



County of Los Angeles  
Department of Public Social Services



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## **YourBenefitsNow! FACT SHEET**

YourBenefitsNow! (YBN) is a website for Los Angeles County Residents to apply for and view their benefits online.

YBN is now available in English, Spanish, Armenian, Russian, Korean, Chinese, Cambodian, Vietnamese and Tagalog.

DPSS is now receiving over 12,500 on-line applications and over 420,000 hits per month for the Your Benefits Now website. Since May 2010, YBN has had over 12 million log-ins and 690,000 applications.

### **Functionality**

YBN provides the following functions:

- Review of current case status for CalWORKs, General Relief, CalFresh and Medi-Cal;
- Applicants can apply for CalWORKs, General Relief, CalFresh and Medi-Cal;
- Review of financial information, such as benefits received (issuance history) and current-benefit availability;
- Access to case-worker information;
- Sends application to district office based on GIS address
- Location of district office addresses and hours of operation;
- Provision of a list of resources including DPSS Program information, other County services, DPSS contacts, fraud reporting and LAcountyHelps.org; and
- Submission of Semi-Annual and Quarterly Reports, via YBN, along with submission of supporting, verification documents.

### **More Recent Enhancements**

- **Verification Document uploading for Applications.** This functionality allows for participants to upload documents from the convenience of their own homes. This helps reduce the need for applicants to go into one of the district offices to drop off verification documents.

- **Unique user login for our Community/Faith Based Organizations (CBO/FBO)** is used to track and follow the applications that are taken via YBN. This has really helped change the way that our community partners do business with the Department. These partners now have the ability to help participants submit their applications on-line and follow the case status of these applications once completed. There is no longer a need for the CBO/FBOs or participants to call or visit the district offices in order to check on the status of an applicant's application.
- **eNOAs (Electronic Notices of Action)** have been available for participants to view on-line since February 28, 2013. DPSS Forms were added to the site in October 2014. This is phase one of ongoing efforts for our participants to be able to opt-in for paperless notifications from the Department. Currently, approximately 60,000 Electronic Notices of Action are being viewed on a monthly basis.
- **Mobile App** for QR-7/SAR-7 document uploading is available on both Apple and Android devices. With this functionality, participants can take pictures of documents using their mobile devices and submit them along with their SAR 7/QR 7-LA.
- **Mobile App** enables participants to view their EBT balances for both Cash and CalFresh benefits. This is a real-time update that also includes the last 20 EBT transactions. Participants no longer need to call eligibility staff to get their balance information.
- **DPSS Mobile has a Surcharge Free EBT** ATM locator added for participants to easily locate free EBT locations and stores that accept CalFresh via their smart devices.
- **On-line Applicant Appointment Scheduling** was made available to applicants on June 7, 2013. This feature allows applicants to schedule an appointment prior to coming into our district offices to ease wait time.
- **On-line Volunteer Income Tax Appointment (VITA)** scheduling is now available on YBN. This allows participants to set up appointment to have their income-tax returns prepared at one of ten locations throughout Los Angeles County.
- **On-line Redeterminations** for CalWorks, CalFresh and Medi-Cal is currently available in the pilot offices of Lancaster and Rancho Park. This is intended to be rolled out County-wide in the future.
- **Eligibility-Worker Messaging** allows workers to communicate with participants by leaving messages on their YBN message boards. This project is currently in the pilot phase at the Pasadena district office.
- **YBN** helps Participants to Go Green by giving them the ability to Opt-In/Out of paperless notifications. Participants will be notified electronically (text or email) that they have a notice waiting to be reviewed in YBN.

### **Future Enhancements**

- **DPSS Mobile App will** have participant Case information so they can easily view the status of their case.

For detailed information, visit the DPSS website at <http://dpss.lacounty.gov>