



County of Los Angeles  
DEPARTMENT OF PUBLIC SOCIAL SERVICES



# RESOURCE GUIDE



# 2018

[dpss.lacounty.gov](http://dpss.lacounty.gov)

This document is available in  
alternative format upon request by  
calling (844) 586-5550.

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# ABOUT DPSS

## MISSION:

Our mission is to enrich lives through effective and caring service.

## VISION:

Our vision is that Los Angeles County's most vulnerable residents have access to the services and resources that will enable them to live with dignity and improve their well-being.



## PHILOSOPHY:


We believe that we can help the people we serve to enhance the quality of their lives, provide for themselves and their families, and make a positive contribution to the community.

We believe that to fulfill our mission, services must be provided in an environment which supports our staff's professional development and


promotes shared leadership, teamwork, and individual responsibility.

We believe that, as we move toward the future, we can serve as a catalyst for commitment and action within the community, resulting in expanded resources, innovative programs and services, and new public and private sector partnerships.


# DPSS FACTS




DPSS is the second largest County department in Los Angeles and the largest welfare agency in the United States.



DPSS serves a county of more than 10 million residents, larger in population than 42 states; an area of 4,100 square miles, encompassing 88 cities; and the needs of an ethnically and culturally diverse community.



DPSS has an annual budget of over \$3.9 billion (2 billion administration; 1.9 billion assistance/benefits), and provides services to more than one out of every three residents in Los Angeles County (nearly 3.5 million people).



DPSS has a workforce of over 13,500 employees with the capacity to serve residents in 19 languages at over 40 offices located throughout Los Angeles County.

# DPSS CUSTOMER SUPPORT

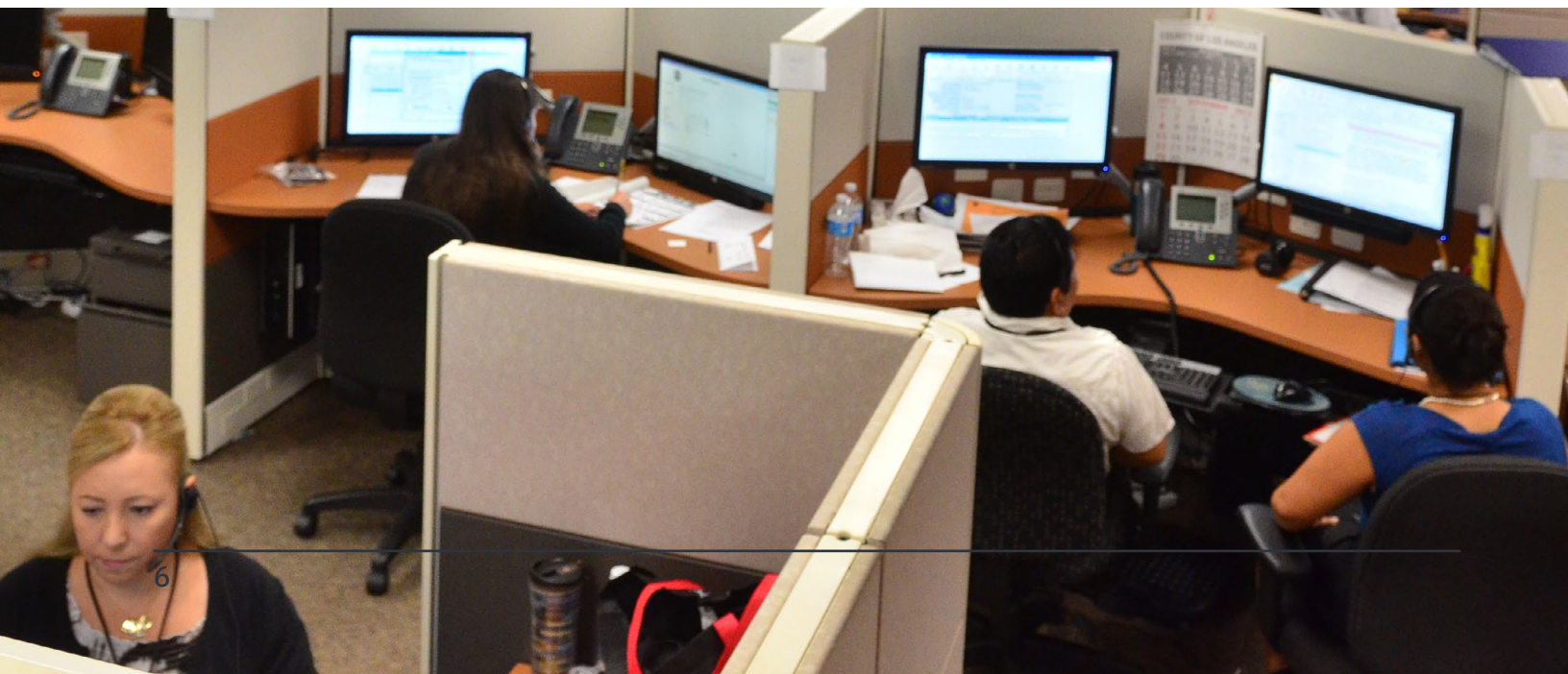
## Customer Service Centers

The Customer Service Center (CSC) is a call center operation comprised of three call centers that are designed to optimize and enhance the quality of customer service by improving the timeliness of case actions taken, and providing efficiency in telephone access for more than 3.5 million customers serviced by DPSS.

CSCs serve all 40 walk-in DPSS District Offices in nine threshold languages and offer a Courtesy Callback feature, where customers have the option to leave a number and receive a call back during peak hours.

As a result of Health Care Reform (HCR), and in response to the State's mandate to provide the public with easy access to information and services related to Health Care Reform, DPSS implemented the California Healthcare Eligibility, Enrollment and Retention System (CalHEERS) Call Center. The CalHEERS Call Center handles customers transferred from Covered California and assists them with completing their Medi-Cal applications over the phone, including plan selection and enrollment.

**The CSC may be reached at (866) 613-3777, Monday through Friday, during the service hours of 7:30am to 5:30pm.**



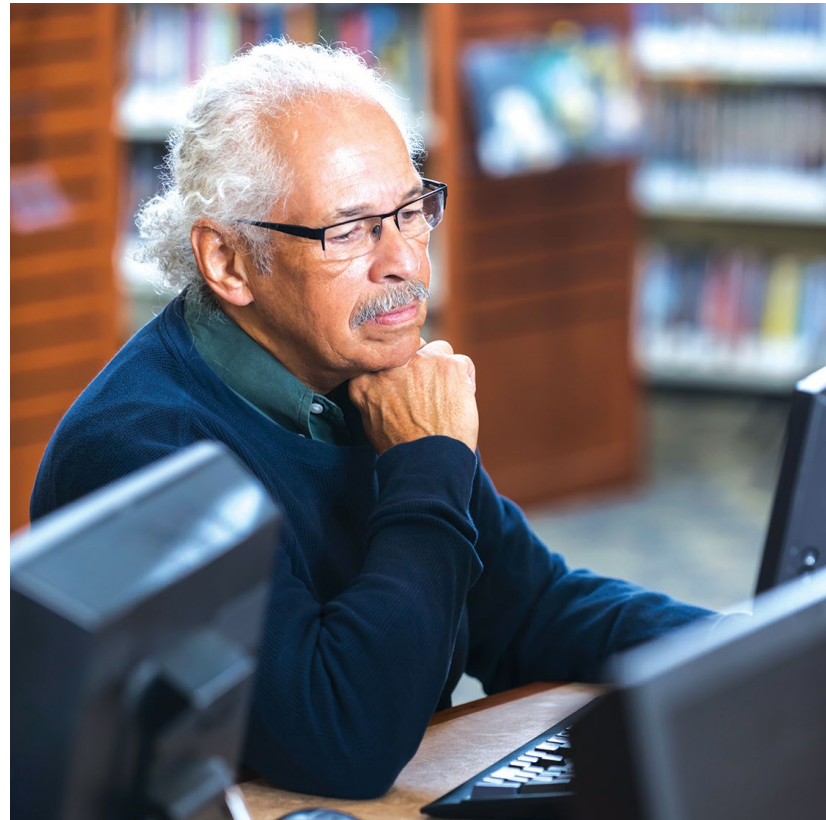
## Your Benefits Now (YBN)

The "Your Benefits Now" (YBN) online application system allows County residents to apply for benefits 24/7 in all threshold languages. Customers may begin the application process, save and submit their completed CalWORKs, CalFresh, General Relief, and Medi-Cal applications at a later time.

YBN helps to reduce district lobby traffic and eliminates the need for customers to travel to a district office for most services. Applicants who choose to complete their applications in person at a district office are able to schedule an appointment via the YBN system.

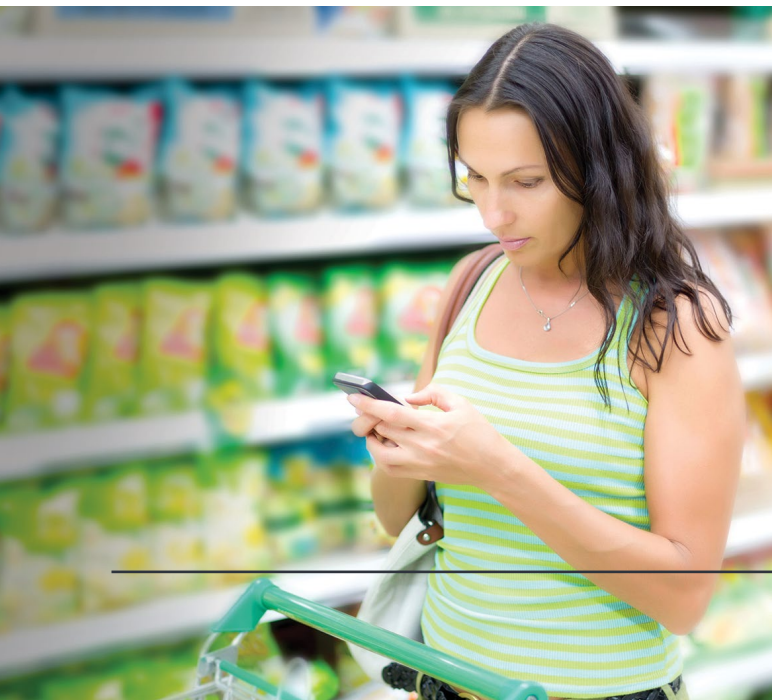
Participants are able to view:

- Case status information,
- Benefits,
- Case worker information,
- Electronic Benefit Transfer (EBT) balance,
- Last 20 EBT transactions within the past 90 days,
- Existing notices within the past 90 days,
- Submit their Semi-Annual/Quarterly reports, and
- Schedule an appointment for the Volunteer Income Tax Assistance (VITA) program.



## DPSS Mobile App

The DPSS Mobile App is available to both Apple and Android users (search: DPSS) and allows them to check their Electronic Benefit Transfer (EBT) balance and last 20 transactions within the past 90 days as well as upload documents for electronic submission of Semi-Annual and Quarterly reports (QR 7-LA / SAR 7).



# DPSS PROGRAMS

DPSS programs are mandated by federal, State, and County laws, and fall into the following general categories:



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**Temporary financial assistance and employment services (through Welfare-To-Work Programs) for low-income residents to promote self-sufficiency and independence.**



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**Free and low-cost health care programs and services for low-income individuals and families with children.**



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**Nutrition assistance for low-income individuals and families.**



# Financial Assistance Programs At-A-Glance

## California Work Opportunity and Responsibility to Kids (CalWORKs)

Provides temporary financial assistance and employment-focused services to families with minor children who have income and property below State maximum limits for their family size.

## CalWORKs Housing Program

Provides services and benefits to assist CalWORKs families who are homeless or at-risk of homelessness.

## General Relief (GR)

County-funded temporary cash aid for indigent adults and certain sponsored legal residents who are ineligible for federal or State programs.

## General Relief Housing Subsidy and Case Management Project

Provides rental subsidies and case management services to homeless GR individuals.

## Refugee Cash Assistance (RCA)

Provides financial assistance to refugees, asylees, and trafficking and other serious crime victims (couples or single adults) who have been determined to be ineligible for CalWORKs or Supplemental Security Income/State Supplemental Payment (SSI/SSP) and who are within eight months from the date of entry into the United States of America, the date asylum was granted, or from the date of application for aid (for trafficking and crime victims).

## Cash Assistance Payments for Immigrants (CAPI)

Provides cash to certain aged, blind, and disabled legal non-citizens ineligible to SSI/SSP due to their immigration status.

**For specific program eligibility requirements visit our website at [dpss.lacounty.gov](http://dpss.lacounty.gov) or call us at (866) 613-3777.**

# California Work Opportunity and Responsibility to Kids (CalWORKs)

California Work Opportunity and Responsibility to Kids (CalWORKs) provides temporary financial assistance and employment-focused services to families with minor children whose income and property are below State maximum limits for their family size. In California, cash aid is restricted to a 48-month lifetime limit for most aided adults, which includes aid received in other States; however, aid continues for the eligible children. Special requirements for assistance include cooperation with the Child Support Services Department and verification of immunization records. Most able-bodied aided parents are required to participate in the CalWORKs Welfare-to-Work (WtW) Greater Avenues for Independence (GAIN) employment

services program. Single parents are required to participate an average of 20 hours per week if they have a child under the age of six or 30 hours per week if they have no children under the age of six. One or both parents in two-parent families are required to participate an average of 35 hours a week. CalWORKs participants who become employed and whose income from earnings exceeds the amount allowed to continue receiving cash assistance may continue to receive ongoing CalFresh benefits, Medi-Cal coverage, and child care services. CalWORKs Supplemental Security Income (SSI) Advocacy services are provided for disabled individuals who are potentially eligible for SSI.



# Basic Eligibility Requirements

When making a CalWORKs eligibility determination, the following will be taken into consideration for every member of the family: citizenship or immigration status, age, income, resources, assets, and other factors. In addition, individuals must:

- Reside in California and intend to stay;
- Have an eligible child(ren) or are pregnant and;
  - One or both parents are absent from the home, deceased or disabled; or
  - Both parents are in the home, but the principal wage earner is either unemployed or working less than 100 hours per month at the time they applied for assistance.
- Be a United States citizen or a lawful immigrant;
- Have a Social Security Number or have applied for one;
- Have a net monthly income less than the Maximum Aid Payment (MAP) for family size (See the CalWORKs Maximum Aid Payments chart);
- Have less than \$2,250 in cash, bank, accounts and other resources (\$3,500 if disabled or 60 years or older);
- Provide proof of immunizations for all children under the age of six;
- Cooperate with child support requirements, unless exempt;
- Participate in Welfare-to-Work (WtW) activities.

## CalWORKs Maximum Aid Payments

(Effective October 1, 2016)

Family Size	Maximum Aid Payment (MAP)	Maximum Aid Payment (MAP)	Family Size	Maximum Aid Payment (MAP)	Maximum Aid Payment (MAP)
	Non-Exempt	Exempt <sup>1</sup>		Non-Exempt	Exempt
1	\$355	\$392	6	\$1,087	\$1,214
2	\$577	\$645	7	\$1,195	\$1,334
3	\$714	\$799	8	\$1,301	\$1,454
4	\$852	\$949	9	\$1,407	\$1,571
5	\$968	\$1080	10 or more	\$1,511	\$1,689

To receive the MAP (higher) exemption the family must have an eligible child and each adult relative caretaker must receive one of the following benefits: SSI, IHSS, SDI, Temporary Workers' Comp, Temporary Disability, or is a non-needy/non-parent caretaker relative.

# Property and Resources

For CalWORKs applicants and participants there is a property limit of \$2,250 (cash on hand, savings, stocks, etc.) or \$3,250 if someone in the Assistance Unit is disabled or age 60 years or older. Some resources that do not count include:

- A home, if the family lives in it;
- Personal and household items such as furniture, appliances, computers, etc.;
- Tools needed for employment (trade/profession);
- Special restricted savings accounts to be used for education/training, business or to purchase a home.

For detailed eligibility and program information, visit [dps.lacounty.gov](http://dps.lacounty.gov) or call the Customer Service Center at **(866) 613-3777**.



## How to Apply

Applications can be submitted online via the Your Benefits Now link on the [dps.lacounty.gov](http://dps.lacounty.gov) homepage, or in person at any of our 24 CalWORKs District Offices. DPSS has a 'No Wrong Door' policy that allows families to apply at any office. The case will then be transferred to the appropriate office based on the customer's address. Paper applications can be requested from the Customer Service Center at **(866) 613-3777**.

# Homeless Assistance: CalWORKs Housing Program

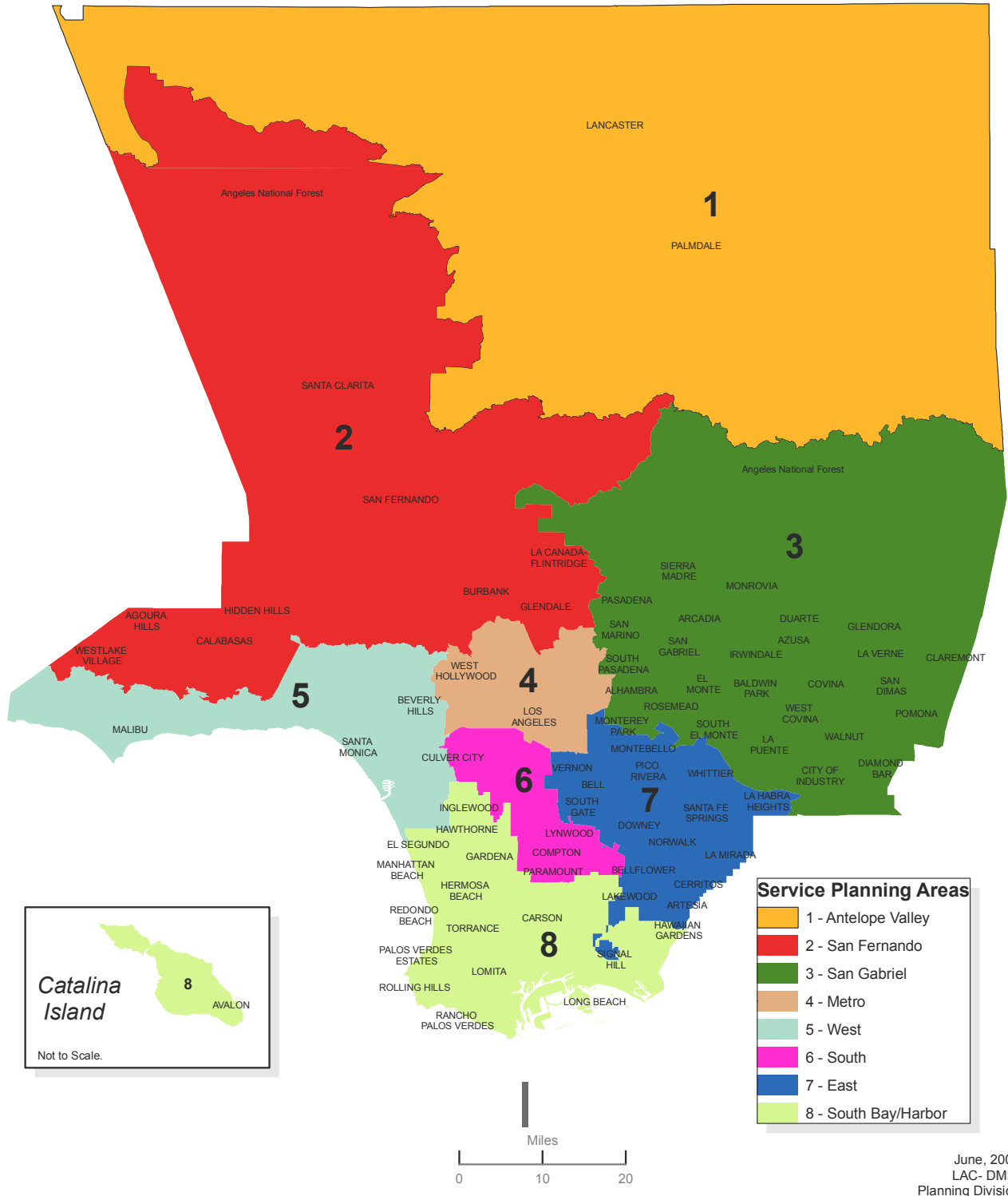
In response to the increasing housing and homelessness crisis in Los Angeles County, DPSS, in collaboration with several community partners, worked to eliminate the fragmentation of housing and homeless services by developing a holistic approach to service coordination.

The Homeless Family Solutions System (HFSS) was implemented to provide a Family Solution Center (FSC) in each of Los Angeles County's eight Service Planning Areas (SPAs) to provide shelter, case management and financial assistance to homeless families.

The CalWORKs Housing Program provides services and benefits designed to assist CalWORKs families who are homeless or at-risk of homelessness. Benefits include temporary shelter payments, permanent housing payments, short-term rental subsidies, assistance to prevent eviction, moving assistance, and case management services. In addition, DPSS collaborates with the Los Angeles Homeless Services Authority (LAHSA) to assist homeless families with services through the HFSS, which provides rapid rehousing and prevention services.



# Service Planning Areas (SPA)



June, 2007  
LAC- DMH  
Planning Division

# CalWORKs Homeless Programs

## State-Funded Homeless Programs

## County Supplemental Homeless Assistance Programs

**Temporary Homeless Assistance (HA)** – Provides a homeless CalWORKs family with up to 16 consecutive calendar days of temporary shelter payments to stay in a hotel/motel or commercial establishment.

**Temporary HA Program+14:** Provides a homeless CalWORKs Welfare-to-Work (WtW) family who has exhausted or is ineligible to the State’s Temporary HA Program with up to 14 days of temporary shelter payments to stay in a hotel/motel or commercial establishment.

**Permanent HA** – Provides a homeless CalWORKs family with a payment to cover move-in costs required by a landlord as a condition of assuming occupancy and utility turn-on fees required for gas, electricity and/or water.

**Moving Assistance** – Provides a CalWORKs WtW family with a payment of up to \$2,500 to pay for move-in costs required by a landlord as a condition of assuming occupancy, utility turn-on fees required for gas, electricity, or water, moving costs (e.g. truck rental), and the purchase of a stove and/or refrigerator.

**Permanent HA Arrearages** – Provides a CalWORKs family who is at-risk of homelessness with a payment to cover up to two months of back due rent when facing an eviction.

**Emergency Assistance to Prevent Eviction** – Provides a CalWORKs WtW family who is at-risk of homelessness with up to \$3,000 to help pay rent and/or utilities for up to two months in arrears to assist the family in maintaining permanent housing.

**4-Month Rental Assistance Program** – Provides a formerly homeless or at-risk of homeless CalWORKs WtW family living in non-subsidized permanent housing with a rental subsidy for four consecutive months. If the family is participating in the GAIN Family Stabilization Program, the family may receive up to eight consecutive months of rental subsidy payments.

**NOTE:** Temporary HA and Permanent HA (including Permanent HA Arrearages) are available once every 12 months. HA (Temporary and/or Permanent) based on an exception is available once at any point during the 12 months. Exceptions include homelessness due to: domestic violence, prior residence becoming uninhabitable, a medically verified physical or mental illness, or a State or federally declared natural disaster. All other homeless programs are once-in-a-lifetime (some may be accessed again with exceptions).

# General Relief (GR)

General Relief (GR) is a County-funded program that provides cash aid to indigent adults and children in certain special circumstances who are ineligible for federal or State programs. Able-bodied adults can receive aid for no more than nine months in any 12-month period. Participation in the GR employment and training program, General Relief Opportunities for Work (GROW), is mandatory for able-bodied adults. Individuals with verified

physical or mental disabilities may receive GR with no time limit and are not required to participate in GROW. Supplemental Security Income (SSI) advocacy services are provided for disabled individuals who are potentially eligible for SSI. Upon application, GR applicants in need of substance use disorder treatment must participate in an approved recovery treatment program as a condition of aid. Most GR participants are eligible for CalFresh and Medi-Cal.

## Basic Eligibility Requirements

**To be eligible for GR, an individual must be a resident of Los Angeles County. Non-needy caretakers who are timed-off of the CalWORKs Program are also eligible, if the following GR eligibility requirements are met:**

- Monthly net income is lower than the maximum GR grant of \$221 for one person;
- Personal property has a combined value of \$500 or less per adult;
- Motor vehicle is valued at \$4,500 or less. Only one motor vehicle may be retained;
- Cash on-hand or in a bank account is valued at \$50 or less at application, or \$1,500 or less after approval; and
- Real Property (home) has an assessed value of \$34,000 or less and signs a lien, allowing the County to recover GR payments received under certain circumstances.

**An individual is ineligible to GR if he or she:**

- Was convicted of a drug felony after 12/31/97, and is an unaided member of a CalWORKs Assistance Unit;
- Is fleeing to avoid prosecution or custody/confinement after a felony conviction.

**The GR caseload includes the following employability status classifications:**

- Employables are participants with minor restrictions or no medical conditions that would prevent employment. GR employables may receive GR for nine months in a 12-month period, provided they



continue to comply with General Relief Opportunities for Work (GROW) requirements.

- Temporary Unemployables\* are participants who have one or more medical conditions affecting their ability to work and their condition will last less than 12 months.
- Permanent Unemployables\* are participants who have one or more medical conditions affecting their ability to work, may qualify for Supplemental Security Income (SSI), and their condition will last more than 12 months or is terminal.
- Unemployable Volunteers\* are individuals who are unemployable (temporary or permanent), but volunteer to participate in GROW.
- Administratively Unemployable\* means there are reasons other than physical or mental incapacity which prevents the individual from finding, accepting or continuing existing employment.
- Need Special Assistance\* (NSA) are individuals who need special assistance due to a mental disability. \* GR benefits are not time limited for individuals who are classified as unemployable or Need Special Assistance.



## How to Apply

To apply for General Relief benefits, an individual can apply in-person at a local GR District Office, via mail, fax, or online through the "Your Benefits Now" (YBN) website. The application for a General Relief Packet is available for print online at [dpss.lacounty.gov](http://dpss.lacounty.gov) or can also be requested from the Customer Service Center at (866) 613-3777. Once the packet has been completed, it can be faxed to: (310) 215-8220, or mailed to: **Department of Public Social Services, P.O. Box 1580, Inglewood, CA 90308-1580, ATTN: GR APPLICATION.** Individuals can also apply at any of the 14 GR District Offices. To apply in person, individuals are not required to complete the application for General Relief Packet.

# Homeless Assistance: General Relief Housing Subsidy and Case Management Project

The General Relief Housing Subsidy and Case Management Program is designed to assist individuals who have a history of homelessness by providing them with a rent subsidy and coordinating access to other necessary supportive services that reduce homelessness, increase employment, and/or provide assistance in securing Supplemental Security Income (SSI) benefits.

## Basic Eligibility Requirements

**A homeless participant may participate when the individual self declares to be homeless and:**

- Lacks a permanent, fixed, and regular nighttime residence;
- Shares a residence with family or friends on a temporary basis;
- Resides in either a publicly or privately-operated and supervised shelter designed to provide temporary living accommodations;
- Resides in a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings;
- Is in jeopardy of eviction and meets the following criteria to prevent the eviction:
  - Provide verification (notice of eviction or three-day notice to pay or quit);
  - Agree to the maximum \$100 direct rent deduction from the approved GR grant for an individual case; maximum \$200 direct rent deduction for a couple case; and
  - Landlord agrees via a written statement/telephone not to evict the participant, if approved for the housing subsidy.



# Move-in Assistance Funds

Project participants may qualify for once-in-a-lifetime Move-In Assistance Funds (MIAF) to secure permanent housing. Providing MIAF of up to \$500 facilitates access to permanent housing for project participants. MIAF may be used for:

- Last month's rent;
- Security deposits;
- Other required move-in costs/deposits (e.g., key deposits, etc.);
- Utility deposits/turn-on fees;
- Moving expenses (including truck rental);
- Overdue storage facility fees;
- Refrigerator and/or stove (if the rental lacks the appliance); and
- Any required miscellaneous expenses.



## Emergency Housing

The General Relief (GR) Emergency Housing program provides temporary shelter for homeless GR applicants while their application is pending. Homeless applicants are issued housing vouchers that are redeemable at hotels/motels and emergency shelters (known as vendors) participating in the DPSS Emergency Housing Program. There are approximately 33 vendor hotels and three contracted shelters participating in the program. Each voucher is good for up to 14 days.

## Refugee Cash Assistance (RCA)

The Refugee Cash Assistance (RCA) program provides cash assistance, Medi-Cal, and CalFresh to refugees for eight months starting with the month in which the person was admitted into the U.S. as a refugee

or the date asylum was granted, or from the date of application for aid (for trafficking and crime victims). Refugees who are receiving CalWORKs or SSI/SSP cannot receive RCA.



## Cash Assistance Payments for Immigrants (CAPI)

Cash Assistance Program for Immigrants (CAPI) provides cash assistance to certain aged, blind, and disabled legal non-citizens ineligible to Supplemental Security Income/

State Supplemental Payment (SSI/SSP) due to their immigration status. CAPI participants may be eligible for Medi-Cal, In-Home Supportive Services (IHSS), and/or CalFresh benefits.

# Welfare-To-Work (WtW) Programs At-A-Glance

## Greater Avenues for Independence (GAIN)

Prepares CalWORKs participants for employment through job preparation workshops, supervised job search, vocational assessment, skills training and education, remedial education and subsidized work experience, while providing supportive services such as:

- Child Care
- Domestic Violence
- Mental Health
- Substance Use Disorder
- Transportation and Ancillary/Work-Related Expenses Supportive Services

## General Relief Opportunities for Work (GROW)

Provides employment and training services to help employable General Relief participants obtain jobs and achieve self-sufficiency.

## Refugee Employment Program (REP)

Provides outreach, case management and job placement services to refugees and other individuals with statuses equitably eligible for refugee services.

For specific program eligibility requirements visit our website at [dpss.lacounty.gov](http://dpss.lacounty.gov) or call the Customer Service Center at (866) 613-3777.





## Greater Avenues for Independence (GAIN)

Greater Avenues for Independence (GAIN) provides employment-related services to CalWORKs participants to help them find employment, stay employed, and move to higher paying jobs, which will ultimately lead to self-sufficiency and independence. Services include Job Club, Vocational Assessment, Education and

Training, Subsidized Employment, Community Services, and Post-employment Services. To remove barriers to employment, GAIN offers help with transportation, child care, and special job-related expenses such as uniforms and tools, as well as domestic violence, substance use disorder, and mental health services.

# Supportive Services:

## Child Care

The CalWORKs Child Care Program may reimburse child care services for current and former participants who are working or participating in a County-approved Welfare-to-Work (WtW) activity. CalWORKs parents can choose licensed or license-exempt providers. In Los Angeles County, child care referral services are provided through Resource and Referral agencies, and child care reimbursements are paid directly to providers. Families who are working and are no longer aided may receive child care assistance as long as their income is below the income limits established by the State.

## Transportation

Transportation payments are available to every CalWORKs participant to allow them to participate in their assigned WtW activity, or to obtain/retain employment.

## Ancillary/Work-Related Expenses

Ancillary/Work-Related Expense payments are issued to CalWORKs participants to cover the cost of items and/or services necessary for participation in an approved WtW activity and/or to accept/retain employment.

## Domestic Violence (DV)

CalWORKs participants who are past/present victims of abuse by an intimate partner can access a variety of DV supportive services. Services include but are not limited to securing housing, food, clothing, child care, transportation, group and individual counseling, and legal assistance with restraining orders, custody, and immigration issues.

## Mental Health (MH)

CalWORKs participants who have mental health issues may access MH supportive services which include but are not limited to rehabilitation, employment services, and group, individual, and family counseling to overcome barriers to employment.

## Substance Use Disorder (SUD)

CalWORKs participants who have substance use disorder issues may access SUD supportive services including residential treatment and individual, group, and family counseling to assist in overcoming barriers to employment.

## General Relief Opportunities for Work (GROW)

The General Relief Opportunities for Work (GROW) Program provides employment and training services to help employable General Relief participants obtain jobs and achieve self-sufficiency. Participants are assigned to a GROW Case Manager who works with them to achieve their employment goals. Participation in GROW is mandatory as a condition of aid. While participating in GROW, individuals

are assigned to activities such as Job Readiness Training, Vocational Assessment, or Education and Training. GROW offers assistance with transportation costs and job-related expenses such as supplies or uniforms. Mental Health, Substance Use Disorder, and Domestic Violence services are also available through the GROW Program.



## Refugee Employment Program (REP)

The Refugee Employment Program (REP) provides case management, training, and employment placement services to refugees during their first five years in the United States, to asylees during their first five years they are granted asylum, and to other individuals with statuses equitably eligible for

refugee services (specific time limits apply per non-citizen immigration status). In addition, REP provides acculturation services to help participants within the initial adjustment period after arriving in the United States, and supportive services to help them overcome barriers to attaining gainful employment.



# Health Care Programs At-A-Glance



## Medi-Cal

Known nationally as Medicaid, Medi-Cal provides health coverage for people with low income and limited ability to pay for health coverage.

## In-Home Supportive Services (IHSS)

Pays for services provided to eligible persons who are aged (65 or older), or legally blind or disabled adults and children, so they can remain safely in their own homes. IHSS is an alternative to out-of-home care, such as nursing homes or board and care facilities.

**For specific program eligibility requirements visit our website at [dpss.lacounty.gov](http://dpss.lacounty.gov).**

# Medi-Cal

Medi-Cal is the name for the Federal Medicaid Program in California. The Medi-Cal Program provides comprehensive health care coverage to families and individuals with limited income and resources. Individuals receiving public assistance from Supplemental Security Income/ State Supplementary Payment (SSI/SSP), Foster Care, and CalWORKs are automatically eligible for Medi-Cal benefits. Other individuals who are aged, disabled, or in a skilled nursing facility

may be eligible for benefits under the Medi-Cal Assistance Only (MAO) programs. The Affordable Care Act (ACA) expanded Medi-Cal benefits to low-income, childless adults between the ages of 19 and 64 who are not blind or disabled, not pregnant, or not parents/caretaker relatives. Individuals can apply for Medi-Cal during any month of the year. Individuals may also apply for benefits through Covered California, the State's health care exchange.

## Basic Eligibility Requirements

### Residency

- The person must be a California resident.

### Citizenship and Immigration Status

- U.S. citizens or non-citizens with satisfactory immigration status may receive full-scope coverage;
- Non-citizens without satisfactory immigration status may receive coverage limited to emergency, skilled nursing and pregnancy-related care. However, due to the implementation of Senate Bill (SB) 75 in May 2016, all children under 19 years of age are eligible to full-scope Medi-Cal (MC) regardless of immigration status.

As a result of the implementation of Health Care Reform (HCR) on January 1, 2014, the Medi-Cal program has been separated into Modified Adjusted Gross Income (MAGI) Medi-Cal and Non-MAGI Medi-Cal. Non-MAGI Medi-Cal refers to eligibility programs that existed prior to the implementation of HCR, and continue to provide medical benefits under pre-HCR regulations. Individuals covered under Non-Magi Medi-cal include those who are aged (65 or older), blind, or disabled, and foster care/former foster care children. MAGI Medi-Cal includes the following new categories of individuals: childless adults between the ages of 19 and 64 who are not blind or disabled; pregnant women; parents/caretaker relatives; and children under age 19. MAGI eligibility for these individuals is based on reported income. Property and

resources are not counted under MAGI Medi-Cal. For Non-MAGI Medi-Cal, an applicant's non-excluded resources must not exceed limits, based on family size.

For detailed eligibility and program information, as well as a comprehensive list of all of our healthcare programs, visit our website at [dpss.lacounty.gov](http://dpss.lacounty.gov).



## How to Apply

Applications can be submitted online via the Your Benefits Now link on the [dpss.lacounty.gov](http://dpss.lacounty.gov) homepage, through Covered California at [Coveredca.com](http://Coveredca.com) or by calling **(800) 300-1506**, or in person at any DPSS District Office. DPSS has a 'No Wrong Door' policy that allows families to apply at any office location. The case will then be transferred to the appropriate office based on the applicant's address. Paper applications can be requested from the Customer Service Center at **(866) 613-3777**. CalFresh/Medi-Cal Outreach Eligibility Workers are also stationed at various non-traditional sites such as health clinics, food pantries, Farmers' Markets, Women, Infants, Children (WIC) sites, churches, and schools, where they accept and assist with CalFresh and/or Medi-Cal applications. To find a community outreach site, applicants can call the Customer Service Center at **(866) 613-3777**.

# In-Home Supportive Services (IHSS)

In-Home Supportive Services (IHSS) helps pay for services provided to persons who are aged (65 or older), or disabled, or blind, so they can remain safely in their homes. Disabled children may also qualify for IHSS. IHSS is considered an alternative to out-of-home care, such as a nursing home or board and care facility. If already receiving Medi-Cal, a County Social Worker will conduct an in-home assessment to determine eligibility and need for IHSS; otherwise, Medi-Cal eligibility must be determined first. IHSS services include: cooking, cleaning, laundry, and personal care services such as dressing and bathing.

## Basic Eligibility Requirements

### To qualify for IHSS an individual must:

- Be 65 years old or older, blind, and/or disabled as defined by Social Security Administration standards;
- Be a citizen of the United States or a noncitizen with satisfactory immigration status;
- Be a resident of Los Angeles County;
- Live in own home. A home is defined as any dwelling a person chooses to live in (hospitals, nursing homes, and licensed community care facilities are not considered "own home");
- Be eligible to Medi-Cal benefits:
  - Receive or be eligible to receive Supplemental Security Income/State Supplemental Payments (SSI/SSP); **or**
  - Meet all SSI/SSP eligibility criteria **except** for income or citizenship/immigration status.
  - Applicants who do not receive SSI/SSP payments or Medi-Cal benefits must first be determined eligible to receive Medi-Cal benefits under Medi-Cal rules and regulations;
  - Individuals with income above the SSI/SSP limits, may be required to pay for a portion of their IHSS benefits. This is called a **"Share of Cost"**.
- Participate in a home assessment interview;
- Individuals must obtain a health care certification from a licensed health care professional (physician, psychiatrist, psychologist...) indicating that they are unable to safely perform one or more activities and without IHSS, would be at-risk for placement in out-of-home care.

**Other requirements include:**

- **Personal Property** may not exceed \$2,000 for an individual or \$3,000 for a couple.
- **Property that is not counted** in determining eligibility includes the home an individual owns and lives in, one automobile needed for transportation to medical appointments or work, and all life insurance policies if the combined face value is not more than \$1,500.
- **Property that is counted** includes cash-on-hand, checking and saving accounts, the value of stocks, bonds, trust deeds, real property other than the home an applicant owns and lives in, additional automobiles and recreational vehicles, and promissory notes and loans.

## How to Apply

Applications for IHSS are made by calling:

**(888) 944-IHSS [4477],**

**(213) 744-IHSS [4477], or**

**(888) 822-9622.**

This call can be made by the applicant or someone calling on his/her behalf.

For detailed eligibility and program information, visit our website at [dpss.lacounty.gov](http://dpss.lacounty.gov)



# Nutrition Assistance Program

## CalFresh

The CalFresh Program (formerly known as Food Stamps) improves the nutrition of people in low-income households by increasing their food-buying power enabling them to be able to purchase sufficient food to meet their household's needs. CalFresh benefits are used at grocery stores and participating Farmers' Markets. Individuals who are homeless, elderly, or disabled may purchase prepared meals

from participating restaurants. CalFresh benefits are issued via an Electronic Benefit Transfer (EBT) card. The amount of benefits received is based on the income and the household size.

In California, SSI/SSP recipients are not eligible for CalFresh benefits as well as people who are neither U.S. citizens nor legal status.

## Basic Eligibility Requirements

**Generally, individuals may be eligible to CalFresh benefits if they:**

- Receive CalWORKs or General Relief;
- Have low-income income or no income;
- Have limited property;
- Are a U.S. Citizen or a legal resident;
- Are able-bodied, do not have children under age 18, and are working 20 hours per week or are participating in the Workfare program (This requirement is waived until 8/31/2018).

**A household must be within certain income limit for the household size to be potentially eligible to CalFresh benefits:**

### 1. GROSS INCOME TEST

Gross Income is all income from any source that is not exempt. Some examples of excluded income include, but are not limited to, any college work study programs and Job Training Partnership Act (JTPA).

This chart shows the maximum gross income limit per month allowed for a household.

<b>Number of People in Household</b>	<b>130 % Federal Poverty Level Maximum Gross Income Allowed</b>	<b>Gross Monthly Income Eligibility Standards for Modified Categorical Eligibility (MCE)/Broad-Based Categorical Eligibility (BBCE) 200% Federal Poverty Level Maximum Gross Income Allowed</b>
1	\$1,307	\$2,010
2	\$1,760	\$2,708
3	\$2,213	\$3,404
4	\$2,665	\$4,100
5	\$3,118	\$4,798
6	\$3,570	\$5,494
7	\$4,024	\$6,190
8	\$4,477	\$6,888
<b>Each Additional Member</b>	<b>+453</b>	<b>+698</b>

For most households, the monthly gross income (before payroll deductions) must be at or below 200% Federal Poverty Level (FPL) for the household size.

When there is a disqualified member in a household, that household will be subject to the 130% FPL and resource requirement.

## 2. ADJUSTED NET INCOME TEST

After showing that the income does not exceed the allowable Gross Income, the Eligibility Worker will determine the adjusted net income. This is done by allowing certain deductions such as earned income deduction from the monthly gross income. The result is the adjusted income which is used to determine the monthly benefit amount based on the household size.

<b>Number of People in Household</b>	<b>Maximum Net Income Allowed</b>
1	\$990
2	\$1,335
3	\$1,680
4	\$2,025
5	\$2,370
6	\$2,715
7	\$3,061
8	\$3,408
<b>Each Additional Member</b>	<b>+\$347</b>

# Elderly and Disabled Households

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

## Expedited Services

Individuals may be eligible for expedited CalFresh benefits on the same day or within 3 days following the date application is received if one of the following applies:

- Household's gross income is less than \$150 per month and the money on hand or in the bank is less than \$100; or
- The household is a migrant or seasonal farm worker and destitute; or
- Household's combined monthly gross income and available resources are less than household's monthly rent, mortgage, and utilities.

For detailed eligibility and program information, visit our website at [dpss.lacounty.gov](http://dpss.lacounty.gov) or call the Customer Service Center at **(866) 613-3777**.

## How to Apply

Applications can be submitted online via the Your Benefits Now (YBN) link on the [dpss.lacounty.gov](http://dpss.lacounty.gov) homepage, by calling the Customer Service Center at 866-613-3777, through U.S. Mail by mailing the application to a local DPSS office, or in person at any of our CalFresh District Offices. DPSS has a "No Wrong Door" policy that allows families to apply at any district office. The case will then be transferred to the appropriate office based on the customer's address. Paper applications may be requested from the Customer Service Center at **(866) 613-3777**. CalFresh/Medi-Cal Outreach Eligibility Workers are also stationed at various non-traditional sites such as health clinics, food pantries, Farmers' Markets, Women, Infants, Children (WIC) sites, churches, and schools, where they accept and assist with CalFresh and/or Medi-Cal applications. To find a community outreach site, applicants may call the Customer Service Center at **(866) 613-3777** or visit [CalFresh homepage](#).





# HOW TO APPLY

for CalFresh, CalWORKs,  
Medi-Cal, & General Relief

## ON-LINE

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On-line via Your Benefits Now (YBN) by logging on to [www.dps.lacounty.gov](http://www.dps.lacounty.gov).  
(Applications may also be downloaded)

## IN PERSON

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In person at any Department of Public Social Services (DPSS) District Office or outreach site. Please contact the Customer Service Center at **(866) 613-3777** to find your local office.

## U.S. MAIL

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By mail (an application will be mailed to you), if you call the Customer Service Center (CSC) **(866) 613-3777**.

# OTHER PROGRAMS & SERVICES

## Community Outreach

The Los Angeles County Department of Public Social Services (DPSS) provides community outreach services and information on a variety of programs. DPSS deploys Eligibility Workers throughout Los Angeles County at non-traditional sites that may include, but are not limited to clinics, schools, churches, libraries, and community agencies. Outreach services offer a convenient alternative for the community to access health insurance and nutrition assistance services. In addition, DPSS has partnered with sister Departments, such as Department of Children Family Services, Probation, Workforce

Development, Aging and Community Service, Parks and Recreation, Sheriff, Health Services, Public Health and Mental Health to link mutual consumers with CalFresh and Medi-Cal services. DPSS Eligibility Workers provide on-site CalFresh and Medi-Cal assessments to consumers in local neighborhoods and communities.

For more information or to request outreach services follow the instructions on the Outreach Participation Request Form located on the DPSS Outreach page under the Programs and Services tab on the main page.



**Department of Public Social Services  
Outreach Participation Request Form**



**Event Information**

To assist us with our planning and coordination, please complete this form and return it to the DPSS Community Outreach Coordinator in any of the following methods:

- E-mail: [outreachrequest@dpss.lacounty.gov](mailto:outreachrequest@dpss.lacounty.gov)
- On-line: <http://dpss.lacounty.gov/wps/portal/dpss/main/programs-and-services/outreach/request-outreach-services>
- Fax: (626) 927-9650
- Mail: 9320 Telstar Ave., Room 101, El Monte, CA 91731
- For more information, please call (626) 569-2905

**Please select one:**

<input type="checkbox"/>	<b>Request for Outreach Team</b>
<input type="checkbox"/>	<b>Request for General Information Only</b>
<input type="checkbox"/>	<b>Request for Mobile Unit Vehicle* with Outreach Team</b> ***Subject to availability***

<b>*Event Name:</b>	
<b>*Event Date:</b>	
<b>*Address:</b>	
<b>*City, State, Zip Code:</b>	
<b>*Event Type:</b>	<input type="checkbox"/> Public <input type="checkbox"/> Private
<b>*Event Host Company/Organization:</b>	

<b>*Event Start Time:</b>	Choose a time.	<b>*Set Up By:</b>	Choose a time.
<b>*Event End Time:</b>	Choose a time.	<b>*Take Down By:</b>	Choose a time.

<b>*Event Contact Person:</b>		<b>Title:</b>	
<b>*E-mail Address:</b>		<b>*Telephone Number:</b>	
<b>May we post this contact information on our website?</b>		<input type="checkbox"/> Yes <input type="checkbox"/> No	

<b>*Languages Needed?</b>	<input type="checkbox"/> English	<input type="checkbox"/> Mandarin	<input type="checkbox"/> Russian
	<input type="checkbox"/> Spanish	<input type="checkbox"/> Cantonese	<input type="checkbox"/> Tagalog
<b>*Number Expected to Attend?</b>	<input type="checkbox"/> Armenian	<input type="checkbox"/> Farsi	<input type="checkbox"/> Vietnamese
	<input type="checkbox"/> Cambodian	<input type="checkbox"/> Korean	<input type="checkbox"/> Spanish
<b>*Specific Program Information Requested?</b>	<input type="checkbox"/> CalFresh <input type="checkbox"/> Medi-Cal <input type="checkbox"/> Supportive Services <input type="checkbox"/> Other Program		
<b>Oral Presentation?</b> <small>(Which programs?)</small>		<b>Have event flyers?</b> <small>(please email or fax)</small>	<input type="checkbox"/> Yes <input type="checkbox"/> No

<b>Indoor/Outdoor Event?*</b>	<input type="checkbox"/> Indoor <input type="checkbox"/> Outdoor	<b>Reserved Parking?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Assistance with Loading/Unloading?</b>		<b>List of Other County Departments Participating?</b>	
<b>Refreshments and Water Provided?</b>		<b>Names of Elected Officials Hosting/Attending?*</b>	
<b>Items Provided (Table, Chairs, Canopies, etc.)?*</b>	<input type="checkbox"/> Table <small>How many:</small> <input type="checkbox"/> Chairs <small>How many:</small> <input type="checkbox"/> Canopy <small>How many:</small>	<b>Media Presence?*</b> If yes, please list media attending in comments below.	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Comments/Other?</b>			

\*Required fields.

CUT HERE

## Volunteer Income Tax Assistance (VITA)

DPSS provides free tax preparation during tax season for CalWORKs and CalFresh participants with reported earnings through the VITA program. VITA assists low-income families and individuals with free and reliable income tax assistance including tax preparation, Earned Income Tax Credit (EITC), Child Tax Credit (CTC), and financial literacy materials.

**VITA appointments may be scheduled during the tax season through the Your Benefits Now (YBN) system or by calling (866) 488-VITA (8482).**



## Community Services Block Grant (CSBG)

The CSBG Program is designed to provide a wide variety of services to assist low-income individuals obtain the skills, knowledge, and encouragement needed to achieve self-sufficiency.

**For listings of CSBG services available throughout Los Angeles County please call (562) 908-5838.**

## Toy Loan Program

The Toy Loan Program is a free service which lends toys to children in the same manner in which books are borrowed from the public library. It is a voluntary community effort sponsored by the Los Angeles County Board of Supervisors and DPSS. There are more than 50 Toy Loan Centers conveniently located throughout Los Angeles County.

To find your local Toy Loan Center please call (213) 744-4344.



## Volunteer Services Program

The DPSS Volunteer Program provides a variety of volunteer opportunities to offer interested citizens of all ages, including organizations, that wish to serve the community, as well as DPSS employees, family, and friends. Volunteer opportunities are available at all participating district locations as well as Departmental and community events throughout Los Angeles County. Volunteers gain experience, explore career options, and may even earn school credits.

For more information on the DPSS Volunteer Program and an application packet, visit [dpss.lacounty.gov](http://dpss.lacounty.gov), or call (213) 744-4348, or email [dpssvolunteers@dpss.lacounty.gov](mailto:dpssvolunteers@dpss.lacounty.gov).



# CONTACT INFORMATION

For legislative staff assisting constituents with unresolved issues, please contact:

Michael Guerra, Human Services Administrator I,  
Government Inquiry & Response  
Phone: (562) 908-8372  
Fax: (562) 695-4801  
Email: [MichaelGuerra@dpss.lacounty.gov](mailto:MichaelGuerra@dpss.lacounty.gov)

For questions about the information provided in this guide, please contact:

Nestor Requeno, Director,  
Intergovernmental Relations & Community Services  
Block Grant Section (CSBG)  
Phone: (562) 908-8517  
Fax: (562) 699-3671  
Email: [NestorRequeno@dpss.lacounty.gov](mailto:NestorRequeno@dpss.lacounty.gov)

## Participant Information

Customer Service Center (CSC)	(866) 613-3777
In-Home Supportive Services (IHSS)	(888) 944-4477 (213) 744-4477
Appeals and State Hearings	(800) 952-5253
Child Care Hotline	(877) CHILD-99 or 244-5399

## General Information

INFO LINE of Los Angeles *	211
TTY/TDD (for hearing impaired)	(877) 735-2929
Americans with Disabilities Act (ADA) Hotline	(844) 586-5550
Civil Rights (CR) Hotline	(562) 908-8501
Public Helpline	(800) 339-6993
Toy Loan Program	(213) 744-4344
Child Protection Hotline **	(800) 540-4000
Safely Surrendered Baby	(877) 222-9723
Domestic Violence Hotline	(800) 978-3600
Elder Abuse Hotline	(877) 477-3646
Mental Health Services	(800) 854-7771
Substance Use Disorder Services	(844) 804-7500
James Bolden, Public Information Officer (PIO)	(562) 908-8482

\* For referrals to emergency food or shelter, legal services, and other needs.

\*\* Maintained by the Department of Children and Family Services.

Please visit our website at [dpss.lacounty.gov](http://dpss.lacounty.gov) for more information about DPSS. For information on other County programs and services, visit [LACountyHelps.org](http://LACountyHelps.org).

# RESOURCE GUIDE

## SOCIAL MEDIA

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L.A. County Department  
of Public Social Services

## BOARD OF SUPERVISORS



**Hilda L. Solis**  
1st District



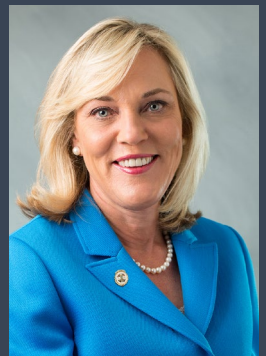
**Mark Ridley-Thomas**  
2nd District



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**Janice Hahn**  
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**Kathryn Barger**  
5th District

[dpss.lacounty.gov](http://dpss.lacounty.gov)

This document is available in alternative  
format upon request by calling (844) 586-5550.

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