

HOW TO APPLY

To apply online, please visit: dps.lacounty.gov
Click "Your Benefits Now" to apply for **CalWORKs, General Relief, CalFresh, and Medi-Cal benefits.**



To apply over the phone or request applications, please call Customer Service Center (CSC): (866) 613-3777

To apply in person visit any DPSS District Office or outreach site.

To apply for Covered California, please call: (800) 300-1506

To apply for IHSS, please call: (888) 944-4477 or (213) 744-4477

GR application may be mailed to P.O. Box 1580, Inglewood CA, 90308 "Attention GR Application", or faxed to (310) 215-8220.

TELEPHONE DIRECTORY

GENERAL INFORMATION

INFO LINE of Los Angeles County*	211
Americans with Disabilities Act (ADA)	(844) 586-5550
Child Protection Hotline **	(800) 540-4000
Civil Rights (CR) Hotline	(562) 908-8501
Domestic Violence Hotline	(800) 978-3600
Elder Abuse Hotline	(877) 477-3646
Mental Health Services	(800) 854-7771
Public Helpline	(800) 339-6993
Safely Surrendered Baby	(877) 222-9723
Substance Abuse Services Hotline	(844) 804-7500
Toy Loan Program	(213) 744-4344
TTY/TDD (for hearing impaired)	(877) 735-2929
Volunteer Services	(213) 744-4348

FRAUD

L.A. County Employee Fraud Hotline	(800) 544-6861
Welfare Fraud Reporting Hotline	(800) 349-9970
Crime Reporting Hotline	(800) 782-7463
WeTip Fraud Hotline	(800) 873-7283

PARTICIPANT INFORMATION

Customer Service Center (CSC)	(866) 613-3777
	(626) 569-1399
	(310) 258-7400
	(818) 701-8200
IHSS Helpline	(888) 822-9622
Appeals and State Hearings	(800) 952-5253
Child Care Hotline	(877) 244-5399

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

** Maintained by the Department of Children and Family Services (DCFS).



@LACoDPSS



@LACo_DPSS



@LACo_DPSS



L.A. County Department of Public Social Services



PROGRAMS & SERVICES



2018-19
dps.lacounty.gov

PA-1410 Revised 01-15-19

MISSION

To Enrich Lives Through Effective and Caring Service.

OUR PHILOSOPHY:

We believe 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 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, 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.

BRIEF FACTS

DPSS serves a county of more than ten 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 \$4.1 billion, and provides services to one out of every three residents in Los Angeles County.

DPSS has a workforce of over 13,800 employees and serves the public in 19 languages at more than 40 offices located throughout Los Angeles County.

PROGRAMS & SERVICES

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

- **Temporary financial assistance and employment services** (Welfare-to-Work) for low-income residents to promote self-sufficiency and independence.
- **Nutrition assistance** to low-income individuals and families.
- **Free and low-cost health care programs and services** for low-income individuals and families with children.

FINANCIAL ASSISTANCE

CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS (CalWORKs)

The CalWORKs Program is a time-limited program that provides financial assistance to eligible needy families with (or expecting) children to help pay for housing, food, utilities, clothing, medical care, and other necessary expenses.



Cal-LEARN

Cal-Learn is a mandatory program for CalWORKs participants under 19 years old, who are pregnant or parenting, and have not earned a high school diploma or equivalent. Teens receive intensive case management, which can include child care, transportation, educational expenses, and bonuses to encourage them to stay in school.

CalWORKs HOUSING PROGRAM

This 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 to assist homeless families with services through the Coordinated Entry System, which provides rapid rehousing and prevention services.

GENERAL RELIEF (GR)

GR is a County-funded program that provides financial assistance to indigent adults who are ineligible for federal or State programs. An average GR case consists of one person, living alone, with no income or resources.

FINANCIAL ASSISTANCE

CASH ASSISTANCE PROGRAM FOR IMMIGRANTS (CAPI)

CAPI provides cash assistance to certain aged, blind, and disabled legal non-citizens ineligible for 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. CAPI applications may be filed at any DPSS district office. Homebound individuals may apply by calling the Customer Service Center number listed on the back of this brochure.

REFUGEE CASH ASSISTANCE (RCA)

RCA 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. Refugees who are receiving CalWORKs or SSI/SSP cannot receive RCA.

WELFARE-TO-WORK PROGRAMS

GREATER AVENUES FOR INDEPENDENCE (GAIN)

The GAIN Program 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/training, subsidized employment, community service, 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.

- **Child Care** - The CalWORKs Child Care Program pays for child care services for current and former participants who are working or participating in a County-approved Welfare-to-Work (WtW) activity.
- **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, group and individual counseling, and legal assistance with restraining orders, custody, advocacy, 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)

GROW provides employment and training services to assist employable GR participants obtain jobs and achieve self-sufficiency. Services include job readiness training, vocational assessment, education/training, mental health, substance use disorder, and domestic violence services.

REFUGEE EMPLOYMENT PROGRAM (REP)

REP provides case management, training, and employment placement services to refugees during the first five years in the United States and to asylees during the first five years they are granted asylum.

NUTRITION ASSISTANCE PROGRAM

CALFRESH (CF)

The CalFresh Program (SNAP or formerly known as Food Stamps) improves the nutrition of people in low-income households by increasing their food-buying power, so they are able to purchase the amount of food their household needs. CalFresh benefits are used at grocery stores including participating farmers' markets. Homeless, elderly, or disabled individuals and their spouses can purchase prepared meals from any Restaurant Meals Program (RMP) participating restaurants. CalFresh benefits are issued via an Electronic Benefit Transfer (EBT) card.



HEALTH CARE PROGRAMS

MEDI-CAL (MC)

The Medi-Cal Program provides comprehensive health care coverage to single individuals and families. The Affordable Care Act (ACA) expands Medi-Cal benefits for low-income, childless adults between the ages of 19 and 64 who are not disabled. CalWORKs families receive free Medi-Cal as part of their ongoing CalWORKs case. You can enroll in Medi-Cal during any month of the year.

FREE & LOW-COST HEALTHCARE PROGRAMS

DPSS accepts Medi-Cal applications and makes referrals for the following free or low-cost health care programs and services: Child Health and Disability Prevention (CHDP) Program; Women, Infants, and Children (WIC); and California Children Services (CCS).

IN-HOME SUPPORTIVE SERVICES (IHSS)

The IHSS Program helps pay for services provided to aged, blind or disabled individuals who receive Medi-Cal so that they may remain safely in their own home. IHSS is considered an alternative to out-of-home care such as nursing homes or board and care facilities. Disabled children may also receive IHSS. IHSS authorized services can include: house cleaning, meal preparation, laundry, grocery shopping, personal care services (such as: bowel and bladder care, bathing, grooming, protective supervision, and paramedical services), and accompaniment to medical appointments.



OTHER PROGRAMS & SERVICES

EMERGENCY MANAGEMENT

As a lead disaster response County department, DPSS is responsible for the care and shelter of disaster victims in collaboration with food banks and other human services agencies. DPSS maintains an emergency response system to alert, mobilize, and assign personnel in response to calls from the Sheriff's Department, Los Angeles County's Chief Executive Office, or the American Red Cross.

FRAUD PREVENTION

The Department has four 24-Hour Fraud Hotlines to make anonymous reports of any kind of fraud, including welfare fraud. DPSS Welfare Fraud Prevention and Investigations (WFP&I) Section investigates various forms of welfare fraud, determines the amount, and seeks restitution for fraudulent cash overpayments and CalFresh over-issuances.

TOY LOAN PROGRAM

This is a free service that lends toys to children through more than 50 Toy Loan Centers 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. Toy Loan Centers are located throughout Los Angeles County. For more information, visit: <https://bit.ly/dpsstoyloan>



VOLUNTEER SERVICES PROGRAM

DPSS serves an ethnically and culturally diverse community through programs designed to both alleviate hardship and promote health, personal responsibility, and economic independence. This program is designed to recruit and assign volunteers to projects that enhance, strengthen, and expand services to participants in departmental programs. For more information, visit: <http://dpss.lacounty.gov/dpss/vs/default.cfm>

ADOPT-A-FAMILY PROGRAM

DPSS Adopt-A-Family Program assists low-income families and individuals serviced by DPSS. Through this program, families are provided gifts of clothing, toys, food, and other items.

COMMUNITY SERVICES BLOCK GRANT (CSBG)

CSBG is designed to provide a wide variety of services to assist low-income individuals to attain the skills, knowledge, and encouragement necessary to achieve self-sufficiency. For listings of CSBG services available throughout Los Angeles County, visit: <http://dpss.lacounty.gov/wps/portal/dpss/main/business/community-services-block-grant/> and click on any service category.