



PUBLIC SOCIAL SERVICES WORKSHOP

November 1, 2017



Sheryl L. Spiller, Director
Department of Public Social Services

"To Enrich Lives Through Effective and Caring Service"



County of Los Angeles
Department of Public Social Services

General Relief Program

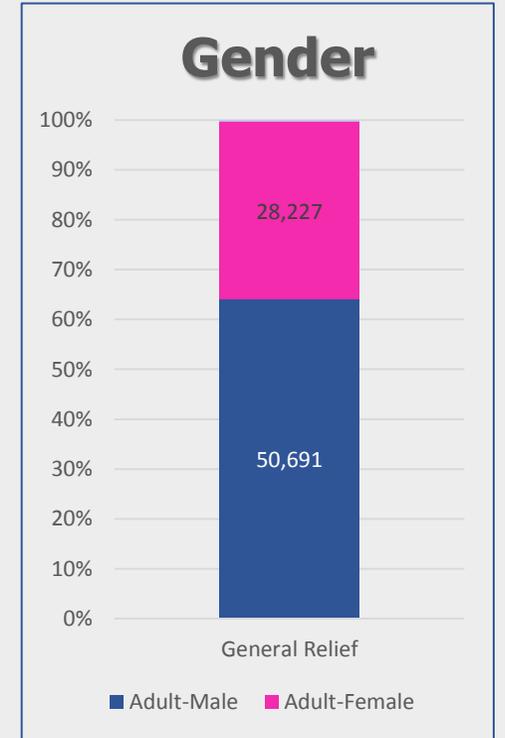
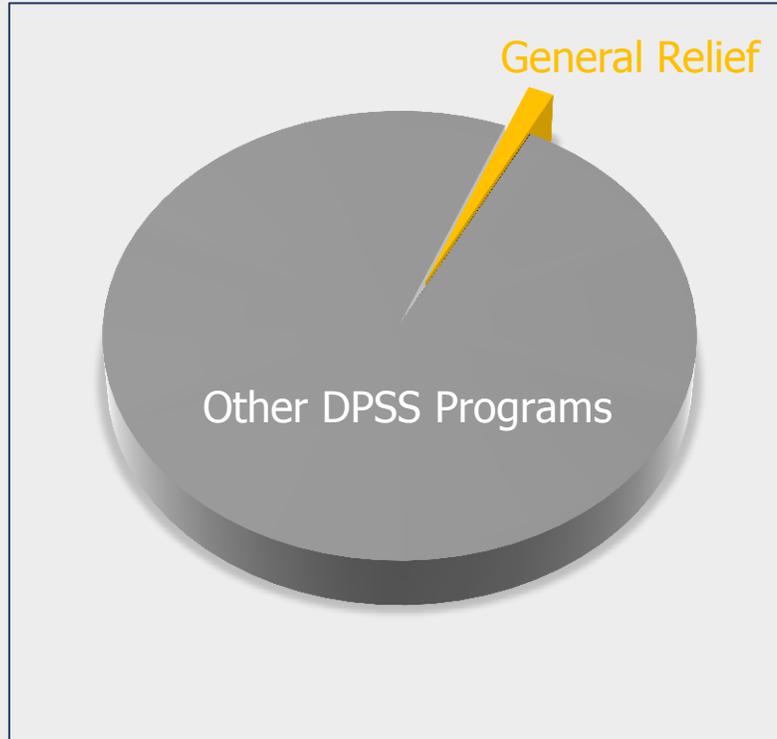
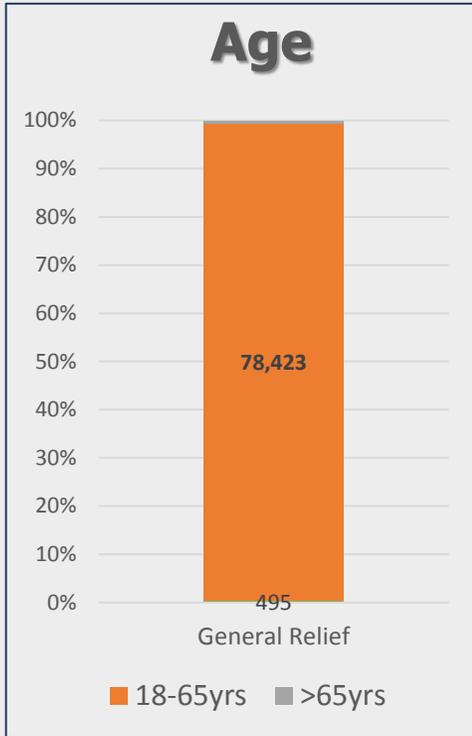


Sherri Cheatham, Chief
General Relief & GROW Program Division
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**Presented by: Rocio Quinones
Tamika Gray**



General Relief



78,446* cases
78,918* persons



General Relief Program

Overview

- The **General Relief (GR) Program** is a 100% County-funded program, which provides cash and supportive services to indigent adults who do not qualify for State or federal public assistance programs.
- Most GR participants live alone with no income or property.
- The maximum monthly grant for one person is \$221 and \$375 for two persons. Approximately 79,000 persons receive GR benefits in Los Angeles County.
- GR participants receive these benefits through an Electronic Benefit Transfer card or Direct Deposit.
- Applications must be made in person at any of the 14 GR Offices or via fax, U.S. Mail or online. Applications will also be mailed upon request to anyone calling the DPSS Customer Service Center. Applicants must complete the application interview in any of the 14 GR Offices to be approved for GR.



County of Los Angeles
Department of Public Social Services

General Relief Program

Remote Applications for General Relief Benefits

➤ General Relief Applications via YBN

- ✓ Effective May 22, 2017, applicants may apply for GR benefits.
- ✓ GR becomes the fourth major benefit program to be available via YBN for the remote submission of applications.

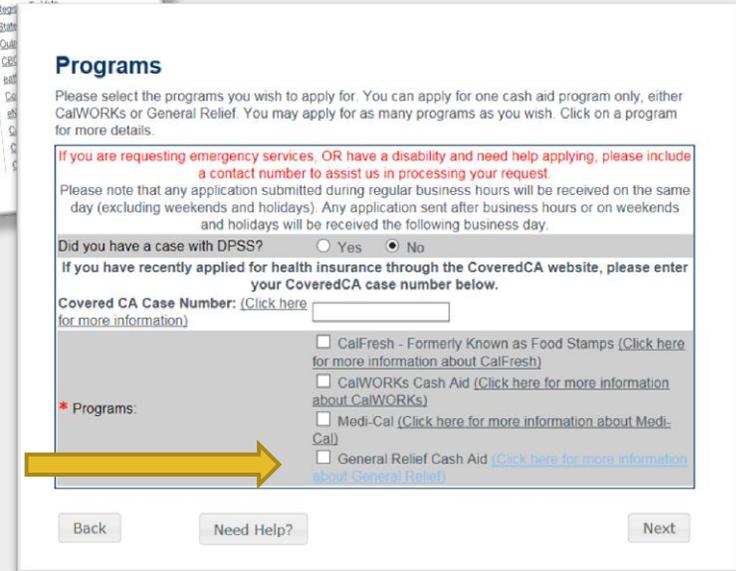
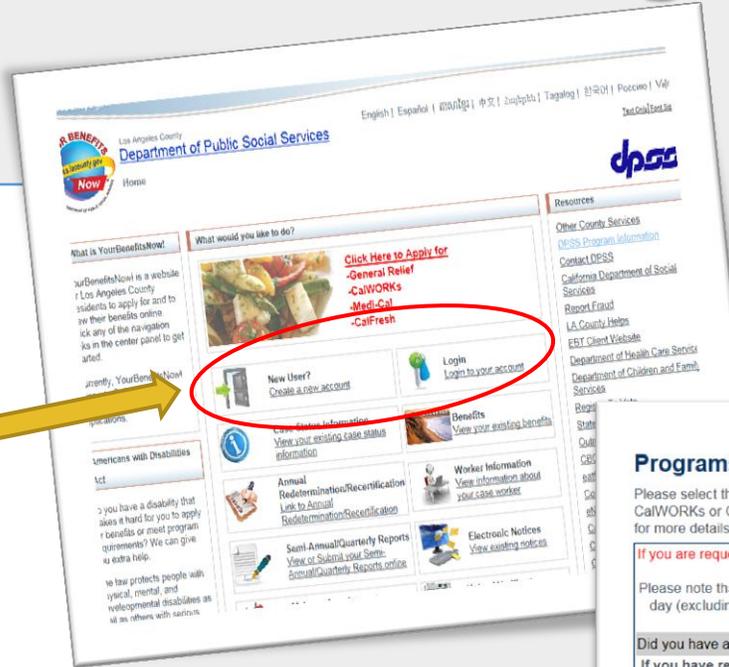


General Relief Program

GR Application YBN Submission

➤ From the DPSS YBN Homepage applicants will log into YBN. First time users must create an account and Log-In ID.

➤ Applicants will check the General Relief Cash Aid option.





General Relief Program

GR Application YBN Submission

To successfully submit an application on YBN, an applicant should provide the following information:

- Full name – first and last;
- Date of Birth;
- Social Security Number;
- Address (unless homeless); and
- e-Signature.

The screenshot shows a web-based application form for the General Relief Program. At the top, there are navigation tabs: 'Start Application' (highlighted), 'People', 'Income', 'Property', 'Other', and 'Send Application'. Below the tabs is a progress bar showing '0%'. The main section is titled 'Your Information' and includes instructions: 'Please give us information about yourself. You must give us at least your Name, Address and sign the E-Signature or Certification. If you can not answer a question you can skip it.' A note states: 'Note: * You must answer these questions.' The form fields include: * First Name, Middle Name, * Last Name, * Date of birth (with a calendar icon), Social Security Number, Re-type Social Security Number, Gender (Male/Female), * Address Line 1, Address Line 2, * City, State (California), * Zip Code, Do you pay rent? (Yes/No), * Are you homeless? (Yes/No), Do you want to use the District Office as your mailing address? (Yes/No), What language do you speak? (Select One), What language do you read? (Select One), Home Phone, Cell Phone, and Email. At the bottom, there are buttons for 'Back', 'Need Help?', 'Save', and 'Next'.



General Relief Program

GR Application YBN Submission

YBN collects additional demographic information, such as citizenship status, marital status, resident status, etc., similar to the other benefit program applications available via YBN.

Applications

Start Application People Income Property Other Send Application

15%

Additional Person Information

Please give us information about yourself. You must give us at least your Name, Address and sign the E-Signature or Certification. If you can not answer a question you can skip it.

Note: * You must answer these questions.

Is anyone else applying with you? Yes No

Back Need Help? Save Next

Applications

Start Application People Income Property Other Send Application

0%

Your Information

Please give us information about yourself. You must give us at least your Name, Address and sign the E-Signature or Certification. If you can not answer a question you can skip it.

Note: * You must answer these questions.

Citizenship status?

Marital Status

Do you have a disability and need help applying? Yes No

Do you plan on staying in Los Angeles County? Yes No

Back Need Help? Save Next



General Relief Program

GR Application YBN Submission

Applications

Start Application | People | **Income** | Property | Other | Send Application

45%

Income

In the next few pages we will ask you some questions about your income.

Do you or anyone applying receive income? Yes No

Back | Need Help? | Save | Next

Income

Applications

Start Application | People | Income | **Property** | Other | Send Application

75%

Property

In the next few pages we will ask you about the people in your home who have property.

Do you or anyone applying own property? Yes No

Back | Need Help? | Save | Next

Property



General Relief Program

GR Application YBN Submission

YBN will select and assign the GR application to a GR district office based on the address provided...

... or, the applicant can select the GR district office of their choice to process the application.

Applications

Start Application People Income Property Other Send Application

100%

Your Application is ready for submission

Thank you! Your application is ready to be sent. Click the Preview button to view your application form. To view forms you must have [Adobe Reader](#).

Based on your choices, your application will be submitted to the following office:

Pomona
2040 W. Holt Ave.
Pomona, CA 91768
(909) 397-7901

You may also choose a different DPSS office location from the dropdown below:

Select One

- San Fernando Branch - 9188 Glenoaks Blvd. Sun Valley, CA 91352
- San Gabriel Valley - 3352 Aerojet Ave El Monte, CA 91731
- Pasadena - 955 N. Lake Pasadena, CA 91104
- Metro East - 2855 E. Olympic Blvd. Los Angeles, CA 90023
- South Special - 17600 B Santa Fe Ave. Rancho Dominguez, CA 90221
- Civic Center - 813 E. Fourth Place Los Angeles, CA 90013
- Southwest Special - 1819 W. 120th St. Los Angeles, CA 90047-5102
- Pomona - 2040 W. Holt Ave. Pomona, CA 91768
- South Central - 10728 S. Central Ave Los Angeles, CA 90059
- Rancho Park - 11110 W. Pico Blvd. Los Angeles, CA 90064
- Wilshire Special - 2415 W. 6th St. Los Angeles, CA 90057
- Lancaster General - 337 East Ave K-10 Lancaster, CA 93535
- Metro Special - 2707 S. Grand Ave. Los Angeles, CA 90007
- Glendale - 4680 San Fernando Rd. Glendale, CA 91204

Next



General Relief Program

GR Application YBN Submission

Start Application | People | Income | Property | Other | **Send Application**

100%

Verifications Upload

Would you like to upload your verification(s)? If so, please select who this verification is associated with, select the document type, and select the document by clicking on the "Browse" button. Individual files cannot exceed 2 megabytes in size and must be a .jpg, .png, or .pdf.
Verifications/Supporting Documents include:
* Identification (birth certificate or driver's license)
* Social Security Card/Application for all Household Members
* Income (earned, unearned, or from self-employment)
* Property/Assets
* Expenses

[\(Click here for Downloadable GR Forms\)](#)

Patricia Cruz

Document Type:

Document:

Back | Need Help? | Next

GR applicants can upload and submit verification documents and GR forms with their application.

- Select One
- Birth Certificate
 - Child Support Expense
 - Disability Documents
 - Identification
 - Income Verification
 - Mortgage & Rent Verification
 - Pregnancy Verification
 - Property Asset
 - Residency
 - Social Security Card
 - Utility Verification
 - PA 1815, Important Notice Regarding a Mailing Address
 - PA 6091, Household Member Information Form
 - OP/OI 2, Important Information About Benefit Overpayments
 - SSP 14, Authorization for Reimbursement for Interim Assistance Initial Claim of Post Eligibility
 - ABP 532, Homeless General Relief Emergency Housing/Food Assistance Decision
 - ABP 1676-1, Physical Health Assessment for General Relief
 - ABP 1676-2, Authorization for Use and Disclosure of Protected Health information
 - ABP 1676-3 GRMH, Mental Health Assessment for General Relief
 - ABP 1676-4 GRMH, Authorization for Use and Disclosure of Protected Health information



General Relief Program

GR Application YBN Submission

Applications

Start Application People Income Property Other Send Application

100%

General Relief Rights and Responsibilities

Your **Rights** as an applicant or recipient of General Relief (GR) are:

- To be treated with courtesy, consideration, and respect.
- To be served without regard to race, color, creed, national origin, religion, political affiliation, marital status, sex, disability, or age; and to file a complaint if you believe you have been discriminated against.
- To request an accommodation if you have a disability and need help applying for benefits or completing any GR requirements. You can ask for help from any Department of Public Social Services (DPSS) worker or by calling the ADA Hotline at (844) 586-5550.
- To receive oral and written communication from the County in your language of choice.
- To have an interpreter, free of cost, if and when you need one, whenever you visit a DPSS office. You may use your own interpreter if you choose.
- To apply for GR benefits and have your application processed in a timely manner.
- To withdraw your application at any time prior to the County determining if you are eligible for benefits.
- To receive a written notice if your GR application was denied, including the reason(s) it was denied and how to challenge the denial if you do not agree.
- To receive a written notice at least ten days before your benefits are reduced or discontinued, including the reason(s) for the reduction or the discontinuance.
- To receive help from DPSS if you want to register to vote.
- To receive emergency services, if eligible.
- To talk with your worker, your worker's supervisor, or a Denial Complaint Liaison when you do not agree with eligibility requirements or any proposed denial to your GR application. You can request a conference by contacting your intake worker or Denial Complaint Liaison by phone or in person.
- To challenge the discontinuance of your GR benefits, reduction in benefits, or overpayment with a neutral hearing officer at a scheduled hearing. You have a right to bring a witness or evidence to this hearing if you choose.
- To choose someone you trust to talk to DPSS on your behalf, help you fill out forms and report changes for you. The person you choose will be an Authorized Representative. You can ask your

GR Rights and Responsibilities

- To report changes that may change your GR benefits within five days from the date the change happened. You must report changes to the CSC at 866-613-3777 or by completing the GR Mid-Quarter Status Report (QR3) AND on your QR 7-LA whenever any of the following occur:
 - New earned income of \$203 or more.
 - New unearned income of \$25 or more.
 - Someone moves in or out of your household.
 - Change of address.
 - Someone in your household is fleeing to avoid prosecution or custody/conviction of a felony.
 - United States Citizenship and Immigration Services make a determination on your application for a T or U Visa.

NOTE: Any other changes other than the ones listed above are considered voluntary, and do not have to be reported within five days, but must be reported on your quarterly report.

- To pay back the County if you receive benefits either because we made a mistake or you were not eligible when you received the benefits - this is known as an overpayment. The overpayment may be collected by a reduction of your GR grant; or discontinuance of GR and/or a period of ineligibility.

I certify that I have read, or had someone read to me the above and I understand and agree to these Rights and Responsibilities.

Note: * You must answer these questions.

Check to Sign	Name	Description
<input type="checkbox"/>	<input type="text"/>	*Applicant/Recipient Signature
<input type="checkbox"/>	<input type="text"/>	Spouse/Domestic Partner/Representative's Signature

Back Submit Your Application



General Relief Program

GR Application YBN Submission

Applications

Customer Satisfaction Survey
Register To Vote

Congratulations!

View Summary

View/Print Application

Your application has been submitted successfully. Please note that any application submitted during regular business hours will be received on the same day (excluding weekends and holidays). Any application sent after business hours or on weekends and holidays will be received the following business day. **Please write down the application number** or click the Application button to view your submitted application form. To view forms you must have [Adobe Reader](#). You can print or save a copy for your record. Your application has been submitted to the office listed below. Don't forget you can log in again to obtain case and worker information. Your case information is updated on YBN once your case is processed.

Please click on Register To Vote button if you would like to register to vote.

Your worker will contact you to schedule an appointment to go over your GR application. Make your visit with your GR worker quicker by printing and completing the forms [here](#) and bringing them with you to your appointment.

Application Number:	LRS1565465
Here is the office for your applications:	Pomona 2040 W. Holt Ave. Pomona, CA 91768 (909) 397-7901

The application number is important. You may need it if you contact the county office. It will help us pull up your application.

When the applicant has successfully submitted the GR application, the applicant will receive a confirmation notice with a LRS Application Number and the "home" district office name and address.

The LRS Application Number is the number the applicant will use when contacting the Department regarding the status of their application.



County of Los Angeles
Department of Public Social Services

General Relief Program

GR Mail-In/Fax Application

GR applicants that wish to submit an application via U.S.

Mail may send their application to:

Department of Public Social Services

P.O. Box 1580

Inglewood, CA 90308-1580

ATTN: GR APPLICATION

GR applicants that wish to submit an application via fax,

may fax their application to:

(310) 215-8220

GR Applications are available online at:

<https://dpssbenefits.lacounty.gov/ybn/GRDownloads.html>



General Relief Program

Additional Supportive and Advocacy Services

- Mandatory Substance Use Disorder Recovery Program
 - ✓ Helps GR applicants and participants recover from alcohol and/or drug dependency.
 - ✓ Provides participants with six consecutive months treatment, plus one three-month extension without regard to employability status or remaining time on GR.
 - ✓ Treatment is provided through the Los Angeles County Department of Public Health.



General Relief Program

Additional Supportive and Advocacy Services (continued)

- COUNTYWIDE BENEFITS ENTITLEMENT SERVICE TEAM (CBEST)
 - ✓ Social Workers from the Department of Health Services (DHS) are co-located at GR District Offices to provide advocacy to help physically/mentally disabled individuals apply for SSI advocacy services.
 - ✓ These Social Workers also assist disabled homeless GR participants apply for housing assistance.
 - ✓ DPSS contracts with a law firm to represent GR participants during the SSI appeals process.



General Relief Program

Programs for the Homeless

- General Relief Emergency Housing
 - ✓ Emergency Housing facilities are available for homeless GR applicants who appear to be otherwise potentially eligible for GR benefits.
 - ✓ The average number of vouchers issued per month is 1,495.



General Relief Program

Programs for the Homeless (continued)

➤ DPSS/Sheriff Homeless Release Project

- ✓ Eligibility staff located at the Men's Central Jail, Pitchess Detention Facilities: Pitchess Detention Center (PDC)-North; PDC – South; North County Correctional Facility (NCCF); and Century Regional Detention Facility for Women (CRDF), interview potentially eligible homeless men and women for GR, CalFresh, and Medi-Cal benefits who are scheduled to be released from custody within 30 days.
- ✓ A total of 7,000 applications have been approved since inception in July 2006.



General Relief Program

Housing Subsidy

- General Relief (GR) Housing Subsidy and Case Management Project:
 - ✓ DPSS provides housing subsidies to about 1,300 homeless GR participants who are employable and participating in the General Relief Opportunities for Work (GROW) Program; or disabled and pursuing Supplemental Security Income (SSI) or Veterans' pension or disability benefits.
 - ✓ The subsidy is up to a maximum of \$400/month for one person and a maximum of \$800 for couple cases. The \$400 subsidy plus the \$100 deduction from the GR grant, a total of \$500 or \$1000 (\$800 plus \$200 deduction) for a couple case, will be paid directly to the landlord he/she finds to receive the subsidy.
 - ✓ The project also offers a once-in-a-lifetime move-in assistance fund of up to \$500 to cover the costs associated with moving into permanent housing.



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General Relief Program

Questions