

Procedural Guide

1200-500.80

CONNECTING DCFS INDIVIDUALS/FAMILIES TO PROGRAMS ADMINISTERED BY THE DEPARTMENT OF PUBLIC SOCIAL SERVICES (DPSS)

Date Issued:

New Policy Release

Revision of Existing Procedural Guide dated:

Revision Made:

Cancels:

DEPARTMENTAL VALUES

The Department continues to focus on the three priority outcomes. We have identified improved safety for children, improved timelines to permanency with the first permanency option being reunification, and reduced reliance on detention as the only method to assure safety for children.

This Procedural Guide supports the Department's efforts to maintain children safety, in their homes and to reducing recidivism.

WHAT CASES ARE AFFECTED

This Procedural Guide is applicable to all new and existing referrals for the Metro North, North Hollywood and Torrance offices only for the purposes of conducting a pilot.

OPERATIONAL IMPACT

As part of our Department's on-going commitment of improving the lives of children and families, the Department of Children and Family Services (DCFS) Referral Notice was developed jointly by DCFS and Department of Public Social Services (DPSS). The purpose of this document is a step towards integrating our service delivery systems and linking children, families, and individuals in need with appropriate services. This referral document be initiated by DCFS staff only after they have determined that an individual/family is potentially eligible to DPSS administered programs (CalWORKs, Food Stamps, General Relief, and/or Medi-Cal).

It will be the responsibility of the ER CSW (this includes ERCP staff) to assess a family's potential eligibility to DPSS administered programs regardless of the outcome of the ER investigation.

A parent's participation in this service is strictly voluntary. Their refusal to participate shall not be used as the basis for opening a case. That decision must be based on the findings of the child abuse investigation.

Procedures

A. WHEN: ASSESSING A FAMILY'S POTENTIAL ELIGIBILITY TO DPSS ADMINISTERED PROGRAMS

Child Protection Hotline CSW Responsibilities

1. Identify the DPSS office that services the geographical area (zip code) where the client resides.
2. The appropriate DPSS Office name and address is added to the referral document generated by the Hotline.

NOTE: The **SAAMS** desk will be responsible for:

- For each assigned referral, the SAAMS clerk will query the LEADER via Single Index System to determine the family's current service involvement with DPSS.
- Include the Single Index / LEADER query results with the referral packet so that the CSW will know if the family is already receiving CalWORKs, GAIN, GR or other DPSS assistance.
- If the family **is not** currently receiving DPSS assistance, a screening tool will be included with the referral packet. If the family has an open CalWORKs case, the assigned DPSS worker's file number will be noted on the referral document.

ER CSW Responsibilities

1. As part of the investigation, assess for economic need during the first face-to-face contact with the family, on most instances.
 - a) Determine if the economic needs of the family are a contributing factor, which leads to an increased risk level to the child.
2. When the economic assessment reveals a need and the parent appears interested in receiving assistance, introduce the attached DPSS screening tool to the parent and review the eligibility criteria with him/her to determine if the family/individual appears potentially eligible to DPSS administered programs.
 - a) If the family/individual appears to be potentially eligible for CalWORKs, Food Stamps, General Relief, and/or Medi-Cal, explain to the parent the expedited referral process that he/she can expect to receive at DPSS and complete the Referral Notice.
 - b) If the family/individual does **not** appear to be eligible, tear off pages 3 and 4 of the Referral Notice (Accessing Health and Human Services Programs and Most Commonly Requested Documents) and give it to the parent for information and future reference.
 - c) If the family/individual appears to be potentially eligible for CalWORKs, Food Stamps, General Relief, and/or Medi-Cal and the parent declines to accept services, tear off pages 3 and 4 of the Referral Notice (Accessing Health and Human Services Programs and Most Commonly Requested Documents) and give it to the parent for information and future reference.
3. In order to identify the appropriate DPSS district office that the individual/family must visit, check the referral document completed by the Hotline or contact the DPSS Central Help line at (877) 481-1044 and enter that information on the Referral Notice.
4. After completing the Referral Notice, give the Referral Notice to the parent and instruct the parent to take the completed Referral Notice to the designated DPSS district office and ask to see a Customer Service Representative so that he/she may file an expedited application.

NOTE: Applications received with a Referral Notice will receive priority by DPSS staff and will be expedited pending the individuals/families compliance with all eligibility requirements.

5. Document all actions taken and all contacts with the parents in the Contact Notebook.

ER SCSW Responsibilities

1. Ensure the CSW has followed the procedures above.

APPROVAL LEVELS

Section	Level	Approval
A.		None

OVERVIEW OF STATUTES/REGULATIONS

California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP) Division 31-110.2, states:

If the social worker determines that an in-person investigation is not necessary, but that the services of another community agency are appropriate, the social worker shall refer the reporter to that agency.

31-125.4

If as a result of the investigation it is determined that child welfare services are unnecessary, but that the services of another community agency are appropriate, the social worker shall refer the child and/or family to such agency and shall document the determination and referral(s).

RELATED POLICIES

Procedural Guide Number, 0080-504.15, Integration of California Work Opportunity and Responsibility to Kids (CalWORKS) Service Plans into Case Plan Updates

FORM(S) REQUIRED/LOCATION

Hard Copy: Department Of Children And Family Services (DCFS) Referral Notice

LA Kids: None

CWS/CMS: Contact Notebook

SDM: None



Interested In CalWORKs or General Relief?

This tool is not intended to exclude anyone from applying. If there is doubt regarding eligibility, please visit one of the district offices listed on the back of this form.

CalWORKs



What is CalWORKs?

CalWORKs (formerly AFDC) is a program that provides temporary financial assistance and employment focused services to families with minor children. For families with income and property, the levels must be below the State maximum limits. The maximum monthly CalWORKs grant for two people without income is \$584.

Basic Eligibility Requirements:

Your family may be eligible for CalWORKs if:

- ✓ Based on your family size, your total gross income is within the income limit listed in the chart below. (Note: The income of an unaided caretaker relative would be excluded.)

Family Size	Monthly Gross Income Limit <small>(add \$90 for each employed person)</small>	Family Size	Monthly Gross Income Limit <small>(add \$90 for each employed person)</small>
1	\$469	6	\$1,453
2	\$769	7	\$1,596
3	\$953	8	\$1,739
4	\$1,133	9	\$1,885
5	\$1,293	10	\$2,046

** Add \$17 for each additional person*

Note: Monthly Gross Income Limits are updated yearly. Income limits will be updated for Fiscal Year 2006-07.

- ✓ Your family's total resources/property (i.e., bank accounts, cash on hand, savings bonds, other real property) is \$2,000 or less (\$3,000 if the parent/caretaker is age 60 or older).
- ✓ Your household includes either a pregnant woman or a child and a parent/caretaker where at least one household member is a U.S. citizen or legal immigrant.

NOTE:

If your family is potentially eligible to CalWORKs, your family is also potentially eligible to Food Stamps and Medi-Cal. Also, note that if your family is not potentially eligible to CalWORKs, your family may be eligible to Food Stamps and/or Medi-Cal without CalWORKs.

General Relief



What is General Relief (GR)?

General Relief is a program that assists needy adults who are ineligible for State or Federal assistance. An average GR case consists of one person, living alone, with no income or resources. An emancipated foster youth or a parent from whom all children have been removed could qualify for GR. The maximum monthly GR grant for one person is \$221.

Basic Eligibility Requirements:

You may be apparently eligible for GR if:

- ✓ Your income is less than \$221 per month.
- ✓ You have \$50 or less in cash or in a bank account.
- ✓ Your car is valued at \$4,500 or less.
- ✓ Your personal property (insurance policy, etc.) is worth \$500 or less.
- ✓ You are a U.S. citizen or legal immigrant.

NOTE: If you are potentially eligible to General Relief, you are also potentially eligible to Food Stamps.

DEPARTMENT OF CHILDREN AND FAMILY SERVICES (DCFS) REFERRAL NOTICE

(To Be Completed By DCFS Staff Only)

Applicant Information (Please print):

Applicant Name:	Telephone Number:
Address including Street type (ie. Blvd) , Apt. No.:	City, Zip Code:

This is to inform you the above named person is requesting:

- CalWORKs (CW) General Relief (GR)

DCFS Representative (Please print):	Title:	DCFS Office:	Date:
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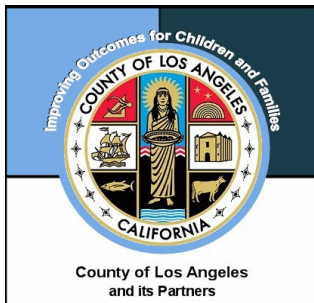
DPSS DISTRICT OFFICES - (Central Helpline 1-877-481-1044)

(Place an "X" in the box to indicate the appropriate DPSS office where the applicant should apply)

<input type="checkbox"/> Glendale - CW, FS, MC, GR (818) 546-6460 4680 San Fernando Rd. Glendale 91204	<input type="checkbox"/> Exposition Park - CW, FS (323) 730-6101 3833 S. Vermont Ave. Los Angeles 90037	<input type="checkbox"/> Metro East - CW, FS, GR (323) 260-3501 2855 E. Olympic Bl. Los Angeles 90023	<input type="checkbox"/> Metro North - CW, FS, MC (213) 639-5401 2601 Wilshire Bl. Los Angeles 90057
<input type="checkbox"/> Pasadena - CW, FS, GR, MC (626) 791-6302 955 N. Lake Ave. Pasadena 91104	<input type="checkbox"/> Metro Family - CW, FS, MC (213) 744-6601 2615 S. Grand Ave. Los Angeles 90007	<input type="checkbox"/> Florence - CW, FS, MC (323) 586-7001 1740 E. Gage Ave. Los Angeles 90001	<input type="checkbox"/> Norwalk - CW, FS, MC (562) 807-7820 12727 Norwalk Bl. Norwalk 90650
<input type="checkbox"/> El Monte - CW, FS, MC (626) 569-3677 3350 Aerojet Ave. El Monte 91731	<input type="checkbox"/> So. West Special - FS, MC, GR (323) 420-2918 1819 West 120th St. Los Angeles, CA 90047	<input type="checkbox"/> Compton - CW, FS, MC (310) 603-8401 211 E. Alondra Blvd. Compton 90220	<input type="checkbox"/> Southwest Family - CW, FS (310) 419-5402 923 E. Redondo Bl. Inglewood 90302
<input type="checkbox"/> San Gabriel - CW, FS, GR (626) 569-3611 3352 Aerojet Ave. El Monte 91731	<input type="checkbox"/> Rancho Park - FS, MC, GR (310) 481-5300 11110 W. Pico Bl. Los Angeles 90064	<input type="checkbox"/> So. Central - CW, FS, MC, GR (323) 563-4156 10728 S. Central Ave. Los Angeles 90059	<input type="checkbox"/> San Fernando Branch - FS, GR (818) 837-2102 12847 Arroyo St. Sylmar 91342
<input type="checkbox"/> Belvedere - CW, FS, MC (323) 727-4314 5445 Whittier Bl. Los Angeles 90022	<input type="checkbox"/> Metro Special - FS, MC, GR (213) 744-5601 2707 S. Grand Ave. Los Angeles 90007	<input type="checkbox"/> South Family - CW, FS, MC (310) 761-2000 17600 "A" Santa Fe Ave. Rancho Dominguez 90221	<input type="checkbox"/> Wilshire Special - FS, MC, GR (213) 738-4301 2415 W. 6 th St. Los Angeles 90057
<input type="checkbox"/> Cudahy - CW, FS, MC (323) 560-5001 8130 S. Atlantic Bl. Cudahy 90201	<input type="checkbox"/> Civic Center - FS, MC, GR (213) 974-0201 813 E. 4 th Place Los Angeles 90013	<input type="checkbox"/> South Special - FS, GR (310) 761-2205 17600 "B" Santa Fe Ave. Rancho Dominguez 90221	<input type="checkbox"/> Santa Clarita - CW, FS, MC (818) 718-5201 27233 Camp Plenty Rd. Canyon Country 91351
<input type="checkbox"/> West L.A. - CW, FS, MC (310) 312-5101 11390 W. Olympic Bl. Los Angeles 90064	<input type="checkbox"/> West Valley - CW, FS, MC (818) 718-5201 21415 Plummer St. Chatsworth 91311	<input type="checkbox"/> Lancaster - CW, FS, MC, GR (661) 723-4001 349-B East Ave. K-6 Lancaster 93535	<input type="checkbox"/> Paramount - CW, FS, MC (310) 603-5000 2961 E. Victoria St. Rancho Dominguez 90221
<input type="checkbox"/> East Valley - CW, FS, MC (818) 901-4101 14545 Lanark St. Panorama City 91402	<input type="checkbox"/> Lincoln Heights - CW, FS, MC (323) 342-8141 4077 N. Mission Rd. Los Angeles 90032	<input type="checkbox"/> Pomona - CW, FS, MC, GR (909) 397-7901 2040 W. Holt Ave. Pomona 91768	<input type="checkbox"/> CW=CalWORKs FS= FOOD STAMPS MC= MEDI-CAL GR= GENERAL RELIEF

ACCESSING HEALTH AND HUMAN SERVICES PROGRAMS

MOST COMMONLY REQUESTED DOCUMENTS



	CALIFORNIA CHILDREN'S SERVICES (CCS) (800) 288-4584	CHILD HEALTH & DISABILITY PREVENTION PROGRAM (CHDP) (800) 993-2437	HEALTHY KIDS (888) 4LA-KIDS	HEALTHY FAMILIES (888) 747-1222	MEDI-CAL (877) 597-4777	MEDICARE (800) MEDICARE	CALWORKS (877) 481-1044	CASH ASSISTANCE PROGRAM FOR IMMIGRANTS (CAPI) (877) 481-1044	FOOD STAMPS (877) 597-4777	GENERAL RELIEF (877) 481-1044	IN-HOME SUPPORTIVE SERVICES (IHSS) (888) 944-IHSS	WOMEN, INFANTS AND CHILDREN (888) WIC-BABY	CHILD SUPPORT SERVICES (800) 615-8858	MENTAL HEALTH (800) 854-7771
	HEALTH						INCOME SUPPORT						OTHER SERVICES	
PROGRAM FEES/ CO-PAYMENT	✓		✓	✓										
Required Documents														
Birth Certificate (for each applicant)				✓			✓	✓		✓	✓		✓	
Resident Alien Card (If not a US Citizen) or other residency documents				✓	✓	✓	✓	✓	✓	✓	✓			
Proof of California Residency: Driver's License, State ID Card or current letter mailed to you at your address	✓		✓	✓	✓		✓	✓	✓	✓	✓		✓	✓
Social Security Card					✓	✓	✓	✓	✓	✓	✓		✓	✓
Medicare Card or other health insurance card	✓	✓			✓		✓		✓	✓	✓		✓	✓
Marriage Certificate							✓			✓	✓			
School Enrollment/Attendance Papers							✓			✓				
If pregnant or applying for unborn child, Proof of Pregnancy				✓	✓		✓		✓	✓		✓		
Proof of Income	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓		✓	✓
If unearned income: child support and/or spousal support award letter, copies of check received or statement from Child Support Services Department for last month	✓		✓	✓	✓		✓						✓	
Proof of Resources: all current bank statements, property statements, auto registrations, life and/or burial insurance policies, life estate agreement					✓		✓	✓		✓	✓			
Proof of Expenses/Proof of Deductions: work clothing and transportation costs, current taxes, medical insurance, etc.	✓		✓	✓	✓		✓	✓	✓	✓			✓	
PROOF OF INCOME & EXPENSES: If you have any of the documents listed in the two sections below bring them with you.														
INCOME							EXPENSES							
If employed: copy of most recent pay stub with name of employer and person who worked OR Signed statement from employer with gross monthly income stated and dates received							For care of a child or disabled adult: receipts, bill or cancelled checks that show name of the person cared for, cost of care, and the name of the person who paid for the care							
If self-employed: copy of last year's federal income tax return (with Schedule C) or last 3 months' profit and loss statements							For housing and utility costs: receipts or bills showing user's name and amount due							
If disabled or retired: copies of award letters or bank statements showing direct deposits							For medical costs for the disabled or persons age 60 or older: bills, receipts, or cancelled checks that show the name of the person who incurred the expense, cost and name of person who paid for the care							
If currently receiving benefits: proof of the amount (i.e. unemployment insurance, Social Security, workers compensation, veteran income checks or disability insurance)							For court ordered support payments: receipts, cancelled checks or money orders that show who the payment was for and the amount paid							
If income from a loan: copy of loan papers with the name of person who is receiving the loan, the amount and current balance							For self employed: signed receipts, cancelled checks or statements from whom you get your supplies							

*For additional copies of this form, please log on to the Chief Administrative Office at cao.co.la.ca.us, Service Integration Branch

rev. 1/05



WHERE TO ACCESS THE MOST COMMONLY REQUESTED DOCUMENTS

<i>DOCUMENT</i>	<i>DEPARTMENT</i>	<i>PHONE NO. & WEBSITE ADDRESS</i>
Birth, Death, and Marriage Certificates	Registrar Recorder/County Clerk Department Headquarters 12400 Imperial Highway Norwalk, CA 90650	1-800-201-8999 www.lavote.net
Resident Alien Cards or other Residency Documents	U.S. Citizenship and Immigration Services	1-800-375-5283 www.uscis.gov
Proof of California Residency: Driver's License, State ID	California Department of Motor Vehicles (DMV)	1-800-777-0133 www.dmv.ca.gov
Social Security Card	Social Security Administration (SSA)	1-800-772-1213 www.ssa.gov
Copies of Income Tax Return	Internal Revenue Service (IRS)	1-800-829-1040 www.irs.gov
Child Support Documents	Child Support Services Department	1-800-615-8858 or (323) 890-9800 in LA County Childsupport.co.la.ca.us

KEY COUNTY OF LOS ANGELES HEALTH & HUMAN SERVICES PROGRAMS

- CALIFORNIA CHILDREN'S SERVICES (CCS)
(800) 288-4584
 - CHILD HEALTH & DISABILITY PREVENTION PROGRAM (CHDP)
(800) 993-2437
 - HEALTHY KIDS
(888) 4LA-KIDS (452-5437)
 - HEALTHY FAMILIES
(888) 747-1222
 - MEDI-CAL
(877) 597-4777
 - MEDICARE
(800) MEDICARE (633-4227)
 - CALWORKS
(877) 481-1044
 - CASH ASSISTANCE PROGRAM FOR IMMIGRANTS (CAPI)
(877) 481-1044
 - FOOD STAMPS
(877) 597-4777
 - GENERAL RELIEF
(877) 481-1044
- IN-HOME SUPPORTIVE SERVICES
(888) 944-IHSS (944-4477)
 - WOMEN, INFANTS AND CHILDREN
(888) WIC-BABY (942-2229)
 - CHILD SUPPORT SERVICES
(800) 615-8858 OR (323) 890-9800
 - MENTAL HEALTH
(800) 854-7771

OTHER NUMBERS OF INTEREST

- *ACCESS FOR INFANTS AND MOTHERS*
(800) 433-2611
- *SUPPLEMENTAL SECURITY INCOME*
(800) 772-1213
- *LOW INCOME HOUSING INFORMATION*
(800) 731-HOME (731-4663)
- *INFO-LINE*
(800) 339-6993
- *COUNTY OF LOS ANGELES JOB HOTLINE*
(800) 970-5478