Advice on all Public Benefits
- Representation for many if terminated or denied benefits; limited representation for overpayments/over-issuances; denial of SSI/SSDI varies by county
- Alameda County: SSI/SSDI project, Youth JJC
- Youth regional project
- SF: Legal Barriers to Employment Project (LBEP)
- Contra Costa, Alameda and Santa Clara re-entry
- Health Consumer Center

# Need Help?

Bay Area Legal Aid – Richmond Office

1025 Macdonald Avenue

Richmond, CA 94801

(510) 233-9954

Legal Advice Line: (800) 551-5554

Health Consumer Center: (855) 693-7285





Check your  
Knowledge!

*What types of issues should you request an appeal on?*

- A. Only Social Security decisions
- B. Only denied applications because overpayments cannot be appealed
- C. Anytime a notice is issued
- D.** When in doubt, file an appeal on any negative action or inaction taken on your case, no matter which benefit you are receiving.



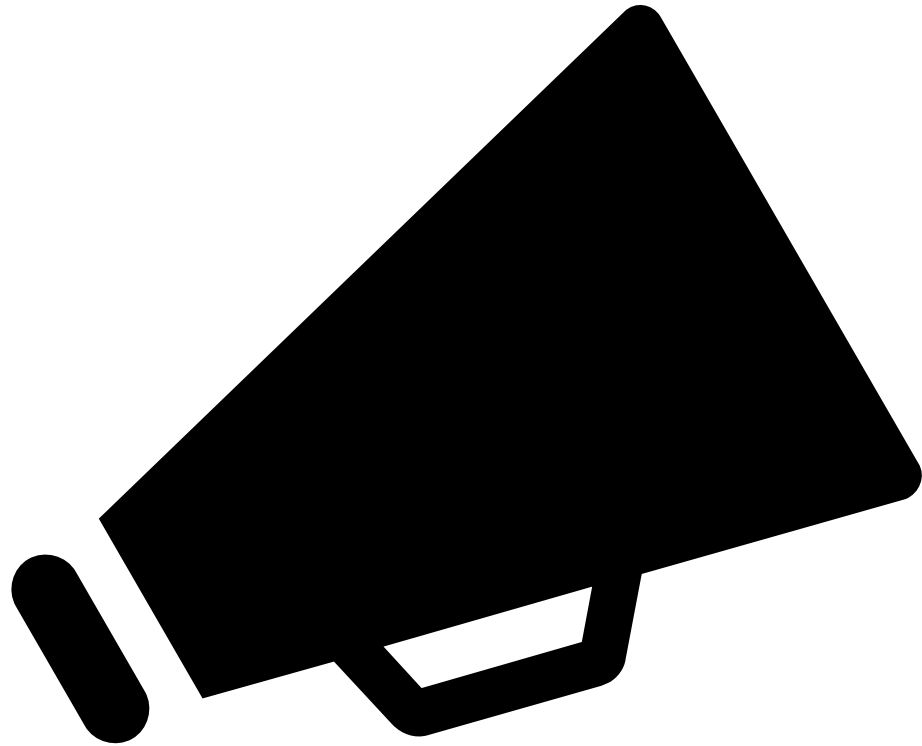
# Questions about appeals



Q&A



Survey



## Questions and Answers from “Connecting Clients to Mainstream Benefits” training 7/10/23

### CalFRESH

- I'm from CCHP. We often have requests from member's to assist them resolving benefit issues. Is there a contact number/person (backdoor) that can support our team?
  - o 1-866-663-3225
- Is there a special contact when to correct errors made in benefits calculation
  - o 1-866-663-3225
- Is there a number for staff?
  - o 1-866-663-3225
- Stephen Krank: Can undocumented participants qualify for any of these benefits? I add to this question do they are afecte on immigration process
  - o Answer in training
- What is the income limit on getting CalFresh?
  - o Answer on website: <https://ehsd.org/>

### CalWORKS

- Does parental incarceration count as deprivation?
  - o The incarceration details are collected by the worker to determine if this is considered a deprivation (i.e., duration of incarceration, etc.)
- Hi EHSD staff, are you able to share EHSD phone directory with us here at Contra Costa Health Plan- Case Management.
  - o No, they should connect with their case worker
- If the person gets paid in cash will that disqualify them?
  - o Answer in traning
- Can you get Calworks for the children who are born here but parents are undocumented?
  - o If eligible, the parent may receive benefits for the child-only
- When it says "work less than a 100 hours" is this per month?
  - o Yes, this is 100 hours per month
- Do you have gas cards for your consumers?
  - o No, participants can be paid in cash, warrant, direct deposit, etc. All income will be applied in the budget regardless of the method of payment.
  - o Gas cards are not issued to participants. However, when engaged in Welfare-to-Work, participants are issued transportation reimbursements to travel to/from their activity when eligible.
- Where, whom, refer for application?
  - o Answer on website: <https://ehsd.org/>
- ESL support; given the number of immigrants from Afghanistan and Egypt, is the ESL for Arabic, Farsi, and /or Pashtu?
  - o Yes, in a variety of ways.
- Are customers eligible for childcare while they are looking for a job?
  - o Participants engaged in Welfare-to-Work are eligible to child care for children 12 years and younger

- Does the site provide status on existing GA benefits or ability to send their worker a msg, print income stmts etc?
  - o Answered in training
- why do they deny benefits, when client is in the process of appealing SSDI or EDD? Client do not have income during this process.
  - o Answered in training
- When it comes to closed bank accounts, is there a specific time frame to keep in mind, that the bank account needs to have been closed?
  - o NOT ANSWERED
- If someone has felonies do they still qualify for CalFresh? As long as they are not on probation anymore?
  - o The type of felony must be disclosed to determine eligibility. Participants who are fleeing felons or in violation of their parole are not eligible for CalFresh.
- How many times can they qualify for CW homeless assistance programs
  - o Homeless Assistance but generally a customer can get this service once every 12 months.
  - o Participants can apply for CalWORKs temporary homeless assistance once per twelve months unless they qualify for an exemption (i.e., fleeing domestic violence situation, natural disaster, etc.)

General Assistance: No trainer present for this section

- How can a client apply for a referral to work with you?
- If a participant is receiving general assistance, and applies for SSI, and is approved, who does the participant reimburse for receiving GA?

SSI/SSDI

- For SSI or SSDI if a stroke victim is getting military disability but not supported in assisted care, will the disability pay from VA be counted in the consideration?
  - o Yes, more likely it will.
- Leenetta - do individuals still need to be chronically homeless to qualify? I thought that wasn't required anymore so wanted to confirm
  - o Yes, chronically homeless is still a criteria that needs to be met.
- Can you transfer SSI/SSDI Benefits to another state?
  - o Yes, claims can be transfer to other states. Claimant will need to still go the district office where they now live and ask for it to be transfer.
- Re. CAPI, Sorry, did you say that client needs to live here for more than 10 yrs? Or less than 10 yrs?
  - o Answer in training
- How can a client be referred to work with Maria and her team?
  - o If a client is on GA or CalWORKS and have a long term disability, have them talk to their worker so they can be referred to us Advocacy program)
- A few questions for after the presentation. Re CAPI: I thought it was cash assistance for undocumented people. Maria stated that if someone became a legal resident after 1996, then look to CAPI. Also wanted to clarify the "10 yr" rule. Thank you

- No, CAPI is not for undocumented clients. Legal residency is looked into.
- so drug addiction is a reason to get benefits?
  - Answer in the training

Links for SOAR Trainings:

- <https://soarworks.samhsa.gov/course/soar-online-course-adult-curriculum>
- <https://soarworks.samhsa.gov/course/soar-online-course-child-curriculum>

#### What If An Application Is Denied?

- Does BALA still offer workshops for family law support?
  - Answer in training
- Can the health consumer center assist or advise on possible malpractice cases?
  - No but can provide referrals
- What is your email?
  - Elsie Howell: [ehowell@baylegal.org](mailto:ehowell@baylegal.org)
- Client was denied GA, because he was in the process of appealing SSDI. Why are they denying if client does not have any income?
  - Answer in training