



General Relief Rights and Responsibilities

PURPOSE OF THIS FORM: This form tells you about your rights and responsibilities when you apply for or receive General Relief (GR). You must review and understand these when you apply for GR.

If you sign this form, you agree that you understand your rights and responsibilities.

If you do not sign this form, your GR application is not complete.

When you apply for or receive General Relief (GR), you have the right to:

1. Be treated with respect.
2. Be served, regardless of your race, color, creed, national origin, religion, political affiliation, marital status, sex, disability or age.
3. File a complaint if you believe you have been discriminated against.
4. Ask for help to apply for GR or to complete any GR requirements if you have a disability. You can ask for help by:
 - Asking any worker at the Department of Public Social Services (DPSS).
 - Calling the Americans with Disabilities Act (ADA) Hotline at (844) 586-5550.
5. Get information from DPSS in your language.
6. Have a translator when you visit a DPSS office.
 - There is no fee for this service.
 - You may use your own translator if you choose.
7. Have your application processed in a timely manner.
8. Withdraw your GR application before DPSS lets you know if you will get GR benefits.
9. Receive a written notice if your GR application is denied.
 - The notice will include the reason(s) you were denied benefits.
 - If you do not agree, you may challenge the denial by:
 - Talking with your DPSS Worker.
 - Talking to your DPSS Worker's manager.
 - Talking to a DPSS Denial Complaint Liaison.
10. Receive a written notice at least ten days before any of your benefits are reduced or end.
 - The notice will include:
 - The reason(s) for the change.
 - A date for a hearing about the change.
 - If you do not agree, you may challenge the change your hearing.
 - You have the right to bring a witness or evidence to this hearing.
 - The officer who presides over the hearing will be a neutral party.
11. Challenge any notice that you need to pay back the County due to an overpayment at a hearing.
 - You have the right to bring a witness or evidence to this hearing.
 - The officer who presides over the hearing will be a neutral party.
12. Choose someone you trust to make decisions for you and talk to the DPSS about your case.
 - This person can also help you fill out forms and report changes for you.
 - If you choose someone, this person will be your "Authorized Representative".
 - You can talk to your DPSS Worker to learn more about Authorized Representatives.
13. Choose someone you trust to access and spend your GR benefits.
 - If you choose someone, this person will be an "Alternate Cardholder".
 - You can talk to your DPSS Worker to learn more about Alternate Cardholders.



14. Have your case records kept confidential. The only people who can see your case record are:
 - o County or State officials who supervise or direct the GR Program.
 - o A County Grand Jury.
 - o Police.
15. View your case records, except any 'privileged information', which is information DPSS receives that:
 - o DPSS does not have permission to share.
 - o Contains confidential information about another person.
16. Get help from DPSS if you want to register to vote.
17. Get emergency services, if you are:
 - o Eligible for GR.
 - o Awaiting approval for GR.
 - o Not eligible for the CalFresh program.The emergency services may include:
 - o Hotel vouchers.
 - o Food vouchers.
 - o Transportation vouchers for meetings that are related to DPSS services.
18. Apply for Medi-Cal benefits.
19. Apply for CalFresh benefits.
20. Ask for free legal advice or help with a hearing by contacting the Legal Aid Office.
21. Choose your own living arrangement and location within Los Angeles County.
22. Use a PO Box or any mailing address in LA County to receive your mail.
23. Use the district office where you applied as your mailing address for DPSS-related mail. If you exercise this option, you must pick up mail here at least once/week.
24. Request a change of the DPSS Worker or General Relief Opportunities for Work (GROW) program worker assigned to you.

When you apply for or receive General Relief (GR), your responsibilities are to:

1. Provide DPSS with all documents needed to determine if you qualify for GR.
2. Provide DPSS with all documents needed to determine your benefit amount.
3. Follow all GR program requirements.
4. Keep all your appointments.
 - o Let your DPSS Worker know if you cannot make an appointment.
5. Comply with the GROW program.
 - o You are exempt if you cannot work due to a physical or mental health condition.
 - You need to provide proof from a medical or mental health provider.
 - A DPSS worker will explain how to provide proof when you apply for GR.
6. Apply for and accept income you qualify for. Examples include:
 - o Unemployment Insurance Benefits.
 - o Disability Insurance Benefits.
 - o Social Security Income.
7. Check your mail at least weekly for notices from DPSS.
 - o If you are homeless and do not have a mailing address, you must check mail at a GR office.
 - o You can also check for DPSS notices on the DPSS Your Benefits Now (YBN) website (dpss.lacounty.gov).



- 8. Complete and submit the General Relief Quarterly Report, QR 7 LA, by the tenth day of the month it is due.
 - o A late GR Quarterly Report may cause your benefits to be late and/or stopped.
 - o You can submit the QR7-LA by mail or by using the YBN website.
 - o Note that some people may not have to complete the GR Quarterly Report. Ask your DPSS Worker for details.
- 9. Report changes that may affect your GR benefits within **five days** from the date the change happened. You must report changes by:
 - o Calling the Customer Service Center at 866-613-3777 or
 - o Completing the GR Mid-Quarter Status Report (QR3) AND the QR 7-LA.
 Changes that affect GR benefits:
 - o New earned income of \$203 or more per month per person.
 - Earned income is money from a job of any type.
 - o New unearned income of \$25 or more per month per person.
 - Unearned income is money you get from something other than a job. Examples include:
 - Unemployment insurance benefits.
 - State disability insurance.
 - Veterans benefits.
 - o Someone moves in or out of your household.
 - o You have a change of address.
 - o You go to jail or are released from jail.
 - o Someone in your household is fleeing to avoid prosecution or custody/confinement after a felony conviction.
 - o United States Citizenship and Immigration Services makes a ruling on your T or U Visa.
 Note: Report all other changes on your quarterly report.
- 10. Pay back the County if you received benefits you should not have because:
 - a) we made a mistake or
 - b) you were not eligible.
 You can pay back the County by:
 - o Cutting back on your GR grant.
 - o Stopping your GR for a period of time.
- 11. If you apply for Supplementary Security Income (SSI)/ State Supplementary Payment (SSP), any GR you receive may be deducted from your first check

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

Applicant/Recipient Signature Date

Spouse/Domestic Partner/Representative Date