



C4 Yourself<sup>®</sup>

Access to Benefits. Simplified.

Community Based Organization

Users Guide

Version: 14.03

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## Revision History

DATE	PAGE(S)	REVISION	AUTHOR
11/26/2012	All	Initial Version CBO Guide	L. Johnson
03/01/2014		Removed Path 2 Health References and FAQ Address	J. Hobbs

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## Terms and Definitions

The table below offers meanings for some of the unusual words you may see in the C4Yourself on-line e-Application and/or this Guide.

Term	Meaning
AU or Assistance Unit	The Assistance Unit is the group of people who are eligible to get Cash Aid. When your Cash Aid is approved, you will get a notice telling you which people on your application are eligible to get Cash Aid.
Authorized Representative	A person, chosen by the applicant who can take care of CalFresh and/or Medi-Cal business on behalf of the applicant.
C-IV	Pronounced (See-Four) this is the abbreviation for Consortium IV. Consortium IV is one of the three Statewide Automated Welfare Systems in California.
CBO or Community Based Organization:	A CBO is a public or private nonprofit group or organization that provides humanitarian, educational, or spiritual assistance or support to the community.
DMC or Drug Medi-Cal Minor Consent	DMC Services are Medi-Cal's substance use disorder services. Minor Consent SUD services are primarily outpatient drug-free counseling services. Each county welfare office chooses from a limited menu of services it can offer minors between 12 and 21 years of age. A narcotic treatment program is available to youth age 18 to 21 years. Pregnant or postpartum females may get SUD services that are related to health during pregnancy or the postpartum period.
e-Application	This stands for an electronic application. An e-Application is one that is submitted through a computer rather than by completing a paper application.
EBT or Electronic Benefit Transfer	An EBT card is a type of debit card that is used to issue nutrition benefits and cash aid. CalFresh recipients can use their EBT Card to purchase

Term	Meaning
Card	<p>food at participating retailers. CalWORKs recipients can use their EBT Card to purchase any item at participating retailers or make a cash withdrawal from a participating ATM.</p> <p>You can only get your cash benefits at ATMs and point-of-sale devices in locations that are authorized to accept your CalFresh benefits. You can see a list of ATMs where you can withdraw your cash benefits by going to the EBT client Website at <a href="http://www.ebt.ca.gov">www.ebt.ca.gov</a> or from your local county Social Services Agency.</p>
Gross Income	<p>Gross Income means the amount of income before any deductions, such as, taxes, Social Security and retirement contributions, overpayment collections, wage garnishments or attachments, etc.</p>
Fraud and Perjury	<p>Fraud and Perjury are crimes. The law says Applicants/Recipients must sign a penalty of perjury statement on most forms to get and to keep getting cash aid, nutrition services, and Medi-Cal/34-County CMSP. If the applicant/recipient lies about facts or <b>on purpose</b> does not give all the facts or situations that affect his/her eligibility and aid payment levels, the applicant/recipient can be charged with fraud. Perjury means that the person lied when swearing under oath to give true, correct, and complete facts.</p>
Head of Household	<p>The Head of Household is the person picked by the applicant as the person the county will communicate with about CalFresh. This is usually the person whose name will be on the Notices of Action and EBT account.</p>
Income	<p>Income means <b>ANY</b> money that applicant/recipient gets or expects to get, such as:</p> <ul style="list-style-type: none"> <li>• Earnings (including self-employment and housing or utilities in exchange for work)</li> <li>• Welfare (from any county and/or state)</li> <li>• Child/Spousal Support</li> <li>• Supplement Security Income/State Supplementary Program</li> </ul>

Term	Meaning
	<p>(SSI/SSP)</p> <ul style="list-style-type: none"> <li>• Cash Assistance Program for Immigrants</li> <li>• Unemployment Insurance Benefits (UIB)</li> <li>• State Disability Insurance (SDI), Workers Compensation, or other disability payments</li> <li>• Veterans Benefits (VA)</li> <li>• Strike funds</li> <li>• Payments from Roomers and/or Boarders</li> <li>• School grants and loans</li> <li>• Interest on bank accounts</li> <li>• Cash Gifts and/or Winnings, and other cash payments</li> </ul>
IRT or Income Reporting Threshold	<p>Under the rules for CalWORKs, recipients are required to report certain changes in their income or family circumstances <b>between</b> mandatory Status Reports. One such report is required when the Assistance Unit's total income exceeds the Income Reporting Threshold (IRT). The IRT is the greater of 130 percent of the Federal Poverty Level (FPL) of the number of persons whose needs are included in the determination of the cash aid amount <u>or</u> the level at which the AU becomes financially ineligible.</p> <p>The County will tell each cash aid family of their IRT.</p>
Liquid Resources	<p>Liquid Resources means any money other than income, such as:</p> <ul style="list-style-type: none"> <li>• Cash on hand</li> <li>• Un-cashed checks</li> <li>• Money in bank/credit union accounts</li> <li>• Saving certificates</li> </ul>
Minor Consent Services	<p>Under the California Family Code, certain limited medical services, including substance use disorder (SUD) treatment, can be provided to youths without their parent's or guardian's permission. A youth may apply for service on his/her own, without consideration of his/her parents' or guardians' income and resources. State and Federal laws and regulation</p>

Term	Meaning
	<p>protect the privacy and identity of the youth applying for Minor Consent services. This means that health care providers as well as the county are prohibited from contacting the parents or guardian of these youth. Minor Consent services includes services related to:</p> <ul style="list-style-type: none"> <li>• Sexual assault</li> <li>• Drug and alcohol abuse for children 12 years of age or older</li> <li>• Pregnancy</li> <li>• Family Planning</li> <li>• Venereal diseases for children 12 years of age or older</li> <li>• Prevention of and treatment for sexually transmitted diseases for children 12 years of age or older</li> <li>• Mental health care for children 12 years of age or older who are in danger of the following: <ul style="list-style-type: none"> <li>○ In danger of causing serious physical or mental harm to self or others</li> <li>○ An alleged victim of incest or child abuse</li> </ul> </li> <li>• Drug Medi-Cal Minor Consent</li> </ul> <p>Minor Consent eligibility is for a 30-day period. The minor must reapply in person at the county welfare office to continue to get more Minor Consent services.</p> <p><b>Applying for Minor Consent is NOT available through C4Yourself.</b> To apply, contact a local office to schedule an interview.</p>
Personally Identifiable Information (PII)	<p>PII is any information about an individual maintained by an agency, including:</p> <ul style="list-style-type: none"> <li>• Any information that can be used to distinguish or trace an individual's identity, such as name, social security number, date and place of birth, mother's maiden name, or biometric records;</li> </ul>

Term	Meaning
	<p>and</p> <ul style="list-style-type: none"> <li>Any other information that is linked or linkable to an individual, such as; medical, educational, financial, and employment information.<sup>1</sup></li> </ul>
Postpartum Period	The postpartum period is a period of 60 days beginning on the last day of pregnancy.
Reapply or Reapplication	To reapply is to apply for a program is to submit an application for a program within 30 days of being discontinued from or denied for that program.
Renew or Renewal	A renewal is an annual re-evaluation or redetermination of your eligibility. Usually in the 11 <sup>th</sup> month of aid you will be asked to fill out another application so the county can see if your family's eligibility will continue or "renewed" for the next year. This term is usually used for Cash Aid. See also: Recertification
Recertification	Recertification is the same as Renewal but this is used by the CalFresh program.
Statement of Facts	The Statement of Facts (also called a SAWS2) is a generic application form used for CalWORKs, CalFresh, and Medi-Cal/CMSP. When the information gathered through C4Yourself is sent to the county. A case manager reviews the information and if appropriate links it to a case number in the C-IV System. When all the needed information is gathered and verified, the C-IV system will create a SAWS 2 form. This form can be printed and physically signed by the applicant(s) or it can be signed electronically then printed. Either way, the signature is provided under penalty of perjury. (See: Fraud and Perjury)

<sup>1</sup> GAO Report 08-0536, Privacy: Alternatives Exits for Enhancing Protection of Personally Identifiable Information, May 2008, <http://www.gao.gov/new.items/do8536.pdf>

Term	Meaning
SUD or Substance Use Disorder	<p>Substance–related disorders are sicknesses of intoxication, dependence, abuse and withdrawal caused by various substances, both legal and illegal. These substances include:</p> <ul style="list-style-type: none"> <li>• Alcohol</li> <li>• Amphetamines</li> <li>• Caffeine</li> <li>• Inhalants</li> <li>• Nicotine</li> <li>• Prescription medications</li> <li>• Opioids, such as morphine or heroin</li> <li>• Marijuana</li> <li>• Cocaine</li> <li>• Hallucinogens</li> <li>• Phencyclidine (PCP)</li> </ul>
You, Anyone, Everyone	<p>Throughout the C4Yourself on-line e-Application or this Guide, the words, <i>You, Anyone</i> and/or <i>Everyone</i>, mean any and all people who live in your home.</p>



## About the C4Yourself on-line e-Application

C4Yourself®<sup>2</sup> is a component of the C-IV System that allows customers to apply for CalFresh, Medi-Cal, CalWORKs and County Medical Services Program (CMSP) via the internet. The C4Yourself on-line e-Application is based on the State's SAWS 2 application form. C4Yourself is a secure self-service, public-facing, web-based portal that streamlines the way data is collected by using a conversational interview approach. Information entered by applicants is transferred to the C-IV System automatically.

Currently, C4Yourself accepts applications for the counties listed below. If you are assisting a customer who lives in a non-C4Yourself county, the [BenefitsCal](#) website will direct you to the appropriate online application system within California

### C-IV Counties

Alpine	Lassen	San Benito
Amador	Madera	San Bernardino
Butte	Marin	San Joaquin
Calaveras	Mariposa	Shasta
Del Norte	Mendocino	Sierra
El Dorado	Merced	Siskiyou
Glenn	Modoc	Stanislaus
Humboldt	Mono	Sutter
Imperial	Monterey	Tehama
Inyo	Napa	Trinity
Kern	Nevada	Tuolumne
Kings	Plumas	Yuba
Lake	Riverside	

The C4Yourself on-line e-Application does not determine eligibility to benefits or issue benefits. It is a way for people to give the county the information it will need to determine if they are eligible and how much assistance they might get. A representative of the county, a case manager, will look at all the information given, to see if the applicant is eligible. The more information given up front through the e-Application process, the easier it is for the county to make the determination.

After an application is approved, a recipient with a C4Yourself account can also complete the annual redetermination /recertification of eligibility, access their Status Reports, report changes,

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<sup>2</sup> C4Yourself is a registered trademark of the Statewide Automated Welfare System Consortium IV Joint Powers Authority and may not be used or reproduced without the express written permission of the Statewide Automated Welfare System Consortium IV Joint Powers Authority. Reg. No. 3,549,680 / 12/23/2008.

upload documents and have the ability to view the status of their case and/or level of benefits, as well as manage their case information through the C4Yourself website.

## Computer Requirements

Because C4Yourself is an on-line a-Application, access to the internet is the foremost requirement. Although access is possible through other web-browsers; such as Firefox or Opera; C4Yourself is operated and tested using Internet Explorer 8 and Adobe Reader X.

## C4Yourself Kiosks

Some counties have C4Yourself Kiosks like the one pictured below available at various locations throughout the county. These kiosks include a computer, a printer/scanner and internet connectivity.



## C4Yourself Kiosk Locations

County	Locations
Merced	215 Wardrobe Avenue Merced, CA
Merced	George Washington Carver Center 21475 Reynolds Ave. Dos Palos, CA
Merced	San Joaquin Drug 9215 E. Hwy 140

County	Locations
	Planada, CA
Merced	Castle Family Healthcare Center 3065 W. Hospital Road Atwater, CA
San Bernardino	400 N. Pepper Ave. Colton, CA
San Bernardino	400 N. Pepper Ave. Colton, CA
San Bernardino	1627 E. Holt Blvd. Ontario, CA
San Bernardino	15010 Palmdale Road Victorville, CA
San Bernardino	2050 N. Massachusetts San Bernardino, CA

## C4Yourself Mobile Application

As of November 2012, anyone will be able to use the C4Yourself on-line e-Application pages from any smartphone.



**C4Yourself®  
has gone mobile**

www.c4yourself.com

*Access to Your Benefits Anytime, Anywhere!*

**START TODAY**

Scan with Any Smartphone

**C4Yourself®**  
Access to Benefits. Simplified.

Anything that can be done in C4Yourself from a computer can be done from a smartphone.

## About this Guide

The purpose of the C4Yourself CBO Guide is to be an easy-to-use tutorial and reference source for CBO staff that assist applicants with using the C4Yourself on-line e-Application. It is meant to provide CBO's with instructions on how to complete an application on-line, similar to the public External User Guide, but it also provides some guidance to CBOs on public assistance policies, as well as steps for helping the public.

This Guide provides many pictures of the pages you may see as you move through the application with explanations that should help you understand what you are seeing, but not every step is pictured. The pages that you see and the questions you will be asked depend on the types of public assistance being applied for and the information entered.

## Table of Contents links

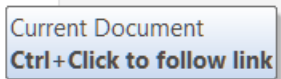
The Table of Contents provides a hyperlink to the subject. Place your mouse pointer over a subject in the Table of Contents, then use the CTRL key on your keyboard and click on the subject with your mouse and you will be moved to the correct page.

Definitions.....	1
About this C4Yourself®.....	3
Tips for Using C4Yourself®.....	3
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## Cross-Reference Hyperlinks

Text in this Guide that appears as blue and underlined is a cross-reference hyperlink.

1. Place your mouse pointer over the text. You will see a little pop-up like this:



2. Hold down the Ctrl key and click on the blue underlined text.
3. You will be taken to the section of the document that is being discussed.

Example: Hold the Ctrl key on your keyboard and click on the following sentence link text  
[Checklist of things that will need to be provided](#)

## Sample Case information

Through this Guide, we will mostly use a made-up family of a mother and her young daughter. They live in a made-up town in San Bernardino County.

All information used in this Guide is made-up to help show you what the pages will look like when you move through the application. The flow of the pages you see will depend on the applicants' situation and the answers to the questions asked. For instance if you say you have a motor vehicle, the **Motor Vehicle** page will automatically come up as you go through the Property section of the application. If you say no one in the household has been in the military or is the spouse, parent, or child of a person who served in the military, the **Military Service** page will not automatically come up.

## Sample Family

*Mom (Seymour F. Yourself) is a Navy veteran who works part time, has some health insurance, is buying a home, has a car and utility expenses, etc. Bea's father is absent from the family but he provides child support and health insurance for Bea. Seymour needs help paying the bills, buying food, and paying medical bills.*



## Tips for Using C4Yourself

You can move around in the C4Yourself on-line Application by clicking on certain parts of the page with your mouse. Below, we explain of some of the ways you can:

- Display C4Yourself in English or Spanish
- Move around in C4Yourself
- Find out where you are in the application process
- Enter and submit information to the county welfare department

## Bars, Links, Buttons and more

### The Header



The C4Yourself header is used on every page.

### Language Selection



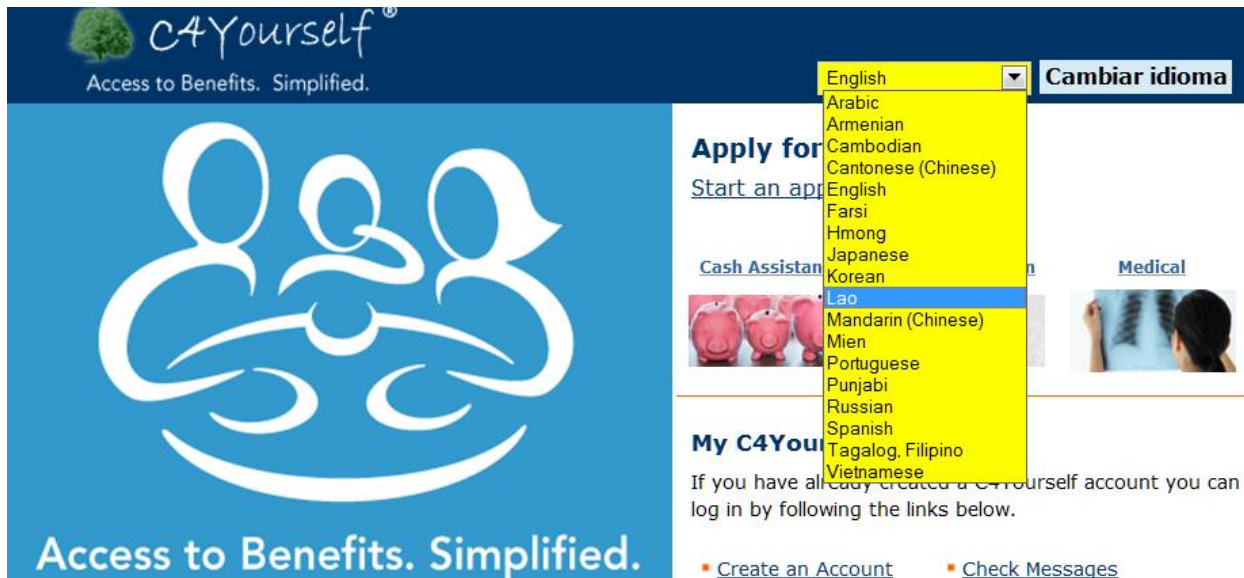
You can use the Language selection on the **Header** to change the language on the C4Yourself pages and the language of your application documents. Currently, C4Yourself supports English and Spanish.

If you are helping an applicant who would like to complete the application in Spanish, make this change before you start. Just click the blue **Cambiar idioma** button, and the page will be shown in Spanish. Click the button again and the page changes back to English.

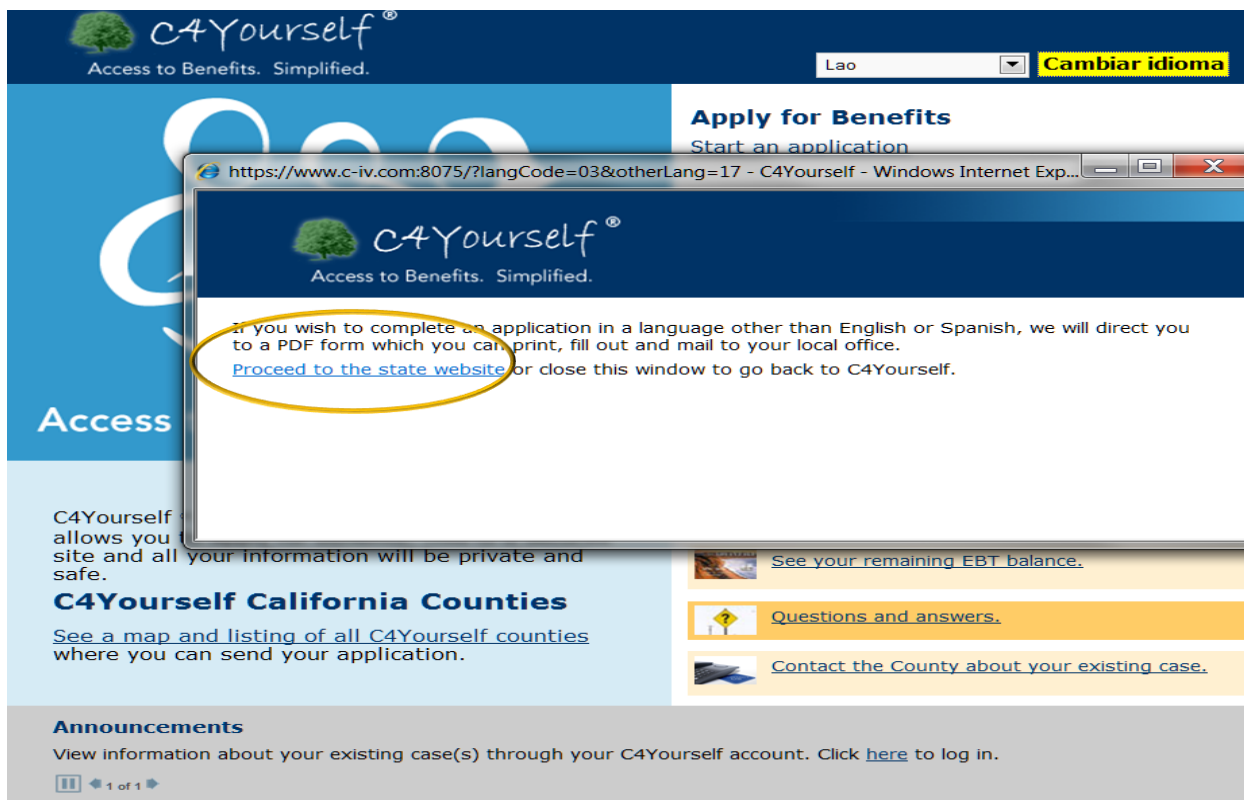
C4Yourself® es una marca registrada de la Autoridad de Poderes Conjuntos del Consorcio IV de California a nivel estatal del Sistema Automatizado de Bienestar (SAWS).



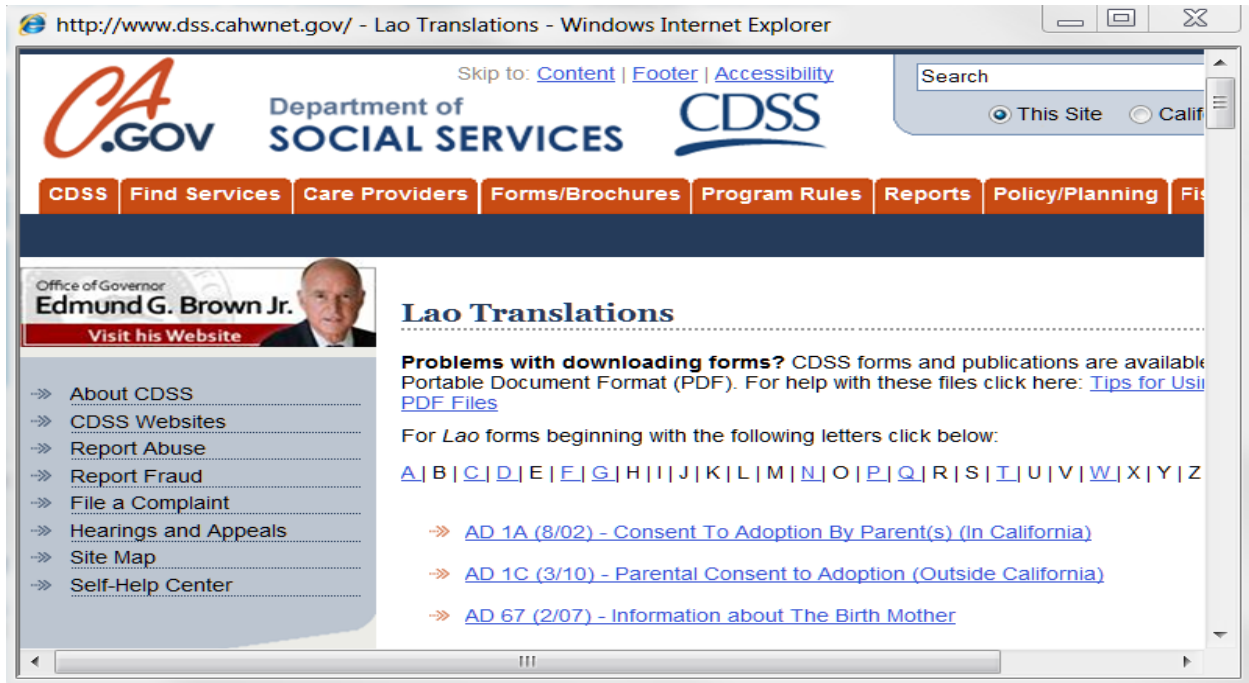
If you would like any language other than English or Spanish, choose the language from the Language selection drop-down by clicking the small arrow at the right, click on the language you want and the blue **Cambiar idioma** button.



You will get the following pop-up message.



After clicking the [Proceed to the state website](#) link text you will be redirected to the California Department of Social Services (CDSS) website, and to a listing of state forms available in the language you selected. Because not all of the application forms are available in all languages, you may also call your county to get assistance.



### The Global Navigation Bar



The tabs on the **Global Navigation Bar** tell you what kind of questions that will be asked. The applicant does not have to answer all of the questions before submitting an application, but eventually, most will have to be answered in order to determine eligibility. The more complete the application is, the faster a case manager will be able to process it.

### The Progress Bar



This bar tells you how close you are to finishing the application.

### Link Text

Link text in the e-Application is underlined and blue. Clicking this text will take you to another



web page. This is also called a hyperlink. An example of link text is shown as [Food & Nutrition](#) on the **C4Yourself Home** page.

### Required information

You'll see some questions or entry fields with a star \* - next to them. This means the information is required and must be given before you can go on to the next page.

### Selection boxes

Check this  box next to the item you want to select.

Check this  button next to the item you want to select.

### Buttons

**Next**

The **Next** button takes you to the next page.

**Back**

The **Back** button takes you to the page before the one you are on now.

**Exit**

The **Exit** button ends the application. If you created a user name and password, all the information will be saved.

**Remove**

The **Remove** button removes the person or information from the application.

**Edit**

The **Edit** button takes you to a person's information so you can make changes.

**Send Application**

The **Send Application** button sends the application to the county. If you click this button, it will show a list of county offices that accept e-Applications in your area based on the distance from the applicant's home address. The applicant can select the office closest to his/her home or one close to work if it is more convenient.

[Home](#) [My C4Yourself](#) | [Help](#)

The **Home/My C4Yourself/Help** bar allows you to move to different pages. Clicking the **Home** link will take you back to the **C4Yourself Home** page.

The **My C4Yourself** link will take you back to the **page Resources/e-App Status/Application** page.

The screenshot shows the C4Yourself website interface. At the top, there is a dark blue header with the C4Yourself logo and tagline 'Access to Benefits. Simplified.' on the left, and 'Home | Help' on the right. Below the logo is a language dropdown menu currently set to 'English' and a 'Cambiar idioma' button. A navigation bar below the header contains three items: 'Resources', 'e-App Status', and 'Application' (which is highlighted in yellow). The main content area is titled 'Application' and features a light blue sidebar on the left with the word 'Application'. The main content area has three sections: 'Start a New Application' with a 'Next' button, 'Unsubmitted Applications', and a message stating 'There are no unsubmitted Applications'.

The **Help** link opens a pop-up window showing information to help you understand the questions on the page.

The screenshot shows the same C4Yourself Application page as before, but with a help pop-up window open. The pop-up window has a title bar and a close button. The main content of the pop-up is titled 'Applications' and contains the following text:
 

- What is this page for?** This page lists current Unsubmitted Applications, as well as a link to start a New Application.

**Important to Note:** Prior to clicking Submit for an application please remember to fill in your name in the Application Assistor text box.

Once an application is submitted it will not be viewable through the Community Based Organization account. Only the customer (who must have their **own confidential** log in and password for their account) will be able to access information submitted and application updates.

 The background of the screenshot shows the same Application page with the 'Next' button visible.

### *Time Out message*

If you have the C4Yourself application open and have gotten past the **Programs** page but you haven't done anything in the application for 60 minutes you will get "timed-out". This means you must log back in. The save application process only works if you've gotten past the **Start Application** page. Any information you've entered up to and including the **Start Application** page will not be saved. You will need to start again.

This is an important security measure required by Federal law to protect you and the applicant's information.



### **VeriSign Logo**

This symbol, on the bottom of the **C4Yourself Home** page, ensures that all the information entered is safely being entered on a secured website. **IF YOU DO NOT SEE THIS SYMBOL, EXIT THE SITE USING THE RED X IN THE UPPER RIGHT CORNER OF THE SCREEN.**

Click the following hyperlink to be taken to the secured C4Yourself website located at:

<https://www.c4yourself.com/c4yourself/>

**IMPORTANT NOTE:** Once you have gotten to the actual Application input pages (**Programs** page and beyond) the VeriSign symbol does not appear again until you are asked to sign and submit the application (see picture below).

Home | My C4Yourself | Help
Application ID  
5786
Exit

Start Application
People
Job
Income
Expenses
Property
Other
Send Application

0%

## Programs

Please select the programs you wish to apply for. You must apply for at least one program. You may apply for as many programs as you wish.

<input checked="" type="checkbox"/> CalFresh	The CalFresh Program provides a monthly benefit for you to buy food. The amount is based on your household's size, income, property and bills. We will look at your application and review it for Expedited Service within three days. Here are some reasons why you may be entitled to Expedited Service: Your household's gross income and liquid resources are less than your rent/mortgage and utility costs; the total monthly gross income of all the people in your household is \$150 or less; or you are a migrant or seasonal farm worker with less than \$100.
<input checked="" type="checkbox"/> CalWORKs	The CalWORKs program is temporary cash assistance for families with low or no income. It also provides education, employment, and training programs to help families get jobs. Child care, transportation, work expenses and counseling are available for working families. You will be automatically tested for Medi-Cal and do not need to check the Medi-Cal box below.
<input checked="" type="checkbox"/> Medical	Checking this box allows the county to determine eligibility for programs that provide medical assistance to adults and children.

Back
Next

## Entering dollar amounts

It is not necessary to enter the \$ symbol when entering dollar amounts. Just enter the numbers like 105,000. You will get an error message if you include the \$ symbol.

Seymour  
Yourself

Property Used As:  Home  
 Rental of Land, Buildings, Personal Property

Property Type:

Amount Owed:  There is a problem with how you entered this amount. It needs to be something like "150.00"

Date expected to return to property:

## Types of Assistance available through C4Yourself



### Cash Assistance

The California Work Opportunity and Responsibility for Kids (CalWORKs) program is temporary cash assistance for families with low or no income. It also provides education, employment, and training programs to help families get jobs. Child Care, transportation, work expenses and counseling are available for families working.

A family may be eligible to receive cash assistance if:

- There is a child under the age of 18 in the home who has a parent that is:
  - Deceased
  - Not living in the home
  - Unemployed
  - Disabled
- There is a relative taking care of a Foster Care child.

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.).



### Food & Nutrition

#### CalFresh

The Food and Nutrition Service (FNS) administers the nutrition assistance programs of the U.S. Department of Agriculture.

The CalFresh Program, formerly known as Food Stamps (federally known as the Supplemental Nutrition Assistance Program (SNAP)), can add to a family's food budget to put healthy and nutritious food on the table. The program issues monthly electronic benefits that can be used to buy most foods at many markets and food stores.

To get CalFresh benefits, households must meet certain tests, including resource and income tests:

### ***Resources***

Households may have \$2,000 in countable resources, such as a bank account, or \$3000 in countable resources if at least one person is age 60 or older, or is disabled. However, certain resources are NOT counted, such as a home and lot, the resources of people who receive Supplemental Security Income (SSI), the resources of people who receive Temporary Assistance for Needy Families (CalWORKs, formerly AFDC), and most retirement (pension) plans.

### ***Income***

Households must meet income tests unless all members are receiving TANF or in some counties, General Assistance/General Relief. Most households must meet both the gross and net income tests, but a household with an elderly person or a person who is receiving certain types of disability payments only has to meet the net income test.

### ***Employment Requirements***

Generally able-bodied adults without dependents (ABAWDS) between 18 and 50 can get CalFresh benefits for only 3 months in a 36-month period if they do not work or participate in a workfare or employment and training program other than job search. This requirement is waived in some locations.

With some exceptions, able-bodied adults between 16 and 60 must register for work, accept suitable employment, and take part in an employment and training program to which they are referred by the local office. Failure to comply with these requirements can result in disqualification from the Program.

### ***Special Rules for Elderly or Disabled***

Most CalFresh rules apply to all households, but there are a few special rules for households that contain an elderly or disabled member.

### ***Immigrant Eligibility***

The 2002 Farm Bill restored CalFresh eligibility to most legal immigrants.

Certain noncitizens such as those admitted for humanitarian reasons and those admitted for permanent residence are also eligible for the program. Eligible household members can get CalFresh benefits even if there are other members of the household that are not eligible.

## Disaster CalFresh

When a disaster is declared in a C-IV county, Disaster CalFresh is made available through the C4Yourself on-line application. This program is available to meet the needs of disaster victims within a 30-day period following a natural disaster such as a flood, fire, earthquake, or any other natural disaster. D-CalFresh provides a month's worth of benefits on an Electronic Benefit Transfer (EBT) card that can be used to buy food at authorized retail stores. The link to apply for D-CalFresh is only turned on when all of the following actions occur:

- A Presidential Declaration for Individual Assistance has been declared in the affected area,
- Commercial channels for food distribution have been disrupted and those commercial channels have been restored, and
- The State of California has been approved to operate a D-CalFresh program.

When the D-CalFresh program is active in your County by the Federal government and the State of California, a new link text appears on the **C4YourselfHome** page.

The screenshot shows the C4Yourself website interface. At the top, there is a navigation bar with the C4Yourself logo and the tagline "Access to Benefits. Simplified." Below this is a large blue banner with a white graphic of three stylized figures. To the right of the banner, there is a language selector set to "English" and a "Cambiar idioma" button. The main content area is divided into several sections:

- Apply for Benefits:** This section is circled in yellow and contains the text "Apply for Benefits" and "Start a Disaster CalFresh application." Below this is a link "Start an application" and three categories: "Cash Assistance" (with piggy bank icons), "Food & Nutrition" (with pea pod icons), and "Medical" (with a person at a desk icon).
- My C4Yourself:** This section provides instructions for existing users and lists several links: "Create an Account", "Check Messages", "View Forms", "Check Benefits", "View Things To Do", and "Open Saved Applications".
- Announcements:** This section contains a message about viewing existing cases and a "here" link to log in.

At the bottom of the page, there is a footer with the following text: "C4Yourself® is a registered trademark of California Statewide Automated Welfare System (SAWS) Consortium IV Joint Powers Authority. Read our [Privacy Statement](#)." To the right of the footer is a VeriSign Secured logo.



## Medical

### Medi-Cal

Medi-Cal can help pay health care services if:

- There is a child in the home whose parent is:
  - Deceased
  - Not living in the home
  - Unemployed
  - Disabled
- The applicant is Pregnant
- The applicant is Aged, Blind or Disabled
- The applicant has tuberculosis, breast cancer or HIV/AIDS
- The applicant is under 21
- The applicant cares for a Foster Care child

To receive full benefits, the applicant must be a US citizen or permanent legal citizen.

Individuals, who do not have citizenship documentation, can receive emergency services only.

The amount of income the applicant has will determine if he/she needs to pay for part of any health care services. This portion is called a Share of Cost (SOC).

### County Medical Services Program (CMSP)

CMSP provides health care to individuals ages 21 through 64, who reside in a participating CMSP county, have income at or below 200% of the federal poverty level (FPL), and are not eligible for Medi-Cal benefits. To receive full benefits, an individual must be a US citizen or permanent legal citizen. Individuals, who do not have citizenship documentation, can receive emergency services only.

To see if your county offers CMSP, please [click here](#).

CMSP may cover:

- Acute inpatient hospital care
- Adult day health care services
- Audiology services
- Blood and blood derivatives



- Chronic hemodialysis services
- Dental services
- Durable medical equipment
- Emergency air and ground ambulance services
- Hearing aids
- Home health agency services
- Hospital outpatient services
- Laboratory and radiology services
- Mental health counseling services
- Medical supplies
- Non-emergency medical transportation
- Occupational therapy services
- Optometry services, including an eye examination and an allowance of \$80 for materials (lenses & frames)
- Outpatient clinic services
- Outpatient heroin detoxification services
- Pharmaceutical services provided by network pharmacies
- Physical therapy services
- Physician services
- Podiatry services
- Prosthetic and orthotic appliances
- Speech therapy services

## Community Based Organization (CBO) Account

Community Based Organizations (CBO) may choose to simply provide access to a computer and some support to applicants, or they may actually enter the applicant's information into C4Yourself. Each CBO wanting to help applicants in C4Yourself®<sup>3</sup> must create a CBO User Account.

### CBO User Account

The CBO account is created at the organization level. The CBO will need to designate a primary contact person and establish an account name and password. The following secret questions are standard for all CBOs.

- What is your Tax ID?
- What year did you first receive funding?

Any CBO staff authorized by the organization to use the C4Yourself CBO User Account will be required to sign each application that he/she assists with. It is important to remember that in order to ensure consistent reporting staff should always sign their name the same way, (i.e., First and Last Name, First Name, Middle Initial, and Last Name).

### Create CBO User Account

1. Access the C4Yourself Home page located at <https://C4Yourself.com>
2. Click the **Create an Account** hyperlink

---

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**C4Yourself**  
Access to Benefits. Simplified.

English ▼ **Cambiar idioma**

### Apply for Benefits

[Start an application](#)

Cash Assistance    Food & Nutrition    Medical

### My C4Yourself

If you have already created a C4Yourself account you can log in by following the links below.

- [Create an Account](#)
- [Check Messages](#)
- [View Account](#)
- [Check Benefits](#)
- [View Things To Do](#)
- [Open Saved Applications](#)

[See your remaining EBT balance.](#)

[Questions and answers.](#)

[Contact the County about your existing case.](#)

**Announcements**  
View information about your existing case(s) through your C4Yourself account. Click [here](#) to log in.

1 of 1

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**Verification Secured**  
VERIFY

3. The CBO Account Registration page appears.

**C4Yourself**  
Access to Benefits. Simplified.

Home | Help

English ▼ **Cambiar idioma**

## CBO Account Registration

You must answer questions marked with \*.

*Organization Name:	Community Aid
*Primary Contact Name:	Ima Helper
*Address Line 1:	102 Rialto Ave
Address Line 2:	
*City:	San Bernardino
State:	California
*County:	San Bernardino <span>▼</span>
*Zip Code:	92408
Contact Number:	909 - 555 - 1010 Ext: <input type="text"/>
Email:	CommAid@email.com
*Account Name:	CommunityAid Type in a Account Name. It must be between 5 and 20 letters or numbers and it should be something easy for you to remember.
*Password:	●●●●●● Type in a Password. It must be between 5 and 20 letters or numbers and it should be different than your Account name.
*Re-enter Password:	●●●●●● You must enter the same Password again.
First secret question:	What is your tax ID?
*Your answer:	CA10111
Second secret question:	What year did you first receive funding?
* Your answer:	2011

I have read and understand the [Privacy Statement](#).


Click the Next button to create your account

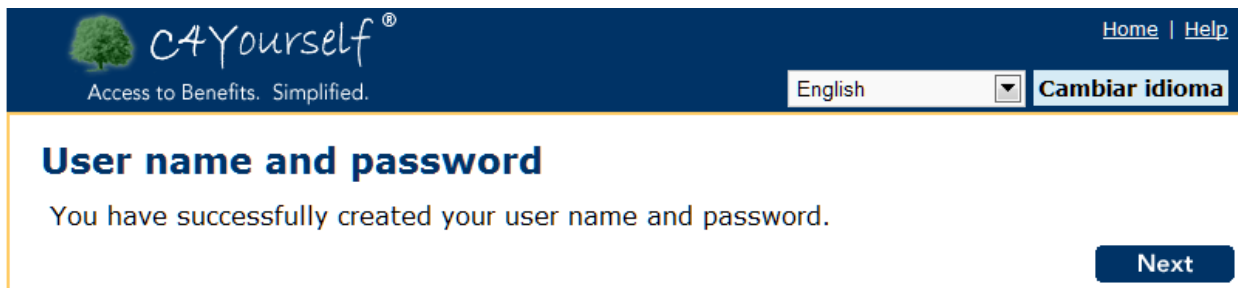
**Back** **Next**

4. Enter the organization's information as completely as possible. Data marked with an asterisk is required in order to save the page.

Required Field Name	Entry
Organization Name*	The Organization Name should be the name of the group creating the account. For example, <i>Stockton Catholic Charities</i> .
Primary Contact Name*	The primary contact person should be the director, administrator, etc.
Address Line 1 and Line 2*	The address should be the primary address of the organization. If the organization has a P.O. Box in addition to its physical address. Use Line 1 for the Physical Address and Line 2 for the P.O. Box.
City*	The address should be the primary address of the organization.
State*	The address should be the primary address of the organization.
Zip Code*	The address should be the primary address of the organization.
Contact Number*	The Contact Number should be the primary phone number of the primary contact person.
Email*	The Email should be the primary contact person's email address.
Account Name*	The Account Name should be something your staff can easily remember. For example if you have several offices in a city/county, you could enter <i>CatholicCharities03</i> .  The Account Name must be between 5 and 20 characters (alpha and/or numeric)
Password/Re-Enter password*	The Password should be something you staff can remember easily and must be between 5 and 20 characters (Alpha and/or numeric). The Password should be different then your Account Name.

Required Field Name	Entry
First Secret Question*	Enter the Tax ID for your organization. Staff will need to know this, in order to log in.
Second Secret Question*	Enter the year your organization first received funding. Staff will need to know this in order to log in.

5. Read the **Privacy Statement**
6. Check the box next to the statement, **I have read and understand the Privacy Statement.**
7. Click .
8. The **User name and password** confirmation page appears.



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Read our [Privacy Statement](#).



## C4Yourself Privacy Statement

Acknowledgement of having read the **Privacy Statement** (see below) is required. We suggest each CBO retain a printed copy of the **Privacy Statement** to be reviewed with staff on a not less than annual basis.



## SECURITY

Print

The Consortium (C-IV), as developer and manager of this website, has taken several steps to safeguard the integrity of its telecommunications and computing infrastructure, including but not limited to authentication, monitoring, auditing, and encryption. Security measures have been integrated into the design, implementation, and day-to-day practices of the entire C-IV operating environment as part of its continuing commitment to risk management. This information should not be construed in any way as giving business, legal, or other advice, or warranting as fail proof, the security of information provided via the C-IV supported website.

### Overview

We take the privacy of your personal information very seriously.

### Your secure session

Whenever you visit a website, a small piece of information called a cookie can be sent to your computer. The main purpose of a cookie is to identify and customize Web pages for you. There are two kinds of cookies:

- A non-persistent cookie is a small, temporary data file placed on your computer. Once you leave the website and close your browser, the temporary file is discarded.
- A persistent cookie is a permanent file saved to your computer until you delete it.

We use only non-persistent cookies. We **never** reuse a cookie. When you return to our website, we will give you a new cookie.

### Information we collect

Each time you visit our website, we automatically record the following information:

Information	Definition
Date	Date of visit
Time	Time of visit
Server IP Address	Internet Protocol address of our Web server – Our server's address
HTTP	Hyper Text Transfer Protocol – Software that runs the Web
HTTP Request URL	The address of the Web page or file you requested

You have the option of having this information discarded without reuse or distribution by [Contacting the Security Officer](#). Your request must include the date and time you visited the C-IV website.

### Information we collect for specific requests

We need the information listed below to respond to your request:

Request	Type and Purpose of Information Collected
Email (e.g., Webmaster)	We use your name, email address, and phone number to respond to your request.

### What do we do with the information collected?

We use the information gathered to help us improve our website and to process your requests. We do not sell your information or distribute it to anyone outside of the Consortium, unless required by law or necessary to process your online transaction. We may be required to comply with subpoenas and government orders, and provide information to the extent permissible by law.

Personal information collected and transferred to back-up or archival storage may be retained indefinitely. C-IV may also retain any information necessary for our business records and as required under applicable law.

### Protect your privacy

We use security technologies to protect all of your information from unauthorized viewing or corruption, by either internal or external sources. To help you conduct business with us safely and privately, we require that you use a browser that supports Secure Socket Layers (SSL) version 3.0, or higher. We label any "nonsecure" forms and explain that you should not use them to send confidential information.

There are things you can do to protect your privacy. Be sure to update your browser and operating system regularly.

Any information we acquire, including information collected on our website, may be released if requested as stated in the [Information Practices Act of 1977](#) (see Civil Code section 1798).

Electronically collected personal information is exempt from disclosure when requested under the [California Public Records Act](#) (see Government Code section 6250).

### Links to other websites and Disclaimer of Warranties

Our website includes links to other websites. We provide these links as a convenience. C-IV HAS NO CONTROL OVER AND MAKES NO REPRESENTATIONS OR WARRANTIES WHATSOEVER REGARDING SUCH OTHER WEBSITES, EVEN THOSE WITH WHICH C-IV MAY HAVE AN AFFILIATION, OR THEIR PRIVACY POLICIES. If you decide to access third party sites linked through the website, you do so at your own risk. You should carefully review the privacy policy and terms of any website you access.

### Security and Disclaimer of Liability

The website has reasonable security measures in place to protect against the loss, misuse or alteration of information under C-IV's control. While C-IV strives to protect your personal information, we cannot ensure and do not warrant the security of any information or data. Communication via the Internet is not fail-safe, and there is always a possibility that data may be lost or intercepted by unauthorized parties during transmission or after receipt. YOU AGREE THAT C-IV SHALL HAVE NO LIABILITY WHATSOEVER IN CONNECTION WITH ANY LOST OR INTERCEPTED DATA OR INFORMATION.

### Notification of changes

We may revise our privacy policy. We will prominently post any revision on our website 30 days before implementation.

### If you have any questions or concerns about this policy...

Contact our Security Officer by writing to:

Jon Burkett  
Consortium IV  
11290 Pyrites Way, Suite 150  
Rancho Cordova, CA 95670

Our website includes links to other websites. We provide these links as a convenience. Please read the privacy policy of any website that collects your personal information. These websites and their privacy policies are not under our control.

## Personally Identifiable Information Security

In the course of helping an applicant apply for benefits, CBO staff may have access to personally identifiable information (PII). CBOs must use all reasonable measures to prevent non-authorized personnel and visitors from having access to or viewing PII.

The C4Yourself on-line e-Application has the federally and state required security measures built in. The CBO is responsible for safeguarding confidentiality in the following manners:

- **Confidential interviews** – Discussions in which the CBO may obtain PII from an application or potential applicant should be conducted in privacy, out of earshot of public or unauthorized CBO staff.
- **Supervision of Data** - It is extremely important that all records (paper or electronic) containing PII be stored in locked spaces, such as file cabinets, file rooms, desks or offices. Example: if CBO staff writes down on a piece of paper an applicant's PII, that paper must
  - **Not be removed from the facility**
  - **Not be left unattended on a desk, fax, or copier**
  - **Not be thrown in the trash.** PII should be shredded or pulverized.



## CBO Login

Any of the links under the **MyC4Yourself** section will link to the **Login** page. As a CBO, you will most likely be helping someone apply for benefits, so the following instructions will guide you through the process of creating an application on behalf of an applicant.

For the simplest access to the **Login** page, we will use the **Start an Application** link.

C4Yourself®  
Access to Benefits. Simplified.

English

**Apply for Benefits**  
[Start an application](#)

Cash Assistance Food & Nutrition Medical

**My C4Yourself**  
If you have already created a C4Yourself account you can log in by following the links below.

- [Create an Account](#)
- [Check Messages](#)
- [View Forms](#)
- [Check Benefits](#)
- [View Things To Do](#)
- [Open Saved Applications](#)

[See your remaining EBT balance.](#)

[Questions and answers.](#)

[Contact the County about your existing case.](#)

**Announcements**  
View information about your existing case(s) through your C4Yourself account. Click [here](#) to log in.

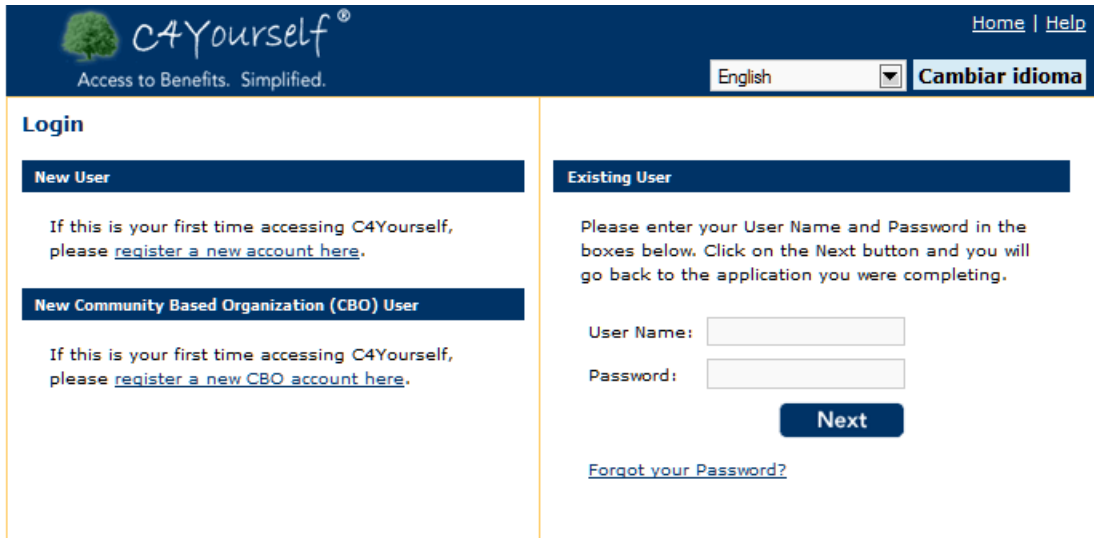
1 of 4

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1. Click the **Start an Application** link text. The **Login** page appears.





**Login**

**New User**

If this is your first time accessing C4Yourself, please [register a new account here](#).

**New Community Based Organization (CBO) User**

If this is your first time accessing C4Yourself, please [register a new CBO account here](#).

**Existing User**

Please enter your User Name and Password in the boxes below. Click on the Next button and you will go back to the application you were completing.

User Name:

Password:

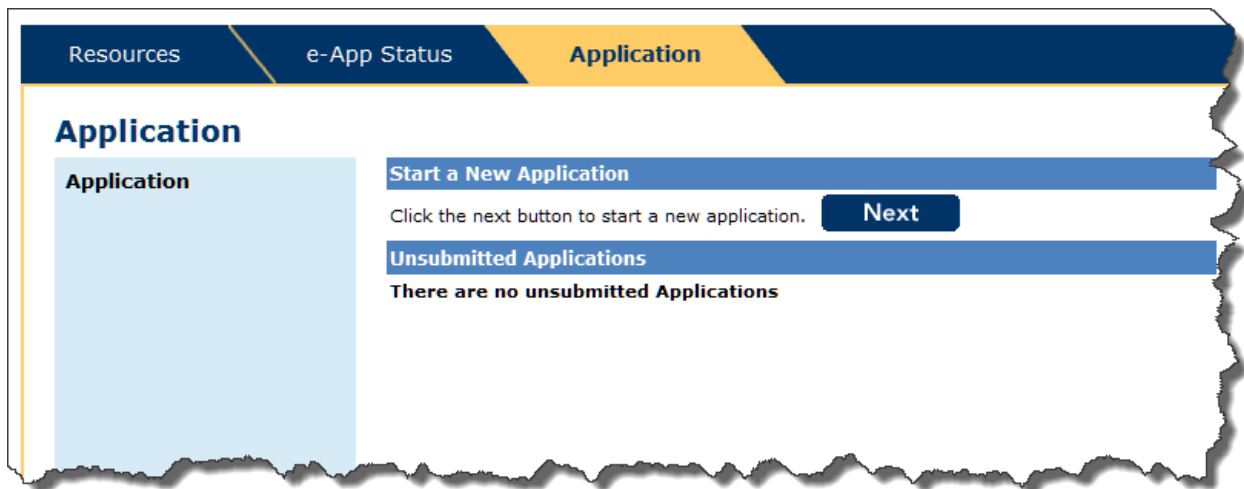
**Next**

[Forgot your Password?](#)

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2. Enter the CBO account **User Name** and **Password**
3. Click **Next**.



Resources e-App Status **Application**

**Application**

**Application**

**Start a New Application**

Click the next button to start a new application. **Next**

**Unsubmitted Applications**

**There are no unsubmitted Applications**

## CBO Pages

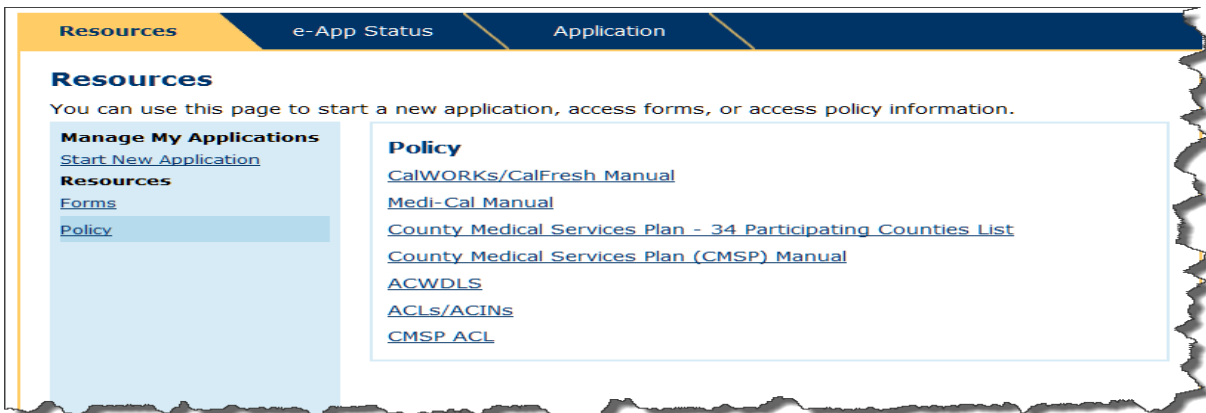
After an account has been created for your organization, authorized staff members can log in and assist customers with applications. The CBO account contains three tabs:

- Resources
- e-App Status
- Application

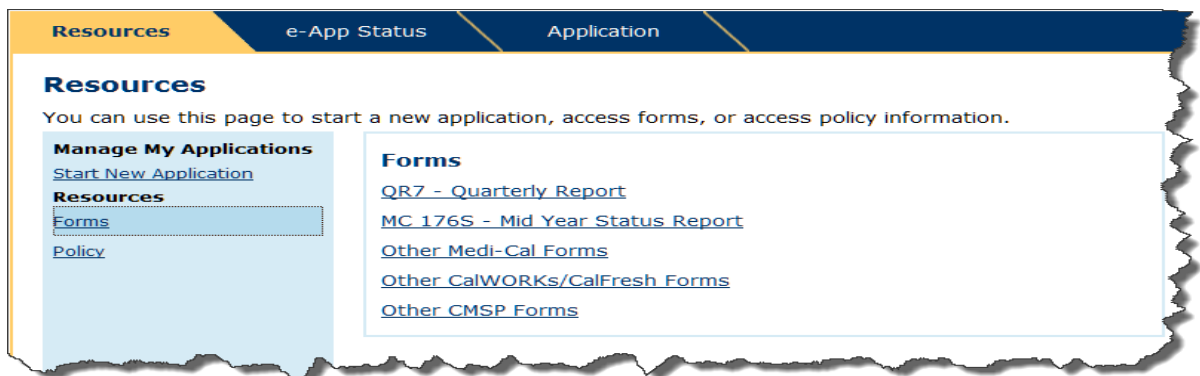
### Resources

The **Policy** hyperlink on the **Resources** tab provides hyperlinks to State policy manuals for CalWORKs, CalFresh (Food Stamps), Medi-Cal and CMSP as well as policy notices and letters issued by the State. These notices are listed as:

- ACWDL (All County Welfare Directors Letters)
- ACL/ACIN (All County Letters/ All County Informing Notice)
- CMSP ACL (County Medical Services Plan All County Letter)



Also available are links to various forms that are accessible through C4Yourself.



## e-App Status

The e-App Status tab allows each CBO to track the number of applications it has assisted with using their CBO User Account.

The screenshot shows the C4Yourself website header with the logo and tagline "Access to Benefits. Simplified." There are links for "Home" and "Help", and a language selector set to "English" with a "Cambiar idioma" button. The navigation menu includes "Resources", "e-App Status" (highlighted), and "Application". The main content area is titled "e-App Status" and contains the text: "This page contains statistical information about the applications submitted through your agency." Below this is a search form with three input fields: "Date From", "Date To", and "Application Assistor". The "Application Assistor" field contains the text "SuzyQ". A "Search" button is located to the right of the fields. Below the search form, the text reads: "There are no applications to display."

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## e-App Status

The e-App Status tab allows each organization to track the number of applications taken using the CBO's account. The statistic

The screenshot shows the search results for the application assistor "SuzyQ". The search form is circled in yellow. Below the search form, there are three expandable tables. The first table is for "CalFresh", the second for "Medical", and the third for "Overall Application". Each table shows the number of applications in different statuses (Pending, Approved, Denied) and the total program count for each month (04/2012) and a total row.

Submit Month	Pending	Approved	Denied	Program Count
04/2012	1	0	0	1
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>

Submit Month	Pending	Approved	Denied	Program Count
04/2012	1	0	0	1
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>

Submit Month	Application Count
04/2012	1
<b>Total</b>	<b>1</b>

## C4Yourself User Account

A C4Yourself User Account is required in order to use the C4Yourself on-line e-Application.

With a C4Yourself account, an applicant can:

- Start an on-line application
- Save the information you've entered
- Re-open a saved application that you've started, but not finished
- Submit the application to your county electronically
- Check messages left for you by your county Case Manager
- View a To Do list of things you must do to complete the application process like, send in verifications

After an application is approved, a recipient can:

- Link to the active case even if the application was not submitted electronically through C4Yourself
- View Things to Do
- Check current Benefits
- View Messages from the county
- View, complete and print forms
- Manage their account

## Create C4Yourself User Account

1. On the **C4Yourself Home** page, click the [Create an Account](#) link text.

C4Yourself<sup>®</sup>  
Access to Benefits. Simplified.

English Cambiar idioma

### Apply for Benefits

Start an application

Cash Assistance Food & Nutrition Medical

### My C4Yourself

If you have already created a C4Yourself account you can log in by following the links below.

- [Create an Account](#)
- [Check Messages](#)
- [view Forms](#)
- [Check Benefits](#)
- [View Things To Do](#)
- [Open Saved Applications](#)

See your remaining EBT balance.

Questions and answers.

Contact the County about your existing case.

### Announcements

View information about your existing case(s) through your C4Yourself account. Click [here](#) to log in.

1 of 1

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VeriSign Secured

2. On the **C4Yourself Login** page, click the register a new account here link text.

C4Yourself<sup>®</sup>  
Access to Benefits. Simplified.

Home | Help

English Cambiar idioma

### Login

#### New User

If this is your first time accessing C4Yourself, please [register a new account here](#).

#### New Community Based Organization (CBO) User

If this is your first time accessing C4Yourself, please [register a new CBO account here](#).

#### Existing User

Please enter your User Name and Password in the boxes below. Click on the Next button and you will go back to the application you were completing.

User Name:

Password:

**Next**

[Forgot your Password?](#)

3. The **Create User Account Page** appears.
4. On the **Create User Account** page, enter all the information requested.

**C4Yourself**  
Access to Benefits. Simplified.

Home | Help  
English | Cambiar idioma

### Create User Account

You must answer questions marked with \*.

\*County: San Bernardino  
Please select the county in which you live. This selection will be associated to your account. You will be able to change this later if you need to.

\*User Name: Syourself  
Type in a User Name. It must be between 5 and 20 letters or numbers and it should be something easy for you to remember.

\*Password: \*\*\*\*\*  
Type in a Password. It must be between 5 and 20 letters or numbers and it should be different than your User Name.

\*Re-enter Password: \*\*\*\*\*  
You must enter the same Password again.

\*First secret question: What is your favorite pastime?  
Select a secret question for which you know the answer. If you forget your password, you will be asked to answer this question to recover your password.

\*Your answer: Sleep  
Make sure your answer is easy for you to remember.

\*Second secret question: Which phone number do you remember most from your childhood?  
Select another secret question for which you know the answer. If you forget your password, you will be asked to answer this question to recover your password.

\*Your answer: Mine  
Make sure your answer is easy for you to remember.

Click the Next button to create the User Name and the Password.

Back Next

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Veritas Security

The **County** drop-down will always list all the counties in California. If a non-C-IV county is selected, an error message will appear at the top of the page. What caused the error?

- Did you pick the right county but, it isn't a C-IV county? If the applicant lives in a non-C-IV county, click the [Go to my county application](#) website link text. The **e-benefits California** page appears
- Did you pick the wrong county? To fix the error:
  - a. Select the correct county
  - b. Re-enter your Password, twice
  - c. Click **Next** The **My Application** page appears.

The **User Name** and **Password** are case sensitive. Make sure to advise the application to select a User Name, Password, and secret questions & answers are easy for him/her to remember!

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You can think of the **My Applications** page as the applicant's personal C4Yourself Home page. Notice there is a new **Navigation Bar** that allows you to move through other pages that are specific to you.

## Login

Once a C4Yourself account has been created, the User can return to it anytime 24 hours-a-day 7 days-a-week. Any of the link texts under **Apply for Benefits** or **My C4Yourself** on the **C4Yourself Home** page will take the User to the **Login** page.

1. Enter your **User Name**
2. Enter your **Password**
3. Click **Next**. The **My Applications** page appears.

If the answers are not correct, a message appears.

The screenshot shows the C4Yourself website interface. At the top, there is a dark blue header with the C4Yourself logo and tagline 'Access to Benefits. Simplified.' on the left, and 'Home | Help', a language dropdown menu set to 'English', and a 'Cambiar idioma' button on the right. The main content area has a white background with a yellow border. It is titled 'Secret Questions' in blue. Below the title, a message states 'Your answers did not match our records.' There are two secret question entries. The first entry shows 'User Name: Seymour Yourself' and 'Secret question: What is your favorite pastime?'. Below this is a text input field for the answer and the instruction 'Please enter your answer to your first secret question.' The second entry shows 'Second Secret question: Which phone number do you remember most from your childhood?' and another text input field with the instruction 'Please enter your answer to your second secret question.' At the bottom of the form area, there is a grey bar with the text 'Click the Next button to check your answers against our records.' and two dark blue buttons labeled 'Back' and 'Next'.

4. Click **Back**. The Login page appears.
5. Click [register a new account here](#) link text on the **Login** page.
6. Enter the required information on the **Create User Account** page and click **Next**. The **My Applications** page appears. If you had started an application but not finished it, you will need to start again.



## Call Me & Live Chat

C4Yourself has a function that allows you to ask a case manager to call you or to chat live with a case manager. You will not see the links to these functions until you register an account with a C-IV county that supports these functions. Currently the **Call Me** and **Live Chat** functions are *only available in San Bernardino and Kern counties, but keep checking, as more Counties may add this option.*

### Call Me and Live Chat Availability

COUNTY	CALL ME	LIVE CHAT	DAYS
San Bernardino	✓	✓	Monday to Friday, 7:30 am – 5:30 pm (except County Holidays)
Kern	✓	✓	Monday to Friday, 8:00 am – 5:00 pm (except County Holidays)
Stanislaus		✓	
Shasta		✓	7:45 am – 5:00 pm
Riverside		✓	Monday to Thursday, 8:00 am - 5:00 pm Friday, 8:30 am – 4:30 pm Fri

If you can see one or both of the options on the C4Yourself Header, the function is available in your county.

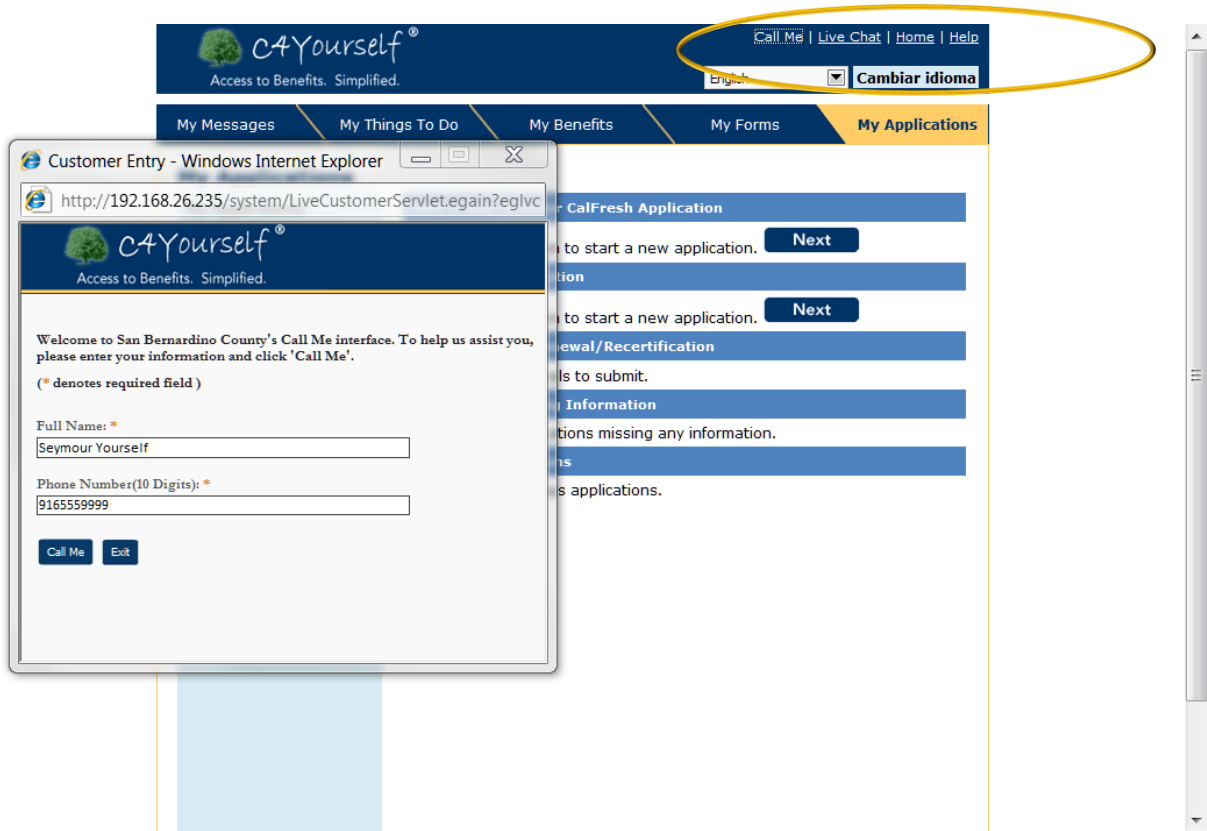


## Call Me

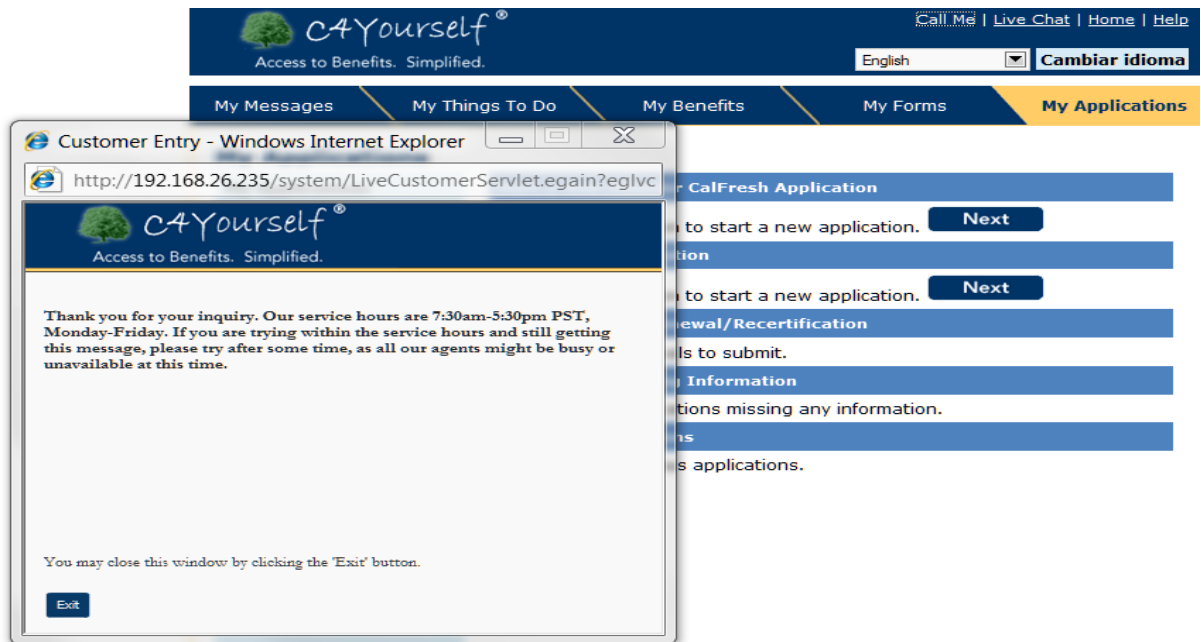
To ask a case manager to call you back

1. Click the **Call Me** link text
2. Enter your name and full phone number, including area code in the pop-up window.

3. Click the **Call Me** button.



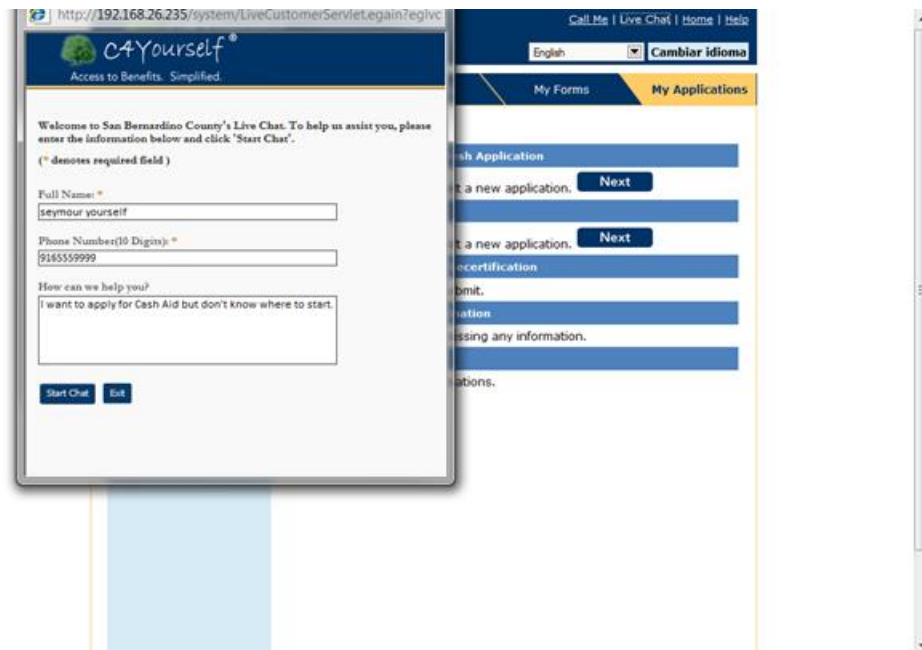
The pop-up will change to:



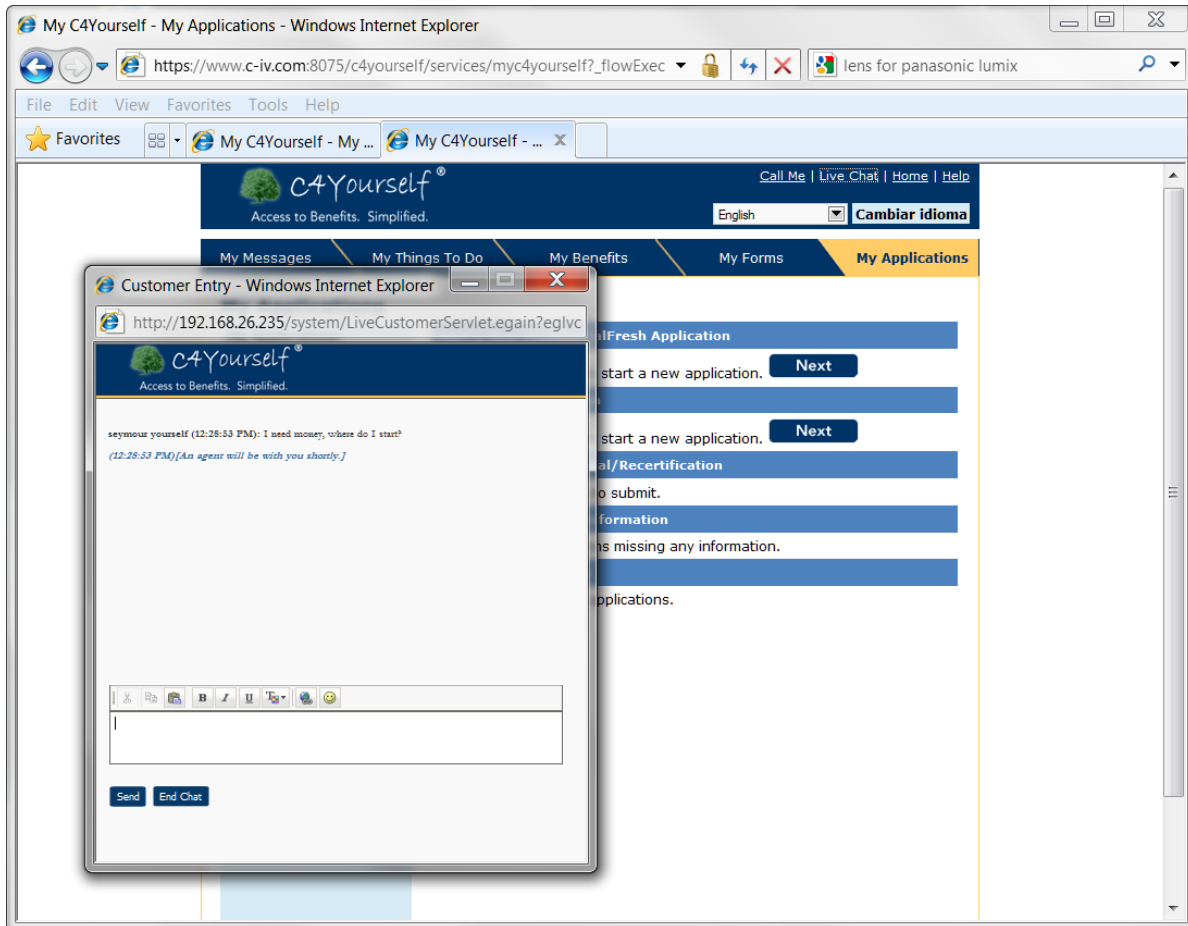
## Live Chat

During specified hours, C4Yourself offers the option of “Chatting” live with a case manager. Currently this option is only available in the following counties:

1. Click the **Live Chat** link text
2. Enter your name and full phone number (numbers only), including area code, and an answer to *How can we help you?* in the pop-up window.
3. Click the **Start Chat** button.



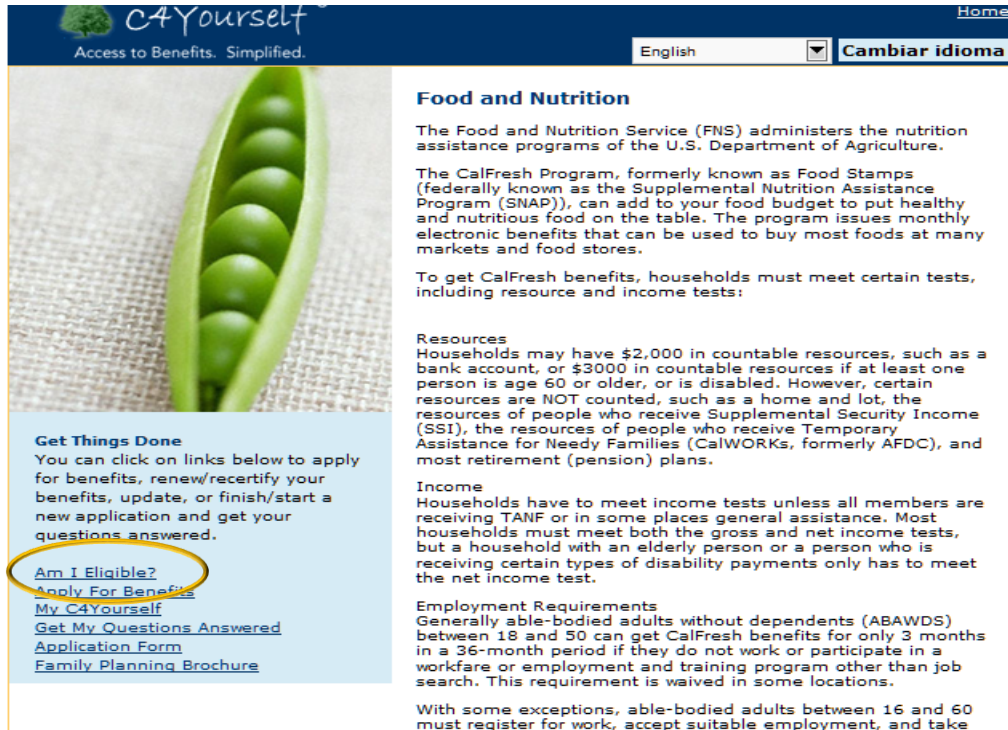
4. A dialog box appears. This box shows:
  - Your message with your name and the time you sent your message
  - A response with either:
    - An agent will be with you shortly, or
    - The name of the Agent (case manager) assigned to Chat with you
  - A dialog box in which you and the Agent will type your comments.
5. Enter your question or comment in the dialog box and click **Send**. Each time you or the Agent types a comment and clicks the **Send** button, the other person will see the Comment with the time stamp listed above the dialog box. If you are familiar with “Texting” or “Instant Messaging”, this is the same thing.
6. Click the **End** button when you are finished and the **Live Chat** pop-up will close.



## Am I Eligible?

The **Am I Eligible?** page helps anyone find out if they MIGHT be eligible based on minimal information. Currently, **Am I Eligible?** is used for Food & Nutrition programs only.

1. Click the [Food & Nutrition](#) link text on the **C4Yourself Home** page.



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Access to Benefits. Simplified.

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## Food and Nutrition

The Food and Nutrition Service (FNS) administers the nutrition assistance programs of the U.S. Department of Agriculture.

The CalFresh Program, formerly known as Food Stamps (federally known as the Supplemental Nutrition Assistance Program (SNAP)), can add to your food budget to put healthy and nutritious food on the table. The program issues monthly electronic benefits that can be used to buy most foods at many markets and food stores.

To get CalFresh benefits, households must meet certain tests, including resource and income tests:

**Resources**  
Households may have \$2,000 in countable resources, such as a bank account, or \$3000 in countable resources if at least one person is age 60 or older, or is disabled. However, certain resources are NOT counted, such as a home and lot, the resources of people who receive Supplemental Security Income (SSI), the resources of people who receive Temporary Assistance for Needy Families (CalWORKs, formerly AFDC), and most retirement (pension) plans.

**Income**  
Households have to meet income tests unless all members are receiving TANF or in some places general assistance. Most households must meet both the gross and net income tests, but a household with an elderly person or a person who is receiving certain types of disability payments only has to meet the net income test.

**Employment Requirements**  
Generally able-bodied adults without dependents (ABAWDS) between 18 and 50 can get CalFresh benefits for only 3 months in a 36-month period if they do not work or participate in a workfare or employment and training program other than job search. This requirement is waived in some locations.

With some exceptions, able-bodied adults between 16 and 60 must register for work, accept suitable employment, and take

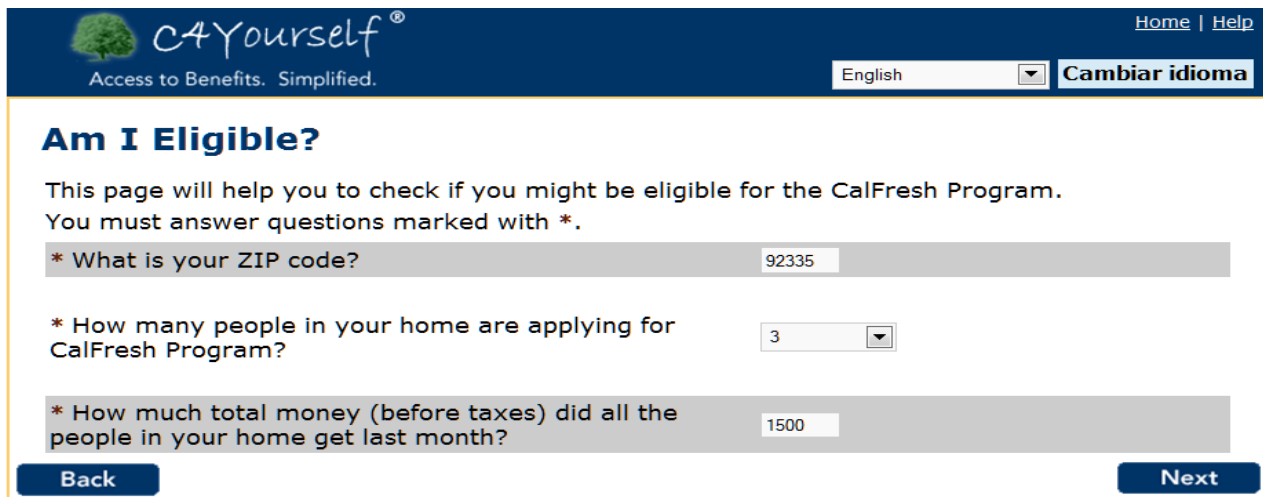
**Get Things Done**  
You can click on links below to apply for benefits, renew/recertify your benefits, update, or finish/start a new application and get your questions answered.

[Am I Eligible?](#)  
[Apply For Benefits](#)  
[My C4Yourself](#)  
[Get My Questions Answered](#)  
[Application Form](#)  
[Family Planning Brochure](#)

2. Click the **Am I Eligible?** link text.

3. Enter the required information and click

**Next**



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## Am I Eligible?

This page will help you to check if you might be eligible for the CalFresh Program. You must answer questions marked with \*.


\* What is your ZIP code?

\* How many people in your home are applying for CalFresh Program?

\* How much total money (before taxes) did all the people in your home get last month?

**Back** **Next**

The **Am I Eligible** page appears with a response. The response may be an estimate of what you may get or it may say that we can't determine if you are eligible without more details. Either way the individual should be encouraged to continue the application process.



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## Am I Eligible?

Based on your answers, you may get as much as \$526.00 from the CalFresh Program.

**Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, El Dorado, Glenn, Humboldt, Imperial, Inyo, Kern, Kings, Lake, Lassen, Madera, Marin, Mariposa, Mendocino, Merced, Modoc, Mono, Monterey, Napa, Nevada, Plumas, Riverside, San Benito, San Bernardino, San Joaquin, Shasta, Sierra, Siskiyou, Stanislaus, Sutter, Tehama, Trinity, Tuolumne and Yuba Counties** in California allow you to submit a CalFresh application online. For other counties, you can print a blank application form from the [Food And Nutrition Information Page](#) . You can then turn your application in at your nearest social services office.

Or,



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## Am I Eligible?

Based on what you told us, we can not determine if you are eligible without more details. Please complete the application which will give us the information we need to make an eligibility determination. **Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, El Dorado, Glenn, Humboldt, Imperial, Inyo, Kern, Kings, Lake, Lassen, Madera, Marin, Mariposa, Mendocino, Merced, Modoc, Mono, Monterey, Napa, Nevada, Plumas, Riverside, San Benito, San Bernardino, San Joaquin, Shasta, Sierra, Siskiyou, Stanislaus, Sutter, Tehama, Trinity, Tuolumne and Yuba Counties** in California allow you to submit a CalFresh application online. For other counties, you can print a blank application form from the [Food And Nutrition Information Page](#) . You can then turn your application in at your nearest social services office.

C4Yourself® is a registered trademark of California Statewide Automated Welfare System (SAWS) Consortium IV Joint Powers Authority. Read our [Privacy Statement](#).



To make an application on-line you will need to create a User Account. Click

Then follow the instructions under [Create C4Yourself User Account](#).

## The Application Process

The rules for applying for cash aid, food and nutrition services, and/or medical services are a little different from program to program, but they all start by asking for certain information in writing. The C4Yourself on-line e-Application is designed to gather most of the information needed to determine eligibility, however, very few of the fields are required. This means that an application can be submitted without completing every field. After an application is sent to the county, a case manager will review the information given and decide if more information is needed. The more information provided up front through C4Yourself the better.

After sending an application to the county, the applicant may be scheduled for an interview. This interview may take place over the phone, in person at a county welfare office or in the applicant's home.

During the interview, the case manager will go over the application and ask more questions to complete the application process. State and/or Federal laws and regulations require the county to ask these questions.

During the interview, the case manager will need to see certain documents. **Encourage the applicant to attend the interview even if he/she doesn't have all the documents**—the county may help get the documents, or tell the applicant another way to show proof of his/her information. It may be helpful to provide the applicant with a copy of Appendix 2 **CHECKLIST OF THINGS THAT WILL NEED TO BE PROVIDED**, can be printed and given to the applicant.

## Frequently Asked Questions

### Fingerprinting


1. **Q: Is it true that I have to be fingerprinted in order to get help?**

A: All adults applying for CalWORKs or County General Assistance/General Relief (GA/GR) are required to be fingerprint and photo imaged into the Statewide Fingerprint Imaging System (SFIS).

2. **Q: What is SFIS?**

A: SFIS, the Statewide Fingerprint Imaging System, is a computer system and database containing fingerprint images, photographs, and case information of adults who have applied for CalWORKs or County General Assistance/General Relief.

3. **Q: What happens during the SFIS Process?**

A:  You will be asked to place each index finger on an electronic scanner. The scanner will take a picture of your fingerprint. Your picture will also be taken. These pictures along with your name and case information will be entered into the SFIS database. The pictures will be compared to the pictures of others who have applied for aid.

4. **Q: Is it true that this is used for criminal background and immigration status checks?**

A: **No! SFIS is confidential.** It is used only to prevent public assistance fraud. SFIS is not connected to any other system or database.

5. **Q: What happens if I don't go through the SFIS process?**

A: Your application for CalWORKs or GA/GR will be denied.



## Appendix 1

### Public Assistance Programs

The table below explains the public assistance programs managed by the counties. For more information about any of these programs, you can contact your county's Social Services Agency.

Program Acronym	Program Name	Program Description
AAP	Adoption Assistance Program	The Adoption Assistance Program is available to encourage the adoption of special needs children and remove the financial burden of adoption.
APS	Adult Protective Services	<p>Each County has an Adult Protective Services agency to help adults age 65 and older and dependent adults (18-64 who are disabled), when these adults are unable to meet their own need, or are victims of abuse, neglect or exploitation.</p> <p>County APS agencies investigate reports of abuse of elders and dependent adults who live in private homes and hotels or hospitals and health clinics when the abuser is not at staff member. (The Licensing &amp; Certification program of the California Department of Health Services handles cases of abuse by a member of a hospital or health clinic.) County APS staff evaluates abuse cases and arranges for services such as advocacy, counseling, money management, out-of-home placement, or conservatorship.</p>
CalFresh	CalFresh	The CalFresh Program, formerly known as Food Stamps and federally known as the Supplemental Nutrition Assistance Program (SNAP), can add to your food budget to put healthy and nutritious food on the table. The program issues monthly electronic benefits that can be used to buy

Program Acronym	Program Name	Program Description
		<p>most foods at many markets and food stores.</p> <p>The CalFresh Program helps to improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs.</p>
CalWORKs	California Work Opportunity and Responsibility to Kids	<p>CalWORKs is a welfare program that gives cash aid and services to eligible needy California families. The program is operated locally by all 58 California county welfare departments. If a family has little or no cash and needs housing, food, utilities, clothing or medical care, they may be eligible to receive immediate short-term help. Families that apply and qualify for ongoing assistance receive money each month to help pay for housing, food and other necessary expenses.</p> <p>The amount of a family's monthly assistance payment depends on a number of factors, including the number of people who are eligible and the special needs of any of those family members. The income of the family is considered in calculating the amount of cash aid the family receives.</p>
CAPI	Cash Assistance Program for Immigrants	The Cash Assistance Program for Immigrants program is a 100 percent state-funded program designed to provide monthly cash benefits to aged, blind, and disabled non-citizens who are ineligible for SSI/SSP solely due to their immigrant status
CC	Child Care	Families that get CalWORKs may also be eligible for Child Care services, such as help paying Child Care costs.
CFET	CalFresh	The CalFresh Employment and Training program is

Program Acronym	Program Name	Program Description
	Employment and Training	California's employment and training program for CalFresh applicants and recipients.
CL	Cal-Learn	The Cal-Learn program helps pregnant and parenting teens to attend and graduate from high school or its equivalent.
CF	CalFresh	The CalFresh Program can add to an individual's or family's food budget to put healthy and nutritious food on the table.
CHDP	Child Health and Disability Prevention	The Child Health and Disability Prevention Program is a preventive program that delivers periodic health screenings and services to low income children and youth in California. CHDP provides care coordination to assist families with medical appointment scheduling, transportation, and access to diagnostic and treatment services. Health screenings are provided by; enrolled private physicians, local health departments, community clinics, managed care plans, and some local school districts.
CPS	Child Protective Services	Child Protective Services is the system of intervention of child abuse and neglect in California. The CPS goal is to keep the child in his/her own home when it is safe, and when the child is at risk, to develop a plan as quickly as possible.
DIV	Diversion	<p>Diversion services can help applicants who need some assistance, but do not want or need to go on welfare. Diversion services allow applicants to choose to get a lump sum cash payment or non-cash services instead of going on aid.</p> <p>Applicants can only choose to get Diversion services at</p>

Program Acronym	Program Name	Program Description
		time of application for cash aid, and may be eligible for Medi-Cal, Child Care assistance, and food stamps if they get Diversion services.
ES	Expedited Services	<p>Expedited Services is not a public assistance program. It is a CalFresh application process may let an applicant get CalFresh benefits within 3 days of turning in an application. To be eligible for Expedited Service the applicant must be eligible for CalFresh AND have:</p> <ul style="list-style-type: none"> <li>• Rent or mortgage and utility costs that are more than your liquid resources and this month's income (before deductions), OR</li> <li>• No more than \$100 liquid resources and less than \$150 income (before deductions) for the month, or</li> <li>• No more than \$100 liquid resources and at least one member who is a migrant or seasonal farm worker</li> </ul>
FC	Foster Care	The Foster Care program provides cash payments and related Medi-Cal benefits for children in out-of-home placements.
GA/GR	General Assistance/General Relief	The General Assistance or General Relief (GA/GR) Program is designed to provide relief and support to indigent adults who are not supported by their own means, other public funds, or assistance programs. Each county's GA/GR program is established and funded (100 percent) by its own Board of Supervisors. As the state is not involved in this program, benefits, payment levels, and eligibility requirements will vary among each of California's 58 counties.
HA-P	Homeless	Homeless Assistance – Permanent is a once in a life-time (with a few exceptions) cash benefit that may be available

Program Acronym	Program Name	Program Description
	Assistance- Perm	to help families that are apparently eligible to CalWORKs get into a permanent housing situation or pay up to two months of past due rent to prevent eviction. The amount that a family can get is limited.
HA-T	Homeless Assistance-Temp	<p>Homeless Assistance –Temporary s a cash benefit that may be available for up to 16 days in a row to meet temporary shelter need while a homeless family is looking for a permanent place to live. A family may be eligible for Homeless Assistance-temporary if they:</p> <ul style="list-style-type: none"> <li>• Have no place to live or have received a Pay Rent or Quit notice from their landlord</li> <li>• Do not have more than \$100 in resources</li> <li>• Are eligible to or appear to be eligible to CalWORKs</li> <li>• Are actively looking for a permanent place to live</li> </ul>
IHSS	In Home Supportive Services	The In Home Supportive Services program will help pay for services provided to an individual so that he/she can remain safely in their own home. To be eligible, a person must be over 65 years of age, or disabled, or blind. Disabled children may also be eligible to IHSS.
IN	Immediate Need	Immediate Need in not a program but a CalWORKs payment method that, would allow a qualified CalWORKs family get up to \$200 to help tied the family over until the application process is finished.
IV-D	IV-D Child Support	If the family includes a child aided by CalWORKs whose parent is not living with the caretaker, the County will automatically notify the local Child Support Agency (LCSA). The LCSA will provide all necessary child support services, including establishing paternity, establishing and enforcing

Program Acronym	Program Name	Program Description
		a support obligation and collecting support payments. If the child's paternity has not been previously established, the adult caretaker is required to help the local child support agency do so. This may mean participating in an interview and submitting the child to blood testing if the alleged parent, once contacted, refuses to acknowledge paternity.
KG	Kin-GAP	The Kin-GAP program offers funding to children who leave the juvenile court system to live with a relative legal guardian
LIHP	Low Income Health Program	<p>LIHP is a Health Care program that is available to adults between 19 and 64 years of age, who</p> <ul style="list-style-type: none"> <li>• Are not eligible for Medi-Cal or for the Children's Health Insurance Program</li> <li>• Are not pregnant</li> <li>• Are within their county's income limits</li> <li>• Meet county residency requirements, and</li> <li>• Meet federal citizenship and immigration verification requirements.</li> </ul>
Linkages	Linkages Adult Services	Linkages is available to frail seniors and adults with disabilities aged 60 and older who are at risk of being placed in a skilled nursing facility or other institutional setting. Linkages care managers provide case management services as well as information and assistance services that connect clients with available community resources to assist them to remain safely at home and independent in the community.
MC	Medi-Cal	Medi-Cal is California's Medicaid health care program. This program pays for a variety of medical services for children and adults with limited income and resources. Medi-Cal is

Program Acronym	Program Name	Program Description
		<p>supported by federal and state taxes.</p> <p>Anyone can apply for Medi-Cal benefits regardless of sex, race, religion, color, national origin, sexual orientation, marital status, age, disability, or veteran status. If found (or determined) eligible, the applicant can get Medi-Cal as long as he/she continues to meet the eligibility requirements.</p>
MSSP	Multipurpose Senior Services Program	<p>MSSP is a program that provides social and health care management for frail elderly people who are eligible for placement in a nursing facility but who wish to remain in the community.</p>
PCSP	Personal Care Services Program	<p>PCSP is a Medi-Cal program available to people with full-scope Medi-Cal who fit into one of the following categories:</p> <ul style="list-style-type: none"> <li>• An adult child who receives care services from a parent</li> <li>• An adult who doesn't have a spouse to provide services, or</li> <li>• A child who doesn't have a parent to provide services</li> </ul> <p>Disabled people can get up to 283 hours of service per month under PCSP.</p>
RCA	Refugee Cash Assistance	<p>Needy refugees without children who are not eligible for any other cash aid may be eligible for 8 months of Refugee Cash Assistance. These individuals may also be eligible to receive employment and other social services during the same 8-month period.</p>

Program Acronym	Program Name	Program Description
SSI/SSP	Supplemental Security Income/ State Supplementary Payment	SSI is a federal cash assistance program for the needy blind, disabled and aged. SSP is a California program that augments SSI. If a person gets SSI/SSP, he/she will automatically get Medi-Cal Benefits. The Social Security Administration manages both SSI and SSP in California.
WtW	Welfare-to-Work	Welfare-to-Work helps family members get the skills needed to get a job. The County will determine if a family must participate in Welfare-to-Work activities as part of getting CalWORKs. Families may also volunteer to participate.



## Appendix 2

### Checklist of things that will need to be provided

	Type of Proof Needed	Proof you can use
<input type="checkbox"/>	<b>Identification</b>	You will need to prove who you are. You can use a birth certificate, driver's license, school or work identification, voter registration, Social Security card, a sworn statement from someone who knows you, or an identification form from General Assistance or General Relief.
<input type="checkbox"/>	<b>Residence</b>	You will need to give proof that you live in California. You can use your driver's license, vehicle registration, voter registration card, proof your children are registered in school in California or that you work in California.  If you have no address, be prepared to tell the county where you are staying.
<input type="checkbox"/>	<b>Social Security</b>	You will need to provide Social Security numbers (SSN) for everyone in your household who has one. If someone doesn't have an SSN, you will need to give proof that he/she or you have applied for one.  You do not have to provide SSNs for people who are not applying because of their immigrant status.
<input type="checkbox"/>	<b>Income</b>	If you have income, you will need to prove how much income you have, where it comes from, and when you get it. For money you earn from a job, you can use the following: <ul style="list-style-type: none"> <li>• Current pay stub</li> <li>• Letter from employer on company letterhead</li> <li>• W-2 Form</li> <li>• Wage tax Receipt</li> <li>• Most recent State or Federal Tax return</li> </ul>

	Type of Proof Needed	Proof you can use
		<ul style="list-style-type: none"> <li>• Self-Employment bookkeeping records</li> </ul> <p>For money you get from a benefits program, such as; social security, UIB, SDI, student loans, etc., bring a copy of your benefit check or an official letter describing what you get and when you get it.</p>
<input type="checkbox"/>	<b>Liquid Resources</b>	If you have any kind of bank or credit union account, you will need to prove the current balance. You can you a bankbook or latest bank statement.
<input type="checkbox"/>	<b>Expenses</b>	Your expenses may be considered when the county figures the amount of CalFresh benefits you might get. To have your expenses considered you will need to give proof of them. Bring rent or mortgage receipts, utilities bills, receipts for child or adult care, proof of court-ordered child support paid. You can also bring proof of medical expenses in the 3 months before you apply (if you want those expenses covered by Medi-Cal).