



Benefit Payments:

- If you have lived in SF for **15 to 29 days**, every month, you will receive up to: **\$556.00** if you are housed **\$94.00** if you are homeless
- If you have lived in SF for **30 days** or more, every month, you will receive up to: **\$687.00 if you are housed \$105.00 if you are homeless**
- One payment on the first of the month.
- You will receive your benefits in one of three monthly payment methods depending on your situation. They are the following:
 - **Two-party monthly checks** for clients whose benefits are issued in two person’s names. (In the client’s name and the housing or treatment facilities’ name).
 - **Direct Deposit** for housed clients whose benefits are deposited directly to their bank accounts. If you are interested in direct deposit, check with a CAAP worker.
 - **Electronic Benefit Transfer (EBT)** account. Your benefits will be available through an EBT card.
 - Locations of **Surcharge-Free ATMs** are available by going to www.ebtsf.org (click on San Francisco ATM Locator for EBT Cards).

EBT Card:

- EBT Automated Response Unit (ARU) 24-hour Customer Service Number 1-877-328-9677.
- To report a lost, stolen or damaged EBT card – please call the CAAP call center at 415-558-227 during regular business hours.
- To change a PIN number – call 24 hours customer service toll free at 1-877-328-9677.

Keep your Personal Identification Number (PIN).

Benefits will not be replaced if someone else knows your PIN and uses it to take your money.

Form 2129, CAAP Intake Instructions, includes the following:

- You must apply for CalFresh and Medi-Cal three work days from date entered on Form 2129.
 - Residency verification/proof of address (Information on what is acceptable verification of Housing/Residency in San Francisco is on the back of Form 2129).
- 30/60/90-Day Verifications & Instructions to enable you to start the application process for other sources of income prior to Approval.

JobsNOW! Program:

- Placement in a job with guaranteed starting pay of at least \$16.99/hour.
- Job types available include administrative support, janitorial, customer service and many other sectors.
- Training programs available to gain work skills and experience.
- Assistance for transportation to workplace/training, uniform and/or employment-related needs.
- For more information about the JobsNOW! program:
 - **Call the HOTLINE #: 1-415-575-4600**, Monday – Friday: 8:00 a.m. – 4:00 p.m.

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◦ **Visit us online at:**

<https://www.sfhsa.org/services/jobsmoney/jobsnow>

How to Continue Your Benefits:

- You must keep all your scheduled appointments.
- You must notify CAAP of any changes in your situation.
- You must submit all required documents on time.

Income:

- You must report all earned (from wages) and unearned income (UIB, SDI, etc.) to a CAAP worker.
- Report earned income on a monthly basis on a CAAP-1 Monthly Income and Assets Report form
 - Reports need to be returned by the 5th of each month. If not received by the 11th of the month, benefits will be discontinued.
- You must report when a job starts or stops to a CAAP worker within 5 working days.
- You may earn (wages) up to \$200 gross in a given month and still receive full benefits. If you earn over \$200 in a given month your benefit amount will be based on a sliding scale depending on your gross income. Ask a CAAP worker for more information.

Good Cause:

If you miss a required activity or appointment, or did not comply with any other eligibility requirement without Good Cause, your case will be denied or may be discontinued.

You must call CAAP at **1-415-558-2227** as soon as you missed a requirement, or as soon as you know that you have been denied or discontinued.

Good Cause exists if failure to comply with a program requirement is due to a circumstance or an event beyond your control. Verification is required unless you have reasonable explanation of why you cannot present such verification, subject to Unit Supervisor’s approval.



Good Cause (continued):

As an **applicant**, you have **7** calendar days from the date of the Denial notice, or, until the Fair Hearing date, whichever is later, to claim Good Cause and present Good Cause verification.

As a **recipient**, you have **14** calendar days from the date of the Warning/Notice to claim and present Good Cause verification, if needed.

Reasons for Good Cause include, but are not limited to:

- Illness or transportation issues (verification of Good Cause for illness is not needed as long as the client contacts CAAP before the close of business day of the scheduled appointment).
- Hospitalization or attendance at scheduled medical appointment.
- Arrest, incarceration, probation/parole appointment or other related appointments, court dates not scheduled by the client.
- Job interview where the date and time was scheduled by the employer.
- Employment.
- Mail delivery problems.
- Lack of capacity or disability.
- Inability to obtain paperwork from a 3rd party not under client's control where the client acted reasonably to obtain verification.

Reinstatement of Benefits:

- **For GA/PAES** recipients: If you are discontinued due to program violations, you may contact CAAP within the 30-day sanction period for a reinstatement of benefits, effective the first day of the next month after the 30-day sanction has been served.
- **For SSIP** recipients: If you are discontinued due to program violations, you may contact CAAP within 30 days from the effective date of discontinuance for reinstatement of benefits effective the date of contact with CAAP.
- If you do not contact CAAP within the 30-day period for a reinstatement of benefits, you may re-apply for CAAP through the regular process.

Fair Hearing:

The Fair Hearing Division is independent of CAAP.

- You must file for a Fairing Hearing no later than the 3rd workday after the effective date of discontinuance.
- Exceptions to Fair Hearings:
 - If filing for a denial, the deadline is 10 calendar days from the Notice Date of the denial letter.
 - If filing for decrease in benefits due to income or recoupment of overpayment, the deadline is 10

Fair Hearing (continued):

calendar days from the effective date of the proposed action.

- Request a Fair Hearing
 - Call 1-415-558-1177.
 - There is a phone in the lobby of 1235 Mission for clients who do not have phone access.
 - Complete the back of the NOA and bring it in to 1235 Mission Street and drop it off in the document drop box at Door B.

Discontinuance and Sanctions:

Sanction Periods for Discontinuances relating to eligibility and/or compliance failures:

- GA/PAES
 - 30 days.
- SSIP
 - There are no sanction periods (except for Fraud discontinuances).

Sanction Periods for **Fraud** Discontinuances:

- First offense:
 - GA/PAES/SSIP 30 days.
- Second offense within a 24 month period
 - GA/PAES/SSIP 60 days.
- Third offense within a 24 month period
 - GA/PAES/SSIP 90 days.

Important Addresses and Phone Numbers:

GA, PAES and SSIP Offices, CAAP Distribution Office, Fair Hearing Office, Homeward Bound Program, ADA Social Worker:

1235 Mission Street
San Francisco, CA 94103

CAAP Shelter Coordinator:
CAAP Service Counter
1235 Mission Street, 1st Floor
San Francisco, CA 94103

CAAP Document Drop-off Box: Door B at 1235 Mission Street (please include your name and case number).

CAAP Service Center Fax #: 1-415-558-4104 (please include your name and case number) CAAP Service Center Phone #: 1-415-558-2227.

Mail pick-up for homeless clients who do not have an alternative mailing address:

General Delivery
391 Ellis Street (bet. Jones & Taylor Streets.)
San Francisco, CA 94102

Mail pick-up is between 10 a.m. – 2 p.m., Monday to Saturday.

Picture ID is required (if you do not have one you can ask CAAP for a copy of your CHANGES photo ID).

Client Advocate: Bay Area Legal Aid (BALA).
Legal Advice Line: **1-800-551-5554** or call **1-415-982-1300.**