

The People's Guide

Information about opportunities to help you get through hard times



to Welfare Health & other Services



Hunger Action LA

35th Edition **2013-2014**
Los Angeles County

Introduction

The People's Guide gives practical information about how to get food, money, housing, health care and other help from government programs and community services if you live in Los Angeles County and need the help in hard times. You do not have to read the entire book, just find the topic you need in the table of contents. However, remember that people who are eligible for one kind of help often qualify for other programs as well.

The People's Guide also gives advice on what to do if you are treated unfairly or do not receive what you are entitled to by law.

Lately, massive government budget cuts, including the "sequestration" in 2013, have meant less help for low income families, seniors, and homeless people: fewer workers at some agencies, clinics and hospitals closing, tighter eligibility rules, reduced benefits, and in some programs, waiting lists for help.

There are other problems with the safety net: rumors and false information that discourage eligible people from even trying to get help their family desperately needs, people not knowing what the application steps are, language barriers, people being made to feel embarrassed for asking for needed help.

The People's Guide is dedicated to helping all people overcome barriers when they try to get help. Every person has the right to enough food, housing, and health care. You help when you share this information with other people who need help.

35th Edition. The People's Guide to Welfare, Health & Other Services
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There is another important way to help. In Sacramento, Washington DC and in County and local governments, the programs and services described in the People's Guide are always being debated. There is a huge conflict about the money for these services.

Your voices are needed in those debates. Tell politicians how the programs help or don't help and what your problems are. Government officials need to be reminded of the tragic crises, and pain that happen in people's lives when they can't get food, housing, or health care.

To get names and addresses of your local, state and federal lawmakers: call (800) 481-8683- County Registrar. or visit: www.lavote.net

Politicians often want to use money for other things than health, welfare and social services. But when the rich get too much richer and the poor get too much poorer, the gap has very bad effects on the whole society.

You can help close that gap. You don't have to be an expert. Simply let those in authority know how a budget cut affects you or your neighbors.

Hunger Action Los Angeles and our members struggle for policies that save and improve the safety net.

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DISCLAIMER: Hunger Action Los Angeles (HALA) and other contributors to this book are not responsible for the action, conduct, treatment you receive, and/or quality of service of any private (non-government) agencies listed in this book and their staff. Government agencies have their own complaint procedures (see pg. 66) Also, phone numbers and other important information change: this information was accurate as of July 2013.

For more information on getting help:

► **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 or (800) 339-6996
(800) 660-4026 (TTY)

► **Healthy City**

California's information and action resource for service referrals and social change. Visit them at

<http://www.healthycity.org>

► **Public Policy Organizations**

You can call these groups or attend their meetings to learn about policies affecting you.

Bus Riders Union
(213) 387-2800

California Food Policy Advocates
(213) 482-8200

California Partnership
(213) 385-8010

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

Community Coalition
(323) 750-9087

Community Health Councils
(323) 295-9372

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

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

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

Maternal & Child Health Access
(213) 749-4261

Neighborhood Legal Services of Los Angeles
(800) 433-6251.

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LA FAMILY SOURCE CENTERS

The City of Los Angeles has new Family Source Centers (FSC) where you can apply for programs such as the ones in this book and get other help including child care service, job placement and tutoring, mentoring and arts instruction for youth:

Boyle Heights:

Lucille Becerra Roybal FSC

(323) 526-3033

TDD/TTY (323) 526-3822

El Centro de Ayuda Corporation

(323) 265-9228

Cypress Park:

Cypress Park FSC

(323) 226-1682

TDD/TTY (323) 276-3017

Echo Park:

El Centro del Pueblo (213) 483-6335

Hollywood:

Youth Policy Institute (323) 836-0055

Lincoln Heights:

Barrio Action Youth & Family Center

(323) 221-0779

San Fernando Valley:

New Economics for Women

Canoga Park(818) 887-3872

New Economics for Women

Van Nuys(818) 786-4098

El Nido Family Centers

Pacoima (818) 896-7779

Pacoima FSC Pacoima(818) 834-5179

TDD/TTY (818) 834-2639

South LA:

Tom Bradley FSC (323) 692-0669

The Children's Collective, Inc.

(213) 747-4046

Coalition of Mental Health Professionals, Inc. (323) 777-3120

Southwest LA:

1736 Family Crisis Center

(323) 737-3900

Community Build (323) 789-9950

Watts:Bradley Milken FSC

(213) 473-3607

TDD/TTY (213) 473-3788

Watts Labor Community Action Committee (WLCAC)

(323) 249-7552

West LA:

Latino Resource Org., Inc.

(310) 391-3457

Westlake/Pico Union:

Central City Neighborhood Partners

(213) 482-8618

Wilmington/San Pedro:

Toberman Neighborhood Center

San Pedro (310) 832-1145 x106

Wilshire:Children's Bureau

3910 Oakwood Avenue

(323) 953-7356

CalWorks

CalWORKs is California's welfare program for people who have children under 19 years old. It provides monthly financial assistance for low income families. You should think about applying for CalWORKs if you have children and your income is very low. Most adults can only get CalWORKs cash assistance for 48 months in a lifetime, and will be required to work or go to training in order to receive the cash assistance. However if you get CalWORKs you are also entitled to Medi-Cal for health care and CalFresh to help you buy food

Children age 18 and under and the adult relatives who care for them can get cash aid. Both one- parent and two-parent families can get cash aid. In two-parent families, one of the parents must be disabled or have worked less than 100 hours in the last four weeks before applying for cash aid.

HOW DO I APPLY?

You apply for CalWORKs at the nearest DPSS (Department of Public Social Services) office. (see page 70 Welfare Offices.)

You can also apply online through YourBenefitsNow! website at: www.dpss.lacounty.gov

YourBenefitsNow! is a web site for Los Angeles County residents to apply for and to view their benefits online. Currently, you can apply for CalWORKs, CalFresh, and Medi-Cal on YourbenefitsNow! If you have an emergency, do not apply online.

When you apply, you have a right to be treated with courtesy and without discrimination for any reason. The DPSS workers must try to get you all the cash aid, food stamps and other benefits for which you are eligible.

Often, eligible people who urgently need the aid don't get correct 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, or insist on speaking to someone fluent in your language (DPSS must provide a free interpreter) or call a Legal Aid office. (see page 66 Hearings and Complaints.)

WHAT TO BRING WHEN YOU APPLY

When applying for CalWORKs, bring the following documents with you. If you lack some of them, go ahead and apply, and get a list of documents to be brought in later. Ask the worker to help you obtain missing documents.

- Identification with your name and current address on it .This can be a birth certificate, driver's license, California ID card
- Social Security Number or Card (or proof of application for the cards)
- Proof of income (like check stubs, a W2, or copy of your tax return) and resources (like a bank statement)
- Proof that you live in the county (a document that has your name and an address on it) for each person on the application
- If you lack ID, you can also fill out a form called "PA 853" and swear that you are who you say you are
- Proof of citizenship, alien or immigration status for each person on the application that has it
- Proof of your housing situation (rent receipts, lease agreement, etc.)
- Auto payment papers and registration
- Letters from a doctor if anyone in the household is pregnant, disabled, has a special medical need or needs a special diet
- Any papers having to do with marriage, divorce, child support, or other circumstances that apply to your family.

HOW DO I QUALIFY?

To be qualified to get CalWORKs, your income must be under the amount shown on table for your family size. Once you begin getting cash aid, you can make more money and still get cash assistance from CalWORKs.

*Income Limits (MBSAC)

Effective 7/1/12

| # of people | Gross Income Limit |
|-------------|--------------------|
| 1 | \$576 |
| 2 | \$943 |
| 3 | \$1,169 |
| 4 | \$1,387 |
| 5 | \$1,584 |
| 6 | \$1,781 |
| 7 | \$1,957 |
| 8 | \$2,131 |
| 9 | \$2,311 |
| 10 | \$2,509 |

Over 10 Add \$22 for each extra person.

Money you make from working and unemployment counts as income. SSI payments, loans from friends, most student loans, tax refunds and Earned Income Credit don't count. If your child is under age 19, Your child's income also doesn't count.

To be qualified your resources must be less than \$2,000. But if someone in the family on aid is 60 years or older, the limit is \$3,000. Cash on hand, savings, some cars, and most other property count as resources. A home you live in, personal items like furniture and a computer, tools, and some retirement accounts don't count.

While on cash aid, you can make an agreement with DPSS to have a special restricted savings account of up to \$5000 for education, training, starting a business or buying a house, and it will not count .

"Transfer of Assets."

If you give away or sell a property or resource for less than its fair market value while you are on cash aid, you might lose cash aid for one or more months. If you and the DPSS disagree about this, you need to consult with an attorney or legal services office. (pg 68 Good Advice).

Rules about Cars

There is a limit to the value of a car you can own if you are getting CalWORKs. Generally, your car can be worth no more than \$4,650. If you have no other resources (no money in the bank) you can use the \$2000 resource limit for extra value for your car (so it could be worth up to \$6,650.) If there's more than one car, only the value over \$4,650 counts if you can show it is used by a family member to go to work or training. A car you live in, a car used to make money like a gardener's truck, or a car used to transport a physically disabled person in your home don't count.

WHAT CAN I GET?

CalWORKs divides people who get aid into "exempt" and "non exempt" recipients. You are considered "exempt" if you are getting disability payments such as SSDI, SSI, State Disability or Workers'Comp.

The chart below shows the "Maximum Aid Payment" for these two groups. This maximum grant is cut dollar for dollar by any "unearned" income you have, such as social security survivor's benefits, interest (like on a bank account), or unemployment money. Earned income, wages from work, or income based on a disability is not counted dollar for dollar.

| # of people | "Nonexempt" Grant | "Exempt" Grant |
|-------------|-------------------|----------------|
| 1 | \$ 317 | \$ 351 |
| 2 | \$ 516 | \$ 577 |
| 3 | \$ 638 | \$ 714 |
| 4 | \$ 762 | \$ 849 |
| 5 | \$ 866 | \$ 966 |
| 6 | \$ 972 | \$ 1086 |
| 7 | \$ 1069 | \$ 1192 |
| 8 | \$ 1164 | \$ 1301 |
| 9 | \$ 1258 | \$ 1405 |
| 10 | \$ 1351 | \$ 1510 |

You will not get more cash aid for children born while your family is getting CalWORKs unless you weren't getting cash aid for two consecutive months in the ten months previous to the birth or the child was born as result of failed contraception. If you are convicted of a drug-related felony you cannot get CalWORKs aid or child care or other GAIN supportive services (such

as substance abuse recovery services) for yourself. Your children can still qualify for cash aid.

1. Think About Time Limits Before You Take Cash Aid

You may not want to get cash aid if you have other income. Any month you get cash aid counts against the 48-month time limit, even if you are entitled only to a few dollars a month. You can get Medi-Cal, Food Stamps and child care money even when you do not get cash aid. Is the cash aid you will get worth "using up" a month of eligibility? Should you "save" the month in case you need it more at a later time in your life? Call legal services to discuss your options.

2. What Else Is Available?

- Medi-Cal to pay for health care
- CalFresh (food stamps) in most cases
- Immediate Needs: an advance of up to \$200 at the time you apply, or your whole check within 3 days if you have an eviction notice
- Homeless and Housing Assistance including eviction prevention, temporary shelter, move-in costs, rent subsidy, and help with cost of moving
- Non-Recurring Special Needs: You can get up to \$600 each time if you have to replace clothing, household items, and appliances because of a fire, disaster, theft or other event beyond your control. You can also get this money for shelter if your home is so damaged or unlivable you can't stay there and you are not eligible for the Homeless 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 higher 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.
- Money For Pregnant Women: After 6 months of pregnancy if you have no other children on CalWORKs, you may get a grant for one person plus an additional \$47. 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 with no other children

- can get cash aid from the date of application with proof of pregnancy, but must go to Cal Learn.
- If there are no other children, the father cannot get CalWORKs until the child is born, but he can get General Relief for himself, if eligible.
- If you are undocumented, or receive SSI, and have no other children on CalWORKs, you must wait until the child is born to get benefits for the baby. Bring in proof of the baby's birth such as a hospital certificate or a wristband.
- 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 should give you a list that shows when the other parent paid (an "accounting"). Check it to make sure you got \$50 extra cash aid for every month the other parent paid on time. To get an accounting call 323-890-9800.

3. Diversion Payments

Instead of going on to cash aid you can apply for a large amount of money called a "diversion payment" to help you get 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. If you get a diversion payment you may also get Medi-Cal, Food Stamps and supportive services. (see page 9 "Services To Help You.")

The usual payment is up to the grant amount for your size family for three months or \$2,000, whichever is larger. For a "compelling need," you can get up to \$4,000. The diversion payment counts as months of cash against the 48 month life-time limit (amount of payment divided by monthly grant=months used up) After you get a diversion payment, you can still get cash aid if you need it.

Diversion payments must be paid to you within 5 days after the application, or 1 day in an emergency. Starting work the next day is an example of an emergency.

► 4. Foster Care (Someone Else's Children)

If you are caring for someone else's children, the child or children may qualify for Foster Care payments even if you are related to the children. Foster Care payments are higher than CalWORKs cash aid. (see page 22 Foster Care.) If a relative's children live with you but do not get foster care, you should be able to get cash aid for them.

► 5. Domestic Violence

If you are a victim of domestic violence, or suffering effects of past domestic violence tell the worker right away, because there are specially trained workers available to assist you with the problems you or your children may have. Also, you may be excused from GAIN or have other eligibility rules waived such as the Maximum Family Grant rule.

Let DPSS know if you need emergency or homeless assistance, DPSS staff must act quickly to help you.

► 6. Special Help for the Disabled

If you have a physical or mental disability that makes it hard for you to go through the regular application process, DPSS must give you special help. This might include: taking an application at your home, helping you fill out forms, reading all forms to you. Ask your worker for this help. If they won't give it to you, call Legal Services for help.

► 7. Fingerprints

All adults (age 18 and over) and teen parents must be fingerprinted in order to apply for and get CalWORKs. If you refuse to be fingerprinted, your cash aid will be cut, but your children can get their cash aid. If you are scheduled for fingerprinting at a day that will not work for you, ask to reschedule.

(There is no longer a fingerprint requirement for CalFresh. If you have a joint application for CalWORKs and CalFresh, a refusal to comply with the CalWORKs fingerprint requirement cannot result in a denial of CalFresh benefits.)

► 8. 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 welfare office, ask the worker for a stamped envelope addressed to him or her.

If you take in papers, get a receipt. Keep your own copy of all the paperwork. If you need help and your worker is not available, the duty worker or supervisor must help you. You can also call the Help Line for your DPSS office. (see page 70)

Within 45 days of when you turn in your application, you must either receive your first check, or a notice that you have been denied aid. If the DPSS denies your aid, they must send you a letter explaining the reason. Do not sign a "withdrawal" of your application unless you understand and agree with the written reason you are given.

► 9. Electronic Benefits "EBT" Card

DPSS will give you an EBT "electronic benefits card" (Golden State ADVANTAGE) to use at banks, ATM machines and stores. If you are also getting CalFresh (food stamps), those benefits are accessed using the same card.

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. There is no charge for the first four "swipes" of the card each month, then an 85¢ charge for each use. Some ATM machines will charge a \$1 or \$2 fee to use the card.

Ask your worker for a list of banks and ATMs near you that will not charge you a fee. You can also go to www.ebt.ca.gov for locations of ATMs.

Call (877) 328-9677 right away if the card is stolen, lost, or destroyed. You will not be charged for stolen aid after reporting the loss.

WHAT ARE THE REQUIREMENTS?

1. Report on a "QR-7"

Every quarter (every three months) you must report changes in income, property or the number of people in your household. DPSS will mail you a QR-7 report form for you to do this. The QR 7 will also ask you to report any changes, including changes you expect in the next three months.

You must turn in the QR-7 even if there is no change to report. If you don't get the QR-7 in the mail go to DPSS to get another form and fill it out.

The completed, signed form is due back to DPSS on the fifth day of the third (or last) month of the quarter.

Some things need to be reported to the county before your next income report is due. This is called "mid-quarter reporting."

You must report these things within 10 days:

- Address changes,
- fleeing felons,
- drug convictions,
- parole or probation violations,
- and if your income goes over the "income reporting threshold ("IRT")."

The IRT is the amount of income that would make your household ineligible for aid. DPSS will give you a form telling you your IRT limit. DPSS counts the family's earned and unearned income to see if you are at this limit. For example a family of three has an IRT of \$1,861.00 per month. The family doesn't have to report any change in income until the next QR7 is due, unless it adds up to more than \$1,861.00 .

It is safest to drop your QR-7 off at the DPSS, and get a dated receipt to prove that you turned it in on time. But you can mail it in the postage-paid envelope. Soon you will be able to safely submit your QR 7 online. More information on online QR 7 will be coming.

Be sure to attach copies of pay stubs, bills and receipts to prove your information. It is wise to keep a copy of every piece of paper you give to DPSS. If the QR-7 you turn in is incomplete, DPSS treats it as if it was not turned in at all.

If you do not turn in a quarterly report by the eleventh day of the reporting month, you will get a notice that your cash aid will stop. DPSS must also try to phone you to let you know they don't have the QR-7.

If you get a notice that you are being terminated (your aid stopped) for not filling out a QR-7, call your worker, go to the DPSS immediately, and fill out a new QR-7 (or take in your receipt if you already submitted the QR-7).

If you submit a QR 7 within the month following the discontinuance, you will not have to reapply but your eligibility and benefits will be determined by the date you turn in a complete QR unless you had a good reason (good cause).

If you can show "good cause" your cash benefits will be restored back to the beginning of the month. Good cause for turning the QR-7 in late includes:

- errors by DPSS,
- a physical or mental condition that prevented you from being on time,
- or not being able to provide all the necessary information.

If you haven't been able to work it out or haven't heard from your worker, be sure to file for a fair hearing before the date your check is supposed to stop. This way you will not lose your cash aid.

When you first apply, the amount of cash aid you get depends on how much your other income is at that time. What you report on your application will be used to determine what you get the next few months until your first QR-7 is turned in. If your income goes down, report it right away, so your cash aid will go up. You can do this by calling your worker. DPSS may ask you for proof that it has dropped.

You won't get aid if you're in jail or out of the state for 30 days, but you should still report it, or they will charge you with an overpayment.

ANNUAL REPORTING/ CHILD ONLY (ARCO) SYSTEM

As of October 2012, certain child only cases (AR/CO) and associated CalFresh households (HHs) are no longer required to complete any written mid-period/mid-year reports, such as the QR 7, Quarterly Eligibility/Status Report. These Assistance Units (AUs) will complete a written annual redetermination/recertification once per year. CalFresh HHs associated/linked to a CalWORKs case become Change Reporting HHs and are required to report any change within 10 days of the occurrence.

AR/CO cases are cases that have no eligible adult in the CalWORKs AU. The following are CalWORKs cases and associated CalFresh HHs that are considered AR/CO cases:

- All adults that have reached the CalWORKs 48-month time limit (i.e., Safety Net case);
- The adult(s) is not eligible because of a disqualifying drug felony conviction, fleeing felon status, or has been found by a court to be in violation of probation or parole;
- The adult(s) is not eligible for CalWORKs due to immigration status;
- The adult(s) is not eligible because of failure to provide a Social Security Number;
- The adult(s) is a CalWORKs non-needy relative (did not request CalWORKs assistance);
- The adult(s) is receiving Supplemental Security Income; or
- The adult(s) is CalWORKs sanctioned due to refusal to assign child/spousal support rights.

If there is no adult(s) in the AU because he/she chooses not to participate in welfare-to-work requirements, the case is not an AR/CO case.

SEMI-ANNUAL REPORTING (SAR)

Starting October 2013, the quarterly report will change from every three (3) months to every six (6) months. Contact your worker or a community agency if you need assistance with filling out the new report.

Until SAR begins, continue to complete and submit your quarterly QR 7.

▶ 1. Report All Your Income And Gifts

You should be careful to report all income you get or changes in your family. The welfare department will check bank, employer, and tax records to check your income, and accepts tips of suspected "welfare fraud" from the public.

There are serious penalties for individuals who either are convicted of fraud in court or found to have committed fraud at an administrative hearing. You may have to pay penalties and be disqualified from CalWORKs for six months or even a lifetime, depending on the seriousness of the fraud. You can also be arrested and face jail time.

▶ 2. Cooperate with Child Support Collection

Unless it could put you or your children in danger to do so, parents on cash aid must help ("cooperate with") the Child Support Agency ("CSA") to collect child support from any absent parent. You must provide information you have about the other parent such as name, an address or social security number, or place of employment.

The County keeps most of the child support it collects, up to the amount of the family's cash aid. You will get your CalWORKs grant plus an extra \$50 per month for every month the other parent pays on time. Every quarter the CSA should give you an accounting of the child support they collected. Call (323) 890-9800 to ask for this information. Parents will lose their share of cash aid if they refuse to sign over the child support to the county.

If you sign over your child support, but the Child Support Agency says you are not cooperating with them, your family's aid can be cut 25%.

Many people have good cause for not cooperating. Good cause includes:

- You don't know where the absent parent is, or have no other information about 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.

If your worker at DPSS agrees that you have good cause, you will not have your cash aid cut. If you get a notice in writing that you are "not cooperating" and you think you have a good reason not to, and cannot resolve the issue by talking with your worker, ask for a fair hearing. (See Page 66 Hearings And Complaints.)

▶ **3. Get Immunizations ("Shots") For Your Children**

When you apply for CalWORKs or at your annual redetermination, you must show proof that your children under age 6 have had their shots. You have 30 days from the approval of your Medi-Cal application (done at the same time as your CalWORKs application) or 45 days from your redetermination to submit the immunization record or doctor's statement.

If you do not prove your children are immunized and do not have good cause (either lack of access or a sworn statement that immunization is against your religious or other beliefs), all cash aid to adults will be cut off until you provide the proof. The DPSS will extend the time period by 30 days if you have not been able to find shots for free. You can call the County Health Department at (800) 427-8700 to find free shots.

▶ **4. Keep School-Age Children in School**

If your child is under 16 and not attending school regularly without good cause, the adult's cash aid will be cut off. If your child is over 16 and not attending school, or welfare to work activities, without good cause, only that child's aid will be cut. In either case, the cash grant will be restored when you prove to DPSS that the child is in school or has good cause.

WORK REQUIREMENTS

As a CalWORKs recipient, you are required to participate in "Welfare-to-Work" (WTW) activities in order to stay on cash aid. Participation in WTW is mandatory for all CalWORKs participants unless you are exempt or have a "good cause" for non-participation.

- Exemptions and "good cause" require documentation, verification, and approval of the Welfare-to-Work case manager.
- Exempt participants may volunteer to participate in WTW program services.

The welfare-to-work programs in Los Angeles County are called GAIN and REP. "GAIN" ("Greater Avenues to Independence") is the main program for English and Spanish speaking participants. If your primary language is not English or Spanish your welfare to work case will be handled by a program case manager, or a GAIN Services Worker (GSW). If you have been in the U.S. less than 5 years and have legal immigrant status as a refugee or granted asylum, you are assigned to the Refugee Employment Program titled "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.

As of January 1, 2013:

There is a new Welfare To Work 24-Month Time Clock (within the CalWORKs 48-month time limit). The WTW 24-Month gives you more activity options and requires fewer participation hours for single-adult families. The new rules do not change your CalWORKs 48-month time limit or your cash aid amount, but the GAIN/REP rules to stay on aid have changed.

You will have more choices of activities you can participate in during the WTW 24-Month Time Clock period. These activities include:

- work,
- education,
- training,
- and mental health, substance abuse, and/or domestic abuse services.

There are no more "core" activities during the 24-Month Time Clock period. When your WTW 24-Month Time Clock runs out,

you will have a shorter list of activities to choose to participate in to continue receiving the same amount of cash aid.

The shorter list may include employment, work experience, and community service. Vocational education and training may also be allowed for up to one year after your WTW 24-Month Time Clock ends. Your county office will send you a notice before you reach the end of your WTW 24-Month Time Clock. They will provide you with the shorter list of activities to choose from, and instructions on what you will need to do next in order to continue receiving the same level of cash aid.

Months that count towards the WTW 24-Month Time Clock may be cumulative over your total time on aid, and not necessarily consecutive. Months in which the families meet the federal participation requirements do not count towards the WTW 24-Month Time Clock.

Once your WTW 24-Month Time Clock ends, if you do not meet your new participation requirements, your cash aid may be lowered and it may affect your supportive services.

Your WTW 24-Month Time Clock Stops When:

- You are in appraisal, job search, assessment, or in the process of developing a new WTW plan.
- You are meeting the required number of participation hours in certain activities.
- You are in Cal-Learn.
- You are exempt from participating.
- The county determines that you have a good reason for not participating (called good cause).
- You are sanctioned.

▶ 1. Weekly Participation Hours

As of January 1, 2013, the hours of participation are as follows:

| #of Adults in Family | Weekly Hours of Participation |
|---|-------------------------------|
| Single-adult with a child under 6 years old..... | 20 |
| Single-adult with no children under 6 years old..... | 30 |
| Two-parent families (hours may be combined between both parents)..... | 35 |

▶ 2. Getting Excused from GAIN (“Exempt” or “Good Cause”)

DPSS must give you an exemption from GAIN or REP if you are:

- Caring for a first child under 12 months old, or any later child under 6 months old
- Pregnant, and have medical verification that the participation or work will harm your pregnancy
- Under 16 years old
- Attending high school full time, regardless of age
- Disabled for 30 days or more – mentally or physically unfit for work as verified by a doctor
- 60 years or age or older
- Taking care of children related to you but not your own, if DPSS agrees that this harms your ability to participate or work
- Taking care of an ill or disabled household member, if DPSS agrees that this harms your ability to participate or work

Any months exempted for these reasons do not count against your 48-month time limit.

If you do not qualify for an exemption, you may have good cause that excuses you from doing something GAIN asks you to do. The 48-month time limit is not stopped by good cause (except see next column on domestic violence).

Good cause includes:

- Not getting supportive services you need (such as child care and transportation) to work or go to a GAIN or REP activity
- Child sick at home from school
- No transportation (for example your car broke down)
- You are homeless

Domestic Violence Waiver:

DPSS can waive some of the CalWORKs rules for victims of domestic violence, such as stop the 48 month time clock, not participate in GAIN, stop child support collections, or waive the maximum family grant rule. The violence 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 few hours as you are able. DPSS must also pay you for services, like child care and money for transportations, tools, and books.

▶ 3. Learning Disabilities

All GAIN participants must be offered a learning disability (LD) screening. You can say you do not want the LD screening, but if you change your mind, you can ask for LD screening and evaluation anytime.

If the evaluation shows you have a learning disability, your welfare-to-work plan must have activities that help you deal with your learning disability, such as tutoring or extra study time. DPSS must decide whether job search will be useful for you, or if your time limits should be extended.

If you have already been to assessment, went through GAIN or REP and failed to make satisfactory progress, you may have the clock stopped on your time limits and changes must be made in your plan with special help offered that will help you.

SERVICES TO HELP YOU

Separate from cash aid (CalWORKs checks), CalWORKs can help you pay for work-related and training-related costs both before and after the 48-month limit. It is sometimes wise to volunteer to participate in GAIN or REP after being excused in order to receive this money.

At present the services include:

- **Child care** (see pg. 20)
- **Transportation Money:** bus fare, mileage payment, or funds to fix a car to allow you to get to work or welfare to work activity. Usually GAIN and REP will give you money to buy a monthly bus pass. But, if it takes you more than one hour each way by bus or train, including walking time, to get to child care and work (or other welfare to work activity.) DPSS must pay you mileage. The current rate is .53¢ a mile for the first 500 miles/month, and 15¢ for additional miles. You can also get paid for parking.
- **Money for tools, books, school fees, and uniforms** if needed for work or training. Tuition is not paid for.
- **Domestic Violence Counseling and Protection:** Survivors of domestic violence can get special help through programs including emergency housing and safety planning, counseling, parenting 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 or GAIN worker will be kept secret to the extent of the law.
- **Taxi Vouchers:** anyone in a domestic violence situation receiving CalWORKs should be able to get taxi vouchers from the program assisting them if it will help keep them or their children safe.
- **Mental Health Services:** You should receive a mental health screening during orientation. Also, a DPSS worker can suggest to you that you go to a mental health evaluation if they think you have a mental health barrier to finding or keeping a job. You can also ask for mental health evaluation anytime by calling your eligibility worker or GAIN worker.

After the evaluation, you can be referred to a mental health provider for treatment. The GAIN worker must develop your

welfare-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 mental health problems as a reason to not work or not participate in GAIN or REP.

Substance Abuse Services: You can ask for help with substance abuse treatment at anytime by calling your eligibility worker or GAIN worker. If you find it difficult to obtain or keep a job because of problems with alcohol or drugs, the DPSS worker can refer you to a substance abuse clinical assessment. You may receive help through residential or day treatment: individual, group 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 abuse treatment program as the welfare to work activity. You have the right to refuse any substance abuse treatment program as the welfare-to-work activity; however, if you do not go to a treatment program, you cannot use substance abuse as a reason to not work or not participate in GAIN or REP.

Up to \$1500 for Housing Relocation: If you are working or have a job offer for 20 hours or more a week you can apply for Housing Relocation assistance to move closer to your job, your child care, or your transportation. If you travel one hour or more each way to get to or from work, or to drop off or pick-up your child(ren) at childcare, or buses are not running when your shift starts or ends, and moving closer to work/childcare would make it easier for you to keep your job or accept a job offer, you may be eligible for the HRP.

This benefit is available only once in a lifetime.

You must show that you either have a commute of one hour or more each way to work or to child-care or a combination of the two; or that there is no public transportation available at the time your work shift starts and ends. You must also show that you have located a place to live. Your new rent must be less than 60% of your Total Monthly Household Income. You can also get up to \$405 for a refrigerator or stove if you need one because of the move, so the total can be \$1,905.

GAIN AND REP ACTIVITIES

▶ 1. Appraisal

Soon after you apply for CalWORKs, you will receive an appointment letter to go to an Appraisal appointment. This will most likely take one hour. You will meet with your GAIN or REP worker in a one-on-one meeting where you will talk to your worker about your work and educational history and what kind of services you need to get back to work. If you have problems due to mental health, substance abuse, or domestic violence, tell your worker at this time so that you can get services immediately.

Tell your worker if you are already enrolled in an education or training program. It might qualify as what they call a Self-Initiated Program. This will let you do the education and training as your welfare-to-work activity instead of going through Job Club and the rest of the GAIN process.

▶ 2. Job Club & Search

The first day of Job Club is called Orientation, during this day you will learn about the rules and regulations of the GAIN Program and you will receive motivation to find employment.

The first four weeks of GAIN are spent in Job Club and Job Search. You don't have to do job search if:

1. It would interfere with a full time job or approved training you already have, or
 2. You are in the Cal-LEARN program
- Doing a job search would not help you (example-you need basic English or literacy training first)

You need other help with domestic violence, mental health, or substance abuse.

▶ 3. Assessment

When unsubsidized employment is not found within the first three weeks of Job Club you will attend Vocational Assessment at mid-week of the fourth week. A Vocational Assessment will help identify your interests and strengths; it will determine your math and reading levels and determine if you have any barriers to finding and/or keeping employment. This information will help the Vocational Assessor develop a personalized Employment Plan.

Your personalized Employment Plan will identify the training, subsidized employment, on-the-job training, and other welfare-to-work activities needed to reach your employment goal.

Stand Alone Assessment: Stand Alone Assessment is for participants who, during their appraisal interview or after Job Club are:

- employed full or part time: or
- are in a Self Initiated Program (SIP)
- in need of a clinical assessment: or
- Post Employment Career Assessment for participants who find a full-time job of 32/35 hours or more per week and request Post-Employment Services.

▶ 4. Your Welfare to Work Plan and Activities

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

- Counseling
- education and training at adult schools or community colleges,
- ESL classes,
- or other work activities that will help you reach your employment goal.

All WtW participants are required to sign a Welfare-to-Work Plan, including those who are employed full-time after January 1, 2013.

▶ 5. Make Job Training Part of Your Welfare to Work Plan

You have the option to request that your Employment Plan includes any job skills training offered by DPSS or other private or public agencies such as: the Transitional Subsidized Employment program offered by DPSS. In addition, DPSS, the community colleges, and adult schools may offer special job training programs for people with limited English-speaking skills.

6. If You Don't Agree On The Welfare to Work Plan

If you and the assessor can't agree on the employment plan, you can request an independent "third party assessment" by another agency. DPSS must let you know about the third party assessor when you disagree and must help you with the request. You and DPSS will be bound by what this independent assessor decides. If you disagree with the result of the third party assessment, you may request for a fair hearing.

If you still think your welfare to work plan will not work for you, you have these options:

Ask for a change within the first three days from the date you signed the plan, or If you have already begun an activity, you have 30 days to request a change to another activity. Your worker must grant your request if the other activity is consistent with your plan and likely to lead to employment. You can request for this grace period only once.

7. 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 (appraisal). 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 may count as your GAIN activity. If you already have a 4-year college degree, you cannot do a SIP unless it is for a teaching credential.

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, so long as you were in good standing when you left. If your self initiated program takes less than the required 32 hours a week, you must also participate in other welfare to work activities to get to the total required 32 weekly hours.

8. Help To Keep The Job—Post Employment Services

Once you have found a job, the GAIN program can still help you with money for transportation, training, tools, uniforms, and similar costs. Also you may be able to get two years of child care payments. You must ask for this money to get it.

Transitional CalFresh and Medi-Cal: You can continue to get Medi-Cal and CalFresh (food stamps) when you leave CalWORKs. DPSS should send you a notice explaining how this works.

TIME-LIMIT RULES AFTER 48 MONTHS OF BENEFITS

Most adults can only receive 48 months (4 years) of cash aid from CalWORKs for their whole life. This does not have to be 48 months in a row. After the adult has been aided 48 months, their part of the grant is cut, but their children can still get aid. There is no 48-month limit if all adult parents or caretaker relatives in the home of the aided child meet any of these tests:

- 60 years or older
- Disabled, receiving State Disability Insurance, Temporary Workers' Compensation, In-Home Supportive Services or SSI, and unable to work or go to GAIN
- Not able to go to GAIN or employment because of an "impairment," for example a learning disability or chronic mental illness. You cannot have broken any GAIN rules to qualify for this, or you must show that you were in GAIN for either six months straight or a total of six months over two years.
- There are no local jobs that accommodate your disabilities
- A non-parent relative taking care of a child "at risk of foster care placement" and that responsibility restricts your ability to go to GAIN or employment. Example, if you are a grandparent under age 60 who cannot both be regularly employed and care for the child, DPSS can continue your CalWORKs aid rather than having the child enter foster care.
- A domestic abuse survivor who cannot participate in CalWORKs because of the abuse. You do not have to currently be in a domestic abuse situation. You will also qualify if you are suffering from the effects of past abuse and the effects limit your ability to go to GAIN or work.

You only need to tell your worker ("self-declare") to qualify; no other proof, not

even a police report, is required. Your time will be extended for as long as you continue to suffer from the effects of the abuse or are in danger of more violence.

Clock Stoppers or Exemptions

Apply for an exemption to "stop the clock" for any months which should not have been counted in your 48-month limit. Your request should be in writing, but can be verbal.

DPSS has to send you a written decision within 15 days of the request (unless something happens that is beyond the DPSS's control). If you disagree with the decision you may request a state fair hearing. DPSS is required to research your available case records before asking you to provide information or documentation which they already have in the files.

Clock stoppers include:

- **Sanctioned or No Check**—Any month you do not get a CalWORKs cash aid payment for yourself including if you are sanctioned that month, or you are caring for an aided child but not aided yourself.
- **Disabled**—Any month you are sick, disabled, or injured for over 30 days and it interferes with going to work or GAIN. You may be required to provide a doctor's report. This includes mental and physical illness.
- **Caring For a Sick Family Member**—Any month you are caring for an ill or disabled person living in the home and that caretaking interfered with regular employment or participation in GAIN activities.
- **Foster Child Placement or Risk of Placement**—Any month you are a non-parent relative taking care of a child who is a dependent ward of the court or "at risk of foster care placement" and that responsibility interfered with regular employment or participation in GAIN activities. This can exempt, for example, a grandparent under age 60 who could not both be regularly employed and care for the child.
- **Domestic Violence**—Any month you cannot participate in CalWORKs as a result of domestic abuse. You do not have to currently be in a domestic abuse situation. You also qualify if you are suffering from the effects of past abuse. You only need to tell your worker ["self-declare"] to qualify; no other proof, not even a police report, is required.
- **Over 60**—Any month the parent or caretaker relative is 60 years or older.

• **Child Support Repaid**—All child support paid to the County by an absent parent takes time off your clock. Ask the County Child Support Division (800) 615-8858 to provide you with an accounting of the amount of child support they have collected on your behalf during the 48-month period. Then ask your GAIN worker or fill out and submit an exemption form to find out how many months of credit you get for the child support that was paid.

• **Teen Parent**—Any month you are a teen parent or pregnant, under age 19, do not yet have a GED or high school diploma, and either participate in or are excused from Cal Learn or another teen parent program approved by the DPSS. You can be excused from Cal Learn in any month in which you can show the DPSS you do not have necessary childcare or transportation, you are sick, disabled, or expelled and an alternative school program is not available. You can't use Cal Learn as a clock-stopper after you get the GED or diploma. (Note: CalLearn program is suspended for now due to budget cuts.)

• **Native American**—You are a Native American who lives in "Indian Country," or on a reservation if 50% or more of the adults there are unemployed.

In a family with two aided parents, both adults must meet one of the above clock stoppers for the month not to count.

WHAT PENALTIES DO I FACE?

If you don't follow the GAIN or REP requirements and don't have a good reason ("good cause,") DPSS will cut your cash aid. Your children's cash aid will not be cut. In some cases both parents can have their cash aid cut.

DPSS can cut your part of the grant if they can show that you have:

- Failed or refused to participate in your assigned activity
- Failed to make good progress in your assigned activity
- Failed or refused to accept a job
- Failed or refused to keep a job
- Failed to keep the same amount of earnings

DPSS must try to contact you and give you a chance to comply. If you fail to comply, DPSS will send you a "Notice of Action" no sooner than 30 days before the cut in aid will take place. They will give you an appointment within 20 days to discuss the problem with your worker.

It is very important for you to go to this meeting or call your worker to explain. You also have the right to ask for a fair hearing if you can't work it out with your worker.

Your part of the grant will be cut until DPSS agrees that you are complying with the rules.

Your cash aid cannot be cut if you have good cause for refusing to comply.

"Good cause" includes:

- You are homeless
- You are a victim of domestic violence
- You were ill, or caring for a sick member of the family
- Your mental illness prevented you from doing what was asked of you
- You need child care for a child 12 years or younger and none is available
- Transportation is not available to your job or GAIN activity
- There was discrimination at the job or training offered in terms of age, sex, race, religion, national origin, or physical or mental disability
- The job or job offer exceeded the daily or weekly hours of work customary for that job
- The round trip travel time to the job or activity is over two hours using public transportation, not counting time you need to take your children to school or child care
- You can only get to the activity by walking and you have to walk more than two miles round trip, not counting the distance needed to take children to school or child care
- The job or activity violates health and safety standards or does not provide worker's compensation
- Accepting the job or work activity would interrupt an approved job or training program that you have in progress
- The job or community service would result in regular employees being fired, laid off, or having their hours or pay cut.
- Any other good reason.

During a sanction you continue to get childcare for the hours that you work. Your Medi-Cal must also continue.

TEEN PARENTS

If you are a teenager under 18 who is pregnant or who already has a child, has never been married, and you apply for CalWORKs, you must live with your own parent or parents, a guardian, another adult relative, or in an adult-supervised arrangement in order to qualify.

There are exceptions, if:

- You have no living parent or guardian, or their whereabouts are unknown
 - Your parents will not allow you to live with them,
 - You lived apart from your parents for at least 12 months before your child
 - was born, or before you applied for
 - CalWORKs
 - You believe your child's or your physical or emotional health or safety would be in danger if you lived with these adults.
- In this situation DPSS should refer your case to the Minor Parent Program of the Department of Children and Family Services (DCFS). A DCFS social worker will visit your current home and decide if it is appropriate for you and your child.

If you live at home, your parents' income will be counted against you and your child when you apply.

DPSS HOMELESS SERVICES

If your family is homeless, or has received a notice to pay or quit, the DPSS can give you money for temporary shelter and to help with move-in costs to a permanent home or to avoid being evicted. The money is in addition to your CalWORKs cash aid and does not have to be paid back. To apply you must be

- homeless or have received a notice to pay or quit
- eligible for CalWORKs
- and not have more than \$100.

You are “homeless” if you have no regular, permanent place to live for any reason. You do not have to stay in a shelter to prove that you are homeless. You may be asked to prove that you are homeless, but money cannot be denied or delayed if you do not have proof. It is against the law for any government agency to take children away from parents for being homeless unless there is evidence of abuse or neglect. Homelessness by itself is not child abuse or neglect.

Usually you can get this homeless assistance aid only once in a lifetime. However, a family can get help more than once if the cause is:

- Domestic violence by a spouse, partner, or roommate
- A physical or mental illness (but not including drug addiction or alcoholism) and you have a written doctor's note.
- A fire or natural disaster or your home was condemned, or some other unusual circumstance beyond your control.

▶ 1. Temporary Shelter Money

You can get money for up to 16 consecutive days to stay in a hotel or shelter if they charge rent. You cannot use this money to pay to stay with a friend. You will get \$65 to \$125 per day to pay for shelter, depending on your family size. If you find some place for less money than they give you, you can keep the extra money.

You must show receipts to prove that you have paid something for shelter. (If you cannot show receipts, you can still get homeless aid money but it will be paid directly to the hotel or 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 the shelter.

If eligible, DPSS should help you the same day you apply, either by giving you a referral to a specific shelter with room for you or by giving you cash that day. If they refer you to a shelter, they must give you temporary shelter money by the next day.

Even if you decide not to go to the shelter ask for money for as many nights as needed 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 homeless assistance, request a hearing to collect it retroactively. After the 16 days are over, make sure to provide your worker with a mailing address (even if only temporary) within 10 days.

Getting an Extra 14 Days: You can get 14 additional days of assistance (unless the County runs out of funds for the program.) You can be eligible if you enroll and comply with the rules in the Homeless CalWORKs Families Project and the following applies:

- you are receiving CalWORKs and you are working full-time or enrolled and actively participating in GAIN; or
- you are timed out from CalWORKs and you are in GAIN Post-Time Limit Services;
- or you are a domestic violence victim

▶ 2. Money to Get and Keep Permanent Housing

You can also get money to cover the actual cost of security and utility deposits including the “last month's rent” deposit, and gas, electricity, and water deposits. The DPSS will not pay for the first month's rent, though, or old overdue utility bills because you must pay that from your CalWORKs cash aid.

The DPSS will not pay unless you find a place where your share of the monthly rent is not more than 80% of the Total Monthly Household Income.

If you plan to share your housing, the landlord must agree to the rent-share plan. DPSS will question the housing unless your name is on the lease.

If you are a CalWORKs participant now you must be given this permanent housing assistance within one working day of showing that you have found a place. If you are not yet receiving CalWORKs benefits, you must first bring in the documents you need to prove you are eligible for CalWORKs, and proof that you have found a place (like a note from the landlord or a proposed rental agreement).

When you pay your landlord, get a receipt 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 Housing Assistance to receive up to 2 months of back rent to prevent eviction. Each month of this back rent cannot be more than 80% of the Total Monthly Household Income. Call Legal Aid for details (pg. 68)

▶ 3. Emergency Assistance to Prevent Eviction (EAPE) Program

If you are at risk of losing your home 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 back rent and/or utilities up to two months behind so that you can continue living there. To be eligible for EAPE you must be approved for CalWORKs and working full-time or enrolled and actively participating in GAIN, or timed off CalWORKs and participating in GAIN Post-Time Limit Services, AND show that you are going through a financial hardship that could result in homelessness if help is not given. Once the worker verifies you are eligible you can get up to \$2,000 to pay past due rent and/or utilities for up to two months. You must agree to pay part of the past due rent and/or utilities. EAPE money does not pay for the present month rent and utilities---unless you have received a pay or quit notice for the current month's rent.

▶ 4. Moving Assistance (MA) Program

MA can give you money to help you secure a permanent place to live. To qualify you must be approved for CalWORKs working full-time or enrolled and actively participating in GAIN or timed out from CalWORKs and participating in GAIN Post-Time Limit Services, AND:

be homeless or be at risk of being homeless (you already got an eviction notice or 3-day notice), or you can show that you have a financial hardship that will result in your being homeless if you don't get help.

If you are already homeless, you must have used up all other assistance such as Homeless Assistance to get MA. Once the worker verifies you are eligible you can get up to \$2,000 as a once in a lifetime

Job Training

payment for move-in costs like deposits, last month's rent, truck rental, and a stove and/or refrigerator if the new place doesn't have one. Like Homeless Assistance, you must find a place where your family's share of the rent is not more than 80% of the Total Monthly Household Income. Timed-out families can also get two months of the adult portion of the reduced grant (included within the \$2,000).

► 5. 4-Month Rental Assistance (RA) Program

If you just found a permanent place to live with the help of Homeless Assistance or Moving Assistance, RA can help you get up to \$300 per month (based on family size) for four consecutive months to help pay your rent. RA is for families who cannot get subsidized housing (e.g., a Section 8 vouchers). The payments are made out to the landlord. RA also gives you help on how to budget your aid to keep your new home and not become homeless again.

To qualify you must be eligible for Permanent Move-In Money from Homeless Assistance and/or Moving Assistance and have a signed rental agreement securing non-subsidized permanent housing within the past 30 days of the time you request RA: or you found non-subsidized permanent housing and have requested Permanent Housing/Moving Assistance.

To be eligible, you must:

- Be CalWORKs approved and working full-time or enrolled and actively participating in GAIN; or
- Be timed out from CalWORKs and enrolled and actively participating in GAIN Post-Time Limit Services

► 6. Emergency Shelter & Services (ESS)

LAHSA provides emergency shelter (up to 120 days) to homeless CalWORKs families where the parent is aided or time-limited and either employed, enrolled in GAIN, receiving "good cause" not to participate in GAIN due to homelessness or participating in Post-Time Limited (PTL) Services.

Emergency Shelter Services:

- Hotel/motel vouchers to homeless CalWORKs families through subcontracted service providers.
- Issues bus tokens or transports families to emergency housing facilities, based on the families' needs and availability of transportation through subcontractors.
- To the extent resources are available, for CalWORKs families that are not eligible to any of DPSS' homeless services or have exhausted homeless assistance, LAHSA issues emergency shelter/hotel/motel vouchers and issues bus tokens or transports families to emergency shelter facilities, based on the families' needs and availability of transportation.



Job and Career Training

If you receive CalWORKs or General Relief, LA LINK can help you increase your income. LA LINK is a network of professionals who are ready to help you find a career that matches you. To learn more about LA LINK, visit: www.ladpss.org/dpss/lalink

Hundreds of organizations in LA County offer help in job training. Beware of private employment agencies that charge you fees for finding a job. Many give low quality training at high tuition, and encourage you to pay the tuition with expensive student loans that can ruin your credit. Use free or low cost services instead.

► 1. Workforce Investment Boards ► 2. Community Colleges

Workforce Investment Board (WIB) offices use government money to help you with job training and placement. Local WIB offices, also called One-Stop Work-Source Centers, are located at different places across the city and provide computers, faxes, copiers, and job listings to help you look for work. The law requires that they also provide you with career counseling, money for transportation and childcare, as well as possibly paying for quality job training that leads to a job. Call Legal Aid (see "Good Advice", pg. 68) if you have any troubles getting these services.

City-wide: (800) 367-2562
www.lacity.org
County-wide: (213) 738-2598
www.worksourcecalifornia.com

Community colleges offer an opportunity to anyone who wants to obtain a career or transfer to a 4 year university.

Cerritos 11110 Alondra Blvd., 90650
562-860-2451 www.cerritos.edu
Compton- 1111 E. Artesia Blvd, 90221
310-900-1600 district.compton.edu
El Camino- 16007 Crenshaw Blvd
310-532-3670 www.elcamino.edu
Glendale- 1500 N. Verdugo Rd, 91208
818-551-5111 www.glendale.edu
Long Beach- 4901 E. Carson St.
562-938-4111 www.lbcc.edu
Los Angeles (9 districts)
770 Wilshire Blvd
213-891-2000 www.laccd.edu
Mt. San Antonio- 1100 N. Grand Ave,
909-468-3990 www.mtsac.edu
Pasadena- 1570 E. Colorado Blvd.
626-585-7123 www.pasadena.edu

Rio Hondo- 3600 Workman Mill Rd.
562-692-0921 www.riohondo.edu
Santa Clarita-26455 Rockwell Cyn Rd.
661-259-7800 www.canyons.edu
Santa Monica- 1900 Pico Blvd., 90405
310-434-4000 www.smc.edu

► **3. Occupational Programs**

Offers education and job training in technical and occupational programs. For more information on the programs and services offered by the Los Angeles County Regional Occupational Program, please call (562) 922-6850 or visit www.lacorop.org

► **4. Adult Schools**

Adult schools can help you get your high school diploma or GED, learn English as a second language (ESL), provide you with computer training and job readiness classes, and many other certificate courses. For information:

- **L.A. Unified School District** (213) 62-LEARN (213-625-3276),
- **L.A. County Office of Education** (562) 922-6111

► **5. Other Job Training**

- **AmeriCorps** (800) 942-2677 www.americorps.org
- **Job Corps** (ages16-24) (213) 747-2618
- **LA Works** (626) 960-3964 www.laworks.org
- **Homeboy Industries** (323) 526-1254

► **6. If You Are Low Income, Homeless, or Have Just Come Out of Prison**

"Chrysalis" can help low income individuals find tempoary and permanent work opportunities including those who are homeless or have just come out of prison.

For more information:

- **Los Angeles** (213) 806-6300
- **Santa Monica** (310) 401-9400
- **Pacoima** (818) 794-4200
- www.changelives.org

► **7. 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/or self-supporting. Many services are free for those who qualify.

Services available include vocational counseling and training; job placement; medical treatment; money for tuition and books; necessary tools; car modifications; money for transportation; reader and interpreter services; and services for family members (such as driving lessons or counseling.)

- Antelope Valley:** (661) 945-3502 (661) 942-6694 (TTY)
- Van Nuys / Foothill: (818) 901-5024** (818) 901-5086 (TTY)
- Glendale:** (818) 551-2141
- Santa Clarita:** (661) 799-1020 (661) 799-1024 (TTY)
- West Valley:** (818) 596-4302 818-596-0196 (TTY)
- El Monte:** (626) 572-2336 (626) 572-2481 (TTY)
- Pasadena:** (626) 304-8300 (626) 304-8324 (TTY)

- West Covina:** (626) 813-7662 (626) 939-9122 (TTY)
- Greater Los Angeles:** (213) 736-3904 (213) 736-3960 (TTY)
- Bell:** (323) 771-0866
- Crenshaw-West Adams** (323) 766-2534 (323) 766-2581 (TTY)
- Culver City:** (310) 559-6140
- Westchester:** (323) 298-2500 (323) 298-2521 (TTY)
- South Bay:** (562) 422-8325 (562) 422-9276 (TTY)
- Bay Cities:** (310) 793-1157 (310) 793-8610 (TTY)
- Compton Branch:** (310) 637-1151 (310) 637-6526 (TTY)
- Long Beach Branch:** (562) 422-8325 (562) 422-9276 (TTY)
- Pacific Gateway:** (310) 217-6955
- City of Commerce:** (323) 720-4073 (323) 721-5142 (TTY)
- East Los Angeles:** (323) 223-2315 (323) 224-6068 (TTY)
- Norwalk:** (562) 864-8521



Worker's Rights and Unemployment

This chapter tells you where to get assistance if you lose your job: how to get help if you have problems on the job: and where to get aid if you are temporarily disabled and cannot work.

UNEMPLOYMENT BENEFITS

1. How to Apply

You may be eligible to receive unemployment insurance benefits if you are unemployed, or working less than full time, and actively looking for work. If you are attending an approved training course you are not required to look for work, or accept work while in training.

- Apply online at: www.eapply4ui.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 website you can also manage extensions.

An individual who files for unemployment insurance benefits must meet specific eligibility requirements before benefits can be paid. Individuals must:

- Have received enough wages during the "base period" to establish a claim
- Be totally or partially unemployed
- Be unemployed through no fault of their own (Laid off, not fired for "misconduct" or having quit without a good reason)
- Be physically able to work
- Be available for work which means to be ready and willing to immediately accept work
- Be actively looking for work
- Meet eligibility requirements each week benefits are claimed
- Be approved for training before training benefits can be paid

*The minimum weekly benefit amount is \$50 and the maximum weekly benefit amount is \$450.00. The normal maximum benefit period is 26 weeks. Some people may qualify for an extension for up to 47 weeks with a lower maximum of \$371.00.

Employers report wages to the state for each employee. The state uses this information to decide if you earned enough wages in a "base period" to establish a UI claim, and how much will be paid.

Always tell the truth why you are no longer working for the last employer. When in doubt as to whether you were fired or laid off, tell EDD you think you were fired. Even if you were fired, you may still be eligible for benefits.

A base period is a specific 12-month period. For example, if you file a claim which begins in April, May or June, the claim is calculated based on wages paid between January 1 and December 31 of the prior year.

After the initial application, payments are made using a Continued Claim Certification, DE 4581. You complete this form and mail it to EDD every two weeks. Or do it online, or by phone. (Note: If you appeal you must keep filing your forms with EDD. If you meet the eligibility requirements, a check is mailed to you.)

Attached to the check is a form for the next two weeks. If the state thinks you did not meet eligibility requirements, they will schedule a telephone interview. If you disagree you should ask for a hearing in writing before the appeal deadline. Also the past employer has a right to appeal the decision of EDD.

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

2. Appeal Your Denial

Even if you are fired, you may be eligible for benefits. If EDD says that you were fired for misconduct or that you quit without a good reason, you can appeal it. To show that your actions were not misconduct, you can argue that you made a mistake, simply could not do the job, or that the action was an isolat-

ed occurrence. Also if you can show you had a good reason to quit a job you can get UIB. Call legal services for help. If you appeal keep filing your forms with EDD! If you win the appeal, you can get back benefits.

Besides unemployment benefits, the EDD (State Employment Development Department) offers the following:

- **California Training Benefits (CTB)** allows qualified persons to receive unemployment benefits while in approved training.
- Training through the **Workforce Investment Board (WIB)** agencies.

ARE YOU EMPLOYED?

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 the right government office. To find out about unions, or to get in touch with an organizer, call the L.A. County Federation of Labor (AFL-CIO) (213) 381-5611. www.launionaflcio.org

2. Wage Claims

You can file a wage claim with the Labor Commissioner for any amount (or in Small Claims Court for up to \$10,000) if your employer does any of the following:

- Pays less than the minimum wage, which is \$8.00 per hour. There are exceptions, including minors
- Does not pay overtime. Overtime means time-and-a-half if you work more than 40 hours in a week OR more than 8 hours a day OR on the 7th day in a row. Overtime means double-time if you work more than 12 hours in a day OR more than 8 hours on the 7th day of a work in a row.
- Takes improper deductions from your pay

- Does not give you your last paycheck 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 you were promised and have earned.
- Does not pay wages owed or pays you with a check that bounces
- Does not give you at least 10 minutes rest break for every 4 hours work and/or a meal break of at least a half hour, which can be unpaid, if you work at least a 5 hour shift. You may be entitled to "one additional hour of pay" for each meal and rest period violation per day, with a maximum of one hour for all meal periods missed and another hour for all rest periods missed.

The law also gives you waiting time penalties. These penalties can be up to 30 days' pay for each day after termination you have to wait to receive all wages owed to you. Wages include regular pay, overtime, vacation pay, and premiums for not getting rest or meal breaks.

Free Wage Claim Clinics (for assistance with your case):

Legal Aid Foundation of Los Angeles
(213) 640-3954

Neighborhood Legal Services
(800) 433-6251

To reach the [Labor Commissioner's](#) office about wage claims:

State Industrial Relations Department, Labor Standards Enforcement,
320 W. 4TH Street, Suite 450.
LA,90012. (213) 620-6330.

Van Nuys:6150 Van Nuys Blvd. # 206
Van Nuys, 91401 (818) 901-5315.
www.dir.ca.gov

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
1-866-487-9243.

▶ 3. Discrimination

It is illegal to discriminate against workers because of their race/color, sex, religion, national origin, citizenship, age, disability, political affiliation, or sexual orientation. It is also illegal to require sexual favors from an employee (sexual

harassment). If you believe you have been discriminated against, you should first talk with an attorney who specializes in these cases.

You can file a complaint at the **Federal Equal Employment Opportunity Commission** 255 E. Temple, Fourth Floor, LA, CA 90012. (213) 894-1000

They will investigate your complaint and may be able to help solve your problem. If your case requires court action, you will be given a letter authorizing you to file a lawsuit.

You can also call the **California Fair Employment and Housing Department** (800) 884-1684 for discrimination and sexual harassment claims.

▶ 4. Work Safety

Employers are required to provide safe, healthy work areas. If you are asked to work under unsafe or unhealthy conditions, a state agency will 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. The offices are listed in the state government section in the front of the phone book white pages or at www.dir.ca.gov/dosh/DistrictOffices.htm.

ARE YOU DISABLED?

▶ 1. State Disability Insurance

If you cannot work for a temporary period because of an illness or injury that is not work related, or pregnancy, you may be able to get state disability insurance benefits (SDI). These benefits range from \$50 to \$1067.00 per week depending on your earnings in a prior quarter, and can last up to one year. (39 weeks for employers and self-employed people who elected SDI coverage)

You must be unable to do your regular or customary work for at least eight consecutive days. You must have lost wages because of your disability or, if unemployed, have been actively looking for work. You must have earned at least \$300 from which SDI deductions were withheld during a previous period. 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 adjusted to meet this requirement.) 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 benefits. You do not need to apply in person to receive benefits. If your disability prevents you from completing the claim form, or you are filing for benefits on behalf of a disabled or dead claimant, call (800) 480-3287 for required forms and instructions.

You must also ask your doctor to complete and sign the "Doctor's Certificate." If your doctor will mail your completed claim to EDD provide him/her with an envelope addressed to the SDI office listed below. Mail your claim no earlier than 9 days - but no later than 49 days -after the first day you became disabled. Mail the completed, signed "Claim Statement of Employee" together with the completed, signed "Doctor's Certificate" to:

- **State Disability Insurance**
P.O. Box 10402
Van Nuys, CA 91410-0402
- **State Disability Insurance**
P. O. Box 513096
Los Angeles, CA 90051-1096

You may not be eligible for SDI benefits if you:

- Are claiming or receiving Unemployment Insurance.
 - Became disabled while committing a crime resulting in a felony conviction.
 - Are receiving workers' compensation benefits at a weekly rate equal to or greater than the SDI rate.
 - Are in jail, prison, or recovery home because you were convicted of a crime.
 - Fail to have an independent medical examination when requested to do so.
- If you do not have sufficient base period wages and you remain disabled, you may be able to establish a valid claim by using a later beginning date.

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 base period, you may be able to substitute wages paid in prior quarters.

Additionally, you may be entitled to substitute wages paid in prior quarters either to make your claim valid or to increase your benefit amount if during

your base period you were in the military service, received workers' compensation benefits, or did not work because of a labor dispute.

You have the right to appeal, and should, any disqualification, overpayment, or penalty that you do not agree with. Specific instructions on how to appeal will be provided on the state forms you receive. If you file an appeal and you remain disabled, you must continue to complete and return continued claim certifications.

For residents in a state-approved alcoholic recovery home or drug-free residential facility, the maximum payable period is 90 days. (However, disabilities related to or caused by acute or chronic alcoholism or drug abuse which are being medically treated do not have this limitation).

When your claim is received, the SDI office will notify you of your weekly benefit amount and request any additional information needed to determine your eligibility. If you meet all requirements, a check will be mailed to you from a central payment center. The first seven days of your claim is a waiting period for which no benefits are paid.

If you are eligible for further benefits, either additional payments will be sent automatically or a continued claim certification form for the next two weeks will be sent with the check. You must report income you receive, even though sometimes it does not reduce your SDI check.

Coordination with Worker's Comp

If you also have a worker comp. claim and the insurance carrier delays or refuses payments, SDI may pay you benefits while your case is pending. However, SDI will pay benefits only for the period you are disabled and will file a lien to recover benefits paid. SDI and Workers' Compensation are two separate programs. You cannot legally be paid full benefits from both programs for the same period.

However, if your workers' comp benefit rate is less than your SDI rate, SDI may pay you the difference between the two rates.

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 23 Social Security).

2. Workers' Compensation

If you are disabled because of a work injury or as a result of unhealthy, unsafe, or stressful conditions at work, you should apply for workers' compensation. Workers' compensation is a no-fault system, meaning that injured employees need not prove the injury was someone else's fault. **There are six basic types of workers' compensation benefits:**

A. Medical Benefits: The employer pays for the medical care resulting from the work-related injury. This can include physician services, hospitalization, prescriptions, and other necessary and reasonable care. You may be treated by the employer's physician of choice, or by your own doctor if you have previously notified your employer in writing, or by your own doctor after 30 days of receiving treatment by the employer's physician of choice.

B. Temporary Disability Benefits: These are paid every two weeks if you are unable to return to work within three days, or are hospitalized overnight. The benefits are intended to partially replace two-thirds of the wages lost as a result of the injury, up to a maximum of \$840 per week. They are paid until you are able to return to work or until the disability becomes permanent and stationary. For most injuries, payment will not last more than 104 weeks.

C. Permanent Total Disability: If you have a permanent total disability you receive up to \$840 per week for life.

D. Permanent Partial Disability: The percentage of disability is based on a medical evaluation of your limitations, and takes your age, occupation, and lost earning capacity into account. You receive weekly benefits for a period that increases with the percentage of disability, from 4 weeks for a 1% permanent disability up to 694 weeks for a 99% disability. Those with a permanent partial disability of 70% or more also receive a small life pension - a maximum of \$250 per week - following the final payment of permanent partial disability benefits.

E. Vocational rehabilitation services: These services are for when you are unable to return to your former type of work after the job injury. You are entitled to these services if they can reasonably be expected to return you to suitable gainful employment. This includes the development of a plan, the cost of any training, and a maintenance allowance while participating in rehabilitation. You can receive up to \$246 per week---less than Temporary Disability Benefits.

F. Death benefits: If a worker is fatally injured, the employer pays burial expenses up to \$5,000 and support payments for dependents.

Filing a workers' comp claim: for help filing a claim or if your employer does not have Workers Comp contact:
Industrial Accidents Division
107 S. Broadway, LA, CA 90012
(213) 897-1446, 1-800-736-7401.

**For problems with worker comp claims
The Division Office in Los Angeles**
320 W. 4th St., 9th floor, 90013
(213) 576-7335.

County offices:
www.dir.ca.gov/dwc/dwc_home_page

You may also want to hire a private attorney to help you with your claim. Many lawyers will handle this type of case even if you cannot afford to pay in advance because their fees for workers' compensation cases are set by law and are paid by the insurance company. If you are permanently disabled and do not expect to return to work, you may also qualify for Social Security or SSI.



Tax Credits

WHAT ARE TAX CREDITS?

Tax credits are benefits you can get only by filling out state and federal income tax forms. They can be received in a check, or can be used to reduce the amount of tax you owe. You should file federal and state taxes even if your income is so low that you do not owe taxes, or if you get paid in Cash, because that is the only way you can get these credits.

The federal tax credits require that you file the "long form." You can get help by calling (800) TAX-1040 or (800) 829-1040.

▶ 1. Earned Income Credit (EIC)

"The Earned Income Credit" (EIC) is a check that low-income working people can get from the government by filing a federal income tax return or filling 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 qualify for earned income credit if your yearly income is below the level in the chart below. Note the higher income limits for married people:

| Family Size | Income Limit | Max.Amount You Can Get |
|------------------------|--------------|------------------------|
| 3 or more children | \$46,227 | \$6,044 |
| If couple is married | \$51,567 | |
| 2 or more children | \$43,038 | \$5,372 |
| If couple is married | \$48,378 | |
| 1 child | \$37,870 | \$3,250 |
| If couple is married | \$43,210 | |
| (Married couple) | \$19,680 | |
| Workers (aged 25 - 64) | | |
| With no children | \$14,340 | \$487 |

* 2013 Tax Year

If you are receiving CalWORKs, or CalFresh (Food Stamps), the DPSS cannot count this 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 "retroactive" payments from the past three years. If you do not owe taxes, there is no penalty for filing for the credit late (after April 15th).

You can claim EIC on the tax form (1040 or 1040A) or you can fill out just the first side of "Schedule EIC" instead and the IRS will figure it out for you. However, you may not use the 1040EZ form (the shortest form) to claim your EIC.

For help getting the credit you can call the **EIC hotline** at 1-800-601-5552.

To get a 1040 or 1040A form for this year and past years, and to receive free tax assistance call the IRS at (800) 829-3676 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. Child and Dependent Care Tax Credit

Families who pay for child or dependent care in order to work or look for work may be eligible for money or reduced taxes from both the federal and state governments. The dependent can be a child under the age of 13 or a dependent of any age who is unable to care for him or herself, including a disabled spouse.

The benefits are up to \$1,050 from the state and \$2,100 from the federal government for families with two or more children or dependents. Families with one child or dependent may qualify for up to \$525 from the state and up to \$1,050 from the federal government. The amount you get is generally higher if your expenses are higher.

For both the federal and state credits, you must have a social security number or an Individual Taxpayer Identification Number (ITIN). You must have income from work and must provide the social security number of the child or dependent that is receiving care, and the name, address, taxpayer identification or social security number for the person or agency providing the care.

The state credit is limited to families with under \$100,000 income per year. There is no income limit for the federal credit.

▶ 3. Renter's Tax Credit

The Renter's Tax Credit is not a payment that you can receive, but a deduction that renters can make on their state income tax forms. Renters who owe no tax will get no benefit. Single renters with incomes up to \$29,955 are eligible for \$60 renters' tax credit and families with incomes up to \$59,100 are eligible for \$120 renters' tax credit.



Child Care and Education

Every child in California has the right to a free public education, whether they are citizens, legal residents, have no documents, or are homeless. There is government money available to pay for child care when kids are not at school, for families who are in CalWORKs or working.

EDUCATION

Children between the ages of 6 and 18 are required by California law to attend school. The L.A. County Office of Education offers numerous programs for all family members, including:

- Literacy programs to help students and parents learn to read, and to train parents to help their children learn
- Computer training and job readiness for parents
- Early Advantage programs for children under age 3
- Head Start and State Preschool programs for children

Call your local school district or call (562)922-6111 County-wide to find out about preschool programs and family literacy programs.

1. After School Enrichment

Especially if you are in CalWORKs, call your local elementary school to see if it has an after-school enrichment program. This program provides supervised afterschool fun, growth, snacks, and learning for children from first through sixth grade. Children must be attending the school where the program is offered. If your children attend school in the Los Angeles Unified School District (LAUSD), call (213) 745-1900 for information on enrollment in afterschool programs. If your children attend school in a different school district, call the local district.

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, or enroll at 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 and teens without a fixed, regular adequate residence including if you are staying with friends or relatives because you lost your housing, you are waiting for foster placement, or you are living in any kind of shelter, car, motel, campground, abandoned building, garage, or similar place.

CALWORKS CHILD CARE

CalWORKs may pay for child care for children who are 10 years old or younger, up to age 12 if the county has funds available or if other exceptions are met, and up to age 18 if the child is disabled and needs special care. You may be eligible for child care even if you are under a CalWORKs sanction, and after you leave CalWORKs for up to two years.

If you are low income, working, but do not get CalWORKs cash aid, you may still qualify for subsidized child care: for information call (800) 543-7793.

If you or someone you know would like to provide child care, call (323) 981-3350 or a Child Care Agency for licensing, training and other information.

1. How Do I Get Child Care?

To get money for child care, you will have to talk to a child care "agency." These agencies are called Resource and Referral (R&R) or Alternative Payment Programs (APP). They will

- Help any family find child care;
- Provide information to parents on how

to choose good child care;

- Make child care payments

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 DPSS, or at the agency. Your child care request will be approved or denied in within 4 business days of receiving and verifying required documents, including a completed Stage 1 Services 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 for help if it takes a long time to get your child care approved. You will get written 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 Payment is Made

A Provider Payment Request will be mailed each month to you and 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. Payments are then made directly to your child care provider. If the payment is missing or incorrect contact the agency.

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 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, ask for more referrals. Choose the child care that's best for you:

- Child care centers, preschools, or family child care are licensed.
- License-exempt child care can be provided by friends, relatives, or neighbors. If you use license-exempt care, you will need to file a statement that your provider meets minimal health and safety requirements. The child care agency will not pay 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. You should not have any problems as you move from one “stage” to another. You will generally receive child care while you are participating in an approved welfare to work activity (work, school, training, appointments with GAIN, or any welfare to work activity including supportive services like domestic violence counseling or mental health or substance abuse treatment appointments).

Stage One

The child care agency will pay for any qualified child care that you choose for up to six months or until your welfare to work activity and child care are both stable. Teen parents will also get Stage One Child Care, as long as they are in Cal-Learn. You may be eligible to receive child care payments for up to 30 days prior to the date of your child care request: 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 will stay in Stage Two while you are receiving CalWORKs and are in an approved welfare to work activity. You can keep getting Stage Two Child Care paid for 24 months after you are earning too much money to be eligible for CalWORKs.

Stage Three

“Stage Three” Child Care is subject to budget cuts in Sacramento and applicants are currently placed on waiting lists. It 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:

| Family Size | Monthly Income Limit |
|-------------|----------------------|
| 1 or 2 | \$3,283 |
| 3 | \$3,518 |
| 4 | \$3,908 |
| 5 | \$4,534 |
| 6 | \$5,169 |
| 7 | \$5,276 |
| 8 | \$5,394 |
| 9 | \$5,511 |
| 10 | \$5,628 |

WHAT ARE MY RIGHTS?

If your income is over these limits, you may still qualify for low cost child care. Call the R&R or APP agencies.

▶ **1. Lack of Child Care**

You can be temporarily excused from participating in work requirements of CalWORKs if child care is not reasonably available. The case manager will evaluate each case individually and periodically. Child care is not reasonably available if:

- You are not satisfied with the child care
- There is no child care close enough
- You have no transportation to the child care
- There are no providers operating during the hours you need child care
- The provider's license is under investigation
- The provider cannot commit to providing care for your child
- The child care is not appropriate for your child's needs.

▶ **2. Complaints about Providers**

You should complain about your child care if there are bad conditions, or you suspect abuse or mistreatment. You can complain at the following places:

- The DPSS child care coordinator
- The R&R or APP Agency
- Child Care Hotline (877) 244-5399, Monday through Friday, 8 am to 5 pm
- Community Care Licensing (310) 337-4333
- Legal Aid (look at p. 68 for list).

▶ **3. Brokers**

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 can also get help from community organizations who will not charge to help you request child care.

If you use a broker, be very careful about signing a “representative payee” form, which gives the broker direct control of your child care payments. If you have any problems with brokers, complain to the agencies listed in the section above.

▶ **4. Hearings**

You have a right to a fair hearing if you disagree with decisions made by DPSS or the child care agency. You can ask for a hearing by using the back of any child care “Notice of Action” forms. You should file within 14 days or before the action/termination happens.

HELP FINDING CHILD CARE

If you need help locating a licensed child care provider, you may contact the local Resource and Referral Agency in your area, shown below:

Child Care Resource Center (818) 717-1000
San Fernando Valley & Antelope Valley

Pomona USD Development Program
(800) 822-5777 or (909) 397-4740
Pomona Area

Pathways (213) 427-2700
Hollywood, Downtown, Silver Lake
Connections for Children (310) 452-3325
Santa Monica, Beach Cities, Culver City

Mexican-American Opportunity Foundation (323) 890-9600
East L.A., Monterey Park, Bell, Santa Fe Springs, Montebello, Boyle Heights

Options (626) 856-5900
South San Gabriel Valley (Baldwin Park, El Monte, Whittier), Pasadena, Monrovia, La Cañada

Crystal Stairs, Inc. (323) 299-8998
South Los Angeles, Inglewood, Hawthorne, Gardena, Watts, Long Beach, San Pedro, Bellflower, Cerritos, Norwalk

The below Alternative Payment Program Agencies do not offer Resource and Referral Services:

International Institute of Los Angeles
(323) 224-3800- Boyle Heights

Drew Child Development Corporation
CalWORKs (310) 638-8108- Gardena
City of Norwalk (562) 462-1713

Child Care Information & Resources Directory for L.A. County listing hundreds of licensed providers is available at DPSS website:
www.lacounty.gov/dpss/childcare

Foster Care

Children who are abused or neglected, or whose families are unable or unwilling to care for them, may become the responsibility of the Department of Children and Family Services (DCFS) in Los Angeles County. Report child abuse at (800) 540-4000 /TDD (800) 272-6699.

DEPENDENCY COURT PETITION

DCFS may file a petition with the Dependency Court to have the child removed from the parent(s)' custody and placed with a relative or in a licensed foster home. If the child was already taken from the parents, the petition must be filed within 48 hours. The court will usually approve or deny the petition the same day it is filed. If approved, the DCFS worker must immediately prepare an application for foster care benefits. Ask the worker if this was done.

CAREGIVERS

If you are caring for a child in your home who is not related to you, and was placed with you by DCFS, 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. (There are different rules for children placed through a Foster Family Agency [FFA].)

If you are caring for a related child (grandchild, cousin, niece, etc.) it can be difficult to get foster care benefits. These are often called "Youakim" cases. Your home does not have to be licensed by the state, but it must meet the same standards as for licensing. The child may be eligible if:

- The child was removed from the parent(s) and placed with you by an order of the Dependency Court. See "petition" above; and
- DCFS is responsible for the child's placement and care; and
- The child received or was eligible to receive CalWORKs while with the parent(s) in the month that DCFS filed the petition to have the court remove the child from the parent(s) or within the six months prior to that.

1. What are the Benefits?

Foster care benefits are only for the child (not the adults). The child also gets one clothing allowance when placed and one yearly while in school.

| Age of child | Basic Monthly Cash |
|-----------------------------------|--------------------|
| 0-4 | \$657 |
| 5-8 | \$711 |
| 9-11 | \$748 |
| 12-14 | \$783 |
| 15 & older | \$820 |
| Aid in L.A. County as of 07/01/13 | |

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.

All children in foster care are eligible for Medi-Cal. If the child is living with a relative, but is not eligible for foster care benefits, the child should be eligible for CalWORKs.

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

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, to report 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. Every child in dependency has an attorney. You can call the attorney with any 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 are willing 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.

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 is optional. For more information about extended foster care: visit: www.after18ca.org or call: (877) 846-1602

If you are going out of care you can check out Housing options on page 59.

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 "Permanency Planning Worker." Note the date and time you called and the name of the person you spoke to. A worker should visit your home within 5 days. Have a copy of your guardianship papers to give the worker. Benefits begin as of the date of your call - at the same rate as federal foster care.

2. Kin-GAP

To get Kin-GAP, the relative must become the child's legal guardian through the Dependency Court. The Dependency Court case is then closed and DCFS is no longer involved. The child must have lived with a relative for at least 6 consecutive months to be eligible for Kin-Gap. The relative can choose to go into Kin-GAP or not. Kin-GAP

pays the same rate the child received in foster care, including specialized care rates and clothing allowances. The child did not have to receive any benefits to be eligible to receive Kin-GAP benefits. If DCFS recommends that you become the legal guardian, ask how this will affect the child's benefits.

► 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 ethnic backgrounds, or older children.

► 4. 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

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 legally responsible for the child's support.

► 5. County Foster Care

L.A. County also has its own foster care program, primarily for undocumented children who are dependents of the court. They may be placed with relatives.



Social Security, SSI & CAPI

Social Security is a federal insurance program which provides benefits for eligible workers and their families regardless of income. SSI and CAPI are programs for disabled or seniors.

SOCIAL SECURITY

Social Security covers both employees and the self-employed, if the worker has earned enough quarters of credit. A quarter is credited to your account for each \$920 earned. You cannot earn more than 4 quarters in a year.

The amount you get depends on how much money you have earned and how many years you worked in a job covered by Social Security.

Covered workers pay for Social Security (FICA) by being taxed on the money they earn, and employers must match this amount.

Social Security provides four main kinds of benefits: retirement, disability, survivor, and health (called Medicare). (see page 54 Medicare). There are no resource limits to these programs.

Persons over 65 receiving retirement benefits, and persons who have received disability-based benefits (such as disability, disabled widow, or disabled adult child) for 24 months also get Medicare benefits.

Present law prevents Social Security benefits going to any non-citizen who is not "lawfully present" in the U.S. (see page 62 Guide for Non-Citizens).

To get full retirement benefits you must be at least 65 years old. (This will gradually increase to age 67 by the year 2022).

To receive reduced benefits, you must be at least 62. Monthly payments are made to workers and their eligible dependents.

You will receive a percentage of what you earned as a worker and what you contributed to Social Security.

You can earn money and still get retirement benefits. Ask your Social Security office for more details.

DISABILITY BENEFITS

Monthly Social Security Disability Insurance (SSDI) payments are made to you and to eligible family members (such as a spouse, unmarried ex-spouse, child, or adult disabled child) if you are a covered employee who is unable to work because of severe, medically-certified illness or other disability that has lasted or is expected to last at least 12 months or to end in death.

Benefits are available to family members on the same terms as for Retirement benefits.

You may also want to apply for SSI. SSDI does not require low family income, but SSI does. Also, SSDI provides

Medicare eligibility, while SSI provides Medi-Cal. SSDI requires that the applicant have a record of at least some wages earned during each of 20 quarters (three-month periods) of covered employment in the last 10 years before becoming disabled.

SSI has no work history requirement. Because both SSI and SSDI can take several months from application to approval, while waiting you can also apply for "Medi-Cal Only" at the welfare office. It is important not to wait until your state disability benefits have run out before applying for federal disability benefits. If you have not yet received your SSI or SSDI and your state disability benefits have run out, you should apply for General Relief (see page 27).

SURVIVOR BENEFITS

When a covered worker dies, monthly payments are made to eligible family:

- A spouse over age 60 or disabled over age 50 or caring for the worker's child who is under 16 or disabled
- The spouse above can be divorced from the worker only if the marriage lasted at least a decade
- A disabled adult unmarried child
- A parent of the worker over age 62 if at least 50% dependent on the worker.

SSI AND CAPI

SSI (“Supplemental Security Income”) is a cash benefit program for low-income persons 65 and over and for blind and disabled persons of any age, including infants and children. CAPI (Cash Assistance Program for Immigrants) is a similar program for some non-citizens who cannot get SSI. (See pg. 62 Guide for Non-Citizens.)

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

SSI may be your entire income, or it may add to other income you already get so long as your total income is not more than \$20 over the SSI maximum benefit. You must be a U.S. citizen or a qualified immigrant living in the country legally to get SSI. The current adult SSI grant in California can be up to \$854 depending on your living situation and resources. SSI grant amounts differ depending on several factors including whether the recipient is blind, a child, is homeless.

WHO IS ELEGIBLE

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

- You are age 65 or older
- You are blind; the vision in your best eye is no better than 20/200 with glasses or your tunnel vision is 20% or less
- You are a disabled adult by SSI standards; your medical records and/or examination by a doctor chosen by the state confirms that your physical or mental impairments can be expected to keep you, or have kept you, from working for 12 continuous months or can be expected to result in death
- You are a child under 18 who has a 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. If you are alcohol or drug dependent you can qualify for SSI only on some other

basis, such as age or another disability (for example, liver or kidney or mental problems.)

You cannot get SSI any month in which you are in prison or jail, in violation of parole or probation, or a fugitive from a felony.

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
- All tax refunds
- Any portion of scholarships or grants that is for tuition, fees, and school expenses
- Federal undergraduate grants and loans (totally exempt)
- Foster care payments
- A third of all child support payments from an absentee parent if you are caring for a child
- CalFresh/Food Stamps (which you won't get after you are approved for SSI)
- Any income, if you are blind or disabled, that has been set aside as part of a “PASS” (Plan to Achieve Self-Support) approved by the Social Security office
- Federal housing and relocation
- assistance payments
- Earnings of a blind or disabled student under age 22 up to \$1,620 a month, maximum \$5,200 a year
- Payments from FEMA, Red Cross and other agencies for disaster-related losses
- Money you receive to pay for a lost or stolen belonging
- Reverse annuity mortgage payments made to the recipient (counts as a resource, but not as income.)

2. Resources or Assets

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

- The home you live in
- One car if you use it for work or medical treatment at least four times a year or if it is specially-equipped for a disabled person
- Payments from agencies for disaster-related losses
- Property used for self-support including farm land, equipment, store building, inventory, business bank accounts
- Retirement accounts (IRAs, tax deferred annuities) belonging to the spouse or parent of an SSI beneficiary or applicant. However, the “cashed-in” value of retirement accounts owned by the SSI beneficiary or applicant will count.
- Up to \$2000 equity value for household goods and personal belongings
- Up to \$1500 per person for life insurance or burial expenses.

If you have too many resources, you can spend them down to meet the limits. You could buy things you need (as long as whatever you buy does not make you go over another limit), or pay off debts. If you give away resources or sell them below a fair price, you can be ineligible for SSI for up to 36 months.

If a child eligible for SSI lives with a parent (or parents) not eligible for SSI, a portion of the parent's income and resources may be used to figure the child's SSI cash aid. If a person eligible for SSI lives with a spouse not eligible for SSI, a portion of the spouse's income and resources may be used to figure the SSI cash aid. The Social Security Office can explain the complicated deeming rules and figure the benefit.

WHAT ARE THE BENEFITS?

1. Maximum Aid

| Type of Person | Max. Benefit |
|---|--------------|
| Single person 65 or older | \$866 |
| Disabled person 18 or over | \$866 |
| Single blind person any age | \$921 |
| Couple, both disabled or aged | \$1,462 |
| Couple, both blind | \$1,609 |
| Disabled person under 18 | \$773 |
| One person living in a licensed Board & Care facility (\$121 for that person's private use) | \$1,122 |

Effective as of October 2012
Amounts will change in 10/2013

Food: If you get SSI in California, you cannot get CalFresh/Food Stamps. However, if you live where meals cannot be prepared you can get an additional \$90 to \$100 per month (ask for the Restaurant Meals Allowance.)

Health Care: If you receive SSI, you automatically qualify for Medi-Cal without a share of cost. You may also be eligible for In-Home Supportive Services. (See page 53)

Special Telephone Equipment: If your disability makes it difficult to use the phone you may qualify for special equipment to help. Call (800) 806-1191 (voice) or (800) 806-4474 (TTY line.)

Rent and Household Expenses: Benefits will be lower if you live with someone else and do not pay your full share of household expenses. Homeless people receive the same cash aid as persons with homes, except that you can only get SSI 6 months out of 9 if living in a "public shelter". If you were getting free room and board when you applied for SSI and later begin paying your share for room and board, tell your worker so your benefits will increase.

A single person can get a \$1,122.00 (as of 2013) board & care rate called "Non-medical Out of Home Care," if you do not receive In Home Supportive Services, are not staying in your own home,

and a relative who does not get SSI is providing you room, food, and personal care. The county must certify the private residence.

You may be able to get a \$400 immediate payment from the Social Security office if either your SSI or your Social Security check is late and you need money right away.

HOW DO I APPLY

See page 26 Social Security Offices. Come in, or (800) 772-1213 to make an appointment. Even if the process from application to first check takes months, when you are approved the benefits will be paid beginning with when you started the application. Do not accept a verbal denial. Insist on filing at least a partial application. If you do not have all the necessary information, you can give additional or corrected information later.

If you have difficulty with English or with hearing, the Social Security Office will provide you with an interpreter without cost. You may have help from a friend, family member or advocate at any appointment. If your condition makes getting to the office difficult, you may ask for a telephone interview.

If you want to sign a form allowing someone else to serve as your representative, ask by phone for form SSA-1696 to be mailed to you. Parents or guardians can apply for a child under age 18 who is blind or who has a disability.

It's helpful to have the following information with you when applying:

- Social Security card or record of number
- Birth certificate or other proof of age
- Information about the home of residence, such as mortgage or lease and landlord's name
- Payroll slips, bank books, insurance policies, car registration, burial fund records and other information about income and resources
- Names, addresses and telephone numbers of doctors hospitals and clinics that have treated them (if applying for SSI because of disability or blindness)
- Proof of U.S. citizenship or eligible non-citizen status.

You should apply even if they don't have all the things listed. The Social Security

Office can help them get whatever is needed.

Your case will be sent to a state agency under contract with SSA to obtain your medical records and decide whether you meet the medical requirements for eligibility to benefits. In general, people who are blind or have very obvious disabilities are approved more quickly than those who must have their disabilities more extensively verified.

WHAT ARE MY RIGHTS?

Current and existing medical records need to be obtained in all cases where disability is an issue. In many cases, you will be given an appointment for a doctor chosen by the state to examine you. If the state decides that you are not disabled enough to get SSI, you can appeal.

Those who appeal a decision that they are "not disabled enough" often win and are able to receive benefits. (See page 66 Hearings and Complaints)

If necessary, 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 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 believe that your SSI check or any notice that you get is wrong, insist on immediately submitting a "Request for Reconsideration." Legal aid and advocacy organizations can help you best after you insist on these forms to protect your rights.

Also, some Congressional district offices have free experts at Social Security Casework. Call yours and ask for help with a hearing or complaint.

CAN I GET 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. 63 "Which Immigrants can get SSI and CAPI?")

SSI & CAPI

CAPI benefit amounts are similar to SSI (\$10 less for one person, \$20 less for a couple). Like SSI, benefits are lower if you share housing or don't pay your full share of household expenses.

If you are eligible for CAPI you may also be eligible for Medi-Cal, CalFresh/ Food Stamps and In Home Supportive Services (IHSS) (see page 53) but you will have to apply for these benefits separately.

See pg. 65 "Sponsors" for important information about "deeming."

► 1. How to Apply

To apply for CAPI, go to the Wilshire Special DPSS Office or any office that handles GR (see page 66) or call (877) 481-1044 to file an application over the phone. The steps are similar to those for SSI.

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. You may apply for SSI on your own or you may choose to allow an expert County worker help you with this process. To apply for SSI go to

your local Social Security Administration office or call (800) 772-1213 to file an application over the phone (see list of offices on this page.)

To apply for SSI with help from an expert County worker, ask your CAPI Eligibility Worker.

Your benefits will begin the month after you apply for, or try to apply for CAPI, so you should apply as soon as possible. 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, Electronic Benefit Transfer (EBT) or direct deposit.

► 2. Watch out for 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 will help you fill out your application, and provide you with a county worker who speaks your language to help you fill out the papers.

You can also get help from a non-profit community organization, which will not charge you to help you apply. If you do use a broker, you should be very careful about signing a "representative payee" form; signing such a form for a broker allows that person to have direct control of your CAPI payments.

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) 772-1213

(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 an office, be sure to get and keep that person's direct phone number so you can reach them again.

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 toll-free: (800) 772-1213, from 7 A.M. to 7 P.M. during the week. The TTY Number for hearing impaired is (800) 325-0778. 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 an office, be sure to get and keep that person's direct phone number so you can reach them again.

Alhambra, 200 S. Garfield, Ste. 102
Arcadia, 301 E. Foothill, Ste. 101
Burbank, 2025 N. Glenoaks
Chatsworth, 9168 De Soto Blvd.
Compton, 171 E. Compton Blvd.
Crenshaw, 3657 Crenshaw Blvd.
Culver City, 3750 S. Robertson Blvd.
Downey, 8847 E. Imperial Hwy.
East L.A. 240 N. Breed St.
El Monte, 3380 Flair Dr.
El Sereno, 5411 W. Valley Blvd.
Glendale, 710 S. Central Ave. Ste. 320
Glendora, 903 E. Alostia Ave.
Hollywood, 6730 Sunset Blvd.
Huntington Park, 6303 Rugby Ave.
Industry, 17595 Almahurst
Inglewood, 230 E. Spruce Ave.

Lakewood, 5220 Clark Ave., Ste. 220
Lancaster, 701 W. Avenue K, Ste. 109
Long Beach, 120 W. Broadway, #. 100
Central L.A. 2600 Wilshire Blvd.
Central Los Angeles 3836 Wilshire Blvd.
Marina/Venice, 4656 Admiralty Way
Miracle Mile, 641 S. La Brea Ave.
Montebello, 2216 W. Beverly Blvd.
North Hollywood, 11631 Victory Blvd.
Norwalk, 10917 E. Firestone Blvd.
Pasadena, 104 N. Mentor
Pomona, 436 W. Fourth St.
San Fernando, 456 San Fernando Mission Blvd.
San Pedro, 336 N. Gaffey
Santa Clarita, 27225 Camp Plenty Rd.,

Torrance, 1321 Post Ave.
Tujunga/Verdugo Hills, 6401 Foothill
University Village, 2021 S. Flower
Van Nuys, 6501 Van Nuys Blvd.
Watts, 10345 S. Central Ave.
West Covina, 100 N. Citrus, Ste 506
Westwood, 11000 Wilshire Blvd., Ste. 10203
Whittier, 7200 Greenleaf Ave. Ste. 200

Veterans

Veterans and their family members may be eligible for income, health care, housing, and other services.

INCOME

The Department of Veterans Affairs (VA) has two income benefits for veterans.

- 1. Service-Connected Compensation** provides a monthly income to veterans with a physical or mental health condition that is related to their military service. The amount of Compensation depends on the severity of the medical condition, and ranges from \$129 to \$2,816 per month.
- 2. Non-Service-Connected Pension** provides a monthly income to wartime veterans who are low-income and either 65 years or older or totally disabled. The amount of Pension is \$1,038. Veterans with dependents can get more Compensation and Pension.

NOTE: If you served during wartime and are receiving less than \$1,038 in Social Security or SSI benefits, you should apply for Non-Service-Connected Pension benefits.

HEALTHCARE

If you served in the military, you may qualify for VA health care benefits. Certain veterans receive prioritized health care from VA Medical Facilities and Vet Centers. Low-income veterans may receive free or low-cost VA health care.

HOUSING

Permanent Housing - The VA has limited HUD- VASH vouchers for homeless veterans. If you have a VASH voucher, you can move into permanent housing and the VA will pay a portion of your rent.

Rental Assistance - If you are facing eviction or are homeless and need helping moving into permanent housing, the Supportive Services for Veteran Families Program (SSVF) may help. SSVF provides financial assistance and supportive services to low-income veterans and their families. Call "211" for the SSVF nearest you.

Temporary Housing - There are many Grant Per Diem Programs (GPD) that offer free, temporary housing for veterans. Many programs have social and health services. Call "211" for the GPD Program nearest you.

OTHER SERVICES

The VA has other programs that assist veterans and their families, like Education, Vocational Rehabilitation, Life Insurance, Burial Assistance, Survivors Benefits, and more.

FOR MORE INFORMATION

For more information, visit or contact the VA Los Angeles Regional Office Intake Site at:

Federal Building,
11000 Wilshire Blvd., LA, CA 90024
Phone: 800-827-1000

Veteran Service Organizations:

Disabled American Veterans- Department of California
13733 E. Rosecreans Ave.
Santa Fe Springs, CA 90670
Phone: 562-404-1266

Filipino Veterans Association
2615 S. Grand Ave, LA, CA 90007
Phone: 213-744-4826

Jewish War Veterans
2615 S. Grand Ave., Rm. 100
LA, CA 90007
(888) 489-2778



General Relief

General Relief ("GR") is a Los Angeles County program that helps people who are not eligible for any other programs and have almost no money. GR is a very limited program with many requirements. The Los Angeles County Department of Public Social Services ("DPSS") administers the GR program.

AM I ELIGIBLE

▶ 1. Residence

To qualify for GR, you must reside in L.A. County for at least 15 days and intend to remain here permanently.

▶ 2. If you are stranded

If you are stranded here from another state or county, and want to return, ask for aid to return to your legal residence when you apply. Someone, such as a relative, must confirm that you reside in the county or state to which you want to return. If you have used this help within the last year, you cannot use it again. If you are eligible, DPSS will give you emergency housing

and meal vouchers until transportation is arranged. DPSS will also provide you a food allowance for your trip home.

▶ 3. Cash and Resource Limits

You cannot have more than \$50 total in cash or in a bank account when you apply. However, you can own the following resources:

- One car worth less than \$4,500
- Necessary household furnishings
- The house you live in if the market value is assessed at no more than \$34,000.

If you live with your spouse, his or her income will be counted in deciding if you are eligible, unless your spouse receives SSI.

4. Time Limits

If you are able to work, DPSS will classify you as “employable.” If you are “employable,” you can only receive GR for 9 months in any 12 month period. The 9 month time period begins with your first scheduled orientation date for GROW, or the date your aid is approved, whichever is first. Participation in and compliance with GROW (General Relief Opportunities for Work), the county’s welfare to work program, is required if you are deemed “employable.”

If you are unable to work due to a physical or mental disability, DPSS will refer you to be evaluated by a county doctor. If the doctor determines that you are disabled, DPSS will classify you as “unemployable” and you will not be subjected to a time limit as long as your classification remains “unemployable.” You may be required to attend another evaluation when your “unemployable” classification period expires. If you have questions about time limits, call the DPSS Central Helpline, (877) 481-1044.

WHAT ARE THE BENEFITS

1. Basic Benefits

The maximum monthly cash aid is \$221. In addition to the cash aid, you can get:

- Automatic enrollment in Healthy Way LA and/or Medical, a free health insurance program for low-income LA County residents. (see section on Healthy Way LA.)
- Free health care from any county hospital or clinic - (800)-427-8700
- Bus tokens to all required appointments related to keeping benefits including, scheduled medical appointments, vendor lodging and meal voucher locations (when the one-way distance is one mile or more or you are unable to walk a mile), and EDD offices
- 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 drug or alcohol recovery program

2. Emergency Benefits

When you apply for GR, you may be eligible to receive the following emergency benefits:

- **Emergency Housing** - If you are homeless, tell the eligibility worker who interviews you at the DPSS office. If you are eligible for GR and homeless, DPSS will issue you up to two weeks of hotel vouchers. However, \$4.53 will be deducted from your first GR benefit for each night DPSS issues you a hotel voucher. If you accept the vouchers but do not use them, DPSS will still deduct the money unless you make a written request to cancel the voucher. You can request that DPSS change the location of your voucher. You can also refuse to accept a hotel voucher. You can complain about conditions at the hotels by calling (800) 255-0905.
- **Emergency Food** - You may be entitled to CalFresh (formerly known as Food Stamps) or food vouchers the day you apply (see page 32 CalFresh/Food Stamps.). If you do not receive CalFresh/Food Stamps, and no voucher restaurant is open or in your area, you should get cash (\$2.17 per meal). Ask for as many meals (up to 3 a day) as you will need. Remember, any meal vouchers or cash issued to you will be deducted from your first GR benefit.
- **Aid to Prevent Eviction** - You can receive up to \$272 if you can prove, with a letter from the landlord, that you failed to pay last month’s and this month’s rent and the money will prevent your eviction. This payment will be issued directly to your landlord.
- **Aid for Utilities** - You can receive aid to restore or to prevent having your utilities shut-off.

3. Earned Income Disregard

Any earnings in the 30 days before your application will reduce how much you can get in GR that month. But once you start receiving GR benefits, you can earn up to \$200 per month with no reduction in benefits. If you earn between \$201 and \$620, the amount of your cash aid will be proportionally reduced. You will also be able to save up to \$1,500 once your case is approved. Report your earned income to your worker, and tell him or her that you know about the Earned Income Disregard.

HOW DO I APPLY

1. Regular Application

Go to the DPSS (Department of Public Social Services) office to apply for GR. Not all DPSS offices take GR applications.

(see page 70 Welfare Offices).

Be prepared for a long day, but remember that you have the right to apply. Tell the worker at DPSS that you need GR. You will have to fill out a “screening” sheet and an application. Bring with you identification and papers that prove your income and resources.

Every GR applicant has a right to request “Expedited CalFresh/Food Stamps” (see page 32 Emergency CalFresh/Food Stamps). In general, expedited service is available to individuals who have less than \$150/month in gross income and less than \$100 in available resources. . Also, an authorized representative (such as a friend or relative) can apply for expedited CalFresh/Food Stamps on behalf of another person.

If you are eligible, DPSS can issue you CalFresh/Food Stamps the same day you apply. DPSS must issue you CalFresh/Food Stamps within three days of your application if you are eligible to receive expedited benefits.

You will be fingerprinted and photographed when you apply. If your fingerprints match those of any other welfare recipient in the state, you will be denied GR pending investigation. You can appeal this decision.

Your fingerprints cannot be shared with any other agency; but if a law-enforcement agency requests information about someone wanted on an arrest warrant, DPSS must give them their name, address, and physical description. Also, DPSS may inform law-enforcement officials of your presence in the DPSS office if you are a fleeing felon. If you are denied GR because you are a fleeing felon, contact the Public Defender’s Office: (213)974-7075.

If you don’t have identification when you apply, you may be aided on GR and given 60 days to get the needed identification.

Make sure that your worker has a reliable address for you; otherwise, you may miss important notices from DPSS. Your home address and mailing address do not have to be the same. If you are homeless, you can use the DPSS address to pick up your mail, but if you do, you must check for your mail at least once a week. Some community organizations and shelters provide free mail service.

You must be helped if you are in the office before it closes. If you need help imme-

diately, you should receive it. If anyone does not let you apply or tells you to come back the next day, insist on speaking to a worker, and then a supervisor, and then the deputy director, if necessary.

The county has 30 calendar days to approve your case and issue GR benefits. Your benefits will be issued to you on an Electronic Benefits Transfer (“EBT”) card. When your EBT card is issued to you, you will also select a personal identification number (“PIN”). Using your EBT card and your PIN, you can access your benefits through any ATM. Your DPSS worker should provide you with a list of ATMs in the area. This list will let you know which ATMs are free and which ones charge a fee.

► **2. If You Think You Are Unable to Work**

If you are disabled you may want to apply for SSI first. (see page 24 SSI). You may apply for GR while you wait on SSI. Ask for an SSI Advocate at the GR office. Most people who apply on their own get denied, so you want to ask the county to help you apply for SSI.

If you are disabled, tell the worker when you apply for GR. You will be given an appointment for an “employability screening”. Be sure to tell the medical provider everything about your disability. Bring any medications, prescriptions, , or other proof about your disability. If the medical provider determines that you are not able to work due to a disability, you will be deemed “unemployable.” If the medical provider believes that you have a disability, but may be able to work with some accommodations, the medical provider may classify you as “unemployable with accommodations” or “employable with accommodations.” If you are determined “unemployable with accommodations,” you may volunteer to be in GROW, but are not required to do so. If you are deemed “employable with accommodations,” you will be required to participate in GROW as long as DPSS can provide the accommodations.

If the medical provider decides that you are able to work, you can appeal to the medical provider at the time of the screening that you disagree with your employability screening. You will then be considered “temporarily unemployable” for 15 days until you receive the results of your appeal.

Make sure you go to your employability screening because you may be denied GR if you don’t.

County or VA doctors can verify your disability. Ask the doctor to fill out an “ABP 1676P” form to verify the disability. A statement from a private doctor does not replace the employability screening.

► **3. If You Need Special Assistance**

DPSS must help you apply if you need it. If you cannot read or write, they must help you with their forms. If you have a mental disability, they must refer you to a mental health worker for evaluation. The evaluation can establish you as a Needs Special Assistance (“NSA”) recipient. NSA recipients are approved for GR promptly. In addition, “NSA” participants are protected from some sanctions, work and other program requirements, and denials of aid.

If you request an evaluation by a mental health worker, but do not get one, you may demand that you be classified as “medically unemployable” for 30 days. You will be exempt from GROW and other requirements until you get a mental health evaluation.

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

WHAT ARE THE REQUIREMENTS

► **1. If You Are Able to Work**

If you are employable, you will be required to:

- Complete 6 job searches at application
- Register with the Employment Development Department (“EDD”). You will have to apply for unemployment benefits if you appear eligible for these benefits.
- Participate in the GROW program
- Spend 20 hours per week in activities leading to a job

The County will send you a notice to come to a GROW Orientation or give you a notice at application. If you do not attend the GROW orientation, your application for GR will be denied. But, if you have “Good Cause” or a good reason for not attending the GROW Orientation, your application will not be denied and you will be schedule for another date and time. Make sure to contact your GROW worker. GROW provides a range of services including job search

activity, job-related training, counseling, and work experience.

In GROW, if needed, you may also get assistance with transportation, books, supplies, uniforms and tools related to your trade. GROW can also provide referrals to domestic violence, substance abuse, or mental health supportive services.

If you are 60 years old or older, you will not have to participate in GROW, and you will not have a time limit. If you have questions about the GROW program, call (877) 481-1044 for help.

NOTE: If you are terminated from GR for not meeting GROW requirements, your CalFresh/Food Stamps benefits should still continue. There currently are no work requirements for the CalFresh/Food Stamps program in LA County. (See page 32 “CalFresh/Food Stamps.”)

► **2. If You Are “Unemployable”**

If the medical provider says you are disabled, you are exempt from many GR requirements. You do not have to participate in GROW, complete job searches, or register with the EDD, and cannot be penalized for not working. You will only be classified as “unemployable” for a certain amount of time. When your disability period expires, you will be sent a notice to comply with GROW requirements. If you still cannot work, call your worker right away and have them schedule an appointment for you with the medical provider.

NOTE: If you are Unemployable and wish to volunteer without any penalties in the GROW Program contact your Eligibility Worker.

► **3. Drug and Alcohol Program**

When you apply for GR your DPSS worker will screen you for drug or alcohol dependency. 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 Health Services.

If you are assessed to be chemically dependent you must enroll in a treatment program (Mandatory Substance Abuse Recovery Program) in order to receive GR. If all the programs are filled you can get GR while you wait to enter a program.

If you fail to comply with the Mandatory Substance Abuse Recovery Program requirements, your application will be

General Relief

denied. You are entitled to a "good cause evaluation" 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 Abuse Recovery Program but is considered "employable" and in a residential treatment program, you are not required to register for work or complete a job search. However, still have to meet GROW requirements and you can meet this by participating in substance abuse 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 QR-7 form every three months. **THIS IS EXTREMELY IMPORTANT!** On the QR-7, you will be asked to report your income, property and household composition. You will also be required to report any changes in your income, property or household composition that you anticipate in the next three months. Your eligibility and benefits for the next three months will be based on the information you provide on your QR-7. If you do not report income on your QR-7, you will be charged an overpayment that you pay back by not getting GR for an entire month. Under certain circumstances, you must report changes before your required reporting month.

You will be assigned to a Quarterly Reporting cycle based on the last digit of your case number. Your DPSS worker should let you know the months you are required to submit a QR-7.

If you get the form in the mail, you must fill it out and return it to the DPSS office by the fifth day of your "submit" month. You should receive your QR-7 on the first of your "submit" month. If you don't get it in the mail, you must go to the DPSS office to complete the form.

Make sure to get a receipt showing the time and date you submitted the form. If your QR-7 gets lost, or you do not turn it in, your case will be terminated at the end of the "submit" month. You have until the 3rd Thursday of the following month to turn it in without losing any cash aid, if your reported changes do not cause a reduction in benefits or ineligibility (you may still have a reduction or loss of CalFresh/Food Stamps benefits).

WHAT ARE MY RIGHTS?

▶ 1. Good Cause

Unless you have "Good Cause," you will be penalized for not participating in GROW, quitting a job, not accepting a job paying at least minimum wage (\$8 an hour), not complying with substance abuse requirements, or getting fired for misconduct. "Good Cause" can be any illness, accident, difficulty reading or 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. If you are not able to comply with the GR program requirement, and you have "Good Cause," you should contact your DPSS worker immediately and explain your situation.

▶ 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 "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 have a right 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 appear on the notice. If you have "Good Cause," you have a good chance of winning the hearing. Your benefits cannot be cut off or reduced without a hearing unless you do not go to the hearing. (see Page 66 "Hearings and Complaints".)

▶ 4. Penalties

If you do not go to your GR hearing, or you lose your GR hearing, your case will be terminated (with or without a sanction) or your benefits will be reduced. If you receive a sanction and you have not been sanctioned in the past 365 days, you can re-apply at once. 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.

ADDITIONAL ASSISTANCE

▶ 1. Health Care

As a GR recipient, you may be automatically enrolled in Healthy Way LA, a free health insurance program for low-income LA County residents. If you are not automatically enrolled, you can apply at DPSS. If your worker or someone at a clinic says that you have to go to a special "GR" clinic and you want to go somewhere else, call (800) 427-8700 to find out where else you can go, and request an alternate location.

▶ 2. If You Begin to Get SSI

DPSS workers emphasize that GR is a "loan." If you begin to receive SSI, the amount you received on GR will be automatically deducted from your first SSI check.

▶ 3. GR Time Limits

If your General Relief is stopped due to the 9 month time limits:

You can continue to get CalFresh/Food Stamps, but you will have to do a workfare project of three days a month for them.

You continue to receive free and low cost health care from the county. You can reapply for GR in three months.

If you become "unemployable" while you are timed off of GR, reapply for GR and let your worker know that you are "unemployable." If they find you are unemployable after screening you, you will be eligible to once again receive GR and you will not be subject to time limits.



BICYCLE HELP



These organizations offer guidance and usage of their shop tools and parts to bike owners with broken bikes that do not have the tools or resource to fix them. They are not a sales shop but a "Do it Yourself" repair shop. There's a small donation for their help, but no one is turned away for lack of funds.

Bici Libre

1205 W. 6th St, Los Angeles, 90017
213-261-5626
<http://la-bike.org/bicilibre>

The Bicycle Kitchen

4429 Fountain Ave, LA CA 90029
(323) NO-CARRO or (323) 662-2776
<http://www.bicyclekitchen.com>

Transportation

BUS PASSES AND TAXI VOUCHERS

All Los Angeles County transit operators, including MTA, DASH, Foothill, Antelope Valley, and all the city bus lines, honor a "disabled identification card".

1. How to Apply

Call (213)680-0054. There are over 20 transit offices where the ID card applications may be obtained. The completed application must be returned in person to any of these offices. 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 the 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 signed by a health care professional.

Replacement of lost or stolen cards requires a \$5.00 fee and another photo. ID cards will be mailed within 10 business days after verification.

2. Other Transportation Help

Transportation assistance for CalWORKS participants (see page 9)

Department of Rehabilitation

(for disabled persons: see page 13 Jobs)

Bus Tokens:

East LA Service Center (323) 260-2808
 People Coord. Svs. (323) 735-1231
 Weingart Access Ctr (213) 289-5020

Help for Stranded or Runaways to Get Home:

Home Free Program (800) 621-4000
 St. Vincent (323) 224-6280
 See General Relief for more information.

Bicycle help- see page 30

Air Travel Assistance for Patients Needing Medical Aid:

Angel's Flight (888) 426-2643

3. CityRide and paratransit

Most cities in LA County offer subsidized transportation for seniors or people with disabilities.

Los Angeles CityRide: (213) 808-RIDE (323) or (818) or (310) (808-7433)

For seniors 65+ or disabled. CityRide provides a book of coupons worth \$72, every three months. The cost is \$15 (\$6 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.

ACCESS (800) 827-0829 Shared ride service offering disabled persons curb-to-curb rides within 3/4 mile of most LA County bus or rail routes, using buses, mini-vans and taxis. Fares are distance-based and range from \$1.80 to \$2.70 for each one-way trip. Call to apply.

Dial-a-Ride (800) 439-0439 Shared rides for seniors 60+ and disabled in certain parts of the county. Costs vary but as low as 25 or 50 cents in some areas. Call to apply.

Charter Bus Program Assists seniors, youth, and disabled groups in the City of Los Angeles with free or subsidized charter bus services to attend educational, recreational, or cultural events in the region.

To apply visit: <http://www.lacitycb.com>

HELP FOR DRIVERS

1. Low Cost Car Insurance

Low income drivers in Los Angeles County can purchase special auto insurance for \$347 a year. Call (800) 622-0954 to find the agent nearest you from the California Automobile Assigned Risk Plan (CAARP.) You must verify your income with tax returns and also show a valid driver's license, current vehicle registration, and proof of ownership of vehicle.

To be eligible

- you must live in LA County
- you must be at least 19 years old and have been driving for at least 3 years

without losing your license

- the car insured must be worth less than \$20,000; and your household must have a yearly income below:

| # in household | Annual Income |
|----------------|---------------|
| 1 | \$27,925 |
| 2 | \$37,825 |
| 3 | \$47,725 |
| 4 | \$57,625 |
| 5 | \$67,525 |
| 6 | \$77,425 |
| 7 | \$87,325 |
| 8 | \$97,225 |

Also, in the last 3 years you cannot have:

- Been responsible for an accident involving bodily injury or death
- Had more than one property damage accident in which you were at fault
- More than one point for a moving violation
- You also cannot be a college student claimed as a dependent on someone else's taxes.

Per household only two low cost policies are allowed. A "household" includes all related persons living under one roof. Unrelated individuals living in the same house are each considered to be their own household.

The liability limits are \$10,000 bodily injury or death per person, \$20,000 bodily injury for each accident and \$3,000 property damage for each accident.

You can add \$1,000 Medical Payments for your Injuries for \$37 a year and/or \$10,000 per person/\$20,000 per accident to protect you and your passengers from bodily injury by an Uninsured Motorist for \$67 a year. There is no physical damage or theft coverage for your car.

2. Help With Smog Check

The State's Consumer Assistance Program (CAP) provides financial assistance for low income consumers whose vehicles don't pass smog check. If you qualify they can help pay for repairs that will allow your car to pass. You must pay a copayment. The program is limited to available funds. Don't do any repairs until you are notified that you've been approved.

For information and to apply call

Dept. of Consumer Affairs (800) 952-5210
 Or visit: www.bar.ca.gov

CalFresh/Food Stamps

CalFresh (also known as Food Stamps or SNAP), is a government program that gives you benefits so that you and your family will not go hungry. You get an Electronic Benefit Transfer (EBT) card (with a Golden State Advantage logo) that you can use at supermarkets, farmers markets, and small stores.

Many people who qualify for CalFresh/Food Stamps don't think they qualify or do not know how to apply. If you or someone in your home needs food, you should apply; everyone deserves to have enough to eat.

To get CalFresh/Food Stamps, you must be a U.S. citizen or a legal immigrant non-citizen (see page 62 Guide for Non-Citizens). You must also meet income requirements. You don't have to have a home or a place to cook to get CalFresh/Food Stamps.

People receiving SSI do not qualify, including students, strikers, and people with past drug felonies

FORMER FOSTER YOUTH

If you are a foster youth exiting foster care in California, you are eligible to receive CalFresh/Food Stamps up to age 21. Your DCFS social worker can help you apply since there are now DPSS workers that visit DCFS offices.

HOW DO I APPLY?

There are different ways to apply.

- Call 1-(866) 613-3777 to have an application mailed to you.
- You can also apply online by going to www.dpssbenefits.lacounty.gov
- In person (see map on pg. 71 for the nearest county office)
- Or apply at many other Community and Faith-Based organizations, health clinics, WIC centers, and food pantries approved by the county. Contact one of the Family Souce Centers (pg 3) to get referred to the nearest location.

You can complete the entire CalFresh application process without going into a DPSS district office, but if you go into a DPSS district office to apply, you have two options:

1. Emergency CalFresh/Food Stamps

You may be eligible to get CalFresh/Food Stamps the same day or at least within 3 days if one of the following applies:

- You are homeless; or
- Your gross income is less than \$150 per month and the money you have on hand or in the bank is less than \$100; or
- You are a poor migrant or seasonal farm worker; or
- Your combined monthly gross income and available resources are less than your monthly rent, mortgage, and utilities.

To apply for emergency CalFresh/Food Stamps, you only need to sign and date the application and statement of facts. The worker will ask for your proof of identity, residence, income, and resources, but you cannot be denied for not having these documents with you. Although your cash on hand and other liquid resources do not count for general CalFresh/Food Stamps eligibility, they do count if you are asking DPSS to give you emergency or same-day CalFresh/Food Stamps.

These are acceptable 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,
- or a letter addressed to you.

2. Non Emergency

You have the right to apply in your own language and to turn in a written application on the day you go in. DPSS must approve or deny your application within thirty days after the date you turn in the application. If someone tells you to come back without submitting the application, you may insist on filing an application.

1. Mail: To have an application mailed to you, call (866) 613-3777. Complete it out and return it by mail, or have someone else turn it in for you. Make copies of the application and documents you are mailing in case the application gets lost or it's not received.

2. Online: You can apply online by visiting: www.dpssbenefits.lacounty.gov. Make sure to fill out your personal information (name, address, phone number) so the eligibility worker can contact you for any questions. You will be given a confirmation number at the end of the application. Note down this number because you will need it to follow up on your application.

3. In person: If you apply at the DPSS office in person, fill out the application form as completely as you can, circling the numbers of the lines where you cannot answer or need help. Turn the application in and wait to be seen or make an appointment to see an eligibility worker. If you are not seen in a half-hour, go to the reception desk and ask for the Customer Service Representative Desk.

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, CAPI, or 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 application you filled out and will be asked for additional information. You may bring someone along to help you. You may be asked to sign a form making them your "authorized representative."

Documents: You will be given a list of documents that you will need to complete the application process. You may be given a "return appointment" to turn in the documents. If you do not have one of the necessary documents, you or someone you know may sign a statement explaining why not.

You may be able to receive benefits while you continue to gather the required information. The eligibility worker should help you understand what

documents are required and what you can bring instead, if 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 at a time you agree to or that you 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.

Fingerprints: Fingerprints are no longer required for applicants for CalFresh/Food Stamps benefits only. (You still need to be fingerprinted if you are also applying for cash aid such as General Relief or CalWORKs.)

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 for a stamped envelope addressed to him or her. If you take in any documents, make sure to get a receipt to prove that you dropped off the documents requested. Keep your own copy of all the paperwork you submitted. If you need help and your worker is not available, a supervisor must help you.

Within 30 days of your 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 are eligible (usually a "certification period" is 12 months) and the amount of benefits that you will receive

If your CalFresh/Food Stamps case is denied and you believe you qualify for benefits, request a hearing or call a legal aid organization for assistance. (See page 68 "Good Advice.")

Any time your income, expenses, or other circumstances change, report this on the form called "QR 7." (More information on Reporting in pg. 34)

Nutrition Education: The University of California Cooperative Extension has a free program to help CalFresh/Food Stamp participants purchase foods for a

better diet through nutrition education. Visit www.fsneq.ucdavis.edu.

WHERE CAN I USE CALFRESH/FOOD STAMPS?

- Almost every food store
- Many certified Farmer's Markets. look at Famers Markets section for more information
- Some meals-on-wheels programs
- Certain restaurants can accept Cal-Fresh/food stamps from homeless, disabled or elderly participants
- Some shelters are authorized to take CalFresh/Food Stamps as payment from clients

► What Can I Buy With My Benefits?

- Any food item except hot foods that are meant to be eaten immediately (except at certain restaurants for the homeless, disabled or elderly)
- Non-alcoholic beverages
- Seeds to grow your own food.
- CalFresh/Food Stamps cannot be used for non-food products such as soap, tobacco, or diapers.

WHAT ARE THE BENEFITS?

Each month you get help to buy nutritious food. The highest (maximum) amount your household can get is listed on the chart in the next column. The amount you get depends on your income and expenses. You may qualify to receive up to the following amount of CalFresh/Food Stamps benefits:

| # in Household | Maximum Amount |
|----------------|----------------|
| 1 | \$200 |
| 2 | \$367 |
| 3 | \$526 |
| 4 | \$668 |
| 5 | \$793 |
| 6 | \$952 |
| 7 | \$1052 |
| 8 | \$1202 |

For each additional person, add \$150 (Accurate until Sept. 30, 2013)

AM I ELEGIBLE?

► 1. General Eligibility

SSI recipients in California who are placed on "pending status" by SSI may be eligible to receive CalFresh/Food Stamps.

If you are convicted of a drug-related felony for sales, manufacturing, trafficking, or distribution occurring after August 22, 1996, you are ineligible for CalFresh/Food Stamps. If your felony was for possession or use of drugs, you can get CalFresh/Food Stamps if you show that you are in a drug recovery program, OR have completed one OR are on a waiting list for one, OR take a drug test, OR sign an affidavit that you are no longer using drugs. This rule may change.

You can be permanently disqualified from the program if you are caught selling CalFresh/Food Stamps worth over \$500.

Strikers and their families are usually kept out of the program, unless they meet the income limits one day before the strike. Employees who honor a picket line of another union, who are laid off as a result of the strike, or who are locked out, are not considered strikers and may be more likely to qualify.

► 2. Special Rules for Students

Most students can't get CalFresh/Food Stamps. But students between the ages of 18 and 49 who are enrolled at least half-time in a program of higher education can get CalFresh/Food Stamps if they are doing any one of the following:

- Enrolled in CalWORKs
- Working and getting paid at least 80 hours per month
- Receiving a work-study grant
- Responsible for the care of a dependent child under age 12 if a full-time student
- Responsible for the care of a dependent child age 6 to 11 where no adequate child care is available
- Going to school through the Job Training Participation Act (JTPA)

If the student doesn't meet any one of these requirements, the other people in the home may still receive CalFresh/Food Stamps even though the student can't.

► 3. If You Get Free Meals

If you do not pay for any of your meals, you may not be able to get CalFresh/Food Stamps. Even if you don't prepare your own meals you may be able to get CalFresh/Food Stamps 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,
- or a group home for the disabled or blind.

Some facilities can collect your CalFresh/Food Stamps from you if they use them to feed you.

▶ 4. “Households”

The term “household” has special definition in this program: it means that you purchase and prepare food together. It does not mean you have a house. 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—you, your spouse, your children age 21 and under
 Your parents and you (unless you are over 21)
 Those who are acting as parents for a child under 18, unless the child is in foster care
 An individual living with the household who is a spouse of a household member.

Relatives who can be considered separate households, even if they live in the same place, include:
 Parents living with their adult children (over 21)
 Adult brothers and sisters.
 Teen parents who reach the age of 19 and are taken out of their own parents’ CalWORKs case are still eligible for CalFresh/Food Stamps. The parents’ income must be counted, but the Cal-Fresh/Food Stamps should not just be cut automatically— call Legal Aid if this happens.

▶ 5. Income Limits

Income test one: You can have income from a full- or part-time job, unemployment, General Relief, or CalWORKs and also get CalFresh/Food Stamps if the household’s “gross” or “total” monthly income is below the following limits.

If you are disabled or over the age of 60, this limit does not apply to you. Medi-Cal recipients may be eligible for CalFresh/Food Stamps even if they are over the income limit.

There is also a second “net income” test, but some of your income may not count for the second test. If you apply for CalFresh/Food Stamps and are denied based on income tests, contact a legal aid agency for assistance. (Good Advice Pg.68)

| # in Household | GROSS Income | NET Limit |
|----------------|--------------|-----------|
| 1 | \$1207 | \$908 |
| 2 | \$1631 | \$1226 |
| 3 | \$2054 | \$1545 |
| 4 | \$2478 | \$1863 |
| 5 | \$2901 | \$2181 |
| 6 | \$3324 | \$2500 |
| 7 | \$3748 | \$2818 |
| 8 | \$4171 | \$3136 |

For each additional person, add \$ 414 to GROSS Income or add \$319 to NET Income

(Accurate until Sept. 30, 2013)

▶ 6. Resource and Property Limits

You may qualify for CalFresh/Food Stamps even if you have cash on hand, money in the bank, own a car, home, or have other assets. If you apply for cash benefits (CAPI, GR, CalWORKs), your assets must be under certain limits, including cars.

WHAT REQUIREMENTS DO I FACE?

▶ 1. Quarterly Reports

You must fill out and return a QR-7 form every three months. THIS IS EXTREMELY IMPORTANT! On the QR-7, you will be asked to report your income, property and household information. You will also be required to report any changes in your income, property or household that you anticipate in the next three months. Your eligibility and benefits for the next three months will be based on the information you provide on your

QR-7. Under certain circumstances, you must report changes before your required reporting month.

You will be assigned to a Quarterly Reporting cycle based on the last digit of your case number. Your eligibility worker should let you know the months you are required to submit a QR-7. If you get the form in the mail, you must fill it out and return it to the DPSS office by the fifth day of your reporting month. You should receive your QR-7 about one month before it is due. If you don’t get it in the mail, you must go to the DPSS office to complete the form. Make sure to get a receipt showing the time and date you submitted the form. If your QR-7 gets lost, or you do not turn it in, your case will be suspended at the end of the month.

Starting October 2013, the quarterly report will change from every three (3) months to every six (6) months. Contact your worker or a community agency if you need assistance with filling out the new report.

You should continue to fill out the QR7 until changes are made.

▶ 2. Recertification

Your case must be reviewed for benefits each year before the end of your certification period or your CalFresh/ Food Stamps will be terminated. You will receive a packet and a letter saying that you need to renew your case if you want to continue receiving benefits, along with a date by when you need to return it. You will need to send it back with copies of income, housing, and utility bills if you are paying for living expenses. Also include other receipts of services you are paying for such as child care. Be sure to complete this on time so you can continue to receive CalFresh/ Food Stamps without a break. The recertification interviews are done over the phone.

▶ 3. CalFresh/Food Stamp Work Registration

NOTE: Effective January 1, 2012 through September 30, 2013, workfare is temporarily suspended in Los Angeles County.

Here are the usual rules:

All CalFresh/Food Stamp household members age 16 through age 59 are required to be registered for work (exceptions described below). That means you must agree to:

- Respond to a request of additional information regarding employment status or availability for employment
- Report to a suitable employer, if referred
- Accept an offer of suitable employment
- If working more than 30 hours per week, not voluntarily reduce work hours to less than 30 hours per week, without good cause
- Cooperate with the requirements of any welfare-to-work program you are assigned to.

You will be exempt from work registration if you are earning at least 30 hours times the federal minimum wage, or working at least 30 hours per week, or any one of the following:

- Under age 16 or age 60 or over
- A student in school or training program at least half time.
- Caring for a disabled person or child under age 6
- Receiving or applied for unemployment benefits
- Participating in a drug or alcohol treatment and rehabilitation program
- Determined by DPSS to be unem-

ployable, due to a physical and/or mental disability

- Participating in GAIN or a CalWORKs program.

Under CalFresh/Food Stamp law, certain kinds of employment are considered “unsuitable,” so you do not have to accept these jobs to qualify or remain eligible for CalFresh/Food Stamps. A job is unsuitable if one of the following applies:

- It does not pay the federal or state minimum wage
- It is harmful to your health or unsafe
- It is beyond your mental or physical capacity, as documented by medical evidence or information from other sources
- The daily commute is over 2 hours
- It forces you to resign from a union or prohibits you from joining a union
- It forces you to break a strike or lockout
- Adequate transportation is unavailable
- If within the first 30 days of registration, the job offer is not within the member’s major field of experience
- The working hours or nature of the employment interferes with the member’s religious observances or beliefs, for example, working on a religious holiday.

WHAT ARE THE PENALTIES?

If you quit a job without good cause, you can be cut off from CalFresh/Food Stamps until you correct the problem. The penalties get worse each time:

1. The first time DPSS says you have not complied, you can be denied CalFresh/Food Stamps for at least one month.
2. The second time, you can be denied CalFresh/Food Stamps for at least three months.
3. The third time and after, you can be denied CalFresh/Food Stamps for at least six months.

Only the person breaking the rules will be denied, not the whole household. If you are penalized for any reason, you can get back on the program if you become exempt from having to comply with the requirement for any of the reasons listed above.

▶ “Good Cause”

“Good cause” for quitting a job or not doing a work project includes events beyond your control, such as:

- Illness of yourself or a household member who needs your care
- Injury
- Transportation problems
- Inability to speak or write English
- A household emergency
- Lack of adequate childcare for a child age 6 to 11.

WHAT ARE MY RIGHTS?

▶ 1. Fair Hearing

You have a right to a “fair hearing” if you feel you were unfairly denied benefits or to correct any mistakes with your benefits (see pg 66). If you appeal within 10 days or up to the day the action takes effect (whichever period of time is longer), your usual 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 CalFresh/Food Stamp program rules if you have a dispute with the county. If you have are in need of legal assistance, contact the Legal Aid Foundation of Los Angeles at (800) 399-4529, Neighborhood Legal Services at (800) 433-6251, or Public Counsel at (213) 385-2977.

▶ 2. Lost or Stolen Card

You must report a lost, stolen or demagnetized card immediately to the EBT 24 hour Customer Service Center (877)328-9677.) Once reported, the card will be deactivated so that the benefits cannot be used by anyone else using your card. A new card should be issued right away and might receive it by mail within three business days. You can also visit any DPSS district office to request a replacement card. Ask to speak to a supervisor if the DPSS district office denies you a replacement card.



FARMERS' MARKETS THAT ACCEPT EBT

LOS ANGELES COUNTY

| | | |
|---|---|---|
| Alhambra Sun. 8:30 AM-1 PM 100 S. Monterey & E. Bay | LA- Barnsdall Art Park Wed. 12 -6 pm Hollywood (Vermont and Edgemont) | Pasadena Tue. 8:30AM-12:30PM E. Villa & Garfield |
| Altadena Wed. 3-7:00 PM 600 W. Palm | LA-La Cienega Thurs. 2-7 PM 1801 La Cienega Blvd. | Sat. 8:30 AM-12:30 PM Sierra Madre & Paloma |
| Atwater Village Sun. 10 AM-2PM 3250 Glendale Blvd., Wells Fargo lot | Wed. 9am-2:30pm 6041 Cadillac Ave & La Cienega Blvd. | Pomona Sat. 7:30-11:30 AM Garey Ave. & Pearl |
| Beverly Hills Sun. 9am-1pm 9300 Block of Civic Center Dr. | LA- Los Angeles Medical Center Wed. 12pm-6pm 4800 Hollywood Blvd. | Topanga Sun. 10am-2pm 6600 Topanga Blvd (indoors) |
| Burbank Sat. 8 AM-12: 30 PM 3rd St./Orange Grove Ave., | *LA-Central Avenue Sat. 10 AM -2 PM Vernon & McKinley | San Dimas Wed. 4pm-8pm 245 E. Bonita Ave. |
| Cerritos Sat. 8 AM-12 Noon 17870 Park Plaza Dr., N. end of Performing Arts Center Parking lot | Thur. 12pm-5pm 4401 Central Ave. | Santa Monica Sat. 8 AM-1 PM Cloverfield & Pico |
| *East LA Sat. 9 AM-2 PM, 4801 E. 3rd | LA- Crenshaw Sat. 10am-3pm 3650 M.L.K. Jr. Blvd. | Sun. 9:30 AM-1 PM 2640 Main Street |
| El Sereno Fri. 4pm-8pm Huntington Drive/ Maycrest | *LA- East Hollywood Thur. 3:30-7:30PM Western & Hollywood Red Line Station | Santa Monica-Promenade Wed. 8:30 AM- 1:30 PM and Sat. 8:30 AM-1 PM |
| Gardena Sat. 8 AM-1 PM. 13000 South Van Ness. | LA-Echo Park Fri. 3-7:30 PM Between Echo Park Avenue and Logan Street in City Parking Lot 663, just south of Sunset Blvd. | South Gate Mon. 10am-3pm 4855 Tweedy Blvd. (inside parking lot at South Gate City Park) |
| Wed. 9AM-1 PM. 1670 W. 162nd St. | LA-Leimert Park Sun. 10 AM-2 PM 43rd & Degan | South Pasadena Thur. 4pm-8pm Meridian and El Centro |
| Glendale Thur. 9:30am-1:30pm 100 Block North Brand Blvd. | LA- OLD L.A. CFM Tue. 12pm-9pm North Figueroa St. / Avenue 58 | Studio City Sun. 8am-1pm Between Laurel Cyn. Blvd./ Ventura Blvd |
| Hollywood Sun. 8 AM-1 PM Ivar between Selma & Hollywood | LA- Vermont & 79th Fri. 10am-2pm | Topanga Sun. 10am-2pm 6600 Topanga Blvd (indoors) |
| Wed. 9 AM-1 PM Lemon Grove Ave. btwn. Western & 101 | *LA-Watts Sat. 10 AM-2 PM 103rd/Central | Whittier Fri. 3-8 PM Mayberry Park |
| *Huntington Park 9:30am-1:30pm Salt Lake Park, Bissell/Florence Ave | LA- Pisgah Village (Farm Stand) Thur. 3 pm-6pm 6026 Echo St., LA 90042 Near Figueroa/Ave. 60 | Whittier Uptown Fri. 8am-1pm Philadelphia/ Bright (SW Corner) |
| La Puente Thurs. 3-8 pm, Martin Park | LA- Wellington Square Sun. 9am-1pm 4394 Washington Blvd. | * Note: Hunger Action LA (HALA) Market Match Program currently offers people who receive CalFresh/Food Stamps, WIC, Social Security, or SSI to obtain \$5 in bonus money weekly when they spend \$5 of their own money or benefits at the participating market. Program availability is subject to change depending on funding. Please call for more info: 213 388 8228. |
| Long Beach Thurs. 3-6:30pm 46th St and Atlantic Ave | *Mar Vista Sun. 9am-2pm Grandview/Venice Blvd. | |
| *Fri. 10 AM- 4 PM 3rd and Pacific- on blue line station in Downtown Long Beach | Norwalk Tue. 9am-1pm Alondra/Pioneer | |
| Sun. 9 AM-2 PM Alamitos Bay Marina | | |
| * LA-Adams Wed. 2-6 PM 1432 W. Adams & Vermont (St. Agnes) | | |

Free and Low Cost Food

FOOD PANTRIES AND
FREE MEAL PROGRAMS

Food pantries are places that give food to people in need. Most food pantries are volunteer private organizations that can make their own rules about who can be served. Most of them are limited to serving people in certain areas and for one to four times a month. They may require some kind of identification and proof that you are low income. Generally, food pantries

never have as much as is needed. Foods distributed most often include canned foods, rice, beans, bread, cereal, and occasionally produce items.

Free hot meals are offered at many private volunteer agencies and churches. The frequency of the meals varies from daily in some places to once a month.

There are over 500 places in LA County that distribute food bags or hot meals for free so we cannot list them all. Here are some food or referral agencies. Bring someone with you that can help you carry

boxes or bags of food and produce since sometimes they are very heavy.

- **211** (County phone referral line)
- **Internet:** www.healthycity.org
- **Catholic Charities** (213) 251-3400
- **Christian Food Center** (213) 741-0213
- **Downtown Svc. Center** (213) 749-0212
- **East LA Svc. Center** (323) 260-2801
- **Eastmont Center** (323) 726-7998
- **The Hope of the Valley Rescue Mission** 818-392-0020
- **MEND - Meet Each Need with Dignity** (818) 897-2443
- **Pomona:** Beta Center(909) 622-7278
- **SOVA** (818) 988-7682
- **Union Rescue Mission** (213) 347-6300
- **Westside** (310) 314-0071

COMMUNITY GARDENS

You can save money and have nutritious food by growing some of your own 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, call

LACC Green Bank

(213) 362-9000 x 201.

Common Ground (323) 260-3348

FARM GROWN PRODUCE AT LOW COST

Community Supported Agriculture (CSA) CSA connects people with farmers to purchase produce through shares and memberships. Local farmers offer an amount of "shares" to the public. The share consists of a box of vegetables, but other farm products may be included. Interested consumers purchase a share (aka a "membership" or a "subscription") and in return receive a box (bag, basket) of seasonal produce each week throughout the farming season.

To find out more information visit <http://www.localharvest.org/csa>

Community Services Unlimited (CSU) Farm Fresh Produce Bag Subscription Program

Each week subscribers to the Farm Fresh Produce Bag program receive a bag filled with seasonal fruits, vegetables & herbs sourced from CSU's urban mini-farms and local farmers. Bags are picked up weekly at the Thursday Farm Stand at EXPO.

For more information call 213.746.1216 or visit: www.csuinc.org

SENIOR CONGREGATE MEALS

Anyone age 60 and over can participate in congregate meal programs, regardless of income. Spouses of participants can also get meals, no matter what their age.

There are about 200 sites for congregate meals throughout L.A. County. Some programs are able to provide transportation to the meal site or can send meals home for people who are temporarily ill or homebound.

You can get help to locate a program by calling (213) 738-4004 if you live anywhere in the City or County of Los Angeles. Participants cannot be required to pay for meals. However, a contribution to help support the program is often suggested. Some group meal programs are authorized to accept food stamps.

SENIOR FARMERS' MARKET NUTRITION PROGRAM

The Senior Farmers' Market Nutrition Program provides low-income seniors with vouchers that can be used to purchase fresh fruits, vegetables, honey and herbs at Certified Farmers' Markets (CFM).

Some Senior Centers sites offer and distribute these vouchers.

Call (213) 738-4004 for a list of locations.

MEALS FOR HOMEBOUND PERSONS

Meals **on Wheels** groups deliver meals regularly to those who are homebound. Each group sets its own rules about how many meals will be served and about the days and times that meals are available. Most programs require some evidence that participants are unable to cook or shop due to illness, frailty, or disability. Some programs can provide for special diets. You cannot be required to pay for meals if the program is federally funded, but sponsoring groups will ask for a small contribution. Some meals-on-wheels programs are authorized to accept food stamps. To find out about meals-on-wheels anywhere in Los Angeles County, call (213) 738-4004.

Project Angel Food is a private agency that delivers free hot meals to homebound people with AIDS and other illnesses. They have same day service in Venice, East Los Angeles, Pasadena, North Hollywood, Silver Lake, and South Central. Call (323) 845-1800 for meals.

Project Chicken Soup (PCS) prepares and delivers free, nutritious, kosher meals to people in the greater Los Angeles area living with HIV/AIDS, cancer and other serious illnesses, and who are unable to prepare or access their own meals due to their health status. Anyone living outside the service delivery area may come to the kitchen to pick up meals.

To apply visit: www.projectchickensoup.org or call: 310-836-5402.



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.

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

Or visit: www.fns.usda.gov/wic

WHO IS ELEGIBLE FOR 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 others)
- Low to moderate income – meaning that your “gross income” (your income before taxes and deductions) is below the following:

| Household Size | Annually | Monthly |
|----------------|----------|---------|
| 1 | 20,227 | 1,772 |
| 2 | 28,694 | 2,392 |
| 3 | 36,131 | 3,011 |
| 4 | 43,568 | 3,631 |
| 5 | 51,005 | 4,251 |
| 6 | 58,442 | 4,871 |
| 7 | 65,879 | 5,490 |
| 8 | 73,316 | 6,110 |

For each additional household member, add:

| | |
|--------|------|
| +7,437 | +620 |
|--------|------|

This chart is accurate until June 30, 2014. If you are pregnant, add 1 to the number of people in your household.

You also qualify for WIC if your household receives CalFresh, CalWORKs or full Medi-Cal.

WHAT CAN I GET FROM WIC?

- Special checks to buy healthy foods such as low-fat milk, fruits and vegetables, whole grain foods, juice, eggs, cheese, cereal, dry beans and peanut butter.
- Information about nutrition and health to help you and your family eat well and stay healthy. WIC participants are regularly scheduled to attend meetings and talk with WIC counselors about healthy weight, good snacks, smart food shopping, physical activity and how to feed their families.
- 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 breast-feed 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 Farmers’ Market Nutrition Program (FMNP) vouchers.



Child Nutrition

SCHOOL BREAKFAST AND LUNCH

All low-income students are eligible for free or very low-cost school meals, regardless of immigration status. Children who eat breakfast and lunch at school learn better and are usually sick less than other children. All public schools and some private and parochial schools offer subsidized breakfast and lunch programs.

Some schools offer free meals to all students free, regardless of family income.

Many schools offer breakfasts in the classroom, at recess, or on the bus.

Your child qualifies for free or reduced-price meals if your gross family income per month (income before taxes or deductions) is below these levels:

| Family Size | Free Meals | Reduced Price Meals |
|-------------|------------|---------------------|
| 1 | \$1,245 | \$1,772 |
| 2 | \$1,681 | \$2,392 |
| 3 | \$2,116 | \$3,011 |
| 4 | \$2,552 | \$3,631 |
| 5 | \$2,987 | \$4,251 |
| 6 | \$3,423 | \$4,871 |
| 7 | \$3,858 | \$5,490 |
| 8 | \$4,294 | \$6,110 |

(Eligibility Scales for 2013-2014)

HOW TO APPLY

If you receive CalWORKs, CalFresh/food stamps, 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 certified as homeless or 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 year, your child may become 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 SSN, just write "none". You are not required to 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-prices are set by the school district, but the law states 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, to increase the amount of vegetables and fruits available and to involve students and parents in planning the menus.

Parents can improve the cafeteria programs in many ways. Eat at school with your child, encourage your child to eat breakfast and lunch at school, talk with your school's principal about moving breakfast in the classroom, and ask the food services administrators to participate in developing the menus.

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 Cal-Learn program.

FREE SUMMER LUNCH

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.

Some parks operate year-round and can feed your children when they are "off-track" from year-round schools.

The Summer Lunch Program is located in areas where at least half the children qualify for free- or reduced price-meals in school. However, any child under 19 can eat there free regardless of where they live or their family's income. If the child is physically handicapped, the age limit is 21.

Some residential or day camps and homeless shelters offer the program, but you may have to fill out an application.

To find out where your children can eat free when they are not in school: call **311**, (818) 546-2384, or visit www.laparks.org/foodprogram.

If you want to learn to start a free site in your area, call the **California Food Policy Advocates** at (213) 482-8200.

CHILD CARE AND AFTER SCHOOL PROGRAM

Family day care homes, homeless shelters, after-school programs and child care centers should receive USDA funds to help pay for meals and snacks for infants, toddlers, children and teens. Call (800) 952-5609 to learn about starting a program or ask your child care provider

WHAT ARE MY RIGHTS?

The law says that children who get free or reduced-price meals cannot be treated differently than those who get full-price meals. No separate lines, different meals or meal tickets, required work, or other types of discrimination are allowed.

Ask the school, child-care sponsor, or summer recreation program sponsor for a "fair hearing" if you apply and are unfairly denied. Also request the hearing if you receive notice that your benefits will be cut. By doing so within 10 days, your child's benefits will continue until the hearing takes place.



Your New Health Care Rights

The Affordable Health Care Act (also called Obamacare) is a new law that allows many more people to get health insurance that they can afford. Some of the features of that law that can help you and your family are already in place. The Affordable Health Care Act:

- Prohibits insurers from denying insurance to children with serious illnesses, including pre-existing conditions such as asthma and diabetes
- Provides free preventative services, including immunizations
- Prevents insurance companies from imposing lifetime dollar limits. In the past, people with cancer or other serious illnesses in their childhood could run out of coverage later in life.
- Allows young adults to be covered through their parents' insurance until the age of 26. Three million young adults are now insured who otherwise would not have coverage.

If you feel like you are still being denied coverage, call one of the agencies listed in Good Advice. (pg. 68)

There are also new services in the law that will help women and children including:

- Diabetes screening for pregnant women
- Breastfeeding support, supplies, and counseling, and
- Domestic violence screening and counseling

The law makes changes in the Medi-Cal program that allow many more people to participate. In the past these people would have had very limited health coverage.

- If you are very low income and between 18 and 65 years old with no children, but were not getting Medi Cal, you might qualify now.
- If you received services from the Healthy Way LA program, you will automatically be put into Medi Cal at the beginning of 2014
- If you are working but do not receive health care from your employer, you can sign up for a health care program through Covered California. That is the name for the "exchange" which is a group of insurance companies who can offer you health coverage. You can select which company to get insurance from and you will have a chance to compare their rates. The website is www.coveredca.com and around October you should check it to either choose a private insurance program or even apply for Medi-Cal.

If you are an immigrant see p.63, "What Health Care Programs Are Available for Immigrants".

The new health care law requires that everyone purchase some kind of health insurance. If you are already getting insurance through your employer you do not have to change it unless you want to: you can keep the plan that you are getting if you like it. If you are not getting insurance through an employer or through MediCal or Medicare, you will be required to purchase it or you will receive a fine that you have to pay. If you are low income you may be able to get tax credits that will make up for you having to pay for health insurance.

For more information contact:

Center for Health Care Rights
520 S La Fayette Park Pl, LA90057
(213) 383-4519

Maternal and Child Health Access
1111 W. 6th St. #400 L.A.
(Medi-Cal & CalFresh)
(213) 749-4261

Neighborhood Legal Services
www.nls-la.org
(800) 433-6251.

Legal Aid Foundation of L.A. (LAFLA)
800-399-4LAW www.lafla.org
310-393 7734 (TTD)



MediCal Income Limits (See next chapter)

FPL (Federal Poverty Level) is the amount of income the Federal Government says a family needs to meet its basic needs.

| # of Persons | Maintenance Need Level | 100% FPL Parents and Children to age 18 | 133 % FPL HWLA & Single adults | 200 % FPL Pregnant women and children age 1 | 250 % FPL Targeted Low Income Children's Program & Working Disabled |
|------------------|------------------------|--|-----------------------------------|--|--|
| 1 | \$600 | \$958 | \$1274 | \$1915 | \$2394 |
| 2 | \$750 | \$1293 | \$1720 | \$2585 | \$3232 |
| 3 | \$934 | \$1628 | \$2165 | \$3255 | \$4069 |
| 4 | \$1100 | \$1963 | \$2611 | \$3925 | \$4907 |
| 5 | \$1259 | \$2298 | \$3056 | \$4595 | \$5744 |
| 6 | \$1417 | \$2633 | \$3502 | \$5265 | \$6582 |
| Each Add. Person | \$14 | \$335 | \$446 | \$670 | \$838 |

Effective 4/1/13-3/31/14

Medi-Cal

Medi-Cal is California's program to pay for medical care for certain low-income people, such as families, children, the elderly, and people with disabilities. As of January, 2014, many adults who could not get Medi-Cal under the old rules will be able to get Medi-Cal under the new rules of The Affordable Care Act (Obama Care).

MEDI-CAL INFORMATION: (877)597-4777

The state and federal government fund Medi-Cal. There are many Medi-Cal programs with different rules. Depending on which program you qualify for and how much money you make, Medi-Cal may pay for all your medical expenses or you might have to pay a share of the cost when you access health care services in a particular month.

More children are now eligible for free Medi-Cal under the Targeted Low Income Program For Children (which replaces Healthy Families).

AM I ELEGIBLE?

The following rules apply until January, 1, 2014, then they will change.

1. Groups of Eligibility

You can get Medi-Cal if you:

- Have low income and not many resources.
- Are a California resident (which means that you intend to stay in California. This rule is not about immigration status)
- Fit within one of the eligible groups of people

If you are receiving CalWORKs, SSI, foster care, or certain refugee benefits, you get Medi-Cal automatically and do not need to apply separately.

These groups can get Medi-Cal."

- Pregnant women
- Children under age 21
- Adults 65 or over
- People of any age who are disabled or blind by SSI guidelines (whether or not you are getting SSI) (see page 21 "SSI")
- Certain families who are needy by CalWORKs guidelines, whether or not you are receiving CalWORKs (see page 4 "CalWORKs.") Briefly, one parent must be absent, deceased, medically documented as disabled or unable to work,

unemployed, or under-employed. "Unemployed" means that the parent who has earned the most in the past two years is working less than 100 hours a month. "Underemployed" means that the family's earned income is below the federal poverty level.

- Caretaker relative of a minor child under 21
- Refugees (as defined by the federal government)
- People living in a long term care facility
- People infected with tuberculosis
- (unless undocumented)
- a man or woman diagnosed with breast cancer or a woman diagnosed with cervical cancer

Besides fitting into one of the above categories, you must also meet certain income and resource limits, described on pages 39/40. These rules will change in 2014. In 2014 all adults who are U.S. citizens or legal permanent residents for at least 5 years, and have income below 133% of the Federal Poverty Level (see chart on page 40)

will qualify for a free Medi-Cal program. Adults with higher income may qualify for health coverage under Covered California Visit: www.coveredca.com.

2. Immigration status

Most legal immigrants can get regular (also called full-scope) Medi-Cal to cover all their medically necessary health needs. Victims of domestic violence or those in the process of adjusting their legal status can also get Medi-Cal (i.e., they are applying for Legal Permanent Residency). (See page 62 Guide for Non-Citizens)

If you are undocumented, and a California resident, and meet other Medi-Cal requirements, you can apply for a restricted Medi-Cal card, even if you're undocumented. Restricted Medi-Cal means that you can get Medi-Cal to pay for emergency services, pregnancy-related care, family planning, kidney dialysis, and long term care services.

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.
- Or you can get one at a DPSS Office. (See page 70 "Welfare Offices.")
- Or you can get one at many hospitals and clinics, whether they are private or county-run.
- A few schools in Los Angeles County can have children apply for Medi-Cal at the same time they apply for the Free and Reduced-Cost Lunch program, using the same application.
- See page 48 for a complete list of First 5-funded agencies who have applications and assist people with the application process.

2. Apply online

Using Health-e-App (for Medi-Cal and Healthy Families for children) or Your Benefits Now, or Covered California starting in October.

Health-e-App is a Web-based application for enrolling children under 19 into Medi-Cal and in the past, into Healthy Families. To Access Health-e-App, visit: <https://www.healtheapp.net>.

Your Benefits Now! is a website for Los Angeles County Residents to apply for and to view their benefits online.

Visit: www.dpssbenefits.lacounty.gov

3. Children Under Age 19

If you are applying for Medi-Cal for your children under age 19 you should use the "Joint Medi-Cal and Healthy Families mail-in application" (MC221).

You can get one mailed to you by calling (877) 597-4777 or (800) 880-5305 (this number may have more staff speaking languages other than Spanish or English). If your application is approved your child will receive no-cost Medi-Cal for at least 2 months while the county reviews your application for Medi-Cal.

This application has a place to check if adults in the household want Medi-Cal, too. The Medi-Cal worker should call and follow up to help the adult apply.

Accelerated Enrollment

If DPSS determines that your child is eligible, the no-cost Medi-Cal will continue (beyond the temporary period) until your

child is found no longer eligible for Medi-Cal, as long as you turn in your paperwork every year.

If DPSS determines that your child is not eligible for no-cost Medi-Cal, your child's accelerated enrollment will end on the last day of the month in which DPSS makes that decision.

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 (for the month of the visit and the month after). See pg. 49 for a full description.

▶ **4. Deemed Eligibility for Infants**

Infants who were born to a woman on Medi-Cal at the time of birth should receive Medi-Cal ongoing until the age of one, regardless of any increase in income. At age one, an annual redetermination form must be filled out. However, you must contact DPSS when your baby is born or use a "Newborn Referral Form" to start the baby's benefits (see #11 "If you are pregnant", right column this page). For questions or problems with this, call MCH Access (213) 749-4261 or the Health Consumer Center (800) 896-3203.

▶ **5. Fill out and turn in the form**

You can get help filling out the application if you need help. The Medi-Cal office must provide translation and assist you if you have a disability that makes it hard for you to complete the application. If the worker needs more information, you will be given a list of what is needed and a deadline to mail back. A "return appointment" is not necessary.

If you do not have all the necessary documents, you or someone you know may sign a statement explaining why not. You may be able to receive benefits while you continue to gather the required information. The eligibility worker should help you get some of your missing papers. Give DPSS copies, not originals, of any documents.

Make a copy of the application for yourself! Then hand in or mail in the form. Get a receipt if you hand in the form. If you mail the form it is a good idea to send it by certified mail.

▶ **6. Provide needed papers**

- **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 serve as proof of identity.
- **Social Security Number or Card** (or proof of application for the card) only for those requesting "full-scope" benefits.
- **Proof of income** (like check stubs,, a copy of your tax return, or monthly bank statements if you have direct deposit or a self-affidavit (statement of income if you are paid in cash or do not have any other way to prove income)
- **Proof that you live in Los Angeles County** (a document that has your name and an address on it) for each adult on the application.
- **Proof of citizenship 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** if ownership of more than one vehicle is declared.
- **Verification** of child or dependent care, educational expenses and/or health insurance premiums or court ordered child support payments can be used as deductions, but are not needed to determine eligibility.

▶ **7. Cooperate with Child Support Services**

If one parent is absent, most people will have to cooperate with DPSS and a county agency called the Department of Child Support Services (DCSS.) You must provide information you have about the other parent such as an address or Social Security Number, to establish who 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 are denied Medi-Cal, but your children do not lose coverage. Cooperation is not required if applying only for the children. Pregnant women do not have to give information to DCSS until after the birth of the baby.

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

- You don't know where the absent parent is, or have no other information about

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 ways for children, described above. If the state must evaluate a disability, the approval or denial can be delayed up to 90 days. Call (877) 597-4777 or a legal aid office for help if you are not contacted within 45 days about your Medi-Cal. If Medi-Cal says that you are not eligible, you can appeal the denial of benefits. (see pg. 66 Hearings and Complaints)

▶ **9. The Medi-Cal Card**

Once you have been "approved," your permanent white plastic Medi-Cal card is mailed to your address. It is called a "Benefits Identification Card" or BIC. Each person listed on your application will get one, 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.

▶ **10. Authorization for service under Fee-for-Service or "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, office visits, and most drugs. It is the job of the doctor, pharmacist, or other service provider, not the patient, to get this authorization from the state. However, if the state denies or changes the authorization, the state will notify you and your doctor. You can appeal any unreasonable delay, denial, reduction, or termination of care. (See pg. 66 "Hearings and Complaints") for information about grievances and complaints.

▶ **11. If you are pregnant**

Any pregnant woman can be "presumed eligible" at certain clinics and given limited pregnancy-related Medi-Cal immediately called "PE", without proving pregnancy or providing information on property, car,

or resources. PE will help you get early prenatal care, lab tests and medication. You still have to turn in a regular Medi-Cal application if you want to continue your Medi-Cal. Even to get full Medi-Cal you have 60 days to provide proof of pregnancy.

When you apply for Medi-Cal during pregnancy, you should add your spouse or any other eligible children to your case.

If a woman is not more than 30 weeks pregnant and has too much income to be eligible for free Medi-Cal, she may be eligible for a program called Access for Infants and Mothers (AIM). Call AIM at (800) 433-2611.

As soon as the baby is born call your worker to report the name and birthdate to add the new baby to your family case record. The baby needs his or her own card by the end of the month after birth. But, you should not have to fill out a new Medi-Cal application for your baby. If you have trouble reaching your worker to tell the worker about the birth of your baby, some WIC offices and clinics have "Newborn Referral Forms" you can fax to DPSS. Or you can get one yourself on the computer at <http://dhs.ca.gov/publications/forms/Medi-Cal/eligibilitybytitle.htm> and download the form called, "Newborn Referral". It is number MC 330.

You don't have to provide a birth certificate or Social Security number until the baby's first birthday.

If you take your baby to a CHDP provider, your baby can also get a card issued through the "CHDP Gateway"(see pg. 49)

▶ 12. If you are disabled

If you have certain specific severe physical or mental problems, (such as mental retardation or a terminal illness) or certain HIV related conditions, among others), you may be able to get Medi-Cal based on disability even before the state determines you are disabled. Ask to be evaluated for Presumptive Disability. Both children and adults can get disability Medi-Cal. For more information on Presumptive Disability contact the Health Consumer Center (800) 896-3203

▶ 13. If 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 cancer treatment, if your

monthly income is less than 200% of the Federal Poverty Level through the Breast and Cervical Cancer Treatment Program (BCCTP). There are no resource limits for this program. To get on Medi-Cal right away (called "Accelerated Eligibility"), you must go to a provider who participates in this program to file an internet application. You should state that you want the internet application to serve as a Medi-Cal application so you will be eligible for the program for a longer period of time.

To find a county health facility that participates in this program or who will screen you for cancer, call the Los Angeles County Office of Women's Health at (800) 793-8090. Depending on your age or immigration status, you may get "full scope" (regular) Medi-Cal or you may get time limited Medi-Cal for cancer-related services only 18 months for breast cancer and 24 months for cervical cancer. Call 1-800-824-0088 for more information.

▶ 14. Retroactive Benefits

If you had medical, dental or pharmacy services from a Medi-Cal provider in the three months before you applied for Medi-Cal, ask your worker for a form to apply for "retroactive benefits." The mail-in application also asks if you want this. If you were eligible for Medi-Cal during those three months, Medi-Cal may pay those bills. If you've already paid the bills and Medi-Cal covers the services, your clinic, doctor, dentist, or pharmacist must provide the refund to you. If you have trouble getting a refund, call The Health Consumer Center at (800) 896-3203.

INCOME LIMITS

Your countable income determines whether or not you can get Medi-Cal for free or whether you have to pay a "Share of Cost." (You only pay a "share of cost" in months when you actually use services.)

The several different Medi-Cal programs count the income limits differently.

Medi-Cal can only count the income of the family unit being given the Medi-Cal benefit, not of others who may live in the house but aren't part of the application. As a general rule, families applying for Medi-Cal can deduct from total income:

- \$90 each month for each working adult
- Up to \$175 for child care for each child age two and over
- \$200 for childcare for each child under age two
- Court-ordered child and spousal support paid
- \$50 of child support received

- Educational expenses
- Business expenses of self-employed parents.

Once a family qualifies for Medi-Cal, hundreds of dollars of their earnings might not count against their eligibility. For example, they can deduct the first \$240 of income plus half the remaining earned income.

In 2014 the income rules for children, families and some adults without disabilities will change. There will be new rules and different deductions. For more information call: Legal Aid (pg. 68) or the **Health Consumer Center** (800) 896-3203

- Elderly (65 and older), blind or disabled persons can deduct:
 - \$20
 - \$65 from earned income
 - Half of any remaining earned income
 - Any health insurance premiums paid by you.

Some elderly or disabled people, even though not receiving SSI, may get free Medi-Cal if the countable monthly income is less than \$1188(an individual) or \$1603(a married couple, both disabled or elderly). This is called the "Aged and Disabled Federal Poverty Level Medi-Cal program. You cannot get free Medi-Cal if your income is even a dollar over these limits. Special income deductions and exemptions apply, so even if you think your income may be too high, you can apply and check with your Health Consumer Center at 800-896-3203 or Legal Aid (800) 399-4LAW

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

If you are a disabled person with share of cost Medi-Cal you may be able to get cheaper Medi-Cal with a low monthly premium if you are working. Your job can be any job that pays you income, no matter how small. This program is called the "250% Working Disabled Medi-Cal" program. If you qualify, you will have to pay a monthly premium that goes up the more income that you have. These monthly premiums range from \$20 to \$250 for an individual and \$30 to \$375 for a couple (both receiving 250% benefits). Again, special income deductions and exemptions apply, so apply even if you think your income may be too high and check with the Health Consumer Center (800) 896-3203 or Legal Aid.

SHARE OF COST

Some people must pay, or agree to pay, a “Share of Cost” for each month that they have a medical expense. Medi-Cal will then pay the rest of the bill for covered services that month.

You do not have a Share of Cost if:

- You are in one of the groups listed above that receive free Medi-Cal (such as those getting CalWORKs, SSI, foster care, adoption assistance, 1931(b) Medi-Cal, or the Aged and Disabled programs)
- Your countable income is below the limit in the chart on page 40.

If you have Medi-Cal with a Share of Cost, your Share of Cost starts over every month. You don’t have to pay anything in months that you have no medical expense. You can use your past medical bills and the medical bills of family members listed on your application to meet your Share of Cost, including unpaid bills that they are trying to collect from you. You cannot count the same billed item or service twice, but you can carry the balance of an unpaid bill over to later months if a bill is for more than your Share of Cost. If your income goes down, tell your worker so that your “Share of Cost” will go down.

▶ 1. Share of Cost for pregnant women

Any pregnant woman applying for Medi-Cal who is told she will have a share of cost should consider the Access for Infants and Mothers (AIM) program (call 800-433-2611). In Medi-Cal, an increase in income is not counted toward a Share of Cost during pregnancy and up to 60 days after the birth.

▶ 2. Share of Cost for children

Children whose family income is too high for free Medi-Cal can get Medi-Cal with a Share of Cost.

An increase in income is not counted toward a share of cost for children up to age 19 who are on no-cost Medi-Cal until their next scheduled 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 for a while.

Targeted Low Income Program for Children

As of January 1, 2013 children from birth to age 19 can get free Medi-Cal up to 250% of the Federal Poverty Level. Children whose family income is between 151% and 250% of the Federal Poverty Level have to pay a monthly premium for their Medi-Cal. The premium is \$13 per child with a maximum of \$39 per family.

| 0-150% FPL No Premium | | 151-250% FPL \$13 Premium | |
|-----------------------|----------------------|---------------------------|----------------------|
| Family Size | Monthly Income Limit | Family Size | Monthly Income Limit |
| 1 | \$1,437 | 1 | \$2,394 |
| 2 | \$1,939 | 2 | \$3,232 |
| 3 | \$2,442 | 3 | \$4,069 |
| 4 | \$2,944 | 4 | \$4,907 |
| 5 | \$3,447 | 5 | \$5,744 |
| 6 | \$3,949* | 6 | \$6,582** |

*add \$503 for each add. family member

**add \$838 for each add. family member

▶ 3. Share of Cost if you are under 65, not blind, not disabled

To find out your monthly Share of Cost, start with your gross monthly income. Include spouse or parent income, but not other people living in your house. Then subtract the need level for your family size on the chart on page 40. The balance is your monthly Share of Cost. The way share of cost is calculated will change in 2014. For more information contact Legal Aid (Pg. 68)

▶ 4. 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 level amount for your family size in the chart on page 40. The way share of cost is calculated will change in 2014. For more information contact Legal Aid (Pg. 68)

The home you live in, furnishings, personal items, and some non-term life insurance policies don’t count. For some Medi-Cal programs one car does not count, and for some programs a car is not counted if its value is under \$4,650.

If you are caring for children under 19 and apply for free Medi-Cal not based on a disability, the resource limit for 1 or 2 persons is \$3,000. A car doesn't count if it is worth less than \$4,650 or if it is worth under \$1,500 after deducting what you still owe on it and the costs of repair and damage. There are exemptions for vehicles used as part of employment and for transporting a family member with a disability.

In 2014 some adults who are not disabled will be able to get Medi-Cal without a resource limit.

STAYING ON MEDI-CAL

▶ 1. Once a Year Eligibility Form

People receiving Medi-Cal get a form in the mail every 12 months that needs to be completed to redetermine eligibility.

▶ 2. Mid-Year Status Report for Adults

Adults now must also fill out a new form – the Mid-Year Status Report (MSR) – in order to keep Medi-Cal. Some groups of people do not have to fill out the MSR: a child under 21; the parent or guardian of a CalWORKs child; Seniors and People with Disabilities; pregnant women (if they already reported the pregnancy), or a woman in the Breast and Cervical Cancer Treatment Program. The report should come about five months after you start getting Medi-Cal and must be returned to the Medi-Cal office by the date on the form.

RESOURCE LIMIT

The resource limit does not apply to pregnant women for care related to their pregnancy, or to children under 19 in certain Medi-Cal programs. For anyone else, your family’s resources must be below the following limits to get Medi-Cal:

| # in Family | Resource Limit |
|-------------|----------------|
| 1 | \$2,000 |
| 2 | \$3,000 |
| 3 | \$3,150 |
| 4 | \$3,300 |
| 5 | \$3,450 |
| 6 | \$3,600 |
| 7 | \$3,750 |
| 8 | \$3,900 |
| 9 | \$4,050 |
| 10 or more | \$4,200 |

▶ **3. Reporting Changes for Adults**

Adults must report to DPSS any significant changes that may affect their eligibility within 10 days after the change. You must quickly report to your worker if you move, begin making more money (or less money), someone moves in or out of your house or you are pregnant. Even if you report a change that hurts your eligibility, you have important rights before the DPSS cuts your Medi-Cal.

▶ **4. 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. If you lose your Medi-Cal after you leave welfare, contact the Health Consumer Center at (800) 896-3203 or Legal Aid for help and advice.

▶ **5. 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 lost CalWORKs or Section 1931(b) Medi-Cal because you started to work 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 TMC if your income is not more than the limits in the chart on the next page.

Adults and children can get TMC for up to one year. You can receive TMC more than once in your lifetime. If your income goes down you can qualify again for regular Medi-Cal. If it then goes up again you can return to TMC with new time limits. When children are no longer eligible for TMC they should be screened for the Medi-Cal Targeted Low-Income Health Program.

There are no "resource" or property limits for TMC. TMC requires regular reports like a QR-7 for cash aid, but on a different form.

Income Limit for Transitional Medi-Cal

| # in Family | Gross Income Limit |
|-------------|--------------------|
| 1 | \$1,772 |
| 2 | \$2,392 |
| 3 | \$2,3011 |
| 4 | \$3,631 |
| 5 | \$4,251 |
| 6 | \$4,871 |
| 7 | \$5,491 |
| 8 | \$6,111 |
| 9 | \$6,731 |

(Accurate as of 2013)

▶ **6. Four Month Continuing Medi-Cal**

If you lose CalWORKs or Section 1931(b) because you start getting more child or spousal support, an adult can get free Continuing Medi-Cal, regardless of income, but just for four months. It is important that you turn in a QR-7 or any other change reporting form explaining why you are leaving CalWORKs or Section 1931(b), to help make sure you get Transitional or Continuing Medi-Cal. The children's free Medi-Cal continues until their next scheduled annual redetermination.

▶ **7. 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, even if your income goes up. If you lose Medi-Cal, call the Alliance for Children's Rights (213) 368-6010 or the Health Consumer Center at (800) 896-3203 for assistance.

▶ **8. Keep Medi-Cal until DPSS proves you are no longer eligible**

DPSS must send you a written notice of action at least 10 days before it cuts off, denies, delays or reduces your Medi-Cal benefits. The notice explains the action and your right to ask for a fair hearing. (See pg. 66 Hearings and Complaints).

If a change occurs affecting your Medi-Cal eligibility, DPSS must determine whether you are eligible for any other type of Medi-Cal, before sending you a notice of action cutting off your benefits. They have to look in your record they already have for any missing necessary information. DPSS can send you a form that only asks for the information it needs; it cannot ask for information it already has or does not need to determine whether you are still eligible for Medi-Cal.

DPSS must give you at least 20 days to complete the form. If you do not send in a completed form, DPSS will send you a written notice of action that you will lose 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 cuts your benefits. If you send in your form within 30 days of being cut from Medi-Cal, and that information show you were still eligible, DPSS must restore Medi-Cal benefits without making you reapply.

▶ **9. If You Move**

If you move within California you should have no interruption of Medi-Cal eligibility. Be sure to report your change of address to your eligibility worker. Keep using your Medi-Cal card. If you move to a new county, report the change if you can to DPSS and also to the welfare office in the new county. The counties should manage the transfer of your case. If you move to another county you may also have to change your managed care plan. To change your plan call Health Care Options at 1-800-430-4263.

▶ **10. If You Were Billed Twice**

The doctor or health service provider cannot bill both you and Medi-Cal for the same care. If you think your doctor has billed you unfairly, you should contact the Health Consumer Center at (800) 896-3203 or Legal Aid.

▶ **11. Lost or Stolen Cards**

Notify your worker and a replacement card will be sent to you. If there is a medical emergency, you may receive a written notice of eligibility at your welfare office.

HOW DO I CHOOSE MY CARE?

There are two ways to receive your medical care under Medi-Cal:

- "Fee for service" (regular Medi-Cal),
 - or Managed Care (Health Plan).
- These are also called HMOs (Health Maintenance Organizations). Most Medi-Cal participants must enroll in a Health Plan.

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
- People who get health care from an Indian Health Service Program.
- In January, 2014, people with both Medi-Cal and Medi-Care in Los Angeles County (and some other counties) will have to enroll in a Managed Care Health Plan for their Medi-Cal. They can choose to enroll in a health plan for their Medicare or not.

Medi-Cal recipients who cannot enroll in a Medi-Cal Managed Care Health Plan

- People who get Medi-Cal only for emergency and pregnancy related services (restricted Medi-Cal)

- Recipients with a Share of Cost, restricted Medi-Cal or who also have one of the following; private insurance, or CHAMPUS PRIME HMO.

4. How to Choose a Health Plan

When you first enroll in Medi-Cal you will get a packet in the mail from the state. The packet will contain a “Medi-Cal Choice Form” that must be filled out with the doctor and your health plan choice for each person in the family who is required to choose a health plan. You should get a book with some of the doctors, doctor groups and health plan choices in your area. If you don’t see your doctor you can call Health Care Options and ask for a book for the whole county or for another area, or just call your clinic and ask which plans they take. Fill out the “choice form” and send it back to Health Care Options within 30 days. Keep the pink copy of the form for your records. Send the form by certified mail. If you don’t complete the form and return it within 30 days, the state will choose a health plan for you that may not be convenient for you. To get a packet or more information, call Health Care Options at (800) 430-4263 or (800) 430-9009. The TDD line for hearing impaired is (800) 430-7077. If you have questions or problems call the Health Consumer Center at (800) 896-3203 for assistance.

It is very important to consult with any health care provider you already have and want to keep seeing before choosing a plan. Also ask if you can keep going to the clinic, pharmacy and hospital you want. You and your other family members may choose to join the same health plan and chose the same doctor, called a “Primary Care Provider” (PCP), or you can choose different health plans and PCPs.

Once you select a health plan, you will be mailed a plastic health plan membership card to use when you need medical services. Enrollment usually takes 30-45 days. If you or your family need medical care before you receive the health plan card, you may use the regular Medi-Cal card, or if you are already in an health plan and are just switching plans, use your current health plan until you are told you are in the new one.

People in the groups that may, but do not have to, enroll in a health plan will automatically get a packet in the mail even though they do not have to join a plan. You should not be asked to make a choice of an health plan when you apply or at your redetermination. People who are already in a health plan when they apply for Medi-Cal should not get a packet in the mail.

You may be asked to attend a “Health Care Options” talk. You do not have to go. If you go, you do not have to choose a plan that day unless you want to.

You will get a second envelope in the mail about dental managed care. It is optional; you don’t have to enroll. You can still use your Medi-Cal card with any dentist who accepts Denti-Cal.

5. Medical Exemptions and Continuity of Care

Most participants must enroll in a health plan; unless you apply for and receive a “Medical Exemption” in order to keep regular fee for service Medi-Cal. You may be able to get an exemption if you have a “complex medical condition” such as pregnancy, kidney disease, diabetes, HIV/AIDS, cancer, asthma, or multiple sclerosis, or receive skilled nursing services at your home, AND if the doctor or clinic that treats you is not part of any available offered health plan and you would lose them if you joined a plan. The state is now making it very difficult to get medical exemptions and you may need an advocate to assist you and your doctor. See “Good Advice (pg. 68) for advocate listing.

You and your doctor must fill out a form (which is in the packet that you get in the mail) and send it to the state. Do this before the date you would have to go into the health plan. If the state denies your exemption, file an appeal. You should be able to stay in regular Medi-Cal while your appeal is heard and decided.

The exemption is good for up to one year, then you will get another packet in the mail to complete, or you must ask for another Medical Exemption. You may call Health Care Options with questions, or if you have questions or problems call the Health Consumer Center at (800) 896-3203 for assistance.

6. Fees

In both health plans and regular Medi-Cal, you may have to pay \$1.00 for prescriptions and many services unless you are pregnant, over age 64, or under age 19. Also, there may be a charge of \$5.00 for non-emergency care given in the emergency room. The state is currently not collecting these fees.

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

In regular Medi-Cal you can use any doctor, clinic, hospital, pharmacy or other provider willing to accept Medi-Cal. You must tell the doctor or clinic that you have Medi-Cal before you get care. If you don’t, the provider can legally bill you for all services that you get. A provider 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”)

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 get approval for most of your care from your primary care provider. The health plan will receive money each month for your health care even if you don’t get services. The health plan is responsible for providing or making arrangements for you to get all Medi-Cal covered services. Every one is supposed to be seen by a doctor within four months of joining the health plan.

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 outside of the health plan. If you have any questions contact Legal Aid (pg. 68)

3. Dental care

Dental care is fee-for-service in Los Angeles unless you choose to join a dental plan. In fee-for-service, you must get all your dental services from a dental provider willing to accept Medi-Cal. In a dental plan, you must start all dental care with the primary 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 1-800-430-4263.

7. Hearings, Grievances, and Leaving a Managed Care Health Plan

If your health plan denies services or you are not satisfied with 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. The health plan must resolve your grievance within 30 days, or less if you have an emergency. If you are still not satisfied complain in writing to the Department of Managed Health Care HMO Help Center, IMR Unit, 980 Ninth Street, Suite 500, Sacramento, CA 95814-2725. Their phone number is (888) HMO-2219, TDD (877) 688-9891. Or you can go to their website at www.hmohelp.ca.gov.

Mandatory participants in health plans can change to a different plan for any reason. Voluntary participants can change plans or can go back to regular Medi-Cal for any reason. To change or leave a health plan, call Health Care Options at (800) 430-4263 and request a "choice form."

If you want help with complaints and grievances call an advocacy group for assistance or call:

Health Care Consumer Center

(800) 896-3203

Managed Care Ombudsman

(888) 452-8609

Department of Managed Care

(888) HMO-2219

Medi-Cal Managed Care Ombudsman

(888) 452-8609

You can also find information online at www.dmhc.ca.gov/gethelp/complaint.asp.

You can call (800) 400-0815 if your health plan gives you problems. If your health plan is denying you care because it does not think it is medically necessary, but you disagree, you can ask for an independent medical review which is done by a group of doctors and professionals who do not work for your health plan.

You have the right to ask for a fair hearing. (see page 66, "Hearings and Complaints.") While waiting for a state hearing, the health plan must continue to provide medical services to you.

8. Mental Health Managed Care

Mental Health services for Medi-Cal recipients are also provided through a managed care system operated through "Local Mental Health Plans" in each county. For further discussion of these services (see page 52 "Mental Health Services.")

MEDI-CAL FOR TEENS

If you are between 12 and 21 years old, you can apply for "Minor Consent Services" to get free and confidential medical treatment without parental consent related to:

- Drug or alcohol abuse (except methadone treatment)
- Sexually transmitted infections
- Pregnancy and abortion
- Family planning
- Outpatient mental health (not overnight in a hospital)
- Sexual abuse.

If you are under 21 and living with your parents, or temporarily away such as in school, you may apply for Minor Consent Medi-Cal to cover those specific services without your parents' consent or knowledge. If you are a minor who is living on your own you may apply for regular Medi-Cal by yourself.

Your parents won't be required to give information about their income or resources or pay toward the medical services, unless you want Medi-Cal for services other than those listed above.

The DPSS won't tell your parents or send Medi-Cal mailings to your home without your permission. "Minor Consent Services" are available regardless of your immigration status. They provide more services than Medi-Cal that is restricted due to immigration status.

To apply, fill out the regular Medi-Cal application and another short form for Minor Consent Services at DPSS or with a DPSS Worker at the site where you are receiving care. You will have to fill out a new short form each month you need treatment, 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 complete the short form each month to update your eligibility.

If you already get Medi-Cal through your parents' case, you may already have a plastic Medi-Cal card. But don't use the plastic card for Minor Consent services.

CONTACT YOUR WORKER OR GET HELP ON YOUR CASE

If you have trouble calling your worker, it may be because some offices now use the Customer Service Line -866-613-3777.

You will need your case number or your client ID number for them to look up your case. The Client ID# is located on any M/C notice of action in the upper right hand corner of the notice (the last line of information after your name, case no, etc. In some cases, the customer service representative may be able to look up your case info with your name and date of birth.

To look up your case on the computer you will need the Client ID# and a PIN number. You should have received a PIN number on a separate notice. The computer will have updated information on the status of your case.

You can also call 211 and they can give you the DPSS Customer Service Line or Help Line numbers.

Central Help Line / Customer Service Line

CENTRAL HELP LINE

1-877-597-4777 for all of LA County

They will help you with things like:

- Need card number
- Direct number of worker
- Case number (if caller is on the case)
- Card number (if caller is on the case)
- If caller has moved and needs to get Medi-Cal in another state, city or county – they can tell you if you have an active case in LA

CUSTOMER SERVICE LINE –

(866)613-3777 for specific district offices
Look at page 70- DPSS offices using the Customer Service Line.

A representative from Customer service can access your case instead of calling the workers directly. They will help you with small changes and issues like:

- Report change of address
- Telephone number changed
- Change in income (making more or less)
- Need to contact worker

You will need your client ID #, case no. or they might look you up with your name and birthdate if you don't know other information.

WHERE TO APPLY

You can apply at county offices on page 66 and/or at any of the following First 5-funded agencies.

Lancaster, Northern LA, Palmdale:

Tarzana Treatment Center 661-726-2630

Burbank, Glendale, San Fernando Valley, Santa Clarita, Northridge:

Asian Pacific Health Care Venture 323-644-3880 (Also East LA/Metro LA)

Tarzana Treatment Center 818-342-5897

Child and Family Guidance Center 818-882-3147

Northeast Valley Health Corp. 800-696 -3842

Valley Community Clinic 818-763-8836

El Monte, Monrovia, San Gabriel Valley, Pomona:

Citrus Valley Health Partners 626-851-2748

East LA, Metro LA:

California Hospital Medical Center 213-742-5537

Chinatown Service Center 213-808-1700

KHEIR 213-637-1080

West Side: Venice Family Clinic 310-664-7509

South LA:

California Hospital Medical Center 213-742-5537

Community Health Councils (Also East LA/Metro LA) 323-295-5500

Southeast LA County:

AltaMed Health Services Corporation 877-462-2582

South Asian Network 562-403-0488

Human Services Association 562-806-5400

St. Francis Medical Center 800-603-9355

Carson, Hawthorne, Inglewood, Lawndale, Lomita:

Crystal Stairs 323-299-9295

Long Beach:

Dept. of Health 562-570-7979

Pasadena, Altadena, Sierra Madre:

Pasadena Public Health Department 626-744-6086

Health Consumer Center of Los Angeles 800-896-3202

LAUSD – CHAMP Helpline

866-742-2273

Countywide Assistance:

Health Consumer Center 800-896-3202

MCH Access (Training and

Troubleshooting, enrollment for

East LA, South LA) 213-749-4261

Go Online to Find Help Near You:

www.chigla.org

Health Care for Children

HEALTHY FAMILIES PROGRAM

As of January 1, 2013, the Healthy Families Program is ending. Children who used to get Healthy Families are being enrolled into an expanded Medi-Cal program for children called the Targeted Low Income Program For Children.

of \$13 per child with a maximum payment of \$39 per family.

See page 44- Share of Cost for children for income limits.

Families with income above 150% of the Federal Poverty Level will pay a monthly premium of \$13 per child; but no more than \$39 for three or more children.

For information on immigration status and how to apply please see page 41 in the Medi-Cal section.

| Family Size | Monthly Income limit |
|-------------|----------------------|
| 1 | \$3,830 |
| 2 | \$5,170 |
| 3 | \$6,510 |
| 4 | \$7,850 |
| 5 | \$9,190 |
| 6 | \$10,530 |

Children Age 6-18 who were formerly enrolled in Healthy Kids can enroll into a county program called HWLA Kids. This program is offered at County Hospitals and clinics and Community Partner clinics (for a list see page 50) For more information call (855) 622-6171.

TARGETED LOW INCOME PROGRAM FOR CHILDREN

1. Am I Eligible?

Children birth to 19 who are not eligible for the family based Medi-Cal program called 1931(b) will be enrolled in Medi-Cal's Targeted Low Income Program For Children. The value of things you own ("resources") don't count against you.

To be eligible for Medi-Cal's Targeted Low Income Program For Children, the monthly income must be less than 250% of the Federal Poverty Level. Families with income above 150% of the Federal Poverty Level will have to pay a monthly premium

OTHER PROGRAMS

1. Healthy Kids and Kaiser Permanente

Healthy Kids is provided through the LA Care Health Plan for children from birth through age 5 who do not qualify for full scope (regular) no-cost Medi-Cal. Healthy Kids is only enrolling children ages 0-5 ½.

Family income must be below the limits in the chart below. There are low-cost monthly premiums of \$4 or \$6 and small payments at visits. You only pay for two children monthly no matter how many are enrolled. Call (888) 452-5437 for more information.

Kaiser Permanente Child Health Plan

Children under age 19 with no medical coverage who are not eligible for health care coverage that is paid for, in any part, by an employer and who are not eligible for full-scope (regular) no-cost Medi-Cal may be eligible for Kaiser Permanente Child Health Plan. There are no immigration requirements. The monthly cost is \$8 or \$15 and there are some copayment costs for visits. Dental, mental health and vision

care are included. The number is (800) 255-5053. Enrollment is not always open. It is possible to enroll a new sibling if a brother or sister is already in Kaiser.

► 2. Child Health and Disability Program (CHDP)

CHDP provides free early and regular health exams for many low-income children up to 19 years of age; Medi-Cal eligible children up to 21 years of age; and Head Start and State preschool children. There are no immigration requirements, however, visits are allowed based on a "periodicity schedule", with some exceptions for physical exams needed for school, for children in foster care and for problems that might occur between screenings. Children in Medi-Cal Managed Care can get more screenings than the state's schedule allows. CHDP offers physical exams, immunizations, vision and hearing testing, lead poisoning testing, nutritional check, teeth and gum check, and some lab tests including sickle cell. For more information call (800) 993-2437.

A program called the "CHDP Gateway" allows children who go to a CHDP provider for a health exam or well-child check-up to pre-enroll in full, no-cost Medi-Cal temporarily at the provider's office. If your child qualifies for no-cost Medi-Cal he or she will receive no-cost Medi-Cal, beginning on the first day of the month that the application is submitted and ending the last day of the following month. You can request a joint Medi-Cal/Healthy Families mail-in application to be sent to your home.

Infants under one year of age who are born to a mother on Medi-Cal at the time of birth are eligible for "Deemed Eligibility" to have full-scope Medi-Cal until their first birthday without filling out the additional Joint Medi-Cal/Healthy Families application. Be sure to include the mother's name and Medi-Cal number on the CHDP Gateway application.

► 3. California Children's Services

Children's Medical Services (or California Children's Services) case manages and provides health services for children up to age 21 with eligible major medical conditions caused by accidents, diseases, and congenital disabilities, whether or not the children also have Medi-Cal. Undocumented children may qualify if their parents live in Los Angeles County. For eligibility information, call (800-288-4584). Service providers are all over the county.

Family income must be less than 250% of the Federal Poverty Level (see pg. 40) a year, or may be greater if their CCS related medical expenses are expected to be more than 20% of the family's income.

There is no family income limit for children who need services to confirm a CCS-eligible medical condition; or were adopted with a known CCS-eligible medical condition; or are applying only for services through the Medical Therapy Program; or are Medi-Cal beneficiaries, full scope, no share of cost; or are Healthy Families subscribers.



Free and Low Cost Health Care

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.

FREE AND LOW COST HOSPITALS AND CLINICS

► 1. County Hospitals and Clinics County Health Dept.

(Services, Referrals to Clinics, or Complaints)
(800) 427-8700
On-line: www.ladhs.org, click on "clinics" and then click on "Patient Information."

County Hospitals: Harbor-UCLA

1000 W. Carson St., Torrance 90509
(310) 222-2345

High Desert Health System (Out patient visits only)
44900 N. 60th St. W., Lancaster 93536
(661) 948-8581

Martin Luther King Hospital/Drew (Urgent care and out patient visits only)
12021 S. Wilmington Ave., LA 90059
(310) 668-2622

Los Angeles County/USC
1200 N. State St., LA 90033
(323) 226-2622

Olive View
14445 Olive View Dr., Sylmar 91342
(818) 364-1555

Rancho Los Amigos National Rehabilitation Center
7601 E. Imperial Highway, Downey 90242
(877) 726-2461

Comprehensive Health Centers: Mid Valley

7515 Van Nuys Blvd. Van Nuys 91405
(818) 947-0230

El Monte
10953 Ramona Blvd., El Monte 91731
(626) 579-8463

H. Claude Hudson
2829 S. Grand Ave., LA 90007
(213) 744-4716

Hubert Humphrey
5850 S. Main Street, LA 90003
(323) 846-4104

Long Beach
1333 Chestnut, Long Beach 90813
(562) 599-2153

Edward R. Roybal
245 S. Fetterly Ave., LA 90022
(323) 780-2373

► 2. Veterans

(877) 222-8387 Information on a full range of medical benefits available to veterans, regardless of your income and even if the health problem is not related to military service. Look at page 24 for more services.

▶ 3. Free/Low Cost Health Clinics in Los Angeles County

See also www.ladhs.org under "search for clinics".

Antelope Valley

Tarzana Treatment Center
907 West Lancaster Blvd., 93534
(661) 726-2630

San Fernando Valley

All for Health, Health for All
519 E Broadway, Glendale CA 91205
(818) 409-3020

Northeast Valley Health Corp.
12756 Van Nuys Blvd., Pacoima, 91331
(818) 896-0531

Mission City Community Network
15206 Parthenia St, North Hills, 91343
(818) 895-3100

Northeast Valley Health Corp.-
1600 San Fernando Rd, 91340
(818) 365-8086

El Proyecto del Barrio
8902 Woodman Av., Arleta, 91331
(818) 830-7133

20800 Sherman Way, 91306
(818) 883-2273

North Hollywood Health Center
5300 Tujunga Ave., 91601
(818) 766-3982

Northeast Valley Health Corp./ Valencia Health Center
23763 Valencia Blvd., 91355
(661) 287-1551

Canoga Park Health Center
7107 Remmet Ave., 91303
(818) 365-8086

Pacoima Health Center
13300 Van Nuys Blvd., 91331
(818) 896-1903

Glendale Health Center
501 North Glendale Ave., 91206
(818) 500-5785

San Fernando Health Center
1212 Pico Street, San Fernando CA 91340
(818) 837-6969

Tarzana Treatment Center-West Valley
18646 Oxnard Street, Tarzana CA 91356
(818) 996-7019

Valley Community Clinic
6801 Coldwater Canyon Ave, 91605
(818) 763-8836

San Gabriel Valley

AltaMed Health Services
10454 East Valley Blvd., El Monte, 91731
(626) 453-8466

El Monte La Puente Health Center
15930 Central Ave., La Puente CA 91744
(626) 855-5300

Community Health Alliance of Pasadena
330 West Maple Ave., Pasadena CA 91103
(626) 256-1600

Monrovia Health Center
1855 N. Fair Oaks Ave., Monrovia, 91016
(626) 398-6300

Durfee Family Care Medical Group
2006 Durfee Ave., El Monte, 91733
(626) 442-5015

Pomona Clinic Coalition
1770 N. Orange Grove Ave., 91767
(909) 622-6516

El Monte Comprehensive Health Center
10953 Ramona Blvd., El Monte, 91731
(800) 383-4600

El Proyecto del Barrio
150 North Azusa Avenue, Azusa, 91702
(626) 969-7885

Pomona Health Center
750 S. Park Ave., Pomona, 91766
(909) 868-0235

Ramona Health Plan Medical Group
14051 E. Ramona Pkwy., 91706
(626) 338-7338

Yu Care Medical Group, Inc.
210 N. Garfield Ave. #203, 91754
(626) 307-7397

Metro LA

Altamed Health Services Corporation - Buena Care
1701 Zonal Avenue, LA 90033
(323) 223-6146

Estrada Courts
1305 South Concord Street, Suite 18, LA 90023 (323) 981-9816

Ramona Gardens
1424 Crusado Lane, Suite 168, LA 90023
(323) 226-0623

William Mead
268 E. Bloom St, Suite 322, LA 90012
(323) 276-0267

Arroyo Vista Family Health Foundation - El Sereno
4815 East Valley Boulevard, Suite C, LA 90032 (323) 222-1134

Highland Park
6000 North Figueroa Street, LA 90042
(323) 254-5221

Lincoln Heights
2411 North Broadway, LA 90031
(323) 987-2000

Loma Drive
303 South Loma Drive, Suite 202, LA 90017 (213) 201-5800

Asian Pacific Health Care Venture
1530 Hillhurst Avenue, LA 90027
(323) 644-3888

Chinatown Service Center
767 North Hill St, Suite 200, LA 90012
(213) 808-1792

Clinica Msr. Oscar A. Romero
123 South Alvarado Street, LA 90057
(213) 989-7700

Northeast Health Center
2032 Marengo Street, LA 90033
(323) 987-1030

Eisner Pediatric & Family Medical Center
1530 South Olive St., LA 90015
(213) 747-5542

JWCH Institute, Inc. - PATH
340 North Madison Avenue, LA 90004
(323) 644-2252

JWCH Institute, Inc. - Center for Community Health
522 San Pedro Street, LA 90013
(213) 622-2639

Korean Health Education, Information & Research (KHEIR)
3727 W. 6th Street, Ste. 220, LA 90020
(213) 637-1070

Koryo Health Foundation
1058 S. Vermont Ave, Ste 200 LA 90006
(213) 380-8833

Los Angeles Free dba Saban Free Clinic Beverly
8405 Beverly Boulevard, LA90048
(323) 653-1990

Hollywood
6043 Hollywood Boulevard, LA 90028
(323) 653-1990

Wilshire Health Center
5205 Melrose Avenue, LA 90038 (323) 653-8622

Martin Luther King, Jr
12021 S. Wilmington Ave., LA 90059
(310) 668-5011

Queenscare Family Clinic
3242 W. 8th St, 90005 - 213-366-9779

Hollywood: 323-953-7170
4618 Fountain Ave, 90029

Eagle Rock: 323-344-5233
4448 York Blvd. 90041

Central Health Center: 213-240-8203
241 N. Figueroa St, 90012

Clinica Medica Jose Carlos
2120 E. 6th St, 90023
323-881-1112

LA Free Clinic- BAART 323-957-0604
6411 Hollywood Blvd, 90028

West Los Angeles
Venice Family Clinics
Culver City
604 Rose Ave., (310) 392-8636

Rose Avenue Clinic
4401 Elenda St. Venice, CA 90291
(310) 392-8636

Mar Vista Gardens Clinic
1711 Ocean Park Blvd., 90405
(310) 450-2191

Santa Monica School Teen Clinic
601 Pico Boulevard, Santa Monica, 90405
(310) 392-8636

Simms/Mann Health and Wellness Center
2509 Pico Blvd., Santa Monica, 90405
(310) 392-8636

Frederick R. Weisman Family Center
622 Rose Avenue, Venice, 90291
(310) 392-8636

Levine Family Health Center
905 Venice Boulevard, Venice, 90291
(310) 392-8636

Westside Family Health Center
4909 Marionwood Dr. Culver City, 90230
(310) 392-8636

South Los Angeles

Central City Community Health Center, Inc.
5970 S. Central Ave., Los Angeles, 90001
(323) 234- 3280

University Muslim Medical Association
711 W. Florence Ave, Los Angeles, 90044
(323) 789-5610

Compton Central Health Clinic, Inc.
201 N. Central Avenue, Compton, 90220
(310) 635-7123

Watts Healthcare Corporation
-Crenshaw Community Health Center
10300 S. Compton Avenue, LA, 90002
(323) 564-4331

Northeast Community Clinic
1414 S. Grand Avenue, Ste 200, 90015
(213) 743- 9000

Sacred Heart Family Medical Clinics
8540 Alondra Blvd, Ste. B2, Paramount,
90723 (562) 602-2508

South Central Family Health Center
4425 South Central Avenue, LA 90011
(323) 908-4200

San Pedro, Bell, Whittier

**Harbor Free Clinics
Children's Center**
731 S. Beacon St., San Pedro, 90731
(310) 547-0716

Adult Center
593 West 6th Street, San Pedro, 90731
(310) 547-0202

JWCH Institute
6912 S. Ajax Ave, Bell Gardens, 90201
(323) 562-5815

Northeast Community Clinic
4129 East Gate Ave, Bell, 90201
(323) 771-8400

Whittier Health Center
7643 South Painter Ave, Whittier, 90602
(562) 464-5350

SouthBay

Curtis R. Tucker Health Center
123 W. Manchester Blvd, Inglewood, 90301
(310) 419 5325

South Bay Family Healthcare Center
746 West Gardena Blvd, Gardena, 90247
(310) 802-6170

Dr. Claudia Hampton Clinic
1091 La Brea Ave., Inglewood, 90301

Westside Neighborhood Clinic
1436 W. 23rd St., Long Beach, 90810

(562) 595-5507

El Dorado Community Service Center
4450 W. Century Blvd., Inglewood, 90304
(310) 671-0555

Wilmington Community Clinic
1009 North Avalon, Wilmington, 90744
(310) 549-5760

Redondo Beach Clinics
2114 Artesia Blvd. Redondo Beach, 90278
(310) 318-2521

4. Dental, Eye Care, and Hearing

Dental:

Eisner Pediatric and Family Medical Center
(213) 747-5542

Harbor-UCLA Dental (310) 222-3493

LA Free Dental Clinic (323) 653-1990

USC School of Dentistry 1-888-USC-DENT
(1-888-872-3368)

QueensCare Echo Park (213) 380-7298

Vision:

California Vision Foundation
1-800-877-5738
www.californiavision.org

Hearing

Agency on Deafness (323) 478-8000

Hearing Aid HotLine (800) 521-5247

Hear NOW (800) 648-4327

Community Health Alliance of Pasadena
330 W. Maple Ave., Pasadena, 91103
(626) 256-1600

**GETTING FREE OR
LOW-COST CARE**

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 "Healthy Way LA" (HWLA) program. If not, you may qualify for free or low cost care under the "Ability To Pay" (ATP) plan. 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 in next column.)

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 pay.

▶ 1. Do I Qualify for Free Care, under ATP or Healthy Way LA?

You can get free hospital and clinic care if you get General Relief, or through HWLA or ATP, if your gross monthly income (after special deductions) is below the following chart:

| # in Family | Income |
|-------------|--------|
| 1 | \$1274 |
| 2 | \$1720 |
| 3 | \$2165 |
| 4 | \$2611 |
| 5 | \$3056 |
| 6 | \$3502 |

(As of 2013)

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.

▶ 2. How Do I Apply for HWLA or ATP?

HWLA: Apply for HWLA at a county or community partner clinic. If you are a US citizen or a Legal Permanent Resident between the ages of 19 and 64 you may qualify for free care which includes outpatient, specialty, hospital care and medications. If you are an undocumented immigrant or are younger than 19 or over 65 you may still qualify for free care under ATP at a county clinic or Healthy Way LA Unmatched at a community clinic. Note: If you are potentially eligible for Medi-Cal, you may be asked to apply for Medi-Cal first.

Healthy Way LA
Healthy Way LA (HWLA) is a no cost health program that provides health care coverage to low-income uninsured adult citizens and certain legal residents.

- You may be eligible for HWLA if:
- You are a Los Angeles County resident.
 - You are between 19 and 64 years of age.
 - You are not pregnant.
 - You have no health care coverage
 - You have been a legal permanent resident for at least 5 years or you are a United States Citizen. (Some other legal residents called "Qualified Immigrants may apply.)
 - You meet monthly income limits. (see above for income limits)

Health benefits at no cost to you include:

- Excellent quality medical care
- Many clinics and health centers to choose from as your medical home
- ID Card to let people know you are a member of HWLA
- Health education services to help you live healthy and prevent disease
- Toll free member information line 24 hours a day, 7 days a week, even on holidays
- Preventive and primary care services within 30 working days, as well as care management services, hospital care, emergency room visits, and mental health services

For more information, please call Healthy Way LA Member Services at 1-877-333-HWLA or 1-877-333-4952.

If you don't qualify for HWLA because of your age or immigration status you can apply for Healthy Way LA Unmatched at a Community Partner clinic for clinic care. At County clinics and hospitals you will need ATP.

Sometime in 2014 HWLA will become part of Medi-Cal. When that happens HWLA members will have to join a Medi-Cal health plan and will be able to choose from a wider network of medical providers.

ATP

If you don't qualify for HWLA and you need 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 annually. If you don't qualify for free ATP you might qualify for low-cost ATP. The screener 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; you 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 or HWLA at the county clinics or the Community Partner clinics. If it is your first visit to a county hospital or clinic, they should give you a written notice regarding available plans, including HWLA and 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 HWLA, ATP or free care and you do not agree, ask to meet with the worker's supervisor within 10 working days. If you were found ineligible before, you may reapply. 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 HWLA or ATP, you still have a chance to pay a low-cost fee for the outpatient services within seven days.

▶ 3. Pre-Payment Plan

The Pre-Payment Plan is only available at County clinics and hospitals. It covers 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 following standard fees 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.

▶ 4. What Else Should I Know?

If you have any questions about your care, need referrals, or have a complaint, call the County Health line: (800) 427-8700. You can also call the Health Consumer Hotline: (800) 896-3203.

- If you receive free or low cost medical care, your medicines are free.
- Non-citizens with restricted Medi-Cal coverage who live in L.A. County can apply for ATP or HWLA Unmatched to cover non-emergency care.
- Before using ATP, you must use any other medical benefits you have such as private insurance, or outpatient Medicare. ATP will cover your deductible for private insurance, but will not cover inpatient Medicare deductibles and Medi-Cal "Share of Cost".
- Foreign visitors with a valid visa can receive emergency services at County hospitals and clinics, but are not entitled to ATP, Pre-Pay or HWLA for medical services. They may apply for the County's Out of County Discount Payment Plan.

▶ 5. 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.

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.

County Mental Health also authorizes and provides Medi-Cal recipients with other services to help them live and function

in the community, including "EPSDT" supplemental services for children on Medi-Cal.

If you do not have Medi-Cal or other health insurance, you can receive mental health services from County Mental Health. You are charged a fee based on a sliding scale, depending on your ability to pay. Therapists can request that the fee be waived if the fee will cause stress and hardship.

DEVELOPMENTAL SERVICES

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

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.

- East L.A. (626) 299-4700
- Harbor (Torrance) (310) 540-1711
- Mid-Wilshire area (213) 383-1300
- Sepulveda (818) 778-1900
- San Gabriel/Pomona (800) 822-7504
- South Central L.A. (213) 734-1884
- Culver City (310) 258-4000

SUBSTANCE ABUSE 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 1-800-564-6600. You will reach a local Community Assessment Service Center (CASC) 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.

SERVICES FOR SENIORS AND THE DISABLED

1. In-Home Supportive Services (IHSS)

The In-Home Supportive Services Program (IHSS) helps pay for services to eligible persons to enable them to stay in their own homes. To be eligible you must qualify for Medi-Cal or SSI, be blind, disabled, or over 65, and need these services so you can remain safely in your home. IHSS is an alternative to out-of-home care such as nursing homes or board and care facilities.

Services which can be authorized include personal care, meal preparation, laundry, grocery shopping, housecleaning, transportation to medical appointments and protective supervision for the mentally impaired. Services may sometimes be provided by a spouse or by the parent of a minor, with significant restrictions.

You may qualify for IHSS if you live at home and need the services to remain there, and one of the following applies:

- You receive SSI or CAPI, even if you are working
- You do not receive SSI but meet the SSI medical requirements, except for income or immigration status.
- You do not receive SSI but meet the disability or age requirements of the SSI program.

Someone now in an institution may also qualify if he or she could safely live at home if IHSS services were provided.

You must also have limited income and resources (\$2000 for one person and \$3000 for a couple, not counting your home or an automobile used for work or medical appointments).

If your income is too high to meet the SSI requirements, you may still qualify for IHSS but will have to pay a "Share of Cost". Some IHSS recipients in certain Medi-Cal programs will have no Share of Cost based on income and allowable deductions

If you do not currently receive SSI or Medi-Cal, your application for IHSS will be forwarded to Medi-Cal to evaluate for Medi-Cal eligibility.

IHSS applications are taken by telephone. You, or someone calling for you, may ap-

ply be calling toll free from anywhere in L.A. County at (888) 944-4477. A social worker will make an appointment to come to your home to see if you are eligible and determine what services IHSS can provide you. Within 30 days, you should receive a notice telling you if you qualify and stating the tasks and the number of hours approved. It will take longer if you have to get Medi-Cal approved first. Be sure to tell the worker about any special problems or personal needs you may have so that you get enough help.

If you are approved for IHSS, you hire someone to perform the services. You are considered that person's employer. You have to hire, train, supervise and if necessary, fire this person (called the IHSS provider).

IHSS providers must receive at least \$9 per hour . The state issues the checks for provider payments. You and your provider must complete, sign, date, and mail in the time sheets that they send you, to verify that the work was done.

Severely impaired persons may be eligible for an advance payment to pay a provider. Ask the worker doing the assessment.

For help with problems or questions, or for information on how to start an appeal about the number of hours approved for the IHSS worker, call the IHSS Ombudsman at (888) 678-4477.

2. Long Term Care

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

The State Central Registry at (800) 451-2273 will give you three referrals to long term care facilities. www.californiaregistry.com

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



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.

AM I ELIGIBLE?

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 based on your own or your spouse's employment
- You are a federal employee who retired after 1982 and have enough quarters of coverage
- You have been receiving Social Security Disability Income payments for 24 consecutive months
- You are age 50 or older and are a disabled widow or widower who has received Social Security through your spouse for at least 2 years
- You have end-stage kidney disease, regardless of your age (you still must have worked enough quarters, however, even though you don't need to be 65.)
- You have Lou Gerhig's disease. (You still must have worked enough quarters, even though you don't need to be 65.)

People who are not automatically eligible for Medicare Part A may enroll voluntarily if you meet all of the following three requirements:

- You are 65 or older and
- You are a U.S. citizen, or a legal alien who has resided in the U.S. continuously for at least five years and
- You purchase both Parts A and B of Medicare, or you purchase Part B only. You may not purchase Part A only.

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 \$243. If you have less than 30 quarters, your monthly Part A premium is \$441.

2. Part B : Medical Insurance

If you meet the eligibility guidelines for Part A, you will be eligible for Part B. The Part B monthly premium is \$104.90. 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 a low income and low re-sources, the state may pay for your Medicare premiums under Medi-Cal or the Medicare Savings Program.

WHAT IS COVERED?

Medicare does not cover all types of health care needs, nor is it free of cost. It does NOT cover custodial care in a nursing home or at home, dental care, eyeglasses, and hearing aids.

For the services that are covered by Medicare, you have to pay copayments.

1. Part A Coverage

Medicare will pay for hospital care if a doctor has decided that you need inpatient care and the hospital participates in Medicare

You will pay a first day hospital deductible of \$1,184 if you use days 1 through 60 in a benefit period.

If you remain in the hospital for days 61 to 90, you pay \$296 per day and Medicare pays the balance.

If you need hospital care after the 90th day, you draw on 60 extra "reserve" days which are not renewable and can be used only once. During that period you pay \$592 each day and Medicare pays the balance.

2. Skilled Nursing and Hospice Services

After a three day prior hospitalization, Medicare pays for daily (five to seven days per week) skilled nursing and therapy services in a Medicare certified skilled nursing facility. Medicare pays for the first 20 days in full and days 21-100 on a copayment basis of \$148 per day.

Medicare pays for skilled nursing and therapy services in the home if you are homebound and meet other requirements. There are no copayments for home health services.

Medicare hospice services are for persons who are terminally ill (patients must be recertified as "terminal" after 210 days of hospice care).

3. Part B Coverage

Part B pays 80% of "allowable" charges for a variety of outpatient care, including: doctor services, physical therapy, outpatient hospital services, medical equipment, and ambulance services. You pay the remaining 20%, an annual deductible of \$147 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 charge no more than the Medicare approved charge. This means that you can be charged only for the 20% co-payment and any unpaid portion of the annual Part B deductible. Ask your provider if he or she will accept assignment.

4. Part D Coverage

Part D pays for outpatient drug coverage. To obtain Part D coverage, you must enroll into a Medicare Part D drug plan. There are two types of Part D plans: PDPs that only provide Medicare drug coverage and MA-PDs that pro-vide Medicare Part A, B and D benefits. There is a standard Part D benefit package, however, not all Part D plans are the same. Each plan has its own drug formulary, cost sharing requirements and restrictions on coverage.

5. Medicare Advantage HMOs

A Medicare Advantage HMO is a health insurance plan that enrolls Medicare beneficiaries who have both Medicare Parts A and B. Medicare HMOs must provide the same benefits as original Medicare. Persons 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 pays the HMO a fixed monthly amount for each enrollee.

6. Other Information

Many people receive both Medicare and Medi-Cal. (see page 41 "Medi-Cal") People who have both programs do not have to pay Medicare's monthly premiums, deductibles, or co-payments when they see a provider that accepts 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.

You should also know the following:

- Always carry your 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 Medi-Cal benefits (see page 66 "Hearings and Complaints")

For help with Medicare call Center for Health Care Rights (800) 824-0780
Outside Los Angeles County (800) 434-0222.



Utilities and Phone

UTILITY BILL ASSISTANCE

If you are applying for CalWORKs, you may be able to get "immediate need" money to pay for your delinquent utility bills. (See CalWORKs "Immediate Need" pg. 6)

If you are low-income and have overdue gas or electric bills, call:

Home Energy Assistance Program (HEAP)
(866) 675-6623

PACE Environmental Services:
(213) 989-3246

Catholic Charities (213) 251-3400

Energy HotLine (800) 342-5397

Energy Crisis Line (213) 353-1228

Labor Community Services
(213) 427-9044

Legal Aid (utility cutoffs) (213) 640-3881
Maravilla (323) 989-3215

SoCal Edison Low Income (800) 736-4777
Utility Tax Unit (senior discount)
(213) 978-3050

West Angeles Center (323) 733-8300

If you are unable to pay your bill by 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 1-800-244-4458 before the bill is due 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 (LADWP) 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:

| Members in Household | Annual Income |
|----------------------|---------------|
| 1-2 | \$ 31,800 |
| 3 | \$ 37,400 |
| 4 | \$ 45,100 |
| 5 | \$ 52,800 |
| 6 | \$ 60,500 |
| Each add'l | add \$ 7,700 |

Lifeline Discount Program applies a discount to the energy bills of income-qualified customers who are 62 years of age or older, or permanently disabled and can provide proof of disability. For questions call (213) 481-5411

Life Support Device Discount: Discounts on water and electric service are offered to customers who provide satisfactory proof that a member of the household regularly requires the use of an essential life-support device.

Physician Certified Allowance Discount: Discounts on water and electric bills are available to customers who provide verification by a state-licensed physician that a fulltime member of the household is being treated for certain life threatening illnesses, or has a compromised immune system and needs an additional heating and/or cooling allowance Call 1-800-DIAL DWP (342-5397)

Customers with a Teletype device hookup (TTY) may call LADWP at 1-800-HEAR-

DWP (or 1-800-432-7397) to receive assistance regarding water or electric service.

For a listing of other agencies that provide information and referral services to customers in need, contact 211 LA County (previously Info Line) at 1-800-339-6993

LOW INCOME REFRIGERATOR EXCHANGE PROGRAM

The LA Department of Water and Power offers certain customers the opportunity to replace their old, inefficient refrigerators with a new energy saving model.

- The customer must be a current participant in the LADWP residential Low Income Discount Rate
 - The customer's refrigerator must be at least 10 years old and be at least 14.0 cubic feet in volume.
 - The outlet to which the refrigerator is connected must be grounded (3-prong)
 - The customer must be willing to give up (exchange) their old refrigerator to be environmentally recycled
- Call the Appliance Recycling Centers of America (ARCA) at (800) 722-9340 to set up an inspection appointment. A representative will contact you to schedule an appointment to verify that your refrigerator outlet is properly grounded. If it is not properly grounded, you will be given time to correct the situation in order to qualify for the energy efficient refrigerator.

SPECIAL PHONE PROGRAM FOR THE DISABLED

The California Telephone Assistance Project 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** (800) 806-4474 or **Voice:** (800) 806-1191

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 via Method 1 Program-Based OR Method 2 Income-Based.

1) Program-Based:

You can qualify for California LifeLine if you or another person in your household is enrolled in any one of the following public-assistance programs:

- Medicaid/Medi-Cal
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance or Section 8
- CalFresh, Food Stamps or Supplemental Nutrition Assistance Program (SNAP)
- Women, Infants and Children Program (WIC)
- Healthy Families Category A
- National School Lunch Program (NSL)
- Temporary Assistance for Needy Families (TANF)
 1. CalWORKs
 2. Welfare-to-Work (WTW)
 3. (GAIN)
- Tribal TANF
- Bureau of Indian Affairs General Assistance
- 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:

| Household Size | Annual Income |
|-----------------|---------------|
| 1-2 members | \$24,000 |
| 3 | \$28,200 |
| 4 | \$34,000 |
| Each additional | Add \$5,800 |

Effective from 06/01/09 to 05/31/12

California LifeLine Call Center

Contact the LifeLine Call Center for general information about the California LifeLine program. Call Center's hours of operation are from 8 a.m. to 7 p.m. (Pacific Time) Monday through Friday.

English 1-866-272-0349

Spanish 1-866-272-0350

TTY 1-866-272-0358



Housing

This chapter includes information on homeless shelters; low rent housing; renters and homeowners assistance; renter's rights; and utility bill assistance.

IF YOU ARE HOMELESS

Unfortunately, if you are homeless in Los Angeles, there is no guarantee of housing or shelter, and the existing shelters are often full.

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 visit www.housing.lacounty.gov or call (877) 428-8844.

We list the resources below as a guide to trying to get help.

1. The Family Solutions System (FSS)

The Family Solutions System is a new system of service delivery in Los Angeles County, developed to improve and expedite the delivery of housing and other supportive services to homeless families in Los Angeles County. When an FSC receives a referral

family, they assess the family's needs and help them connect to the appropriate service providers in their region.

FSS provides coordination and access to appropriate resources, including:

- Housing
- employment,
- childcare
- and education;
- as well as financial assistance for rapid rehousing, including a security deposit for an apartment; partial rent for three months or a motel voucher and utilities, etc.

Families seeking assistance can contact FSS by calling: 211 LA County (2-1-1).

Families can also be referred directly to regional centers by a homeless shelter or other service provider. (See page 57)

2. Shelters

In the Hospital: It is illegal for the hospital to drop you off in the street after your treatment if you are homeless. The hospital discharge staff must work with you to find a safe place to go. Ask to speak to a social worker prior to your discharge.

Families: If you are homeless or at risk of becoming homeless and receive or qualify for CalWORKs, you may be able to receive Homeless Assistance Money, money to help prevent eviction, or help with your rent. CalWORKs also offers a 12 month Rental Subsidy for CalWORKs and non-CalWORKs families. See CalWORKs section of the Guide for more information (pg.13).

Singles: If you are applying for General Relief, you can get emergency shelter vouchers or eviction prevention money. See General Relief section of the Guide for more information (pg. 27).

Emergency Shelter: There are over 300 privately run agencies in Los Angeles offering shelter, so we cannot list them all here. The following numbers and website are helpful:

- Year Round and Winter Shelters : (800) 548-6047 for shelter locations and pick-up points. These shelters are usually operated by the City and county of Los Angeles from the beginning of November until the end of March. Some of the shelters now operate all year long.
- InfoLine: Call (211) or (800) 339-6993

- Internet: www.healthycity.org lists shelters and other resources by zip code for all L.A. County.
- 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.
- The conditions at shelters vary widely. They can generally make their own rules about who can stay and how long they can stay. At the shelters which are funded by the government, such as the Winter Shelters, 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 (LAHSA)** 453 S. Spring St, 12th Floor, L.A., 90013.

▶ 3. Access Centers

Access Centers are also called Drop-in Centers. These agencies can refer you to shelters. They may also help you find transitional or permanent housing. Some of these agencies operate shelters or other housing programs, but not all.

Antelope Valley

Lancaster Access Center (661) 942-2758

Downtown L.A.

Weingart Access Center 506 S. Main (213) 689-2114

Downtown Women's Day Center

325 S. Los Angeles (213) 680-0600

VOA Drop-In Center 628 S. San Julian (213) 624-4663

El Monte

ACHIEVE (213)446-7167

Hollywood and Mid City

PATH 340 N. Madison Ave (323) 644-2216

Pomona

Pomona Access to Social Services

502 W. Holt (909)622-3806

San Pedro

FISH 670 W. 9th St. (310) 831-0603

Long Beach

New Image (562) 983-7289

Pasadena

Union Station Foundation (626) 240-4550

San Fernando Valley- N. Hollywood

LA Family Housing

7843 Lankershim (818) 982-4091

Santa Monica and West Side

OPCC 1616 7th St. (310) 264-6646

St. Joseph's Service Center

204 Hampton Dr. (310) 396-6468

South Central L.A.

WLCAC 958 E. 108th St. (323) 563-5654

Bridges of Hope

5701 S. San Pedro St. (323)232-7956

HOP South Central Drop In

5715 S. Broadway (213) 553-1823

West Covina

One Stop

415 S. Glendora Ave (626)918-1205

▶ 4. Housing for Health

The newly created Housing for Health (HFH) Division at the Department of Health Services (DHS) is focused on creating housing opportunities for homeless patients and clients. This program can be accessed by homeless individuals and families who receive care at a DHS hospital, Multi-Ambulatory Care Center, or at one of the directly operated outpatient health clinics. If you receive your medical care at a DHS operated facility, tell them you are homeless and discuss eligibility requirements with the social work staff during your next visit. HFH applications can only be submitted through designated staff at a DHS facility

AFFORDABLE HOUSING

The federal government has a few subsidized housing programs. Each of these programs has various income and resource requirements and require you 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 do not comply. 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 to go 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 many of the complexes have wait lists.

We have listed three of the most common programs below. For more information about what type(s) of programs you may qualify for, you can ask a caseworker at one of the Access Centers.

Conventional Public Housing

Conventional public housing is one of the most well-known federal housing programs. 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 have agreed to reserve certain units for 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, and
- Have a substance abuse problem.

▶ 2. Voucher-Based Programs

Section 8 Vouchers

The most well-known voucher-based program is Section 8 Housing Choice Voucher. Section 8 vouchers are offered by the local government (the Housing Authority). They allow you to stay in any apartment or house where the landlord will accept them. You pay a limited portion of the rent (usually between 30-40% of your income). The Housing Authority pays the rest directly to your landlord.

Housing

You have the same rights as other tenants renting from private landlords, including any local rent control laws. If your unit is protected by rent control, your landlord must comply with those requirements.

You also have additional special protections. Your landlord cannot evict you without a reason. Your landlord also has to give at least 90 days written notice if they want to stop accepting Section 8 Vouchers.

When you receive a Section 8 Voucher you will have a limited time to find a landlord who will accept it, or you will have to return the voucher. Once you find a place, the Housing Authority must inspect the unit to make sure that it is up to their standards. The entire process may take up to several months.

The Section 8 Voucher waiting lists are currently closed for the city of Los Angeles, county of Los Angeles, and city of Long Beach. 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 one of the Access Centers about any special program that can provide you a Section 8 Voucher when you complete the program.

The following agencies receive a limited number of Section 8 vouchers from HACLA through the "homeless set aside" program. If you are homeless, please try to get connected to one of the following agencies:

Homeless Section 8 Agencies:
(Call agency for a full list of services.)

Alexandria House
(Women and Children) (213) 381-2649

Beyond Shelter
(213) 252-0772

Coalition for Responsible Community Development (Serving youth)
(323) 521-1910

Department of Mental Health
(Mental health) (213) 251-6560

Good Shepherd Center for Homeless Women & Children
(women and children)(213) 235-1460

Harbor Interfaith Services
(Families) (310)-831-0603

LA Family Housing
(818)982-4091

Los Angeles House of Ruth
(Domestic violence victims)
(323) 266-4139

New Economics for Women
(Affordable housing, women and children)
(213) 483-2060

New Image Emergency Shelter
(Emergency shelter, individuals and families)
(562) 983-7478

Palms Residential Care Facility
(Substance abuse treatment)
(323) 293-2319

Para Los Ninos
(Children and families) (213) 250-4800

PATH (323) 644-2216

Penny Lane Centers
(Shelter for Emancipated Foster Youth)
(818) 892-3423

Rainbow Services (Domestic violence, women and children)
(310) 547-9343

San Fernando Valley Mental Health Center
(Adults and children with mental illness)
(818) 901-4830

South Central Health & Rehabilitation Programs (Mental illness)
(310) 631-8004

St. Joseph Center (Individuals and Families)
(310) 396-6468

Testimonial Community Love Center
(Shelter for Single Women w/ children under age 12)(323) 291-6753

The Serra Project
(Assisted living for HIV/AIDS Patients)
(323) 344-488

Shelter Plus Care
Shelter Plus Care also has some vouchers. The requirements for Shelter Plus Care Vouchers are the same as the requirements for the Shelter Plus Care project-based program.

Housing Authorities
Housing Authority of the County of Los Angeles (HACoLA)
(626) 262-4510
Housing Authority of the City 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

▶ 3. Low-Income Housing Tax Credit

Some private owners participate in the Low-Income Housing Tax Credit (LIHTC). In this program, private landlords reserve some of their units to offer at 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 management offices directly.

▶ 4. Housing Resource Agencies

The following groups can help or refer you to help of many kinds, such as vouchers to stay in a motel if you are homeless, or programs that can lead to permanent housing.

Beyond Shelter:

Downtown & Mid Wilshire (213) 252-0772

South Central (323) 565-2703

AIDS Project Los Angeles
(213) 201-1600

Catholic Charities
(213) 251-3400

Hope Again
(323) 661-4004

Little Tokyo Service Center
(213) 473-1602

Midnight Mission
(213) 624-9258

St. Vincent DePaul
(323) 224-6280

West Angeles Counseling Center
(323) 733-8300

County's Housing Resource Center posts regularly updated listings of affordable housing in the private rental market. For more information visit:
www.housing.lacounty.gov/

FORECLOSURES

1. Help for Homeowners in Danger of Foreclosure

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. Be careful about signing 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.gov

There are also local groups that are available to provide advice. Below is a list of some of the groups in Los Angeles the government has approved. For information for another city, visit the **Department of Housing and Urban Development's** website at www.hud.gov.

East LA Community Corporation (ELACC)

(323) 269-4214

www.elacc.org

Korean Churches for Community Development

(213) 985-1500 www.kccd.org

Korean Resource Center

(323) 937-3718

www.krcla.org

Los Angeles Neighborhood Housing Services, Inc.

(888) 895-2647

www.nhslacounty.org

New Economics for Women

(213) 483-2060

www.neweconomicsforwomen.org

NID-HCA Reeves

(323) 299-4067

www.nidonline.org

Operation Hope, Inc.

(213) 891-2900 or (213) 891-2900

www.operationhope.org

Shalom Center for T.R.E.E. of Life

(213) 380-3700

www.shalomcenter.net

Thai Community Development Corporation

(323) 468-2555

www.thaicdc.org

Watts Century Latino Organization

(323) 564-9140

www.wattcenturylatino.org

West Angeles Community Development Corporation

(323) 751-3440

www.westangelescddc.org

2. Renters Living in Buildings that were Foreclosed

If you are living in a building that was foreclosed, you still have rights. The new owner must give you a 90-day notice to move in most situations. If you have a lease, you may be able to stay until the term of your lease ends. Some cities may have local rules that provide additional protection. You should contact a local renter's rights group for more information. (See "Renters' Rights" at the end of this page).

FOSTER YOUTH

1. Transitional Housing Placement Program

If you're in the foster care system and beginning to transition out, you may qualify for the Transitional Housing Placement Program (THPP). This program is for 16 through 17 year olds who are a dependent of the court. You must be either

- attending high school,
- working towards your GED,
- or attending vocational/technical training.

THPP services include placement in a furnished apartment or house with paid utilities and assistance in helping you adjust to independent living. Participants are supervised and have a curfew and are required to abide by the rules of the program.

How to Apply for Service:

Contact your Children's Social Worker (CSW) or Youth Development Services (YDS) Transition Resource Coordinator (TRC) who will assist you completing the application. For More Information Please Contact:

Transitional Housing Placement Program

3530 Wilshire Blvd., 4th Floor

Los Angeles, CA 90010

(213) 351-0120

Youth Development Services

(877) 694-5741

(877) MY ILP 411

2. If You're 18 or Over

If you are in the foster care system and turn 18, you have the option to continue in care. There are several housing options available to you if you remain in the system:

- Home of an approved relative, non-related family member, or legal guardian,
- Licensed foster family home or certified Foster Family Agency home,
- A Transitional Housing Placement Plus Foster Care,
- A Supervised Independent Living Placement (SILP), or
- A group home placement.

A new law, AB 12, extends foster care up to age 21. If you are 18 or older, keeping your case open is a choice, and if you stay in foster care, you'll have a place to live - you may stay in your current home or you may be able to move out on your own. Talk to

you social worker about AB 12. If you are a former foster youth between the ages of 18 and 21, whose case closed after your 18th birthday, you may be eligible to re-enter foster care - call the Alliance for Children's Rights at (213) 368-6010 for more information.

Other agencies that assist with Transitional Housing placement:

Hillsides Youth Moving On Program

650 North Oakland Ave., Pasadena, 91101

(626) 219-1240

Hathaways- Sycamores

210 South DeLacey Avenue, Suite 110

Pasadena, 91105 (626) 395-7100

Pacific Clinics-

1-877-PCCARES (1-877-722-2737)

First Place for Youth

3530 Wilshire Blvd, Suite 600, LA, 90010

(213) 835-2700

RENTERS' RIGHTS

1. Groups That Can Help

There are many groups in Los Angeles that deal with landlord/tenant issues. Here are a few that may be able to provide free help or advice:

Bet Tzedek (323) 939-0506

Coalition for Economic Survival

(213) 252-4411

Inner City Law Center (213) 891-2880

Inquilinos Unidos (213) 483-7497

Legal Aid Foundation of Los Angeles

(800) 399-4529

L.A. Community Action Network

(213) 228-0024

Neighborhood Legal Services of L.A. County

(818) 896-5211

Public Counsel (213) 385-2977

Tenant Action Center

(Venice) (310) 399-9255

Union de Vecinos (323) 908-3454

The California Department of Consumer Affairs also provides booklets and information regarding landlord/tenant law. For more information contact:

(800) 952-5210 or visit

www.dca.ca.gov/publications/landlordbook/index.shtml.

2. Bad Conditions

You have the right to live in a place without bad conditions:

- No holes in the wall
- Working toilets, and sinks
- Electricity
- Heat
- No rats, roaches, or other pests
- Clean

If your unit has problems, you should tell your landlord about them and request that they be fixed. You should make your request in writing and keep a copy of your written request for yourself. If your landlord does not fix the problems, there are a few things you can do.

Government Agencies

County Health Department (323) 881-4015
For problems like vermin, rats, roaches, bedbugs; peeling paint or lack of screens.

Housing Department (866) 557-RENT
Department of Building and Safety
(888) LA4-BUILD

For complaints regarding plumbing and electrical; lack of water or heat; illegal utility shutoff, in Los Angeles.

For other cities, check the phone book. If you think the conditions pose an imminent threat to your health or safety, you can ask the housing inspector to refer your case to the Urgent Repair Program.

Los Angeles County Department of Consumer Affairs (888) 700-9995. For questions regarding withholding rent, repair and deduct, and abandonment remedies, call.

Getting Your Landlord to Fix the Problem

If your landlord will not fix problems, you should give written notice of the problem, wait 30 days, and have proof of the problem. Then you have the right to repair the problem yourself and deduct the cost from your rent. It must be a problem affecting your health or safety, not just something you want to change in the apartment. If you withhold your rent, your landlord may try to evict you. It is very important that you keep copies of everything relating to the problem. You should get legal advice or support before withholding any rent. If you do not want to withhold rent, you can also go to Small Claims Court to try to get the money back. If your landlord has been cited by the De-

partment of Building and Safety, Housing Department, or Health Department, and repairs have not been made within 60 days, you can go to Small Claims Court on your own without an attorney. The small claims judge can order the landlord to make the repairs. Ask the judge about Civil Code Section 942.4 in cases like this.

If you are looking to recover money for damaged person property, repairs that you made, or bad conditions, you can file a case in Small Claims Court for up to \$10,000.

3. 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, your unit might be under rent control. This gives you even more protections than state law. Your landlord can only evict you for a very limited number of reasons, which are in the rent control law. Your rent can only be increased by a set percentage, which the city decides.

For more information contact
Los Angeles Housing Department
(866) 557-RENT
www.lacity.org/lahd

You can also call the Housing Department to make a complaint if you think your landlord violated the rent control rules.

If you are not in a rent control unit, your rent may be increased by any amount with a written notice. If it is increased by 10% or less, then you should get a 30-day notice. If it is more than 10%, then you should get at least a 60-day notice.

Other Rent Control Information:

Santa Monica (310) 458-8751
West Hollywood (323) 848-6450

Other Cities: Call your city hall or the information number listed in the city government section of your phone book (at the front of the white pages).

4. Evictions

If you are not in a rent controlled unit, you can be evicted for no reason, but you must be given a 30-day notice if you have lived in the unit for less than a year or a 60-day notice if you have lived in your unit for a year or more. You can also be evicted from either a rent controlled or non-rent controlled unit

for a good reason. There are special rules if you have a Section 8 voucher.

Subsidized units (like Section 8 or project-based units) may have different notice periods. To best assure that you do not lose your housing, it is important to seek legal advice about your notice before the notice period has run out (expired).

When you have received a 30/60 day notice to vacate, you are still responsible for paying the rent on time. If you do not pay the rent, the landlord may proceed with a much shorter notice against you, usually a 3-day notice. Additionally, security deposits may not be used in place of last month's rent, unless the landlord agrees to do so, in writing.

For questions about these issues contact:
Legal Aid Foundation of Los Angeles
800-399-4529.

Eviction Process

1. Written Notice: in most cases, you must receive a notice in writing. The most common notices are a 3-day notice to pay rent or quit, or a 30- or 60-day notice to vacate.

2. Summons & Complaint: This is the lawsuit, or Unlawful Detainer (UD). You have five days to answer it.

3. Sheriff's 5-Day Notice to Vacate: If you don't answer your summons and complaint or you lose in court, you will get a 5-day notice to vacate. If you do not move out, you will be locked out by the sheriff sometime after the five days.

If your case is filed in another courthouse, there may be a Self-Help Center where you can get help preparing your answer.

If you are being evicted and your case was filed at the downtown Stanley Mosk Courthouse, visit:

Eviction Assistance Center (EAC)
111 North Hill St., Room 115, LA, 90011.
EAC staff can assist you with filing an answer, and provide full representation in some cases, free of charge. Service is available in Spanish.

You may also contact the following organizations for assistance with an eviction:

- Legal Aid Foundation** - 800-399-4529
- Eviction Defense Network** - 213-385-8112
- Bet Tzedek** - 323-939-0506
- Neighborhood Legal Services**
(818) 896-5211

There are also organizations that offer low-cost assistance. The cost is based in part on your income and you may be able to work out a payment plan.

BASTA (213) 736-5050

Eviction Defense Network (213) 385-8112

► 5. Illegal Lockout

Landlords cannot lock you out without first going to court, even if you are late on paying rent. If your landlord locks you out without using the eviction process, you should immediately call LAPD. When the police respond to your call, you should show them some proof that you are a tenant (receipts, ID, etc.). Ask them to tell your landlord to let you back in. If the police officer does not respond, you should call LAPD and ask to speak to the watch commander.

► 6. 28 Day Shuffle

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 28 (or 21) days. If this happens, you should file a complaint with the Los Angeles Housing Department (866) 557-RENT. If you are locked out, you should call the police and show them your receipts. If you leave voluntarily, it is not a shuffle.

► 7. 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, nationality, disability, or because you are married or unmarried, or have children, call:

Southern California Housing Rights Center (213) 387-8400

California Department of Fair Employment and Housing

(800) 884-1684

(800) 700-2320 (TDD Line)



"Qualified" and "Not Qualified" Immigrants (See next chapter)

Some immigrants may or may not receive certain public benefits. Qualified immigrants are not necessarily eligible for programs. Not qualified immigrants may still be able to apply in different programs.

| "Qualified" immigrants include: | "Not qualified" immigrants include all other groups such as: |
|---|---|
| <ul style="list-style-type: none"> • Laful permanent residents (green card holders) | <ul style="list-style-type: none"> • undocumented immigrants |
| <ul style="list-style-type: none"> • Refugees | <ul style="list-style-type: none"> • immigrants granted Temporary Protected Status (TPS) |
| <ul style="list-style-type: none"> • Asylees | <ul style="list-style-type: none"> • Immigrants who are Permanently Residing in the US under Color or Law (PRUCOL) (PRUCOL means that the immigration authorities know you are here but do not plan to deport you, even if you dont fit into the categories listed above). |
| <ul style="list-style-type: none"> • Persons granted withholding of deportation or removal | <ul style="list-style-type: none"> • Persons in the US on a non-immigrant visa |
| <ul style="list-style-type: none"> • Cuban and Haitian entrants | <ul style="list-style-type: none"> • Survivors of trafficking |
| <ul style="list-style-type: none"> • Persons paroled into the US for at least one year | <ul style="list-style-type: none"> • U Visa applicants and holders |
| <ul style="list-style-type: none"> • Conditional entrants | |
| <ul style="list-style-type: none"> • Certain spouses and children who are victims of domestic violence | |

Guide for Non-Citizens

Immigrants who are not citizens can get many kinds of help from the government, even if they don't have a green card.

If you have questions about immigration or benefits for immigrants, or the government has treated you differently just because you don't speak English, or of the way you look or because you are from a particular country, please call one of the agencies listed on page 65 ("Advice for Immigrants").

DEFERRED ACTION

Effective June 15, 2012, certain young people who were brought to the United States as young children, do not present a risk to national security or public safety, and meet several key criteria will be considered for relief from removal from the country or from entering into removal proceedings. Those who demonstrate that they meet the criteria will be eligible to receive deferred action for a period of two years, subject to renewal, and will be eligible to apply for work authorization.

Under this directive, individuals who demonstrate that they meet the following criteria will be eligible for an exercise of discretion, specifically deferred action, on a case by case basis:

1. Came to the United States under the age of sixteen;
 2. Have continuously resided in the United States for a least five years preceding the date of this memorandum and are present in the United States on the date of this memorandum;
 3. Are currently in school, have graduated from high school, have obtained a general education development certificate, or are honorably discharged veterans of the Coast Guard or Armed Forces of the United States;
 4. Have not been convicted of a felony offense, a significant misdemeanor offense, multiple misdemeanor offenses, or otherwise pose a threat to national security or public safety;
 5. Are not above the age of thirty.
- Only those individuals who can prove through verifiable documentation that they meet these criteria will be eligible for deferred action.

For more information visit:

USCIS' hotline
1-800-375-5283
<http://www.uscis.gov>

ICE's hotline
1-888-351-4024
<http://www.ice.gov/about/offices/enforcement-removal-operations/ero-outreach/index.htm>

Certain government programs, are not available to all low income immigrants who are lawfully present in the U.S. 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.

ALL IMMIGRANTS, INCLUDING UNDOCUMENTED PERSONS, MAY QUALIFY FOR THESE OTHER TYPES OF HELP:

- Prenatal Care
- Emergency Medi-Cal
- Minor Consent Medi-Cal
- Regional Centers
- California Children's Services
- CHDP and CHDP Gateway
- Immunizations for kids
- WIC
- School Breakfast & Lunch
- Summer Food
- Health Care in some Counties
- Public Education
- Help from Food Pantries
- Help from Shelters
- Services from Many Non-Profit Agencies

These programs don't have immigration requirements and if you are undocumented, you may still qualify. If anyone asks you about your immigration status, be careful. You do not 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 a "not qualified" immigrant ("not qualified" is not the same as undocumented). That is all they need to know.

If a school or child care center requests your social security number on a form, you can write "none" on the form or leave it blank. They may not give the information on that form to a government agency.

Benefits for 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.

- Victims of trafficking may qualify for up to one year before they are certified by the federal government as victims or obtain T status.
- Victims of domestic violence and other serious crimes may qualify once they have applied for U status.
- You do not need a social security number to apply.

Often, eligible people who need the aid don't get the correct information or get discouraged. If that is happening to you, be strong, insist on talking to a supervisor, and seek out the help of someone who will advocate for you. Insist on speaking to someone who is fluent in your language or call Legal Aid.

INTERPRETER HELP

If you speak limited English and you need to apply for benefits such as CalWORKs, Medi-Cal, GR, CAPI or CalFresh, you have the right to ask for an interpreter free of charge. The Department of Public Social Services (DPSS), the Department of Health Services (DHS), and the Social Security Administration must provide you with a worker who speaks your language or connect you to a telephone interpreter service, at no cost to you. You may also have the right to have written materials translated for you, or if the materials are in English, you have the right to have the information explained to you in your language.

DPSS now assigns a supervisor in every office to serve as the District Immigrant Liaison. You should call the District Immigrant Liaison if:

- you are denied assistance because you

are not a citizen, even though you are eligible

- you do not receive a free interpreter or bilingual caseworker
- there is a delay or any other problem because you speak limited English
- Ask for the District Immigrant Liaison at the nearest welfare office, in person or by telephone (see pg. 70).

If you speak limited English and you need to apply for SSI, SSDI, or a Social Security number, the Social Security Administration is required to give you an interpreter, no matter what language you speak, whether it is at the Social Security Office or at an appointment to determine a disability.

WHO CAN GET BENEFITS?

▶ 1. Which Immigrants Can Get SSI?

If you are a low-income immigrant in the U.S. who has a disability, is blind, or over 65 years old, you can get SSI if:

- You were already receiving SSI as of August 22, 1996.
- You become a citizen
- You are a refugee, 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 veteran U.S. military personnel (or Filipino veteran who served under U.S. command during WWII), or the spouse or dependent child (under 18 if unmarried or under 22 if a student) of one, or the un-remarried widow or widower of one;
- You are a lawful permanent resident with credit for 40 quarters (about 10 years) of work in the U.S. You can add your work quarters with any work quarters earned by your spouse during the marriage, or that your parents earned before you were 18. However, if you entered the US 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 US 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.

- You must also meet the income limit and other requirements. If you have a sponsor, your sponsor's income and resources may be added to yours to determine your income eligibility (this is called "deeming"). There are some exceptions to "deeming" rules.

▶ 2. Which Immigrants Can Get CAPI?

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

- To get CAPI you must be either
- a "Qualified Immigrant" (see pg. 61),
 - a survivor of trafficking,
 - a r U visa applicant or holder, , or
 - 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.

You must also meet the income limit and other requirements. If you are an immigrant with a sponsor, your sponsor's income and resources may be added to yours to determine your income eligibility (this is called "deeming"). There are some exceptions from deeming. See "Can I Get CAPI" pg. 25 for full details on eligibility and where to apply for this program.

▶ 3. Which Immigrants Can Get CalFresh (Food Stamps)?

To get CalFresh (Food Stamps) you must be:

- A Qualified Immigrant (see pg. 58) 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 or a U visa applicant or holder
- Lawful temporary resident (you have a green card but have not yet been here 5 years)

You must also meet the income limit and other requirements. If you have a sponsor, your sponsor's income and resources may be added to yours to determine your income eligibility (this is called "deeming"). There are some exceptions to deeming. See CalFresh/Food Stamps (page 32) for more information on eligibility and where to apply.

▶ 4. Other Cash Programs

Qualified immigrants, noncitizen victims of trafficking, U visa applicants and holders, and immigrants who are PRUCOL may be eligible for CalWORKs (aid for families with children under 19 years old, pg. 4) and General Relief (aid for individuals with no dependent children, pg. 27). You must also meet the income limit and other requirements. If you have a sponsor, your sponsor's income and resources may be added to yours to determine your eligibility. There are exceptions to deeming.

REFUGEE CASH ASSISTANCE: Non-citizen victims of trafficking may be eligible for Refugee Cash Assistance when the proper filing status is met for the T visa. Noncitizen victims of Domestic violence and other serious crimes may be eligible for RCA when an application has been filed for a U visa/interim relief with the USCIS. Victims of trafficking may also qualify for an additional 8 months of Refugee Cash Assistance once they receive certification from Office of Refugee Resettlement.

Refugees who have been in the country less than 8 months and persons who were granted asylum less than 8 months before, may be eligible for Refugee Cash Assistance (generally this is for able bodied adults without children.) Survivors of trafficking and U visa applicants and holders also may qualify for Refugee Cash Assistance. Call the local DPSS office listed on page 70.

▶ 5. What Health Care Programs Are Available for Immigrants?

All LA county residents, including documented and undocumented immigrants, may be able to get health care through county programs. They may also be able to receive services through Emergency Medi-Cal, Pregnancy related Medi-Cal, Minor Consent Services Medi-Cal, county mental health services, CHDP and services provided by many free and community clinics.

To be eligible for all Medi-Cal services (also known as full-scope Medi-Cal) you must be PRUCOL or a "Qualified" immigrant. See "Health Care for Children" pg. 48 for programs with no immigration restrictions.

"Qualified" immigrants, survivors of trafficking, U visa applicants and holders, and PRUCOL immigrants may be eligible

Non-Citizens

for In-Home Supportive Services. CAPI (Cash Assistance Program for Immigrants) recipients may also be eligible for In-Home Supportive Services. Sponsor "deeming" may apply (see "Sponsors", pg. 65)

6. 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.

SOCIAL SECURITY

1. Social Security Benefits

If you have paid into the Social Security system as a worker or had money taken out of your paycheck for this program, you may qualify for Social Security disability, retirement or survivor benefits. [See Social Security, pg. 23]

To receive the benefits, you must be either lawfully present in the country now, or have been receiving benefits based on a claim filed before December 1, 1996. [Also see the next section on "Social Security Numbers"].

You are not eligible for Social Security benefits if you have been deported, except if you have been readmitted as a lawful permanent resident. Your benefits may be suspended if you leave the U.S. 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 U.S. 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.

WORKERS' 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 from harassment and discrimination. If your rights as a worker are being violated, contact the state Labor Commissioner's Office at (213) 897-4037 to complain. 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.

The following groups can help if you are an immigrant worker and your employer owes you wages and has not paid you:

Asian Pacific American Legal Center
(garment workers)

1145 Wilshire Blvd. (213) 977-7500

Bet Tzedek Legal Services
(818) 769-0136

CHIRLA

(day laborers and domestic workers)

2533 W. 3rd St. # 101 (888) 624-4752

Koreatown Immigrant Workers Alliance
(KIWA) (restaurant workers)

3465 W. 8th St. (213) 738-9050

Legal Aid Foundation Employment Law Unit (213) 640-3954 (800) 399-4529

Maintenance Cooperation Trust Fund
(janitorial workers) 1247 W. 7th St. Room 103 (213) 284-7758

Neighborhood Legal Services
(800) 433-6251

Pilipino Workers Center
153 Glendale Blvd. (213) 250-4353

SCREENING OF IMMIGRANTS

1. Can Using Government Benefits Affect My Immigration Status?

If you are applying to become a lawful permanent resident (green card holder), using health care programs (such as Medi-Cal, In Home Supportive Services, or Healthy Families) or CalFresh/Food Stamps, will not hurt your chances of getting your green

card by making you a "public charge". You might have a problem getting your green card if you have used cash welfare or long-term care (like a nursing home) paid for by Medi-Cal or other government funds.

The government can deny a green card to people who are likely to become a "public charge" (meaning someone likely to rely on cash welfare or long-term care.) Officials will look at many factors, including your age, your health, your entire family's income and resources (and if you have a sponsor, their income and resources) to determine whether in the future you will be likely to need to rely on cash welfare to live. They will look at "the totality of your circumstances" and no single factor will make you a public charge.

Depending on your situation, past use of cash benefits may not count against you, for example if it was several years ago that you received the benefits or if it was only for a short period of time.

You do not have to worry about public charge if you:

- Already have a green card (unless you leave the US for more than 6 months at a time and try to re-enter)
- Are applying for citizenship
- Are applying for asylum
- Are applying for a T visa
- Are applying for a green card based on:
 - asylee or refugee status
 - T or U visa status
 - having lived in the US since before 1972

Victims of domestic violence who file a self-petition under the Violence Against Women Act (VAWA) are subject to the "public charge" test. However, they can use all benefits, including cash welfare, without affecting this decision.

U visa applicants can get a public charge "waiver," and there is no public charge test when U visa holders apply for a green card.

2. Guidelines for "Public Charge"

If you or anyone in your family used Medi-Cal, Healthy Families, or other health services, it won't affect your immigration status, unless Medi-Cal or other government funds were used to pay for your long-term care (nursing home or other institutionalized care)

The use of non-cash benefits, such as CalFresh/Food Stamps, WIC, school lunch, or public housing, will not make you a "public charge".

The use of cash welfare like CalWORKs, SSI, GR or CAPI, by your children or other family members, won't affect your immigration status unless these benefits are your family's only income

If you have used cash benefits for yourself, such as CalWORKs, SSI, GR, or CAPI, it may affect your application for lawful permanent residence. However, you should not automatically be considered a "public charge" just because you received any type of welfare in the past. The law focuses on whether you can show the officials that you or your family can support you or yourselves in the future.

Whether you should seek a benefit depends on how badly you need it and how much you or your family members desire to change their immigration status. It also depends on how much evidence of good jobs or proof of economic independence you will probably be able to show when you or your family members have the interview for more permanent status.

The government should not demand that you repay any welfare you correctly received as a condition of giving you legal status. If this happens, call one of the immigrant advocate agencies.

▶ 3. Sponsors

Most new immigrants entering into the US through family members are required to have a sponsor sign an "affidavit of support" form. This form is a promise to the government that the sponsor will help to provide economic support for any sponsored immigrants. Not all immigrants are required to have a sponsor, for example refugees and asylees.

If you are a sponsored immigrant and you want to apply for certain government benefits, your sponsor's income and resources may be added to yours in determining your eligibility for benefits (this is called "deeming"). This deeming rule makes the income of many immigrants too high to qualify for benefits. There is no deeming if you are applying for health care programs, only for CalFresh/Food Stamps and cash assistance programs. Deeming does not apply to some migrants, including: refugees, asylees, parolees, battered spouses who have filed a "self-petition" for an immigrant visa, or certain other immigrants who are not required to have a sponsor such as T and U visa holders. In addition, there are exceptions to the

deeming rule, depending on which program you are applying for and when you entered the US. For example, if you are a victim of domestic violence or would go hungry or homeless without assistance, you may be exempt from deeming. However, you will still have to meet the other eligibility requirements.

If you have a question or problem with "sponsor deeming" contact one of the agencies listed at the end of this page.

FOR LEGAL REFUGEES

Each "official" or documented refugee who enters the United States is assigned to a Voluntary Resettlement Agency (VOLAG), usually before arrival. In addition to initial resettlement and sponsorship, these offices can provide some employment assistance and social service counseling. VOLAGs can also give referrals to other services and often help refugees arrange for the entry of close family members. These organizations include the following:

African Community Resource Center & Resettlement Agency

(213) 637-1450

Church World Service & Lutheran Immigration Relief Service

(323) 667-0489

Jewish Family Services

(Hebrew Immigrant Aid Society)

(800)HIAS-714

International Institute (American Council for Nationalities Service)

(323) 264-6217; (818) 452-9421

International Rescue Committee

(818) 550-6220

Refugee Resettlement Program, Catholic Charities (U.S. Catholic Conference)

(213) 251-3400

World Relief

(818) 548-4423

IF YOU ARE DETAINED BY IMMIGRATION AND CUSTOMS ENFORCEMENT

If you are arrested by the Immigration and Customs Enforcement (ICE), you should

- Remain silent, or tell the ICE agent that you want to remain silent.

- Ask to speak with a lawyer
- Not carry false documents
- Find out the name and phone number of a reliable immigration attorney and keep this information with you at all times.

- Know your "A" number (alien registration number) if you have one, and write it down someplace at home where your family members know where to find it.
- Prepare a form or document that authorizes another adult to care for your minor children.
- Advise family members who do not want to be questioned by ICE to stay away from the place where you are being detained
- Not sign any documents without first speaking with a lawyer.

The National Immigration Law Center has resources on benefits for immigrants in California at:
www.nilc.org/benefitsca.html

ADVICE FOR IMMIGRANTS

These groups can offer help with questions relating to immigration, an immigrant's ability to qualify for public benefits, defense against deportation, and other needs. Some organizations charge for their services; ask first.

APALC (Asian Pacific American Legal Center) (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 S. Occidental Blvd., L.A. 90057

(213) 388-8693

CHIRLA (Coalition for Humane Immigrant Rights of Los Angeles)

(213) 353-1333

EI Rescate

1340 S. Bonnie Brae St., L.A. 90006

(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) 485-1872 www.lacba.org

LA Gay and Lesbian Center Legal Services Department

(323)993-7670 www.lagaycenter.org

Immigration Center for Women and Children

(213) 614-1165 www.icwclaw.org/



Hearings and Complaints

If your benefits have been denied or cut unfairly, you should fight it! Don't be intimidated. Request a fair hearing immediately whenever your rights are threatened. Don't forget deadlines. Remember you only have ninety days to appeal a denial or cut of a county program such as CalWORKS and CalFRESH. However, 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.

In a fair 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 resolve 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. 68]

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. If you are treated unfairly because of a disability or health problem, send a complaint letter to the **Civil Rights Division, U.S. Dept. of Justice**, P.O. Box 66118, Washington DC 20035-6118.

Seek advice and assistance. Talk to a legal worker or community worker about your situation. [See Good Advice, p. 64]

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 county office. Get a receipt for any papers you mail or hand in to a county office. Write down the name of anyone 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 rights which apply to any of these programs.

CALFRESH, MEDI-CAL, CALWORKS, AND IHSS

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, complain to your worker's supervisor.

Besides filing for a hearing, call the district HELPLine for your DPSS office (see the list of HELPLines on page 68), or walk up to the HELPLine Information Worker in the lobby of the DPSS office and ask for help. You can also call the **Central HELPLine** at 1-877-481-1044

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 special notice 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 unreduced rate. You should seek help if you want 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 cut, 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 so you will have proof 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, if possible, mail the request with a postal tracking number so you can prove that your hearing request was received on time.

You can also request a hearing by calling the toll-free number set up for this purpose, (800) 952-5253. You should call early: they open at 7:30 AM. The line is often busy, so keep trying. Remember to take the name of the person you spoke with.

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 bound 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 on time, you are still entitled for your aid to continue at the old rate until the hearing.

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 CalFresh program, any

time before the hearing, you can request a delay (“postponement”) of the hearing in order to have more time to prepare or 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 at the hearing. Again, if you asked for a hearing early enough, your benefits are not supposed to be cut before your hearing. This is called “Aid Paid Pending.” If you were supposed to get Aid Paid Pending, and you did not, tell your AHS. He or she is supposed to help you.

The AHS will also write up the county’s side before the hearing in a position statement. You have the right to get a copy of the county’s position statement. If you ask the AHS for the position statement, you may get it up to two days before the hearing. Even if you don’t ask for the position statement, the AHS must have it ready on the day of the hearing for you to read. If the AHS does not have it ready for you to see before your hearing, you may ask the judge to postpone the hearing to give you more time to read the statement. This postponement does not count against you. You may have the statement of position faxed to you or go to the Appeals and State Hearings Office and pick it up. It will tell you what the county’s position and evidence are before the hearing so you can prepare your case.

If you are disabled, or homebound, hearings 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.

After your hearing, call the toll-free number and complain if the state takes longer than 60 days to give you a decision about Cal-Fresh, or 90 days if the hearing was about CalWORKs or Medi-Cal. These are usually the maximum amounts of time that are permitted to decide such cases (starting on the date of your request for hearing). If your hearing decision takes longer than 90

days and you have never continued it, you must get extra money for the delay, if the decision is granted in your favor.

If you do not win the hearing, you can request a rehearing. You may also appeal the ALJ’s decision to the Superior Court. You should contact a lawyer experienced in this area to file such an appeal. You have one year from the date of the decision to file a case in court.

**SOCIAL SECURITY,
MEDICARE, AND SSI**

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 filling out a “Request for Reconsideration” form. Make sure that you get a copy of the form stamped by Social Security with the date it was filed. You may also download the form from Social Security’s website ssa.gov and mailing in the form to your local Social Security office with a postal tracking number to prove when you mailed it. Make sure you check the box for an informal conference. If you do not check this box, you will just get a review of the paper work and the decision is not likely to change. 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 10 days but sometimes 30 days for an overpayment), your benefits can continue unchanged until you receive a reconsideration decision. If Social Security paid you too much, and they want to take money out of your benefits check, you can request a waiver if it wasn’t your fault and it would be hard for you to pay the money back. You can get the waiver form from your local Social Security office or online from ssa.gov. If you owe the money, you can also request that the money be collected back at a lower rate per month.

In SSDI cases, you must fill out a separate form asking for your aid to continue. If you miss the deadline given in the notice, the aid will be cut or reduced, but you still have 60 days from the date you received the notice to request a Reconsideration. After 60 days, if you have “Good Cause” for missing the deadline, you may be allowed

to file a Reconsideration. If you win the Reconsideration, your lost benefits will be paid back to you.

There are three types of Reconsideration: **case review, informal, or formal conference.** It is best to ask for an informal conference. However, if your application for SSDI or SSI is denied for medical reasons, you can usually only get a case review. Some SSA offices require that you file for a hearing with a judge to appeal any decision related to disability. Check with your local SSA office before appealing.

If your reconsideration or waiver is denied, you may request a hearing before an Administrative Law Judge (ALJ) with the Office of Disability Adjudication and Review (ODAR). You have to request a hearing within 60 days of receiving an unfavorable reconsideration decision. You can request a hearing after 60 days 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 under review, and present and question witnesses. You should always review your hearing office file well before your hearing date because you may need time to obtain additional evidence. This is particularly true if it is a hearing where your disability is at issue. The ALJ who holds the hearing may ask you questions. He or she will write a decision based on the hearing record. If you waive your right to appear at the hearing, the ALJ will make a decision based on the evidence that is already in the file. It is never a good idea to let the judge make a decision without hearing from you particularly if the issue is whether you are disabled.

When you are receiving SSI or SSDI and then start working, your benefits could be cut if you are working and earning too much. (This is known as “Substantial Gainful Activity” or “SGA”). Ten days after you get the tentative notice, a notice that your payments will stop will be sent to you. Request a reconsideration immediately. To protect yourself, it is best to make a new application at the same time you request a Reconsideration. As of 10/2011 SGA was \$980.00 a month.

If you are considering going back to work, Call Disability Rights California at (800) 776-5746 and ask for their booklet, “Disability and Work.” You can get this online on the Social Security website, www.ssa.gov.



Good Advice

LEGAL AID

You can get free legal help with problems involving all the programs in this guide or with such issues as divorce, separation, child support, custody, and consumer rights. To qualify for free legal services that are federally-funded, your income must be low (around the level of people who qualify for CalWORKs).

The following are some of the leading legal and casework services programs in our county:

Legal Aid Foundation of L.A.

800-399-4LAW (4529) www.lafla.org
TDD for deaf callers 310-393 7734

Central L.A. (213) 640-3881

1550 W. 8th St. at Union

East L.A. (213) 640-3883

5228 Whittier Blvd.

South L.A. (213) 640-3884

8601 S. Broadway

West L.A. (323) 801-7989

1102 S. Crenshaw

Santa Monica (310) 899-6200

1640 5th St #124.

Long Beach (562) 435-3501

110 Pine Ave., Ste. 420.

Neighborhood Legal Services of Los

Angeles County www.nls-la.org

(800) 433-6251.

Health Consumer Center,

800-896-3203

13327 Van Nuys Blvd. Pacoima (Multi-

lingual. Covers all of San Fernando

Valley, San Gabriel Valley, Pomona,

Antelope Valley, Glendale and Burbank.

American Civil Liberties Union—South-

ern California

(213) 977-9500 www.aclu-sc.org.

Voice mail for intake (213)977-5253

AIDS Project Los Angeles

(213) 201-1600. www.apla.org. 611

S. Kingsley Dr. ; 639 N. Fairfax Ave.

(Benefits, insurance, counseling, case

management, food distribution, home

health care, dental clinic, housing, jobs)

Alliance for Children's Rights

(213) 368-6010. www.kids-alliance.org

3333 Wilshire Blvd #550 LA (legal and

social services, foster care, adoption,

guardianships, health access)

Asian Pacific American Legal Center

(213) 977-7500 www.apalc.org

1145 Wilshire Blvd., L.A. (multi-lingual

services: family law, domestic violence,

government benefits, elder law, housing

rights, consumer and debtor relief, gar-

ment worker rights, anti-discrimination

county-wide)

Bet Tzedek Legal Service L.A.

(323) 939-0506 www.bettzedek.org

145 S. Fairfax, #200 L.A. or

(818) 769-0136 12821 Victory Blvd,

North Hollywood (multilingual service:

seniors, nursing home advocacy, housing

conditions, Outreach through senior

centers county-wide)

Center for Health Care Rights

www.healthcarerights.org

(213) 383-4519.

520 S. Lafayette Park Place #214, L.A.

(Medicare issues)

Coalition for Economic Survival (213)

252-4411. 5114 Shatto Pl. Ste. 270

(tenants organizing and rights)[www.nkla.](http://www.nkla.spps.ucla.edu/ces)

spps.ucla.edu/ces

Community Legal Services [www.legal-](http://www.legal-aid.com)

[aid.com](http://www.legal-aid.com) (800) 834-5001. 725 W.

Rosecrans Ave., Compton and 11834

E. Firestone, Norwalk (Orange County &

Southeast L.A. County)

HALSA—HIV & Aids Legal Services Al-

liance (213) 201-1640. 3550 Wilshire

#750. (APLA, Public Counsel, County

Bar, AIDS Service Center & LA Gay &

Lesbian Service Center. Public benefits,

discrimination, employment, housing,

immigration, wills, guardianship, adop-

tion)

Harriett Buhai Center for Family Law

www.hbcfl.org (213) 388-7515. 4262

Wilshire Blvd #201 L.A.

Inner City Law Center (213) 891-2880

1325 E. 7th St. L.A. (homeless issues,

veterans, housing conditions, GR)

Maternal and Child Health Access

(213) 749-4261. 1111 W. 6th St. #400

L.A. (Medi-Cal & CalFresh)

Mental Health Advocacy Services

3255 Wilshire Blvd, LA, Ste. 902 90010

(213) 389-2077

((SSI, discrimination, access)

Disability Rights California

www.disabilityrightsca.org

350 S Bixel St, Suite 290, L.A.

(800) 776-5746 (800) 781-4546 TTY

(Human rights for people with disabili-

ties, institutions and hospitals; abuse

and neglect, government benefits)

Public Counsel www.publiccounsel.org

(213) 385-2977. 610 S. Ardmore Ave.

(Child care provider support, children's

rights, adoption of foster children, con-

sumer scams, juvenile justice, home-

lessness, immigration asylum)

Disability Rights Legal Center

www.disabilityrightslegalcenter.org

800 S. Figueroa St., #1120, L.A.90017

(213) 736-1334

213-736-8310 TTD

Women Helping Women Services

(323) 655-3807 (Counseling, informa-

tion and referral for many problems)

FINANCIAL HELP

These groups provide services only if they have funds available.

Beyond Shelter (Rent/Eviction funds)

Downtown: (213) 624-3370

Mid-Wilshire and South LA

(213) 252-0772

Catholic Charities (213) 251-3400

Jewish Free Loan (interest free loans

and flexible payback: serves all people)

(323) 761-8830

Labor Community Services (one-time

bill payment and financial aid if money

available)

213-985-1987

PREGNANCY/

ADOPTION

Adoption HotLine (800) 697- 4444

Beverly Hills Birthing (323) 462-6423

Birth Control Helpline (800) 942-1054

El Nido Family Center (323) 971-7360

Nurturing Network (Pregnant women

who need help relocating)

(800) TNN-4MOM (800- 697- 4444)

Pregnancy HotLine (800) 848-5683

St. Anne's Maternity (213) 381-2931

SUBSTANCE ABUSE

Treatment Programs 1(800)564-6600
Hotline: (800) RELAPSE

AA Headquarters. (800) 923-8722 /
(323) 936-4343 Self help and meeting
info.

Sober Living Network (800) 799-2084.
Finding or starting a group recovery
home

Phoenix House (800) DRUG-HELP/
(800) 378-4435

OTHER HELPFUL NUMBERS

211 LA County. (referrals for emergency
food, shelter, clothing, etc)

All Youth Related Hotline:
(800)843-5200.

Covenant House
(800) 999-9999 National line for youth
& parents. Message relay, homelessness,
drugs, abuse.

HIV/AIDS Testing (Free and Anonymous)
(800) 922AIDS

Alliance For the Mentally Ill.
(213) 413-1622 www.ca.nami.org
Positive support groups, referrals.

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

**CAST—Coalition to Abolish Slavery and
Trafficking.** (213) 385-5584
www.castla.org
Client-centered case management for
trafficked people.

ABUSE

▶ 1. Child and Elder Abuse

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

Elder Abuse: (800) 992-1660 (Report
abuse or exploitation of a disabled adult
or elder to the County)

▶ 2. 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) 793-3385
(818) 886-0453 (909) 626-4357

Center for the Pacific-Asian Family
(323) 653-4042 or (800) 399-3940
“A Safe Way Out” (800) 978-3600

What is Abuse?

Abuse can be anything that hurts you:

- Physical abuse (hitting, punching, shoving, using weapons or threats of physical harm)
- Any kind of forced sexual activity with any adult or child
- Threats of assault or sexual assault
- Yelling at you
- Threatening to kidnap the children
- Keeping you from friends or relatives
- 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.

Restraining Orders

Legal aid agencies listed on the previ-
ous 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 down-
town 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 sher-
iff 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 Pacific American Legal Center
(213) 977-7500
Legal Aid (800) 399-4LAW (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 received and write 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) or

**Center for Human Rights & Constitution-
al Law** (213) 388-8693

**Coalition for Humane Immigrant Rights
of Los Angeles** (888) 624-4752

Los Angeles Gay & Lesbian Center (800)
373-2227 or (323) 993-7677

Muslim Public Affairs Council
(323) 258-6722

**Southern Christian Leadership Confer-
ence** (323) 290-4126

So. CA Indian Center (213)387-5772

IF YOU JUST LEFT PRISON

Friends Outside (626) 795-7607
Variety of services to families of jail and
prison inmates.

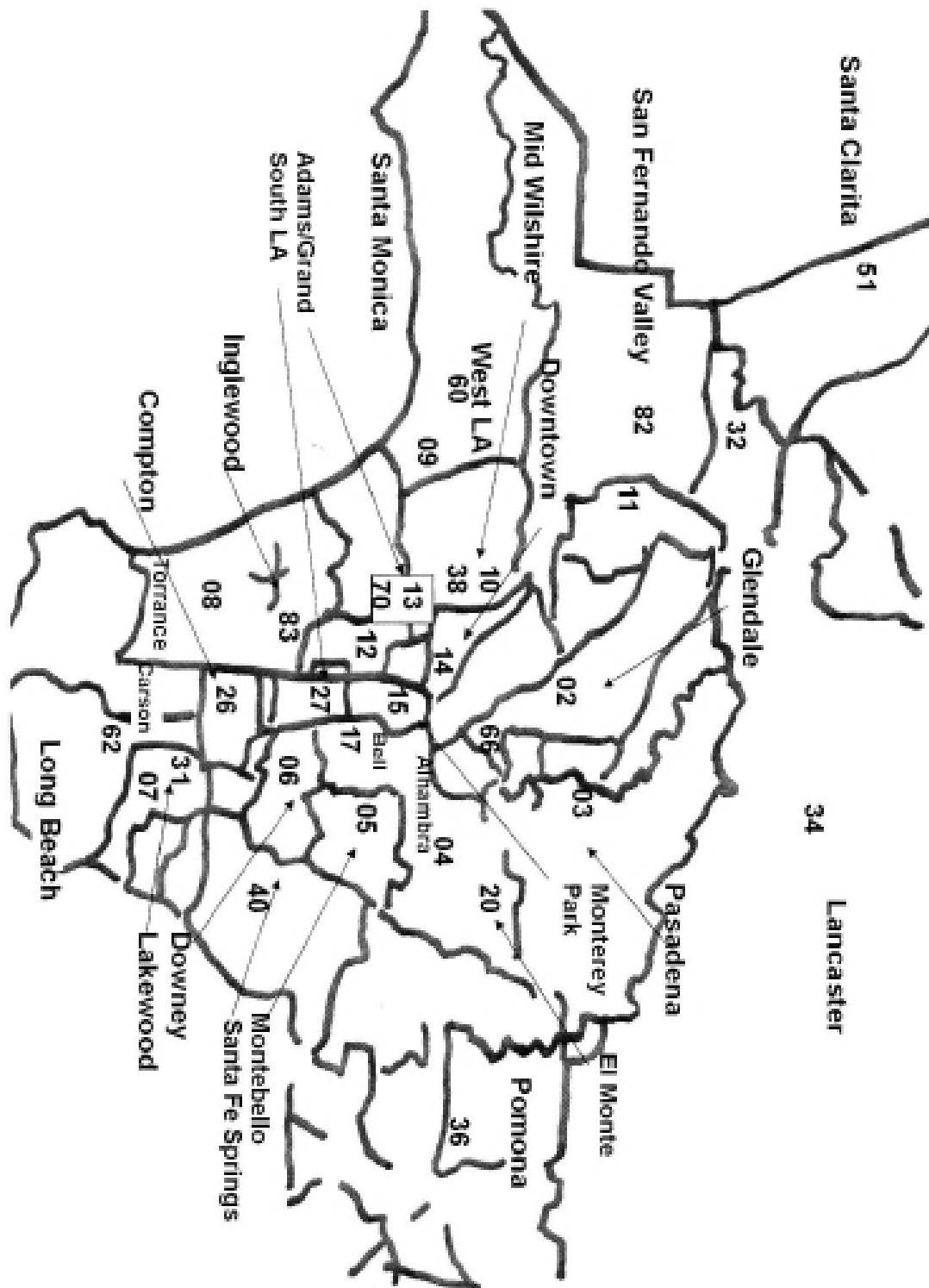
Community Coalition:
Ex-Offender Task Force (323) 750-9087

Chrysalis (for jobs)
• Los Angeles (213) 895-7777
• Santa Monica (310) 392-4117

Department of Public Social Services

At these Department of Public Social Services offices you can apply for these programs: CW=CalWORKs,FS=Food Stamps, GR=General Relief, MC=Medi-Cal. *The Customer Service Center (CSC) answers questions, provides case information, and updates case records of participants. 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.

- 02 GLENDALE (CW,GR,FS,MC)**
4680 San Ferrando Rd., Glendale
91204
(818) 546-6100 or (818)546-6200
- 03 PASADENA(CW,GR,FS,MC)**
955 N. Lake Ave., Pasadena 91104
* (866) 613-3777
- 04 EL MONTE(CW,FS,MC)**
3350 Aerojet Ave. El Monte 91731
* (866) 613-3777
- 05 BELVEDERE (CW,FS,MC)**
5445 Whittier Blvd.LA 90022
(323) 727-4542
- 06 CUDAHY (CW,FS, MC)**
8130 S. Atlantic Ave. Cudahy90201
(323) 560-5192
- 07 SOUTH SPECIAL (GR,FS)**
17600-B Santa Fe Ave., Rancho Dominguez 90221
* (866) 613-3777
- 08 SOUTHWEST SPECIAL (GR, FS, MC)**
1819 W. 120th St., LA 90047
* (866) 613-3777
- 10 WILSHIRE SPECIAL (GR, FS, MC, CAP)**
2415 6th St. L.A. 90057
* (866) 613-3777
- 11 EAST VALLEY (CW,FS, MC)**
14545 Lanark St. Panorama City
91402
* (866) 613-3777
- 12 EXPOSITION PARK (CW,FS)**
3833 S. Vermont Ave. L.A. 90037
* (866) 613-3777
- 13 METRO FAMILY (CW)**
2615 S. Grand Ave. L.A. 90007
* (866) 613-3777
- 14 CIVIC CENTER (GR, FS, MC)**
813 E. Fourth Place. LA 90013
* (866) 613-3777
- 15 METRO EAST (CW,GR,FS)**
2855 E. Olympic Blvd.,L.A. 90023
(323) 260-3718
- 17 FLORENCE (CW,FS, MC)**
1740 E. Gage Ave. L.A. 90001
* (866) 613-3777
- 20 SAN GABRIEL VALLEY(CW,GR,FS)**
3350 Aerojet Ave., El Monte 91731
* (866) 613-3777
- 26 COMPTON (CW, FS, MC)**
211 E. Alondra Blvd. Compton 90220
* (866) 613-3777
- 27 SOUTH CENTRAL (CW, GR, FS, MC)**
10728 S. Central Ave.,L.A. 90059
(323) 563-4401
- 31 SOUTH FAMILY (CW, FS, MC)**
17600-A Santa Fe Ave., Rancho Dominguez 90221
* (866) 613-3777
- 32 SAN FERNANDO (GR,FS)**
9188 Glenoaks Blvd.,
Sun Valley 91342
* (866) 613-3777
- 34 LANCASTER (CW,FS,MC)**
349-B East Ave. K6, Lancaster 93535
* (866) 613-3777
- 34 LANCASTER (CW,FS,MC,GR)**
337 East Ave K10, Lancaster 93535
* (866) 613-3777
- 36 POMONA (CW,GR,FS,MC)**
2040 W. Holt Ave., Pomona 91768
* (866) 613-3777
- 38 METRO NORTH (CW,FS,MC)**
2601 Wilshire Blvd., L.A. 90057
* (866) 613-3777
- 40 NORWALK (CW,FS,MC)**
12727 Norwalk Blvd.,
Norwalk 90650
* (866) 613-3777
- 51 SANTA CLARITA (CW,FS,MC)**
27233 Camp Plenty Rd, Canyon
County 91351
* (866) 613-3777
- 60 RANCHO PARK(GR,FS,MC)**
11110 W. Pico Blvd. L.A. 90064
* (866) 613-3777
- 62 PARAMOUNT (CW,FS,MC)**
2961 E. Victoria Ave.
Rancho Dominguez 90221
(310) 603-5251
- 66 LINCOLNHEIGHTS (CW,FS,MC)**
4077 N. Mission Rd., L.A. 90032
(323) 342-8180
- 67 LANCASTER GENERAL (GR)**
337 East Ave K10, Lancaster 93535
* (866) 613-3777
- 70 METRO SPECIAL (GR, FS, MC)**
2707 S. Grand Ave., LA 90007
* (866) 613-3777
- 82 WEST VALLEY (CW,FS,MC)**
21415 Plummer St.,
Chatsworth 91311
* (866) 613-3777
- 83 SOUTHWEST FAMILY (CW,FS)**
8300 S. Vermont Ave, LA 90044
* (866) 613-3777



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