For further assistance:

**211 LA County**

On the internet: www.211la.org

211 is a 24 hour per day, 7 day a week telephone information and referral service. Operators are available in many languages. They can help you find emergency food and shelter, legal and financial assistance, counseling and many other resources.

Phone: 211 (800) 660-4026 (TTY)

**County Office of Inmates**

www.oia.lacounty.gov Updated information on incarceration issues

**County Consumer & Business**

Affairs dca.lacounty.gov Help for workers, renters, & consumers

**mypublicbenefits.org** outlines how low income families can qualify for many programs, especially working families.

**Public Policy Organizations**

Get involved with these organizations to learn about policies affecting you.


California Partnership www.cali.org

Coalition for Humane Immigrant Rights of Los Angeles (213)353-1333 www.chira.org

Community Coalition (323) 750-9087 www.ccal.org

Community Health Councils (323) 295-9372 www.chc-inc.org

Health Access (818) 480-3262 www.healthaccess.org

L.A. Alliance for a New Economy (213) 977-9400 www.lane.org

L.A. Community Action Network (213) 228-0024 www.cangress.org

L.A. Food Policy Council www.goodfoodla.org

Legal Aid Foundation of Los Angeles (800) 399-4LAW

Maternal & Child Health Access (213) 749-4261 www.mchaccess.org

Neighborhood Legal Services of Los Angeles (800) 433-6251 Social Justice Learning Institute (323) 952-7363 www.sjl.org

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1. If You Are Homeless

Winter Shelters: These shelters are usually operated by the City and County of Los Angeles from the beginning of November until the end of March. LangaSA (LA Homeless Services Authority) operates 2-4 pm and 6-9 pm Monday through Saturday from 8 am to noon. They can help you locate shelters, hygiene stations, medical help, food, or bathrooms. On certain "Connect Days" you can meet with workers there to get an ID card or find housing solutions.

2. Shelters

Emergency Shelters: There are over 300 privately run agencies in Los Angeles offering shelter, so we cannot list them all here. You can find many at 211.org, where you can also contact an outreach team if you are concerned about a homeless individual near you. More listings are at 211.la.org. Here are some of the larger agencies:

- Beaches
- Children LA is a free mobile and web app by Our Youth Aged 12 to 25: WIN: What I Need
- Dolores Mission
- Financial Assistance
- Homelessness Coalition of LA County
- Jovenes, Inc. (Youth) 1208 Pleasant Ave.
- Shawl House
- Westlake

3. Homeless Service Providers

Listings are available through 211, a service from a network of homeless service providers countrywide also known as Family Solutions Centers (FSCs). This helps families save time and eliminate the need to make unnecessary phone calls to multiple shelters and agencies. FSCs can help families find financial assistance for rapid rehousing, including a security deposit for an apartment, partial rent for three months or a motel voucher and utilities, etc. 211 LA can also assist homeless parents with court orders with securing the housing they need in order to be reunited with their children.

Young Age 12 to 25: WIN: What I Need

Our Children LA is a free mobile and web app helping homeless or needy youth aged 12 to 25 locate essential services including shelter.

In the Hospital: It is illegal for the hospital to drop you off in the street after you turn yourself in. You are entitled to request a social worker prior to your discharge.

Housing for Health is an LA County program providing permanent supportive housing, recuperative care, and specialized primary care to homeless people with complex physical and behavioral health conditions. If you or your whole family is homeless and you get medical care at one of the participating locations, ask for a staff person at the Social Work department. Tell them about who can stay and how long they can stay. At the shelters which are funded by the government, such as Winter Shelters, now there has to be a written grievance procedure you can go through if you feel you have been treated unfairly, or that conditions are not safe or healthy there. You can file these grievances with: Los Angeles Homeless Services Authority. For information call (213) 225-8442 or visit www.lahsa.org/contact-us.

For CalWORKs, you may be able to receive Homelessness Assistance Money, money to help prevent eviction, or help with your rent. See CalWORKs section of the Guide for more information (pg.23-25).

Families seeking assistance can also contact the Coordinated Entry System for Families (CES) by calling: 211 LA County (2-1-1). In order to be eligible, families must meet the three following criteria:

1. Homelessness or at risk of homelessness
2. Have at least one minor child under 17 years old or pregnant woman in the 2nd trimester or high risk
3. Reside in Los Angeles County

The CES provides access through 211, to services from a network of homeless service providers countywide also known as Family Solutions Centers (FSCs). This helps families save time and eliminate the need to make unnecessary phone calls to multiple shelters and agencies. FSCs can help families find financial assistance for rapid rehousing, including a security deposit for an apartment, partial rent for three months or a motel voucher and utilities, etc. 211 LA can also assist homeless parents with court orders with securing the housing they need in order to be reunited with their children.

Singles: If you are applying for General Re- lief, you can get emergency shelter vouchers or eviction prevention money. See General Relief section (pg. 33). If you are an individual seeking shelter, your options include Winter Shelter: Emergency Shelter: next morning call (213) 228-0024. Some people with substance use disorder, pregn- ant women, people just leaving prison, and the LGBTQA community. Call (800) 548-4026 (for the deaf and hearing impaired) at shelter locations and pick-up points for free transportation to shelter. Winter Shelters are not able to serve families.

General Shelter Information: 211: Call (211) or visit 211la.org for shelter information. More specific information is at https://www.211la.org/homeless-services/ housing-info-options.

When searching for shelter, be aware that many shelters fill up quickly during the day. Most also have restrictions on age and gender. Some agencies and shelters are able to offer hotel or motel vouchers if there is no other shelter option available, or if the shelter is full for the night.

Families: If you are homeless or at risk of becoming homeless and receive or qualify for CalWORKs, you may be able to receive Homelessness Assistance Money, money to help prevent eviction, or help with your rent. See CalWORKs section of the Guide for more information (pg.23-25).

If you are homeless and living in your vehicle, be aware that the City of Los Angeles is considering an ordinance that would ban sleeping overnight in vehicles in residential areas.

1. If You Are Homeless

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3. Relocation
Relocation payment is equal to one month’s rent. It must be paid within 15 days of the no-fault eviction notice. Local jurisdictions may require greater relocation amounts, so check local laws.

If a tenant receives a relocation payment but does not vacate, the owner can recover the payment in an eviction.

Instead of making a relocation payment, an owner can waive the last month’s rent in writing.

If a property is subject to Just Cause protections, owners must give tenants written notice:
• If a tenancy starts or renews on or after July 1, 2020, notice must be given no later than August 1, 2020 OR as an addendum to the lease
• The notice must be in 12 point font (larger than this text you are reading) and in the language the lease was negotiated in

Owners must also notify tenants if they are NOT covered by Just Cause.

4. Local Rent Control
If you live in the city of Los Angeles in a rental unit that has two or more units on the lot, and was built on or before October 1, 1978, and was built on or before October 1, 1978, your landlord must fix problems, you have the right to live in a place without bad conditions, which are things like:
• Holes in the wall
• Broken or faulty plumbing
evictions.

You should make your request in writing and keep a copy of your written request for yourself. Take pictures to document bad conditions, your landlord does not fix the problems, there are a few things you can do or agencies you can contact.

Los Angeles County Department of Consumer Affairs (888) 700-9995 For problems like vermin, rats,aches,bedbugs;peeling paint or lack of screens. Also, for questions regarding withholding rent, repair and deduct, and abandonment remedies.

Los Angeles Housing and Community Investment Department (HCID) Systematic Code Enforcement Program (SCCP) (866) 557-RENT (866) 557-7368 For complaints regarding plumbing and electrical; lack of water or heat; illegal utility shutoff, in the city of Los Angeles.

For other rent control information:

Los Angeles County Department of Consumer Affairs
http://lacity.lacounty.gov/consumer-protection/

Eviction Defense Network (213) 385-8112 Housing Rights Center LA (800) 477-5976 Inner City Law Center (213) 891-2880 Unincorporated Los Angeles County (323) 483-7497 Legal Aid Foundation of Los Angeles (800) 399-4529

5. Getting Your Landlord to Fix the Problem
If your landlord will not fix problems, you must give written notice of the problem, with a 30-day time limit, and a 30-day deadline to proceed with an eviction.

If you think your landlord violated the rent control laws, you can contact:

The Fair Housing Act requires landlords to not discriminate against persons with disabilities who have assistance animals. There is an exception if the specific animal in question poses a threat to others’ health, safety, or property, or causes substantial physical damage. If you are being discriminated against due to having a service or assistance animal, contact:

Disability Rights Legal Center www.disabilityrightslacenter.org

How to Get Low Cost Housing?
The federal government has a few subsidized housing programs. Each of these programs has various income and resource requirements and you require to provide information regarding your family income and makeup. It is important to document all your attempts to comply with the program requirements because you can be terminated from the program if you are late on your payments.

In general, there are two types of programs: project-based and voucher-based. Project-based programs are ones where the housing benefit is connected to a specific unit. Voucher-based programs are ones where the housing benefit is connected to a specific household.

1. Project-Based Programs
There are many types of project-based subsidized housing. Many of these projects advertise their availability and you can apply directly at the building or at a leasing office. Most of the time, the best way to get into this kind of housing is through special programs offered by community agencies that will help you get into housing when you finish the program. There is not enough project-based housing for everyone who needs it, so there are wait lists. We have listed three of the most common project-based programs:

2. Service or Assistance Animals
for assistance with an eviction:

Eviction Defense Network (213) 385-8122 Eviction Defense Network (213) 385-8122 7. Service or Assistance Animals

5. 28 Day Notice to Vacate
If you have lived in a residential hotel for over 30 days, you are a tenant and can only be evicted through a legal eviction. You should not be asked to move rooms or leave for a few days every 20 or 21 days. If this happens, you should file a complaint with the Los Angeles Housing Community and Investment Department (866) 557-RENT (866) 557-7368. If you are locked out, you should call the police and show them your receipts. If you leave voluntarily, it is not a shakeout.

6. Housing Discrimination
If you are discriminated against in trying to buy or rent property, or use services provided to other tenants, because of your race, color, religion, sex, national origin, or because you are married or unmarried, or have children, call:

Southern California Housing Rights Center (800) 334-0044

California Department of Fair Employment and Housing (800) 884-1684 (800) 700-2320 (TDD Line)

Inquilinos Unidos
(323) 939-0506

Housing Rights Center LA
(800) 477-5976

The Fair Housing Act requires landlords to provide reasonable accommodations to persons with disabilities who have assistance animals. There is an exception if the specific animal in question poses a threat to others’ health, safety, or property, or causes substantial physical damage. If you are being discriminated against due to having a service or assistance animal, contact:

Disability Rights Legal Center www.disabilityrightslacenter.org

110 S. Figueroa St., #1120, LA-90017 (213) 736-1334

7. Project-Based Programs
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The People's Guide 2020

**Conventional Public Housing**

The buildings that are part of this program are owned and operated by local Public Housing Authorities. These are often very large buildings or complexes and the people who work at them are government employees. Rent is usually between 30-40% of the household’s income. To apply for conventional public housing, you should contact the housing complex directly.

**Project-Based Section 8**

For project-based Section 8, private landlords and have agreed to reserve certain units for Project-Based Section 8. Project-Based Section 8 means that you must live in one of these assigned units to get the benefit. Unlike conventional public housing, your landlord is a private owner, not a Housing Authority.

**Shelter Plus Care**

Shelter Plus Care provides affordable housing and supportive services. You are required to participate in the supportive services to be part of this program. You may be eligible for this program if you are homeless, have a mental illness and/or AIDS, or have a substance abuse problem. If you are a client of a Department of Mental Health directly-operated clinic or contract agency, please discuss your housing needs with your case manager.

**Voucher-Based Programs**

**Section 8 Voucher**

The Section 8 Voucher waiting lists are currently closed for the city of Los Angeles, the City of Long Beach and other cities. To find out if the waiting list is open in other cities, contact their local Housing Authority directly. You can also ask a caseworker at a shelter or agency about any special program that can provide you a Section 8 Voucher when you complete the program.

**3. Housing Authorities**

**Housing Authority of the County of Los Angeles (HACLA)**

(213) 252-2500

Long Beach Housing Authority:

(562) 570-6985

**Other Cities:**

Check in the City Government pages in the phone book or online. The LA County Housing Resource Center can assist residents in locating housing resources for affordable, special needs, and emergency housing. To access their rental listings and assistance services, visit housing.lacounty.gov or call (877) 428-8844.

**4. Low-Income Housing Tax Credit**

Some private owners participate in the Low-Income Housing Tax Credit (LITHC). In this program, private landlords reserve some of their units to offer affordable rates. Eligibility for the units is based on income, and each unit has a set rent amount. For more information about this program, you should contact the individual owners or the Housing Authority.

**Foreclosures**

Many people who are in danger of losing their homes due to foreclosure have turned to loan modification or foreclosure "rescue" companies for help — only to realize they've been scammed. Anyone can become a victim of a loan modification scam. Don’t sign any papers from groups you are not sure about. If you are facing foreclosure and want assistance, you can contact a housing counselor for advice at: (888) 995-HOPE (4673) or www.makinghomeaffordable.org

Following is a list of some of the groups in Los Angeles the government has approved to provide foreclosure assistance. For information for another city, visit the Department of Housing and Urban Development’s website at www.hud.gov.

- **East LA Community Action (ELACC)**
  (323) 269-4214 www.elacc.org
- **Korean Communities for Community Development**
  (323) 985-1500 www.kccd.org
- **Korean Resource Center**
  (323) 937-3718 www.krccla.org
- **Los Angeles Neighborhood Housing Services**
  (323) 895-2646 www.lnhs.org
- **New Economics for Women**
  (213) 483-2060 www.neweconomicsforwomen.org
- **NDC-HCA Revere**
  (323) 299-4067
- **Operation Hope**
  (213) 891-2900 or (213) 891-2900 www.operationhope.org
- **Hispanic Center for T.E.A.L.**
  (213) 380-7599 www.hclatlantic.org
- **Thai Community Development Corporation**
  (323) 488-2555 www.thaiCDC.org
- **Watts Century Latino Organization**
  (323) 564-9140 www.wattcenturylatino.org
- **West Angeles Community Development Corporation**
  (323) 751-3440 www.westanglescdc.org

**1. Earned Income Credit (EITC)**

"The Earned Income Tax Credit" (EITC) is a check that low-income working people can get from the government by filing a federal income tax return (it has to be form 1040 or 1040A) or filing out a W-5 form during the year, even if your income is so low that you do not owe federal taxes. You need a valid social security number to get this money (you cannot use an ITIN).

You qualify for earned income credit if your yearly income in 2019 is below the level in the chart at the bottom of the page.

If you are receiving CalWORKs or CalFresh (Food Stamps), the DSPS cannot count the EITC payment as part of your income if you spend the money in the month received or the month after. For the General Relief program, this money is counted as income.

You can also file for "recovery" payments from the past three years. If you do not owe taxes, you may be eligible for filing the credit late (after April 15th).

You can claim EIC on the tax form (1040 or 1040A) or you can file out just the first side of "Schedule EIC" instead and the IRS will figure it out for you.

For help getting the credit you can call the EIC hotline at (800) 601-5552.

To get a 1040 or 1040A form for this year and past years, and to receive free EIC on the tax form (1040 or 1040A) call (800) 829-1040.

3676 and ask for VITA-Volunteer Income Tax Assistance. Forms are also available in libraries, post offices and other public places.

If you choose, you can receive this payment spread out during the year in lower payroll tax deductions instead of getting it all at once at the end of the year. To do this, ask your employer to fill out a W-5 form.

**2. CA Earned Income Credit**

To qualify for the California Earned Income Credit, you must complete a 540 or 540 EZ form, and have income that is reported on a W-2. For tax year 2019, a household can earn up to $30,000 to receive the credit. A family without children can qualify for a benefit of $240. A family with one child can qualify for up to $1,605. A family with 2 children can qualify for up to $2,651. A family with 3 or more children can qualify for up to $2,982.

More information and help for both the federal and state Earned Income Credit and the new Child Tax Credit is found at caleitc4me.org including free online tax calculators that can help you figure out how much you'll receive for each credit.

**3. Young Child Tax Credit**

California families with at least one child under 6 years old as of December 31, 2019 who are eligible for the Young Child Tax Credit. You can begin earning this credit as soon as you have $1 of income. Find information at https://caleitc4me.org

**4. Child Tax Credit and Child and Dependent Care Tax Credit**

The federal Child Tax Credit offers up to $2,000 per qualifying dependent child 16 or younger. To qualify your gross income must be under $400,000 if married filing jointly, or $200,000 for everyone else. You can also get up to $500 taken off your taxes for other qualifying dependents besides children.

The federal and state governments both offer a Child and Dependent Care Credit which can reduce your taxes by up to $3,000. The amount is based on the cost you paid for care for a child under 13, an incapacitated spouse or parent, or another dependent, if paying for the care allows you to work. You can get up to $6,000 for two or more dependents.

The credit used for 2018 is limited to families with under $100,000 income per year. The federal credit uses form 2441 and has no income limit but is reduced as your income goes up. You must provide the care provider’s name, address and Social Security number or Employer Identification Number. The caretaker can’t be your spouse, a parent, or your child 18 or younger.

See https://www.ftb.ca.gov/pdfs/personal/ credits_for_more_state_tax_income and https://www.irs.gov/credits-deductions-for-individuals for information on federal tax credits.

**5. Renters’ Tax Credit**

The Renters’ Tax Credit is not a payment that you can receive, but a deduction that renters can make on their California state income tax forms. Renters who owe no tax will get no benefit. Single renters with incomes up to $41,641 are eligible for $60 renters’ tax credit and families with incomes up to $83,282 are eligible for $120 renters’ tax credit (2019). Those numbers go up each year. Other rules apply. You don’t need to have paid your rent in California at least half the year.

• You had to be a California resident for the entire year.

• The property you rented was not exempt from California property tax.

• You didn’t live with another person for more than half the year (such as a parent) who claimed you as a dependent.

• You or your spouse were not granted a homeowner’s property tax exemption during the year.

**FEDERAL EARNED INCOME CREDIT INCOME LIMITS AND BENEFITS**

<table>
<thead>
<tr>
<th>Single, Head of Household or Widowed</th>
<th>Married Filing Jointly</th>
<th>Maximum Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 Children</td>
<td>$15,600</td>
<td>$529</td>
</tr>
<tr>
<td>1 Child</td>
<td>$16,300</td>
<td>$529</td>
</tr>
<tr>
<td>2 Children</td>
<td>$17,000</td>
<td>$526</td>
</tr>
<tr>
<td>3 or more children</td>
<td>$17,700</td>
<td>$526</td>
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To find the income limits and benefits, see IRS publication 590, Earned Income Credit. Get a form 1040 or 1040A from the government for free by calling (888) 995-HOPE (4673) or www.makinghomeaffordable.org. You can claim the credit late (after April 15th). The credit is available to families with under $100,000 income per year. The federal credit uses form 2441 and has no income limit but is reduced as your income goes up. You must provide the care provider’s name, address and Social Security number or Employer Identification Number. The caretaker can’t be your spouse, a parent, or your child 18 or younger. See https://www.ftb.ca.gov/pdfs/personal/credits_for_more_state_tax_income and https://www.irs.gov/credits-deductions-for-individuals for information on federal tax credits.
Job and Career Training

Hundreds of organizations in LA County offer help in job training. Beware of private employment agencies that charge fees for finding a job. Many encourage you to pay the tuition with your own funds. Remember, government aid is available in the form of grants or low-interest loans. Don’t use free or low-cost services instead.

1. America’s Job Centers
   Local America’s Job Centers of California are located at different places across the city and provide you with a variety of services, such as job seeking, counseling, transportation, scholarships, and much more. All services are provided for free. Many of these centers are also part of the WorkSource California network.

   - City of LA: (213) 744-7164
   - Long Beach & South Bay: (562) 422-8325
   - Pacific Gateway: (310) 217-6955
   - Jobs4LA: (888) 226-6300
   - Norwalk: (562) 864-8521

2. Community Colleges
   Most community colleges offer part-time classes to facilitate training for a 2-year university. Most of them offer financial aid with the submission of the FAFSA application. You can find a list of all community colleges in Los Angeles County at the Los Angeles Community College District website.

3. If You Have a Criminal Record
   Sometimes a criminal record can keep you from getting a job. A job application can help you by changing your criminal record to a dismissal. When you get an employment offer, you cannot use your conviction against you in your private background check, and it also helps with license certification and government employment. Be aware though that the employment does not take the conviction off your record.

   For an expungement, you may need to pay a processing fee, but it is worth it to get your criminal record cleared. You should also complete the education and training required by the court. You may be eligible to get your record expunged if:
   - You are not on probation or parole, not currently serving a sentence for any offense, or not currently charged with an offense, and if your conviction is also eligible.
   - You have not committed a new crime since the expungement
   - You have not been convicted of a new crime

4. Other Job Training
   Many area colleges offer training in specific skills. You can find a list of all community colleges in Los Angeles County at the Los Angeles Community College District website.

   - State of California Employment Development Department (EDD)
   - Legal Aid Foundation of Los Angeles (LAFLA)
   - New Way of Life Project
   - Los Angeles County Public Defender
   - A New Way of Life Reentry Project
   - Los Angeles County Regional Occupational Program

5. Department of Rehabilitation
   The State Department of Rehabilitation provides a wide range of services for people with physical, mental, or emotional disabilities (including substance abuse problems) who want to become more independent and self-supporting. Many services are free for those who qualify.

   Services available include vocational counseling and training; job placement; money management services; training for tuition and books; necessary tools; car modifications; money for transportation; and interpreter services and family counseling.

   If you experience problems with Department of Rehabilitation contact the Disability Rights California Client Assistance Program at (800) 776-6776 or TTY line (800) 719-5798. Or, visit the Disability Rights CA website: DRCcenterProgram.htm

Job Training

Unemployment Benefits

1. How to Apply
   You may be eligible to receive unemployment insurance (UI) benefits from the Employment Development Department (EDD) if you lose your job or you have a reduction in hours at your job, are ready, willing, and able to work when you find it. EDD also sometimes approves claims for training courses that allow you to gain skills while you are unemployed.
   - Apply online at https://www.edd.ca.gov
   - Or call: (800) 300-5616

   A recorded message about general unemployment insurance benefit information is available 24 hours a day, 7 days a week, including holidays. You can file claims at the same number Monday through Friday: 8:00 a.m. to 5:00 p.m. On the EDD website, www.edd.ca.gov you can also manage extensions, certify for benefits online, and get useful information.

   An individual who files for unemployment insurance benefits must meet specific eligibility requirements before benefits can be paid. Individuals must:
   - Have enough earned wages during the “base period” to establish a claim
   - Be totally or partially unemployed
   - Be unemployed through no fault of their own (laid off or fired, but not fired for “misconduct,” or quit for a very compelling reason)
   - Be physically able to work
   - Be available for work which meets the criteria to be considered immediately acceptable suit work
   - Actively looking for work
   - Meet eligibility requirements each week benefits are claimed

If you are seeking training benefits, you must be approved for training before training benefits can be paid.

The minimum weekly benefit amount is $50 and the maximum weekly benefit amount is $450. The normal maximum benefit period is 26 weeks. During bad economic times or when there are high unemployment rates, the maximum benefit period is extended.

2. Appeal Your Denial
   If you disagree with the EDD decision, you should appeal and ask for a hearing before the appeal deadline. Your past employer will be the one to authorize your benefits. You can appeal by filling out the appeal form that is included with the Notice of Determination of your benefits. The appeal deadline is 30 days from the mailing date of the Notice of Determination.

At the hearing, an administrative law judge will consider the evidence, including your testimony, and decide whether you should get benefits.

Even if you are fired or if you quit, you may be eligible for benefits. If EDD says that you were fired or if you quit without good cause, you may still be eligible. It also happens that you did something bad that could harm the employer, and you either did it on purpose or you completely disregarded the employer’s interests. To show that misconduct existed, you may argue that your employer had: (1) an absolute right to fire, or (2) no right to fire. If the action was an isolated occurrence. Also if you can show that you had a very compelling reason for your actions and had no other job or did everything possible to preserve the job before you quit, then you can get UI benefits. Call legal services for help and be sure to keep filing your continuing claims forms with EDD so that if you win the appeal, EDD can give you back benefits.
Worker's Rights

1. Dealing with Problems
If you have a problem at work and are a member of a union, contact your union representative. He or she can advise you about dealing with your employer or about contacting your government office. To find out about unions, or to get in touch with an organizer, call the LA County Federation of Labor (AFL-CIO) (213) 381-5611. www.lautuc.org, or contact one of the groups listed on pg. 13 under “Groups That Can Help.”

2. Wage Claims
You can file a wage claim with the Labor Commissioner for any amount owed to you. You may file a claim in Small Claims Court if the amount is less than $10,000 if your employer does any of the following:
• Pays less than the minimum wage, which increases to $13 per hour in California on January 1, 2020 for businesses with 26 or more employees ($12 for other businesses.), On July 1, 2020, the minimum wage in the City of Los Angeles, and in the unincorporated areas of Los Angeles County, will increase to $15 per hour (for businesses with 26 or more employees).More information is at db.ca.gov/minimum-wage-laws/ and wages.launions.org.
• Does not pay overtime. Overtime means time-and-a-half of your hourly rate if you work more than 40 hours in a week OR more than 8 hours a day. Overtime means double your hourly rate if you work more than 12 hours in a day. The law requires you to be paid for all hours worked on the 7th day of a week in a row.
• Takes improper deductions from you.
• Does not pay you all wages owed immediately upon discharge or within 72 hours if you quit and don’t give 3 days notice.
• After you lose your job, does not pay vacation time that you were promised and have earned.
• Does not pay wages owed, or pays you with a check that bounces.
• Does not give you one 10 minute rest break for every 4 hours worked or a meal break of at least a half hour without interruptions, which can be unenforced, if you work less than a 5-hour shift. You may be entitled to a wage premium for each meal and rest period violation per day.
You may also claim waiting time penalties. These penalties consist of your daily pay each day after separation from work that you must wait to receive all wages owed to you, up to 30 days. Wages include regular pay, overtime, vacation pay, and pay for not getting rest or meal breaks.
You must bring your claim within three years of the date you should have paid you the wages you are claiming. Find the wage claim form at California Labor Commissioner: https://www.dir.ca.gov/howto/HowToFileWageClaim.htm

Free Wage Claim Assistance:
Legal Aid Foundation of Los Angeles (800) 399-4529
Neighborhood Legal Services (800) 433-6251

To reach the Labor Commissioner’s office for wage claims:
State Industrial Relations Department, Labor Standards Enforcement, 320 W. 4th Street, Suite 450, LA, 90012, (213) 620-6330
Long Beach: 300 Oceangate, Suite 302 1730 E. Ocean Blvd., Long Beach, CA 90802 (562) 590-5048
Van Nuys: 6150 Van Nuys Blvd. # 206 Van Nuys, 91401 (818) 901-5315. www.dir.ca.gov/DLSL
The federal Department of Labor has an office that also helps people with similar problems. Its services are more limited. However, you can file an anonymous complaint with them to avoid retaliation by your employer.

Department of Labor:
915 Wilshire Blvd., Ste 960, LA 90017 (866) 487-9243.

3. Discrimination
It is illegal to discriminate against workers because of their race/color, sex, religion, national origin, citizenship, age, disability, political affiliation, ethnicity (including hairstyle and texture), or sexual orientation. The law also prohibits harassment in the workplace because of these protected categories, including sexual harassment.
You can file a complaint, even if you do not have an attorney, with either:

4. Work Safety
Employers are required to provide safe workplace conditions for their employees. If you are asked to work under unsafe or unhealthy conditions, a state agency can investigate your complaint, and your employer may be fined for violating the law. Contact the California Occupational Health and Safety Administration (Cal/OSHA) office nearest your work. Visit www.dir.ca.gov/dosh/HowToReportViolationsBOFE.htm.

5. Sick Leave
California law requires employers to provide employees with one hour of paid sick leave for every 30 hours they work. The law applies to employees who have worked for 30 days. (Cal/OSHA) office nearest your work.Visit www.dir.ca.gov/dosh/DepartmentOfLabor.htm.

6. Paid Family Leave
Workers who have a loss of wages when they need to take time off work to care for a seriously ill child, parent, parent-in-law, grandparent, grandchild, sibling, spouse, registered domestic partner, or bond with a new child entering the family through birth, adoption, or foster care placement, may be eligible for Paid Family Leave (PFL) benefits. In order to be eligible for PFL benefits, you must:
• Be unable to do your regular or customary work due to the need to care for a seriously ill family member or to bond with a new child.
• Be employed or actively looking for work at the time your family leave begins.
• Have lost wages because you were caring for a seriously ill family member or bonding with a new child.
• Be employed for at least six months from which State Disability Insurance (SDI) deductions were withheld during your base period.
• Certain rules apply if you use a family member who is not your spouse or registered domestic partner to care for the family member.

7. Groups That Can Help
These organizations and websites can help you with more about your rights in the workplace.
www.smalaw.org/ -Research attorneys who can help with related issues.
LA County Consumer & Business Affairs (800) 399-3483
Asian Americans Advancing Justice 1145 Wilshire Blvd. (213) 977-7500
Black Water Center 5350 S. Crenshaw (323) 752-7281
Chinatown Immigrant Workforce Center 2533 W. 3rd St. # 101 (888) 624-4752
CLEAN Carwash Campaign 516 W. Vernon Ave (323) 644-1630
Garment Workers Center (213) 748-5866
Korean Immigrant Worker Alliance (KIWA) 3465 W. 8th St. (213) 738-9500
Legal Aid Foundation of Los Angeles (800) 399-4529
Maintenance Cooperation Trust Fund (jantas) 1247 W. 7th St.,#103 (213) 284-7758
Neighborhood Legal Services (800) 433-6251
Paid Family Leave Working Women provides free counseling and resources (213) 201-7029
Pilipino Alliance for the Rights of Labor 153 Glendale Blvd. (213) 250-4535
Restaurant Opportunities Center (800) 433-6251
3465 W. 8th St.
8. Workers’ Rights
You must be under the care and treatment of a doctor during the first eight days of your disability. (The beginning date of a claim can be no earlier than the first day of your employment.) You must remain under care and treatment to continue receiving benefits.
You must apply within 49 days of the date you became disabled or you may lose your claim. You do not have to apply in person to receive benefits.
If your disability prevents you from completing the form, or you are filing for benefits on behalf of a disabled claimant, please call (888) 624-4752.
You must also ask your doctor to complete and sign the “Physician Practitioner’s Certificate.” If your doctor will mail your completed certificate to the SDI office, please write on the certificate, next to the signature line, “MAIL OR FAX THIS ENVELOPE WITH AN ENVELOPE ADDRESSED TO THE SDI OFFICE.”

You may not be eligible for SDI benefits if you:
• Are not suffering a loss of wages:
• Are claiming or receiving Unemployment Insurance.
• Are not employed in a covered occupation.
• Are a resident in an alcoholic rehabilitation home or drug-free home, unless it is licensed and certified by the state.
• Fail to submit to an independent medical examination when requested to do so.
• Are not disabled because of a disabling condition that prevents you from working for at least a part time wage and you remain disabled, you may be able to establish a valid claim by using a legal opinion.
If you do not have enough base period wages and you were actively seeking work for 60 days or more in any quarter of the
Worker's Rights

Long-term or Permanent Disability: If you expect your disability to be long-term or permanent, apply for SSDI from Social Security well before your year of SDI is over. (see page 29 Social Security)

B. Workers’ Comp Benefits

You are disabled because of an injury that occurred on the job, or because of unhealthy, unsafe, or stressful conditions at work, you should apply for Workers’ Compensation benefits. You are not eligible for most types of Workers’ Compensation benefits regardless of your immigration status or the length of time you’ve worked for your employer. There are six basic types of Workers’ Compensation benefits:

A. Medical Benefits: The employer pays for certain medical care expenses resulting from a work-related injury up to $10,000, while your claim is still being considered by the insurance company. You may be treated by the employer’s physician or company clinic, or by your own doctor if you have previously notified your employer in writing of your request to select, or “pre-designate” your own doctor.

B. Temporary Disability Benefits: These benefits are paid every two weeks if you are unable to return to work within three months, and are hospitalized overnight. The benefits are intended to partially replace two-thirds of the wages lost because of the injury. These benefits are paid until you can return to work, or until the disability becomes “permanent and stationary”. This means a doctor determines that your medical condition has stabilized and you are not expected to have a significant change in condition for a period of one year, with or without medical treatment.

C. Permanent Total Disability: If you have a permanent total disability you may receive weekly payments for life. The rate of payment depends on the date you were injured.

D. Permanent Partial Disability: The percentage of disability is based on one or more medical evaluations by doctors selected either by agreement of the parties or by a random list of names provided by the state. You receive benefits every two weeks for a period that increases with the percentage of disability and will vary depending upon your average weekly wage at the time of your injury.

E. Supplemental Job Displacement Vouchers: Employees who are injured and are permanently unable to do their usual job, and whose employer does not offer other work, may qualify for the supplemental job displacement benefits (SJD). SJD comes in the form of a non-transferable voucher that can be used to pay for educational or skill enhancement, or both, at state-approved or state-accredited schools.

F. Death Benefits: Death benefits are payments to a spouse, children or other dependents if an injury or illness is work-related and causes death. These dependents must have been dependent on the injured worker for more than one-third of their support. Death benefits are paid at the time of the injury, but not later than $224.00 per week.

Filing a Workers’ Comp Claim: http://www.dir.ca.gov/dwc/comp/wgguide/ IWCguide01.pdf

For help filing a claim or if your employer does not provide you with a Claim Form, contact the Workers’ Compensation Appeals Board District Office (WCAB) closest to you.

WCAB Los Angeles District Office:
LA, CA 90013 (213) 576-7335

WCAB Pomona District Office:
7700 W. Cajon St. Suite 105
Pomona, CA 91768 (909) 623-4301

WCAB Van Nuys District Office:
1510 Van Nuys Blvd. Suite 105
Van Nuys, CA 91401 (818) 901-5367

Visit this web page for more information: http://www.dir.ca.gov/dwc

You can obtain free information from an “Information and Assistance Officer” of the State Division of Workers’ Compensation (WCAB). You can talk to an officer by phone or by visiting your local office and request information and a list of local offices by calling (800) 736-7401. You do not need to be eligible for benefits to talk to an officer, and they can provide guidance as your navigate the Workers’ Compensation system.

You may also want to hire a private attorney to help you with your claim. Many Workers Compensation attorneys offer a free consultation, which allows you to discuss your case with a professional. If you receive nothing, your attorney will not charge you for any work done on your behalf.

It is illegal for your employer to punish or fire you for having a job injury or illness, and if your employer violates this law, you can file a complaint and request the reimbursement of any penalties that you do not agree with.

Specific instructions on how to appeal your case can be found in the Industrial Accident Prevention Act (see pg. 71), not online.

When you apply, you have a right to be treated with courtesy and without discrimination and without any reason. The DSPW office will review how to get you all the cash aid, food aid and other benefits for which you are eligible.

At times, eligible people who urgently need the aid don’t get current information, or don’t understand or get discouraged. If that is happening to you, be strong. Insist on talking to a supervisor, or the supervisor’s manager. Seek out the help of someone who will advocate for you. Insist on speaking to someone fluent in your language (DSPW must provide a free interpreter) or call a Legal Aid office. (see pg 67 Hearings and Complaints)

Many adults would accept a permanent total disability for a pay cut at their job. A worker who is injured and can return to light work, or until the disability is expected to be long-term, or permanent, may receive supplemental job displacement benefits (SJD). SJD comes in the form of a non-transferable voucher that can be used to pay for educational or skill enhancement, or both, at state-approved or state-accredited schools.

What To Bring When You Apply
If you are applying for CalWORKs, bring the following documents with you (top of next page):

• Any documents having to do with the cash assistance. If you get CalWORKs you may also be eligible to receive, even though sometimes it does not reduce your SDI payments.

You must bring with you the following documents with you (top of next page):

1. Your Social Security number or Card (or proof of income  may not count if the student is disabled or 60 years or older, the limit is $3,500. Cash on hand, savings, cars, and most other property count as resources. A home you live in, personal property, and computer, too, and some retirement accounts don’t count. The income and resources of a spouse or partner can be disregarded if someone applying for CalWORKs is fleeing because of domestic violence. Please be sure to ask about these rules.

Disabled individuals who meet certain criteria can open a savings account for Qualified Disability Expenses (QDE) known as CalABLE, without losing eligibility to CalWORKs. For CalWORKs purposes, the designated beneficiary of a CalABLE account may save up to $100,000 and a maximum distribution of $15,000. Visit www.CalABLE.ca.gov for more information.

While on cash aid, you can have a written agreement with DSPW to have a special “Transfer of Assets.” If you own a property or car you live in, a car used to go to work, a home you live in, personal property, or some other property count as resources. A home you live in, personal property, and computer, too, and some retirement accounts don’t count. The income and resources of a spouse or partner can be disregarded if someone applying for CalWORKs is fleeing because of domestic violence. Please be sure to ask about these rules.

Money you make from working and unemployable, can be paid back through SSDI payments, most loan debts, tax refunds and Earned Income Credit don’t count, if your child is under age 19, your child’s income may not count if the student exemption rules are met. Loans from friends may be counted if there is no transfer of service.

To qualify your resources must be less than $2,250. But if someone in the family on aid is disabled or 60 years or older, the limit is $3,500. Cash on hand, savings, cars, and most other property count as resources. A home you live in, personal property, and computer, too, and some retirement accounts don’t count. The income and resources of a spouse or partner can be disregarded if someone applying for CalWORKs is fleeing because of domestic violence. Please be sure to ask about these rules.
2. What Else Is Available?

When you are eligible for CalWORKs, you may also qualify for the following programs:

- **Medi-Cal** to pay for health care
- **CalFresh** (food stamps) in most cases
- **Immediate Need**: an advance of up to $200 of your CalWORKs grant, which is provided 24 hours or the next business day from the date of the request, or your whole CalWORKs grant within 3 days if you have an eviction notice. You can only request Immediate Need during your initial application for CalWORKs
- **Homeless and Housing Assistance** including eviction prevention, temporary shelter, move-in costs, rent subsidy, and help with cost of moving (see pages 23 to 25 for several programs offered.)
- **Non-Recurring Special Needs**: you can get up to $600 each time if you have a need to replace clothing, household items, and appliances because of a disaster, theft, or other event beyond your control. You can also get this money for shelter if your home is so damaged or unsafe you can't live there, and you are not eligible for the Homelessness Assistance program. You must have less than $100 to get this money.
- **Special Needs**: you can get an extra $9 to $15 if you have special needs such as high food costs because of a necessary special diet, or higher transportation or utility costs due to a medical condition. Breast-feeding mothers can add $15 to their grant to help with their dietary needs. Tell your worker if you have these special needs.
- **Child Support**: you can get $50 extra each month if the other parent pays at least $50 of child support to the County’s Department of Child Support Services on time. The Department will send you a list that shows when the other parent paid (an “accounting”). Check to make sure you get $50 extra each month. You can get $50 extra each month if the other parent pays on time. To get an accounting call (866) 901-3212.

3. More for Pregnant Women

If you are pregnant, aged 19 or over, and have no other children on your CalWORKs, you may get a grant for one person after reaching the beginning of the second trimester of pregnancy and an additional $47 (Pregnancy Special Need). You get this money from the time your pregnancy is verified until the baby is born. Here are some other rules for the $47:

- Pregnant teens 18 or younger, who cannot get CalWORKs until the child is born, but he can get General Relief for himself, if eligible (see pg 33).
- If you are undocumented, or receive SSI, and have no other children on your CalWORKs, you can get $50 extra each month if the other child is born for benefits for the baby. Bring in proof of the baby’s birth at the local hospital records or birth certificate.

4. Diversion Payments

Instead of receiving monthly cash aid you can apply for a large amount of money called a “diversion payment” to help you get a job or keep a job. To get it, you must be apparently eligible for CalWORKs, have a job or immediate job opportunity, and have an unexpected one-time need. For example, you could pay for car repairs or insurance, work tools or clothing, rent or utilities, license fees, or childcare expenses. You must take in the papers at any DPSS office; tell the worker right away, as there are special rules. If you don’t tell the worker you problems with the other parent, if you have any. Also, you may be excluded from aid or have other eligibility rules waived. Let DPSS know if you need emergency or immediate help. Welfare staff must act quickly to help you.

5. Foster Care

If you are caring for someone else’s children, the child or children may qualify for Care and Approved Relative Caregiver payments even if you are related to the children. Foster Care and Approved Relative Caregiver payments are higher than CalWORKs cash aid. (see page 27 Foster Care.) If a relative’s children live with but do not get Foster Care or Approved Relative Caregiver payments, you should be able to get cash aid for them.

6. Domestic Violence

If you are a victim of domestic violence, or suffering effects of past domestic violence tell the worker right away, as there are special rules. Make sure you tell the worker you problems with the other parent, if you have any. You can also call the Customer Service Center at (866) 613-3777.

Within 45 days of when you turn your application in, you may either receive your first payment, or your application is denied. If the DPSS denies your aid, they must send you a letter explaining why. Do not sign a “withdrawal” of your application unless you understand and agree with the written reason provided.

7. Special Help for the Disabled

If you have a physical or mental disability that makes it hard for you to get through the regular application process, DPSS will help you. When you tell DPSS staff they will make arrangements to assist you. This may mean arranging for a DPSS staff member to help you at your home, helping you fill out forms, or bringing papers to you to get your assistance, you may request a Reasonable Modification by:

- verbal request to any employee at a DPSS office
- mailing a written request to: 401 Capitol Mall, Room 4057, Sacramento, CA 95814
- submitting a written request or ADA PUBL Assistance, you may request a Reasonable Modification by:

If you take in papers, get a receipt. Keep in touch with your DPSS eligibility act quickly to help you.

9. Next Steps

Keep in touch with your DPSS eligibility worker and write down his or her name, phone number, and phone hours. If you are asked to mail additional papers to the DPSS, ask the worker for a stamped envelope addressed to him or her.

10. Electronic Benefits Transfer “EBT” Card

If you have a physical or mental disability that makes it hard for you to get through the regular application process, DPSS will help you. When you tell DPSS staff they will make arrangements to assist you. This may mean arranging for a DPSS staff member to help you at your home, helping you fill out forms, or bringing papers to you to get your assistance, you may request a Reasonable Modification by:

- verbal request to any employee at a DPSS office
- mailing a written request to: 401 Capitol Mall, Room 4057, Sacramento, CA 95814
- submitting a written request or ADA PUBL Assistance, you may request a Reasonable Modification by:

For CalWORKs, if the last digit of your case number is 1 to 3, the money goes on your card the first day of the month; 4 to 7, the second day of the month, and 8 to 0, the third day of the month. You can now make unlimited withdrawals and balances are not recorded, but some ATMs may have a surcharge. Ask your bank or ATM how much it will cost you to withdraw money from an ATM. To withdraw money from an ATM, you must have an EBT “electronic benefits transfer” card. (You may not use your “U.S. mail it to: DPSS ADA Title II Coordinator 1280 Old Darrell Drive, Suite 200, South City of Industry, CA 91746

Ask your worker for this help. If they won’t give it to you, call Legal Services for help.

8. Photo ID

All applicants, regardless of citizenship or legal status for living in the United States (U.S.), must provide a photo ID, in person, at the time of the application or when an adult is added to the case.

11. Reporting Every Six Months

Every six months you must report changes in your income, or if a member of your household moves out of your residence. You will also report once a year on a Semi-Annual Eligibility Income Report (SAIR). It says “Eligibility Status Report” on the top of the form. Also once a year, you will fill out what is called “mandatory mid-period reporting,” which is an annual renewal for CalWORKs. DPSS will mail you a SAIR 7 form report, the form also shows if there are any changes you expect in the next six months.

You must turn in the SAIR-7 even if there is no change to report. If you don’t get the SAIR-7 in the mail to DPSS to get an additional form and fill it out.

The completed, signed form is due back to DPSS on the fifth day of the last month of the six-month period.

There are some things that need to be reported to the county before your next income report is due. This is called “mandatory mid-period reporting.”

You must report these things within 10 days:

- Address changes
- Marital status
- “Compelling need
- parole or probation violations,
- and if your income goes over the “Income Reporting Threshold” ($1,982)
- The IRT is the amount of income that would reduce your aid or make your household ineligible for aid. DPSS will give you a notice telling you your IRT limit. DPSS counts the family’s earned and unearned income to see if you are at this limit. For example, if your family of three (non-exempt) has an IRT of $1,982.00 per month. The family doesn’t have to report any change in income until the next report is due, unless it adds up to more than $1,982.00.

You can either drop your SAR-7 off at the DPSS office, and get a dated receipt to show you reported all the changes, or you can mail it in the postage-paid envelope.

You can also safely save your SAR 7
2. Rules for Families in Which Only Children Get Money

In some CalWORKs families, the children are receiving money but the adults are not. These are called "child only" cases. If this is the case, you do not have to complete any requirements, as long as your child(ren) stay enrolled in the CalWORKs program. When you first apply, the amount of cash aid you get depends on how much your family’s income is, name, an address or social security number, and place of employment. The County keeps most of the child support it collects, up to the amount of the family's cash aid. Following are exceptions:

- Changes in family composition
- Fleeing felon status
- When income exceeds the Income requirements, the case is not a "child only" case. If there is no adult receiving money because of the child support they collected. Call (866) 901-3212 to ask for this information.
- If you sign over your child support, but the Child Support Agency says you are not cooperating with them, your family’s aid may be cut 25%. Many people have good cause for not cooperating. Good cause includes:
  - You don’t know where the absent parent is, or not to provide all the necessary information.
  - Military service.
  - You are afraid of the absent parent, you or your children may be in danger, you are a victim of domestic violence.
  - Rape or incest has occurred.
  - You are planning to place the child for adoption.

Work Requirements

As a CalWORKs recipient, you are required to participate in "Welfare-to-Work" (WW) activities in order to stay on cash aid. Participation in WW is mandatory for all CalWORKs recipients unless you are exempt or have a "good cause" for not participating. Exemptions and "good cause" require verification:

- Exempt participants may volunteer to participate in WW activities.

The WW programs in Los Angeles County are called GAIN ("Greater Avenues for Independence") and REP (Refugee Employment Program). If you have been in the U.S. less than 5 years and have legal immigration status as a refugee or granted asylum, you are assigned to the Refugee Employment Program ("REP"). The GAIN program is a work-first program that provides employment-related services to help you find employment, stay employed, and move to higher paying jobs which lead to self-sufficiency and independence.

There is a WW 24-Month Time Clock which runs the CalWORKs 48-month time limit. The WW 24-Month Time Clock gives you more flexibility in activity options than the 48-month participation hours for single-adult families.

During this 24 month period you can participate in several activities to keep getting cash aid including:
- Subsidized or unsubsidized employment
- Education and/or training
- Mental health, substance abuse, and/or domestic abuse services.

Your county office will send you a notice before you reach the end of your WW 24-Month Time Clock. They will also send you an appointment to review your WW 24-Month Time Clock with you. After you use up all your months from your WW 24-Month Time Clock, they will provide you with a new appointment, from which you choose, and on instructions on what you will need to do next in order to continue receiving cash aid. The shorter list may include employment, work experience, and community service.

2. Getting Excused from GAIN/REP

You may be eligible to exempt from GAIN/REP if you are:

- A head of household
- A youth from 16 to 18 years and in school full-time
- 60 years old or older
- Disabled
- Aid for any reason
- A full-time volunteer in the Volunteers in Service to America (VISTA) program.

Any months exempted for the following reasons do not count against the CalWORKs 48-month time clock.

- Disabled due to a physical or mental condition
- Involuntary unemployment
- 60 years or older
- Taking care of an ill or disabled household member
- DPSS agrees that this prevents you from participating in GAIN/REP or working.
You can do as many or as few hours as you wish. Exempt people can volunteer and get help with services to undo the rules for victims of domestic violence.

• No transportation (for example your car broke down)
• Child sick at home from school
• Study time. DPSS must decide whether you might be eligible to get work-related and transportation services.

Services you may be eligible for are:
- **Diapers:** CalWORKs recipients participating in welfare-to-work programs need diapers for their infants and toddlers can get a $30.00 per month diaper benefit for each child until age 36 months of age effective January 1, 2020.
- **Child care** (see pg. 25)
- **Transportation:** includes bus fare, mileage payment, and payment for alternative methods of transportation such as shuttle, vanpool, carpool, MetroLink, and taxi.

How transportation funds are determined:
To find out the right mode of transportation, make an appointment with your GAIN or REP worker to discuss the lowest cost to the county, while finding the best combination of transportation modes that will keep the round-trip travel time less than two hours using public transportation. If it takes you more than two hours round trip to travel by public transportation to travel from your home to your work activity, including walking time, then DPSS can pay you mileage. The current rate is $0.54 per mile for the first 50 miles per month, and $0.45 per mile for mileage over 50 miles per month.

The mileage rate, however, can change anytime. Parking expenses can be reimbursed when the parking expense is necessary to allow you to attend a work activity and/or employment.

**Domestic Violence Waiver:** 
DPSS can waive some of the CalWORKs rules for victims of domestic violence. For example they can stop the 48-month time clock, excuse you from going to GAIN, or stop child support payments. The domestic violence incident can be something that happened in the past or in the present.

Exempt people can volunteer and get help. You do not have to participate in GAIN or REP if you are excused or exempt. But you may volunteer to participate. As an exempt volunteer, you do not have to do the full 20 hours each week, but you are subject to other requirements of GAIN participants. You can do as many or as few hours each week as you are able. DPSS must also pay you for services, like child care and money for transportation, tools, and books.

### 3. Learning Disabilities

All GAIN and REP participants must be offered a Learning Disability (LD) screening. You can say you do not want the screening; however, if you change your mind, you can ask for LD screening and evaluation anytime.

If the evaluation shows you have a learning disability, your WtW plan must have activities that help you deal with your learning disability. The first four weeks of GAIN are spent in a GAIN Progam and help in recognizing the skills you have that will help you get a job.

**Domestic Violence Counseling and Protection:** Survivors of domestic violence can get special help through programs including emergency housing and safety planning, counseling, classes, and legal services that provide help with restraining orders and divorces. You do not need a police report or other documents. Your sworn statement is enough proof.

Everything you tell the DPSS eligibility worker is protected. Your confidentiality is kept secret to the extent of the law.

**Mental Health Services:** You should receive a mental health screening during Appraisal.

Also, a DPSS worker can suggest to you that you go to a mental health evaluation anytime by calling your employer or GAIN worker.

After the evaluation, you can be referred to a mental health professional for treatment.

The GAIN worker must develop your workplace-to-work plan based on what your treatment provider recommends.

You have the right to refuse any mental health treatment, but if you do, you can’t use that refusal as a reason to not work or not participate in GAIN or REP.

**Substance Use Disorder Services:** You can ask for help with substance use disorder treatment at any time by calling your eligibility worker. If you think it difficult to obtain or keep a job because of problems with alcohol or drugs, the DPSS worker can refer you to a substance use disorder clinical assessment. You may receive help through residential or day treatment programs, counseling, or family counseling; rehabilitation services; and health care information and referrals. You can continue getting these services as part of your Welfare-to-Work requirements while receiving cash aid.

You can go to a substance use disorder treatment program as the WtW activity. You do not have to participate in substance use disorder treatment as a reason to not work or not participate in GAIN or REP.

**Homeless Assistance, Moving Assistance, and Housing Relocation:** see pages 23-25.

### 5. Your WtW Plan and Activities

After the assessment you will meet with your Worker, to sign a WtW plan in which you agree to go to WtW activities. The plan must be based on the assessment of your needs and skills. Your plan can include:

- Education and training at adult schools or community colleges.
- Subsidized employment
- ESL, math or GED classes.
- or other work activities that will help you gain needed skills.
- 

All WtW participants are required to sign a WtW plan, including those who are employed full-time.

### 6. Make Job Training Part of Your Welfare to Work Plan

You can request that your Employment Plan includes any work experience or job skills training offered by DPSS or other programs. If you are interested in the Transitional Subsidized Employment (TSE) program if you are interested in working, a TSE program is available even if you are homeless. In the TSE Program you are paid minimum wage at any business or nonprofit. If you were unemployed you could be placed to work at for-profit businesses, which might or might not pay more than minimum wage. DPSS, the community colleges, and adult schools may also offer special job training programs for people with limited English-speaking skills.

If earnings from the TSE Program cause you to exceed your income eligibility because you make too much money, you may be eligible to remain in the TSE program for up to one year. You will continue to earn wages even if your CalWORKs case is closed. You may also be eligible to continue your TSE training if you agree to accept child care services. If you voluntarily request to close your CalWORKs case you fail to provide information on your CalWORKs case as requested by your CalWORKs office, you
The People's Guide 2020

8. Self-Initiated Programs (SIP) For Students

Self-initiated Programs (SIP) is a college or vocational program you chose and began on your own before your first GAIN appointment date. If on the date of your GAIN appraisal you have already enrolled in either an undergraduate degree or certificate program for school or training, your education or training count may be your GAIN activity as long as you work with your case manager to lead to employment. You can request this grace period only once.

To continue in a SIP you must be making satisfactory progress toward a degree or certificate that leads to employment.

If your approved SIP is interrupted because of a good reason, such as illness, you can go back to that program later as long as you were in good standing when you left. Your SIP activity weekly hours of participation are less than the number of hours (for example, 20/30/35 hours per week). You must also show that you are eligible for CalWORKs.

You cannot receive benefits for up to 5 months after leaving CalWORKs, without having continued to get Medi-Cal and CalFresh support during the 48-month period.

Most adults can only receive 48 months (4 years) of cash aid from CalWORKs for their whole life unless they qualify for a 48-month time clock extender. This does not apply if the adult has been aided 48 months, their part of the grant is cut, but their children can still get aid.

To continue in a SIP you must be making satisfactory progress toward a degree or certificate that leads to employment.

If you leave your full-time SIP program, it will become ineligible to continue with the TSE Program and will be removed from the TSE Program and will be removed from the TSE Program.
1. Temporary HA (Homeless Assistance)

You can get money for up to 16 consecutive days to help of Homeless Assistance such as a hotel, motel, or paid shelter. You cannot use this money to pay to stay with a friend or relative. You must only use this money to pay for temporary shelter, depending on your family size. If you find some place another to sleep, you give you, you can keep the extra money.

You must show receipts to prove that you have used the money given to you for temporary shelter. If you cannot show receipts, you will get Temporary HA benefits but it will be paid directly to the hotel, motel, or paid shelter. You will also have to fill out a form showing that you have looked for a permanent place to live for each day that you received Temporary HA benefits for shelter.

If eligible, DPSS should help you the same day you are giving you Temporary HA benefits the same day.

You should ask for Temporary HA benefits for as many nights as you need shelter, but your request has to be made during the 16-day period that begins the day you apply and receive your first payment of Temporary HA benefits. For example, you cannot get Temporary HA benefits for two weeks from now. If you did not receive all 16 days of Temporary HA benefits you requested, you may request a hearing to have your Temporary HA application reviewed.

Even if you decide not to go to the shelter, you should ask for money for as many nights as you need, but it has to be during a single 16-day period. (For example, you cannot get a week now and another week two months from now.) If you needed but did not receive all 16 days of Temporary HA benefits, you may request a hearing to have your Temporary HA application reviewed.

You can get money to cover the actual cost of security and utility deposits including last month's rent and any legal fees, deposit, or charge that is required by a landlord as a condition of assuming occupancy, and gas, electricity, and other deposits. Permanent HA can pay for the first month's rent or past due utility bills. The Permanent HA payment cannot be any amount deposits cannot exceed two times your total monthly rent amount (before subsidies).

You must find a place where your share of the monthly rent is not more than 80% of your Total Monthly Household Income. You plan to share your housing, the landlord must agree to the rent-share plan and your name must be on the lease.

If you are a CalWORKs participant now, and you are eligible for Permanent HA benefits, you must be given Permanent HA benefits within one working day of showing that you have found a place and provided all the necessary documents to get the assistance. You cannot receive more than one benefit. If you are not yet receiving CalWORKs benefits, you must first provide the documents you need to prove you are eligible for CalWORKs, and proof that you have a place (like a rental agreement, or lease to a proposed rental agreement).

When you receive Permanent HA benefits, you must also provide receipts to cover your temporary shelter from a commercial establishment such as a hotel, motel, or paid shelter. You must provide receipts to continue to receive this money.

Expanded Temporary HA: CalWORKs applicants who provide a sworn statement of past or present domestic abuse and are leaving, their abuser are deemed homeless and can receive a lump sum payment equal to 16 days of Temporary HA benefits (regardless of their abuser's income or assets) on the first day of their application and are granted Good Cause for not looking for permanent housing. The CalWORKs application has not been approved or denied, these applicants can receive an additional lump sum payment.

Expanded Temporary HA benefits are allowed only one time-in-a-lifetime and are in addition to regular HA (temporary and/or permanent) benefits and do not count against the one-time-year HA exception.

2. Permanent HA

You can also get money to cover the actual cost of security and utility deposits including last month's rent and any legal fees, deposit, or charge that is required by a landlord as a condition of assuming occupancy, and gas, electricity, and other deposits. Permanent HA can pay for the first month's rent or past due utility bills. The Permanent HA payment cannot be any amount deposits cannot exceed two times your total monthly rent amount (before subsidies).

You must find a place where your share of the monthly rent is not more than 80% of your Total Monthly Household Income. You plan to share your housing, the landlord must agree to the rent-share plan and your name must be on the lease.

If you are a CalWORKs participant now, and you are eligible for Permanent HA benefits, you must be given Permanent HA benefits within one working day of showing that you have found a place and provided all the necessary documents to get the assistance. You cannot receive more than one benefit. If you are not yet receiving CalWORKs benefits, you must first provide the documents you need to prove you are eligible for CalWORKs, and proof that you have a place (like a rental agreement, or lease to a proposed rental agreement).

When you receive Permanent HA benefits, you must also provide receipts to pay your landlord and/or utility companies and get receipts to give to your

worker within 30 days. If you later move, the landlord and/or the utility companies should return the security deposits to you, not to the County, to use at your next residence.

You can also get Permanent (HA) Arrangements to receive up to 2 months of back due rent to prevent an eviction if you have received a “pay rent or quit” notice due to a financial hardship (not for any other lease or contract violation). Your rent must be within 80% of your Total Monthly Household Income. Call Legal Aid for details (pg. 69)

3. Emergency Assistance to Prevent Eviction (EAPE) Program

If you are at risk of becoming homeless because you didn’t pay the rent due to a financial hardship (not for any other lease or contract violation), EAPE can give you money to pay up to two months of back due rent and/or utilities so that you can continue living in your home. To be eligible for EAPE, you must:

• Be approved for CalWORKs,
• Have exhausted or not be eligible to the Permanent HA Arrangements program,
• Have a current and past due payment equal to 16 days of Temporary HA benefits (regardless of their abuser's income or assets),
• Be working full-time or part-time and participating in GAIN or Post-Time Limited Services, or unemployed and participating in GAIN or Post-Time Limited Services;
• Be homeless at risk of homelessness or be the home risk of a recipient of a Section 8 voucher;
• Be working full-time or part-time and participating in GAIN or Post-Time Limited Services or unemployed and participating in GAIN or Post-Time Limited Services;
• Have received the Permanent HA and/or 4-Month Rental Assistance (RA) Program payment to secure permanent housing after being homeless or secure non-subsidized permanent housing on your own (but meet the Permanent HA and/or MA rules) or have received the Permanent HA arraeges or EAPE payment to prevent an eviction;
• Have signed a rental/lease agreement to pay for past due rent and/or utilities;
• Have exhausted or not be eligible to the Permanent HA Arrangements program

Once the worker verifies you are eligible, you can get up to $2,500 for move-in costs like security deposits (e.g., last month’s rent cleaning fees, key deposits, etc.), utility deposits, move-in rental, and up to $400 for the purchase of a stove and/or refrigerator if the new place doesn’t have one. MA is one-time-in-a-lifetime with exceptions.

4. Moving Assistance (MA)

MA can give you money to secure a permanent place to live. To qualify, you must:

• be approved for CalWORKs;
• have exhausted or not be eligible to the Permanent HA Arrangements program;
• be approved for GAIN in conjunction with the Permanent HA payment;
• have exhausted or not be eligible to the Post-Time Limited Service Stabilization Program, you may receive up to eight consecutive months of RA payments.

If you just found a permanent place to live that you plan to stay, you may apply for MA. If EAPE, RA can help you get up to $500 per month (based on family size) for four months. If you are not employed, your RA, is for families who have secured unsubsidized permanent housing. If you are not getting MA or EAPE, the RA payments are made out to the landlord.

To be eligible, you must meet these rules:

• Be approved for CalWORKs;
• Be working full-time or part-time and participating in GAIN or Post-Time Limited Services or unemployed and participating in GAIN or Post-Time Limited Services;
• Have exhausted or not be eligible to the Permanent HA Arrangements or EAPE payment to prevent an eviction;
• Have signed a rental/lease agreement to pay for past due rent and/or utilities;

5. 4-Month Rental Assistance (RA) Program

You can get money for up to two months of past due rent and utilities that are needed to get back into a home. To get this money, you must meet the eligibility requirements for EAPE. You must also receive other benefits, including:

• Be approved for CalWORKs;
• be working full-time or part-time and participating in GAIN or Post-Time Limited Services, or unemployed and participating in GAIN or Post-Time Limited Service;
• be homeless at risk of homelessness or be the home risk of a recipient of a Section 8 voucher;
• be working full-time or part-time and participating in GAIN or Post-Time Limited Services or unemployed and participating in GAIN or Post-Time Limited Services;
• have exhausted or not be eligible to the Permanent HA Arrangements program

Once the worker verifies you are eligible, you can get up to $3,000 to pay up to two months of past due rent and/or utilities.

If you or someone you know would like to leave a child care center, call Community Care Licensing Division (323) 981-3350 or a CA agency for licensing, training, and other information.

6. Coordinated Entry System for Families (CESF)

If you are not eligible for any of the DPSS homeless programs and are homeless, you may apply for a one-time-in-a-lifetime with exceptions. If you meet the eligibility requirements for becoming homeless, a DPSS Homeless Case Manager can refer you to the CESF to receive rapid rehousing and other services to address your needs.

Child Care and Education

1. Preschool and Afterschool Programs

The L.A. County Office of Education offers numerous programs for all family members including:

• Literacy programs for students and parents
• Computer training and job readiness for parents
• Free advantage programs for children under age 3
• Head Start and State Preschool

Call your local school district or call (562)992-6111. County-wide to find about free preschool programs and family literacy programs.

After School Enrichment Programs provide supervised afterschool fun, growth, snacks, and learning for children from first through sixth grade. They are a fun way to get children engaged in school the school where the program is offered. For information about programs in the Los Angeles Unified School District (LAUSD), call (213) 745-1900. Call your local district for information on programs in other cities.

2. Homeless Children’s Rights

Homeless children:

• Do not need a permanent address to enroll in school
• May remain at the same school they attended before becoming homeless and enroll all the school serving the place they are living temporarily
• Cannot be denied enrollment just because any documents are not immediately available
• Have the right to participate in school meals, special education, Title I and any other federal, state or local programs for which they are eligible
• Must be provided transportation if other children get transportation
• Cannot be isolated or separated from the main school environment just because they are homeless.

These special rights under federal McKinney-Vento law apply to all children with Permanent HA Arrearages or EAPE for back due rent.

CalWORKs

4-Month Rental Assistance in the past 30 calendar days of the request for RA (you must provide a rental/lease agreement), and

• Accept to receive RA payments; and

• Receive the rent receipt for each month an RA payment is issued before another RA payment is issued.

To reach the once-in-a-lifetime limit, you can receive RA one time for up to four months. If you failed to receive unsubsidized permanent housing through Permanent HA or MA (or on your own but with the help of Homeless Assistance or Post-Time Limited Services, you may receive Permanent HA or MA and one time for up to four consecutive months) when you receive Permanent HA Arrearages or EAPE for back due rent.

CalWORKs

You don’t have to show proof that you earned the money for the special days. If you are not employed, you do not need to show proof of income or assets for the special days. If you are employed, you have to show proof of income or assets for the special days.

If you or someone you know would like to provide child care, call Community Care Licensing Division (323) 981-3350 or a CA agency for licensing, training and other information.
1. How do I get child care?

To determine whether you may be eligible for subsidized child care, you will have to talk to the agencies that are called Resource and Referral (R&R) or Alternative Payment Programs (APP). They will:

- Help any family find child care
- Provide information on how to choose quality child care
- Issue child care reimbursements to child care providers

You can get information about how to request CalWORKs child care over the phone (877) 244-5399 or in person. You can request child care at DPSI or at an R&R or APP agency. Your child care request will be approved or denied within 4 business days of the APP agency receiving and verifying required documents, including a completed Stage 1 Child Care Services Application which provides the agency with all the necessary information about you, your child care needs, and your provider.

Call the child care hotline (877) 244-5399 or Legal Aid (800) 399-4529 for help if it takes a long time to get your child care approved. You will get a notice telling you whether you and your provider have been approved or denied. If you disagree with the decision you can ask for a fair hearing.

2. How reimbursements to child care providers are made

A Provider Payment Request will be mailed each month to your child care provider. Both you and the child care provider must sign the request and mail it to the child care agency at the address on the form. Reimbursements are then made directly to your child care provider. If the reimbursement is missing or incorrect, you or your provider may contact the agency for assistance.

3. Choosing quality child care

It is your right as a parent to choose the child care you think is best for your child. The APP agency will give you referrals and information on what to look for when choosing a provider. If you decide the referrals are not good choices, you may ask for more referrals. Choose the child care that's best for you:

- Licensed child care centers, Preschools, or Family child care homes.
- License-exempt child care can be provided by family, friends, or neighbors. If you choose license-exempt, you will need to sign a statement that your provider meets minimal health and safety requirements. The child care agency will not reimburse for child care provided to you by someone on your CalWORKs case.
- If the provider is caring for children from more than one family (besides their own) they may need a license.

Most providers will have to be fingerprinted and go through a criminal background check. Your relatives may not have to go through this process.

4. CalWORKs child care stages

There are three “Stages” of child care.

If you are getting Stage One Child Care, you do not need to recertify child care eligibility more frequently than every 12 months unless:

- you inform the County that your child care needs have increased;
- you have a new child that needs care;
- you have changed child care providers;
- the child you were getting child care for becomes ineligible;
- you are sanctioned after being authorized for 12 months of immediate and continuous child care, Stage One child care shall continue until the 12-month period has concluded or until you are transferred from this stage.

Call the Child Care hotline at (877) 244-5399 for more information.

Stage Two After both your welfare-to-work activity and child care are stable, the child care agency will move you to Stage Two. You may stay in Stage Two while you are receiving CalWORKs and are in an approved welfare-to-work activity (work, school, training, appointments with GAIN, or specialized supportive services like domestic violence counseling, mental health or substance use disorder treatment appointments).

Stage Three Stage “Aggie” Child Care is subject to budget cuts in Sacramento and applicants may be placed on waiting lists. Stage Three Child Care is available for low income working parents who do not receive CalWORKs. You may qualify for Stage Three Child Care if your income is below the levels in the following chart.

<table>
<thead>
<tr>
<th>Family Size</th>
<th>Monthly Income Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 or 2</td>
<td>$5,343</td>
</tr>
<tr>
<td>3</td>
<td>$6,802</td>
</tr>
<tr>
<td>4</td>
<td>$7,794</td>
</tr>
<tr>
<td>5</td>
<td>$8,869</td>
</tr>
<tr>
<td>6</td>
<td>$9,070</td>
</tr>
<tr>
<td>7 or more</td>
<td>$9,272</td>
</tr>
</tbody>
</table>

If you qualify you still may qualify for low cost child care if your income is below the levels in the following chart.

5. What are my rights?

If you are requesting child care, you do not need to pay anyone to help you with your request (these people are often called “brokers”). The child care agency must provide you with a worker who speaks your language to help you with this process. You may also get help from community organizations.

If you use a broker, be very careful about signing a “representative pays” form, which gives the broker direct control of your child care payments. If you have any problems with brokers, complaints should be directed to the left column of this page under “Complaints About Providers.”

6. Hearings

You have a right to a fair hearing if you believe a decision made by DPSI was wrong or bad for the child care agency. You can ask for a hearing by following the instructions on the back of any child care “Notice of Action.” You should file for a hearing within 14 days of the notice telling you whether you and your child care request will be approved or denied.

<table>
<thead>
<tr>
<th>County</th>
<th>Hearing Office</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Los Angeles</td>
<td>351 East 27th Street, Los Angeles</td>
<td>(323) 967-2654</td>
</tr>
<tr>
<td>Orange</td>
<td>777 W. Temple Street, 6th Floor, Los Angeles</td>
<td>(323) 967-6799</td>
</tr>
<tr>
<td>Ventura</td>
<td>155 W. Washington Street, 2nd Floor, Los Angeles</td>
<td>(323) 967-6799</td>
</tr>
<tr>
<td>San Diego</td>
<td>4141 Fifth Avenue, 2nd Floor, San Diego</td>
<td>(619) 794-7400</td>
</tr>
</tbody>
</table>

In some situations, DFSF and the child’s parents may agree that the child should be taken from the home for a limited amount of time while the parent complies with a case plan to reunify with the child. In these cases, the parent and DFSF will complete a document called a Voluntary Placement Agreement which is good for only 180 days. After your program, DFSF must either return the child to the parent or file a petition in dependency court.

7. Is there help for caregivers?

If you are caring for a child in your home who is not related to you, and was placed with you by DFSF, the child may be eligible for foster care benefits. You must either:

1) Be the child’s legal guardian or
2) Have a state licensed foster home.

If you are caring for a related child (grandchild, cousin, niece, etc.), you may be eligible for either federal foster care “Youakim” or state foster care “Approved Relative Caregiver (ARC)” benefits. For both Youakim or ARC benefits, your home must be licensed by the state under the Resource Family Approval Program. Both Youakim and ARC benefits include specialized care rates.

1. What are the benefits?

Foster care benefits are only for the child (not the adults). The child also gets one year of free education allowed to be placed and one yearly while in school.

The amount children receive is called a “Level of Care” based on how much help they need.
In Los Angeles County, there is a higher “specialized rate” for children with severe medical and/or psychological needs. If you think your foster child qualifies for this, ask the social worker to arrange an evaluation. If the child uses services from the Regional Center, they should receive the “Dual Agency Rate” automatically.

Children in foster care are eligible for Medi-Cal if the child is living with a relative, but not eligible for foster care benefits, the child should be eligible for CalWORKs without considering your income.

If you are related to the foster child and low-income, you may be able to get CalWORKs for yourself. You may also be eligible for CalFresh, depending on your income. If you apply for CalFresh, you get to choose whether or not you want to include the foster child in your household. The foster child cannot receive CalFresh unless they are included in your household. Ask your worker to explain other services available to foster children and their caregivers.

County foster care: L.A. County also has its own foster care program for undocumented children who are dependent on the court. They may be placed with relatives.

2. What Are My Rights?

Call DCFS’s Foster Care and Adoptions Assistance Hotline at (800) 697-4444 if you have questions or problems with foster care eligibility or payment. If you are related to the child, you may get a change of address, or for general questions.

If you think you should be getting any of these benefits and are not, you can ask for a state hearing, even if you did not get a notice denying benefits. Call Legal Aid Foundation of Los Angeles, at (800) 399-4529, or The Alliance for Children’s Rights at (213) 368-6010 for help.

As a foster parent, you can go to all court hearings involving your foster child, but you cannot speak unless the judge says you can. Each foster child in dependency has an attorney. You can call the attorney with questions or concerns about the child’s needs. You can ask the worker or the attorney to let you know when a court hearing is scheduled.

If you have reason to believe a child related to you is in the Foster Care system, and you wish to provide a home for that child, call the Child Abuse Hotline and give your name and information. You may or may not be contacted.

What Are Other Options?

1. Legal Guardianship

If you are an unrelated legal guardian, you may get State Foster Care benefits. The child does not have to be a dependent of the court. As soon as you get your temporary guardianship papers, call DCFS’s hotline at (800) 540-4000 and ask for a “Permanent Planning Worker.” Note the date and time you called and the name of the worker. You must visit your child’s school, if any, to sign the proper paperwork. You may be eligible to get CalFresh, Social Security, Medi-Cal, or receive CalWORKs. For detailed information, call Social Security’s hotline at (877) 844-1600.

2. Kin-GAP

To get Kin-GAP, the relative must become the child’s legal guardian through the Dependency Court. The Dependency Court must have been closed and DCFS is no longer involved. The relative must have lived with a relative for at least 6 consecutive months in each of the last 10 years before the Kin-GAP application is received. If you and the child do not live together, you may apply for Kin-GAP benefits after at least 60 days of continuous residential living arrangements. The Kin-GAP worker has the right to visit the home at any time to verify the kinship relationship.

3. Adoption Assistance

The Adoption Assistance Program provides benefits to help families adopt children who are less likely to be adopted without this assistance, like sibling groups, children with disabilities, mixed backgrounds, or older children. The benefits can be up to the foster care amount, including higher “specialized rates.” Benefits must be renegotiated at least every two years. You may also get help with the costs of the adoption process. The adoptive family becomes your legal advocate and receives support.

If you have problems with the Adoption Assistance Program, you can contact Public Counsel’s Children’s Rights Project at (213) 385-2977 ext. 500.

3. Long Term Foster Care

If you are a relative and do not wish to adopt the child, or become the child’s legal guardian, you cannot be required to do so, and DCFS should not threaten to remove the child from you if you choose not to adopt. The child’s permanent plan can be long-term foster care with you, but you will need to pursue this with DCFS and the Dependency Court.

Is There Help for Foster Youth Turning 18?

If you are a foster youth who is turning 18, or recently turned 18, you may be eligible for extended foster care. Extended foster care leads to the child getting an opportunity to choice to stay to in extended foster care, you will have to agree to live in an approved home and meet with a social worker every month. If you are eligible for extended foster care when you turn 18, but do not want to be in foster care, you may re-enter foster care any time before you turn 21. For more information about extended foster care: visit www.childsworld.ca.gov or call (877) 844-1600.

1. Retirement Benefits

Monthly retirement payments are made to workers and their eligible dependents. The amount you get depends on how much money you have earned, how many years you worked in a job covered by Social Security, and whether or not you were full retirement age when you began receiving payments. Covered workers pay for Social Security (FICA) by being taxed on the money you earn and employers must match this amount.

The age at which you can get full retirement benefits depends on what year you were born. If you were born after 1960, the full retirement age will increase by 2 months for each year that the age ranges from 66-67. You can contact Social Security to find out your exact retirement age. You can retire before your full retirement age, however the amount of money you receive each month will be permanently reduced. Early retirement benefits are also reduced for earned income above certain annual limits. Beyond this, early retirement age is reached. You may find out how much your benefits will be reduced on the social security website www.ssa.gov under “early or late retirement”. Ask your Social Security office for more details. You must be at least 62 to get reduced benefits. For more information about Social Security Survivor’s benefits, go to www.ssa.gov/planners/survivors/flyou.html.

2. Survivor Benefits

When a covered worker dies, monthly payments are made to eligible family members who apply for benefits including:

• A spouse over age 60 or disabled and over age 50 for caring for the worker’s child who is under 16 years old or disabled.

• A divorced spouse of the deceased worker can get the survivor’s benefit if they are 62 or over, and remarried after leaving the marriage before age 62, or if the worker was under age 60 at the time of death. The worker must have worked 40 quarters with at least 20 of those quarters in the 10 years immediately before the date the disability began. Different rules apply for the blind. Those under age 60 who are blind and those under age 55 have increasing earning requirements in order to qualify for disability benefits. Social Security website under the “Number of quarters of coverage” section for the various rules depending on age.

Those who do not have sufficient work quarters should apply for SSI (see below). SSDI provides Medicare benefits for those aged 65 and older as well as those with disabilities and those under 65 with severe physical or mental impairments. There is no waiting period to apply for SSI. Once you have reached full retirement age, you can apply for Medicare immediately.

Social Security Survivor’s benefits, go to www.ssa.gov/planners/survivors/flyou.html.

3. Disability Benefits

Monthly Social Security Disability Insurance (SSDI) payments are made to you and to eligible family members, including any child related to the worker (they meet marriage duration requirement), minor child, or adult disabled child. To qualify for SSDI, you must be a covered employee who is unable to work (engage in substantial gainful employment) because of severe physical or mental medically determinable illness or impairment that has lasted or is expected to last at least 12 months or end in death. Requirements for eligible family members to receive benefits under SSDI are the same as for Retirement benefits.

The number of credits needed to qualify for SSDI depends on your age and how recently you worked. Generally an applicant must have worked 40 quarters with at least 20 of them (5 years of quarters or work credits) before or after age 22, 10 years immediately before the date the disability began. Different rules apply for the blind. Those under age 60 who are blind and those under age 55 have increasing earning requirements, with those between age 31 and 61 having progressively increasing earning requirements in order to qualify for disability benefits. See Social Security website under the “Number of quarters of coverage” section for the various rules depending on age.

Those who do not have sufficient work quarters should apply for SSI (see below). SSDI provides Medicare benefits after the 24 months, starting from the date your disability began plus a 5-month waiting period. Those with end-stage renal disease or ALS can get Medicare faster.

Social Security, SSI & CAI

Foster Care

Housing including the Transitional Housing Program and “Transitional Housing Program Plus” may be available to you if:

• You are 16 or 17 and still in care

For more information about Social Security Survivor’s benefits, go to www.ssa.gov/planners/survivors/flyou.html.
SSI & CAPI

What Is SSI?

SSI (“Supplemental Security Income”) is a federal program for poor people 65 or older and for blind and disabled persons of any age, including infants. You must be a U.S. citizen or a qualified immigrant living in the country legally to get SSI. (See page 32 for information for immigrants who are ineligible for SSI.) SSI has no work history requirements.

The Social Security Administration provides a good description of SSI at www.ssa.gov/supplemental-security-income/index.htm

SSI may be your entire income, or it may add to other income you already get (including Social Security benefits or SSI). However, your total countable income cannot be more than the SSI maximum benefit. Earned and unearned income are counted differently. (See column to the right.)

If you have too much money or other resources, you are not eligible for SSI. Resources are counted when you are applying for SSI, but later begin paying your share for board & care may be used to figure the child’s SSI cash aid. If a person eligible for SSI lives with a spouse (or parents) not eligible for SSI, a portion of the spouse's income may be used to figure the child's SSI cash aid.

What Can I Get SSI?

To get SSI, at least one of the following must apply:

• You are 65 or older;

• You are blind; the vision in your best eye is worse than 20/200 with glasses or your tunnel vision is 20/20 or less;

• You are unable to work because of a severe mental or physical illness or impairment that has lasted for 12 months or is expected to result in death;

• You are a child under 18 who has been medically proven “marked and severe” physical or mental disability that would keep you from working if you were an adult or significantly interfere with your daily activities.

You can't get SSI if the disability is based on alcohol or drug dependency, but you may qualify based on another disability such as mental illness or kidney or liver disease.

You can't get SSI any month in which you're in prison or jail, have an outstanding warrant for a violation of a parole or probation order, or are a fleeing only. Any income of outstanding felony warrants can cause you to be denied benefits. Seek help from legal aid if you are denied benefits for this reason.

You also can't get SSI after you are outside the country for more than 30 days. SSI will also stop or be reduced if you begin residing in certain institutions for a long time such as a nursing home, hospital, or rehab facility.

1. Income

Your “countable income” may not be above the maximum benefit level. Subtract the following from your “gross” (total) income to get your countable income:

$20 per month of your total income;

$65 per month of any earned income and half of your remaining earned income;

All work expenses if you are blind;

Any impairment-related work expenses if you are disabled;

All tax refunds;

Any portion of scholarships or grants that is for tuition, fees, and school expenses;

Federal undergraduate grants and loans (totally exempt); and

Foster care payments.

Your countable resources may not be more than $2000 for an adult and $3000 for a married couple, even if only one member of the couple is eligible. Some resources are not counted:

The home you live in;

One car you use for transportation; (board & care rate is excluded, even for a married couple.)

Payments from agencies for disaster assistance, if they are not staying in your own home;

Special needs trusts;

Retirement accounts (IRA’s, tax deferred annuities) belonging to the spouse of an SSI beneficiary or applicant. However, the “cashed-in” value of retirement accounts after a death of the SSI beneficiary or applicant will count.

All household goods and personal effects (including things like jewelry with no personal or family significance)

There are many other resources not counted, if you should consult Legal Aid if you have a specific situation or question.

If you have too much money or other resources that puts you over the resource limit for SSI, you may buy things you need for your personal use (as long as you cannot keep whatever you go over another limit), or you can pay off debts. If you give away resources or sell them for another limit, or you can pay off debts. If you give away resources or sell them for other resources you are above the maximum benefit level. If you have a specific situation or question, you should consult Legal Aid if you have a specific situation or question.

2. Resources or Assets

SSI recipients are potentially eligible for CalFresh since January 1, 2019 (see pg. 37) (or parents) not eligible for SSI, a portion of the spouse's income may be used to figure the SSI cash aid.

If you were getting some help in paying for your food and shelter when you applied for SSI, and later begin paying your share for food and shelter, tell your social security worker so your benefits will increase to the maximum cash benefit. Also tell Social Security if you move/lose housing or if you no longer have access to cooking facilities.

If you have problems with English or with hearing, the Social Security Office is required to provide you with an interpreter without cost. You may have help from a friend, family member or advocate at the interview. If your condition makes getting to the office difficult, you may ask for a telephone interview or a home visit. If you have problems with any of this call Legal Aid right away.

How Do I Apply?

See page 32, “Where to Apply for Social Security or SSI,” in or call (800) 772-1213 to make an appointment.

If you apply for SSDI or SSI based on disability, you may apply in person, by mail, by phone, or online. SSDI and SSI are not reduced.

If you were getting some help in paying for your food and shelter when you applied for SSI and later begin paying your share for food and shelter, tell your social security worker so your benefits will increase to the maximum cash benefit. Also tell Social Security if you move/lose housing or if you no longer have access to cooking facilities.

If you have a specific situation or question, you should consult Legal Aid if you have a specific situation or question.

You can contact legal aid for help writing this agreement so your back SSI benefits are not reduced.

If you are applying for SSI and your Social Security check is late and you need money right away, you can get Social Security checks to arrive faster. Call Social Security, or contact the office of your Congressperson and ask a staff person who can help.

How Do I Apply?

See page 32, “Where to Apply for Social Security or SSI,” in or call (800) 772-1213 to make an appointment.

If you have problems with English or with hearing, the Social Security Office is required to provide you with an interpreter without cost. You may have help from a friend, family member or advocate at the interview. If your condition makes getting to the office difficult, you may ask for a telephone interview or a home visit. If you have problems with any of this call Legal Aid right away.

If you apply to join a program allowing an agreement to pay back Social Security benefits even before the final disability determination is made.
General Relief (GR) is a cash assistance program provided by the County of Los Angeles for individuals who are not eligible for other Federal or State cash benefits. The program is managed by the Los Angeles County Department of Public Social Services (DPSS).

To get GR, you must live in L.A. County for at least 15 days and intend to remain here permanently. You cannot have more than $100 total in cash or in a bank account when you apply.

You can own:
- One car worth less than $4,500 (if you are homeless and live in your car, the limit is $11,500)
- Necessary household furnishings
- House you live in if the market value is less than $34,000

If you live with your spouse, his/her income will be considered as income in determining your eligibility to receive GR benefits. If your spouse’s income is $34,000, your income will not be used to determine your eligibility. If you have been a victim of domestic violence, DPSS may not have to consider your spouse’s income. (See page 70, Domestic Violence.)

2. Time Limits

If you are able to work, DPSS will classify you as "employable." "Employable" people can only get GR for 9 months in any 12 month period.

If you cannot work due to health problems, DPSS will send you for a medical exam. The doctor decides if you are too ill or unable to work. If so, DPSS will call you "unemployable." "Unemployable" people can get cash aid year round. You may go to get medical exams more than once a year to stay "unemployable." DPSS can change you back to "employable" and the 9 month time limit on aid will apply to you.

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### Veterans

### What Are My Rights?

You can apply for General Relief while you wait for SSI approval. If you ask, the county will help you get SSI while you are on General Relief. If you worked in the last year and a half, you should apply for state disability benefits. If you receive GR while waiting for your SSI to be approved, your retroactive SSI check will be reduced by the amount of GR you received.

After receiving benefits if you get a notice that you have been overpaid, and you believe it is not your fault, insist on immediately submitting a "Request for Waiver of Overpayment." If you do not believe you were overpaid, you should submit a "Request for Reconsideration." (See pg. 67 “Hearings & Complaints”)

If you believe the amount of your SSI check is incorrect or any notice that you get is wrong, insist on immediately submitting a “Request for Reconsideration” (See page 67 “Hearings & Complaints”).

### Where to Apply for Social Security or SSI

For SSI, Medicare and Social Security benefits, it is best to apply in person at one of the Social Security offices listed below (L.A. area). For appointments and information about Social Security, Medicare or SSI: call: (800) 722-1213 (7 A.M. to 7 P.M. during the week) (800) 325-0778 (TTY)

When you call the 800 number you are talking to someone in a national call center, not someone in your local office. If you are dealing with a specific representative in a local social security office, be sure to get and keep that person’s name and direct phone number so you can reach them again.

### What Is CAPI?

Cash Assistance Program for Immigrants (“CAPI”) is a cash benefit program for low-income people who are aged 65 and older, are blind, or who have a disability that meet the general eligibility requirements for SSI but are not eligible for SSI because of their immigration status. (See pg. 64 “Which Immigrants can get CAPI?” and pg. 65 "What If I Have a Sponsor" for important information about “deeming”)

CAPI benefit amounts are the same as for SSI. Like SSI, benefits are lower if you share housing or don’t pay your full share of the food and shelter expenses. If you are eligible for CAPI you will be eligible for Medi-Cal, and possibly In Home Supportive Services (IHSS, see pg. 56) and CalFresh/Food Stamps (see pg. 37). You will have to apply for these benefits separately.

### 1. How to Apply

To apply for CAPI in person, go to the Metro North DPSS Office at 2601 Wilshire Blvd., Los Angeles 90057, or to any DPSS public contact offices (see page 71). To apply for CAPI by telephone or to receive a CAPI application by mail, call the Customer Service Center at 866-613-3770 option 7.

You must apply for SSI as a requirement of CAPI eligibility. You will have to show proof that you have applied for SSI and your SSI application is on a pending status OR has been denied due to your immigration status. DPSS can give you a referral sheet to take to Social Security explaining that you are required to apply for SSI before receiving CAPI. You may apply for SSI on your own or ask for help from the County worker.

The County has 30 days from receipt of your application to make a decision on eligibility to CAPI benefits. If approved, your benefits will begin the month after your application date. Be sure to get a written receipt with a date showing that you applied or tried to apply for SSI. At the time you apply for CAPI, you will choose between two methods of receiving your monthly benefits. Complete the Electronic Benefit Transfer (EBT) or direct deposit.

### 2. Be Careful: Brokers

If you are applying for CAPI you do not need to pay anyone to help you fill out the application and turn it in to the county (these individuals are often called “brokers”). DPSS workers are required to help you fill out your application, and provide you with an interpreter to help you fill out the papers.

### Can I Get GR Cash Aid?

To get GR, you must live in L.A. County for at least 15 days and intend to remain here permanently. You cannot have more than $100 total in cash or in a bank account when you apply.

You can own:
- One car worth less than $4,500 (if you are homeless and live in your car, the limit is $11,500)
- Necessary household furnishings
- House you live in if the market value is less than $34,000.

If you live with your spouse, his/her income will be considered as income in determining your eligibility to receive GR benefits. If your spouse’s income is SSI, his/her income will not be used to determine your eligibility. If you have been a victim of domestic violence, DPSS may not have to consider your spouse’s income. (See page 70, Domestic Violence.)

### General Relief

General Relief (GR) is a cash assistance program provided by the County of Los Angeles for individuals who are not eligible for Federal or State cash benefits. GR is a helpful website with many resources for veterans. And for those veterans who are not elderly, the VA has the “Welcome Center” offers housing resources and emergency housing for veterans. The Welcome Center is located on the VA Campus at 11301 Wilshire Blvd., Building 257, in West Los Angeles.

### Subsidized Permanent Housing

The VA has limited HUD-VASH subsidized housing vouchers for homeless veterans. In order to get HUD-VASH, a veteran must be eligible for VA Healthcare. If you are not eligible, you may be eligible for a special Section 8 Housing Choice Voucher for veterans. Visit a VA Medical Center or the VA Welcome Center to apply.

### More Information

For more information, visit or contact the LA County Department of Military Veterans Affairs (877) LA VETS (8387) www.VetsO511.com
**General Relief**

### 1. Basic Benefits

- The most you can get in cash aid per month is $221.
- In addition to the cash aid, you can get:
  - Metropolitan Transit Authority (MTA) Transit Access Pass (TAP) cards to all required appointments.
  - Keeping benefits including medical appointments, crisis housing/vendor lodging, and voucher locations (when the one-way distance is one mile or more or you are unable to walk a mile).
  - A personal care kit (DPSS will deduct $5 from your GR benefit)
  - Sanitary napkins.
  - Housing repairs if there is a lien on your house (Homeowner’s Special Needs)
  - Supplements for medically required diets.
  - A referral to a county-paid or alcohol recovery program.
  - You can also get Medi-Cal (health benefits, pg. 37)

### 2. Emergency Benefits

- If you are homeless, you can get cash ($2.17 per night) will be deducted from the first month of GR benefits to pay for housing/vendor lodging and meal and car title that prove your income and resources.

### 3. Earned Income Disregard

Any earnings in the 30 days before your application will reduce how much you can get in GR the first month. Once you are on GR cash aid, you can earn up to $200 a month with no cut in your cash aid. If you earn between $201 and $620, your cash aid may be less or be cut. Or, you can save up to $1,500. Always report your earned income to your worker.

### How Do I Apply?

#### 1. Regular Application

You may apply for GR benefits by going to a district office, by mail, fax, or online through the Your Benefits Now (YBN) self-service portal available on the DPSS website: https://www.dpss.lacity.gov.

- To apply in person, go to the closest GR office to complete a GR application (see page 71 for a list of Welfare Offices).
- To apply by mail or fax, you may download and print the Application for General Relief (ABP 898-1) General Relief Application (GR) 20 by visiting the Department’s Your Benefits Now (YBN) website at: dpssbenefits.lacity.gov.
- If you do not have a mental health diagnosis, you may bring them to the YBN website at: https://www.yourbenefits.lacris.org/ybn/GRDownloads.html

Once you have filled out your application and faxed it, you may file it to (310) 215-8200 or mail to Department of Public Social Services P.O. Box 1580 Inglewood, CA 90308-1580 ATTN: GR APPLICATION

A worker will contact you to schedule an appointment at a GR office within five business days of receipt of your application. You may also bring your completed application to your nearest GR District Office.

If you visit a GR District Office, remember that you have the right to apply that same day. Bring with you identification and proof of income and resources. DPSS will provide you with a list of ATMs in the area.

#### 2. Emergency Benefits

- You can also get Medi-Cal (health benefits, pg. 37)
- Metropolitan Transit Authority (MTA)
- Sanitary napkins
- Aid to Prevent Eviction - eligible to receive the following emergency cash aid at any ATM.
- The People’s Guide 2020

**The People’s Guide 2020**

- If you visit a GR District Office, remember that you have the right to apply that same day. Bring with you identification and proof of income and resources. DPSS will provide you with a list of ATMs in the area.
- Sanitary napkins
- Metropolitan Transit Authority (MTA)
- Aid to Prevent Eviction - eligible to receive the following emergency cash aid at any ATM.
- You can also get Medi-Cal (health benefits, pg. 37)

**The People’s Guide 2020**

- If you visit a GR District Office, remember that you have the right to apply that same day. Bring with you identification and proof of income and resources. DPSS will provide you with a list of ATMs in the area.
- Sanitary napkins
- Metropolitan Transit Authority (MTA)
- Aid to Prevent Eviction - eligible to receive the following emergency cash aid at any ATM.
- You can also get Medi-Cal (health benefits, pg. 37)

**The People’s Guide 2020**

- If you visit a GR District Office, remember that you have the right to apply that same day. Bring with you identification and proof of income and resources. DPSS will provide you with a list of ATMs in the area.
- Sanitary napkins
- Metropolitan Transit Authority (MTA)
- Aid to Prevent Eviction - eligible to receive the following emergency cash aid at any ATM.
- You can also get Medi-Cal (health benefits, pg. 37)

**The People’s Guide 2020**

- If you visit a GR District Office, remember that you have the right to apply that same day. Bring with you identification and proof of income and resources. DPSS will provide you with a list of ATMs in the area.
- Sanitary napkins
- Metropolitan Transit Authority (MTA)
- Aid to Prevent Eviction - eligible to receive the following emergency cash aid at any ATM.
- You can also get Medi-Cal (health benefits, pg. 37)
General Relief

A DMH Clinician. You must sign a release (ABP 1676-2 or ABP 1676-4 GRM4) that gives your doctor permission to release your medical/mental health information to DPSS. You may request these forms from your worker or download them from the YBN website at https://www.yourbenefits.ltcis.org/GRDownloads.html

NOTE: If you are Unemployed or designated NSA status, and wish to volunteer without any penalties in the GROW Program contact your Eligibility Worker.

3. Drug and Alcohol Program

If you tell your DPSS worker that you have a drug or alcohol problem, or if your worker believes you have such a problem, you must have a professional assessment from Department of Public Health.

If you are assessed to be chemically dependent you must enroll in a treatment program (Mandatory Substance Use Disorder Recovery Program) in order to receive GR. If you fail to comply with the Mandatory Substance Use Disorder Recovery Program requirements, your application will be denied. You are entitled to be "judged "unable to work" when you reapply and the penalty will be removed if you had "good cause" for missing the appointment.

If you are in the Mandatory Substance Use Disorder Recovery Program you are considered "employed", you still have to meet GROW requirements. You can do this by paying cash in substance related treatment 20 hours per week. You will still be subject to the 9 month time limit, unless you are judged "unable to work" for reasons other than substance abuse.

4. Quarterly Reports

You must fill out a Q-R 7 LA form every three months. This Is Very, Very, Very important. If you do not fill out the Q-R 7 LA, you will be asked to report your income, property and household members. You also must report any changes you expect in the next three months. Your GR cash aid that was overpaid to you. If this happens, call legal services for help (see pg. 69).

You must also report new income from a job, house, the $1,000.00 or more per month per person or unearned income of $25 or more per month per person to your GR worker within five days.

Penalties or "Sanctions"

If you do not go to your GR hearing, or if it is determined you willfully did not comply with a GR requirement, your case will be terminated discontinued or your benefits will be reduced. If you are employable you will not be discontinued or sanctioned during the first three months of receiving GR benefits in a 12-month period. But if you willfully did not comply with an employment requirement your first sanction will make you ineligible for 0 days. You can re-apply right away. If this is the second sanction in a year, you can re-apply in 30 days. After the third penalty in a year, you have to wait 60 days to re-apply.

What Are My Rights?

1. Good Cause

If you are not able to comply with the GR program requirements, you can have "Good Cause," you should contact your DPSS worker immediately and explain your situation.

Unless you have "Good Cause," you will be penalized for not participating in GROW, quitting, not accepting a job paying at least minimum wage, not complying with substance abuse requirements, or getting fired for misconduct. “Good Cause” can be any illness, accident, difficulty understanding instructions, conflicting appointments, confusion, transportation problems, or any physical or mental disability, which affects your ability to work. “Good Cause” covers anything short of willfully not complying with program requirements.

2. "Extended Suspend"

If DPSS says you have not complied with your GR requirements your benefits will be stopped. If you comply with your GR requirements by the third Thursday of the following month, your benefits should be started again. The DPSS calls this an “Extended Suspend.” Make sure you show them proof that you have complied with the rules.

3. Hearings

If your case is going to be terminated or your benefits are reduced, you must go to a GR hearing. The county must mail you a “Notice of Action” nine days before a hearing. The date and time of the hearing will be listed on the notice. You can examine documents or witnesses to support your case or challenge your hearing appointment if you wish. If you have “Good Cause,” you have a good chance of winning the hearing, and if your case is terminated or your benefits are reduced for general CalFresh eligibility, they do count if you are asking DPSS to give you emergency or same-day CalFresh.

4. How Do I Get CalFresh?

There are different ways to apply for CalFresh:

- By calling your local DPSS Customer Service Center at (866) 613-3727 (9:00 a.m. to 6:00 p.m.) 569-1399, (310) 258-7400, (818) 701-8200
- Online at www.dpss.benefits.lacounty.gov
- Online or by phone app www.getcalfresh.org
- In person at any Department of Public Social Services (DPSS) Office, see pg 71.
- At any Community and Faith Based organizations listed online at www.dpss.benefits.lacounty.gov

CalFresh applications must be processed within 30 days following the date of application. In emergency situations, a household may receive CalFresh benefits without any time limit, during the first three months of receiving GR benefits. If DPSS says you have not complied with a GR requirement, your case will be closed. If DPSS says you are unemployable, you will be able to get GR cash aid without any time limit. You may also download the forms from the YBN website at https://www.yourbenefits.ltcis.org/vnDrnDownloads.html.

5. GR Time Limits

If your General Relief is stopped due to the 9 month time limits, you can continue to get CalFresh/Food Stamps and Medi-Cal. You can re-apply for GR in 3 months. Your worker will tell you when you can re-apply.

If you become sick or hurt and cannot work for a period of time, you will be able to get GR cash aid without any time limit. You can also ask for a case review or fair hearing. If you think DPSS made a mistake and took too much money from your first SSI check, you can apply for CalFresh benefits and also apply for cash aid, such as CalWORKs, General Relief, CalPERS, if you requested Expedited Services. If so, you will still be required to complete a face-to-face interview in the District Office. At the interview - in person or over the phone - you will go over the information you filled out and will be asked for additional information if needed. You may bring someone along to help you as your “authorized representative”.

Documents: You will be given a list of mandatory verification needed to complete the application process. You may be given a due date to provide necessary information.

The eligibility worker should help you understand what documents are required and what you can bring in. You don’t have it or can’t find it.

If everyone in your household is disabled or 65 years of age or over, you may request either that an eligibility worker be sent to your home, or that you make an appointment to be interviewed by phone. A worker may also visit or phone you if no adult in your household can go to the office for good reasons such as illness or disability.

Next steps: Write down your worker’s name, and your case number. If you are asked to mail additional papers to the DPSS office, ask the worker if he can fax or email it to you. If you take in any documents, make sure to get a receipt to prove that you dropped off the documents requested.

CalFresh is also known as SNAP Supplemental Nutrition Assistance Program. It provides monthly benefits on a plastic EBT (Electronic Benefits Transfer) card which you can use to buy food at grocery stores, farmers markets and online.

These are some examples of forms of proof of identity:

- Driver’s license
- Work or school identification card
- An identification card for health benefits or another assistance program;
- Voter registration card;
- Wage stub;
- Birth certificate;
- Sworn statement;
- A letter addressed to you

Interview: CalFresh applicants can complete the required interview by phone. There are a few exceptions, such as if you apply for CalFresh benefits and also apply for cash aid, such as CalWORKs, General Relief, CalPERS, if you requested Expedited Services. If so, you will still be required to complete a face-to-face interview in the District Office. At the interview - in person or over the phone - you will go over the information you filled out and will be asked for additional information if needed. You may bring someone along to help you as your “authorized representative”.

6. If You Begin to Get SSI

The county considers GR to be a “loan” for those applying for SSI. If you start getting SSI, the amount of GR cash aid you get will be taken off of your first SSI check. If you think DPSS made a mistake and took too much money from your first SSI check, you can ask for a case review or fair hearing (see Hearings and Complaints pg. 67).

Most recipients cannot buy hot foods with CalFresh: soap, tobacco, or diapers. CalFresh cannot be used for alcoholic beverages or for non-food products such as cigarettes, tobacco, or diapers.

What Can I Buy With CalFresh?

You can use the CalFresh card to buy nearly any food item at most grocery stores, supermarkets, farmers markets and other locations.

• You can also buy seeds to grow your food.

• Most recipients cannot buy hot foods ready to eat with CalFresh. Homeless, disabled, or elderly households can use CalFresh to buy hot prepared foods, at certain restaurants participating in the Restaurant Meals Program.

• CalFresh cannot be used for alcoholic beverages or for non-food products such as soap, tobacco, or diapers.

Keep your own copy of all the paperwork you submitted. If you need help and your worker or supervisor is not available, a supervisor must help you.

Within 30 days of applying, the DPSS office will send you a notice of action explaining if your case was approved or denied with a reason for denial. If your case is approved, you will receive your EBT card and PIN number by mail. Each item is sent separately. Contact your county office if you do not receive any of these items. The notice of approval will tell you how long you will be eligible (usually a “certification period” is 12 months) and the amount of benefits that you will receive and information about your reporting requirements.

If your CalFresh case is denied and you believe you qualify for benefits, request a hearing or call a legal aid organization for help. (See pg. 67 “Hearings and Complaints” Sections for additional information).

Be sure to keep complying with all reporting requirements. You must submit reports and documents or witnesses to support your case. If you do not reapply within 60 days of the 6 month report is due, it’s a denial of your benefits. (See pg. 39 “What are the Requirements?”)
1. CalFresh Income Limits

See the chart at the top of the page for gross income limits for receiving CalFresh benefits. Unless your household has an elderly or disabled member, your income must be under those limits to potentially qualify for CalFresh benefits. The county will then make deductions from your income, based on certain household expenses: the result must be under the "Net" income in order for you to receive CalFresh. There are some exceptions, ask your worker for more information.

2. Special Rules for Students

Students between age 18 and 24 attending school at least half-time may qualify if they meet any of the conditions listed below:
- Being disabled;
- If they are enrolled in CalWORKs;
- Applying for or receiving General Relief and also complying with a GROW Program education/training requirement, including any associated fees;
- Working and getting paid at least 80 hours per month. If the student is enrolled in CalWORKs, they must work at least 80 hours per month and receive weekly earnings equivalent to at least federal minimum wage X 80 hours.

3. If You Get Free Meals

If you do not pay for any of your meals, you may not be able to get CalFresh. Even if you don’t prepare your own meals you may be able to get CalFresh if you live in:
- A non-profit shelter for domestic violence or homeless people;
- A drug or alcohol treatment facility;
- Federally-funded housing for the elderly;
- A group home for the disabled or blind.

Some facilities can collect your CalFresh benefits from you if they use them to feed you.

4. "Households"

"Household" refers to those people who live together, even if they are not related. In the following sections, "household" means that the individuals are treated as a single household.

If there are more than two people in your household, you can only get free meals if you meet certain income limits. The following chart shows the income limits for each number of people:

<table>
<thead>
<tr>
<th>Number of People</th>
<th>Gross Income Limit</th>
<th>Net Income Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$16,620</td>
<td>$8,040</td>
</tr>
<tr>
<td>2</td>
<td>$20,800</td>
<td>$10,400</td>
</tr>
<tr>
<td>3</td>
<td>$25,150</td>
<td>$12,750</td>
</tr>
<tr>
<td>4</td>
<td>$29,500</td>
<td>$15,100</td>
</tr>
<tr>
<td>5</td>
<td>$33,850</td>
<td>$17,450</td>
</tr>
</tbody>
</table>

For each additional person, add $738 to the gross income limit and $369 to the net income limit. The gross income limit is not used to determine eligibility for households that contain an elderly and/or disabled member. Instead, the net income limit (gross income minus applicable deductions) is used to determine eligibility.

Who Can Get CalFresh?

CalFresh is available to 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. Beginning June 1, 2019,SSI recipients are also potentially eligible for CalFresh.

There are over a dozen other programs through which students may qualify: ask your eligibility worker if they meet any of these requirements:
- Your immediate family—your spouse, your children age 21 and under.
- Your parents and you (if you are over 21);
- Those who are acting as parents for a child under 18, unless the child is in foster care; or
- An individual living with the household who is a spouse of a household member.
- Parents living with their adult children (over 21);
- Adult brothers and sisters;
- Seniors and people with disabilities.

Teen parents who reach the age of 19 and are taken out of their own parents’ CalWORKs case are still eligible for CalFresh. The parents’ income must be cut automatically—if Legal Aid if this happens.

Resource such as money and property should be counted when determining CalFresh eligibility (unless the household has intentionally violated program requirements or has failed to comply with the work requirements.) Resources will be counted for cash aid and health care programs.

Some resources that live together must be included in the same household, even if they do prepare their meals separately. These are:

- Working and getting paid at least 80 hours per month. If the student is enrolled in CalWORKs, they must work at least 80 hours per month and receive weekly earnings equivalent to at least federal minimum wage X 80 hours.

If the student doesn’t meet any one of the resources, or other person in the home may still qualify for CalFresh benefits.

4. “Households”

“Households” receive CalFresh. A household is defined as an individual living alone or a group of individuals who live together and customarily purchase food and/or prepare meals together for home consumption. A household can be one person who lives alone, or it can be a group of persons, related or unrelated, who live in the same place. There is no limit to the number of “households” that can be in the same home. If each “household” buys and prepares their own food separately from the other households, they are a “separate household.”

Some relatives who live together must be included in the same household, even if they do prepare their meals separately. These are:
- Households that live together must be included in the same household, even if they do prepare their meals separately. These are:
- Your immediate family—your spouse, your children age 21 and under.
- Your parents and you (if you are over 21);
- Those who are acting as parents for a child under 18, unless the child is in foster care; or
- An individual living with the household who is a spouse of a household member.

Some relatives can be considered separate households, even if they live in the same place, including:
- Parents living with their adult children (over 21);
- Adult brothers and sisters;
- Seniors and people with disabilities.

If you get in the mail, you must fill it out and return it to the DPSS office within 15 days of receiving your reporting month indicated on the SAR-7. You should receive your SAR-7 about one week before it is due.

If you don’t get it in the mail, you must go to the DPSS office to complete the form or online at dpss.ca.gov/refresh (for county residents). Make sure to get a receipt showing the time and date you submitted your SAR-7. If your SAR-7 gets lost, or you do not turn it in, your case will be discontinued at the end of that month, even if you did not receive the SAR-7 in the mail.

Contact your worker, the DPSS Customer Service Center, or a community agency if you need assistance with filling out the report.

3. CalFresh Work Registration

Currently Los Angeles County is under a waiver for CalFresh work requirements. This may change in 2020. The usual regulations are as follows:

- All CalFresh household members age 16 through age 59 are required to be registered for work (exceptions are described below).

As a work registrant, you must do the following to remain eligible for CalFresh:
- Respond to a request for supplemental information related on your employment status or availability for work.
- Report to an employer if you are referred to one by your employment counselor.
- Accept an offer of suitable employment.
- Comply with the requirements of the CalFresh Employment and Training (FSET) Program if assigned to it.

4. Recertification

Your case must be recertified for benefits each year before the end of your certification period or your CalFresh will be terminated. You will receive a recertification (RC) packet and a letter saying that you need to renew your case if you want to continue receiving CalFresh benefits, along with a date by when you need to renew. You will need to send it back with copies of income, and other verification. You need to include other receipts of services you are paying for such as child care or medical expenses.

Be sure to complete this on time so you can continue to receive without a break in benefits. RC interviews are done over the phone unless you want an in-person/face-to-face interview with your worker.

Households in which all adults are elderly or disabled, and households residing on Indian Reservations with or without children under age 18 have been granted a 24-month recertification (RC) period. The RC process is the same as households with 12-month RC period.

CalFresh households not receiving any cash benefits from the county and in which all members are elderly and/or permanently disabled with no earned income:
- Will have a 36 month recertification period
- Only have to submit a SAR 7 at the 12th and 24th month during the 36 month recertification period
- Do not have to complete an interview at the recertification, unless the County is going to end their benefits based on the interview.

There is a question about the information that was provided.

These households may also request an interview if they want one.

4. “Households”

“Households” receive CalFresh. A household is defined as an individual living alone or a group of individuals who live together and customarily purchase food and/or prepare meals together for home consumption. A household can be one person who lives alone, or it can be a group of persons, related or unrelated, who live in the same place. There is no limit to the number of “households” that can be in the same home. If each “household” buys and prepares their own food separately from the other households, they are a “separate household.”

Some relatives who live together must be included in the same household, even if they do prepare their meals separately. These are:

- Your immediate family—your spouse, your children age 21 and under.
- Your parents and you (if you are over 21);
- Those who are acting as parents for a child under 18, unless the child is in foster care; or
- An individual living with the household who is a spouse of a household member.

Some relatives can be considered separate households, even if they live in the same place, including:
- Parents living with their adult children (over 21);
- Adult brothers and sisters;
- Seniors and people with disabilities.

If you get in the mail, you must fill it out and return it to the DPSS office by the fifth day of your reporting month indicated on the SAR-7. You should receive your SAR-7 about one week before it is due.

If you don’t get it in the mail, you must go to the DPSS office to complete the form or online at dpss.ca.gov/refresh (for county residents). Make sure to get a receipt showing the time and date you submitted your SAR-7. If your SAR-7 gets lost, or you do not turn it in, your case will be discontinued at the end of that month, even if you did not receive the SAR-7 in the mail.

Some families can collect your CalFresh benefits from you if they use them to feed you.
The People's Guide 2020

Free and Low Cost Food Programs

Food Pantries and Free Meal Programs

Food pantries are places that give food to people in need. Most pantries are volunteer private organizations that can make use of their own natural environment. If you have any difficulty finding food, you can call the Legal Aid Foundation of Los Angeles (at 800-399-4529, Neighborhood Legal Services at (800) 433-6251, or http://dpss.lacounty.gov/wps/portal/dpss/main/programs-and-services/civilights/ada). The penalties get worse each time:

**First Fair Hearing**

You have a right to a “fair hearing” if you feel you were unfairly denied benefits or unable to correct any mistakes with your benefits (if you appeal within 10 days or before the action takes effect or within the period of time is longer), in most cases your benefits will continue until the matter is resolved. You have a right to look at your own case file and read a copy of the FairHearing program rules if you have a dispute with a county. If you need help, contact the Legal Aid Foundation of Los Angeles at (800) 399-4529, Neighborhood Legal Services or (800) 433-6251.

**Lost or Stolen EBT Card**

You must report a lost, stolen or demagnetized card immediately to the EBT 24-hour Customer Service Center (877) 226-9287. Once reported, the card will be demagnetized card immediately to the EBT card and you will not be able to get a replacement. You will have a right to refer to a supervisor if the DPSS district office

1. Fair Hearing

2. Lost or Stolen EBT Card

The People’s Guide 2020

CalFresh

Participant in a drug rehabilitation program; "inadequate transportation is beyond your control, including but not limited to:

- A child; other members who are not eligible for CalFresh law. General rules for determining eligibility:

- First Fair Hearing

- Lost or Stolen EBT Card

- Transportation problems;

- Injuries;

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Food

meals or volunteering, contact 211 or some of these agencies:
The Burnit Project
www.theburnitproject.org
Food on Foot (Hollywood)
www.foodonfoot.org
Hollywood Food Coalition
www.hfcos.org
Hope-Net (Wishire area churches, mosques and synagogues)
www.hopenetla.org
Monday Night Mission
www.facebook.com/mondaynightmission

Community Gardens
You can grow some of your own nutritious vegetables. You can garden in your yard, in containers, in school-yard projects, and in community gardens. There are over 85 community gardens in Los Angeles County. To find out where community garden space is available, or to get materials, seeds, and advice on gardening, contact:
LACC Green Bank
(213) 362-9000 x 201
LA Community Garden Council
http://lagardencouncil.org/
Common Ground (626) 586-1981
Community Services Unlimited
www.csunc.org
Composting: LA Compost
www.lacompost.org
LA City Sanitation Department:
lactysan.org/compostworkshops

Fresh Fruits and Vegetables at Low Cost
Food Forward Produce Pick-ups provide fresh fruits and vegetables, free of charge, to individuals, families, and communities facing challenges in getting fresh produce. See foodforward.org/about-produce-pick-ups for an updated list. Currently (January 2020) the program operates:
WLCAC, 10950 S Central Ave, Los Angeles, CA 90035 Every 4th Wednesday of the month at 12:00 pm
John C. Fremont High School, Towne Ave at 79th St Los Angeles, CA 90033 Every 2nd and 4th Wednesday of the month 12:00-4:00 pm
Morningside High School, 10500 S Ivy Ave, Inglewood, CA 90305 Every 3rd Friday of the month at 3:00 pm
Simi Valley Community Garden, 1636 Sinaloa Rd, Simi Valley, CA 93065 Every 4th Tuesday of the month 2:00-4:00 pm

WIC
WIC (officially called the Special Supplemental Nutrition Program for Women, Infants and Children) is a nutrition program that helps pregnant women, new mothers, infants and young children under 5 years of age to eat well and stay healthy. WIC is FREE - you will never have to pay for any WIC services.

Who Can Get WIC?
• Women who are pregnant, breastfeeding or just had a baby
• Women who have lost a pregnancy, or suffered the loss of a newborn, or stillbirth
• Children under 5 years old (including foster children and children raised by other relatives)
• Law to moderate income – meaning that your “gross income” (your income before taxes and deductions) is below the following:

<table>
<thead>
<tr>
<th>Household Size</th>
<th>Monthly Income Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$21,210</td>
</tr>
<tr>
<td>2</td>
<td>$30,500</td>
</tr>
<tr>
<td>3</td>
<td>$39,900</td>
</tr>
<tr>
<td>4</td>
<td>$49,600</td>
</tr>
</tbody>
</table>

WIC offers similar vouchers to families with children age 5 and under once per year.

Who Are The Benefits?
• Support and information about breastfeeding. You can share your concerns with WIC counselors and other mothers. In some WIC programs, breastfeeding women can visit WIC any time they have a question, a problem or need support. Some WIC sites also have Breastfeeding Peer Counselors and Breastfeeding clinics that can help mothers with extra breastfeeding support.

• Extra food for women who fully breastfeeding their babies for a whole year.
• Help in finding health care and other community services.
• Checks for iron-fortified infant formula and cereals for babies.
• Vouchers to buy fruits and vegetables at farmer markets. Coupons are limited. Ask about the Famers’ Market Nutrition Program (FMNP) vouchers.

Where Can I Find WIC?
WIC has over 100 local offices in Los Angeles County located in neighborhood shopping areas, health clinics, hospitals and community centers. Some doctors or clinics may refer you to WIC but even if they do not, you should call WIC. WIC staff will work with you to see if you are eligible to be on WIC.

Call the toll-free number below for more information and to find the WIC office closest to your home.
(888) WIC WORKS
(888) 942-9675

The New WIC Card
WIC is changing from a paper voucher system to an EBT card, similar to the CalFresh program. This will happen in 2020 in Los Angeles County.

• The WIC card is a different card from the CalFresh card.
• Download the WIC app on your smartphone’s app store. Search for “California WIC”. This will enable you to log in and use more of the app’s features.
• The WIC Card Video will show you how to use your new WIC card at the store, check your balance and more. Go to www.myfamily.wic.ca.gov to play the video.

The People’s Guide 2020
### Child Nutrition

**Can My Child Get Free or Low Cost School Meals?**

<table>
<thead>
<tr>
<th>Family Size</th>
<th>Free Meals</th>
<th>Reduced Price Meals</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$1,354</td>
<td>$1,926</td>
</tr>
<tr>
<td>2</td>
<td>$1,832</td>
<td>$2,607</td>
</tr>
<tr>
<td>3</td>
<td>$2,311</td>
<td>$3,352</td>
</tr>
<tr>
<td>4</td>
<td>$2,790</td>
<td>$3,970</td>
</tr>
<tr>
<td>5</td>
<td>$3,269</td>
<td>$4,562</td>
</tr>
<tr>
<td>6</td>
<td>$3,748</td>
<td>$5,333</td>
</tr>
<tr>
<td>7</td>
<td>$4,227</td>
<td>$6,015</td>
</tr>
<tr>
<td>8</td>
<td>$4,705</td>
<td>$6,696</td>
</tr>
</tbody>
</table>

*Accurate until June 30, 2020*

1. **How Do I Apply?**

   - **If you receive CalWORKS, CalFresh, or the Food Distribution Program on Indian Reservations, the only information you need is your County case number and all children in your household automatically qualify for free meals. Additionally, all children in foster care qualify for free meals.**
   - **You should receive an application for the meal program in your own language at the beginning of the school year or whenever your child transfers. You can also ask for one at any time from the school office, because if your income goes down during the months you are enrolled, you are still eligible.**
   - **You will have to list the total income of your household, the names of household members, and the Social Security number of the adult signing the application. If you do not have a Social Security Number, just write “none.” You are not required to have a Social Security Number or apply for a number or give a reason for not having one.**
   - **Sometimes the school asks for proof of your income. All information gathered is confidential and cannot be shared with other government agencies.**
   - **If the information you give on the application shows that you qualify, your child can begin receiving free or reduced-price meals immediately.**
   - **Reduced-price meals are set by the school district, but the laws state that breakfast cannot cost more than 30 cents and lunch not more than 40 cents for reduced-price meals. The district can charge whatever it wants for full-price meals.**
   - **Recent changes in the law require schools to offer free drinking water and to increase the amount of vegetables and fruits available.**
   - **Parents can improve the cafeteria programs by calling the school, going to a parent meeting, or going to a school board meeting.**

2. **Extra Food for Pregnant Students**

   - At many schools, pregnant and breastfeeding students can get extra food at breakfast or lunch, or an extra snack. To be eligible, the student must provide some written verification that she is pregnant or breastfeeding from a doctor, nurse, midwife, clinic, WIC, or CalLearn program.

3. **After School Snacks and Supper Program**

   - After school snacks are available at all after school programs for free at many schools, although more than half the students would qualify for free or reduced-price meals.
   - The After School Supper Program is available at 600 schools in the LA Unified School District. Students do not have to be enrolled in either the school or in the afterschool program to receive supper. For more information, see cafe.lausd.net or call (213) 241-6422.

### Medi-Cal

**Medi-Cal is California’s program that offers free or low-cost health coverage for California residents who meet eligibility requirements. The federal name for the program is Medicaid. Medi-Cal covers low-income families, pregnant women, seniors, and people with disabilities.**

#### Medical Information:

- **(877) 597-4777**

   - **Immigration Status**
   - **California children under 19 can get full-scope Medi-Cal regardless of their immigration status. Most legal immigrants can get Medi-Cal to cover all their medical and health care needs. Survivors of domestic violence or those in the process of adjusting their legal status might also be able to receive Medi-Cal.**

   - **If you are in the U.S. and have Deferred Action for Childhood Arrivals (DACA) status, you can qualify to receive full Medi-Cal benefits.**

#### How Do I Apply?

1. **Get an Application Form**

   - **You can get an application form mailed to you by calling the DPSS toll-free number at (877) 597-4777.**

      - **You can get a Medi-Cal application at a DPSS Office. (See page 71 “Welfare Offices.”) or at many hospitals and clinics, whether they are private or county-run.**

   - **Free schools and clinics in Los Angeles County can also give children and their families apply for Medi-Cal.**

   - **Visit a Certified Enrollment Counselor (CEC). These counselors work for community organizations or insurance brokers and can help you apply on line or by mail. All CECs are certified by Covered California to help consumers in person. Visit www.coveredca.com to find an enrollment counselor near you or see the list of agencies on page 51.**

#### Full Summer Lunch for Kids

- **All children and teens ages 18 and under can eat free, nutritious meals during the summer or any time when school is out through the Summer Lunch Program.**

   - **No application or other kind of paperwork is required. Meals and snacks are served at schools, parks, and recreation centers.**

### Child Health and Disability Program (CHDP) *“Gateway”*

- **Children who receive a CHDP visit are screened for temporary eligibility for Medi-Cal. If a child is eligible, he/she is pre-enrolled in temporary, full-scope Medi-Cal at no cost for up to 60 days.**

### Deemed Eligibility for Infants

- **Infants who are born to mothers who were receiving Medi-Cal at the time of birth can get Medi-Cal benefits until the age of one, regardless of any increase in income or family size. At age one, eligibility evaluation form must be completed. However, an “inematics” is done when baby is born or use a “Newborn Referral Form” or go to a clinic with CHDP to start your infants’ Medi-Cal benefits (see #11 “If you are pregnant”, page 46).**

### Medi-Cal Information

- **Call (877) 597-4777.**

   - **Find out where your children can eat free or reduced-price meals in school.**

   - **If you cannot get full Medi-Cal, the student must provide some written verification that she is pregnant or breastfeeding from a doctor, nurse, midwife, clinic, WIC, or CalLearn program.**

   - **The law says that children who get free or reduced-price meals cannot be treated differently than those who get full-price meals.**

   - **If you are undocumented, and a California resident, you may be eligible under Non-MAGI Medi-Cal.**

   - **If you are in the U.S. and have Deferred Action for Childhood Arrivals (DACA) status, you can qualify to receive full Medi-Cal benefits.**

### How to Apply

1. **Apply Online**

   - **You can apply online using your Benefits Now! or, Covered California. Your Benefits Now! is available to Los Angeles County residents to apply for and view your benefits online. Visit www.dpssbenefits.com.**

   - **Covered California is a statewide marketplace where you can shop online or over the telephone for insurance coverage. Visit www.coveredca.com or call (888) 975-1142.**

### Medi-Cal

- **Contact the LA Unified School District. Students do not have to be enrolled in the school or in the school’s afterschool program to receive supper. For more information, see cafe.lausd.net or call (213) 241-6422.**

   - **Call (213) 241-6422.**
6. Provide Documentation

DPSS Medi-Cal offices are now able to electronically verify required information to determine if you can get Medi-Cal. If they are not able to verify some or all of the required information, then you will have to provide physical documentation to them. The following items are required to determine if you are eligible. If you are eligible for MAGI Medi-Cal, you may not have to show documentation of care, property or bank accounts if you are under the age of 64.

Identification with your name and current address on it. If you lack ID, you can also fill out a form called “PA 853” and swear that you are who you say you are, or documents to verify income or disability status may also be required.

- Social Security Number Card (or proof of application for the card) only for those who want to apply.
- Proof of income (like check stubs, a copy of your tax return, or monthly bank statements, if you have direct deposit or a self-statement (affidavit) statement of income if you are paid in cash or any other way to prove income)
- Proof that you live in Los Angeles County (including your name and an address on it) for each adult on the application.
- Proof of homelessness or acceptable immigration status for each person on the application who has declared acceptable immigration status. If you are a parent applying for children only, you do not need to submit proof of your immigration status.
- Vehicle registration (for non-MAGI Medi-Cal only, if you are over age 65 or have Medicare, you may have direct deposit or a self-statement (affidavit) statement of income if you are paid in cash or any other way to prove income)
- Bank Statement if you are over age 65, as proof of all non-MAGI Medi-Cal, or have Medicare

7. Cooperate with Child Support Services

If one parent is absent, most people will have to cooperate with the DCSS and a county agency called the Department of Child Support Services (DCSS). You must provide information about the other parent such as an address or Social Security Number, to establish your child’s absence. If your child’s absent father or mother is and whether that parent can provide the child with medical insurance.

If you do not cooperate with DCSS, you will be denied Medi-Cal (except under certain conditions described below), but your children do not lose coverage. Cooperation is not required if your child is under two, so long as you provide the information needed for the children. Pregnant women do not have to give information to DCSS until 60 days after the birth of the baby.

Under some circumstances you have good cause for not cooperating. For example,

- You are cooperating in good faith, but are unable to identify or assist in locating the other parent.
- You are afraid of the absent parent, you or your children may be in danger, or you are a victim of domestic violence.
- Rape or incest has occurred
- You are planning to place the child for adoption

8. Wait for Approval

Normally, the Medi-Cal office will approve or deny your application within 45 days of receiving it, except for the faster processes for infants and children, described on pg. 45. If the state evaluate a disability, the approval or denial can be delayed up to 90 days. Call (877) 597-4777 ca Department of Health and Human Services for help if you are not contacted within 45 days about your Medi-Cal application. It is a caseworker’s discretion if you meet the requirements that you are not eligible, or you get a Notice of Action that you do not qualify, you can appeal the denial of benefits (see pg. 67 Hearings and Complaints).

9. The Medi-Cal Card

Once you have been “approved,” your permanent plastic Medi-Cal card is mailed to your address. It is called a “Benefits Identification Card” or BIC. Each person with a BIC on your application will get one or more cards, even if they aren’t eligible for Medi-Cal, because if the family must pay a monthly Share of Cost, the medical expenses of every person listed on the application can be used to meet the Share of Cost. If you don’t get your plastic card by the end of the month, or if you lose your card, contact the Medi-Cal office. If you have received a Medi-Cal card in the past, do not throw it away, you can use the previous card.

10. Authorization for Service under “Regular” Medi-Cal

When you are not in a health plan, before some medical services can be performed for you the state has to give an authorization for the service. This does not apply to emergency care (i.e., doctors, dentists, and hospital care). It is the job of the doctor, pharmacist, or other service provider, not the patient, to get this state approval. However, if the state denies or changes the authorization, you will be notified. You can appeal any unreasonable delay, denial, reduction, or limitation of authorization. For “Waivers and Complaints” for information about grievances and complaints.

If you mail the form it is a good idea to send it by certified mail. You can also fill out a form called “PA 853” and swear that you are who you say you are, or documents to verify income or disability status may also be required.

11. If You Are Pregnant

Any pregnant woman will be “presumed eligible” at clinics and doctors’ offices and given limited pregnancy-related Medi-Cal immediately called “PE Medi-Cal” without proving pregnancy or providing information on property, car, or resources. PE Medi-Cal will cover pregnancy-related abortion, or will help you get early prenatal care, lab tests and medication. You still have to apply for Medi-Cal to continue your Medi-Cal benefits. Even to get full-scale Medi-Cal you have 60 days after delivery to provide the expected date of delivery of the baby.

When you apply for Medi-Cal during pregnancy, you should add your spouse or any other eligible child to your case. If a pregnant woman has too much income to be eligible for free Medi-Cal, she may be eligible for a program called Medicaid for Pregnant Women (MCAP). Medicaid for Pregnant Women/MCAP covers pregnancy-related care, pregnancy loss or abortion, and dental care. MCAP at (800) 433-2551, or apply online at mcap.ca.gov or with one of the agencies listed on page 51.

If you are pregnant and have Restricted Medi-Cal, sometimes called Pregnancy Benefits, you have the right to receive all medically necessary services for your baby and their mother. For “Waivers and Complaints” for information about grievances and complaints

12. If You Are Disabled

If you are disabled you may apply for regular Medi-Cal if your income is at or below 138% of the Federal Poverty Level. If you want to be evaluated for the Seniors and Persons with Disabilities Medi-Cal program you will need a disability determination.

To find out which program would be best for you call MCAP (213) 749-4261 or the Health Consumer Center of Neighborhood Legal Services at (800) 896-3202.

13. You are Diagnosed With Breast or Cervical Cancer

If you are a man or woman diagnosed with breast cancer or a woman diagnosed with cervical cancer, you can get free Medi-Cal immediately, and during the entire time you are receiving treatment (within the last 24 months of diagnosis).

Proof of income is not required, but the family monthly income is at or below 200% of the Federal Poverty Level through the Breast and Cervical Program (BCPTP) or Breast or Cervical Cancer (BCCPT). There are no resource limits for this program. One of the requirements for BCPTP is that you have no other health insurance including full-scale no-share-of-cost Medi-Cal or Medicare. Please refer to the BCPTP website for more information about the BCPTP, http://bcpp.org/services/medi-cal/Pages/BCPTP.aspx

To get on Medi-Cal right away (called “Accelerated Eligibility”), you must go to a physician who is a member of the BCPTP and file an internet application. You should state that you want the internet application to serve as a Medi-Cal application (MC 330). The application will be eligible for the program for a longer period of time.

To avoid a break in services may have to reapply. Depending on your age or immigration status, you may get limited Medi-Cal for up to 12 months for breast cancer and 24 months for cervical cancer.

An additional 18-month or 24-month period of coverage with a recurring breast or cervical cancer diagnosis, regardless of the family’s income. For those who are under Federal Poverty Level through the Breast or Cervical Cancer.

14. Retroactive Benefits

Special low-cost Medi-Cal for working disabled persons:

If you are a person with share of cost Medi-Cal you may be able to get cheaper Medi-Cal with a low monthly premium for this working. Your legal aid can give to a lawyer that pays you income, no matter how small. This program is called “Special Low-Cost Medi-Cal”.

If you qualify, you have to pay a monthly premium that goes up the higher your income. These monthly premiums range from $20 to $250 for an individual and $30 to $375 for a couple (both receiving 125% benefits). Again, special income deductions and exemptions apply, so you apply even if you think your income may be too high and check with the Health Consumer Center (800) 896-3202 or Legal Aid (800) 399-4LAW.

Income Limits

Your countable income determines whether or not you can get Medi-Cal free for revenue. You may get “Shared of Cost.” (You pay only a “share of cost” in months when you actually use services.)

The different Medi-Cal programs have different income limits and which deductions to allow.

In general, adults under age 64 and 65, as well as children under 19, may qualify for “Non-MAGI” Medi-Cal program. The rules for these programs count the income of the services and other people who live in the household.

For information call Legal Aid (896-3202) or the Health Consumer Center (800) 896-3202.

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### Share of Cost

#### 1. Share of Cost for Children

Some children whose family income is too high for free Medi-Cal can get Medi-Cal with a Share of Cost. (These families may qualify for an Advanced Premium Tax Credit under Covered California. see “Health Care Law” pg 31.)

An increase in income is not counted for children up to age 19 who are on no-cost Medi-Cal until their next annual redetermination. So, even if the child’s parents start making more money and the parents have to start immediately paying a Share of Cost as a result, the child still receives Medi-Cal for free until their next annual redetermination and redetermination.

#### 2. Share of Cost if you have “Non-MAGI” Medi-Cal

To find out your monthly Share of Cost, start by adding your earned and unearned income, and subtract $20. Then subtract the need amount for your family size in the chart on page 52. For more information contact the Health Consumer Center at (800) 896-3202 to find out if it is a mistake.

#### 3. Share of Cost if you are over 65, blind or disabled

To find out your monthly Share of Cost, start by adding your earned and unearned income, and subtract $20. Then subtract the need amount for your family size in the chart on page 52. For more information contact the Health Consumer Center at (800) 896-3202 to find out if it is a mistake.

### Resources Limit

#### 1. Family Resource Limit

<table>
<thead>
<tr>
<th># in Family</th>
<th>Resource Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$2,000</td>
</tr>
<tr>
<td>2</td>
<td>$3,150</td>
</tr>
<tr>
<td>3</td>
<td>$3,300</td>
</tr>
<tr>
<td>4</td>
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<td>5</td>
<td>$3,750</td>
</tr>
<tr>
<td>6</td>
<td>$4,050</td>
</tr>
<tr>
<td>7 or more</td>
<td>$4,200</td>
</tr>
</tbody>
</table>

The home you live in, furnishings, personal items, and some non-term life insurance policies, don’t count. For “Non-MAGI” Medi-Cal, one car does not count. There are other exceptions if a vehicle is used as part of employment and for transporting a family member with a disability.

### Staying On Medi-Cal

#### 1. Once a Year Eligibility Form

People receiving Medi-Cal need to renew their Medi-Cal every 12 months. If you have MAGI Medi-Cal DPSS will try to automatically renew your Medi-Cal. If they can’t they will send you a form in the mail that needs to be completed to redevelop eligibility. This is called the Annual Medi-Cal Renewal. If you have Non-MAGI Medi-Cal DPSS will send you a form.

DPSS must you at least 20 days to complete and return the form. If you don’t return the completed form, DPSS will send you a written notice of action that they will reduce or stop your Medi-Cal benefits. If your form is incomplete, DPSS must first try to contact you by telephone and writing to get missing information before it stops or reduces your benefits. The form and verification requested must be provided within 30 days. If you fail to send in your form within 90 days of being cut from Medi-Cal (due to failure to complete redetermination or provide verification) and that information show you were still eligible, DPSS must restore Medi-Cal benefits without making you repay.

#### 2. Reporting Changes for Adults

Adults must report to DPSS any significant changes that may affect their eligibility within 10 days of the change. You must quickly report to your worker if you make any changes to your household (e.g. losing or getting more money), someone moves in or out of your home or you are pregnant. Even if you received free Continuing Medi-Cal (i.e. you are not paying your household’s share of cost) you have important rights before the DPSS cuts your Medi-Cal.

#### 3. Losing Welfare Does Not Mean That You Lose Medi-Cal

If you leave CalWORKs due to a sanction, time limit, or make too much money, you do not lose Medi-Cal automatically. If you lose your Medi-Cal after you leave welfare, contact your worker to find out how to get back on Medi-Cal. You must notify DPSS of any loss of your welfare, or any new income. You can contact the Health Consumer Center at (800) 896-3203 or Legal Aid for help and advice.

#### 4. Transitional Medi-Cal (TMC)

You might be eligible for up to one year of free (no Share of Cost) Medi-Cal (called Transitional Medi-Cal) or TMC if you lose CalWORKS or MAGI Medi-Cal for Parents and Caretaker Relatives because you stop working and are earning too much money.

If you are eligible, during the first six months of TMC you and your family qualify for free Medi-Cal no matter how much income you have. After that, you remain eligible for up to 10 more months, but you will lose your TMC benefits if your income is not more than the limits in the TMC chart and if you comply with the reporting requirements.

#### 5. Four Month Continuing Medi-Cal

If an adult loses CalWORKS because he or she starts receiving more child or spousal support, he or she can be eligible for 4 months to see how much income, but they are counted for Non-MAGI Medi-Cal until their next scheduled annual redetermination. So, even if the child’s parents have to start immediately paying a Share of Cost, restricted Medi-Cal or who also have one of the following, private insurance, or CHAMPUS PRIME HMO.

#### 6. Former Foster Children

If you were in Foster Care on your 18th birthday, you may be automatically eligible for free Medi-Cal until you turn 26. To enroll, you can contact the Former Foster Youth Program at (626) 337-5355. If you lose Medi-Cal, call the Alliance for Children’s Rights (213) 368-6010 or visit their website at (800) 896-3203 for assistance.

#### 7. Keep Medi-Cal until DPSS Proves You Are No Longer Eligible

DPSS must send you a written Notice of Action (NOA) at least 10 days before they stop or reduce your benefits. If they make a mistake, you may not have to repay if the NOA is wrong. If you disagree, you can fight the decision. (See pg. 67 Hearings and Complaints)

### Income Limit for Transitional Medi-Cal

<table>
<thead>
<tr>
<th># in Family</th>
<th>Gross Income Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$1,926</td>
</tr>
<tr>
<td>2</td>
<td>$2,607</td>
</tr>
<tr>
<td>3</td>
<td>$3,289</td>
</tr>
<tr>
<td>4</td>
<td>$3,970</td>
</tr>
<tr>
<td>5</td>
<td>$4,652</td>
</tr>
<tr>
<td>6 or more</td>
<td>$5,333</td>
</tr>
</tbody>
</table>

(accurate until May 31, 2020)

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## How Do I Choose My Care?

There are two ways to receive your medical care under Medi-Cal: “Fee for service,” which replaces the old Medicaid program, or Managed Care (Health Plan). These are also called HMOs (Health Maintenance Organizations). Most Medi-Cal participants must enroll in a Health Plan. Health Plans must provide all the same benefits provided by fee-for-service Medi-Cal.

### Medi-Cal recipients who may, but do not have to, enroll in an Health Plan include:

- Children in foster care or the Adoption Assistance Program.
- Children who receive Medi-Cal through the State Children’s Health Insurance Program (Cal Kids/Cal Children’s Services (CCS)).
- People in an Indian Health Service health plan.
- Pregnant women during their Presumptive Eligibility period, or after they deliver a baby and are automatically enrolled, depending on their income level.
- Medi-Cal recipients who cannot enroll in a Health Plan.
- People who get Medi-Cal only for emergency and pregnancy related services (restricted Medicaid).
- Recipients with a Share of Cost, restricted Medi-Cal who also have one of the following, private insurance, or CHAMPUS PRIME HMO.

### 1. Fee-for-Service (Regular Medi-Cal)

Regular Medi-Cal you can use any doctor, clinic, hospital, pharmacy or other provider willing to accept Medi-Cal. If you paycheck or clinic takes Medi-Cal they cannot bill you for Medi-Cal covered services as long as you get your coverage.

If your doctor or clinic does not take Medi-Cal, you must tell them that you have Medi-Cal. A doctor or clinic cannot accept your Medi-Cal for some part of your care and then charge you money and refuse to bill Medi-Cal for other parts of your care, unless that provider does not provide that service under Medi-Cal. For example, a doctor cannot accept your Medi-Cal for your prenatal care but then refuse to bill Medi-Cal for your blood tests and try to charge you.

### 2. Managed Care (“Health Plan”)

Medi-Cal requires that persons eligible to Medi-Cal with no share of cost join a managed care plan. Some exceptions apply. When you join a health plan, you must see the doctors, pharmacists and hospitals that are part of your plan. You must select a health plan and a primary care provider that is in the health plan. Unless you have an emergency, you must report any change in your primary care provider. The health plan will receive money each month for your health care even if you get services. If you do not choose a health plan, you should be contacted for an appointment to see your doctor within four months of joining the program. You can contact Health Care Options (HCO) at (800) 430-4263 to enroll or change plans.
After you are in a health plan, you may still use your Benefits Identification Card (BIC) to get family planning, dental, and mental health services. For questions contact Legal Aid (pg. 69) or the Health Consumer Center (800) 896-3202.

3. Dental Care

Dental care comes with Medi-Cal and is fee-for-service in Los Angeles unless you choose to join a dental plan. You can receive dental care through a separate dental plan. In fee-for-service, you must get all your dental services from a dental provider enrolled in Medi-Cal. If you are in a fee-for-service you can find a dentist by calling (800) 322-6384 Monday through Friday 8 a.m. to 5 p.m., or online at www.denti-cal.ca.gov. If you enroll in a dental plan, you will receive primary care from the dentist you selected. If you are in a dental plan and want to switch to fee-for-service dental care, call Health Care Options at (800)430-4263 for help. All pregnant women of any kind of Medi-Cal are eligible for dental care, during pregnancy and the postpartum period.

4. How to Choose a Health Plan

When you first enroll in Medi-Cal you will get a packet with your benefits card. The packet will contain a “Medi-Cal Choice Form” that must be filled out with the doctor where you receive health care. The form will provide the doctor with your name and Medi-Cal number. The doctor will then direct you to which health plan you should join. You will receive a letter from your health plan two weeks after you are enrolled in the plan. You will also receive a packet in the mail to complete (for fee-for-service only) or at your first doctor’s visit (for Medi-Cal HMO). The packet will contain a “Medi-Cal Choice Form” and a “Request for Medical Explanation Form” (which is in the packet that you get in the mail and sent to your health plan). The day you join the health plan is the date you would choose a health plan. If the state denies your exemption, file an appeal. You should be able to stay in regular Medi-Cal while a decision is made on your appeal.

6. Hearings, Grievances, and Leaving a Health Plan

If your health plan denies services or you do not like the services, you have many options. You can file a grievance with your health plan. Your health plan must tell you how to file a grievance.

7. Mental Health Managed Care

Mental Health Services for Medi-Cal recipients are offered by the Los Angeles County Department of Mental Health. See page 55 “Mental Health.”

Medi-Cal for Teens

If you are between 12 and 21 years old, you can apply for “Minor Consent Services” to get mental health services without parental consent related to:

- Drug or alcohol abuse (except methadone treatment)
- Sexually transmitted infections and the medications for them
- Pregnancy and abortion
- Family planning
- Outpatient mental health (not overnight hospitalization)
- Sexual abuse

If you are under 21 and living with your parents or a legal guardian, you can still use your Medi-Cal card to see a doctor even if you do not have parental consent. If you are under 21 and living with your parents or a legal guardian, you can still use your Medi-Cal card to see a doctor even if you do not have parental consent. You do not have to tell your parents if you want to go to a plan other than the one your parents enrolled you in. You can tell your plan how you want to use your Medi-Cal card.

To apply, go to a DPS office and tell them you want Minor Consent, or there is a form you can fill out at the plan where you are receiving care. You will have to fill out a new form each month you want Minor Consent services, except for mental health services. For that, you need a letter from a mental health professional explaining that you meet certain conditions for getting mental health services and how long you will need treatment. You will still have to fill out a new form each month to update your eligibility.

If you already get Medi-Cal through your parents’ care, you may already have a plastic Medi-Cal card, but do not use it for Minor Consent Services.

Where Can I Apply?

Individuals can apply online at Your Benefits (www.yourbenefits.lacity.org). You can apply at county offices on pages 259-271 or through these agencies:

- Lancaster, Northern LA, Palmdale:
  - Tarzana Treatment Center (661)776-2630

- Burbank, Glendale, San Fernando Valley, and the San Gabriel Valley:
  - Asian Pacific Health Care Venture (818) 644-3880 (Also East LA/Metro APR) (323) 850-0820
  - Child and Family Guidance Center (818) 382-3147

- Los Angeles Valley Health Corp. (800) 696-3842
  - Valley Community Clinic (818) 763-8836

- El Monte, Monterey, San Gabriel Valley, and Pomona Valley Health Area:
  - (888) 851-2748

- East LA, Metro LA, California Hospital Medical Center:
  - Chino Services Center (213)808-1700

- Norwalk, Inglewood:
  - (562) 569-1399 •(310) 258-7400
  - (818) 700-8200
  - (626) 569-1399 •(310) 258-7400

- Pasadena:
  - (818) 700-8200
  - (626) 569-1399 •(310) 258-7400

- (818) 452-8609

- (800) 896-3202

- Health Consumer Center of Los Angeles
  - (562) 806-5400

- Health Care Venture
  - (562) 664-7509
  - (323) 295-5500

- Northeast Valley Health Corp.
  - (818) 888-9981

- Roseland Helping Center
  - (323) 644-3880

- East LA, Metro LA, California Hospital Medical Center
  - (818) 742-5531

- Columbia Health Center:
  - (213) 742-5531

- Southeast LA County:
  - AtmMed (877) 462-2582
  - Long Beach, Bell, Health Dept. (562) 570-7979

- Pasadena, Alhambra, Sierra Madre, Pasadena
  - Public Health Department (626) 744-6068
  - South Asian Network
  - (626) 403-0488

- St. Francis Medical Center (800) 603-9355

- Carson, Hawthorne, Inglewood, Lawndale, etc.
  - (310) 660-9190

- Long Beach, Bell, Health Dept. (562) 570-7979

- Paseo de la Alamedita
  - (323) 644-3880

- LAUSD – CHAMPHELP (866) 724-2273:
  - (818) 742-5531
  - Health Consumer Center
  - (800) 896-3202

- MCH Access (Training and Troubleshooting, 877) 957-4261

Go Online to Find Help Near You: www.chalta.org
In an emergency, it is a legal and ethical duty for every clinic or hospital emergency room to provide emergency care, regardless of immigration status or ability to pay. Know your rights and ask for the help you need (Veterans see pg. 33). Non-citizens with restricted Medi-Cal coverage who live in L.A. County can apply for ATP or MHLA to cover non-emergency care (see pg. 54).

Health Care Law

The Affordable Care Act (also called Obamacare) passed in 2010:

- Mandates that every adult have health insurance for anyone with serious illnesses, including pre-existing conditions such as asthma and diabetes.
- Prevents insurance companies from imposing lifetime dollar limits.
- Allows young adults to be covered through their parents’ insurance until the age of 26.
- Requires that many people purchase health insurance if they are not covered by their employer, Medicare, Medi-Cal or another insurance plan.
- Some parts of the law have been struck down; some of the information about it may change in 2020. Please call (800) 300-1506 for updated information.

If you feel like you are still being denied coverage, call the 24-hour helpline agencies listed in Good Advice (pg. 69).

If you do not qualify for Medi-Cal and do not receive health care from your employer, you can sign up for a health care program through Covered California. The website is www.coveredca.com.

If you are already getting insurance through your employer you do not have to change it unless you want to. Beginning in 2020 California residents must either have qualifying health insurance coverage, pay a penalty when filing a state tax return, or obtain an exemption from the requirement to have coverage. Generally speaking the penalty will be $695 or more when you file your 2020 state income tax return in 2021. The penalty for a depending child is half what it would be for an adult. A typical family of four that goes uninsured for the whole year would pay a penalty of at least $2,000.

The following people are exempt from this requirement:

- People who would have to pay more than 8.24% of their income for health insurance
- People with income below the state tax filing threshold
- A short coverage gap of three or fewer consecutive months
- People with incomes below the threshold required for filing taxes
- People who qualify for religious exemptions
- Undocumented immigrants
- People who are incarcerated
- Members of Native American tribes
- Members of a health care sharing ministry or medical society
- People with a known CCS-eligible medical condition
- People who would have to pay more than 8.24% of their income for health insurance
- People with income below the state tax filing threshold
- A short coverage gap of three or fewer consecutive months
- People with incomes below the threshold required for filing taxes
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- People who are incarcerated
The People’s Guide 2020

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Benefits at no cost to you:
- Preventive and primary care services within 30 working days.
- Many clinics and health centers to choose from as your medical home.
- ID Card to let people know you are a member of MHLA.
- Toll free membership line 24 hours a day, 7 days a week, even on holidays.
- MHLA will automatically enroll you in ATP so you can get specialty care, hospital care, and emergency room visits at a LA County hospital or clinic.
- For more information, please call My Health LA Member Services (844) 744-2542.

ATP: If you get your care, at a county clinic, it’s best to use ATP. ATP pays for all clinic and hospital care, including medicines, tests and lab work. You must apply every year even if you are not eligible for free ATP you might qualify for low-cost ATP.

The screen will figure out what you must pay, if anything, for each visit.

The application process is only one page asking about family size and income. However, you don’t need to bring documents to show proof of the information; just sign a form stating that what you say is true.

Later, random patients will be asked to provide documents to prove income. Be sure to save your income documents for at least one year after you apply. ATP is good for one year, and at the end of one year you will have to apply again.

To apply for ATP, you must make an appointment for a financial screening at a county hospital or clinic that has an ATP worker. Sometimes you will be able to be seen the same day, but you may have to wait. You do not have to wait for your financial screening to get care. If you appear to qualify for Medi-Cal, you will be asked to apply and either get a decision that you are not eligible or are only eligible for restricted benefits before an ATP application will be taken.

Be very firm about your right to apply for free care and be sure to ask for ATP at the county clinics. If it is your first visit to a county hospital or clinic, they should give you a written notice regarding available plans, including ATP, to reduce the cost of your medical care. If you do not receive this notice at your first visit, ask for one. If the worker or the clinic screener you see tells you that you do not qualify for ATP or free care and you do not agree, ask to meet with the worker’s supervisor in 10 working days. If you were found ineligible before, you may request, if you are unable to keep your screening appointment, call the worker immediately or you may be billed for the full cost of any treatment you have already received.

Even if you do not qualify for ATP, you still have a chance to pay a low-cost fee for the outpatient services within seven days.

The Pre-Payment Plan
The Pre-Payment Plan is only available at County clinics and hospitals. It covers the much higher full amount cost of care, but often does not cover your prescriptions (however, you can get emergency prescriptions, public health medicines, and medicines provided in the clinic at no cost).

You do not have to prove your income, family size, or resources if you pay the provider within seven days of treatment. But you do need to show proof that you live in L.A. County. If you do not pay these fees, you will be billed for the much higher full amount cost of care:

- $80 at all County Comprehensive Care Centers, County Hospital Outpatient Clinics, and Public Health Centers; for prenatal visits, the first seven cost $60 and remaining visits are free.
- $80 at County Comprehensive Health Center Urgent Care Centers.
- $140 at County Hospital Emergency Rooms.
- $500 at Hospital Outpatient Surgery Clinics.

Most Community Partner clinics also offer a sliding scale for patients who don’t qualify for free care.

The Cancer Detection Program:
Every Woman Counts (EWC)
EWC provides free mammograms for women age 40 and over and free pap smears for women over age 21. Your family income must be below 200% of poverty.

The services are provided at doctors’ offices, clinics and hospitals all over Los Angeles County. Call the Cancer Detection Program at (800) 511-2300.

5. Mental Health
If you believe you need mental health services, you should call the Local Mental Health Plan’s 24-hour “Access Center,” at (800) 854-7771, which can screen and evaluate your request for mental health services and can refer you to a mental health provider. County Mental Health authorizes and can provide treatment including Medi-Cal “specialty mental health services” for all Medi-Cal recipients.

Mental Health
California residents who are undocumented may be eligible. To apply call one of the listed Regional Centers and ask for “Intake.” If you are found not eligible for these services, they must explain why.

Eastern Los Angeles Regional Center
(626) 299-4700
Harbor Regional Center (Torrance)
(310) 540-1711
Frank D. Lanterman Regional Center
(Mid-Wilshire area) (213) 383-1300
North Los Angeles County Regional Center (Chatsworth) (818) 778-1900
San Gabriel/Pomona Regional Center (909) 620-7722
South Central LA. (213) 744-7000
Westside Regional Center (Culver City) (310) 258-4000

Health Care

How Do I Get Care if I Don’t Qualify for Medi-Cal?
The County provides free or low-cost health services to people who can show proof that they live in L.A. County including low-income people who are not eligible for Medi-Cal or who have medical expenses that Medi-Cal, Medicare, and private insurance will not fully cover.

Many people qualify for free care under the "Ability to Pay” ATP plan or My Health LA (MHLA).

County hospitals and clinics also offer a payment program called "Pre-Payment." The county contracts with over 100 community clinics called “Community Partners” who provide free clinic care for you if your income is low (see charts below).

If you qualify for free care, you should not be asked to pay any fee by a community clinic, county clinic or hospital. You should receive the same quality of care as those who pays.

Do I Qualify for Free Care under ATP or My Health LA?
You can get free hospital and clinic care through MHLA or ATP if your gross monthly income (after some deductions) is below the following chart.

- # in Family
- Income
- 1
  - $1,437
  - $1,945
  - $2,453
  - $2,962
  - $3,470
  - $3,978
  - (As of 2020)

If your income is higher than these amounts and you receive care at a County facility you may have to pay a reduced rate for services, depending upon your income.

Do I Qualify for MHLA or ATP?
You may be eligible for MHLA if:
- You are a Los Angeles County resident.
- You are 10 years of age or older.
- You are pregnant.
- You have no health care coverage.
- You meet monthly income limits, (see above for income limits)

- Subsequent Use Treatment

There are several hundred alcohol and drug treatment programs all over LA County, offering both outpatient and residential treatment. To find a program close to you, call (888) 742-7900. You will reach the Department of Public Health Office of Substance Abuse Prevention and Control (SAPC) for an appointment to find the right treatment program. If this is an emergency, please call 911. Many alcohol and drug treatment programs are full, so you may be put on a waiting list. Program costs vary.

Homeless Health Care (213) 744-0724 provides treatment services for homeless persons.

Tuning Point (323) 296-1840 alcohol and drug education program

Developmental Services
Children and adults who are developmentally disabled due to Down’s Syndrome, cerebral palsy, epilepsy, autism, have other qualifying conditions, or who are high-risk for free for up to age 3, may qualify for services through Regional Centers.

Health Care

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Substance Use Treatment

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1. In-Home Supportive Services

The In-Home Supportive Services (IHSS) Program helps pay for services provided to eligible aged, blind or disabled individuals, including children, to enable them to remain safely in their own homes. IHSS is considered an alternative to out-of-home care, such as nursing homes or board and care facilities.

You will be notified in writing, in a Notice of Action, if IHSS has been approved or denied. If denied, you will be notified of the reason for denial. If approved, you will be notified of the services and how many hours per month have been authorized for you.

If approved for IHSS, you must hire someone (your IHSS provider) to perform the authorized services. You, the IHSS consumer, are considered your provider's employer. It is your responsibility to hire, train, supervise, and, if necessary, fire this individual. If you hire a provider prior to being approved for IHSS and are subsequently denied, you are responsible for paying the provider.

If you need assistance locating a provider, call the Personal Assistance Services Council (PASC). The PASC is the Public Authority for Los Angeles County. They operate a registry to provide referrals for IHSS consumers and providers. You may contact PASC at (877) 565-4477 for more information.

IHSS providers receive at least $12.80 per hour effective July 2019. The State of California issues the checks for provider payments. You and your provider must complete, sign, date, and submit in the timesheets, to verify that the work was done. Timesheets can be accessed 24 hours a day/7 days a week online at etimesheets.ihss.ca.gov or telephone at (866) 376-7066.worked.

Severely impaired persons may be eligible for an advance payment to pay a provider. Ask the IHSS Social Worker for the assessment for more information.

For help with problems or questions, call the IHSS Helpline at (888) 822-9622.

2. Long Term Care

If you are caring for someone that a doctor has recommended for 24-hour nursing care for a long time period, call the Long Term Care District at (626) 854-4987 or (626)854-4765.

The State Central Registry at (800) 777-7575 will give you three referrals to long-term care facilities.

There is a difference between board and care facilities and nursing facilities. Medi-Cal will pay for long-term care in a nursing facility but not in a board and care home. Before you send someone to any kind of long-term care facility, you should visit the places and inspect them thoroughly. If you are not happy with the referrals you can call again for more. For assistance with finding a nursing facility or advocating for a client in a nursing facility contact California Advocate For Nursing Home Reform at (800) 474-1116.

Medicare

Medicare is a federal health insurance program. There are three parts to the program: “Part A” (hospital insurance), “Part B” (medical insurance), and “Part D” (prescription drug insurance).

For general information call (800) 633-4227.

1. Part A: Hospital Insurance

You are automatically eligible for Medicare Part A free of charge if you are one of the following:

- You are 65 or older and are eligible for Social Security retiree benefits.
- You are 65 or older and have end stage kidney disease that requires dialysis or a transplant.
- You are a U.S. citizen, or a legal resident alien who has lived in the U.S. for at least 5 continuous years.
- You are a legal resident alien of age 50 or older with Lou Gerhig’s disease (ALS).
- You are a federal employee who retired from Federal service and had federal employment for at least 5 years before you receive Social Security.

If you meet these three requirements for voluntary Part A, the amount of monthly premiums you will pay will depend upon how many work quarters you have on record with Social Security. If you have between 30 and 39 quarters, your monthly Part A premium is $232. If you have less than 30 quarters, your monthly Part A premium is $422.

2. Part B: Medical Insurance

If you meet the eligibility guidelines for Part A, you will be eligible for Part B. The standard Part B monthly premium is $121.80. The premium is lower for those enrolled prior to 2016. The premium is higher if your income is $85,000 or more for an individual and $170,000 or more for a married couple.

If you have low income and low resources, the state may pay for your Medicare premiums under Medi-Cal or the Medicare Savings Program. See “Extra Help:” 1-800-772-1213 or online at https://secure.ssa.gov/1020/start or Medicare’s website at: https://www.medicare.gov/

3. Part D Coverage

Part D pays 80% of “allowable” charges for a variety of outpatient care. You pay the remaining 20%, an annual deductible of $183 (in 2020) and a 15% excess charge if the provider does not take “Medicare assignment.”

Doctors and other Part B providers who accept Medicare assignment agree to accept the Medicare-approved charge as full payment for the services they provide. This means that you can be charged only for the 20% co-payment and any applicable deductible.

If you are not happy with the referrals you can call again for more. For assistance with finding a nursing facility or advocating for a client in a nursing facility contact California Advocate For Nursing Home Reform at (800) 474-1116.

4. Part D Coverage

Part D pays for outpatient drug coverage. There are two types of Part D plans: PDPs that only provide Medicare drug coverage and Medicare Advantage Plans that provide Medicare Part A and B benefits. There is no cost share for Part D however, not all Part D plans are the same. Each plan has its own drug formulary, cost sharing requirements and restrictions on coverage. If you have low income and need help paying for your Part D premium and drug costs you may apply for Extra Help: 1-800-772-1213 or online at https://secure.ssa.gov/1020/start or Medicare’s website at: https://www.medicare.gov/

5. Medicare Advantage HMOs

Medicare Advantage HMO is a health insurance plan that enrolls Medicare beneficiaries who have both Medicare Parts A and B, and Medicare HMOs must provide the same benefits as original Medicare. People who have Medicare end stage renal disease (Kidney failure) cannot enroll into a Medicare HMO. When you join a Medicare HMO, you must use the HMO for all of your medical care, except for emergencies or urgent care when you are out of the HMO’s service area.

Medicare Advantage HMOs have the HMO the HMO’s service area for a fixed monthly amount for each enrollee.

6. Other Information

Many people receive both Medicare and Medi-Cal. If you have both Medicare and Medi-Cal, you should see health care providers that take both Medicare and Medi-Cal to avoid being charged any cost sharing amounts. If possible, show your insurance cards before you receive services.
Help with Bus Fare

1. If You Are Disabled

All Los Angeles County transit operators, including MTA, DASH, Foothill, Antelope Valley, and all the city bus lines, honor a “disabled identification card”. To apply, call (213) 680-0054. All applicants must pay a non-refundable $2 application fee and bring a current 1" by 1 1/4” full face photo (no hats, sunglasses or bandannas.)

To qualify you must show any one of the following:
- Medicare ID card (NOT Medi-Cal)
- California DMV disabled or disabled veteran placard certificate with a current “valid through” date
- Proof of receiving either SSI or SSDI from Social Security Administration
- A certification on school letterhead signed by a Special Education teacher that the applicant is a Special Education student in any LA County school
- Part III of the application form, which is a one-page certification by a health care professional.

2. CityRide and paratransit

For seniors 65+ or disabled, CityRide provides a book of coupons worth $84, every three months. The cost is $23 ($9 if you are receiving Medi-Cal or SSI). The script can be used to buy bus pass, taxi rides, or to partly pay for dial-a-ride service for medical appointments.

Los Angeles CityRide: (213) 808-RIDE (323) or (818) 310-8074

ACCESS (800) 827-0829 Shared ride service offering disabled persons curb-to-curb rides within 3/4 mile of most LA

Transportation

3. BlueLA Electric Car Share

BlueLA Electric car-sharing service expanding to 40 stations, 200 charging points, and 100 cars in Los Angeles. Members have access to a network of shared electric vehicles 24 hours a day, 7 days a week, at self-service locations in central LA.

How it works:
You have to enroll in BlueLA at https://www.bluela.com/pay-less-and-drive-more-bluela-community-membership.

The BlueLA Community Membership is available to qualifying low-income individuals for $1 per month. You can qualify if you receive Tribal benefits, CalWORKs, CalFresh, WIC, SSI, Medi-Cal, LIHEAP, Section 8, or participate in GAIN or REP, or if your income is below the following levels:

<table>
<thead>
<tr>
<th># in household</th>
<th>Annual Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$31,550</td>
</tr>
<tr>
<td>2</td>
<td>$36,050</td>
</tr>
<tr>
<td>3</td>
<td>$40,550</td>
</tr>
<tr>
<td>4</td>
<td>$45,050</td>
</tr>
<tr>
<td>5</td>
<td>$49,700</td>
</tr>
<tr>
<td>6</td>
<td>$52,300</td>
</tr>
<tr>
<td>7</td>
<td>$55,900</td>
</tr>
<tr>
<td>8</td>
<td>$59,500</td>
</tr>
</tbody>
</table>

To use the Bluecar:
Reserve a Bluecar in advance on the mobile app or website, or walk up to any BlueLA location to pick up an available car.

Tap your user card at any of the kiosks and follow the instructions. Unplug the car. Use the built-in GPS for directions and drive without having to worry about gas or parking. Park at a BlueLA location and plug the car to end your trip.

Rental Rate: $0.15 per minute / $9 per hour (+9.5% tax)
Rental period begins when you pick up the car, and ends when you plug in at a BlueLA station.

Minimum charge is $15 ($2.25).

Medicare

A new law requires people who have both Medicare and Medi-Cal to assign their Medi-Cal to a managed care plan. You will also be given the choice to assign both your Medicare and your Medi-Cal to a Cal Mediconnect plan. If you do, your Medicare and Medi-Cal will both be assigned to the same plan. If you don’t want your Medicare assigned to a plan, you must NOT choose a Cal Mediconnect plan, but you still must choose a managed care plan for your Medi-Cal. If you do this you will not have to go to the Medi-Cal managed care plan doctors. The Medi-Cal plan is only responsible for paying your Medicare cost sharing and providing you with Medicare-covered benefits such as non-emergency transportation.

If your income is too high for free Medi-Cal you might qualify for a Medicare Savings Program to help pay your Part A or Part B premiums. Contact the Center for Health Care Rights (800) 824-0780

Outside Los Angeles County call: (800) 434-0222.

You should also know the following:
- Always carry Medicare card with you
- Contact the Social Security office immediately if you lose your card or don’t get one
- Appeal any incorrect or unfair decision about your Medicare benefits (see page 68 “Hearings and Complaints”)

For help with Medicare call Center for Health Care Rights (800) 824-0780

3. Life (Low Income Fare is Easy) Program

You can save up to $24 on a Metro 30-Day Pass if your income qualifies you for Metro’s Low Income Fare is Easy program.

Seniors and disabled persons can save $8, college and vocational students $13, and K-12 students can save $10 monthly using LIFE coupons.

LIFE coupons are accepted by Antelope Valley Transit Agency, Culver City Bus Lines, Foothill Transit, LA-DOT, Long Beach Transit, Metro, Montebello Bus Lines, Norwalk Transit System, MTA, Santa Clarita Transit, Santa Monica Big Blue Bus, and Torrance Transit.

Adult riders, Senior/Disabled, K-12 grade students and full time College/Vocational students are eligible if their incomes are at or below (limits for 2020):

<table>
<thead>
<tr>
<th># in household</th>
<th>Annual Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$31,550</td>
</tr>
<tr>
<td>2</td>
<td>$36,050</td>
</tr>
<tr>
<td>3</td>
<td>$40,550</td>
</tr>
<tr>
<td>4</td>
<td>$45,050</td>
</tr>
<tr>
<td>5</td>
<td>$49,700</td>
</tr>
</tbody>
</table>

Children over 5 years old whose parents qualify are automatically also eligible to receive LIFE coupons.

Residents of city county areas and students of schools that already offer transit subsidies will not be eligible to receive LIFE coupons. Please check with your City, County or school to see if they offer any discounts.

To apply for the LIFE program, first call one of the agencies that administers the program. If you live in Long Beach, Harbor Area, Gateway Cities or San Gabriel Valley, call Human Services Association (562) 806-5400 life@hsaala.org.

If you live in any other areas contact FAME Assistance Corporation (323) 870-8567 lifeinfo@famecorporations.org.

Visit the agency in person to complete an application. You need a California ID, proof of income and a TAP card. Call 866 TAP TO GO or visit tap.togov.net/vendors to find a vendor that redeems LIFE coupons. For more information or help call the LIFE hotline (213) 922-2378.

4. Other Transportation Help

Help for Stranded or Runaways to Get Home: Runaways (800) 786-2929

Also assistance with mediation between runaways and parents.

Air Travel Assistance for Patients Needing Medical Aid: Angel’s Flight West (888) 426-2643

Help for Cyclists Get Help?

1. Bicycle Repair

These organizations offer guidance and upkeep of their shop tools and parts to bike owners with broken bikes that do not have the tools or resource to fix them. There is a small donation for their help, but no one is turned away for lack of funds.

The Bicycle Kitchen
4429 Fountain Ave, LA CA 90029 (323) NO-CARRO or (323) 662-2776 http://www.biketechkitchen.com

Other bicycle cooperatives can be found at LA County Bicycle Coalition https://la-bike.org/resources/bike-co-ops/
1. Need Help With Your Gas Bill?

Eligible customers of SoCalGas may receive a 20 percent discount on their monthly gas bill at their primary residence through our California Alternate Rates for Energy (CARE) program. New customers who are approved within 90 days of starting new gas service may also receive a $15 discount on their Service Establishment Charge. You will receive your discount once your completed application is approved by Southern California Gas Company (SoCal Gas).

Utilities and Phone

<table>
<thead>
<tr>
<th>Utility Bill Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you are applying for CalWORKs, you may be able to get “immediate need” money to pay for your delinquent utility bills. (See CalWORKs “What Else is Available” pg. 10)</td>
</tr>
<tr>
<td>If you are low-income and have overdue gas or electric bills, call: Low-Income Home Energy Assistance Program (HEAP) (866) 675-6663 <a href="http://www.csd.ca.gov/Services/FindServices/YourArea.aspx">http://www.csd.ca.gov/Services/FindServices/YourArea.aspx</a></td>
</tr>
<tr>
<td>Catholic Charities (213) 251-3432 Energy Hotline (800) 342-5397 Legal Aid (utility cutoffs) (213) 640-3881 Maravilla Foundation (323) 869-4500 PACE Environmental Services: (213) 989-3200 SoCalGas General Questions and Assistance: (800) 427-2200 (LIHEAP): or SSI: OR Tribal Only: Bureau of Indian Affairs General programs; Medi-Cal, WIC, CalWORKs.</td>
</tr>
</tbody>
</table>

2. Total income for all persons in your household meets the following income guidelines:

<table>
<thead>
<tr>
<th>Members in Household</th>
<th>Annual Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-2</td>
<td>$33,820</td>
</tr>
<tr>
<td>3</td>
<td>$42,660</td>
</tr>
<tr>
<td>4</td>
<td>$51,500</td>
</tr>
<tr>
<td>5</td>
<td>$60,340</td>
</tr>
<tr>
<td>6</td>
<td>$69,180</td>
</tr>
<tr>
<td>7</td>
<td>$78,020</td>
</tr>
<tr>
<td>8</td>
<td>$86,860</td>
</tr>
</tbody>
</table>

If you are eligible, you may qualify for a one time annual allowance through SoCal Gas Gas Assistance Fund (GAF). Assistance is available during the winter months on a first-come, first-served basis for qualifying customers who meet certain income requirements. For more information visit sacalgas.com (search “Gas Fund”) or call (877) 238-0092. For a referral to a United Way agency serving your area, call (800) 427-2200.

3. Heating Assistance for People with Serious Medical Conditions

Regardless of income, a household with a member who requires more heat in winter due to serious health conditions can qualify for a Medical Baseline Allowance. This rate reduces the cost of heating improvements like attic insulation, door weatherstripping and minor home repairs. Other terms and conditions may apply. For more information, visit sacalgas.com (search “Energy Savings Assistance Program”) or call (800) 331-7593.

4. Seasonal Bill Assistance

If you have difficulty paying your winter gas bills, you may qualify for a one time annual allowance through SoCal Gas Gas Assistance Fund (GAF). Assistance is available during the winter months on a first-come, first-served basis for qualifying customers who meet certain income requirements. For more information visit sacalgas.com (search “Gas Fund”) or call (877) 238-0092.

5. Help with Electric Bill

If you are unable to pay your bill due to its due date, contact LADWP before the bill becomes overdue. They will work with you in setting up a payment plan. If you visit one of their customer service centers and pay half of your bill, you will receive a two-week extension.

You can also arrange to pay in installments. Call the LADWP Special Collections Unit at (800) 244-4458 before the due date to make payment arrangements.

If you have a notice of termination from the Department of Water and Power (DWP) call 1-800-DIAL DWP (342-5397) and ask about Project Angel Fund. Priority is given to those not eligible for other aid or assistance. If you do not receive your water service from DWP, call your own water district and ask them if they provide any assistance for low-income customers.

The Los Angeles Department of Water and Power (DWP) offers a residential Low Income Discount Program (LIDP) rate for customers within qualifying income levels. This rate reduces the cost of electricity, water, and sewer services for the participants’ permanent, primary residence.

The rates are generally available for families and individuals with annual incomes below the following levels:

<table>
<thead>
<tr>
<th>Members in Household</th>
<th>Annual Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-2</td>
<td>$31,800</td>
</tr>
<tr>
<td>3</td>
<td>$37,400</td>
</tr>
<tr>
<td>4</td>
<td>$45,100</td>
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<td>5</td>
<td>$52,800</td>
</tr>
<tr>
<td>6</td>
<td>$60,500</td>
</tr>
<tr>
<td>7</td>
<td>$68,200</td>
</tr>
<tr>
<td>8</td>
<td>$76,000</td>
</tr>
</tbody>
</table>

If you are eligible, you may qualify for California LifeLine if your total household income is at or less than these income maximums:

<table>
<thead>
<tr>
<th>House Size</th>
<th>Annual Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-2 members</td>
<td>$27,500</td>
</tr>
<tr>
<td>3</td>
<td>$33,100</td>
</tr>
<tr>
<td>4</td>
<td>$38,800</td>
</tr>
<tr>
<td>Each additional</td>
<td>Add $6,900</td>
</tr>
</tbody>
</table>

California LifeLine Call Center

Contact the LifeLine Call Center for general information about the California LifeLine program. Call 1-800-DIAL DWP (342-5397).

Can I Get Phone Help if I’m Disabled?

The California Telephone Access Program provides special equipment you can get if you are hard of hearing or have another disability that makes it difficult for you to use a telephone.

Call English TTY line (900) 806-4474 or Voice (900) 806-1193

Can I Get Low Cost Phone Service?

California LifeLine is a state program that provides basic home phone service at a discount to eligible households.

To apply for California LifeLine you must call your home phone company and state you qualify for the program as either “Program-Based” or “Income-Based.”

1. Program-Based:

You can qualify for California LifeLine if you or another person in your household is enrolled in any of the following public assistance programs: Medi-Cal, Low Income Home Energy Assistance Program (LIHEAP), SSI, Federal Public Housing Assistance at Section 8, CalFresh, WIC, National School Lunch Program, CalWORKs, Tribal TANF, Bureau of Indian Affairs, General Relief or Head Start Income Eligible (Tribal Only).

2. Income-Based:

You can qualify for California LifeLine if your total household income is at or less than these income maximums:

<table>
<thead>
<tr>
<th>House Size</th>
<th>Annual Income</th>
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<tbody>
<tr>
<td>1-2 members</td>
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<td>$38,800</td>
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<td>Each additional</td>
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Utilities

<table>
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<td>If you are low-income and have overdue gas or electric bills, call: Low-Income Home Energy Assistance Program (HEAP) (866) 675-6663 <a href="http://www.csd.ca.gov/Services/FindServices/YourArea.aspx">http://www.csd.ca.gov/Services/FindServices/YourArea.aspx</a></td>
</tr>
<tr>
<td>Catholic Charities (213) 251-3432 Energy Hotline (800) 342-5397 Legal Aid (utility cutoffs) (213) 640-3881 Maravilla Foundation (323) 869-4500 PACE Environmental Services: (213) 989-3200 SoCalGas General Questions and Assistance: (800) 427-2200 (LIHEAP): or SSI: OR Tribal Only: Bureau of Indian Affairs General programs; Medi-Cal, WIC, CalWORKs, 1. You or another person in your household</td>
</tr>
</tbody>
</table>
If you have questions about immigration or benefits for immigrants, or if the government has treated you differently just because you don’t speak English, speak limited English, or of the way you look or because you are a certain nationality or country, please call one of the agencies listed on page 66 (‘Help with Immigration Questions’).

**Deferred Action**

**Child Arrivals**

Beginning in 2012, certain young people who were generally under 31 years old as of June 15, 2012, who were brought into the United States by their parents, or of the way you look or because you are a certain nationality or country, please call one of the agencies listed on page 66 (‘Help with Immigration Questions’).

**Guide for Non-Citizens**

**Can Immigrants Get Benefits?**

Certain government programs are not available to all low income immigrants who are lawfully present in the U.S. However, even if you are undocumented, you can apply for CalFresh (Food Stamps) or CalWORKs for other family members who may be eligible (like for your children born in the U.S.—they are U.S. citizens). If you are an immigrant who has become a U.S. citizen through naturalization, you must be treated the same as other U.S. citizens when you apply for benefits.

- **Victims of trafficking**
- **Domestic violence and other serious crimes**

California law provides eligible non-citizens who are victims of trafficking, domestic violence and other serious crimes access to benefits equal to those available for refugees.

**Anyone, Even if Undocumented, Can Apply for These Programs:**

- **Medicaid**
- **CalWORKs**
- **Unemployment**
- **Food Stamps**
- **CalFresh**
- **Medi-Cal**
- **CHDP**
- **CHDP Gateway**
- **Regional Centers**
- **California Children’s Services**
- **Voters**
- ** Restricted Scope Medi-Cal**
- **Minor Consent Medi-Cal**
- **Immunizations for kids**
- **My Health LA**
- **Women, Infants & Children (WIC)**
- **School Breakfast & Lunch**
- **Summer Food**
- **Public Education**
- **Help from Food Pantries**
- **Help from Shelters**
- **Services from many Non-Profit Agencies**

These programs don’t require satisfactory immigration status and if you are undocumented, you may still qualify. If anyone asks you about your immigration status, be careful. You don’t need to tell anyone that you or anyone else who lives with you is undocumented. Your workers do not need to ask about your immigration status if you are not getting benefits for yourself. If they do ask you, simply tell them that you are not qualified that “not qualified” is not the same as undocumented). That is all they need to know.

- **Victims of trafficking may qualify for up to one year before they are certified by the federal government as victims or obtain a T Visa**.
- **Victims of domestic violence and other serious crimes may qualify only if they have applied for U status. Other victims of domestic violence who are applying under the VAWA self-petition process may become eligible once they have a pending VAWA self-petition.**
- **Victims of domestic violence and other serious crimes may qualify only if they have applied for U status. Other victims of domestic violence who are applying under the VAWA self-petition process may become eligible once they have a pending VAWA self-petition.**
- **You do not need a social security number to apply.**

If you don’t apply for Social Security, you may not be eligible for some programs. If you are an immigrant who has become a U.S. citizen through naturalization, you must be treated the same as other U.S. citizens when you apply for benefits.

- **My Language**
- **Contact Information**

**Who Can Get Benefits?**

1. **Who are “Qualified” and “Non-Qualified” Immigrants?**

   The government divides immigrants into “qualified” and “non-qualified” immigrants. You have to check the guidelines for each program to see which immigrants are eligible. The names are misleading, because “Qualified” immigrants are not necessarily eligible for programs, and “Not qualified” immigrants may still be able to apply in different programs.

   **Qualified** immigrants include:
   - Lawful permanent residents (‘green card’)
   - Refugees
   - Asylees
   - Victims of trafficking
   - Violence against Women Act (VAWA) petitioners
   - Persons granted withholding of deportation or removal
   - Cuban and Haitian entrants
   - Amerasian, Iraqi or Afghan special immigrants
   - Persons paroled into the U.S. for at least one year
   - Conditional entrants
   - Victims of trafficking
   - Certain spouses and children who are victims of domestic violence
   - Veterans, active duty military and their spouse or unmarried surviving spouse or children
   - Certain American Indians born abroad

   **Non-Qualified** immigrants include:
   - Undocumented immigrants
   - Temporary Protective Status (TPS)
   - Persons who are Permanently Residing Under Color of Law (PRUCOL), which means the authorities know you are here but do not plan to deport you

2. **Which Immigrants Can Get SSI?**

   If you are a low-income non-citizen in the U.S. who has a disability, is blind, or over 65 years old, you can get SSI if you meet all the usual requirements of the program, AND you meet these conditions:

   - You are Amerasian, Amerasian immigrant, Cuban or Haitian entrant, federally certified victim of trafficking or a T visa holder, asylee, or were granted withholding of deportation/removal, (but only during the seven years after getting this status. If it has been more than 7 years and you do not qualify for SSI based on any other grounds, you should apply for CAPI; you are a “qualified” immigrant who is a current or former U.S. military personnel (or Filipino veterans who served under U.S. command during WWII), or the spouse or dependent child (under 18 if unmarried over one, or the unmarried widow or widower of one; you are a law enforcement resident with credit for 20 years (about 10 years) of work in the U.S. You can add your work quarters to those of your spouse by your marriage, or that your parents earned before you were 18. However, if you entered the U.S. on or after August 22, 1996 you cannot use your work quarters until 5 years after the date you became a “qualified” immigrant

   - You are a “qualified” immigrant who was lawfully residing in the U.S. on August 22, 1996 and are blind or disabled. However, unlike those in the above categories you cannot qualify solely on the basis of being over 65 years old.

   - If you have a sponsor, see pg 65 “What If I Have a Sponsor” about “deeming” rules.

3. **Persons in the U.S. on a non-immigrant visa**
   - U Visa applicants and holders
3. Which Immigrants Can Get CAPI?

If you are an immigrant who has a disability, is blind or 65 years or older, or if you are not eligible for SSI because of your immigration status, you may be able to get CAPI (Cash Assistance Program for Immigrants, see pg. 32 for full details.)

To get CAPI you must be either:
- a ‘Qualified Immigrant’ (see page 63)
- a survivor of trafficking
- U or T visa holders
- PRUCOL (Permanently Residing Under Color of Law), meaning that the immigration authorities know you are here and do not plan to deport or remove you from the country.

If you have a sponsor, see pg 65 “What If I Have a Sponsor” about “deeming” rules.

4. Which Immigrants Can Get CalFresh?

To get CalFresh you must be:
- A Qualified immigrant (see page 63) OR
- You, your spouse or parent are a member of a Hmong or Lao tribe that provided assistance to the US during the Vietnam War era and you are lawfully present in the US.
- A survivor of trafficking (T- or U visa applicant or holder)
- Lawful temporary resident (you have a sponsor, see pg. 65)
- Non-citizen who is indigent, otherwise exempt from deeming
- Sponsors non-citizen who is indigent, otherwise exempt from deeming

5. Which Immigrants Can Get CalWORKS and GR?

Qualified immigrants, noncitizens victims of trafficking, U visa applicants and holders, and immigrants who are PRUCOL may be eligible for CalWORKS pg. 15) and General Assistance (generally this is for able bodied adults without children) Survivors of trafficking, noncitizen victims of domestic violence and other serious crimes, and U visa applicants and holders also may apply for Refugee Cash Assistance. You may contact the local DPSS office listed on page 71.

6. What is Refugee Cash Assistance?

If you have paid into the Refugee Cash System as a worker or had money taken out of your paycheck for this program, you are eligible for Qualified Immigrant Cash Assistance (QICA). You may also be eligible for full scope Medi-Cal regardless of immigration status.

“Qualified” immigrants, survivors of trafficking, U visa applicants and holders, and PRUCOL immigrants may be able to access a “safety-net” for In-Home Supportive Services. CAPI (Cash Assistance Program for Immigrants) may also be eligible for In-Home Supportive Services. Sponsor “deeming” may apply (see “What If I Have a Sponsor”, pg. 65).

7. What Health Care Programs are Available for Immigrants?

All LA county residents, including undocumented immigrants, may be able to get health care through county programs, private health insurance, and many Medi-Cal programs. See page 45, Medi-Cal—Immigration Status.

Under law S875 all children up to age 19 with family income less than 266% of federal poverty level (see chart on page 52) are now eligible for full scope Medi-Cal regardless of immigration status.

8. Public Housing

Most “qualified” immigrants and victims of trafficking are eligible for housing assistance from the U.S. Department of Housing and Urban Development (HUD) if they meet the program’s other rules. HUD is a federal program; different rules apply to state and local housing programs

You can apply for and receive HUD assistance even if one or more household members are not a citizen or “qualified” immigrant. Assistance may be calculated based on the number of citizens or eligible immigrants in the household.

In 2019, the Trump administration proposed a rule change that if adopted will strip many housing benefits away from households that have any household members who are a “non-qualified” immigrant. If adopted, the new rule will bar “mixed-status” families from public housing and Section 8 programs. If this rule goes into effect, HUD will also require all households to prove the immigration status of all household members who have an immigration status and will change the citizenship and immigration verification requirements for U.S. citizens and noncitizens over age 62.

For updated information see https://www. keep-families-together.org.

Social Security

1. Social Security Benefits

If you have paid into the Social Security System as a worker and have not made money taken out of your paycheck for this program, you are eligible to become a “qualified” immigrant, and may apply for Social Security benefits on behalf of the sponsor. See “Who is Eligible for Social Security” (see pg. 29) To receive the benefits, you must be either lawfully present in the US for at least 5 years, or have being receiving benefits on a claim filed before December 1, 1996.

You are not eligible for Social Security benefits if you have been deported, except if you have been readmitted as a permanent resident. Your benefits may be suspended if you leave the US for 6 months or more while still a non-citizen.

2. Social Security Numbers

To get a Social Security card that allows you to work, you must have papers showing that you are a:
- Lawful Permanent Resident ("green card holder")
- refugee, asylee, citizen of a "freely associated state" (Micronesia, Marshall Islands or Palau) or
- have an employment authorization document issued by the U.S. Citizenship and Immigration Services.

If you are lawfully in the US but do not have work authorization, and need an SSN in order to get a benefit for which you are otherwise eligible, you can apply for a "non-work" SSN from a Social Security office that can be used for benefits purposes only. It is illegal to use this card for work-related purposes.

Worker’s Rights

Regardless of your immigration status, you have the right to receive minimum wage, overtime and safe working conditions. You also have the right to be free of harassment and discrimination. If your rights as a worker are being violated, contact the state Labor Commissioner’s Office at (213) 397-8407 to报案. If you have legal work papers, it is illegal for employers to commit on-the-job discrimination, or deny a job because a worker is from another country.

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1. If ICE Shows Up At Your Door

• Do not open the door. You do not have to let them in unless you show a warrant signed by a judge.

• If they claim to have a warrant, tell them to show you the warrant through a window or to slip it under the door.

• If it is not a warrant signed by a judge, you should not allow them to enter, but if they force their way in, do not resist. Ask to speak with a lawyer, do not sign anything unless you have your lawyer with you, and do not speak with them except to say you want to speak with a lawyer and either remain silent or tell them you choose to use your right to remain silent. You do not have to answer their questions.

Asian Americans Advancing Justice
(213) 977-7500
Center for Human Rights & Constitutional Law (213) 388-8693
CARECEN (Central American Refugee Center) 2845 W. 7th St. 90005 (213) 385-7800
Center for Human Rights and Constitutional Law 256 E. Occidental Blvd., L.A. 90057 (213) 388-8693
CHIRLA (Coalition for Humane Immigrant Rights of Los Angeles) (213) 353-1333
El Rescate 1501 W 8th St., Suite 100 LA 90017 (213) 387-3284
Legal Aid Foundation of Los Angeles (213) 640-3883
Neighborhood Legal Services of Los Angeles County (818) 896-5211
13327 Van Nuys Blvd., Pacoima 91331
Los Angeles County Bar Immigration Project (213) 614-1165
www.lawcenter.org
Immigration Center for Women and Children (818) 385-7800
1501 W 8th St., Suite 100 LA 90017
El Rescate (213) 387-3284
immigrationcenterforwomenandchildren.org

If your benefits have been denied or cut unfairly, you should fight it! Don’t be intimidated. Request a hearing immediately whenever your rights are threatened. Don’t forget deadlines. Remember only you have ninety days to appeal a denial, reduction, or termination of a county benefits program such as CalWORKS and IHSS. If the county fails to send out a notice, or the notice is inadequate the ninety days to appeal do not begin to run out and you can file for a state hearing anytime.

In a State hearing, you will have a chance to explain your case, and after hearing your side and the county office’s side, an impartial judge will decide who wins. Sometimes, just requesting a hearing will solve your problem. If a county employee tells you that you don’t have a case, insist on a hearing and seek out legal advice. (See Good Advice, p. 69)

If you are disabled, the Department of Public Social Services (DPSS) office, where you get your cash aid and food stamps, must help you to request a hearing and to understand your rights, so ask for help if you need it. For example, you may need help writing because you have arthritis. If you are disabled and cannot come to a hearing downtown you have a right to have a hearing in your home. However, you must request an in-home hearing and tell why you need it. Keep a copy of your hearing request and make sure you have a disability or a health problem, you may, send a complaint letter or the ADA PUB 1, ADA Complaint form to the ADA Title II Coordinator DPSS Civil Rights Section, 12860 Crossroads Parkway South, City of Industry, CA 91746 or by calling the Civil Rights Hotline at (562) 908-8501.

Seek advice and assistance. Talk to a legal worker or community worker about your situation (See Good Advice, p. 68).

Keep good records and save all papers that an agency gives or mails to you. Keep a copy of any documents that you send to a DPSS office. Get a receipt for any papers you mail or hand in to a county office. Write down the names and titles of the people you speak with in person or over the phone and the date and time that you talked.

You have a right to see your case file and to copy anything you need in it, such as the documents you provided to the DPSS office, notices of action, requests for documents, and anything the DPSS office mailed or hand delivered to you.

You have a right to see any regulations or instructions that apply to your situation. The county must follow a legally-guaranteed set of rules which apply to any of these programs.

Hearings and Complaints

1. Fixing Your Problem Without a Hearing

The most reliable way to fix a problem with your benefits is to ask for a hearing (see below).

Below are some tips that may allow you to fix your benefits problem without going to hearing. However, please remember the following two things: (1) You only have ninety days to ask for a hearing once you receive notice of a county action and (2) None of the steps below are the same as actually requesting a hearing, so keep an eye on your deadline and remember to request a hearing if the steps below don’t fix your problem.

If you are not satisfied with any decision made about your case, ask to speak to your worker’s supervisor. You can also contact the Customer Service Center at (866) 613-3777

If this fails, ask to speak to the deputy director and, after that, the director of the DPSS office. However, you may file for a fair hearing to challenge an action (see below) at any time. If you need help, call an advocate, legal aid organization, your county supervisor, or a local legislator. If you act fast, and keep at it, you may win.

2. Asking For A Hearing

You must be sent a Notice of Action 10 days before any action is taken that will reduce or stop your benefits. The notice must explain clearly the reasons for the action and list the regulations that support this action. If you disagree with this action and you formally request a fair hearing before the date the action takes effect, then under most circumstances your aid will not be cut until the hearing (unless it ends for another reason, like your certification period ended). If you did not appeal on time because the notice was not clear and you did not understand what action was being taken until after the action became effective, you can ask the judge at the hearing for your benefits to continue at the unredacted rate. You must file your request to make such a claim under Welfare and Institutions Code section 10967 and want to get your benefits reinstated.

If you do not ask for a fair hearing before the date the action takes place, your aid may be reduced or terminated but you still may fight the action if you ask for the hearing within 90 days of the date the notice was mailed. Save the envelope your notice came in and a copy of your fair hearing request to prove that you met the required deadline.

To request the fair hearing, you may fill out and return the form on the back of the notice or write a letter doing so in your own words. Send your request to:

Appeals and State Hearing Section P.O. Box. 18890 Los Angeles, CA 90018

Please keep a copy of your hearing request and send a copy to the department (323) 939-7150. They open at 7:30 AM. The line is often busy, so keep trying. Remember to take the first and last name of the person you spoke with.

You can now also set up an e-filer account with the State’s Appeals Case Management System (ACMS). Through ACMS, you can request an appeal, and you will also have access to the hearing documents and the County’s position statement. You can create an ACMS account at https://acms.dss.ca.gov or learn more about the system at https://www.cdss.ca.gov/inforesources/Appeals-CaseManagement-System.

You cannot make a hearing request with your worker or any other County staff. You must either call the 800 number or send the written request to the Appeals and State Hearing Section P.O. Box. But if you do mistakenly request a hearing from your worker or local county staff, they are
ound to forward your hearing request to the right place. Even if you made your hearing request to the wrong place like the county offices, if you did it in time, you are still entitled for your aid to continue at the same amount prior to the reduction or termination of benefits until the hearing.

3. Next Steps

The state will send you a notice with the date, time, and place of your hearing. Usually, this happens within 3 or 4 weeks. Currently, in the CalWORKS program, or at least 30 days before the hearing, you can request a delay ("postponement") of the hearing request in order to have more time to prepare to get an attorney or advocate. In other aid programs, or to get a second postponement, you must have a very good reason ("good cause").

You will also receive the name, telephone number and address of the Appeals Hearing Specialist (AHS) assigned to your case. The AHS will present the county's side of the case, and they want to take your position. They will give you the proposed action, request a hearing, and present any question witnesses. You should always review your hearing file well before the hearing. You can be held by phone, at the county office or in your home, but you must ask for this in your hearing request. If you forget to request it on the hearing request, send a letter to the same P.O. Box address where you sent your hearing request as soon as possible.

You must also be provided with an interpreter for the hearing, at no cost, if English is not your first language or if you have a disability, such as a hearing impairment, that limits your ability to communicate with others.

5. After the Hearing

After your hearing, call the toll-free number and complain if the state takes longer than 60 days to give you a decision on CalFresh, or 90 days if the hearing was about CalWORKS, Medi-Cal or HHSS. These are the usual maximum amounts of time that are permitted to decide such cases (starting on the date of your request for hearing). If you do not get a decision on your request within 90 days, you have your day in court. You can get the decision from your local Social Security office or from online software. You can get the form that you have to file a complaint at a lower rate per month.

If SSDI is denied for you within 60 days only if you have good cause. At the hearing, you may appear in person, submit new evidence, examine the evidence used in making the determination or decision, cross-examine any witness and present any questions. You must always have your hearing file well before the hearing. You can be held by phone, at the county office or in your home, but you must ask for this in your hearing request. If you forget to request it on the hearing request, send a letter to the same P.O. Box address where you sent your hearing request as soon as possible.

For Social Security and Medicare

The Social Security Administration must mail you a notice before they make any changes to your benefits. If you disagree with the proposed action, request a "Reconsideration" immediately by going to the Social Security office and file an "Application for a Request for Reconsideration" form. You can also request a Reconsideration online at https://www.ssa.gov/benefits/disability/appeal.html.

If your reconsideration or waiver is denied, you may request a hearing before an Administrative Law Judge (ALJ) with the Office of Hearing Operations (OHO). You have to request a hearing within 60 days of receiving an unfavorable reconsideration decision. You can request a hearing after 60 days only if you have good cause. At the hearing, you may appear in person, submit new evidence, examine the evidence used in making the determination or decision, cross-examine any witness and present any questions.

The county DPSS will help with reconsiderations and appeals if you are a GR recipient attempting to get on to SSI or Social Security. If you request a Reconsideration within the time period given on the notice (usually 60 days or 2 years if there is no repayment), your benefits can be continued unchanged until you receive a reconsideration decision.

If Social Security paid you too much, and you want to get it back, you can file a form asking for your aid to continue. If you request a Reconsideration within the time period given on the notice (usually 60 days or 2 years if there is no repayment), your benefits can be continued unchanged until you receive a reconsideration decision.

You can get free legal help with problems involving all the programs in this guide or disability.
Elder Abuse: (800) 992-1660 (Report abuse or exploitation of a disabled adult or elder to the County)

3. Domestic Violence and Rape
If you are a victim or a friend of yours is a victim of domestic violence (abuse) or rape you should call to get help. Protect yourself and your children, seek help and deal with violence. Most of the following hotlines are 24 hour and have multi-lingual capability.

(800) 585-6231
TDD for deaf callers. (800) 787-3224
(213) 626-3393
(310) 547-9343
(310) 392-8381
(323) 655-3807
(562) 402-4888
(626) 793-3885
(818) 886-0453
(626) 624-4557

Center for the Pacific-Asian Family (323) 653-4042 or (800) 399-3940
“A Safe Way Out” (800) 978-3606

What is Abuse?
Abuse can be anything that hurts you: Physical abuse (hitting, punshing, shouting, using weapons or threats of physical harm)
Any kind of forced sexual activity with any adult or child
Threats of assault or sexual assault

You threatening to kidnap the children
Keeping you from friends or relations
Making you account for all your time
Denying or neglecting food or medical care
Controlling the money
Harassing you at your job
Following you around wherever you go.

Restrainting Orders
Legal and agencies listed on the previous page can help you get a restraining order against the abuser. A restraining order can be obtained at the Superior Courthouse at 111 N. Hill St, in downtown LA or at your local court. If you file at the downtown courthouse, call the Domestic Violence Counseling Project (213) 624-3665. Local police or sheriff officers can issue 3-day emergency restraining orders if called to the scene of a battering incident.

Almost all of the courts in Los Angeles have domestic violence clinics where they will help anyone, regardless of income, to get a temporary restraining order against an abuser.

Immigrants
Low income immigrants who are victims of domestic violence may be able to legalize their immigration status without relying on their abuser, and may be able to get government benefits to help them escape abusive situations. For free help, contact: Asian Americans Advancing Justice (213) 977-7500
Legal Aid (800) 394-4LAW (4529).

Hate Crimes
In California, a hate crime is any criminal act or attempted criminal act against a person or place based on the victim’s actual or perceived race, nationality, religion, sexual orientation, disability, gender, or status as homeless. Hate crimes include threats of violence that look like they can be carried out and any act which results in injury.

If you or someone you know becomes a victim of a hate crime,
Seek medical attention for any injuries, even if you consider them minor.
Keep copies of all medical records.
Contact the police as soon as possible. Tell them you have been a victim of a hate crime.
Keep copies of all documents signed or written down the name of the police or sheriff’s officer who took your report.
Document the hate crime providing as much detail as possible.
Take photos of any injuries sustained or damage to property. Contact a legal service agency (see previous page)

Center for Human Rights & Constitutional Law (213) 388-8000
Coalition for Humane Immigrant Rights of Los Angeles (213) 53-1333
Los Angeles Gay & Lesbian Center (213) 227-1327 or (323) 993-7677
Muslin Public Affairs Council (323) 258-6722
So. CA Indian Center (213)387-5772

REAL ID
A REAL ID is a driver license or identification card that is also a federally accepted form of identification. The new rules for REAL ID begin October 1, 2020.

A REAL ID is needed if:
1. You wish to continue to use your driver license or identification card to board domestic flights within the U.S.
2. Enter certain federal facilities.

2. If you want to continue to use a U.S. passport, U.S. passport card, military ID, enhanced driver license, or other federally accepted identification to do those things, you do not need to get a REAL ID, however, it is recommended.

You do NOT need a REAL ID to:
• Apply for federal benefits such as Social Security Administration, County DPSS programs, etc.
• Enter a post office, or other secure federal facility that does not require identification
• Visit a hospital or receive life-saving services
• Ride Amtrak or other public ground transportation

Because of high demand for REAL ID between now and October 1, 2020 (when the enhanced requirements begin), DMV recommends you wait to apply for a REAL ID at the time of your renewal cycle.

You must visit a DMV office in person when applying for or renewing a REAL ID for the first time. You will need to show documentation proving your identity, California residency, and that you have an SSN (if eligible).

You will need to provide:
• One identity document that shows your date of birth and true full name, such as a valid U.S. passport, certified copy of U.S. birth certificate, valid Permanent Resident Card, etc.
• One document showing your name and full SSN, such as a Social Security card, the paystub showing full PIN
• Two different documents proving California residency that include the first and last name and mailing address that will be shown on your REAL ID driver license or identification. Examples include a mortgage bill, home utility or cell phone bill, vehicle registration card, and bank account statement

Learn what other documents are acceptable to get a REAL ID: https://realid.dmv.ca.gov/what-is-real-id-faq/

Department of Public Social Services
At these Department of Public Social Services offices you can apply for these programs:
CAW-California KeYS,CalFresh, GR-General Relief, MCI-Medi-Cal, LQF-Local Option Food Program for eligible residents help on your case. You must have your ten (10) digit Customer ID number and six (6) digit Personal Identification Number (PIN). If you don’t have the Customer ID/PIN, request one when you speak to a Customer Service Representative. Here are the locations of the DPSS offices:

BELVEDERE (CW,CF,MC) 5445 Whittier Blvd. L.A. 90022
Civic Center (GR, CF, MC) 813 E. Fourth Place. L.A. 90013
COMPTON (CF, MC) 211 E. Alondra Blvd. Compton 90202
CUDAHY (CF, MC, WS) 8130 S. Atlantic Ave. Cudahy 90201
East Valley (CF, MC, WS) 14545 Lanark St. Panorama City 91342
EL MONTE (CF,MC,WS) 3350 Aerod. El Mont e 91731
EXPOSITION PARK (CF,WS) 3383 S. Vernon Ave. L.A. 90037
FLORENCE (CF,MC,WS) 1740 E. Gage Ave. L.A. 90001
GLENDALE (CF,SR,MC,WS) 4680 San Fernando Rd., Glendale 91204
LANCASTER (CF,MC,WS) 349-B East Ave. K, Lancaster 93535
LANCASTER (CF,MC,GR,WS) 337 East Ave K, Lancaster 93535
LANCASTER (GR,WS) 337 East Ave K, Lancaster 93535
LINCOLNHIGHTS (CF,MC,WS) 4077 N. Mission Rd., L.A. 90032
METRO EAST (CF,GR,WS) 2855 E. Olympic Blvd., L.A. 90023
(323) 260-3718
METRO FAMILY (CF,WS) 2615 S. Grand Ave. L.A. 90007
METRO NORTH (CF,MC,WS) 2601 Wilshire Blvd., L.A. 90057
METRO SPECIAL (CF, MC, WS) 2707 S. Grand Ave., L.A. 90007

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Good Advice

Disability Rights Legal Center
www.disabilityrightscenter.org
800 S. Figueroa St., #1120, L.A. 90017
(213) 736-1334
213-736-8310

Women Helping Women Services
(323) 655-3907 (Counseling, information and referral for many problems)

Financial Help

Jewish Free Loan (interest free loans and flexible paycheck: serves all people) (323) 761-8830

Pregnancy and Adoption

Adoption HotLine (800) 697-4444
Beverly Hills Birthline (323) 462-6423
Birth Control Helpline (800) 942-1064
El Nido Family Center (323) 971-7360
Pregnancy HotLine (800) 848-5683
St. Annes Maternity (213) 381-2931

Suicide Prevention

Suicide Prevention (877) 727-4747 (310) 391-1253 (24 hour nonprofit free center)

Slavery and Trafficking

CAST—Coalition to Abolish Slavery and Trafficking, (213) 385-5884
www.castla.org Client-centered case management for trafficked people.

Victims of Abuse and Violence

1. Victims of Violent Crime
The California Victim Compensation Program provides eligible victims with reimbursement for many crime related expenses, including funeral, medical, income loss, relocation and other. There are restrictions. See www.victims.ca.gov or call (800) 777-9229

2. Child and Elder Abuse
Child Abuse: (800) 540-4000 (Report abuse or exploitation of a child to the County)

If You Just Left Prison
Friends Outside (626) 795-7607 Variety of services to families of jail and prison inmates.
Chrysalis (for boys) (323) 895-7777
Santa Monica (310) 392-4117
Information on Prop 47: Certain non-violent crimes are now classified as misdemeanors instead of felonies. Learn how to change your record. www.mypro47.org

Good Advice

Department of Public Social Services

The People's Guide 2020
The People's Guide
to Welfare, Health and Other Services in Los Angeles County 2020
Also available online at www.hungeractionla.org

ENGLISH AND SPANISH PRINT EDITIONS:
COST: $1.25 per copy - includes sales tax
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WHAT’S NEW IN 2020?

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What families can get $1,000 at tax time if they have a child under 6? see pg 9
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Can people getting SSI now get CalFresh? see pg 31 and pg 38
Is the new WIC EBT card the same as CalFresh? see pg 43
How can I get a job if I have a criminal record? see pg 10
Can I rent a car for low cost in L.A.? see pg 59