

## WHAT WOULD YOU DO IF.....

- (1) An applicant/recipient is offered more employment hours but calls off or turns down the extra hours thereby reducing or "manipulating" income. What is the course of action for denial/termination/sanction?
- (2) You have been notified that a client has been approved for SSI. You need to send the amount you have paid the client for reimbursement. Do you send the actual amount given to the client or, if the client was in a recoupment status, do you send them the amount based on a full grant?
- (3) A client has been approved for GA. He is pending SSI but his doctor states in writing that he is able to work full time. Do you make him participate in the Community Work Program?
- (4) Your office receives some anonymous calls telling you a GA client is selling his GA vouchers. Then a GA client also reports to you that the same individual is doing this. You haven't seen this happen yourself and you only have second hand information. What is your next step?
- (5) Your GA client is a homeowner and unemployed. He is behind on his mortgage. He has decided to rent out a couple of rooms in his house to pay his mortgage and keep his house. How is this rental income budgeted?
- (6) An applicant received a Class 4 felony drug charge in 1997. He paid his fine but did not satisfy his treatment program. Can you approve him for GA or does he have to satisfy the treatment program requirement before he can be approved?
- (7) A GA client was appealing his SSI so you had been giving him assistance since 2006. You filed his Form 2199 each year. He recently moved to another township. You learn he has been approved and the back pay has been received by the client and his attorney. You, unfortunately, did not get your reimbursement. What is your next step?
- (8) You receive a phone call from someone requesting GA. She indicates she receives SSD. When you tell her she will need to bring in verification of this income, she says she is in too much pain to do that. What do you tell her?
- (9) An applicant applies for General Assistance – husband, wife and two children under 18. You deny their application because they are presumptively eligible for TANF. The applicant brings back a denial from DHS. The reason for denial is that they voluntarily withdrew their application for TANF. The wife states that her husband is now in jail and she attends school. She can't do the 25 hours work required by DHS so she withdrew her TANF application. She wants to apply again for GA and wants a contact number she can give Prairie State Legal Service concerning her denial. She also wants to know how to contact the Public Aid committee. Now what?

- (10) A woman applies for GA for herself and 3 children under age 18. She has been on TANF for 60 months so she is no longer eligible for TANF. She has just been laid off from her last job. You find out she has a record as a sex offender 10 years ago. Is she eligible for a family of 4?
- (11) An elderly couple apply for GA. They are from Mexico. They have been in the US since 1998. He is 78 and she is 75 and has dementia. They were denied SSI because the Social Security office felt that they should have become legal citizens by now. They have Permanent Legal Resident cards that seem valid. Are they eligible for GA?
- (12) Your office receives a request for information on a deceased client. The sister of the client has requested a letter be sent to the deceased client's daughter stating that her mother was a GA recipient of your township prior to her death. This daughter was in college at the time of her mother's death. The sister says she needs the letter to help her niece get Social Security benefits. Can you release this information?

#### **ANSWERS TO WHAT WOULD YOU DO IF.....**

- (1) First interview your client. Ask them about the hours available for work and their reason for not making themselves available for that work. Verify that the person was offered more hours of work by the employer. Verify the reason for calling off work. Make a determination based on the information you receive. If they are manipulating their income to continue receiving GA, document and terminate.
- (2) Report what was actually given to the client and the amount that is still being recouped.
- (3) If you have a doctor's statement that a recipient can work, they must participate in the Community Work Program. There is no guarantee that the person will receive SSI.
- (4) Interview the client and discuss the allegations. If the client denies it, you can take your case to the State's Attorney's office for a possible welfare fraud case. They will set you up with the State Police and the state will conduct an investigation. They will determine if there is enough evidence to prosecute. You can also try to make payments to utility or other vendors that would be more difficult to sell. Make the vendors aware that only the person named on the voucher can use it and they must provide identification.
- (5) As the homeowner, the GA recipient would be receiving unearned income from the renters. He already gets an asset exemption for the home. Budget the unearned income he receives from renting out rooms.
- (6) Section 3.35 states someone convicted of less than a Class 1 or Class X drug felony is only ineligible for 2 years from date of conviction. The drug treatment exemption only applies to those 2 years.

- (7) You could use the Obligation to Repay form from the Forms section to go after them through the court system if you had them sign it. Otherwise, unfortunately you may be out of luck.
- (8) A phone call is not an application for assistance so always make sure you tell them they first have to apply. You can mail the application. If they are unwilling to provide the documentation you request you can deny the application based on 3.19. The applicant can also have a representative bring the information to your office but must have this in writing from the applicant. 305 ILCS 5/11-15 sets forth who can apply for someone else.
- (9) As long as the applicant refuses to cooperate with DHS, they are not eligible for GA. Her inability to comply with the DHS requirements is not an eligibility factor for GA. Saying she is going to Prairie State Legal Services is an attempt to intimidate you. You have followed the handbook and can withstand the challenge.
- (10) If someone has received their maximum 60 months on TANF, they are not eligible for GA. 3.04
- (11) First find out if they understand their reason for denial. Verify their status. Ask to see what they received in writing for their SS denial. Use that to help them get in contact with other agencies. Deny GA due to being presumptively eligible for AABD.
- (12) First I would not release any information. Ask for verification of the death, a written request from the executor of the client's estate and from the deceased client's daughter asking for this information and the reason it is required. Then take that to your attorney. It's not clear why this information would be necessary for this claim.