

## PHOTO IDENTIFICATION REQUIREMENT PROPOSAL

### Introduction

This proposal will present a recommendation to extend the timeframe for General Relief (GR) applicants/participants to meet the Photo Identification (ID) requirements from the current 60-day allotment to four months in instances where assistance is requested in obtaining an ID. This policy is governed by the Los Angeles County Code. The feasibility of this proposed policy change is not interdependent with any other proposals.

### Current Policy

All GR applicants/participants must provide a photo ID at the time of the application or when adding a new person to an existing case. Any GR applicants/participants without an acceptable photo ID are assisted by eligibility staff, who provide a Department of Motor Vehicles voucher to help them obtain a photo ID for free or at a reduced rate. If a birth certificate is needed, a PA 230, Request for Verification/Certification of Evidence is initiated to request a physical hard copy of the birth certificate. In such cases, applicants/participants are temporarily aided for 60 calendar days while they obtain the required photo ID. Any previously provided photo ID that is saved in the CalSAWS Imaging Solutions system, including those expired, can be used to verify identity. Failure to meet the photo ID requirement results in the denial or discontinuance of the GR case.

Currently, GR applicants/participants are required to provide a photo ID in person under the following special circumstances:

1. The GR applicant/participant was identified as a victim of identity theft by the Welfare Fraud Prevention & Investigations (WFP&I) Section, and the case was previously denied/discontinued per WFP&I request; or
2. There is a reasonable suspicion the provided photo ID is altered.

### Los Angeles County Code

**2.102.050** (B) To establish or verify the identity of an applicant or recipient, the Department will require that an applicant or recipient provide photo identification as a condition of receiving aid. If an applicant or recipient is

unable to provide photo identification, the Department will make reasonable efforts to assist such applicant or recipient to obtain photo identification. An applicant, who is in the process of obtaining photo identification, may receive aid for up to 60 days.

## **Challenges**

Extending the photo ID timeframe will incur costs related to CalSAWS programming. The system logic will need to be updated to modify the due date from 60 days to four months when a CW 2200, Request for Verification form is generated to control for the receipt of photo ID verification. Additionally, the CalSAWS prioritization process may result in delays in implementing these changes.

## **Proposed New Policy**

The proposed new policy would reflect that anytime a GR applicant/participant requests assistance in obtaining a photo ID, they will be aided for up to four months while they are in the process of acquiring the photo identification.

## **Impact/Benefits**

Implementing the proposed policy change will help reduce the challenges faced by GR applicants/participants who are homeless, at risk of homelessness, or receiving mental health services by providing additional time to obtain the required ID verification. Currently, the processing time for a California ID is two to four weeks. If a customer needs their birth certificate, the processing time for a PA 230 ranges from 14 to 90 days. Extending the timeframe for those requesting assistance to account for both procedural processing times will help remove barriers. This change will also prevent unnecessary denials/discontinues, thereby reducing the Department's churn rate.

## **Costs**

Extending the timeframe for GR applicants/participants to provide a photo ID will directly impact the GR budget. In 2023, 1,075 cases were denied/discontinued due to "Failure to Provide Name/Identity." If these cases were deemed eligible for GR, the estimated monthly cost would be approximately \$237,575 (1,075 X \$221) resulting in an annual cost of roughly \$2,850,900 for the additional potentially eligible cases.

## **Recommended Next Steps**

Upon approval, we will:

1. Present the proposal to the applicable GR redesign workgroups for feedback/approval;
2. Present the proposal to the Board of Supervisors for approval;
3. Start the process to change the county code to reflect the new GR photo ID timeframe;
4. Update the corresponding policies to reflect the approved changes;
5. Implement a communications campaign to inform internal and external customers of changes; and
6. Submit a request to update CalSAWS programming to reflect the new photo ID verification timeframe.

**Decision:**      Approve              Do Not Approve              Let's Discuss