

Welcome

Congratulations on becoming a CalFresh outreach partner! First and foremost, thank you for your interest in helping to encourage the County's most vulnerable individuals and families to **#ChooseCalFresh!** Thanks to you, we are now able to create amazing change in the lives of millions of Los Angeles County residents. CalFresh helps individuals and families increase their food purchasing power, and puts healthy and nutritious food on their tables!

CalFresh also helps to improve the economy of Los Angeles County, and the entire state of California! CalFresh, formerly known as Food Stamps in California, and known federally as the Supplemental Nutrition Assistance Program (SNAP), is the cornerstone of the nation's nutrition safety net. Every \$5 in CalFresh benefits generates \$9 in local economic activity, and can lead to an increase in the number of jobs. Benefits are spent in local grocery stores, and that helps support local retailers throughout Los Angeles County!

Based on 2015 Census data, 1 in every 3 individuals whom are potentially eligible to receive CalFresh benefits in Los Angeles County, are not receiving it. You may be asking "Why aren't they applying for benefits?" A United States Department of Agriculture (USDA) report identified 19 studies that asked eligible households why they did not participate, and the major reasons reported were:

- Being unaware of SNAP or how to apply.
- Thinking they would not be eligible.
- Wanting to avoid dependence on government assistance.
- Thinking the SNAP application or participation requirements are too burdensome.
- Feeling social stigma associated with SNAP participation.
- Believing that receiving government assistance would have a negative effect on their citizenship opportunity.

Please Use this #ChooseCalFresh Toolkit to Help Us Enroll New Customers!

As an outreach partner, you can help to educate Los Angeles County residents about CalFresh, and help those who are eligible to CalFresh apply for it. That is why we have created this toolkit for you! Inside you will find information and practical tools to help you conduct the best and most effective outreach possible. This kit includes:

- [Marketing print materials](#), such as posters, flyers, and brochures, which can be shared with your customers.
- [Links to online media files](#), such as images, web sliders, and videos, to be shared on your agencies' website and social media accounts.
- A [CalFresh Program Fact Sheet](#) to quickly reference essential program information such as Expedited CalFresh Service and Income Limits.
- [Geocoded listing and map](#) that provides CalFresh participation rate information about your servicing area and helps guide your outreach efforts.
- [Social Media Guide](#) that includes graphics, sample posts and hashtags that can be used on the three most popular platforms: Facebook, Twitter and Instagram, in addition to other platforms you may use.

We want you to become a certified CalFresh Application Assister (CAA)!

CAAs are individuals trained by the Los Angeles County Department of Public Social Services to provide assistance to individuals or families who need help applying for the CalFresh Program. For more information about becoming a CAA, please see page [13](#) of this toolkit.

To learn more about CalFresh, please contact us at 562-908-6345. We will be glad to provide your agency with additional information and support!

Thank you, and congratulations once again!



Posters

Available in 11x17", these printed posters can be displayed throughout your organization where customers are primarily serviced; to educate them about CalFresh Program in Los Angeles County, and the various social media accounts they can access to obtain more information from DPSS. Poster designs can be chosen based on the targeted outreach population*, and can be accessed by clicking their respective download links below or ordered by completing the Publication Order Form available [here](#).



Poster A (General Population) - Let's Eat LA!

[Download](#)



Poster B (General Population) - Let's Eat LA!

[Download](#)



Poster C (Student) - I Chose CalFresh.

[Download](#)



Poster D (Family) - We Chose CalFresh.

[Download](#)



Posters (cont.)

Poster E (Family) - I Chose CalFresh.

[Download](#)

Poster F (Homeless) - I Chose CalFresh.

[Download](#)

Poster G (Elderly) - We Chose CalFresh.

[Download](#)

Poster H (Veteran) - We Chose CalFresh.

[Download](#)



Posters (cont.)



Poster J (Millennials) - I Chose CalFresh.

[Download](#)



Brochure

This informative brochure provides a brief overview of CalFresh eligibility, rules on how to apply for CalFresh benefits, as well as the various DPSS social media accounts if the customer wishes to learn more about the program. The brochure can be accessed by clicking the download link below or ordered by completing the Publication Order Form available [here](#).

CalFresh puede ayudarle a usted y a su familia.

- Si usted es la única persona en su hogar, puede solicitar CalFresh.
- Si usted trabaja a tiempo completo, usted y su familia aún pueden ser elegibles para CalFresh.
- Usted puede comprar alimentos en cualquier supermercado o mercado de agricultores que acepte tarjetas EBT.
- Es posible que nunca tendrá que reembolsar los beneficios de CalFresh si es elegible para ellos.

¿Cuánto CalFresh recibirá cada mes?

- La cantidad que usted obtiene depende de sus ingresos, gastos y tamaño de la familia.

¿Cuánto tiempo se tarda para recibir CalFresh?

- Si es elegible, usted recibirá su CalFresh en el plazo de 30 días.
- Es posible que reciba CalFresh en tres días si usted gana menos de \$150 en el mes que solicita y si tiene menos de \$100 de dinero en efectivo. Pregúntele a su trabajador si puede obtener servicios urgentes cuando solicite.

Las personas que reciben el pago de Ingresos Suplementales de Seguridad/ Pagos Suplementarios del Estado (SSI/SSP) son potencialmente elegibles para CalFresh a partir de junio 1 del 2019.

Aún puede ser elegible para CalFresh si usted:

- Gana dinero de un trabajo.
- Recibe beneficios de desempleo.
- Recibe Ayuda/Asistencia General.
- Recibe manutención de los hijos.
- Es parte del programa de CalWORKS.
- Recibe beneficios por incapacidad/ discapacidad.
- Tiene dinero ahorrado.
- Posee ciertas cuentas de jubilación.
- Tiene ciertas cuentas de ahorro para la educación.

¿Qué hay de las cosas que tengo?

Cuando usted solicita CalFresh puede tener una casa, vehículos, y todavía ser elegible. Pídale a su trabajador más información.

ANTONIA JIMÉNEZ
Directora
Consejo de Supervisores del Condado de Los Angeles

HILDA L. SOLIS
Primer Distrito

MARK RIDLEY-THOMAS
Segundo Distrito

SHEILA KUEHL
Tercer Distrito

JANICE HAHN
Cuarto Distrito

KATHRYN BARGER
Quinto Distrito

CalFresh proporciona asistencia nutricional a personas de bajos ingresos. Puede ayudar a comprar alimentos nutritivos para una mejor dieta.

solicite CalFresh hoy mismo en:

www.dpss.lacounty.gov
o, sólo dentro del Condado de L.A., llame al (866) 613-3777

¡LOS ANGELES, VAMOS A COMER!

#CHOOSECALFRESH

solicite CalFresh hoy mismo en:

www.dpss.lacounty.gov
o, sólo dentro del Condado de L.A., llame al (866) 613-3777

Elegi CalFresh.

No tuve que elegir entre comprar mis libros de texto O comer saludable!

Elegimos CalFresh.

¡Coma frutas y verduras y esté activo cada día para una mejor salud!

CalFresh estirará sus dólares para la comida. Puede comprar más fruta, verduras y otros alimentos sanos para toda la familia.

Comer más frutas y verduras todos los días puede ayudarlo a usted y a su familia a mantenerse saludables.

- Coma frutas en el desayuno.
- Coma frutas y verduras como aperitivo.
- Compre alimentos frescos, congelados, enlatados, frutas y verduras secas, donde podrá verlos y tenerlos al alcance de la mano.
- Coloque frutas y vegetales donde los verá y al alcance de la mano.
- Manténgase activo todos los días para ayudarlo a usted y a su familia a estar saludables.

Para obtener más información sobre CalFresh, llame al (866) 613-3777 hoy!

Soy un inmigrante. ¿Pueden mis hijos y yo solicitar CalFresh?

¡Sí! Todos los niños nacidos en los Estados Unidos pueden recibir CalFresh si son elegibles, no importa donde nacieron sus padres. Los padres pueden ser elegibles si tienen un número de seguro social válido y cumplen con ciertas otras normas. Los padres que no son elegibles deben solicitar por sus hijos nacidos en los Estados Unidos.

¿Cómo solicito?

Usted puede solicitar:

- Vía Internet en www.dpss.lacounty.gov
- En persona en su oficina de distrito
- Por correo

¡No tuvimos que elegir entre pagar facturas o alimentar a nuestra familia!

Elegimos CalFresh.

¡No tuvimos que elegir entre el futuro de mi hijo o alimentos frescos!

Elegi CalFresh.

¡No tuvimos que elegir entre nuestra calidad de vida O una comida saludable!

Elegimos CalFresh.

CalFresh - Let's Eat LA! (Side 1)

[Download](#)

¿Qué debo tener cuando solicito?

- **Identificación** – Usted puede traer una licencia de conducir, una tarjeta de identificación, una tarjeta de salud u otro documento de identificación.
- **Números de seguro social** – Esté listo para dar su número y un número para todas aquellas personas para las que usted esté solicitando, si tienen uno.
- **Para ciudadanos no estadounidenses** – Traiga una tarjeta de residencia legal u otra prueba de estatus migratorio.

También puede necesitar estos:

- **Comprobantes de ingresos** – Talones de pago, órdenes de manutención de hijos y declaraciones de beneficios.
- **Comprobantes de gastos** – Recibo de alquiler o declaración hipotecaria, facturas de servicios públicos (teléfono, calefacción, gas/electricidad y agua/alcantarillado/basura), recibos de cuidado de niños, pagos de manutención de hijos, y prueba de otros gastos.

La tarjeta Golden State Advantage

Si es elegible para CalFresh, usted:

Recibirá una tarjeta de transferencia electrónica de beneficios de plástico (EBT) y su número de identificación personal (PIN). Sus beneficios de CalFresh serán agregados a su cuenta cada mes. (Si no tiene hogar, usted y su trabajador de CalFresh estarán de acuerdo en cómo recoger su tarjeta EBT.)

Comprará en cualquier supermercado o mercado de agricultores autorizado para aceptar tarjetas EBT.

Ingresará su PIN. La cantidad que gaste será tomada de su cuenta de CalFresh.

Disfrutará de alimentos saludables nutritivos para usted y su familia, y mejor comida para una mejor vida.

Si usted tiene 60 años o más, está sin hogar o discapacitado, puede ser elegible para comprar comidas preparadas en restaurantes certificados en algunos condados.

¿Cómo solicito?

Usted puede solicitar:

- Vía Internet en www.dpss.lacounty.gov
- En persona en su oficina de distrito
- Por correo

¡Coma frutas y verduras y esté activo cada día para una mejor salud!

CalFresh estirará sus dólares para la comida. Puede comprar más fruta, verduras y otros alimentos sanos para toda la familia.

Comer más frutas y verduras todos los días puede ayudarlo a usted y a su familia a mantenerse saludables.

- Coma frutas en el desayuno.
- Coma frutas y verduras como aperitivo.
- Compre alimentos frescos, congelados, enlatados, frutas y verduras secas, donde podrá verlos y tenerlos al alcance de la mano.
- Coloque frutas y vegetales donde los verá y al alcance de la mano.
- Manténgase activo todos los días para ayudarlo a usted y a su familia a estar saludables.

Para obtener más información sobre CalFresh, llame al (866) 613-3777 hoy!

Soy un inmigrante. ¿Pueden mis hijos y yo solicitar CalFresh?

¡Sí! Todos los niños nacidos en los Estados Unidos pueden recibir CalFresh si son elegibles, no importa donde nacieron sus padres. Los padres pueden ser elegibles si tienen un número de seguro social válido y cumplen con ciertas otras normas. Los padres que no son elegibles deben solicitar por sus hijos nacidos en los Estados Unidos.

¿Cómo solicito?

Usted puede solicitar:

- Vía Internet en www.dpss.lacounty.gov
- En persona en su oficina de distrito
- Por correo

¡No tuvimos que elegir entre pagar facturas o alimentar a nuestra familia!

Elegimos CalFresh.

¡No tuvimos que elegir entre el futuro de mi hijo o alimentos frescos!

Elegi CalFresh.

¡No tuvimos que elegir entre nuestra calidad de vida O una comida saludable!

Elegimos CalFresh.

Brochure - Let's Eat LA! (Side 2)



Social Media Graphics

These web graphics* can be used to enhance your social media posts and capture the attention of your audiences to inform them about CalFresh Program in Los Angeles County. For additional information about how to effectively market CalFresh on your social media account(s), please click [here](#) to access the Social Media Guide.



Graphic A (General Population) - Let's Eat LA!

[Download](#)



Graphic B (General Population) - Let's Eat LA!

[Download](#)



Graphic C (Student) - I Chose CalFresh.

[Download](#)



Graphic D (Family) - We Chose CalFresh.

[Download](#)



Web Sliders

These CalFresh campaign web sliders can be added to your organization's home page to inform visitors about CalFresh Program in Los Angeles County, and link them directly to the DPSS homepage where they can learn more the program, and obtain the latest news and information. Web sliders are available for download in the sample sizes below, however your organization may request a custom-sized slider by emailing your preferred dimensions to: LianaAkopyan@dpss.lacounty.gov



Web Slider A (General Population) - Let's Eat LA! [Download](#)



Web Slider B (Family) - We Chose CalFresh. [Download](#)



Lobby TV Monitor Graphics

These CalFresh Lobby TV Monitor Graphics can be downloaded and displayed on any TV, especially those found in lobbies or areas where your customers are waiting to be serviced. These graphics inform viewers about CalFresh Program in Los Angeles County, and the various social media site they can access to learn more the program, and obtain the latest news and information.



Web Slider A (General Population) - Let's Eat LA!

[Download](#)



Web Slider B (Student) - I Chose CalFresh.

[Download](#)



Web Slider C (Family) - We Chose CalFresh.

[Download](#)



Additional CalFresh Marketing Items



CalFresh Hand Fan (Front)

[Click here to order](#)




CalFresh Hand Fan (Back)




CalFresh Factsheet

This 1-page factsheet provides an overview of the CalFresh Program, which includes information about application processing time, income threshold, and resources. Additionally, it informs the customer about the different ways they can apply for benefits, as well as DPSS contact information if they wish to receive more information.

**PROGRAMA DE CALFRESH
HOJA INFORMATIVA**



¿QUÉ ES EL PROGRAMA DE CALFRESH?

El nombre para el Programa de Estampillas para Comida de California es "CalFresh." Este cambio de nombre es debido a una reciente ley del Estado. El propósito de este programa es fomentar y proteger la salud y el bienestar de las familias de bajos ingresos aumentando su poder adquisitivo para alimentos y elevando sus niveles de nutrición.

En California, los beneficios mensuales de CalFresh son transferidos a la *Tarjeta Golden State Advantage* de la familia, conocida como tarjeta de Transferencia Electrónica de Beneficios (EBT), y son emitidos cuando el caso de CalFresh de la familia es aprobado.

¿QUIÉN PUEDE RECIBIR CALFRESH?

Las personas o familias cuyos ingresos sean suficientemente bajos y cumplan con otros factores de elegibilidad pueden recibir beneficios de CalFresh. Los ciudadanos americanos, residentes legales y algunos inmigrantes elegibles pueden recibir beneficios de CalFresh. En California, los beneficiarios del Programa de Ingresos Suplementarios de Seguridad/Pagos Suplementarios del Estado conocido por sus siglas en inglés, SSI/SSP, serán potencialmente elegibles para recibir beneficios de CalFresh a partir del día 1° de junio del 2019.

PROCESAMIENTO DE LAS SOLICITUDES Y EL SERVICIO URGENTE

Las solicitudes de CalFresh son procesadas en un plazo de 30 días. En situaciones de emergencia, una familia puede recibir beneficios de CalFresh en un plazo de tres días desde la fecha de su solicitud de CalFresh. La política del DPSS es entregar los beneficios urgentes de CalFresh el mismo día de la solicitud, siempre que sea posible. La familia tiene que reunir ciertas condiciones determinadas que hacen que su situación sea de emergencia (por ejemplo, menos de \$150 en ingresos brutos mensuales y tener menos de \$100 disponibles).

¿CUÁNTOS BENEFICIOS DE CALFRESH PUEDE RECIBIR UNA FAMILIA?

La cantidad de beneficios de CalFresh depende del tamaño y los ingresos de la familia. Entre menos ingresos reciba una familia, más beneficios de CalFresh puede obtener.

Si una familia tiene esta cantidad de miembros....	1	2	3	4	5	6	7	8
Y gana menos de esta cantidad al mes.... <small>(límite de ingresos brutos)</small>	\$2,128	\$2,874	\$3,620	\$4,368	\$5,114	\$5,860	\$6,608	\$7,354
La familia puede recibir hasta esta cantidad de beneficios:*	\$204	\$374	\$535	\$680	\$807	\$969	\$1,071	\$1,224

* La cantidad real depende de la situación específica de la familia (Cantidades vigentes desde el 1° de octubre 2020 hasta el 30 de septiembre de 2021)

HOGARES CON ANCIANOS Y PERSONAS DISCAPACITADAS

El límite de ingresos brutos no es utilizado para determinar la elegibilidad de las familias que tienen un miembro anciano o discapacitado. En su lugar, el límite de ingresos netos mensuales (ingresos brutos menos las deducciones aplicables) es utilizado para determinar la elegibilidad.



RECURSOS

Desde el 1° de febrero del 2011, los recursos tales como dinero y bienes ya no cuentan al determinar la elegibilidad para CalFresh. Si un hogar solicita asistencia monetaria (CalWORKs, Ayuda General y Programa de Asistencia Monetaria para Inmigrantes [CAPI] o Non-MAGI Medi-Cal) los recursos son tomados en cuenta para esos programas.

¿CUÁNTAS PERSONAS RECIBEN CALFRESH EN LOS ANGELES?

Actualmente, el Departamento de Servicios Sociales Públicos proporciona beneficios de CalFresh a más de 1.3 millones de personas en el Condado de Los Angeles.

¿COMO APLICAR?

-  Llamando al 1-866-613-3777,
-  Por internet en dpss.lacounty.gov, ó www.getcalfresh.org;
-  En persona en cualquier oficina del Departamento de Servicios Sociales Públicos, o
-  Por correo, llame al Centro de Servicio al cliente al 866-613-3777 y pida que le envíen una solicitud de CalFresh por correo. Completé la solicitud y envíe la solicitud a la oficina local del departamento.

9/3/20 SPANISH

Spanish

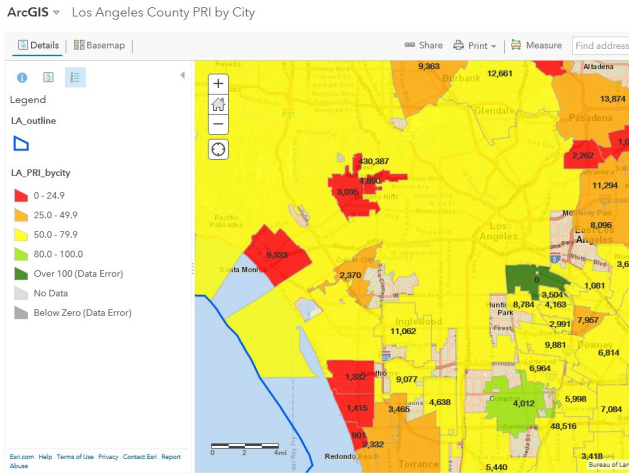
[Download](#)



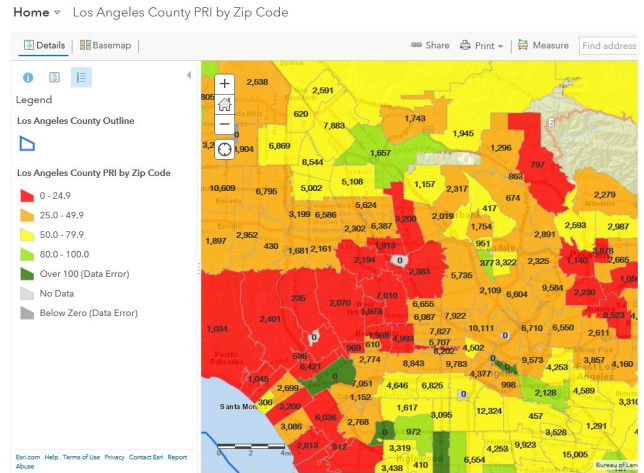
Geocoding

Geocoding technology can help you identify areas local to you that have low participation rates. With this information, you are able to concentrate on the areas where outreach efforts can be most beneficial to your community. Below are various geocoding resources that you can utilize to learn more about CalFresh participation in your area.

The **CalFresh Participation Rate Index (PRI)* Map** allows users to view CalFresh participation rate in their area by a search via exact address, city, or zip-code.



By City
[Download](#)



By Zip Code
[Download](#)

The **CalFresh PRI* Map Glossary** lists all abbreviations used when viewing the CalFresh PRI Map.

CalFresh Outreach Geocoding Project: Los Angeles County
Prepared by the California Department of Social Services (CDSS)
Research Services Branch (RSB)

I. DATA SOURCES

To measure CalFresh participation in Los Angeles County, the following sources were used:

Data	Source
CalFresh recipients & other point-in-time data for geocoding	Medi-Cal Eligibility System (MEDS)
Poverty Data	American Community Survey (ACS) five-year summary file for 2012-2016 (Table C17002 Ratio of Income to Poverty in the Past 12 Months)
Eligibility Data	ACS five-year summary file for 2012-2016 (Table S1601 Language Spoken at Home)

II. METHODS

We obtained data on a total of 1,059,326 persons who received CalFresh in June 2017 with an address in one of 284 zip codes in Los Angeles County. Of the total, 5,303 addresses were P.O. Box, General Delivery addresses, or were listed with an address of "homeless"; these were not geocoded. Of the 1,053,423 addresses that were geocoded, no match was found for 15,435 addresses (1.5% of total).

Geocodable data on CalFresh recipients and SSI recipients from MEDS were combined with ACS 5 year (2012-2016) poverty and eligibility files and used to estimate CalFresh participation rates, or the Program Reach Index (PRI). Using data on households in which children receive CalFresh benefits but adults do not, the number of persons who cannot receive CalFresh due to their citizenship status can be estimated and removed from the PRI calculation. This child-only methodology produces a truer measure of CalFresh participation among eligible individuals.

Child-Only Method:

$$PRI = \frac{\text{CalFresh Recipients} - \text{Disaster CalFresh Program Participants}}{\text{Pop} < 130\% FPL - (SSI - p) - (0.94\text{ChildOnlyHHS} * 1.77) - (0.94\text{ChildOnlyHHS} * 1.24) - \text{Inetip_children}}$$

The resulting database was used to create two interactive web maps, one at zip code level and the second at city level. We have included a how to guide for using the maps (page 5) which allows you to map fields other than PRI. Click a zip code or city to see mapped values.

Lastly, we have added a data dictionary and margins of error for poverty and language data. The margins of error can be used to assess the reliability of the point estimates used in PRI calculations.

III. DATA LIMITATIONS

The reliability of this data is sensitive to the accuracy of the address information in MEDS and ACS estimates of the number of individuals below 130 percent of the federal poverty level at the selected geographic level.

1 | Page

[Download](#)

*The CalFresh PRI data is provided by the California Department of Social Services (CDSS) and based on 2016 data, which is the latest information available. PRI data is an estimate, and not a precise indicator of participation rate.



Geocoding (cont.)

The **CalFresh PRI* Listing by City** lists CalFresh participation rate information for all cities in Los Angeles County.

Draft Los Angeles County Program Reach Index by City - 2016 Data Draft

City Name	Estimated Number of Persons Potentially Eligible For CalFresh	Number of Persons Receiving CalFresh	Program Reach Index Estimate Percentage	Number of Estimated Persons Potentially Eligible For CalFresh Not Receiving
Aguilar Hills	1883	284	0 - 24 %	1189
Alhambra	15516	4222	25.0 - 40.0 %	11294
Arroyo	6214	1151	0 - 24 %	5063
Artesia	2613	1081	25.0 - 40.0 %	1332
Avalon	0	0	No Data	0
Azusa	8138	4134	50.0 - 75.0 %	4004
Baldwin Park	14130	8939	50.0 - 75.0 %	5200
Bell	9891	5328	50.0 - 75.0 %	4563
Bel Sharrers	14665	4708	25.0 - 40.0 %	7957
Bellflower	15368	8284	50.0 - 75.0 %	7084
Beverly Hills	3671	636	0 - 24 %	3035
Bradbury	88	21	0 - 24 %	78
Burbank	14658	5295	25.0 - 40.0 %	9363
Cadiz	1997	413	0 - 24 %	1584
Carson	12234	6794	50.0 - 75.0 %	5440
Cerritos	2958	907	25.0 - 40.0 %	1851
Cleburne	3178	1025	25.0 - 40.0 %	2153
Compton	2958	1477	50.0 - 75.0 %	1081
Commerce	2432	2140	80.0 - 100.0 %	402
Covina	5668	3596	50.0 - 75.0 %	2072
Cudahy	8639	5044	50.0 - 75.0 %	3595
Culver City	3543	1173	25.0 - 40.0 %	2370
Diamond Bar	4885	1167	25.0 - 40.0 %	2918
Downey	14940	8126	50.0 - 75.0 %	6814
Duarte	4810	1250	25.0 - 40.0 %	2760
El Monte	2842	2040	50.0 - 75.0 %	802
El Segundo	1807	275	0 - 24 %	1332
Gardenia	10407	5769	50.0 - 75.0 %	4638
Glendale	32740	18689	50.0 - 75.0 %	13651
Glennview	5798	2227	25.0 - 40.0 %	3571
Harvester Sharrers	4370	2038	25.0 - 40.0 %	2048
Hawthorne	19887	10640	50.0 - 75.0 %	8077
Hermosa Beach	1076	175	0 - 24 %	901
Hesperia Hills	0	0	0	0
Huntington Park	17815	8031	50.0 - 75.0 %	8784
Inglewood	4	21	Below Zero (Data Error)	4
Inglewood	25613	14551	50.0 - 75.0 %	11062
Inverdale	126	126	Over 100 (Data Error)	0
La Canada Flintridge	903	105	0 - 24 %	798
La Habra Heights	0	0	No Data	0
La Mission	4381	1590	25.0 - 40.0 %	2891
La Puente	6793	4682	50.0 - 75.0 %	2111
La Verne	3213	1229	25.0 - 40.0 %	1984
Lakewood	7821	3603	50.0 - 75.0 %	3818
Lancaster	39434	18531	80.0 - 100.0 %	5043
Laverne	6516	3951	25.0 - 40.0 %	3465
Lomita	2980	1411	25.0 - 40.0 %	1578
Long Beach	102399	57421	50.0 - 75.0 %	48158
Los Angeles	888277	454600	50.0 - 75.0 %	431877
Lynden	17918	10954	50.0 - 75.0 %	6964
Malibu	1500	44	0 - 24 %	1344
Marlhaman Beach	1570	155	0 - 24 %	1415
Maywood	7818	4314	50.0 - 75.0 %	3504
Monrovia	4133	2324	50.0 - 75.0 %	1809
Monroville	10289	4670	50.0 - 75.0 %	3619
Monterey Park	11855	2650	25.0 - 40.0 %	8205

[Download](#)

The **CalFresh PRI* Listing by Zip Code** lists CalFresh participation rate information by all zip codes in Los Angeles County. Additionally, the users may filter the list to only display zip codes relevant to their servicing areas.

Draft List of Los Angeles County Zip Codes with Program Reach Index Percentages - 2016 Data Draft

Zip Code	Number of Estimated Potentially Eligible Persons	Number of Persons Receiving CalFresh Benefits	Program Reach Index - Estimated Percentage	Number of Estimated Persons Eligible to CalFresh and Not Receiving
90001	10413	15160	78%	4233
90002	11822	14900	64%	2922
90003	26066	19912	76%	6504
90004	13915	6088	44%	7827
90005	11225	4023	33%	8002
90006	16669	8866	48%	9783
90007	17641	11571	66%	6070
90008	7133	5516	77%	1617
90010	360	133	24%	427
90011	38383	26059	68%	12324
90012	766	2167	17%	3589
90013	4803	5642	Over 100 (Data Error)	0
90014	2664	922	30%	1742
90015	728	2909	40%	4377
90016	11107	6461	58%	4646
90017	10961	3998	36%	6963
90018	24803	7977	24%	6825
90019	15119	6276	42%	8843
90020	8994	3287	37%	5707
90021	1535	537	36%	998
90022	16491	11902	72%	4589
90023	13511	11383	84%	2128
90024	13700	339	2%	13361
90025	7441	1020	14%	6421
90026	16420	6309	38%	10111
90027	8790	2656	33%	6135
90028	8994	2339	26%	6655
90029	11279	4257	30%	7022
90031	11328	5618	46%	6710
90032	11825	6275	49%	6550
90033	18700	9127	49%	9573
90034	9821	2970	27%	7051
90035	3923	1149	29%	2774
90036	1888	875	15%	4993
90037	21827	17480	78%	6327
90038	8889	2902	32%	6087
90039	3452	1343	39%	2109
90040	2779	1488	54%	1291
90041	3520	1195	34%	2325
90042	14929	5245	36%	9684
90043	8951	7619	87%	972
90044	29948	27079	90%	2869
90045	4485	903	19%	3782
90046	8362	1342	16%	7020
90047	10662	12557	Over 100 (Data Error)	0
90048	2329	391	17%	1938
90049	2679	249	10%	2401
90056	463	466	Over 100 (Data Error)	0
90057	16226	11724	72%	4502
90058	5329	1072	20%	4257

[Download](#)

*The CalFresh PRI data is provided by the California Department of Social Services (CDSS) and based on 2016 data, which is the latest information available. PRI data is an estimate, and not a precise indicator of participation rate.



Becoming a CalFresh Application Assister

With excellent customer service in mind, it is crucial to have individuals like you trained to enroll customers who are eligible to the CalFresh program. Not only are CalFresh Application Assister (CAA) trusted members of their communities, but they know the needs of the community. You are the missing link between DPSS and customers who are a.) unaware of the CalFresh program in Los Angeles County, and b.) unaware that they are eligible to the program.

CAAs use YourBenefitsNow! (YBN) to enroll their customers. YBN is a website for Los Angeles County residents to apply for and view their benefits online. In addition to submitting their application electronically, customers can log onto YBN to obtain their current case status, upload verification, send their eligibility worker a secured message or view electronic copies of their notices. For more information about YBN, please access the YBN Fact Sheet by clicking the download link below.

When becoming a CAA, Los Angeles County DPSS will provide you in-depth YBN training, as well as various resources and tools to ensure you are prepared to effectively assist your customers. You will become knowledgeable in navigating YBN, understanding its functionality, and be able to answer any questions your customers may have.

To get started on becoming a CAA, please download the Your Benefits Now (YBN) System User Security and Confidentiality Agreement below. Once you have read and signed it, please email the completed form to CalFreshOutreach@dps.lacounty.gov to receive further instructions, and information on the next steps to successfully becoming a CAA in your community! Please contact us at 562-908-6345 if you have any questions.

DEPARTMENT OF PUBLIC SOCIAL SERVICES

Title:	Effective Date:
Your Benefits Now (YBN) System User Security and Confidentiality Agreement	October 2012

This Agreement applies to all employees, contractors, subcontractors, vendors, volunteers and any other users of the County of Los Angeles (County) Department of Public Social Services (DPSS) YBN System, whether permanent, temporary, part-time, or in any other status. Only DPSS-authorized users are permitted to use the YBN System. It comprises the entire Agreement between the user and DPSS and supersedes any prior agreements pertaining to the subject matter herein.


As a YBN System user, I understand and agree to the following:



1. I understand and agree that the YBN System is the property of the County and I will use the YBN System for only those specific County and DPSS approved business purposes for which I am authorized. Personal, non-County business, and/or unauthorized use or access of the YBN System or YBN System information is forbidden, including personal use of the e-mail component and any other applications or software within the YBN System.
2. I understand and agree that I will have access to confidential public social services applicant and participant information for which there is an expectation of privacy. I shall protect, secure, and keep confidential all such YBN System information in compliance with all applicable federal, state, and local laws, rules, regulations, ordinances, guidelines, directives, policies, and procedures relating to confidentiality and information security, as well as County and DPSS guidelines, directives, policies, and procedures relating to same. I agree to forward all requests for the disclosure or release of any YBN System information or data received by me to my immediate supervisor or manager.
3. I understand and agree that I will not subvert or bypass any security measures which have been implemented in order to control or restrict access to the YBN System nor will I attempt to use the YBN System in order to gain unauthorized access to any other computer systems or networks.
4. I understand and agree that I am responsible for maintaining the secrecy of my YBN System account and password, and I am fully responsible for all activities that occur with my account and password. I will not permit others to use my account or password in order to access the YBN System. I will immediately notify my immediate supervisor, manager, or Local Security Officer (LSO) of any unauthorized use of my account or password or any other breach of security, known or suspected. If I know or suspect that my account and password is known by someone other than myself, I must immediately change my password. *(The LSO is the person responsible for the administration of security policies at the local office level).
5. I understand and agree that I will not leave my workstation unattended while in active login status to YBN. When I leave my workstation, I will either lock the workstation or logoff from the YBN System.
6. I understand and agree that it is illegal for me to knowingly access the YBN System to add, delete, alter, damage, destroy, copy or otherwise use the YBN System or data in order to defraud, deceive, extort, or control data for wrongful personal gain.
7. I understand and agree that I am not permitted to access, copy, or disclose any software, code, data, information, or related documentation from the YBN System to any individual or organization without specific written DPSS management authorization.

Page 1 of 2

YBN System User Security and Confidentiality Agreement

[Download](#)

 County of Los Angeles
Department of Public Social Services

Sheryl L. Spitzer
Director
Antonia Jimenez
Chief Deputy

**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.

June 2017

YBN Fact Sheet

[Download](#)

