



Self-Sufficiency Division
Community Outreach Branch

What we will cover Today:

- ▶ The Community Outreach Branch
- ▶ Hemet Outreach
- ▶ Self-Sufficiency Division Programs and Services
- ▶ BenefitsCal

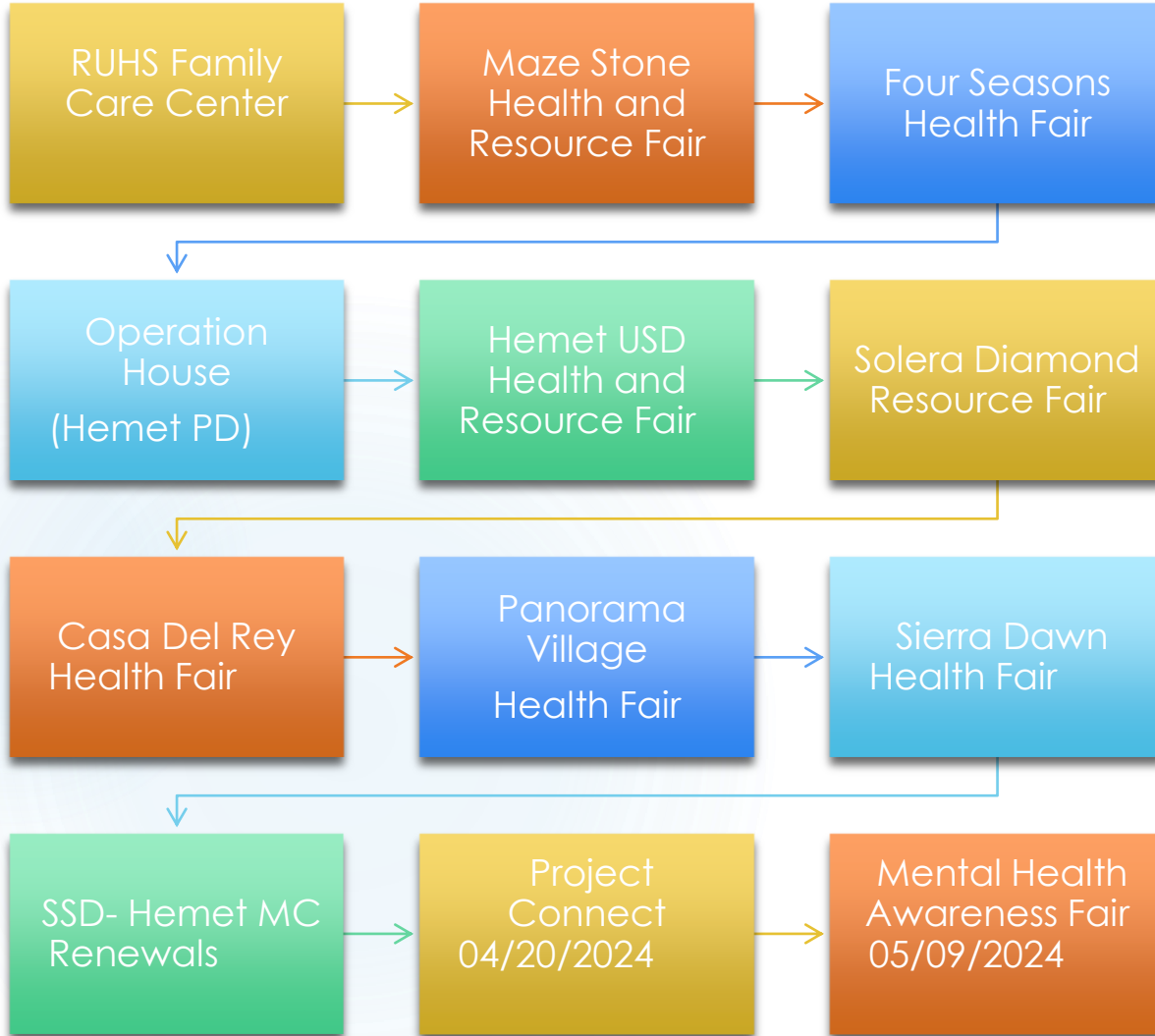
The Community Outreach Branch (COB)

COB was formed in 2012 to enhance the public awareness and perception of DPSS Programs, we are part of the DPSS Self-Sufficiency (SS) Division.

- ▶ We provide information about our Programs and Services.
- ▶ Our mobile unit attends community events and resource fairs to connect and provide application assistance to new customers who have difficulty with transportation or are unaware of Medi-Cal and CalFresh Programs.
- ▶ Collaborate with community-based organizations, the public, schools, colleges, government and private agencies to connect individuals and families to SS.
- ▶ Program presentations/trainings
- ▶ COB also coordinates and administers grant activities for programs directly impacting MC and CalFresh population.



Have you seen us?



What other outreach efforts are we doing in Hemet?

We are using the PeachJar portal to provide information and application access to the Medi-Cal program to more families in the Hemet USD.

As of 03/10/2024, the Bi-lingual flyer was sent to 31 Schools!!

Our efforts will continue through the 3rd Quarter of 2024!!





OUR MISSION



The Riverside County Department of Public Social Services (DPSS) is dedicated to supporting and improving the health, safety and well-being of individuals and families.

OUR VISION



Riverside County DPSS is an innovative organization where caring professionals collaborate to provide the most effective solutions to customers.

OUR VALUES



Accountability, Collaboration, Respect, Diversity, Integrity and Customer Focus.

HOW DO I APPLY?

There are three ways to apply for assistance or inquire about our programs:

1. **Online** through the BenefitsCal website by going to **BenefitsCal.com** on a computer or mobile phone.

Medi-Cal applicants may also apply through Covered CA at **Coveredca.com**

CalFresh applicants may also apply through GetCalFresh at **GetCalfresh.org**

2. **By calling** our toll-free number 1-877-410-8827.

3. **In person** by visiting the DPSS office near you (see back of this brochure for locations).

You may need to supply some documents to process your application, which may include:

- **Proof of Identification (ID)**, which could include a photo ID, such as a Driver's License;
- **Proof of Immigration Status** if you were not born in the U.S.;
- **Social Security Numbers** for each person in the household;
- **Proof of Income**, including pay stubs, award letters, child support checks, etc.;
- **Proof of Housing and Utility Costs** such as rent receipts, mortgage coupons and utility bills, if questionable;
- **Proof of Disability** for any disabled person in the household;
- **Proof of Child Support** paid to someone who does not live in your home.



You may visit our DPSS office nearest you or call our toll free-number 1-877-410-8827.

OFFICE LOCATIONS

- | | |
|--|---|
| Banning
63 South 4th Street
Banning, CA 92220 | Lake Elsinore
1400 W. Minthorn St.,
Lake Elsinore, CA 92530 |
| Blythe
1225 W. Hobsonway
Blythe, CA 92225 | Jurupa
5961 Mission Blvd.,
Riverside, CA 92509 |
| Cathedral City
68615 Perez Road
Suite 9A
Cathedral City, 92234 | Moreno Valley
12625 Heacock Street
Moreno Valley, CA 92553 |
| Coachella
1283 6th Street
Coachella, CA 92236 | Mecca
91275 66th Ave., Ste. 100B
Mecca, CA 92254 |
| Desert Hot Springs
65753 Pierson Blvd.,
Desert Hot Springs,
CA 92240 | Norco
517 W. Parkridge Ave.,
Norco, CA 92860 |
| Hemet
541 N. San Jacinto St.
Hemet, CA 92543 | Perris
201 Redlands Ave.,
Perris, CA 92571 |
| Indio
44199 Monroe Street Suite D
Indio, CA 92201 | La Sierra (Riverside)
11060 Magnolia Ave.,
Riverside, CA 92505 |
| | Temecula
43264 Business Park Drive
Suite 102
Temecula, CA 92590 |

For more details, please visit us at:
Rivcodpss.org

Apply online at:
BenefitsCal.com

Health Care Coverage Information:
Coveredca.com
1-800-300-1506

DPSS 4135 (REV. 03/23) SELF-SUFFICIENCY DIVISION

DPSS

Department of Public Social Services



Self Sufficiency Division

Self-Sufficiency Division

- ❖ The County of Riverside Department of Public Social Services Self-Sufficiency Division is responsible for administering programs and services that can assist Riverside County residents with basic needs and other services that can help them become self-sufficient.
- ❖ **Self-Sufficiency Programs and Services include:**
 - ❖ CalWORKs
 - ❖ Child Care
 - ❖ Employment Services
 - ❖ Homeless Programs
 - ❖ General Assistance
 - ❖ CalFresh
 - ❖ Medi-Cal



California Work Opportunity & Responsibility to Kids (CalWORKs)

CalWORKs is temporary cash assistance for eligible needy families with minor children who have lost or had a reduction in their income. The program is designed to provide families the means to meet their basic needs in times of hardship, while helping them to enter or re-enter the workforce and become self-sufficient. It also provides education, employment and training programs to help participants get jobs. Assistance with childcare, transportation, work expenses and counseling are also available for working families.

You may be eligible to receive cash assistance if you:

- ❖ have a needy child in the home who has a parent that is:
 - deceased
 - unemployed
 - not living in the home, or
 - disabled
- ❖ are a relative taking care of a child, or
- ❖ are a pregnant woman with no other children in your first or second trimester depending on age.

The amount of cash assistance a family can receive depends on the number of people who are eligible, the amount of income they receive and the value of their property (vehicles, checking accounts, etc.)

The Application Process

The Customer must complete application in person at an office or online at BenefitsCal.com

- A face-to-face or telephonic interview will be required.
- Additional verifications must be provided if requested by the worker within 10 days of the requested date.
- Eligibility Technicians have up to 30 days to process an application.
- Applicants eligible to CalWORKs are enrolled into Medi-Cal.
- The CalWORKs Temporary Assistance program limits adults to 60 months of assistance.



Applicants must provide proof of:

- **income and property**
- **citizenship status**
- **age**
- **social security number**
- **residence**
- **shelter costs**
- **work or school status**
- **Absent/unmarried parent info**



Other Cash Assistance Programs

Refugee Cash Assistance which assists non-citizen individuals who have one of the following United States entry statuses:

Refugee • Asylee • Cuban/Haitian Entrants • Special Immigrant Visa holders • Afghanistan and Ukrainian Parolee • Amerasians • Battered non-citizen (also known as the Violence Against Women's Act).

Trafficking and Crime Victims Assistance Program which assists non-citizen individuals who have been a victim of:

Human trafficking (T Visa applicant/holder) • Domestic violence or other serious crimes (U Visa applicant/holder).

General Assistance which assists individuals with little or no income, indigent and those incapacitated by age, disease, or accident when they are not supported by relatives or friends, their own means, and who are:

At least 18 years of age or an emancipated minor • a resident of Riverside County, and a U.S. citizen or eligible non-citizen

The CalFresh Program



Formerly known as Food Stamps, and federally known as the Supplemental Nutrition Assistance Program (SNAP) adds to the food budget to put healthy and nutritious food on the table.

With CalFresh Food benefits, you can buy more fruits, vegetables, and other healthy foods for the whole family to stay healthy!

- Eligible customers are issued monthly benefits that can be used to buy most foods at any market and food store.
- You can Earn money from working, self-employment, or your own business, unemployment benefits, general assistance/relief, child support, disability benefits, Social Security benefits.
- The amount you get depends on your household size, income, and expenses such as rent and utilities.
- Households with at least one older adult or person with a disability with medical expenses over \$35 a month may qualify for more benefits.
- Households can report daycare expenses for a child or dependent adult to work, look for work, or attend school.





Expedited Services

The county has three (3) days from the date of application to issue Expedited/Emergency Services (ES).

- ▶ Households with less than \$150 in monthly gross income and less than \$100 in liquid resources,
- ▶ whose combined monthly gross income **and** liquid resources are less than the HH's monthly rent or mortgage and utilities, or
- ▶ Migrant or seasonal farmworker HHs who are destitute, with less than \$100 in liquid resources are eligible to ES.

The CalFresh Application Process

Applications can be completed by phone, in person at an office or online at BenefitsCal.com

- A face-to-face or telephonic interview will be required.
- Additional verifications must be provided if requested by the worker within 10 days of the requested date.
- Missed appointments may result in denial of benefits
- A Notice of Action (NOA) is sent to the applicant indicating the outcome of their application. If approved the NOA will indicate the monthly benefit amount.
- Eligibility Technicians have up to 30 days to process an application.

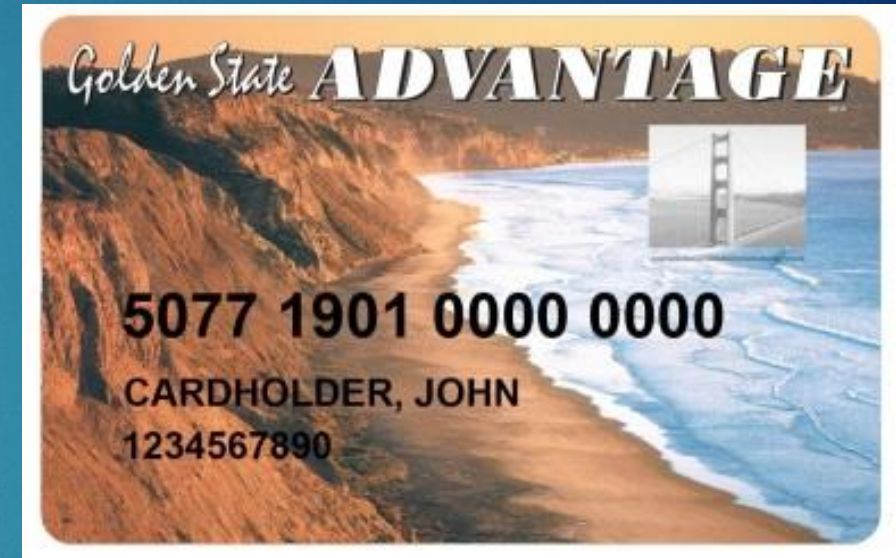


Applicants may be required to provide proof of:

- **income**
- **citizenship status**
- **social security number**
- **residence**
- **shelter costs**
- **Utilities**
- **Telephone**
- **work or school status**
- **Medical expenses if any**

How to Use CalFresh Benefits

- ❖ Applicants approved for CalFresh benefits will be issued an Electronic Benefit Transfer (EBT) card. EBT cards can be used to buy food like how you would with an ATM card.
- ❖ CalFresh benefits can be used at any store that accepts an EBT card (for food only).
 - ❑ Major Grocery Store
 - ❑ Local Markets
 - ❑ Wholesale/Warehouse
 - ❑ Farmers' Markets
<http://search.ams.usda.gov/farmersmarkets>
 - ❑ Online stores



What can be purchased with CALFRESH benefits?

CalFresh can be used to purchase eligible food items like fruits, vegetables, beans, meats, dairy products, grains, nuts, and other fresh items.



CalFresh is like financial aid, but for **food**



[Find a Market Match Farmer's Market](#)

Note: CalFresh Benefits cannot be used to purchase alcohol, tobacco, vitamins, medicine, non-food and household items, etc.

The **Restaurant Meal Program** allows eligible homeless, disabled, and/or elderly (ages 60 and above) CalFresh benefit recipients to use their benefits to purchase hot, prepared food from participating restaurants.

[Click here for participating locations](#)

WE ACCEPT EBT

This restaurant participates in the **CALFRESH RESTAURANT MEALS PROGRAM**

The CalFresh Restaurant Meals Program allows CalFresh clients who are age 60 and older, disabled, and/or homeless to use their EBT card to purchase food at this restaurant.



For more information about CalFresh, visit www.cdss.ca.gov/RMP or scan the QR code!



Scan me

To report fraud, contact the appropriate county agency directly. If you need assistance in determining which county to call, contact the Fraud Hotline at 1-800-344-8477, or by email at FraudHotline@dss.ca.gov.

Funded by USDA SNAP, an equal opportunity employer and provider.



Reporting Requirements

CalFresh recipients must complete two regular reports to keep their benefits:

❖ **SAR 7**

- Most CalFresh recipients are required to complete a Semi-Annual Income Report (SAR7) every six months to answer questions about income and household circumstances.

❖ **Annual Recertification**

- The CalFresh recertification period is one (1) year for most household and two (2) years for seniors and individuals with disabilities.

Initial CalFresh Application month	SAR-7 Due	Recertification Due
January 2024	June 2024	December 2024

CalFresh recipients can complete these reports online by using BenefitsCal.

Medi-Cal

- ❖ Medi-Cal is a no-cost or low-cost public health insurance program that provides needed health care services for low-income individuals and families in California. Individuals and families who meet eligibility requirements can receive Medi-Cal regardless of their age, gender, disability or household composition.
- ❖ The MC program is administered by the DPSS Self-Sufficiency Division with guidance from the California Department of Health Care Services (DHCS).
- ❖ Having MC allows you to routine Doctor's visits, immunizations, prescriptions, emergency services, preventive services, hospital care during a medical emergency, pregnancy-related services, mental health and substance abuse disorders, care in a nursing home and even comprehensive preventative and restorative dental benefits to both children and adults.



Automatic MC Eligibility

Individuals aided under one of the following programs are automatically eligible and enrolled in MC.

SSI/SSP

CalWORKs (TANF)

Refugee Assistance

Foster Care, or

Adoption Assistance

Kin-GAP

Eligibility Criteria

To be potentially eligible for MC, individuals or families must meet the following criteria:

- ✓ California residents
- ✓ Tax Household
- ✓ income within the FPL income limits for free Medi-Cal
- ✓ Linkage to Share of Cost Medi-Cal programs



You could soon be eligible for full Medi-Cal benefits!

Starting January 1, 2024, more people will be eligible for full Medi-Cal benefits. **Immigration status doesn't matter.**

Full Medi-Cal covers:

- Doctor visits
- Prescribed medications
- Vaccines
- Mental health care
- Substance use care
- Vision care/eyeglasses
- Dental care
- Emergency services
- Referrals to specialists

These services are free. Everyone is welcome to apply. Applying for or using Medi-Cal will not affect your immigration status.

Enroll today online, by phone, or at your local Medi-Cal office. Help is available in multiple languages and through trusted community organizations.

You may soon be eligible if you:

- Live in California
- Are 26 to 49 years old*
- Meet household income eligibility requirements

* Californians under the age of 26 or over 49 are already eligible for full Medi-Cal.

Learn more at [GetMedi-CalCoverage.dhcs.ca.gov](https://www.getmedicalcoverage.dhcs.ca.gov)

For more information, call [1-877-438-2222](tel:1877438222) or visit www.getmedicalcoverage.dhcs.ca.gov

Good news! Changes to Medi-Cal asset rules mean more people can get coverage.

Asset limits have increased. A new law means there will be no asset limits starting in 2024.

If you apply for Medi-Cal in 2023:

- Medi-Cal will consider assets and income information as part of the application process.
- The current asset limit is \$130,000 for one person.
- Each additional household member adds \$55,000 to the asset limit. Up to 10 members can be in a household.

If you apply for Medi-Cal in 2024:

- Applications will not ask for asset information starting on January 1, 2024.
- Medi-Cal will consider income information but will not consider assets.

If you are thinking of applying for Medi-Cal, submit your application today.

- Even if you were recently denied coverage, the changes mean you may now be eligible.

HELP IS AVAILABLE

Health Enrollment Navigators can provide in-person assistance.

For more information, visit [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org)

Medi-Cal

RIVERSIDE COUNTY

How to apply for Medi-Cal? Online at <https://www.getmedica.com> Over the phone: [951-438-2222](tel:9514382222)

*Riverside County, Department of Public Social Services will help at 951-774-10-1027. In person by visiting the DPSS office near you.

Application Process

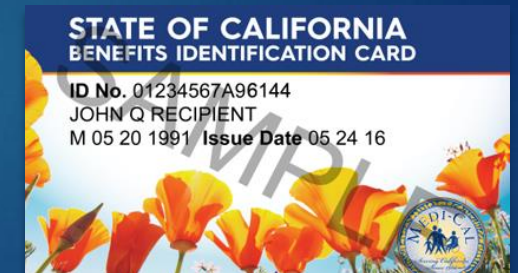
Applicants and beneficiaries provide verification consent when any MC application is signed electronically, telephonically or with a hand-written signature to submit the information reported on the application to the Federal HUB to avoid:

- The need to provide paper verifications, and
- Expedite the application processing time-frames

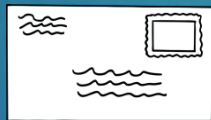
The current Medi-Cal application processing requirement is that General application processing must be completed within 45 days and Disability-Based application processing shall be completed within 90 days.

Upon approval of MC benefits, a BIC card is mailed to each eligible family member. The BIC has the beneficiary's name, date of birth, MC identification number, and the card issue date on the front.

MC beneficiaries may be required to enroll into a Managed Care Plan to receive healthcare services.



“How To Apply SSD Programs?”



There are many avenues for applicants and on-going clients to be served. There is “no wrong door”. Regardless of where they access services, referrals to other programs and services for which the customer may be eligible will be integrated throughout access avenues.

Applicant can apply for Health Care benefits through any portal:

- Online at www.coveredca.com or www.BenefitsCal.com
- Telephone
- Customers can call their local DPSS district office Using our Interactive Voice System (IVR) at 1-877-410-8827 to initiate the application process or for an application to be mailed to them. Completed applications can be returned in person at the DPSS Drop Box conveniently located outside each office, by mail or fax.
- In-Person
- at a local DPSS district office for DPSS office locations and hours, visit our website www.rivcodpss.org for a list of our offices.

Reporting Requirements

**Keep
yourself
and your
family
covered**

Make sure your information is up to date

Medi-Cal covers vital health care services for you and your family, including doctor visits, prescriptions, vaccinations, mental health care, and more. If you have Medi-Cal, make sure you renew it when it's time.

Update your contact information

Report any new changes to your name, address, phone number, and email address, so your county can contact you.

Check your mail

Counties will mail you a letter about your Medi-Cal eligibility. You may need to complete a renewal form. If you're sent a renewal form, submit your information by mail, phone, in person, or online, so you don't lose your coverage.

Create or check your online account

You can sign up to receive alerts on your case. Create or log into your account to get these alerts. You may submit renewals or requested information online.

Complete your renewal form (If you get one)

If you received a renewal form, submit your information by mail, phone, in person, or online to help avoid a gap in your coverage.

For more details and to learn how to update your contact information, visit KeepMediCalCoverage.org

Visit benefitsca.com or scan the QR Code where you can:

- Access or create your account
- Check the month your renewal packet will be due
- Make sure your name, phone number, mailing address, and email address is correct
- Make changes if your name, phone number, mailing address, or email address needs to be changed.



Or Call us at 1-877-410-8827 To Report Your Changes



Medi-Cal recipients must report any of the following changes within 10 days:

- ▶ Immigration Status
- ▶ Pregnancy
- ▶ Household changes
- ▶ New address
- ▶ New County of Residence
- ▶ Tax filing

Annual Recertification

- ▶ The Medi-Cal recertification period is one (1) year from the date of application.

Inter-County Transfers

- ▶ No interruption of services

Self-Service Options

BenefitsCal

- Request assistance
- Submit/Request Forms
- Complete Eligibility Renewals
- Report changes
- Receive messages from your worker
- Receive reminders about important due dates
- Get information about your case



By phone at 1-877-410-8827 (Interactive Voice Response – IVR)

- Get information about your benefits, including the status of your case
- Request documents to be mailed
- Check DPSS office times and locations
- Talking to an eligibility worker
- Mail/Delivery Box
- Local office

Available Training and Learning Resources



- ▶ [Welcome to BenefitsCal](#)
- ▶ [How to Create an Account](#)
- ▶ [How to apply for Benefits](#)
- ▶ [How to Link a Case](#)
- ▶ [How to Upload a Document](#)
- ▶ [How to Report a Change](#)
- ▶ [Community Based Organizations](#)
- ▶ [How to link a case](#)
- ▶ [Medi-Cal Renewals](#)

Awareness



INTRODUCING **ebtEDGE**

The new mobile and web-based app to help protect your cash and/or food benefits from electronic theft.

Available for download for California EBT cardholders beginning **Nov. 10, 2023.**



Visit www.fisglobal.com/en/ebtedgemobile for more information.

Upcoming Events

Upcoming Events

MAR 28 Medi-Cal Renewal Event in Indio

📍 Thursday, 1:00pm - 3:00pm
📍 81725 Hwy 111, Box 8, Indio, CA 92201

Ready to renew your Medi-Cal? Join us at the Molina Healthcare One Stop Help Center in Indio on March 28, April 25, and May 23 from 1:00 to 3:00 a.m. Look for our van parked outside.



APR 6 Coachella Valley Family Strengthening Day

📍 Saturday, 10:00am - 1:00pm
📍 Casa De Desierto Community Park, 22-775 Avenida 75 Thermal, CA 92274

At this event, our Community Outreach Branch team will offer information about cash aid, food assistance, health coverage, and other programs available to Riverside County residents.



APR 25 Medi-Cal Renewal Event in Indio

📍 Thursday, 1:00pm - 3:00pm
📍 81725 Hwy 111, Box 8, Indio, CA 92201

Ready to renew your Medi-Cal? Join us at the Molina Healthcare One Stop Help Center in Indio on March 28, April 25, and May 23 from 1:00 to 3:00 a.m. Look for our van parked outside.



MAY 23 Medi-Cal Renewal Event in Indio

📍 Thursday, 1:00pm - 3:00pm
📍 81725 Hwy 111, Box 8, Indio, CA 92201

Ready to renew your Medi-Cal? Join us at the Molina Healthcare One Stop Help Center in Indio on March 28, April 25, and May 23 from 1:00 to 3:00 a.m. Look for our van parked outside.



We thank you for your continued support and collaboration with serving community members who may benefit from the many programs and services offered by DPSS.

Mary Joy Go

Regional Manager

Community Outreach Branch

Mjgo@rivco.org

Marivel Castaneda

Senior Program Specialist

Community Outreach Branch

MAcastan@rivco.org

Community Outreach Branch

Communityoutreachbranch@rivco.org

