

## Required Documentation and Verification in the General Assistance (GA) Program

**Published Date:** July 29, 2011

**Last Revised Date:** June 14, 2018

**Published By:** E118

**Last Revised By:** E118

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### I. Summary

- This handbook is being revised to remove the Statewide Fingerprint Imaging System (SFIS) requirement.
- This Handbook has been updated to reflect the Service Center Phase II process for verification

All changes are blue.

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### II. General

Effective July 1, 2018, the use of the Statewide Fingerprint Imaging System (SFIS) as a requirement for issuing California Work Opportunity and Responsibility to Kids (CalWORKs) benefits shall be discontinued. Due to the system going away we are removing this requirement from the General Assistance regulations. Eligibility staff will continue to request identification from all General Assistance clients. Types of acceptable identification are listed in Section II A of this handbook.

This procedure identifies the documentation required to complete processing for a General Assistance (GA) Intake or Redetermination (RRR) application. All applicants must verify their identity, assets, income, and need for benefits to determine their eligibility for assistance. All continuously aided recipients must verify their eligibility on an annual basis, including their assets, income, and need. The Housing Assistance Vendor Agreement, Form 90-9 is no longer

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required for every applicant or recipient. A Housing Assistance Vendor Program (HVAP) packet shall be provided when an applicant or recipient requests to have their rent paid directly to their landlord. Refer to GA Handbooks 90-01.84 and 90-01.841 for detailed information.

Both applicants and recipients may need to verify additional information, based on the applicant/recipient's reported information on the Statement of Facts or other information known to the Social Services Agency (SSA).

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### III. Specifics

Eligibility Services Technicians (EST's) must clear all addresses and vendors in CalWIN.

- The address must be cleared to establish if any other recipients are known to reside at the same address. This needs to be completed at Intake and RRR.
- Vendors must be cleared to determine if they have a taxpayer identification number (TIN; maybe the Social Security number) on file. A W-9 is included in the Housing Assistance Vendor Program packet. (Refer to: Handbook 90-01.841, Substitute IRS Form W-9 for General Assistance Applicants and Recipients).

EST's must inform all individuals who are 62 or older that they must apply for Social Security (OASDI); all individuals who are 65 or older should apply for SSI or CAPI benefits, as applicable. Review at Intake and RRR.

At RRR, EST's must review prior year applications for any resources that have not been currently reported. EST's must give or send a written request for all necessary information that was not provided with the application or RRR and **allow 10 calendar days for the client to provide**.

#### A. Required documentation for all applicants:

- *All application documents. This includes a completed Application for General Assistance (90-16) and a completed Authorization for Reimbursement of Interim Assistance Initial Payment (SSP 14).*
- *Identification, preferably with picture ID.*
- *Social Security card or proof of application.*
- *Verification of residence in Alameda County.*
- Refer to Handbook 90-01.84, Housing Assistance Vendor Program, for further information regarding the 90-9.

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- **Reminder:** Staff are encouraged to inform clients of the DMV No Fee and Reduced Fee for ID Card program and can assist with the "No fee Identification Card Eligibility Verification" form (DL 933) or a "Reduced Fee Identification Card Eligibility Verification" form (DL 937). Refer to **Generic Processes Handbook 50-0.42:.DMV No Fee and Reduced Fee for ID Card.**

**Note: Applicants should be referred to the Program Integrity Division (PID) to verify Fleeing Felon, Incarceration and/or Parole/Probation violations only in the following circumstances:**

- a) Self-declaration by the client.
  - b) An automatic
  - c) **Direct Notification from Law Enforcement Agencies**
    - **PID staff will create a generic case action in the WDT for an EST to take appropriate action on all individuals who are determined to be avoiding arrest or have violated probation or parole.**
- B. Required documentation for RRR:**
- *Report and verify all income and property changes that have occurred since the last application:*  
The recipient must report and verify any other essential information needed to determine current eligibility.
  - *For recipients determined to be permanently unemployable:*  
A new Medical Report–Physician’s Confidential Report (90-2) or Mental Health Clinician’s Confidential Report (90-2MH) must be provided every thirty-six **(36)** months.
  - *For recipients determined to be temporarily disabled:*  
**If at the time of the Re-determination verification of continued disability is not current, the recipient will be asked to provide proof of their disability.**
- C. Other documentation that may be required at Intake or RRR, as applicable:**
- *Applicants reporting, they are unable to work:*  
A Medical Report–Physician’s Confidential Report (90-2) or Mental Health Clinician’s Confidential Report (90-2MH) or an equivalent document such as a formal letter from their physician. If the county determines the client as permanently unemployable, the client does not have to provide a new medical report for 36 months.
  - *Overpayments on applications from prior aid periods that were referred to Central Collections:*

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During the processing of a new application, the Intake worker should contact Central Collections to verify if the outstanding CalWIN balance is correct, or if Central Collections has made any collections during the unaided period.

- **Non-citizens:**  
All eligible non-citizens and verifying documentation are identified in the **Handbook 90- 03.50, Citizens and Eligible Non-Citizens.**
- *Individuals reporting income from any source:*  
Proof of all income is required.  
Earnings (wages, commissions, etc.), State Disability Income (SDI), Unemployment Benefits (UIB), Social Security benefits (OASDI), Supplemental Security Income (SSI), Veteran’s Benefits, Pension or Annuity income, any other regularly received income or currently available contributions (including loans), whether from organizations or other individuals.  
If the applicant or recipient indicates that they are a chore provider for an IHSS recipient, verification of their earnings can be requested directly from IHSS. Refer to GA Newsletter 08-17 for instructions.  
If the applicant reports they are receiving SDI or UIB, IEVS verification must be requested to verify benefit amounts.
- *Individuals reporting that recent employment ended:*  
Verify when the employment ended. Verify that all available employer benefits were paid to the applicant or recipient.
- *Individuals who have reported prior income or work history:*  
Application for any potentially available source of income, such as SDI, UIB, OASDI, SSI, etc. Request prior year tax forms, if applicable.
- *Account statements from all sources for individuals reporting resources:*  
Verification of any bank accounts, stocks, or other cash-related assets.  
Verification of any cash surrender value of insurance policies.  
Verification of any real estate, whether the property is owned individually, whether ownership is shared or is being purchased.

**Note:** Effective 7/1/11, vehicles are exempt from the property evaluation.

- *Individuals reporting, they are, or were, married:*  
Verification of marriage, legal separation and/or divorce, as well as divorce settlements.

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Refer to Handbook 90-04.0, *Support Responsibilities*, for individuals who are (or were) married or domestic partners.

- *Account statements from all sources for individuals reporting they have disposed of resources (may have been reported on prior applications):*

Verification of the sale, transfer, closure of account, etc., for all resources disposed of within the past twelve months.

- *Individuals reporting that they have drug felonies:*

Individuals residing in a related CalWORKs household, who are ineligible for CalWORKs due to their drug felony, are also ineligible for General Assistance.

- *Questionable information reported by individual or known to the Agency:*

Any additional documentation needed to clarify information pertinent to the applicant's eligibility. This may include Special Investigations (SIU) actions, as necessary.

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## IV. References

General Assistance Regulations 9-1-4, 9-1-5, 9-1-7, 9-1-8, 9-1-9

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Prepared By:

**Department of Workforce and Benefits (WBA)**

*Program, Planning and Support (PP&S)*