



DEPARTMENT OF PUBLIC SOCIAL SERVICES

The Department of Public Social Services (DPSS) had an operating budget of \$4.424 billion and 13,791 employees in Fiscal Year (FY) 2019-2020. The primary responsibilities of DPSS are:

- To promote self-sufficiency and personal responsibility;
- To provide financial assistance to low-income residents of Los Angeles County; and
- To refer a child to protective services whenever it is suspected that the child is being abused, neglected or exploited, or the home in which the child is living in is unsuitable.

DPSS MISSION

To enrich lives through effective and caring service.

DPSS PHILOSOPHY

DPSS believes that it can help those it serves to enhance the quality of their lives, provide for themselves and their families, and make positive contributions to the community.

DPSS believes that to fulfill its mission, services must be provided in an environment that supports the professional development of its staff and promotes shared leadership, teamwork, and individual responsibility.

DPSS believes that as it moves toward the future, it can serve as a catalyst for commitment and action within the community, resulting in expanded resources, innovative programs and services, and new public and private sector partnerships.

DPSS PROGRAMS

The State and Federal assistance programs that DPSS administers include California Work Opportunity and Responsibility to Kids (CalWORKs), CalFresh and Medi-Cal. DPSS also administers the Cal-Learn program for CalWORKs eligible pregnant/parenting teens under the age of 19 working toward completing their high school education, the In-Home Supportive Services (IHSS) Program, General Relief (GR) program for the County's indigent adult population, Greater Avenues for Independence (GAIN) and General Relief Opportunities for Work (GROW) programs for the CalWORKs and GR employable populations, Cash Assistance Program for Immigrants (CAPI), and a portion of the Refugee Resettlement Program; Refugee Cash Assistance (RCA) and Refugee Social Services. The goal of these programs is to provide the essentials of food, clothing, shelter, and medical care to eligible families and individuals. In 2019, DPSS provided public assistance to a monthly average of 3.6 million individuals, including IHSS.

CASELOAD CHARACTERISTICS BY SERVICE PLANNING AREAS (SPA) – CITIZENSHIP STATUS, PRIMARY LANGUAGE, AND ETHNIC ORIGIN

Figures 1.a through 1.9 display the total number of individuals aided by citizenship status and ethnic origin, and the total number of cases aided broken down by primary language for all programs by SPA.

AIDED CASELOAD

In total, there was a 1.60 % decrease (-56,491) in the number of individuals receiving assistance for all programs combined from December 2018 to December 2019 (Figure 2).

The following DPSS programs provide services where children are most likely to receive aid:

CalWORKs

A high unemployment rate caused an increase in the number of people receiving CalWORKs from 2008 to 2010. In December 2019, 267,185 individuals received cash assistance from CalWORKs. This represents a 5.53% decrease (-15,629 individuals) compared to 282,814 individuals aided in December 2018 (Figure 2). The number of individuals receiving assistance through the CalWORKs program show a steady decline over the decade as follows:

From December 2010 – December 2016, there was an average of approximately 4.1% less individuals receiving CalWORKs.

From December 2016 – December 2018, there was an average of approximately 7.7% less individuals receiving CalWORKs. (Figure 6).

CalFresh

The CalFresh program has experienced a steady increase in the number of participants since 2008. In December 2018, there were 1,057,193 aided individuals. By December 2019, that number had increased to 1,195,405 individuals, which represents an increase of 13.07% (138,212 individuals), (Figure 2). Overall, since 2008, the CalFresh program has seen an increase of 67% in the number of individuals receiving benefits. Detailed annual data can be found in Figure 8.

Medi-Cal

In December 2018, there were 3,042,822 individuals receiving Medi-Cal benefits. By December 2019, the number of individuals enrolled in Medi-Cal had decreased to 2,992,029. This represents a 1.67% decrease (-50,793) in individuals served (Figure 2). Detailed annual data can be found in Figure 7.

Cal-Learn Program

In 2019, DPSS served a monthly average of 717 Cal-Learn participants. This represents a 21% decrease from a monthly average of 900 participants served

during Calendar Year 2018 (Figure 4).

CHILD ABUSE PREVENTION, CHILD ABUSE REFERRALS, AND STAFF TRAINING

A major focus of DPSS is to ensure that all its employees are active participants in child abuse prevention. In 1987, the DPSS Training Academy implemented a comprehensive Child Abuse Prevention training program. The primary purpose of this training is to inform DPSS employees about the seriousness of the child abuse problem in Los Angeles County and the employees' mandated reporting responsibilities.

Since its inception, the Child Abuse Prevention training program has been delivered to DPSS public contact staff, including Social Workers, GAIN Services Workers, Eligibility Workers, clerical staff, and managers. To ensure that all DPSS public contact staff receive the training, the program is incorporated into the DPSS new employee orientation.

During the training, staff are informed of the types of child abuse, indicators of such abuse, provisions of the reporting law, and DPSS employees' reporting responsibilities and procedures. Staff also review and discuss materials related to the indicators of child abuse.

Violence between household members, which often endangers children, is emphasized in the training program. The Los Angeles County Domestic Violence Council provides Domestic Violence training to all DPSS public contact staff.

In 2019, DPSS made a total of 53 child abuse referrals to the Department of Children and Family Services. This represented a 28% decrease from the 74 referrals made in 2018 (Figure 3).

Linkages

The Linkages Partnership is an interdepartmental service coordination partnership between the Department of Children and Family Services (DCFS) and DPSS to address common barriers that limit parents' ability to parent and their ability to work.

Linkages serves families by ensuring DCFS families who are not currently connected to DPSS services, but could be, are provided an expedited method to access needed services. Those families involved in both DCFS and DPSS maximize available services and resources, and engage in coordinated case planning to assist parents with creating a safe and stable home for their children while working toward

economic self-sufficiency.

Los Angeles County's Linkages protocols are part of case work practice to enhance service delivery, strengthen families through economic self-sufficiency and focus on child safety.

- Family Preservation - Service coordination for CalWORKs families with a DCFS Family Preservation (FP) plan. DPSS expertise is integrated into DCFS' FP Multi-Disciplinary Case Planning Committee family meetings to provide GAIN services and include DCFS FP activities in participants' Welfare-to-Work plans.
- Family Reunification - Welfare-to-Work GAIN services provided to former CalWORKs participants who have a Family Reunification Plan in place with DCFS and who volunteer to participate.
- DCFS 5122 Screening Tool - Referral form used by DCFS staff to screen and refer families/individuals for potential eligibility to CalWORKs/General Relief benefits.
- Collocation of Linkages GAIN Services Workers at DCFS - Integration of CalWORKs expertise into DCFS' Child and Family Team (CFT) meetings and case consultations outside of CFT meetings, throughout the 19 DCFS Regional Offices.

Effective March 3, 2020, in collaboration with DCFS and County Counsel, DPSS implemented a protocol countywide to streamline urgent requests for information from DCFS and Law Enforcement to provide critical information, and facilitate the search for abducted or at-large/missing children.

Qualified members from each department/agency were identified and trained in the Multi-Disciplinary Personnel Team (MDT) process for sharing DPSS information. Due to confidentiality rules, only designated staff participate in the sharing of specified data elements that may lead to or assist in locating the missing child(ren). Designated DPSS Customer Service Center (CSC) Eligibility Workers (EWs), CSC Supervisors, collocated Linkages GAIN Services Workers (LGSWs), Linkages GAIN Services Supervisors (LGSS), Government Inquiry and Response (GIR) Section Designees, Managers and Program staff receive and respond to requests for client information from participating agencies via the designated phone line or in writing.

From implementation through December 31, 2020, a total of 245 calls and inquiries were handled by the designated staff.

DPSS Linkages Program continues to work in coordination with DCFS to bring awareness of the protocol by sharing with staff and partners at DCFS and the Inter-Agency Council on Child Abuse and Neglect (ICAN) Child Abduction Task Force meetings.

DPSS Technology Brief

DPSS' use of technology covers a broad spectrum of operations, from case management, benefits eligibility screening and evaluation to asset management and many other aspects of office support. Recently, in collaboration with service providers and vendors, DPSS migrated its eligibility system, LEADER Replacement System (LRS), to Amazon Web Services (AWS). With this move to cloud computing, DPSS aspires to achieve a sustainable level of continuous delivery and advancement to our eligibility system and services. Furthermore, the successful migration of LRS to the cloud, lays the foundation for the other 57 counties in California to join the LRS system. By the year 2021, LRS will become California's Statewide Automated Welfare System (CalSAWS).

Figure 1a:

**DPSS CASELOAD CHARACTERISTICS - DECEMBER 2019
LOS ANGELES COUNTY TOTALS**

	CalWORKs	General Relief	Refugee	CAPI	Medical Assistance Only	CalFresh	In-Home Supportive Services	
Total Aided								
Cases*	114,445	83,039	131	6,779	1,714,218	682,321	230,102	
Persons**	267,185	83,350	137	7,626	2,992,029	1,195,405	230,101	
Age Of Aided Persons								
Under 1	9,339	0	0	0	34,199	18,306	23	
1-2	24,464	0	0	0	88,145	50,079	214	
3-5	38,239	0	0	6	141,304	80,571	1,455	
6-12	92,697	0	0	17	354,217	198,294	7,513	
13-15	35,295	0	0	9	153,369	76,550	3,291	
16-17	20,164	0	0	5	100,154	43,466	1,981	
18	2,328	772	7	1	56,632	18,262	1,024	
19	799	1,113	3	5	54,105	14,501	1,069	
20	1,054	1,213	3	9	49,591	12,487	1,024	
21-24	7,281	6,570	17	27	182,116	51,873	4,317	
24-59	35,168	65,781	94	1,060	1,304,865	412,858	48,394	
60-65	310	7,255	6	869	162,634	72,744	25,037	
Over 65	47	646	7	5,618	310,698	145,414	134,759	
TOTAL	267,185	83,350	137	7,626	2,992,029	1,195,405	230,101	
Average Age of Aided Adults								
AVERAGE AGE	31	41	38	71	44	46	68	
Gender Of Aided Persons								
Adult	Male	9,008	54,641	68	2,705	919,260	310,388	81,066
	Female	37,979	28,709	69	4,884	1,201,381	417,751	133,534
Children	Male	110,383	0	0	21	444,857	237,374	10,677
	Female	109,815	0	0	16	426,531	229,892	4,824
TOTAL	267,185	83,350	137	7,626	2,992,029	1,195,405	230,101	

*Cases are defined as an Assistance Unit of one or more persons

** Persons are defined as being separate individuals.

Figure 1b:

**DPSS CASELOAD CHARACTERISTICS - DECEMBER 2019
LOS ANGELES COUNTY TOTALS**

	CalWORKs	General Relief	Refugee	CAPI	Medical Assistance Only	CalFresh	In-Home Supportive Services
Citizenship Status of Aided Persons							
Citizen	257,515	78,261	1	66	2,184,422	1,106,742	148,302
Legal Immigrants	9,608	5,071	136	7,194	364,271	88,325	25,196
Other	45	3	0	334	436,590	187	183
Undocumented Immigrants	17	15	0	32	6,746	151	56,421
TOTAL	267,185	83,350	137	7,626	2,992,029	1,195,405	230,102
Primary Language of Aided Cases							
Armenian	2,105	863	18	1,450	36,972	27,421	36,166
Cambodian	125	76	0	53	3,588	2,009	2,657
Chinese	118	74	3	278	49,059	9,974	15,158
English	78,395	78,103	30	759	1,055,667	479,321	92,361
Farsi	180	94	10	156	7,225	3,025	6,575
Korean	46	60	0	226	18,053	7,168	7,618
Russian	190	79	9	177	7,628	4,623	7,166
Spanish	32,875	3,426	51	3,444	510,322	140,316	50,940
Tagalog	20	23	0	60	4,537	1,236	4,148
Vietnamese	111	73	0	49	14,229	4,237	3,747
Other	280	168	10	127	6,938	2,991	3,566
TOTAL	114,445	83,039	131	6,779	1,714,218	682,321	230,102
Ethnic Origin of Aided Persons							
American Indian/ Alaskan Native	409	304	0	4	3,865	2,149	420
Asian	3,891	1,796	7	969	308,180	73,619	41,862
Black	60,074	31,193	7	72	251,773	228,202	38,539
Hispanic	139,848	19,029	56	3,505	1,621,283	522,143	73,207
Native Hawaiian/ Pacific Islander	679	175	1	4	4,994	2,742	258
White	24,192	17,446	45	2,438	402,045	193,441	71,704
Two or more races	28,676	8,705	8	416	239,448	113,799	0
Other	9,416	4,702	13	218	160,441	59,310	4,112
TOTAL	267,185	83,350	137	7,626	2,992,029	1,195,405	230,102

Figure 1.1:

**DPSS CASELOAD CHARACTERISTICS DECEMBER 2019
SERVICE PLANNING AREA 1**

	CalWORKs	General Relief	Refugee	CAPI	Medi-cal Assistance Only	CalFresh	In-Home Supportive Services
Citizenship Status of Aided Persons							
Citizen	26,087	6,294	0	0	122,815	83,461	7,532
Legal Immigrants	274	158	3	141	11,179	3,046	739
Other	10	0	0	2	12,396	15	1
Undocumented Immigrants	0	0	0	0	157	2	3,232
TOTAL	26,371	6,452	3	143	146,547	86,524	11,504
Primary Language of Aided Cases							
Armenian	4	2	0	6	93	69	129
Cambodian	0	0	0	1	20	3	5
Chinese	1	0	0	1	55	5	10
English	9,341	6,309	0	16	62,018	38,810	8,828
Farsi	1	0	0	1	18	7	24
Korean	0	0	0	0	48	14	22
Russian	0	1	0	1	15	7	12
Spanish	1,172	102	0	100	17,177	5,178	2,248
Tagalog	1	0	0	0	58	27	91
Vietnamese	3	0	0	0	79	12	9
Other	18	8	3	1	198	177	126
TOTAL	10,541	6,422	3	127	79,779	44,309	11,504
Ethnic Origin of Aided Persons							
American Indian/ Alaskan Native	67	19	0	0	280	213	57
Asian	123	41	0	10	3,552	978	385
Black	10,934	3,022	1	1	26,362	30,022	4,589
Hispanic	8,822	1,129	0	113	74,438	29,402	3,803
Native Hawaiian/ Pacific Islander	22	7	0	0	133	85	8
White	2,954	1,576	1	11	23,980	14,613	2,403
Two or more races	2,278	480	0	3	11,710	7,168	0
Other	1,171	178	1	5	6,092	4,043	259
TOTAL	26,371	6,452	3	143	146,547	86,524	11,504

Figure 1.2

DPSS CASELOAD CHARACTERISTICS DECEMBER 2019
SERVICE PLANNING AREA 2

	CalWORKs	General Relief	Refugee	CAPI	Medi-Cal Assistance Only	CalFresh	In-Home Supportive Services
CITIZENSHIP STATUS OF AIDED PERSONS							
Citizen	32,373	8,081	0	36	423,680	189,212	45,850
Legal Immigrants	5,178	1,103	52	2,426	84,102	27,791	8,689
Other	7	0	0	126	88,411	38	109
Undocumented Immigrants	1	3	0	7	1,330	29	10,336
TOTAL	37,559	9,187	52	2,595	597,523	217,070	64,984
PRIMARY LANGUAGE OF AIDED CASES							
Armenian	1,967	765	17	1,231	32,323	23,870	30,250
Cambodian	1	0	0	2	74	29	50
Chinese	1	0	0	5	482	79	179
English	8,630	7,737	8	269	201,853	73,454	14,804
Farsi	148	61	5	103	4,561	2,197	3,898
Korean	1	4	0	16	1,995	418	796
Russian	118	37	7	84	3,430	1,943	2,754
Spanish	4,672	449	10	435	95,571	23,312	9,029
Tagalog	9	5	0	14	1,250	353	1,239
Vietnamese	5	4	0	5	1,677	452	446
Other	80	29	1	47	2,045	886	1,539
TOTAL	15,632	9,091	48	2,211	345,261	126,993	64,984
ETHNIC ORIGIN OF AIDED PERSONS							
American Indian/ Alaskan Native	36	34	0	1	548	283	88
Asian	573	223	0	109	43,188	9,969	5,095
Black	2,705	1,253	2	6	19,944	13,394	1,937
Hispanic	18,549	2,234	13	454	287,239	78,665	12,010
Native Hawaiian/ Pacific Islander	23	4	0	0	355	134	14
White	10,834	4,016	35	1,862	173,290	87,056	44,550
Two or more races	3,648	922	0	58	41,054	17,494	0
Other	1,191	501	2	105	31,905	10,075	1,290
TOTAL	37,559	9,187	52	2,595	597,523	217,070	64,984

Figure 1.3

**DPSS CASELOAD CHARACTERISTICS DECEMBER 2019
SERVICE PLANNING AREA 3**

	CalWORKs	General Relief	Refugee	CAPI	Medi-Cal Assistance Only	CalFresh	In-Home Supportive Services
CITIZENSHIP STATUS OF AIDED PERSONS							
Citizen	31,561	9,774	0	4	368,461	151,401	21,707
Legal Immigrants	651	502	17	861	76,959	10,334	4,176
Other	2	0	0	15	55,807	8	13
Undocumented Immigrants	3	1	0	0	1,397	11	9,604
TOTAL	32,217	10,277	17	880	502,624	161,754	35,500
PRIMARY LANGUAGE OF AIDED CASES							
Armenian	16	9	0	21	854	596	1,447
Cambodian	7	2	0	5	399	132	228
Chinese	83	68	3	204	41,655	7,506	11,491
English	9,934	9,786	4	72	174,363	63,468	11,399
Farsi	3	1	3	5	176	56	108
Korean	1	1	0	14	1,437	260	414
Russian	3	1	0	3	78	28	45
Spanish	3,426	302	3	397	61,212	15,281	6,527
Tagalog	2	1	0	7	650	143	698
Vietnamese	82	52	0	31	9,799	3,053	2,507
Other	49	17	3	10	1,162	385	636
TOTAL	13,606	10,240	16	769	291,785	90,908	35,500
ETHNIC ORIGIN OF AIDED PERSONS							
American Indian/ Alaskan Native	54	49	0	0	529	288	51
Asian	1,005	397	6	339	138,248	25,650	17,168
Black	2,688	1,613	1	1	16,010	11,707	1,961
Hispanic	19,758	3,435	3	404	230,620	76,413	11,306
Native Hawaii/ Pacific Islander	34	10	1	1	375	159	16
White	2,879	2,470	0	65	45,133	20,639	4,483
Two or more races	4,505	1,790	2	53	42,128	19,240	0
Other	1,294	513	4	17	29,581	7,658	515
TOTAL	32,217	10,277	17	880	502,624	161,754	35,500

Figure 1.4

**DPSS CASELOAD CHARACTERISTICS DECEMBER 2019
SERVICE PLANNING AREA 4**

	CalWORKs	General Relief	Refugee	CAPI	Medi-Cal Assistance Only	CalFresh	In-Home Supportive Services
CITIZENSHIP STATUS OF AIDED PERSONS							
Citizen	24,194	14,014	1	14	251,760	131,380	20,479
Legal Immigrants	930	1,167	31	1,447	48,914	12,677	3,711
Other	1	0	0	112	71,518	19	26
Undocumented Immigrants	3	7	0	21	1,146	54	6,772
TOTAL	25,128	15,188	32	1,594	373,338	144,130	30,988
PRIMARY LANGUAGE OF AIDED CASES							
Armenian	113	83	1	182	3,458	2,732	3,794
Cambodian	5	2	0	9	268	128	182
Chinese	19	4	0	41	4,146	1,774	2,402
English	5,984	14,098	10	168	129,725	58,643	7,785
Farsi	8	9	1	11	342	112	302
Korean	40	42	0	139	10,173	4,655	4,260
Russian	56	28	2	75	3,046	2,011	3,122
Spanish	4,974	823	16	806	77,468	23,193	7,765
Tagalog	3	8	0	24	1,343	389	920
Vietnamese	7	11	0	4	726	237	195
Other	17	47	1	19	1,082	415	261
TOTAL	11,226	15,155	31	1,478	231,777	94,289	30,988
ETHNIC ORIGIN OF AIDED PERSONS							
American Indian/ Alaskan Native	47	75	0	0	820	358	39
Asian	605	437	0	282	49,280	15,784	9,109
Black	2,345	4,641	1	12	21,098	17,509	2,300
Hispanic	17,114	4,452	20	789	209,008	69,638	10,083
Native Hawaii/ Pacific Islander	14	17	0	2	195	78	11
White	1,516	2,986	6	365	47,655	21,846	9,078
Two or more races	2,923	1,820	3	119	28,483	12,922	0
Other	564	760	2	25	16,799	5,995	368
TOTAL	25,128	15,188	32	1,594	373,338	144,130	30,988

Figure 1.5

**DPSS CASELOAD CHARACTERISTICS DECEMBER 2019
SERVICE PLANNING AREA 5**

	CalWORKs	General Relief	Refugee	CAPI	Medi-Cal Assistance Only	CalFresh	In-Home Supportive Services
CITIZENSHIP STATUS OF AIDED PERSONS							
Citizen	4,744	6,809	0	2	71,011	33,940	5,010
Legal Immigrants	165	224	2	136	9,171	1,883	850
Other	2	0	0	3	6,607	2	6
Undocumented Immigrants	1	0	0	0	280	2	1,432
TOTAL	4,912	7,033	2	141	87,069	35,827	7,298
PRIMARY LANGUAGE OF AIDED CASES							
Armenian	2	0	0	0	36	18	37
Cambodian	0	0	0	0	5	4	4
Chinese	2	2	0	6	287	39	64
English	1,982	6,909	0	42	52,280	24,335	3,250
Farsi	13	17	1	27	1,849	583	2,057
Korean	0	1	0	2	249	57	61
Russian	7	7	0	11	839	536	1,075
Spanish	199	56	1	27	6,586	1,368	567
Tagalog	0	0	0	0	53	12	18
Vietnamese	0	1	0	1	50	9	19
Other	13	17	0	8	476	157	146
TOTAL	2,218	7,010	2	124	62,710	27,118	7,298
ETHNIC ORIGIN OF AIDED PERSONS							
American Indian/ Alaskan Native	40	16	0	0	176	107	17
Asian	92	100	0	20	6,083	1,464	439
Black	2,195	2,730	0	3	12,188	10,064	605
Hispanic	1,077	618	1	30	22,038	6,141	915
Native Hawaiiin/ Pacific Islander	18	9	0	0	95	60	1
White	706	2,321	0	64	29,917	11,810	5,085
Two or more races	440	434	0	3	4,681	2,158	0
Other	344	805	1	21	11,891	4,023	236
TOTAL	4,912	7,033	2	141	87,069	35,827	7,298

Figure 1.6

**DPSS CASELOAD CHARACTERISTICS DECEMBER 2019
SERVICE PLANNING AREA 6**

	CalWORKs	General Relief	Refugee	CAPI	Medi-Cal Assistance Only	CalFresh	In-Home Supportive Services
CITIZENSHIP STATUS OF AIDED PERSONS							
Citizen	71,410	13,491	0	1	328,425	223,312	18,777
Legal Immigrants	1,056	807	7	777	46,230	12,792	2,067
Other	11	0	0	42	93,549	37	8
Undocumented Immigrants	3	1	0	4	841	25	8,661
TOTAL	72,480	14,299	7	824	469,045	236,166	29,513
PRIMARY LANGUAGE OF AIDED CASES							
Armenian	0	1	0	1	8	5	7
Cambodian	0	0	0	2	33	15	41
Chinese	1	0	0	2	108	28	36
English	21,284	13,425	2	60	136,569	89,914	20,550
Farsi	1	1	0	2	23	15	14
Korean	0	5	0	22	972	653	666
Russian	0	1	0	0	26	11	23
Spanish	10,068	814	5	660	107,848	33,315	8,008
Tagalog	0	0	0	2	49	16	39
Vietnamese	0	0	0	1	45	12	19
Other	22	20	0	13	343	301	110
TOTAL	31,376	14,267	7	765	246,024	124,285	29,513
ETHNIC ORIGIN OF AIDED PERSONS							
American Indian/ Alaskan Native	82	39	0	2	509	332	49
Asian	145	85	0	40	4,628	2,196	991
Black	25,634	8,557	0	29	79,911	84,193	17,168
Hispanic	36,619	2,767	5	667	317,128	112,300	10,184
Native Hawaiian/ Pacific Islander	144	24	0	0	609	428	51
White	1,352	1,022	0	13	13,656	7,809	593
Two or more races	6,365	1,076	0	60	35,975	19,177	0
Other	2,139	729	2	13	16,629	9,731	477
TOTAL	72,480	14,299	7	824	469,045	236,166	29,513

Figure 1.7

**DPSS CASELOAD CHARACTERISTICS DECEMBER 2019
SERVICE PLANNING AREA 7**

	CalWORKs	General Relief	Refugee	CAPI	Medi-Cal Assistance Only	CalFresh	In-Home Supportive Services
CITIZENSHIP STATUS OF AIDED PERSONS							
Citizen	31,046	2,219	0	7	292,356	125,019	12,573
Legal Immigrants	611	293	8	851	44,207	9,786	2,993
Other	6	0	0	22	57,451	35	13
Undocumented Immigrants	4	1	0	0	666	11	8,743
TOTAL	31,667	2,513	8	880	394,680	134,851	24,322
PRIMARY LANGUAGE OF AIDED CASES							
Armenian	3	2	0	8	147	115	448
Cambodian	5	6	0	6	477	196	318
Chinese	7	0	0	14	1,491	418	735
English	9,096	2,104	2	36	117,139	41,286	9,466
Farsi	1	0	0	1	23	10	12
Korean	2	1	0	18	1,596	529	595
Russian	3	1	0	0	36	14	26
Spanish	4,599	373	5	686	83,882	22,908	11,875
Tagalog	2	3	0	2	436	98	359
Vietnamese	1	1	0	4	444	125	152
Other	39	6	1	11	702	257	336
TOTAL	13,758	2,497	8	786	206,373	65,956	24,322
ETHNIC ORIGIN OF AIDED PERSONS							
American Indian / Alaskan Native	28	7	0	0	347	185	51
Asian	256	51	1	63	22,430	5,134	3,050
Black	2,186	180	0	2	8,617	6,914	1,154
Hispanic	21,645	1,319	5	716	278,407	86,799	17,473
Native Hawaiian/ Pacific Islander	77	4	0	0	599	323	48
White	2,001	384	1	26	26,256	11,660	2,217
Two or more races	4,601	472	1	62	41,915	18,819	0
Other	873	96	0	11	16,109	5,017	329
TOTAL	31,667	2,513	8	880	394,680	134,851	24,322

Figure 1.8

**DPSS CASELOAD CHARACTERISTICS DECEMBER 2019
SERVICE PLANNING AREA 8**

	CalWORKs	General Relief	Refugee	CAPI	Medi-Cal Assistance Only	CalFresh	In-Home Supportive Services
CITIZENSHIP STATUS OF AIDED PERSONS							
Citizen	36,100	17,317	0	2	325,673	168,708	16,374
Legal Immigrants	743	808	16	555	43,502	10,007	1,971
Other	6	3	0	12	50,851	33	7
Undocumented Immigrants	2	2	0	0	929	17	7,641
TOTAL	36,851	18,130	16	569	420,955	178,765	25,993
PRIMARY LANGUAGE OF AIDED CASES							
Armenian	0	1	0	1	53	16	54
Cambodian	107	66	0	28	2,312	1,502	1,829
Chinese	4	0	0	5	835	124	241
English	12,144	17,471	4	96	181,483	89,108	16,279
Farsi	5	5	0	6	233	45	160
Korean	2	6	0	15	1,583	582	804
Russian	3	3	0	3	158	73	109
Spanish	3,765	502	11	333	60,572	15,757	4,921
Tagalog	3	6	0	11	698	198	784
Vietnamese	13	4	0	3	1,409	337	400
Other	42	23	1	18	929	412	412
TOTAL	16,088	18,087	16	519	250,265	108,154	25,993
ETHNIC ORIGIN OF AIDED PERSONS							
American Indian/ Alaskan Native	55	65	0	1	656	383	68
Asian	1,092	459	0	106	40,770	12,440	5,625
Black	11,387	9,055	2	18	67,528	54,238	8,825
Hispanic	16,264	3,031	9	332	202,367	62,740	7,433
Native Hawaii/ Pacific Islander	347	99	0	1	2,633	1,474	109
White	1,950	2,612	2	32	42,087	17,928	3,295
Two or more races	3,916	1,695	2	58	33,486	16,802	0
Other	1,840	1,114	1	21	31,428	12,760	638
TOTAL	36,851	18,130	16	569	420,955	178,765	25,993

Figure 1.9

**DPSS CASELOAD CHARACTERISTICS DECEMBER 2019
SERVICE PLANNING AREA UNKNOWN***

	CalWORKs	General Relief	Refugee	CAPI	Medical Assistance Only	CalFresh	In-Home Supportive Services
Citizenship Status of Aided Persons							
Citizen	0	262	0	0	241	309	0
Legal Immigrants	0	9	0	0	7	9	0
Other	0	0	0	0	0	0	0
Undocumented Immigrants	0	0	0	0	0	0	0
TOTAL	0	271	0	0	248	318	0
Primary Language of Aided Cases							
Armenian	0	0	0	0	0	0	0
Cambodian	0	0	0	0	0	0	0
Chinese	0	0	0	0	0	1	0
English	0	264	0	0	237	303	0
Farsi	0	0	0	0	0	0	0
Korean	0	0	0	0	0	0	0
Russian	0	0	0	0	0	0	0
Spanish	0	5	0	0	6	4	0
Tagalog	0	0	0	0	0	0	0
Vietnamese	0	0	0	0	0	0	0
Other	0	1	0	0	1	1	0
TOTAL	0	270	0	0	244	309	0
Ethnic Origin of Aided Persons							
American Indian/ Alaskan Native	0	0	0	0	0	0	0
Asian	0	3	0	0	1	4	0
Black	0	142	0	0	115	161	0
Hispanic	0	44	0	0	38	45	0
Native Hawaiiin/ Pacific Islander	0	1	0	0	0	1	0
White	0	59	0	0	71	80	0
Two or more races	0	16	0	0	16	19	0
Other	0	6	0	0	7	8	0
TOTAL	0	271	0	0	248	318	0

** Unknown counts represent cases with addresses that cannot be geocoded for various reasons such as P.O. Box addresses, incomplete addresses, etc. "

Figure 2

INDIVIDUALS AIDED - ALL AID PROGRAMS DECEMBER 2019 COMPARED TO DECEMBER 2018				
PROGRAM	DEC. 2018	DEC. 2019	CHANGE	% CHANGE
CalWORKs	282,814	267,185	-15,629	-5.53%
General Relief	81,900	83,350	1,450	1.77%
CAPI	7,645	7,626	-19	-0.25%
Refugee	153	137	-16	-10.46%
Medi-Cal Assistance Only	3,042,822	2,992,029	-50,793	-1.67%
CalFresh	1,057,193	1,195,405	138,212	13.07%
IHSS	224,981	230,101	5,120	2.28%
TOTAL ALL PROGRAMS*	3,541,548	3,485,057	-56,491	-1.60%

* This total represents an unduplicated count of individuals across all programs since some individuals are aided in more than one program.

Figure 3

**CHILD ABUSE REFERRALS
JANUARY 2007 - DECEMBER 2019**

MONTH	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	18/19 change	18/19 % change
Jan.	16	23	7	11	5	19	14	27	28	16	22	8	4	-4	-50%
Feb.	13	14	5	9	9	17	28	15	24	12	15	5	6	1	20%
Mar.	12	12	7	11	3	26	8	27	17	18	19	7	14	7	100%
Apr.	15	11	13	7	14	25	17	26	23	8	12	11	5	-6	-55%
May	13	17	13	3	11	24	16	28	13	14	15	4	2	-2	-50%
June	12	14	11	5	16	24	21	28	15	24	13	6	1	-5	-83%
July	13	9	14	10	11	23	35	25	34	15	14	4	3	-1	-25%
Aug.	15	12	8	8	12	15	27	28	42	38	9	6	0	-6	-100%
Sept.	20	7	6	4	5	12	24	33	49	29	11	15	6	-9	-60%
Oct.	22	20	9	14	6	13	30	35	31	21	9	3	7	4	133%
Nov.	17	3	13	6	8	15	29	27	21	19	11	3	3	0	0%
Dec.	7	4	12	3	13	9	17	10	17	18	2	2	2	0	0%
TOTAL	175	146	118	91	113	222	266	309	314	232	152	74	53	-21	-28%

Some of the referrals may have been for the same children.

Referral counts are from two sources:

- DPSS employees observing incidents which indicate abuse/neglect and making referrals to the Departmental of Children and Family Services
- Data collated from reports received from DPSS Welfare Fraud Prevention & Investigation Section.

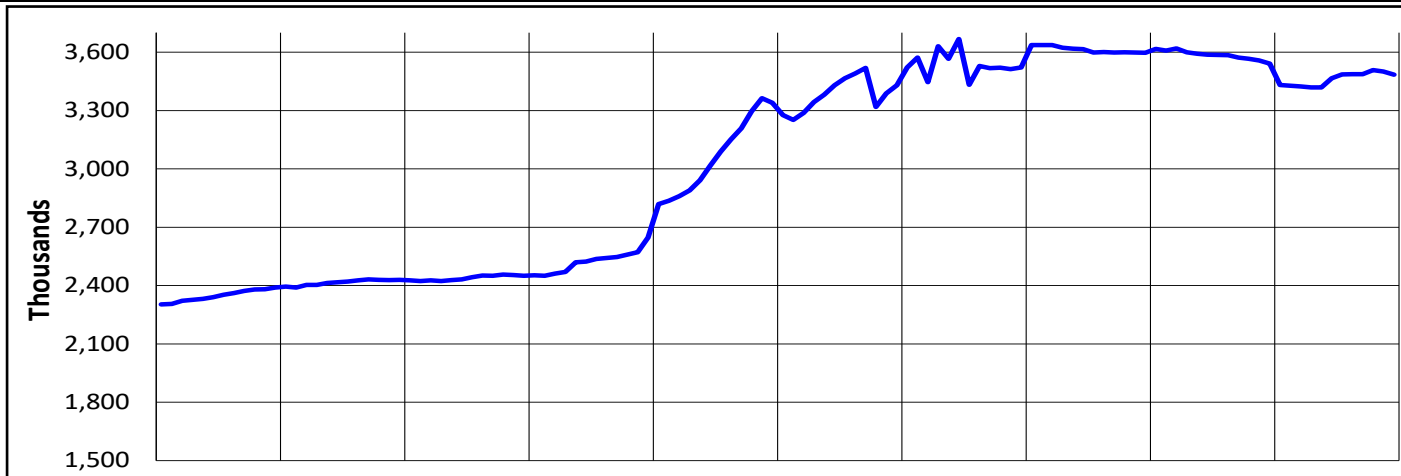
Figure 4

**CAL-LEARN PARTICIPANTS SERVED
JANUARY 2008 - DECEMBER 2019**

MONTH	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	19/18 CHANGE	19/18 % CHANGE
Jan.	2,465	2,735	3,064	2,923	2,270	2,104	1,931	1,640	1,279	1,093	1,000	773	-227	-23%
Feb.	2,492	2,832	3,109	2,948	2,169	2,125	1,893	1,574	1,386	1,068	987	766	-221	-22%
Mar.	2,470	2,891	3,134	2,912	2,431	2,100	1,929	1,576	1,300	1,087	969	755	-214	-22%
Apr.	2,514	2,920	3,200	2,934	2,471	2,114	1,947	1,450	1,220	1,085	945	752	-193	-20%
May	2,586	2,982	3,235	2,741	2,370	1,851	1,996	1,524	1,264	1,090	957	761	-196	-20%
June	2,549	2,953	3,149	2,350	2,382	2,158	1,961	1,571	1,325	1,105	949	750	-199	-21%
July	2,474	2,870	2,932	2,115	2,211	2,111	1,862	1,456	1,281	1,031	897	723	-174	-19%
Aug.	2,493	2,862	2,960	1,836	2,181	2,110	1,785	1,384	1,281	1,003	850	696	-154	-18%
Sept.	2,535	2,888	2,992	2,134	2,182	2,019	1,826	1,377	1,200	974	812	691	-121	-15%
Oct.	2,556	3,009	3,030	2,057	2,265	2,017	1,726	1,400	1,167	1,003	820	655	-165	-20%
Nov.	2,650	3,077	3,014	2,208	2,167	1,924	1,681	1,301	1,105	966	825	653	-172	-21%
Dec.	2,751	3,074	2,991	2,214	2,192	1,966	1,707	1,341	1,106	980	787	634	-153	-19%
AVERAGE	2,545	2,924	3,068	2,448	2,274	2,050	1,854	1,466	1,243	1,040	900	717	-182	-20%

Figure 5

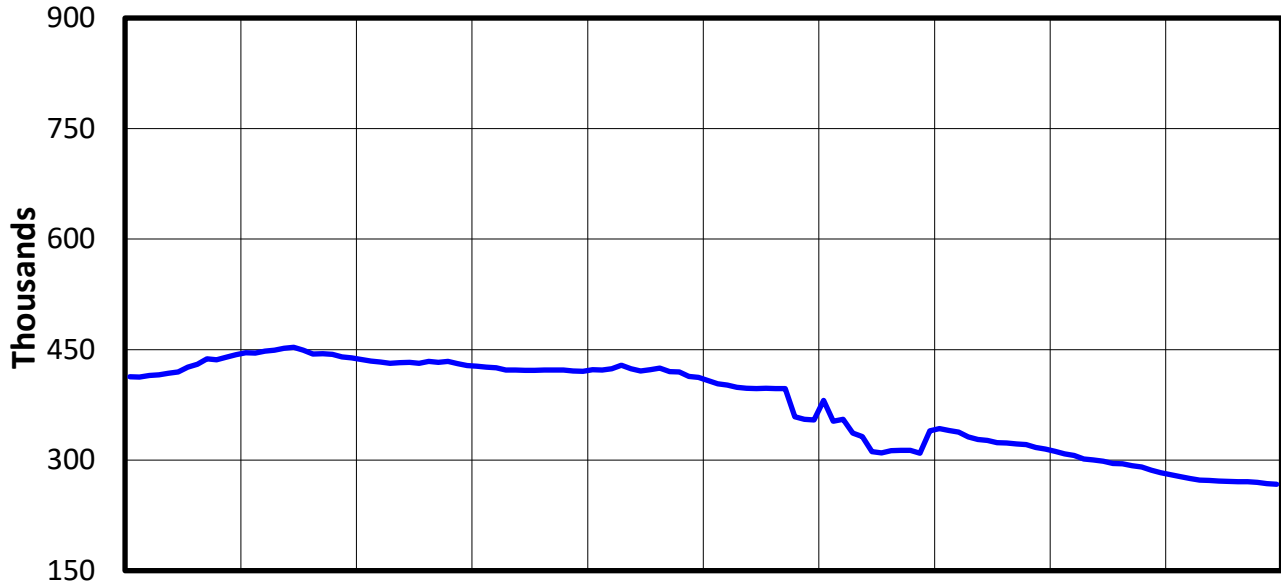
**INDIVIDUALS AIDED – ALL AIDS COMBINED
JANUARY 2010 - DECEMBER 2019**



Month	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan.	2,303,749	2,394,585	2,426,501	2,453,083	2,819,136	3,276,776	3,521,223	3,636,266	3,616,846	3,431,417
Feb.	2,306,162	2,389,716	2,422,909	2,450,013	2,836,009	3,251,645	3,571,953	3,636,166	3,608,334	3,427,569
Mar.	2,321,333	2,403,761	2,426,841	2,461,628	2,859,833	3,287,979	3,445,798	3,637,284	3,619,281	3,423,885
Apr.	2,327,154	2,403,859	2,423,481	2,470,580	2,889,876	3,343,995	3,629,884	3,623,256	3,600,035	3,419,158
May	2,331,869	2,413,553	2,427,711	2,519,023	2,941,694	3,382,329	3,565,747	3,617,792	3,592,637	3,419,183
June	2,340,068	2,416,384	2,431,477	2,523,361	3,016,511	3,430,119	3,668,179	3,615,427	3,587,662	3,466,474
July	2,352,189	2,420,344	2,442,987	2,536,910	3,088,345	3,466,141	3,432,513	3,598,312	3,585,714	3,485,440
Aug.	2,360,927	2,426,295	2,451,696	2,542,506	3,151,339	3,490,545	3,528,925	3,600,783	3,584,325	3,486,715
Sep.	2,372,707	2,431,316	2,450,230	2,546,656	3,208,954	3,519,627	3,517,353	3,598,481	3,572,253	3,486,715
Oct.	2,379,568	2,429,646	2,457,086	2,558,888	3,296,854	3,318,533	3,520,528	3,599,094	3,566,306	3,507,418
Nov.	2,380,834	2,428,279	2,453,757	2,571,969	3,363,249	3,387,795	3,512,738	3,598,421	3,557,259	3,500,145
Dec.	2,389,268	2,429,214	2,450,333	2,647,528	3,339,390	3,430,557	3,521,509	3,597,185	3,541,548	3,485,057

Figure 6

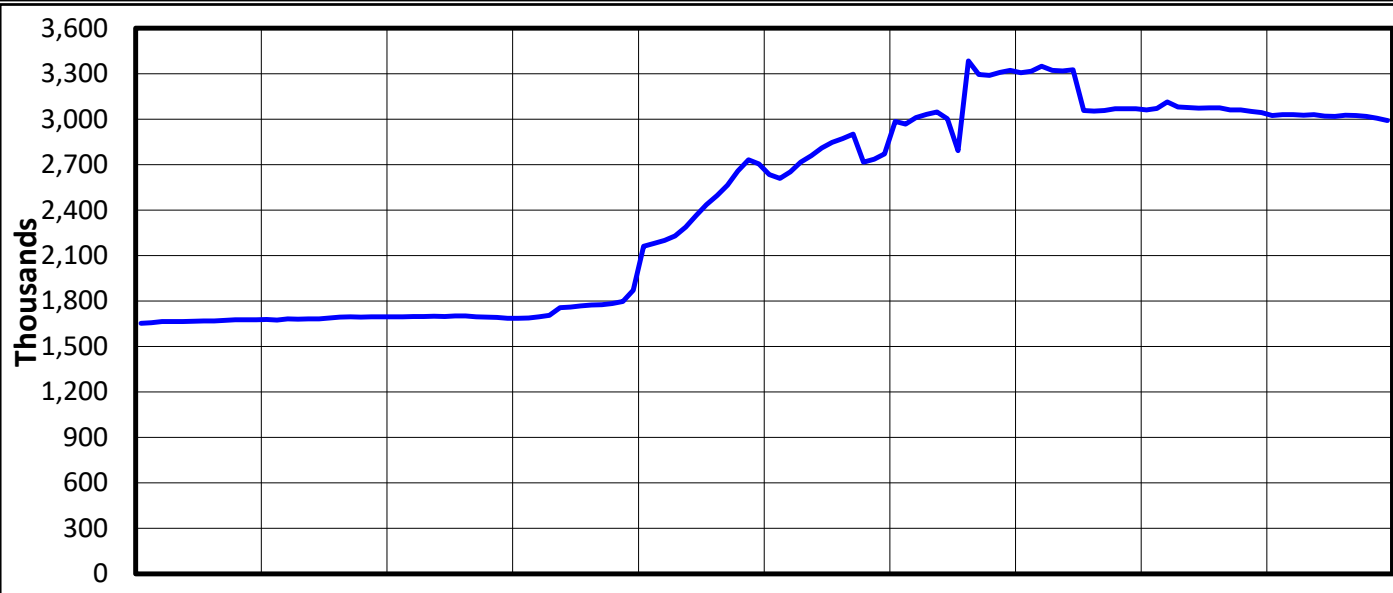
**INDIVIDUALS AIDED - CALWORKS
JANUARY 2010 - DECEMBER 2019**



Month	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan.	413,178	445,949	436,846	427,728	422,896	408,172	380,972	342,943	312,025	280,422
Feb.	412,969	445,154	434,536	426,054	422,249	403,662	352,957	340,075	308,384	277,577
Mar.	414,952	447,929	433,157	425,255	424,066	401,779	355,241	338,187	306,177	275,258
Apr.	415,809	449,363	431,619	422,502	428,680	399,015	336,865	331,598	301,758	273,044
May	418,101	451,770	432,124	422,504	423,974	397,553	332,131	328,216	300,277	272,303
June	419,613	453,164	432,684	421,889	421,206	397,045	311,555	326,948	298,686	271,800
July	426,282	449,303	431,612	421,707	422,817	397,353	309,655	323,778	295,455	271,359
Aug.	429,910	444,096	434,159	422,294	424,883	397,157	313,020	323,419	294,988	270,799
Sep.	437,714	444,308	432,602	422,137	420,169	396,945	313,272	322,207	292,344	270,579
Oct.	436,323	443,415	434,071	422,511	419,533	359,021	313,368	321,178	290,629	269,763
Nov.	439,859	440,023	431,092	420,873	413,804	355,275	309,553	317,225	286,579	268,354
Dec.	443,245	438,715	428,294	420,513	412,365	354,376	339,974	315,071	282,814	267,185

Figure 7

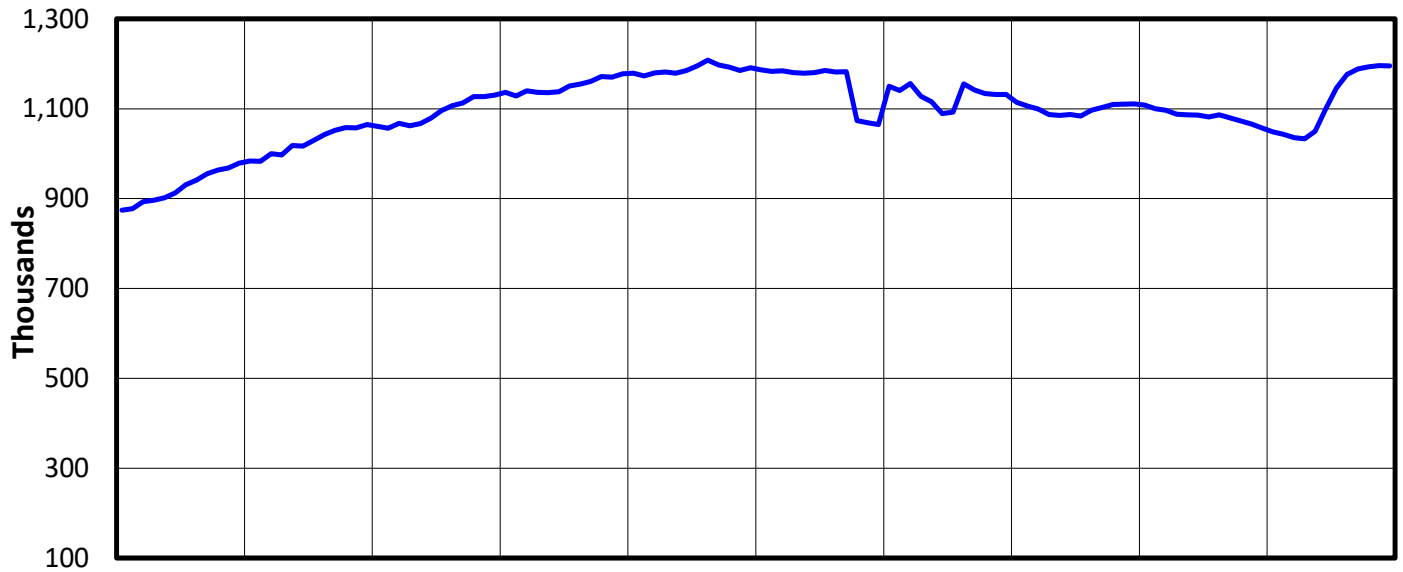
**INDIVIDUALS AIDED – MEDI-CAL ASSISTANCE
JANUARY 2010 - DECEMBER 2019**



Month	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan.	1,652,545	1,677,657	1,695,530	1,686,728	2,162,087	2,635,084	2,985,013	3,307,201	3,060,958	3,024,386
Feb.	1,656,625	1,674,595	1,696,763	1,688,211	2,181,648	2,609,119	2,968,570	3,316,921	3,071,528	3,029,667
Mar.	1,664,015	1,681,467	1,698,376	1,695,285	2,200,120	2,652,143	3,010,138	3,349,365	3,113,170	3,029,862
Apr.	1,665,214	1,680,359	1,698,100	1,704,905	2,229,067	2,716,127	3,031,869	3,322,548	3,079,837	3,027,123
May	1,663,980	1,681,497	1,700,809	1,755,996	2,288,191	2,758,728	3,048,192	3,317,709	3,075,916	3,029,639
June	1,665,971	1,683,049	1,697,665	1,759,649	2,364,689	2,809,686	3,003,444	3,325,148	3,072,660	3,020,011
July	1,668,643	1,687,322	1,701,787	1,768,550	2,436,427	2,847,792	2,792,108	3,057,055	3,073,923	3,018,021
Aug.	1,669,561	1,694,711	1,701,649	1,773,011	2,496,469	2,872,428	3,384,397	3,053,283	3,074,912	3,025,332
Sep.	1,672,275	1,696,079	1,695,450	1,775,355	2,564,799	2,901,798	3,294,583	3,058,186	3,061,530	3,023,641
Oct.	1,677,012	1,693,154	1,693,886	1,783,230	2,657,203	2,716,683	3,289,591	3,068,041	3,061,971	3,019,046
Nov.	1,675,728	1,696,764	1,691,766	1,797,981	2,732,673	2,736,803	3,307,710	3,068,299	3,050,818	3,006,706
Dec.	1,677,283	1,695,805	1,686,556	1,870,380	2,705,644	2,771,706	3,321,456	3,069,071	3,042,822	2,992,029

Figure 8

**INDIVIDUALS AIDED - CALFRESH
JANUARY 2010 - DECEMBER 2019**



Month	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan.	873,906	983,972	1,061,099	1,136,598	1,179,471	1,186,689	1,150,095	1,114,113	1,108,414	1,048,882
Feb.	877,708	982,952	1,056,530	1,128,269	1,172,986	1,183,204	1,140,474	1,106,457	1,100,344	1,043,319
Mar.	893,254	999,836	1,067,474	1,140,185	1,179,917	1,184,511	1,155,876	1,099,615	1,096,854	1,035,942
Apr.	896,310	997,431	1,062,493	1,136,567	1,181,939	1,180,608	1,128,110	1,087,449	1,087,679	1,033,153
May	902,170	1,017,987	1,067,010	1,135,966	1,179,271	1,178,959	1,115,784	1,085,333	1,086,290	1,050,176
June	912,861	1,016,668	1,078,877	1,137,764	1,185,357	1,180,615	1,089,288	1,087,512	1,085,736	1,099,911
July	930,781	1,029,907	1,095,676	1,150,909	1,195,491	1,185,244	1,092,816	1,083,889	1,081,974	1,145,884
Aug.	941,140	1,042,754	1,106,581	1,154,695	1,208,242	1,181,789	1,155,558	1,096,976	1,086,361	1,176,222
Sep.	955,463	1,052,181	1,112,889	1,161,054	1,197,541	1,182,726	1,142,246	1,102,956	1,079,915	1,188,384
Oct.	963,522	1,058,355	1,127,190	1,171,438	1,192,513	1,073,836	1,133,735	1,109,216	1,072,928	1,193,681
Nov.	968,213	1,057,476	1,126,961	1,170,317	1,185,306	1,068,797	1,132,088	1,110,217	1,066,019	1,195,875
Dec.	978,920	1,064,647	1,130,714	1,177,740	1,191,285	1,064,892	1,131,596	1,110,758	1,057,193	1,195,405

GLOSSARY OF TERMS

CalFresh: Is the cornerstone of the federal food assistance program. The purpose of this program is to promote and safeguard the health and well-being of low-income households by raising their levels of nutrition and increasing their food purchasing power.

California Statewide Automated Welfare System (CalSAWS): Is the automated system which provides the primary case management for the programs administered by DPSS.

California Work Opportunity And Responsibility to Kids (CalWORKs): Provides temporary financial assistance, no-cost Medi-Cal, and employment-focused services to families with minor children who may or may not have income, and their property limit is below State maximum limits for their family size. Families that apply and qualify for ongoing assistance receive money each month to help pay for housing, food and other necessary expenses.

In addition, the family must meet one of the following deprivations:

- Either parent is deceased
- Either parent is physically or mentally incapacitated
- Either parent is continually absent from the home in which the child is living
- When both parents are in the home, the Principal Wage Earner worked less than 100 hours in the four-week period before applying for CalWORKs cash aid.

Since January 1, 1998, the CalWORKs program has continued to transition participants from Welfare-to-Work. To continue achieving the goal of Welfare Reform, DPSS has developed programs which help participants achieve self-sufficiency in a time-limited welfare environment. DPSS' Welfare-to-Work programs currently provide an array of work supports and barrier removal services.

Cal-Learn: Is a mandatory program for CalWORKs participants who are under 19 years of age, are pregnant or parenting, and have not yet completed their high school education. The Cal-Learn program is designed to address long-term welfare dependency by encouraging and assisting teen parents on the CalWORKs program to remain in or return to school. Cal-Learn focuses on providing these youth with the following supportive services needed to complete their high school education or equivalent:

- Intensive case management services

- Payments for child care, transportation, and school expenses
- \$100 bonuses up to four times a year for satisfactory school progress
- \$500 one-time-only bonus for receiving a high school diploma or its equivalent.

Cash Assistance Program for Immigrants (CAPI): Provides cash to certain aged, blind, and disabled legal non-citizens ineligible for Supplemental Security Income/State Supplemental Payment (SSI/SSP) due to their immigration status. CAPI participants may be eligible for Medi-Cal, In-Home Supportive Services (IHSS), and/or CalFresh benefits. Individuals requesting such benefits must file an appropriate application for each program.

Department of Public Social Services (DPSS): Administers programs that provide services to individuals and families in need. These programs are designed to both alleviate hardship and promote family health, personal responsibility, and economic independence. Most DPSS programs are mandated by Federal and State laws.

Greater Avenues For Independence (GAIN) / General Relief Opportunities for Work (GROW): These programs provide employment-related services to CalWORKs or GR participants to help them find employment, stay employed, and move on to higher paying jobs, which will ultimately lead to self-sufficiency and independence.

General Relief (GR): Is a County-funded program that provides cash aid to indigent adults who are ineligible for Federal or State programs.

In-Home Supportive Services (IHSS): Enables low-income aged, blind, and/or disabled individuals to remain safely in their own homes by paying eligible providers to provide personal care, domestic, and other services.

Medi-Cal: Provides comprehensive medical benefits to low-income families and individuals. Depending on their income and resource levels, individuals and families may be eligible for a no-cost or a share-of-cost Medi-Cal Program.

Refugee Employment Program (REP): REP provides employment-related services, case management, and training to refugees during their first five years in the United States and to asylees during their first five years they are granted asylum.

REP is administered by DPSS.

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Refugee Resettlement Program (RRP): Is made up of many program partners at the Federal, State, County, and community levels. Typically, refugees are eligible for the same assistance programs as citizens including CalWORKs, CalFresh, Medi-Cal, SSI/SSP, and General Relief. In addition, single adults or couples without children who are not eligible for other welfare assistance may receive Refugee Cash Assistance (RCA). Vital to the success of the California Refugee Program are the contributions made by Mutual Assistance Associations, and Community Based Organizations (CBOs) that provide culturally and linguistically appropriate services.