

## **General Relief Applicant's/Recipient's Rights and Responsibilities (GR 1)**

### **General Relief**

General Relief (GR) is a short-term loan for adults with no other means of financial support. GR provides 180 days of aid in a 12-month period for individuals who are work ready. In addition, GR provides continued aid (with no time limit) for individuals with a verified disability or verified barrier (medical, mental health, or substance use) while seeking treatment and/or working with County staff to secure a continuing source of financial support.

### **How do I Apply?**

All applications for the GR program must be completed in person.

*Special accommodations-* If you are not able to come to our location, ask a receptionist for a Home Visit Request form (GR 6) to make alternate arrangements. Approval or denial of accommodations will be determined upon review.

### **What do I do next?**

- Read about your rights and your responsibilities before you sign the application.
- You must have an interview with the County to discuss your application.
- You will need to provide proof of income, expenses, and other circumstances. Please see below for the list of required documentation.

### **How long will the application process take?**

It can take up to 30 calendar days to process your application. Once your application has been reviewed and approved, you will receive payment.

### **What do I need for my interview?**

To help expedite the process and avoid delays, bring the following documentation with you to your interview. During the interview, the County will go over the information on the application and will ask you questions to see if you qualify for aid within the GR program and, if so, the dollar amount of payment.

### **Required Documentation**

- Current photo ID (Driver's License, State ID card, or passport).
- A valid Social Security number or proof of an application from the Social Security Administration.
- Proof of where you live (rental agreement or current bill with your address on it).
- Recent bank statements covering the past 30 calendar days.
- Earned income for the past 30 calendar days (recent pay stubs or work statement from an employer).

**NOTE:** if self-employed, income and expenses or tax records.

- Unearned income (Unemployment Benefits, SSI, Social Security, Veteran's Benefits, Child Support, Worker's Compensation, school grants or loans, rental income, etc.).
- Legal Permanent Residence status for legal non-citizens applying for aid (Legal Permanent Resident Card, Visa).
- Vehicle registration for any vehicles owned by you or applicant.

## **What if I am homeless?**

Please let the County know right away if you are homeless, so they can assist with figuring out a mailing address for accepting your application and receiving notices from the County regarding your case.

For GR, homeless means you are:

- Staying in a supervised shelter, halfway house, or similar place.
- Sleeping in a place not designed for, or normally used as, a place to sleep (a hallway, car, etc.).

## **Rights and Responsibilities**

You have a responsibility to:

- Give the County all the information needed to determine your eligibility.
- Report changes in circumstances within 10 calendar days of occurrence. Changes include, but are not limited to: property obtained, income received (payment for work) or unearned (Unemployment Benefits, gifts, inheritance), or address change.
- Look for, get, and keep a job or participate in activities, as required by the County.
- Follow program requirements
- Fully cooperate with the County if your case is selected for review or investigation, to ensure that your eligibility and payment level were correctly determined. Failure to cooperate in these reviews may result in loss of your aid.
- Repay your GR loans. Ability to pay will be determined after termination of GR payments. If a CAPI/SSI application has been made, and you are receiving GR in the interim, retroactive payments that cover months you were on GR may be paid directly back to GR by the CAPI or SSI programs.

You have the right to:

- Turn in an application for GR giving only your name, address, and signature.
- Have an interpreter provided by the County at no cost.
- Have information given to the County be kept confidential, unless directly related to the administration of County programs.
- Withdraw your application at any time prior to the County determining eligibility.
- Ask for help filling out your application and getting an explanation of rules.
- Be treated with courtesy, consideration, and respect, and not be discriminated against.
- Be interviewed in a reasonable amount of time by the County when you apply for GR, and to have your eligibility determined within 30 calendar days.
- Have at least 10 calendar days to provide required documents to the County for making a determination of eligibility.
- Get written notice at least 10 calendar days before the County makes any changes to your GR payment (e.g. stopping or lowering), or when being sanctioned.
- Discuss your case and review loan with County upon request.
- Decline aid.
- Ask for a Fair Hearing appeal review within 30 days if you do not agree with the County about your case. If you ask for a Fair Hearing appeal review before an action on your case takes place, your payments will stay the same until the hearing or the end of your certification period,

whichever is earlier. Your payment may be subject to an overpayment if the hearing is not in your favor.

- Bring someone with you to the hearing if you do not want to go alone.
- Get help from the County with registering to vote.
- Let the County know if you would like someone else to have access to your General Relief information (Authorized Representative).

### **Program Rules and Penalties**

Your aid may be discontinued if you fail or refuse, without Good Cause, to cooperate with any General Relief Program requirement. Examples include but are not limited to:

- Failing or refusing to provide General Relief Program with timely and accurate information,
- Failing or refusing to complete any mandatory requirement or referral,
- Misrepresenting, withholding and/or deceiving or distorting facts,
- Excess Income,
- Excess Resources,
- No longer a Marin County Resident

Sanctions may be imposed for failing or refusing to follow program requirements. The Sanction period for each occurrence is as follows:

- First occurrence, thirty (30) calendar days,
- Second occurrence, sixty (60) calendar days,
- Third and subsequent occurrence(s), ninety (90) calendar days.

A recipient may reapply for General Relief at the expiration of the sanction period.

### **Employment Program**

The County may assign you to the Employment Program. Once you have received 180-days of GR in the Employment Program, you will be discontinued from GR. Recipients will be notified of this in writing. If you have a mandatory work activity and you do not do it, you may be sanctioned, and your payments stopped.

### **Reporting**

Every General Relief recipient must report changes in circumstances within 10 calendar days of occurrence. Failure to report changes may result in your payments being lowered or stopped.

An Update Report is required when re-determining Work Exempt status and/or at 6-month redetermination.

### **Fair Hearings**

If you have a complaint, try to resolve it with your Eligibility Worker. If you think any action taken by the County is wrong, you can ask for a Fair Hearing within 30 calendar days of the date of the Notice of Action. You can ask for a Fair Hearing by submitting the appeal request form attached to the back of

every Notice of Action form.

### **Privacy Act Disclosure**

You are providing personal information in the GR application. The County uses this information to see if you are eligible for aid. If you do not give the information, the County may deny your application. You have a right to review, change, or correct any information that you give to the County. The County will not show your information or give it to others unless you give them permission or federal and state law allows them to do so. This information will be used to monitor compliance with program regulations by program management.

### **Non-discrimination**

It is the County's policy that all people be treated equally, and with respect and dignity. In accordance with federal and state law, discriminating on the basis of race, color, national origin, sex, age, religion, political beliefs, medical condition, genetic information, marital status, or sexual orientation is strictly prohibited.

To file a complaint of discrimination, contact:

Robert Crawford, Equal Employment Opportunity Officer  
Email- [RCrawford@marincounty.org](mailto:RCrawford@marincounty.org)  
415-473-2905

### **How do I get and use my GR payments?**

- The County will mail or give you a plastic Electronic Benefit Transfer (EBT) card. Payments will be put on the card when your application is approved. Sign your card when you get it. You will set up a Personal Identification Number (PIN) to get cash from ATMs or to buy food or other items, similar to a debit card.
- If your EBT card is lost, stolen, or destroyed, call (877) 328-9677 right away. Also, you may call the County. Make sure your Authorized Representative also knows how to report a lost or stolen EBT card or PIN. Any payments taken from your account before you report the EBT card or PIN lost or stolen will **NOT** be replaced.
- GR payments deposited to your EBT card account can be used at most grocery stores and other places that sell food. GR payments can be used at most stores and most ATMs. Some ATMs may charge a fee. There may also be a fee if you use an ATM to get cash after three withdrawals. For a list of locations near you that accept EBT please go to: <https://www.ebt.ca.gov>. You can also find out where you can get cash without paying a fee.
- Any use of your EBT card by you, your Authorized Representative, or anyone you voluntarily give your EBT card and PIN to will be considered approved by you and any payments taken from your account will **NOT** be replaced.

I certify that I have been given a copy of the General Relief Program Applicant's/Recipient's Rights and Responsibilities. I understand and agree that I must comply with eligibility rules, some of which I may be asked to do before any aid can be given. I understand that the statements I have made may be checked and verified.

Applicant Signature:		Date:	
Signature or Mark of Applicant or Authorized Representative:		Date:	
Eligibility Worker Signature:		Date:	

Auxiliary aids and services are available upon advance request to individuals with disabilities.

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