

# FAMILYSOURCE SYTEM

## CUSTOMER ELIGIBILITY REQUIREMENTS

FamilySource System program contractors must ensure that potential customers are eligible to receive services funded by Community Development Block Grant (CDBG) funds and Community Services Block Grant (CSBG) funds. A customer's eligibility is determined by two factors:

1. **Residency**
2. **Family Income Limits**

The following information outlines the customer information that must be obtained and documented to establish customer eligibility and to meet the program requirements.

### RESIDENCY REQUIREMENT

**To be eligible for participation in this City-funded program, a person must be a resident of the City of Los Angeles.** The City requires contractors to obtain at least one document that verifies that a potential customer is a resident of the City of Los Angeles. **The documents used to verify the participant's residence must be dated and must contain the customer's name and address** (if the participant is a minor then the document should indicate the name of the parent or guardian). Documentation must be current, or, in the case of bills and receipts, issued within the last three (3) months.

Some examples of documents that can be used are:

- Bank / Financial Statement – must show the date of statement
- Bill (Telephone, Utility, etc.) – must show the date of bill
- California Driver's License / ID Card– must be current; use the expiration date when entering into ISIS
- Rent Receipt (must indicate address rented) – must show date of receipt
- Residential Mail – must include a postmark date
- Other dated documentation that establishes the customer's residence in Los Angeles
- Self-Certification (see below)

### IMPORTANT!

The document retained on file as proof of residency must have a City of Los Angeles address on it. A driver's license from another state will not meet this requirement. It is acceptable for the document to have the name of a City of Los Angeles neighborhood (i.e., Highland Park, Sylmar, Pacoima, West Los Angeles, etc.). It is not acceptable to have names of other cities or unincorporated areas of Los Angeles County (i.e., Inglewood, Culver City, San Fernando, West Covina, etc.).

### 2017 FAMILY INCOME LIMITS

In addition to the residency requirement, a customer's family income must meet certain income limitations to be eligible to participate in City-funded programs. A customer's total family income must be determined upon program intake.

The 2017 income limits for eligible residents seeking assistance under the FamilySource Center (FSC) are listed in the table below.

NOTE: "Income" is the total annual income of all family members as of the date that federal-funded assistance is provided. All income for all persons in the family must be included in calculating family income, whether or not a family member receives assistance. Information provided is subject to verification by the agency providing services, the State or Federal grantor and/or the City of Los Angeles.

| Family Size | Poverty /<br>Extremely Low-<br>Income | Very Low-Income<br>"Low" | Low-Income<br>"Mod" | Above 80% of<br>Median Income<br><b>Not Eligible</b> |
|-------------|---------------------------------------|--------------------------|---------------------|--|
| 1 Person    | \$0 – \$12,060                        | \$12,061- \$31,550       | \$31,551 - \$50,500 | \$50,501+  |
| 2 Persons   | \$0 – \$16,240                        | \$16,241- \$36,050       | \$36,051 - \$57,700 | \$57,701+  |
| 3 Persons   | \$0 – \$20,420                        | \$20,421- \$40,550       | \$40,551 - \$64,900 | \$64,901+  |
| 4 Persons   | \$0 – \$24,600                        | \$24,601- \$45,050       | \$45,051 - \$72,100 | \$72,101+  |
| 5 Persons   | \$0 – \$28,780                        | \$28,781- \$48,700       | \$48,701 - \$77,900 | \$77,901+  |
| 6 Persons   | \$0 – \$32,960                        | \$32,961- \$52,300       | \$52,301 - \$83,650 | \$83,651+  |
| 7 Persons   | \$0 – \$37,140                        | \$37,141- \$55,900       | \$55,901 - \$89,450 | \$89,451+  |
| 8 Persons   | \$0 – \$41,320                        | \$41,321- \$59,500       | \$59,501 - \$95,200 | \$95,201+  |

## TERMS AND DEFINITIONS

### Definition of a Customer:

A customer is a person receiving services. A parent/guardian may apply for services on behalf of their child. The child would be the recipient of the services and therefore the customer.

If a parent/guardian will benefit measurably from the services their child receives (such as able to obtain or maintain employment because their child receives quality child care), then the parent also should be considered a customer.

### Definition of "Family"

Please note that a family size and composition can be self-defined by a customer. Examples of "Family" may include the following:

- an individual
- a group of two or more persons related by birth, marriage/registered domestic partnership, or adoption who live together
- financially dependent children not residing with the customer

For instance, if an older married couple, their daughter and her husband and their two children, and the older couple's nephew all lived in the same house or apartment, they could all be considered members of a single family.