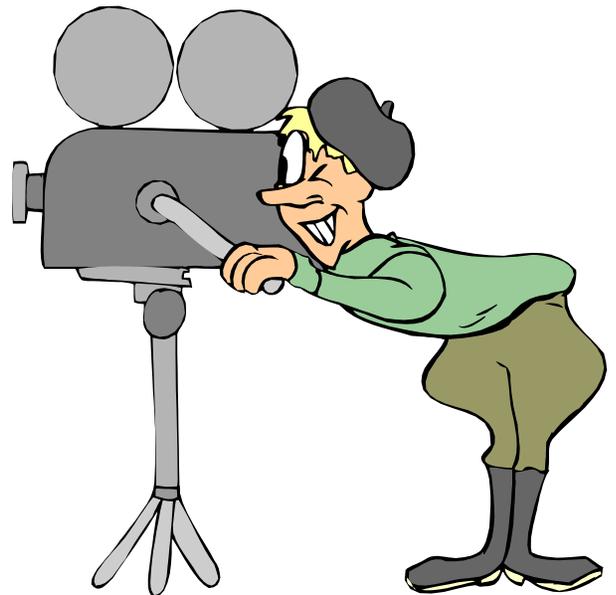


# The Role of the HSS





# The Role of the HSS

Human Services Specialists (HSSs) may be involved in a variety of tasks. Most HSSs (aka Workers) work in Family Resource Office (FRC) and evaluate Medi-Cal (MC), General Relief (GR), CalWORKs (CW) or CalFresh. You will soon learn the job doesn't stop there.

## ***What happens when someone comes to an office to apply for assistance?***

The application process begins when an individual requests assistance. Depending on the office, time of day or month, this may take only a few minutes or several hours.



- ⌚ Applicant arrives at the appropriate FRC.
- ⌚ He or she passes through a metal detector manned by a security guard.
- ⌚ A receptionist is normally the first county employee they meet. The receptionist provides them with preliminary screening forms.
- ⌚ The applicant is asked to take a seat while completing the forms. Then he or she returns to reception when all forms are complete.
- ⌚ The receptionist reviews the completed forms and determines what aid is requested.
- ⌚ The completed forms are forwarded for computer clearance and screening for the next available appointment. The applicant is normally asked to again take a seat until his or her name is called.
- ⌚ When called an interview will be done with the applicant by an HSS. During this interview the applicant goes over basic information with the worker providing needed information and signs the required forms. The HSS will meet with the applicant, conduct an interactive interview, review the forms and verifications and conduct an initial eligibility determination. The worker will ask a variety of questions while entering information in the computer system. Any discrepant information will be clarified during this interview.
- ⌚ If an appointment for aid is needed the applicant will receive a packet of forms, a list of required verifications and an appointment date and time.



**The applicant's responsibilities before returning for the scheduled appointment:**

- Complete ALL of the forms.
- Obtain ALL required verifications which could include:
  - ☑ Social Security cards;
  - ☑ Birth Certificates or other proof of citizenship;
  - ☑ Current bank statement;
  - ☑ Vehicle registrations, verification of encumbrance;
  - ☑ Court orders for spousal/child support payments;
  - ☑ Information on the absent parent/s, including name, description, current or last known address, address of family members or friends, current or last known employer, social security number, date of birth, etc.
  - ☑ Pay stubs or proof of termination;
  - ☑ Application for unemployment or disability benefits or proof of denial;
  - ☑ Doctors verification of disability;
  - ☑ Immunization records for pre-school children;
  - ☑ Immigration cards, naturalization papers or other BCIS documentation;
  - ☑ Anything else requested.
- Attend Orientation
- Complete fingerprint photo-imaging process (Required for CW & CalFresh)
- Report for the scheduled appointment **"on time"** with all forms complete and **all** necessary verifications



**The Intake** is done either interactively through CalWIN computer system, or in the case of Medi-Cal (MC) Mail- in, the client manually completing the Statement of Facts (SOF) since MC uses both face-to-face interviews and mail-in applications. Most Intakes take one to one and one half hours depending on the assistance requested and/or complexity of the situation.

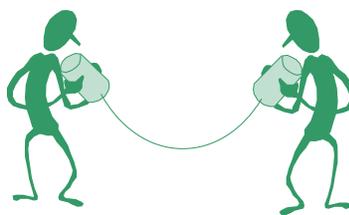
**ALL QUESTIONS AND VERIFICATONS ARE DOCUMENTED IN CaiWIN.**

*(MC clients may also apply for benefits by mail. MC trainees will more about this process later.)*

*learn*



If eligibility can be determined without any further information, the worker will advise the client during interview, and supply information on periodic reporting, if applicable. (Some MC clients may need to complete a six-month eligibility report and CW clients and some CalFresh clients will need to complete Quarterly Periodic Income Reports (QR7).) Electronic Benefit Transfer (EBT) must be explained to all Cash Aid and CalFresh participants, the EBT responsibility form completed and a card issued, if needed. If eligible to immediate need/ES, the applicant's benefits will be issued immediately or by the end of the workday. If eligible to normal processing, the worker advises the applicant when benefits may be expected. The Intake HSS **must** allow time to answer questions and address concerns the applicant may have. This is very important for first time applicants. Expect to spend time "talking" to each applicant.



If eligibility **CANNOT** be determined due to missing or incomplete information, the HSS will provide a list for the applicant. A 10-day follow-up reminder is sent if the applicant fails to return the requested information. After another 10-days pass, if there is still no contact, another reminder is sent. Depending on type of assistance requested, eligibility must be determined on or by the 30th or 45th day, unless there is good cause for a delay. Once everything has been returned, the eligibility determination is completed. Benefits may be issued in the office or by mail.

The HSS determines **initial eligibility**. Once the granting actions are complete and the case comments is updated, it is moved to a granted caseload for maintenance. The granting worker has the supervisor review the case, and if complete, sends the case through the assignment desk. Incoming, outgoing and closed cases all move across this desk.

The worker's job is to maintain the case and determine ongoing eligibility and monthly benefit levels or MC Share of Cost (SOC). This is in addition to answering questions, making changes, completing annual renewals, reading special notices, attending training, unit meetings and other tasks.

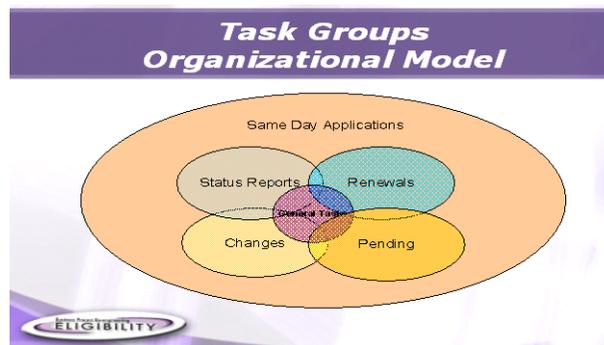


## Business Process Re-engineering

As part of the Business Process Re-engineering (BPR) plan, the Family Resource Centers are making changes in the way HSS conduct their day to day job. More information will be provided.

Overview: The expected benefits of the BPR recommendations is to improve performance, productivity, and flexibility by implementing:

- ✓ Task-based system: The productivity of eligibility continuing processes will increase.
- ✓ Same-day applications: This will reduce client wait times and repeated visits.
- ✓ Multi-program workers: This will allow for more flexibility by establishing multi-program workers with fewer specialized assignments, no longer Intake Granted.
- ✓ Case imaging: This will Improve performance by having all cases available electronically through case imaging
- ✓ Contact (Call) Center: This will increase accessibility for customers by implementing a contact (call) center.



## THE ROLE OF THE HSS OFFERS VARIETY

Some HSSs enjoy the opportunity to learn a variety of jobs. The following are some of the opportunities available to workers once probation is completed:



**SAF:** is an acronym for Staffing Adjustment Factor. These HSSs could be called "floaters". Experience in both Intake and Granted and two or more Aid Programs is usually a must to become a SAF. They fill-in on caseloads when workers are on leave or during periods of understaffing. SAFs are used at the discretion of the manager and normally need 2-3 years of experience.

**Outstation HSSs:** Some regions have workers located in community centers, clinics or at schools. These HSSs work independently but are still assigned to a supervisor in an office. Most workers selected for these assignments have proven to be able to be very patient, self-motivated/independent, extremely organized/flexible, enjoy working with the public and are knowledgeable in a variety of programs. This can be very enjoyable and extremely challenging.



**HOS:** HOS means Hospital Outstation Staff. There are over 10 hospitals with HSSs located in them. Referrals are received from the hospital's admitting clerk and the intakes are completed, when possible, while the applicant is still hospitalized. Don't forget a hospital is open 24-hours a day 365-days a year.

**OSU:** is the acronym for Overpayment Specialty Unit. These HSSs are located at the Viewridge facility with Appeals, Quality Control (QC) and PAFD (Public Assistance Fraud Division). They compute overpayment/overissuances due to a client's intentional error or fraud. CW experience is required and several years on the job. Strong budgeting and math skills are a must.

**IHSS:** stands for In-Home Supportive Services. These HSSs compute budgets and issue payments to individuals helping elderly or disabled individuals. Medi-Cal experience is helpful.



Each assignment has its own challenges and responsibilities. Some jobs may seem easier than others, but if you look closely you will find the job is just different





## *The Agency's Vision*

*Safe, Healthy, Thriving Communities*

*The new mission statement is:*

*To make people's lives safer,  
Healthier and self-sufficient by  
Managing essential services*

*The new strategic initiatives*

*Kids, Communities and  
Operational Excellence*



# Human Services Agency Statement of Values

**We provide quality services through innovation, teamwork, cooperative efforts and staff excellence.**

*The public has entrusted us with the responsibility to strive to perform at an optimum level with efficient use of taxpayer funds.*

**We treat our clients with courtesy and respect.**

*We value the families and individuals we serve for their intrinsic worth as human beings and respect their inherent rights as individuals.*

**We encourage self-sufficiency, independence and responsibility.**

*Helping others better themselves will benefit the individual and family. It will also help build stronger future generations.*

**We will be responsive to community needs and concerns.**

*Feedback from the community, including complaints, will be considered a positive method for identifying service needs and deficiencies so that we can improve and correct them.*

**We will be leaders in the field of Human Services.**

*As an Agency, we want to be respected by the community, a catalyst for regional improvement, an advocate in all aspects, and a state and national resource of innovative approaches.*

**We want to prevent Fraud and deter abuse of public programs.**

*We recognize that misuse of public taxpayer funds stigmatizes those in need of assistance and each of us working in this field. Ensuring program integrity is a primary duty that we all share.*

It is the policy of the Health and Human Services Agency that all programs, aids, and services are available to all people regardless of race, color, national origin, political affiliation, religion, sex, marital status, disability, or age.

The Health and Human Services Agency administers a variety of programs. Federal, State and County funds provide for thousands of needy people throughout San Diego County. Cash programs provide in excess of \$60 million dollars each month to eligible participants in San Diego County alone.



## Primary Public Assistance Programs:

- ❖ **CalWORKs:** (known nationally as Temporary Assistance to Needy Families, **TANF** - formerly known as Aid to Families with Dependent Children (**AFDC**)). This federal and state financed program provides aid to eligible families to assist in meeting the needs of children. Personal responsibility and work are guiding principles. Time on aid has a 5-year lifetime limit for adults. There are property and income limits, and children must be considered deprived of some type of parental support. Approximately 195,000 people receive CalWORKs in San Diego County each month.



- ❖ **CalFresh:** These benefits are paid to those whose income and property is within the limits. The federal government funds this program, which is administered by USDA. San Diego County issues CalFresh by Electronic Benefit Transfer (EBT). Over 190,000 individuals receive CalFresh in San Diego County each month.



- ❖ **CFAP:** California Food Assistance Program is a State funded CalFresh program available to legal permanent resident aliens that are otherwise eligible but do not qualify to federal CalFresh solely due to alien status. The primary difference is the work requirement.



- ❖ **Medi-Cal:** (known nationally as Medi-Caid)-Provides health coverage to needy individuals and families. The program pays all or a share of covered medical care and medicines. There is no maximum income level but most programs have property limits. Age may also be a condition of eligibility. Over 270,000 San Diegans receive Medi-Cal benefits. Each month San Diego County provides over \$50 million in Medi-Cal benefits. The cost of Medi-Cal exceeds the combined cash and CalFresh benefits issued.



## Other Programs:

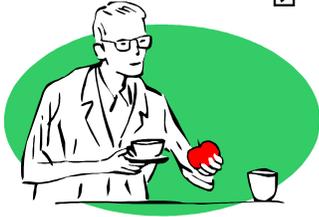
- ❖ **General Relief (GR):** California State law requires each county provide financial assistance to those not qualifying for other programs. With approximately 800 GR recipients, this population continues to decrease. There are stringent property and income limits. Applicants are fingerprinted, and screened for substance abuse. If referred for screening and found chemically dependent, they must cooperate with recovery services to continue receiving assistance. Employable recipients must participate in monthly job search and work projects. Unemployable recipients are assisted in completing applications for various disability-based programs like SSI/SSP. GR recipients are also eligible to CMS. All aid received is considered a loan and must be repaid.



❖ **Refugee Assistance Program (RAP):** Federal funds provide assistance to refugees for up to eight months. Approximately 1,400 refugees currently receive assistance monthly in San Diego County.

❖ **California Assistance Program for Immigrants (CAPI):** This state funded program is for immigrants who are not eligible to federally funded Supplemental Income/State Supplemental Payment (SSI/SSP), solely due to their immigration status. The major groups eligible to CAPI are:

- ☑ Some Immigrants who entered the United States before August 22, 1996, and
- ☑ Sponsored immigrants who entered the United States August 22, 1996 or after and whose sponsor is:
  - Deceased
  - Disabled, or
  - Abusive, or
  - Sponsor's spouse is abusive



❖ **Foster Care:** This Federal, State and County funded program is to provide financial assistance for children who are in need of substitute parenting because of placement in Foster Care by order of the Courts. There are eligibility requirements to be met for eligibility to Foster Care.



❖ **County Medical Services (CMS):** Provides medical assistance to San Diego's indigent population. These individuals have no other source of medical coverage. HSSs and Patient Service Specialist working in hospitals and clinics determine eligibility for these individuals. AllOR recipients are automatically eligible to CMS. There is no share of cost and maximum income and property limit.



❖ **Employment Services:** All employable CalWORKs recipients are involved in a comprehensive employment, training and education program designed to assist them in becoming employed reducing or eliminating their dependence on public assistance. Eligibility Case Managers (ECMs) work closely with recipients and Human Services Specialists to achieve this goal. ECMs may be county employees or work for groups contracted by the county to provide employment services.



In August of 1996 Welfare as it was known changed forever. There are now time limits and work requirements. It is more important than ever that HHSA staff communicate with recipients explaining timelines, work requirements and personal responsibility.

### ***Commonly asked questions***

**1. "Is it true you can't get help if you are working?"**

No. Although most programs have income limits, but the fact you are working doesn't exclude participation in most programs.

**2. "So, if the father of the children is in the home you can't get any cash assistance?"**

No. There may be eligibility even if the father is in the home.

**3. " No one between the ages 21 and 65 years of age can get Medi-Cal?"**

No. Some of these individuals may be eligible to Medi-Cal program. The CMS program may be an alternative to those not eligible to Medi-Cal.

**4. "I heard that everyone applying for welfare has an investigator coming to their home?"**

San Diego County works closely with both Medi-Cal State investigators and the District Attorney's Public Assistance Fraud investigators to meet our goal of *Zero Tolerance* to fraud. Investigators often make home visits.

**5. "Welfare is a way of life for lazy people who don't want to work. They just keep having babies to get more money. "**

Nearly 35% of the cases receiving cash assistance have other sources of income. For many families CalWORKs is temporary, and are aided less than 2-years. There is no incentive to have additional children while on aid, as in most situations no additional cash is paid.



Family Resource Center	CW Intake	CW Granted	CalFresh Intake	CalFresh Granted	MC Intake	MC Granted	GR Intake	GR Granted	RCA
<b>ACCESS Cust. Serv. Ctr/ ERA</b> 7947 Mission Ctr Ct San Diego			X		X				
<b>Centre City</b> 1255 Imperial Ave San Diego	X	X	X	X	X	X			X
<b>El Cajon</b> 220 S First St El Cajon	X	X	X	X	X	X	X		X
<b>Escondido</b> 620 E Valley Parkway Escondido Outstations in Fallbrook and Ramona	X	X	X	X	X	X			X
<b>North Central</b> 5201-K Ruffin Rd San Diego	X	X	X	X	X	X			X
<b>Lemon Grove</b> 7065 Broadway Lemon Grove	X	X	X	X	X	X			X
<b>Metro</b> 1130 Tenth Ave San Diego			X	X			X	X	
<b>Northeast</b> 5001 73 <sup>rd</sup> St/54 <sup>th</sup> St San Diego	X	X	X	X	X	X			X
<b>Oceanside</b> 1315 Union Plaza Ct Oceanside	X	X	X	X	X	X	X	X	X
<b>Southeast</b> 4588 Market Sv/1750 5 <sup>th</sup> Ave San Diego	X	X	X	X	X	X			X
<b>South</b> 690 Oxford St Chula Vista	X	X	X	X	X	X	X		X

## Locations With Human Services Specialists

# CENTRAL REGION

<a href="#"><u>Family Resource Centers:</u></a>	<a href="#"><u>Outstations</u></a>	<a href="#"><u>Foster Care</u></a>	<a href="#"><u>Child Care</u></a>
<p><b>Centre City FRC (W248)</b> 1255 Imperial Avenue San Diego, CA 92101 CW CalFresh MC HCO (1)</p>			
<p><b>Metro (W437)</b> 1130 10th Avenue San Diego, CA 92101 CalFresh GR</p>			
<p><b>Northeast (W89)</b> 5001 73rd Street San Diego, CA 92115 CW CalFresh MC GR HCO (1)</p>	<p><b>Northeast Annex (W89)</b> 7290 El Cajon Blvd San Diego, CA 92115 CW CC</p>		
	<p><b>Mid City Community Center</b> 3795 Fairmount Ave #C San Diego, CA 92105 CW</p>		
<p><b>Northeast (W265)</b> 4370 54th Street San Diego, CA 92115 CW CC</p>			
	<p><b>Comprehensive Health Center</b> 3177 Ocean View Blvd San Diego, CA 92113 CW (1)</p>		
<p><b>Southeast (W69)</b> 4588 Market Street San Diego, CA 92102 CW CalFresh MC CC HCO (1)</p>	<p><b>Martin Luther King School</b> 415 31st Street San Diego, CA 92101 CW (2)</p>		
	<p><b>Planned Parenthood</b> 220 Euclid Avenue San Diego, CA 92114 MC (1)</p>		
<p><b>Southeast (W98)</b> 1750 5th Avenue San Diego, CA 92101 CW CC</p>	<p><b>O'Farrell Community School</b> 6130 Skyline Drive San Diego, CA 92114 CW (2)</p>		

## Locations With Human Services Specialists

### East Region

<u>Family Resource Centers:</u>	<u>Outstations</u>	<u>Foster Care</u>	<u>Child Care</u>
<b>El Cajon FRC (W99)</b> 220 South First Street El Cajon, CA 92019 CW CalFresh MC HCO (1)		<b>El Cajon (W458)</b> 151 Van Houten El Cajon, CA 92020	<b>La Mesa (S469)</b> 8530 La Mesa Blvd Ste 209 La Mesa, CA 91941
<b>Lemon Grove (W260)</b> 7065 Broadway Lemon Grove, CA 91945 CW CalFresh MC HCO (1)			

### North Central Region

<u>Family Resource Centers:</u>	<u>Outstations</u>	<u>Foster Care</u>	<u>Child Care</u>
<b>North Central FRC (W92)</b> 5201-K Ruffin Road San Diego, CA 92123 CW CalFresh MC FC Refugee Assistance HCO (1)		<b>Carmino (W177)</b> 2667 Carmino Del Rio South San Diego, CA 92108	<b>Aero (W470)</b> 8401 Aero Drive San Diego, CA 92123
		<b>Balboa (W473)</b> 8965 Balboa Avenue San Diego, CA 92123	
		<b>Levant (W94)</b> 6950 Levant Street San Diego, CA 92111	

### North Coastal Region

<u>Family Resource Centers:</u>	<u>Outstations</u>	<u>Foster Care</u>	<u>Child Care</u>
<b>North Coastal FRC (N106)</b> 1315 Union Plaza Court Oceanside, CA 92054 CW CalFresh MC GR HCO (1)		<b>Oceanside (N189)</b> 1320 Union Plaza Court Oceanside, CA 92054	<b>Union Plaza Court (N105)</b> 1310 Union Plaza Court Suite 200 Oceanside, CA 92054

## Locations With Human Services Specialists

### North Inland Region

<b><u>Family Resource Centers:</u></b>	<b><u>Outstations</u></b>	<b><u>Foster Care</u></b>	<b><u>Child Care</u></b>
<p><b>North Inland FRC (N85)</b> 620 E. Valley Parkway Escondido, CA 92025 CW CalFresh MC HCO (1)</p>	<p><b>Ramona (N440)</b> 1521 Main Street Ramona, CA 92065 CW CalFresh MC</p> <p><b>Fallbrook (W467)</b> 130 East Alvarado Fallbrook, CA 92028 CW CalFresh MC</p>	<p><b>Escondido (N168)</b> 464 North Midway Suite 200 Escondido, CA 92027</p>	<p><b>Escondido (N88)</b> 464 North Midway Suite 100 Escondido, CA 92027</p>

### South Region

<b><u>Family Resource Centers:</u></b>	<b><u>Outstations</u></b>	<b><u>Foster Care</u></b>	<b><u>In-Home Supportive Services (IHSS)</u></b>
<p><b>South Region FRC (W97)</b> 690 Oxford Street, Ste. E Chula Vista, CA 91911 CW CalFresh MC CC</p>	<p><b>Beacon Center</b> 540 G Street Chula Vista, CA 91910 CW (1)</p> <p><b>Kimball Elementary School</b> 304 W 18th Street National City, CA 91950 CW (1)</p> <p><b>Reachout to Families</b> 1237 Elder Ave Imperial Beach, CA 91932 CW (1)</p>	<p><b>South Region (W459)</b> 1000 Bay Marina Dr National City, CA 91950</p>	<p><b>South (W253)</b> 780 Bay Blvd Suite 200 Chula Vista, CA 91910</p>

### Mental Health Clinics

<p><b>East County Regional Mental Health Clinic</b> 1000 Broadway, Suite 210 El Cajon, CA 92021 MC (1)</p>	<p><b>North Central Regional Mental Health Clinic</b> 1250 Morena Blvd. San Diego, CA 92110 MC (1)</p>	<p><b>North Coastal Regional Mental Health Clinic</b> 1701 Mission Ave, Suite A Oceanside, CA 92054 MC (1)</p>
<p><b>North Inland Regional Mental Health Clinic</b> 125 W. Mission Ave., #103 Escondido, CA 92025 MC (1)</p>	<p><b>Southwest Regional Mental Health Clinic</b> 3177 Oceanview Boulevard San Diego, CA 92113 MC (1)</p>	

## Locations With Human Services Specialists

# County Medical Services

<b>Beach Area Family Health Center</b> 3705 Mission Blvd. San Diego, CA 92109	<b>Comprehensive Health Center</b> 3177 Oceanview Blvd. San Diego, CA 92113	<b>County Patient Support Unit</b> 4220 1st Ave. San Diego, CA 92103
<b>Downtown Family Health Center</b> 1145 Broadway San Diego, CA 92101	<b>El Cajon Public Health Center</b> 855 East Madison El Cajon, CA 92020	<b>Linda Vista Health Care Center</b> 6973 Linda Vista Rd San Diego, CA 92111
<b>Logan Heights Family Health Center</b> 1809 National Ave San Diego, CA 92113	<b>Mid City Community Clinic</b> 4290 Polk Ave San Diego, CA 92105	<b>Neighborhood Health Care – Escondido</b> 606 East Valley Pkway Escondido, CA 92025
<b>North Central Public Health Center</b> 2440 Grand Ave San Diego, CA 92109	<b>Oceanside Public Health Center</b> 104 South Barnes Street Oceanside, CA 92054	<b>Ray M Dickinson Wellness Center</b> 425 N. Date St Escondido, CA 92025
<b>South Bay Public Health Center</b> 690 Oxford St Chula Vista, CA 91911	<b>Spring Valley Family Health Center</b> 8788 Jamacha Road Spring Valley, CA 91977	<b>UCSD Medical Center</b> 200 West Arbor Drive San Diego, CA 92103

# Hospital Outstation

<b>Alvarado Hospital Medical Center</b> 6655 Alvarado Road San Diego, CA 92120	<b>Children's Hospital &amp; Health Center</b> 3020 Children's Way San Diego, CA 92123	<b>Naval Medical Center</b> 34730 Bob Wilson Drive San Diego, CA 92134
<b>Palomar Medical Center</b> 555 East Valley Parkway Escondido, CA 92025	<b>Paradise Valley Hospital</b> 2400 East Fourth Street National City, CA 91950	<b>Pomerado Hospital</b> 15615 Pomerado Road Poway, CA 92064
<b>Scripps Memorial Hospital Chula Vista</b> 425 H Street Chula Vista, CA 91912	<b>Scripps Memorial Hospital Encinitas</b> 354 Santa Fe Drive Encinitas, CA 92024	<b>Scripps Memorial Hospital La Jolla</b> 9888 Genesee Avenue La Jolla, CA 92037
<b>Scripps Mercy Hospital</b> 4077 Fifth Avenue San Diego, CA 92103	<b>Sharp - Chula Vista Medical Center</b> 751 Medical Center Court Chula Vista, CA 91911	<b>Sharp - Grossmont Hospital</b> 5555 Grossmont Center Drive La Mesa, CA 91941
<b>Sharp Memorial Hospital</b> 7901 Frost Street San Diego, CA 92123	<b>Tri-City Medical Center</b> 4002 Vista Way Oceanside, CA 92056	<b>UCSD Medical Center – Hillcrest</b> 200 West Arbor Drive San Diego, CA 92103
<b>Prepared September 29, 2003 - Candace Nash</b>		