

# General Relief & CalFresh (w/ CFWR & ABAWD) Rights & Responsibilities Script

- You have been sent several pages of important information which you are expected to read. By Signing the Statement of Facts at the end of this interview, you are agreeing that you have been informed and understand your rights and responsibilities.
- If you have questions about this material or about any of the information covered during your interview, you should ask right away.

## RIGHTS

- You have the right to be interviewed promptly. Your eligibility for both CalFresh and General Relief is to be determined within 30 days. **If you meet the criteria for expedited services, then your eligibility for CalFresh will be determined within 3 days.**
- You have the right to be treated fairly, with courtesy, consideration, and respect.
- You have the right to receive help completing all forms if you need help reading, writing, or understanding English. You have the right to ask for an interpreter. The county will provide an interpreter free of charge.
- You have the right to have your records kept confidential. For **CalFresh and** General Relief, confidential information may be released if a law enforcement agency requests that information in the course of their official duties.
- You have the right to receive information about your case and other services that may help you.
- You have the right to be given a written notice when your application is approved or denied, and when **your benefits change or stop.** If you think the action taken on your case is incorrect you have **90 days for CalFresh and** 30 days for General Relief to file a complaint or ask for a Hearing.
- If you are a homeless GR customer, you have the right to:
  - Apply for a one-time-per-year allowance of \$200 to help pay a deposit when you find permanent housing.
  - Request a referral to a shelter and if the shelter is full, you may be given an advance on your GR benefits.

## RESPONSIBILITIES

- All General Relief benefits received are considered a loan and must be repaid even if you are disabled and you will need to sign an Agreement to Reimburse the county and a lien against any property you may own.
- General Relief (GR) is limited to three (3) months in a twelve (12) month period.
- The maximum monthly benefit amount for General Relief is \$303 for 1 person (\$405 for couple).
- GR benefits will be reduced for homeless customer when shelter space is available, or if you are homed and have no verifiable rental expense.
- When applying for GR **or Medi-Cal**, you must apply for any income or benefits that are potentially available to you.
- You must sign under penalty of perjury and provide proof that each member applying for benefits is a US Citizen, US National, or has lawful immigration status, and you must report any changes in your immigration status. This information will not be used for immigration enforcement unless you are committing fraud.
- During this interview you will be asked about everyone who lives in your home, even if they do not want aid. You must provide Social Security numbers for each person requesting aid. For General Relief, if you do not have a SSN you will need to apply for one.

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- You must cooperate with County, State, and Federal staff and you must give proof or more facts when we ask for them. If needed, the county can help you in getting proof for anything that we ask you to provide, such as income verification.
- Make sure you carefully read all notices sent to you by our office. If you have any questions, contact our office immediately.
- You must tell us if you are running from the law, if you have a felony probation or parole violation, a felony warrant out for your arrest, or are currently violating your probation or parole requirements.
- When you receive CalFresh or General Relief benefits, don't trade, sell, or give away your EBT card, don't use your benefits to buy ineligible items, and don't use someone else's benefits for your household.
- It is a crime to give false or wrong information in order to get benefits. It is also a crime not to give all the information on purpose to try and get benefits.
- If found guilty of fraud, you can be disqualified from receiving benefits for a period of up to 6-months for General Relief and 6-months to permanently disqualified for CalFresh.
- If you receive too many CalFresh benefits, you will have to pay back the amount you should not have received, even if it is not your fault.
- If you apply for or get CalFresh or General Relief benefits and quit a full-time job without a good reason, you may be disqualified for up to three months for General Relief and up to six months for CalFresh.
- The law says that we must give you the opportunity to tell us about your gender identity and sexual orientation, so we have included a form with your paperwork that you may use if you would like to do so. This information is optional and confidential. It will not affect your eligibility or benefit amount.

## REPORTING REQUIREMENTS

- You are required to report changes for both CalFresh and General Relief to determine if you are still eligible. Please take note that the reporting requirements are different for each program.
- FOR GR, you are required to report all changes to your worker within 5-days. If you are active for 6 months or more, you will also need to complete a GR Periodic Eligibility Report (CSF 112). For GR the mandatory changes are as follows:
  - You get money from any source or your income changes in any way.
  - You start or stop school, college, or training program.
  - Someone moves into or out of your household.
  - You become pregnant.
  - You have a new address (home or mailing) or phone number.
  - You have changes to your rent or utility costs.
  - You get married, divorced or there is a death of a household member.
  - You receive, sell, or give away any type of property.
  - Your disability status changed.
  - You become a fleeing felon.
  - You violated your parole or probation.
  - You become homeless.
- FOR CF, you are required to complete a Semi-Annual Report (SAR7) six months (or twelve months for SARA reporting) after your beginning date of aid and after each renewal. For CalFresh, this is the only time you are required to report changes unless your household's total income becomes more than your Income Reporting Threshold (IRT) or if you receive winnings in excess of \$4,500. If this happens you must report within ten days. You will receive a notice with what your IRT is at approval, with every SAR 7, whenever someone is added to your case and at renewal – NOTE this is for CF only.

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- FOR MC, you are to report any changes in address, income, household size, property (non-MAGI only) and Tax Household within 10 days of the change.
- You must turn in completed reports by the due date, even if you have already told your worker about the changes. If you do not turn in these reports, your benefits will stop.
- A sample of both the SAR7 and CSF 112 reports, along with instructions on how to fill it out, is included in the packet of papers we will send to you. Please keep this for your reference. Read and answer all questions carefully and be sure to attach proof where requested.
- If you have any questions about your reporting responsibilities, or how to fill out your reports, please call our Call Center at 1-877-410-8809.

## GR WORK REQUIREMENTS

- If you are granted General Relief as an employable person, you will be required to complete specific work requirements to continue to receive benefits. This includes participating in our occupational empowerment program, Helping Humboldt.
- You will have the opportunity to reduce your debt through hours worked in this program at federal minimum wage.
- By participating in Helping Humboldt, you also have access to supportive services such as financial assistance for work related needs, stipend cards when you fully engage in the program, and help maintaining employment once you're hired.
- You will be sanctioned for up to 2 months if these requirements are not met.
- There is more information about GR work requirements in the packet you have been sent.
- If you tell your worker you are unable to work due to health reasons, you will be treated as if you are able to work until you provide verification of your disability and participation in treatment services.
- Customers with disabilities lasting 12+ months must apply for Social Security and agree to sign Authorization for Reimbursement (SSP14).

## CF WORK REQUIREMENTS

- These are general rules that you must follow to make sure your CalFresh benefits don't stop or go down.
- You were automatically registered for work by signing up for CalFresh but may be exempt for reasons, such as being sick, caring for a child under age 12, working in unreasonable conditions, or you can't physically do the job.
- You can also be excused if you're under age 16 or over age 60, taking care of a child under 6 years old, caring for a person with a disability, working at least 30 hours per week, earning more than \$217.50 per week, getting or applying for unemployment or disability benefits, are disabled, going to school or a training program, meeting work rules for another program like CalWORKs, or are in a drug or alcohol abuse treatment program.
- If you are not eligible for an exemption, you will be considered an Able-Bodied Adult Without Dependents, also known as ABAWD and this has other specific work requirements we are going to go over.
- Currently the ABAWD time limit is waived in Humboldt County. That means you don't have to meet the ABAWD work requirement right now. When the waiver ends, we'll let you know.
- You will be an ABAWD because you are between the ages of 18 and 54, don't live with anyone under 18 years old, and are considered physically and mentally able to work.
- You may not have to follow the ABAWD work requirements if you have physical or mental health issues, are homeless, struggle with a drug or alcohol problem, are a victim of domestic violence,

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live with a child under 18, are pregnant, a veteran, or are under 25 years old and were in foster care on your 18th birthday.

- You will need to follow the ABAWD work requirements to keep your CalFresh for more than three months in a three-year period.
- To make sure your CalFresh benefits don't stop, you will need to work, volunteer, or participate in certain employment and training activities for at least 20 hours per week or 80 hours per month.
- Some acceptable activities might be a job, workfare, community service, volunteer work, or joining an employment and training program.
- If you reduce your hours to less than 20 hours per week or 80 hours per month, you must let the county know within 10 days or you may have to pay back benefits.
- If you don't meet these work rules, you may lose your CalFresh until the end of the 3-year period.
- To be eligible again, you will have to reapply and meet or be excused from the ABAWD work requirements.

## NOTIFICATIONS

- IVR is an Interactive Voice Response system that lets customers call in anytime to get case information, request forms or be transferred to a worker during regular business hours. I will mail/give you a PIN letter today to access the IVR system.
- You may opt to receive reminder text messages and phone calls about your scheduled appointments and late reports.
- For CF and MC, if you would rather receive all correspondence electronically, you can sign up for a BenefitsCal account and opt in to receive e-mail notification when correspondence is available in your BenefitsCal account.

## APPLICANT CERTIFICATION

- By Signing the Statement of Facts at the end of this interview, you are stating the following is true and correct:
  - You understand your rights and responsibilities and agree to comply with them.
  - You understand the penalties for giving incomplete or wrong facts or failing to report facts or situations that may affect your eligibility or benefit amount.
  - You certify that you were mailed a copy of the rights and responsibilities just reviewed with you.
  - It was explained and you understand how to complete eligibility reports for **CF and GR**.

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