

# YOUR BENEFITS NOW!

[WWW.DPSSBENEFITS.LACOUNTY.GOV](http://WWW.DPSSBENEFITS.LACOUNTY.GOV)

## DPSS SELF SERVICE PORTAL



# YOUR BENEFITS NOW HOME PAGE

What would you like to do?



[Click Here to Apply for Benefits](#)

 <p><b>New User?</b> <a href="#">Create a new account</a></p>	 <p><b>Login</b> <a href="#">Login to your account</a></p>
 <p><b>Case Status Information</b> <a href="#">View your existing case status information</a></p>	 <p><b>Benefits</b> <a href="#">View your existing benefits</a></p>
 <p><b>Annual Redetermination/Recertification</b> <a href="#">Link to Annual Redetermination/Recertification</a></p>	 <p><b>Worker Information</b> <a href="#">View information about your case worker</a></p>
 <p><b>Semi-Annual/Quarterly Reports</b> <a href="#">View or Submit your Semi-Annual/Quarterly Reports online</a></p>	 <p><b>Electronic Notices</b> <a href="#">View existing notices</a></p>
 <p><b>Appointments</b> <a href="#">Schedule an Appointment for a NEW Application</a></p>	 <p><b>Upload Verifications</b> <a href="#">Link to Upload Verifications for Case</a></p>

- Apply Online
- Submit QR/SAR
- View eNotices
- Schedule Appointment
- View Case Status
- Worker Information
- Submit Annual RD/RC  
(Pilot at Rancho Park and Lancaster district only)
- Upload Verification Documents  
(Pilot at Rancho Park and South Central)

# YOUR BENEFITS NOW HOME PAGE

lacounty.gov County Directory of Information & Services | Public Alerts | Public Information | County Contact Information

Los Angeles County  
**Department of Public Social Services**

Home

English | Español | ភាសាខ្មែរ | 中文 | Հայերեն | Tagalog | 한국어 | Россия | Việt |

Text Only | Feedback

**YOUR BENEFITS NOW**  
www.dpssbenefits.lacounty.gov  
Now  
LA COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES

**What is YourBenefitsNow!**  
YourBenefitsNow! is a website for Los Angeles County Residents to apply for and to view their benefits online. Click any of the navigation links in the center panel to get started.  
Currently, YourBenefitsNow! supports CalWORKs, CalFresh, and MediCal applications.

**What would you like to do?**  
  
**Click Here to Apply for Benefits**  
**Click Here to Apply for General Relief Benefits.** To apply for General Relief benefits, please print and complete the PDF application. You will need to bring the application to the nearest General Relief District Office to apply. To schedule an appointment to turn in your NEW application, click on the Appointment link below.

**Resources**  
[Other County Services](#)  
[DPSS Program Information](#)  
[Contact DPSS](#)  
[California Department of Social Services](#)  
[Report Fraud](#)  
[LA County Helps](#)  
[EBT Client Website](#)  
[Department of Health Care Services](#)  
[Department of Children and Family Services](#)  
[Register To Vote](#)

YBN can be used in the following threshold languages:

Spanish	Armenian	Cambodian	Chinese
Tagalog	Korean	Russian	Vietnamese

# YOUR BENEFITS NOW HOME PAGE

The screenshot shows the homepage of the YourBenefitsNow website. At the top left is the logo for 'YOUR BENEFITS NOW' with the URL 'www.dpssbenefits.lacounty.gov'. The header includes 'Los Angeles County Department of Public Social Services' and a 'Home' link. A navigation bar at the top right lists 'County Directory of Information & Services | Public Ale' and language options: 'English | Español | ភាសាខ្មែរ | 中文 | Հայերեն'.

The main content area is divided into two columns. The left column has a section titled 'What is YourBenefitsNow!' with text explaining the website's purpose and supported services (CalWORKs, CalFresh, and MediCal). Below this is a section 'Am I Eligible for Benefits?' with a question 'Would you like to see if you are eligible?' and a blue link 'Click Here' that is pointed to by a red arrow. At the bottom of this column is a link for 'District Addresses and Hours of Operations'.

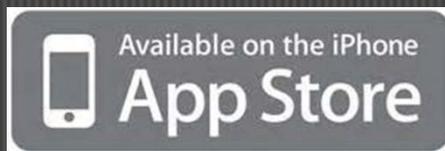
The right column has a section 'What would you like to do?' featuring a large image of a vegetable salad. Overlaid on the image is a white button that says 'Apply Now:' and a red text link that says 'Click Here to Apply for Benefits'. Below the image is a red text link: 'Click Here to Apply for General Relief Benefits. To apply for General Relief benefits, please print and complete the PDF application. You will need to bring the application to the nearest General Relief District Office to apply. To schedule an appointment to turn in your NEW application, click on the Appointment link below.'

Below the main content are several utility boxes: 'New User? Create a new account' with a green arrow icon; 'Login Login to your account' with a blue key icon; 'Case Status Information View your existing case status information' with an information icon; and 'Benefits View your existing benefits' with a landscape image icon.

The YBN page has a link to LA County Helps website that provides information about other resources just by answering a few questions.

# DPSS MOBILE APP

YOUR BENEFITS NOW (YBN)



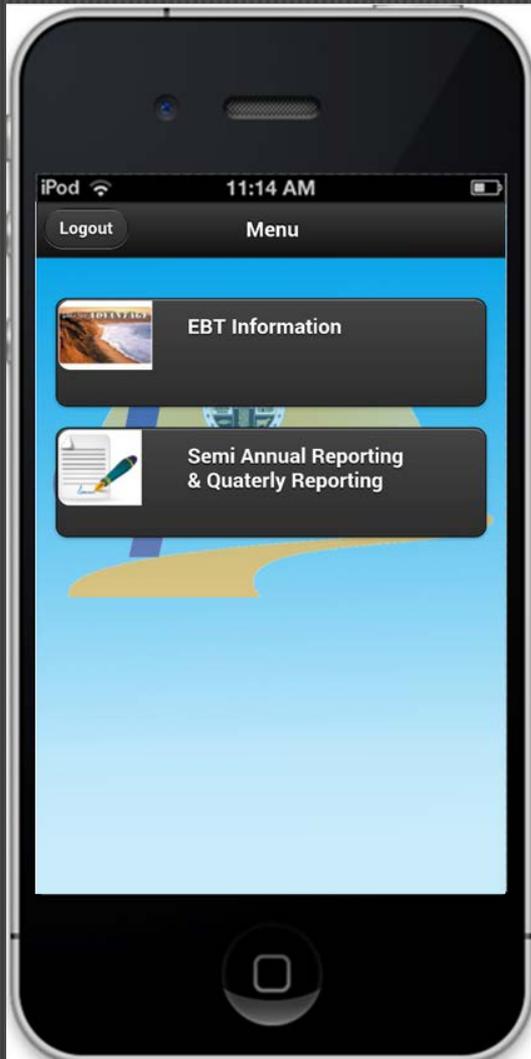
# LOGIN



User can authenticate one of two ways:

- YBN ID & Password
- Customer ID & PIN

# MENU PAGE

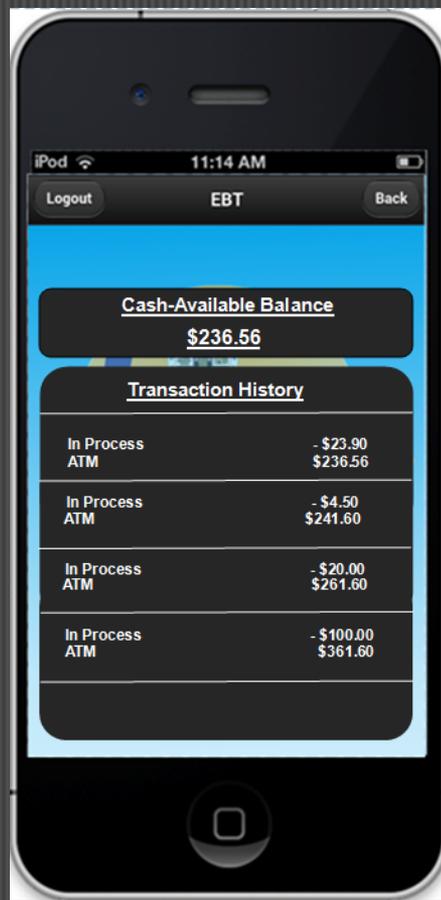


## LA County DPSS Mobile app allows users to:

- View your EBT balance
- Take a picture to upload proof of the changes reported on your Semi Annual Report(SAR-7) or Quarterly Report(QR-7)

# EBT ACCOUNT

## VIEW BALANCE & TRANSACTION HISTORY



### EBT INFORMATION:

- Available balance
- Transaction History
- Status/Post Date
- Transaction Amount
- Merchant Information
- Balance after transaction

# EBT ACCOUNT

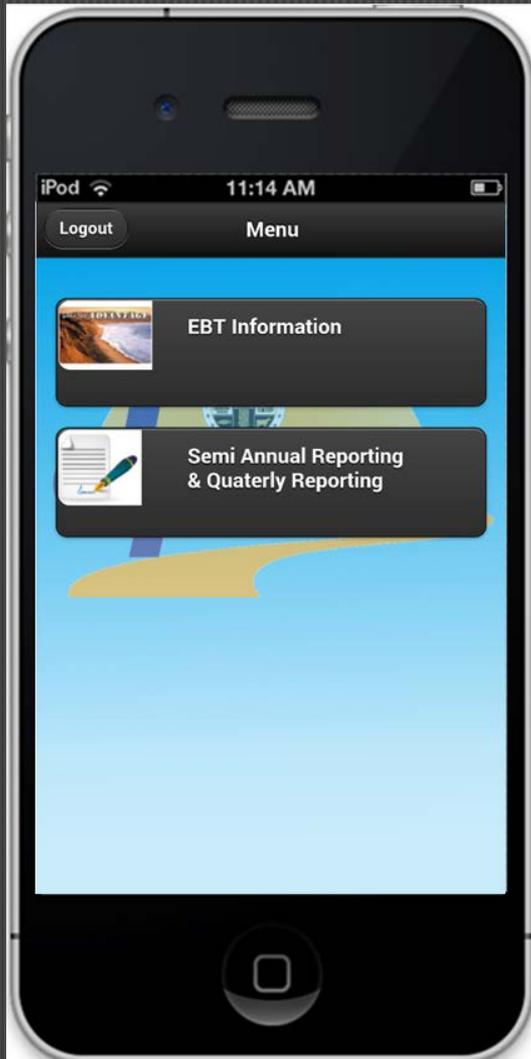
## VIEW BALANCE & TRANSACTION HISTORY



### EBT INFORMATION:

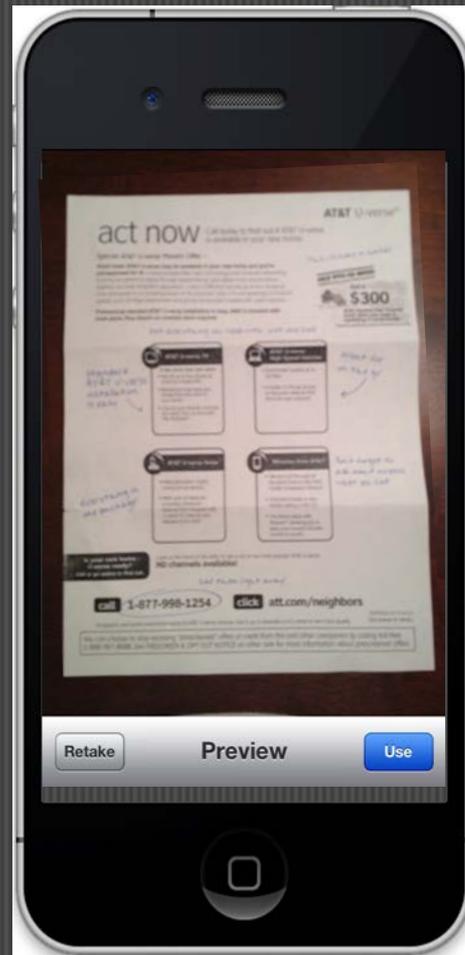
- Available balance
- Transaction History
- Status/Post Date
- Transaction Amount
- Merchant Information
- Balance after transaction

# MENU PAGE



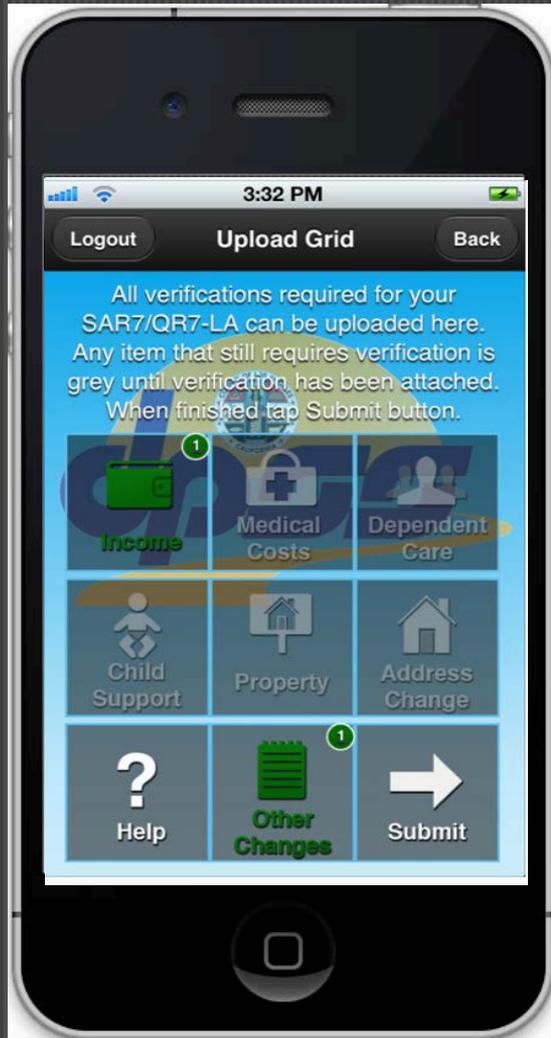
- Take a picture to upload proof of the changes reported on your Semi Annual Report(SAR-7) or Quarterly Report(QR-7)

# TAKING A PICTURE



- User will tap on a pane to begin uploading documents for that type.
  - An initial tutorial slide and/or video will pop up to educate the user on taking a quality photo.
  - User can dismiss tutorial so they don't have to view each time.
- Once an adequate picture has been captured, the user selects the meta data associated with the image.
  - “For Who”
  - “What Type”
  - Data will be pulled from YBN web service and will populate a list for the user to choose from.

# YBN UPDATES



## UPLOAD GRID

### New Updates

- Verification Uploads can be done for Pending and Approved Cases
- YBN login now allowed

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# QUESTIONS

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