



INFORMATION SHEET

GENERAL RELIEF

PURPOSE OF THIS FORM: This outlines all aspects of the General Relief (GR) Program. This is for you to understand the program and to refer to if you have questions.

General Relief (GR) helps people in need. It is for people who do not qualify for other State or federal cash assistance programs. Los Angeles County funds GR and it includes:

1. A monthly cash grant of:
 - o For 1-person: \$221.
 - o For 2-people who apply together: \$375.
2. Access to the Federal Qualified Health Center for assessment services.
3. Access to the Department of Mental Health for assessment and treatment services.
4. For additional information refer to the **GR BENEFITS** section on page 2.

ELIGIBILITY

You are eligible for GR if these are all true:

1. You live in Los Angeles County.
2. You are at least 18 years old.
3. Your monthly net income* is less than:
 - o For 1-person: \$221.
 - o For 2-people who apply together: \$375.
- * Net income is any income you earn after all state and federal deductions and includes:
 - Income from a job of any type.
 - Unemployment Insurance Benefits (UIB).
 - State Disability Insurance (SDI).
 - Veteran's benefits.
4. Your personal property (stocks, bonds, insurance policies, etc.) is worth less than:
 - o \$2,000 per household.
5. You may own one motor vehicle valued at up to \$4,500. If you are homeless and use your motor vehicle as a residence, you may own one motor vehicle valued at up to \$11,500.
6. The cash you have, plus the money in your bank account is less than:
 - o \$100 per adult.
 - o \$200 limit for 2 people who apply together.
7. If you are a home-owner, your home is worth \$34,000 or less.

Note: You must sign a lien that will allow the County to recover any GR paid to you.

You are not eligible for GR if any of these are true:

1. You are a home-owner and your home is worth more than \$34,000.
2. You are violating your probation or parole.
3. You are fleeing to avoid prosecution or custody/confinement after a felony conviction.
4. You have applied for GR under more than one Case Number.
 - o 1st time: you are ineligible for six months.
 - o 2nd time: you are ineligible for 12 months.
 - o 3rd time: you will always be ineligible.

Substance Use Disorder

As part of GR eligibility if there is reasonable suspicion you have a substance problem:

- o You must attend a county-approved Mandatory Substance Use Disorder Recovery Program (MSUDRP).
- o DPSS can deny, stop, or sanction your GR cash grant if you do not meet the MSUDRP requirement.

**Application Process**

You may apply for GR in person in a Department of Public Social Services (DPSS) GR district office, by mail, fax, online through the Your Benefits Now (YBN) self-service portal available on the DPSS website, or by calling the **Customer Service Center** at (866) 613-3777, Monday through Friday 7:30 A.M. to 7:30 P.M. and Saturday 8:00 A.M. to 4:30 P.M.

GR BENEFITS**1. Emergency Aid**

If you are eligible for GR, you may be able to get emergency aid while your application is being processed. Emergency Aid can include:

- Payments* to prevent eviction or utility shut-off.
- Payments* to restore utilities.
- Meal and housing vouchers if you are homeless.
- Transportation funds for seeking jobs and for verified medical appointments.
- A Personal Care Kit including items such as soap, shampoo, comb, razor, etc.
 - If you get a Personal Care Kit, your first month's grant will be \$5.00 less to pay for these items.

* Payments cover costs from up to 30 calendar days before the date of your GR application.

2. Grant

Once approved, your monthly cash grant can be paid in the following ways:

- An Electronic Benefit Transfer (EBT) card.
 - Direct Deposit.
 - Vendor Payment:
 - You indicate that the landlord requires direct payment;
 - You/landlord requests direct rent vendor payment to prevent eviction; or
 - You received a written or court-ordered eviction notice (or Notice to Quit).
- Note:** This applies even if the notice was from different landlords or providers.
- A check sent through the mail.

3. Special Needs

If you and other members of your family are eligible for GR, you may also be eligible for more help.

Examples of more help due to special needs include:

- Transportation to look for work.
- Transportation to visit your doctor.
- Special/therapeutic diet allowance as verified by a doctor.
- Tools needed when starting a new job.

If you think you have a special need, ask anyone who works at DPSS to help you. Note that the process for having your needs met will vary depending on the nature of your need.

4. Health Care

If you are applying for or receiving GR, you may be eligible for Medi-Cal.

5. Mailing Address

If you are homeless, you may use the district office where you applied for GR as your mailing address to receive DPSS-related mail. If you do this, you will need to pick-up your mail at least once a week.

Note: Once approved for GR, your assigned district office will be the office closest to your mailing address. This may be a different office than where you applied.

REQUIREMENTS ONCE YOU START TO GET GR**1. Work**

If you can work now, or if you become able to work in the future:

- You must take part in the General Relief Opportunities for Work (GROW) Program.
 - GROW helps people find work.
 - To continue receiving GR, you must meet with a GROW Worker.
 - You will receive help with transportation while attending GROW.



- **You can receive nine months of GR benefits in a 12-month period as long as you continue to take part in GROW.**
 - You cannot quit or be fired from a job.
 - You must accept employment services offered by DPSS-approved projects. You must attend all scheduled interviews, appointments, job preparation classes, and other activities.
 - You must accept referrals, attend interviews, and accept any offer for a job or training program.
 - DPSS can stop or sanction your GR cash grant if you do not meet the work/GROW requirements.

2. **Non-Compliance**

If you do not meet a requirement, this is called a non-compliance. **Willful** or **negligent** non-compliance(s) without **Good Cause** may end your GR grant for a period. This is called a sanction. If you are sanctioned, you will receive a notice letting you know how long you must wait before receiving GR again. The wait period can be 0, 30 or 60 days. The amount of time is based on the number and types of non-compliance in the prior 12 months.

Your GR will not stop if any of the following are true:

- A. You have not been on GR cash aid for three months in the past year.
- B. You make a mistake (are negligent) only once in 12 months.
- C. You have Good Cause for not meeting the GR obligations.

The below chart provides examples of how non-compliances may affect your GR:

Type	What does it mean?	Example	How it affects your GR?
Good Cause	Situation was not in your control.	<ul style="list-style-type: none"> • You were sick. • You had to go to court. • A close family member died. 	<ul style="list-style-type: none"> • Your GR will <u>not</u> stop. • You will <u>not</u> have a sanction.
Negligent Action	You did not meet GR obligations because you made a mistake or used bad judgment.	<ul style="list-style-type: none"> • You did not set your alarm and overslept. • You simply forgot. 	<ul style="list-style-type: none"> • Your GR may not stop. • You will have one strike on your record. • Three strikes mean your GR cash aid will stop. • Three strikes will also count as a sanction.
Willful Action	You did not comply on purpose.	<ul style="list-style-type: none"> • You decided not to complete the MSUDRP. 	<ul style="list-style-type: none"> • Your GR cash aid will stop. • This will count as a sanction.

INCOME AND SAVINGS

- 1. You may continue to receive GR if your monthly net income (without your GR grant) is less than:
 - For 1-person: \$621 per month.
 - Note:** If your monthly income is between \$201 and \$620, the amount of your grant will be lower than \$221/month.
- 2. You may continue to receive GR if your savings is up to \$1,500.
 - This includes cash, plus the money in your bank account.
 - This same limit applies whether you are one-person or a couple who receives GR.

ILLNESS AND DISABILITIES

- 1. If you, your spouse or domestic partner are sick or disabled and unable to work:
 - You can receive GR if your doctor determines you cannot work.
 - If you do not have a doctor, DPSS will refer you to a medical facility to determine if you can work.
 - You must apply for other disability benefit programs if you seem to be eligible for them. These include:
 - Social Security Disability.
 - State Disability Insurance.
 - Supplemental Security Income (SSI).
 - SSI/SSP benefits with the Social Security Administration, if you are permanently disabled and cannot work.
 - While the SSI/SSP eligibility is pending, you may be able to receive GR.
 - If your SSI/SSP application is denied, you must appeal the decision.



- If you need help with your application for SSI/SSP, ask your DPSS worker for more information. This includes help filing an appeal if you are denied.
2. If you are getting GR and you or your spouse or domestic partner is admitted to a medical facility*:
- You will not be eligible for GR beginning on the month after the admittance.
 - EXAMPLE: You are admitted to the hospital on June 2. Your GR benefits will end on June 30.
 - You may re-apply for GR after you are discharged.
 - You will be eligible for a one-month housing allowance if you continue to meet GR eligibility and:
 - Your doctor expects you to return to where you live.
 - You expect to return before the end of the month following the month you enter the medical facility.
 - EXAMPLE: You are admitted to the hospital on March 12. Your doctor expects you to return to your home by the end of April. In this case, you may be eligible for the one-month housing allowance.

* Medical Facilities are in-patient facilities, and includes:

- Hospitals.
- Nursing homes.
- In-patient mental health facilities.
- Hospices.
- Intermediate care facilities.

THE DPSS APPOINTMENT SYSTEM

To make or change an appointment, call the **Customer Service Center** at (866)613-3777, Monday through Friday 7:30 A.M. to 7:30 P.M. and Saturday 8:00 A.M. to 4:30 P.M. Be sure to arrive on time for your appointments to ensure timely delivery of service for yourself and others.

Please call the **Customer Service Center** (866) 613-3777 to cancel if you cannot make it to the appointment or if you will be late. You will be able to reschedule your appointment during this call.

Note: A DPSS worker may schedule an appointment with you to finish your GR application. If you skip this appointment and you do not let DPSS know beforehand, your application may be denied. If you are still in need, you would have to start the application process again.

Intake interview appointments may be conducted by contacting the **Customer Service Center** at (866) 613-3777. Renewal interview appointments may be conducted by contacting the **Renewal Line** Monday through Friday 8:00 A.M. to 5:00 A.M. at (424) 405-5909 or (888) 999-7671.

IF YOU GO TO JAIL

You must inform DPSS by calling the **Customer Service Center** at (866) 613-3777, or by completing the GR Mid-Quarter Status Report (QR3) if:

- You go to jail or are released from jail.
 - Your GR benefits may end if you do not inform DPSS.
 - You must provide jail release papers.

DPSS RESPECTS YOUR PRIVACY

The information you give us is confidential. We will not share your information with anyone without your consent UNLESS:

- There is a felony arrest warrant for you or a member of your family.
- A member of your family dies.

In these cases, we may share identity, telephone number, and address information with the police.

YOUR RIGHTS

For a full list of your rights, please see the **General Relief Rights and Responsibilities** document.