County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

dpss

calfresh
BETTER FOOD FOR BETTER LIVING

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!

#ChooseCalFresh

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 Can Help You and Your Family.

- If you are the only person in your household, you can apply for CalFresh.
- If you work full-time, you and your family may still qualify for CalFresh.
- You can buy food at any grocery store or farmers' market that accepts EBT cards.
- You never have to pay back CalFresh benefits if you are eligible for them.

How Much CalFresh Will Receive Each Month?

- The amount you get depends on your income, expenses, and family size.

How Long Will It Take To Get CalFresh?

- If eligible, you will get your CalFresh within 30 days.
- You may get CalFresh in three days if you earn less than $150 in the month you apply and if you have less than $100 in cash. Ask your worker if you can get expedited services when you apply.

- People who get Supplemental Security Income/State Supplemental Payment (SSI/SSP) are not eligible for CalFresh, but other household members may be.

You Still May Qualify For CalFresh If You:

- Earn money from a job.
- Get unemployment benefits.
- Get General Assistance/Relief.
- Get child support.
- Be part of CalWORKs.
- Get disability benefits.
- Have money in savings.
- Own certain retirement accounts.
- Have certain education savings accounts.

What About Things I Own?

When you apply for CalFresh you may own a house, have cars, and still qualify. Ask your worker for more information.

I didn't have to choose between buying my textbooks OR eating healthy!

I chose CalFresh.

cal fresh — BETTER FOOD FOR BETTER LIVING

County of Los Angeles DEPARTMENT OF PUBLIC SOCIAL SERVICES

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Director

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CalFresh provides nutrition assistance to people with low income. It can help buy nutritious foods for a better diet.

Apply for CalFresh today at:

www.dpss.lacounty.gov
or, only within L.A. County,
call (866) 613-3777

@LACoDPSS @LACo_DPSS @LACo_DPSS

LET'S EAT, LA!

#ChooseCalFresh

Local!

CFP-001 (ENGLISH) 06/2018

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

What Should I Have When I Apply?

- **Identification** – You may bring a driver's license, an I.D. card, a health card, or other identification document.
- **Social Security Numbers** – Be ready to give your number and a number for all those persons for whom you are applying, if they have one.
- **For Non-U.S. Citizens** – Bring a resident alien card or other proof of immigration status.

You May Also Need These:

- **Proof of Income** – Pay stubs, child support orders, and benefit statements.
- **Proof of Expenses** – Rent receipt or mortgage statement, utility bills (telephone, heat, gas/electricity and water/sewage/garbage), child care receipts, child support payments, and proof of other expenses.

We didn't have to choose between paying bills OR feeding our family!

We chose CalFresh.

The Golden State Advantage Card

If you qualify for CalFresh, you will:

Get a plastic electronic benefit transfer (EBT) card and your Personal Identification Number (PIN). Your CalFresh benefits will be added to your account each month. (If you are homeless, you and your CalFresh worker will agree on how to pick up your EBT card.)

Shop at any grocery store or farmers' market authorized to accept EBT cards.

Swipe your EBT card, like an ATM card, in the ATM/debit/credit card machine at the checkout.

Enter your PIN. The amount you spend will be taken from your CalFresh account.

Enjoy healthy nutritious food for you and your family, and better food for better living.

If you are 60 years of age or older, homeless or disabled, you may be eligible to purchase prepared meals at certified restaurants in some counties.

How Do I Apply?

You may apply:
- Online at www.dpss.lacounty.gov
- In person at your local district office
- By mail or fax

I didn't have to choose between my child's future OR fresh food.

I chose CalFresh.

I Am an Immigrant. Can My Children and I Apply For CalFresh?

Yes! All children born in the U.S. can get CalFresh if they qualify, no matter where their parents were born. Parents may qualify if they have a valid social security number and meet certain other guidelines. Parents who do not qualify themselves should apply for their children born in the U.S.

Eat Fruits and Vegetables and Be Active Every Day For Better Health!

CalFresh will stretch your food dollars. You can buy more fruit, vegetables, and other healthy foods for the whole family.

Eating more fruits and vegetables each day can help you and your family stay healthy.

- Eat fruit with breakfast.
- Eat fruits and vegetables as a snack.
- Buy fresh, frozen, canned, and dried fruits and vegetables at the grocery store or farmers' market.
- Place fruits and vegetables where you will see them and within easy reach.
- Be active every day to help you and your family stay healthy.

To find out more information about CalFresh, call (866)613-3777 today!

We didn't have to choose between our quality of life OR a healthy meal.

We chose CalFresh.

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

#ChooseCalFresh

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

#ChooseCalFresh

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

#ChooseCalFresh

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.

CALFRESH PROGRAM FACT SHEET

WHAT IS THE CALFRESH PROGRAM?

The new name for California's Food Stamp Program is "CalFresh." This name change is a result of a recent State law. The purpose of this program is to promote and safeguard the health and well-being of low-income households by increasing their food purchasing power and raising their levels of nutrition.

In California, the monthly CalFresh benefit is transferred to the household's Electronic Benefits Transfer (EBT) card, known as Golden State Advantage Card, and is issued when the household's CalFresh case is approved.

WHO CAN GET CALFRESH?

Individuals or households whose income is low enough and meet other eligibility factors, can get CalFresh benefits. U.S. citizens, legal residents, and some qualified immigrants may receive CalFresh benefits. In California, beneficiaries of the Supplemental Security Income / Supplemental Payment Program (SSI / SSP) will be potentially eligible to receive CalFresh benefits as of June 1, 2019.

APPLICATION PROCESSING AND EXPEDITED SERVICE

CalFresh applications are processed within 30 days. In emergency situations, a household may receive CalFresh benefits within three days from the date of their CalFresh application. It is DPSS policy to issue expedited CalFresh benefits on the day of application, whenever possible. The household must meet specified conditions which would render the household's situation emergent (e.g., monthly gross income is less than $150 and with less than $100 on hand).

HOW MUCH CALFRESH BENEFITS CAN A HOUSEHOLD RECEIVE?

The amount of CalFresh benefits depends on the household size and income. The less income a household receives, the more CalFresh benefits a household can receive.

If a household has this many members …	1	2	3	4	5	6	7	8
And makes less than this each month … (gross income limit)	$2,024	$2,744	$3,464	$4,184	$4,904	$5,624	$6,344	$7,064
The household could receive up to this much in benefits:*	$192	$353	$505	$642	$762	$914	$1,011	$1,155

* Actual amount depends on household's specific case situation (*Amounts Effective October 1, 2018 through September 30, 2019*)

ELDERLY AND DISABLED HOUSEHOLDS

The gross income limit is not used to determine eligibility for households that contain an elderly and/or disabled member. Instead, the net monthly income limit (gross income minus applicable deductions) is used to determine eligibility.

RESOURCES

Effective February 1, 2011, resources such as money and property are no longer counted when determining CalFresh eligibility. If a household is applying for cash aid (CalWORKs, General Relief or Cash Assistance Program for Immigrants [CAPI] or Non-MAGI Medi-Cal) resources will be counted for those programs.

HOW MANY PERSONS ARE RECEIVING CALFRESH IN LOS ANGELES COUNTY?

Currently, the Department of Public Social Services provides CalFresh benefits to over 1.1 million individuals in Los Angeles County.

HOW TO APPLY

- By calling the Customer Service Center 866-613-3777;
- Online at www.dpss.lacounty.gov or www.getcalfresh.org;
- In person at any DPSS Office; or
- By mail. Call the Customer Service Center at 866-613-3777 and ask for a CalFresh application to be mailed to you. Once you have filled out your Calfresh application, mail it to your local DPSS Office.

5/20/19 (CPA)

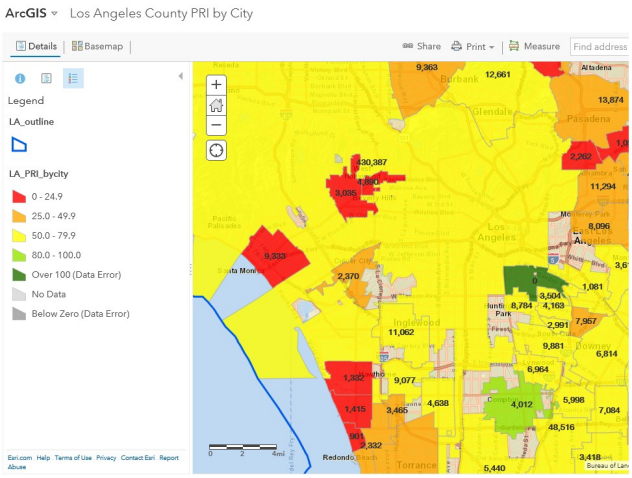
English

Download

Geocoding

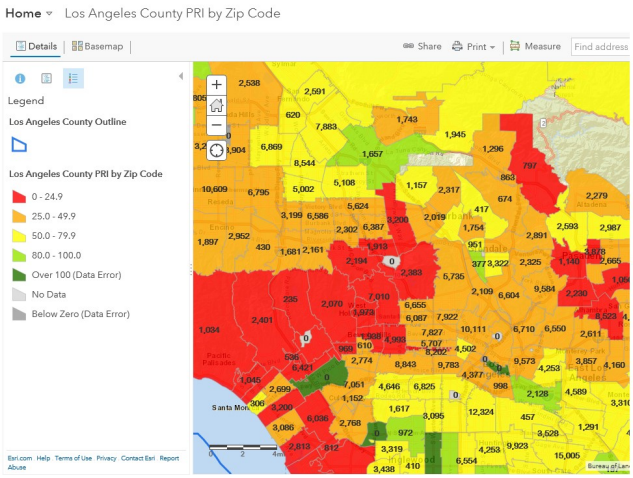
Geocoding technology can help you identify areas local to you that have low participation rates. With this information, you are able to concentrate on the areas where outreach efforts can be most beneficial to your community. Below are various geocoding resources that you can utilize to learn more about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

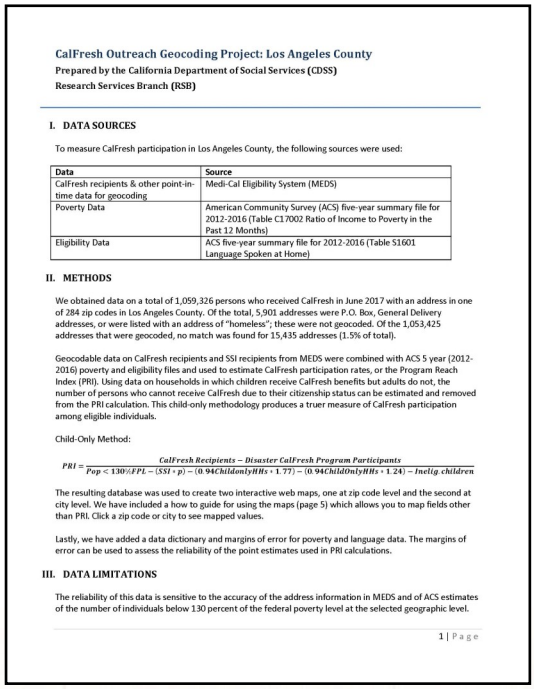
Download



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, 5,901 addresses were P.O. Box, General Delivery addresses, or were listed with an address of "homeless"; these were not geocoded. Of the 1,053,425 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:

$$PRI = \frac{CalFresh\ Recipients - Disaster\ CalFresh\ Program\ Participants}{Pop < 130\%FPL - (SSI * p) - (0.94ChildonlyHHs * 1.77) - (0.94ChildOnlyHHs * 1.24) - Inelig.\ children}$$

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 of 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.

#ChooseCalFresh

Geocoding (cont.)

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

Draft Draft

Los Angeles County Program Reach Index by City
2017 Data

City Name	Estimated Number of Persons Potentially Eligible For CalFresh	Number of Persons Receiving CalFresh	Program Reach Index (PRI) Estimate Percentage	Number of Estimated Persons Potentially Eligible For CalFresh Not Receiving
Agoura Hills	1,894	316	0 - 24.9	1,578
Alhambra	14,993	4,712	25.0 - 49.9	10,281
Arcadia	6,214	1,153	0 - 24.9	5,061
Artesia	2,235	1,118	50.0 - 79.9	1,117
Avalon	No data[2]	No data[2]	No data[2]	No data[2]
Azusa	8,185	4,649	50.0 - 79.9	3,536
Baldwin Park	13,182	9,413	50.0 - 79.9	3,769
Bell	9,316	5,404	50.0 - 79.9	3,912
Bell Gardens	14,705	6,686	25.0 - 49.9	8,019
Bellflower	13,612	8,846	50.0 - 79.9	4,766
Beverly Hills	3,530	727	0 - 24.9	2,803
Bradbury	79	22	25.0 - 49.9	57
Burbank	14,575	5,586	25.0 -49.9	8,989
Calabasas	2,261	504	0 -24.9	1,757
Carson	11,268	7,612	50.0 - 79.9	3,656
Cerritos	2,785	1,099	25.0 - 49.9	1,686
Claremont	2,986	1,169	25.0 - 49.9	1,817
Commerce	2,441	1,646	50.0 - 79.9	795
Compton	23,914	22,388	80.0 - 100.0	1,526
Covina	5,052	4,019	50.0 - 79.9	1,033
Cudahy	8,049	5,018	50.0 - 79.9	3,031
Culver City	3,417	1,315	25.0 - 49.9	2,102
Diamond Bar	4,050	1,385	25.0 - 49.9	2,665
Downey	14,128	8,620	50.0 - 79.9	5,508
Duarte	3,185	1,287	25.0 - 49.9	1,898
El Monte	27,308	20,806	50.0 - 79.9	6,502
El Segundo	1,640	326	0 - 24.9	1,314
Gardena	10,486	5,981	50.0 - 79.9	4,505
Glendale	34,644	20,369	50.0 - 79.9	14,275
Glendora	5,131	2,388	25.0 - 49.9	2,743
Hawaiian Gardens	4,252	2,043	25.0 - 49.9	2,209
Hawthorne	18,382	11,057	50.0 - 79.9	7,325
Hermosa Beach	1,163	175	0 - 24.9	988
Hidden Hills	No data[2]	No data[2]	No data[2]	No data[2]
Huntington Park	17,338	8,981	50.0 - 79.9	8,357
Industry	Data Error below zero [1]	204	over 100[3]	-
Inglewood	24,327	15,235	50.0 - 79.9	9,092
Irwindale	140	152	over 100[3]	-
La Canada Flintridge	944	93	0 - 24.9	851
La Habra Heights	No data[2]	No data[2]	No data[2]	No data[2]
La Mirada	4,033	1,693	25.0 - 49.9	2,340
La Puente	7,557	4,718	50.0 - 79.9	2,839
La Verne	3,102	1,330	25.0 - 49.9	1,772
Lakewood	6,399	3,915	50.0 - 79.9	2,484
Lancaster	36,261	39,883	over 100[3]	-
Lawndale	6,244	3,202	50.0 - 79.9	3,042

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 Los Angeles County Program Reach Index by Zip Code - 2017 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
90814	2,979	781	25.0 - 49.9	2,198
90815	4,929	911	0 - 24.9	4,018
90822	No Data	No Data	No Data	No Data
90831	No Data	No Data	No Data	No Data
91001	4,242	2,040	25.0 - 49.9	2,202
91006	3,182	693	0 - 24.9	2,489
91007	3,877	725	0 - 24.9	3,152
91008	89	17	0 - 24.9	72
91010	3,887	1,865	25.0 - 49.9	2,022
91011	938	105	0 - 24.9	833
91016	3,997	2,485	50.0 - 79.9	1,512
91020	1,262	393	25.0 - 49.9	869
91024	554	149	25.0 - 49.9	405
90712	2,050	1,222	50.0 - 79.9	828
91030	2,233	377	0 - 24.9	1,856
91040	2,603	1,130	25.0 - 49.9	1,473
91042	4,765	2,181	25.0 - 49.9	2,584
91046	Below Zero	14	Data Error	-
91101	4,629	1,162	25.0 - 49.9	3,467
91103	5,539	3,249	50.0 - 79.9	2,290
91104	7,032	4,263	50.0 - 79.9	2,769
91105	1,619	240	0 - 24.9	1,379
91106	3,746	906	0 - 24.9	2,840
91107	3,449	1,108	25.0 - 49.9	2,341
91108	983	53	0 - 24.9	930
90713	1,301	829	50.0 - 79.9	472
90715	2,974	1,545	50.0 - 79.9	1,429
90716	4,122	2,049	25.0 - 49.9	2,073
90717	2,953	1,558	50.0 - 79.9	1,395
90723	12,674	7,602	50.0 - 79.9	5,072
90731	13,524	6,561	25.0 - 49.9	6,963
90732	1,783	626	25.0 - 49.9	1,157
90744	16,164	7,591	25.0 - 49.9	8,573
90745	7,143	3,953	50.0 - 79.9	3,190
91201	3,400	2,532	50.0 - 79.9	868
91202	3,475	1,648	25.0 - 49.9	1,827
91203	2,654	1,631	50.0 - 79.9	1,023
91204	4,827	3,926	80.0 - 100.0	901
91205	9,585	5,708	50.0 - 79.9	3,877
91206	5,940	2,730	25.0 - 49.9	3,210
91207	1,023	419	25.0 - 49.9	604
91208	1,218	492	25.0 - 49.9	726
90746	2,870	2,100	50.0 - 79.9	770
90747	No Data	No Data	No Data	No Data
90755	2,059	845	25.0 - 49.9	1,214
90802	8,957	3,810	25.0 - 49.9	5,147
90803	3,224	515	0 - 24.9	2,709

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.

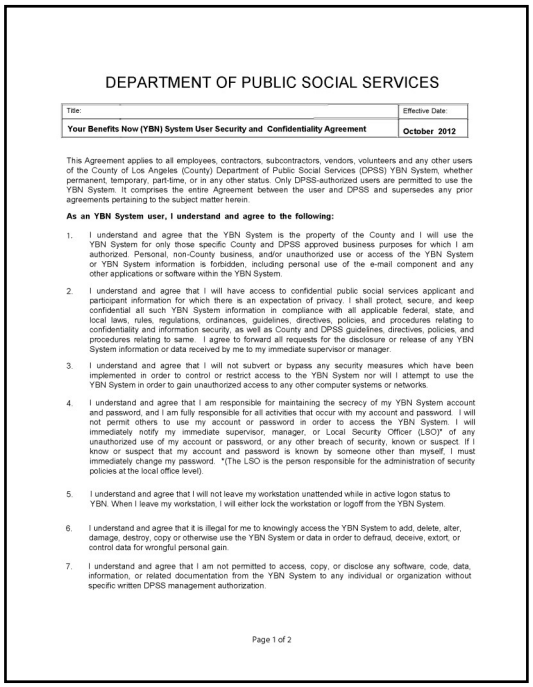
Becoming a CalFresh Application Assister

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@dpss.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 an 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 suspect. 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 logon 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.

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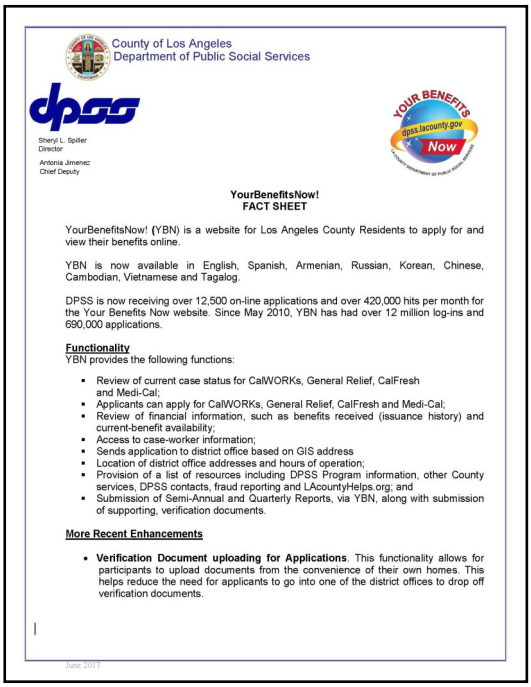

County of Los Angeles
Department of Public Social Services

dpss

Sheryl L. Spiller
Director

Antonia Jimenez
Chief Deputy

YOUR BENEFITS dpss.lacounty.gov Now

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

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