



Telephone Directory



GENERAL INFORMATION

INFO LINE of Los Angeles *	211
TDD (for hearing impaired)	(800) 660-4026
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	(800) 564-6600

FRAUD

L.A. County Fraud Hotline	(800) 544-6861
Central Fraud Reporting Hotline	(800) 349-9970
Crime Reporting Hotline	(800) 78-CRIME
We Tip Fraud Hotline	(800) 87-FRAUD

TO APPLY

Customer Service Center (CSC)	(866) 613-3777
Covered California	(800) 300-1506
In-Home Supportive Services (IHSS)	(888) 944-IHSS (213) 744-4477

PARTICIPANT INFORMATION

Customer Service Center	(866) 613-3777
Appeals and State Hearings	(800) 952-5253
Child Care Hotline	(877) CHILD-99

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

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

Please visit our website at <http://dpss.lacounty.gov> for more information about DPSS. Also, visit www.LACountyHelps.org for information on County services and programs or click Your Benefits Now on our website.



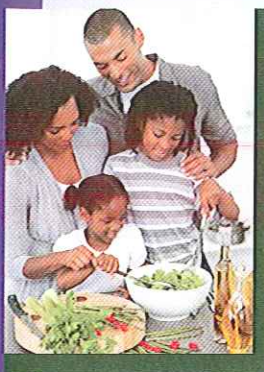
Board of Supervisors

Hilda L. Solis First District	Sheila Kuehl Third District
Michael D. Antonovich Fifth District	
Mark Ridley-Thomas Second District	Don Knabe Fourth District



DEPARTMENT OF PUBLIC SOCIAL SERVICES

To Enrich Lives Through Effective And Caring Service



Mission

To Enrich Lives Through Effective and Caring Service.

Our 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.

Brief Facts

DPSS serves a county of more than ten million residents, larger in population than 40 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, and provides services to three out of every ten Los Angeles County residents.

DPSS has a workforce of over 13,000 employees and serves the public at over 50 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 for low-income residents to promote self-sufficiency and independence.
- Free and low-cost health care programs and services for low-income individuals and families with children.
- Nutrition assistance to low-income individuals and families.

Financial Assistance

California Work Opportunity and Responsibility to Kids (CalWORKs) - 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. In California, cash aid is restricted to a 48-month lifetime limit for most aided adults, which includes aid received in other states. Eligible children can be aided until they reach the age of 18, even if the parent or other caretaker in the home is not eligible. Special requirements for assistance include cooperation with the Child Support Services Department and verification of immunization records and school attendance for minor children. Most able-bodied aided parents are required to participate in the CalWORKs Welfare-to-Work 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 6 or 30 hours per week if they have no children under age 6. 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 or who have exhausted their 48 months of cash aid 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.

Cal-Learn - Cal-Learn is a mandatory program for pregnant and parenting teens under 19 years of age receiving CalWORKs cash assistance who have not graduated from high school. The teens receive intensive case management to help them earn a high school diploma or equivalent. They may receive child care, transportation, educational expenses, bonuses and/or sanctions to encourage them to stay in school.

CalWORKs Housing Program - CalWORKs Housing Program provides a number of services and benefits designed to assist CalWORKs homeless families, or families at risk of homelessness, to prevent eviction or move out of their current situation and into affordable permanent housing. Benefits include temporary shelter payments, permanent housing payments, short-term rental subsidy, assistance to prevent eviction, relocation assistance, and case management services.

Financial Assistance



General Relief (GR) - 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, all GR applicants are pre-screened for substance use disorder and, if in need of treatment, must participate in an approved recovery treatment program as a condition of aid. Most GR participants are eligible for CalFresh and Medi-Cal.

Cash Assistance Program for Immigrants (CAPI)* - 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. CAPI applications may be filed at any DPSS GR office. Homebound individuals may apply by calling the Customer Service Center number listed on the back of this brochure.

CalFresh - The CalFresh Program (formerly known as Food Stamps) helps low-income households meet their basic nutritional needs. A "household" is defined as an individual or a group living together who purchases and prepares food together. CalFresh benefits are issued through Electronic Benefit Transfer (EBT), a debit-like-card, which is used to purchase food items at participating retailers. The benefit level received is based on the income and shelter expenses of the household. In emergency situations, eligible households can receive CalFresh benefits within three days of applying for CalFresh benefits. In California, Supplemental Security Income/State Supplemental Program recipients are not eligible for CalFresh benefits.

Refugee Cash Assistance - The Refugee Cash Assistance Program (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 eligible for CalWORKs or SSI/SSP cannot receive RCA.

Welfare-To-Work Programs

Greater Avenues for Independence (GAIN) - 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 & 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 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 payments are made 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.
- **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.
- **Refugee Employment Program (REP)** - The REP provides case management, training and employment placement services to refugees and asylees living in the United States for less than five years (or longer with federal waivers).

General Relief Opportunities for Work (GROW)
GROW provides employment and training services to help employable GR 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 Club, Vocational Assessment, 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.

Health Care Programs

Medi-Cal* - The Medi-Cal Program provides comprehensive health care coverage to families and individuals. CalWORKs families continue to receive free Medi-Cal. 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. You can enroll in Medi-Cal during any month of the year. However, you can only enroll in Covered California health plans during the open enrollment period. For more information contact any of the numbers below. You can apply:

- On-line via Your Benefits Now (YBN) by logging on to <https://www.dpssbenefits.lacounty.gov>.
- By calling the Los Angeles Customer Service Center to request an application (866) 613-3777. Complete and return the application by mail to: DPSS Medi-Cal Outreach District 16, PO BOX 5270, El Monte, CA 91734-9915.
- By visiting us at <http://dpss.lacounty.gov> and click on Health Care for a Medi-Cal application.
- In person at any Department of Public Social Services (DPSS) District Office or outreach site.
- Through Covered California at CoveredCA.com, or by calling (800) 300-1506.
- At non-traditional sites that have out-stationed DPSS staff such as hospitals, clinics, schools, community agencies, grocery stores, and at community events.

Free and Low-Cost Health Care 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); California Children Services (CCS) and Healthy Kids.

In-Home Supportive Services (IHSS)* - IHSS helps pay for services provided to persons who are 65 years of age or older, 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 interview 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. Applications for IHSS may be made by calling one of the telephone numbers on the back of this brochure.

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, Chief Executive Officer, 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 allegations of welfare fraud, determines the amount and seeks restitution for fraudulent cash overpayments and CalFresh over-issuances.

Toy Loan Program* - The Toy Loan Program is a free service that lends toys to children from over 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.

Community Service Block Grant (CSBG) - The Community Services Block Grant Program was created to help eliminate the barriers of poverty by providing services to assist participants in attaining the skills, knowledge and motivation necessary to achieve self-sufficiency. For a list of CSBG Service Providers, go to <http://dpss.lacounty.gov/dpss/csbg>.

*Please refer to the back of this brochure for the telephone number.