MAKING IT HAPPEN

MARCH 15
First conversation with Mastercard on creating cash assistance program

April 14
Applications opened through the LA Housing & Community Investment Department (online & over the phone)

April 16
Applications closed — more than 450,000 applications were received, with 185,000 from City of LA residents

May 11
Oracle notification, document verification & appt. scheduling system implemented → 1,900 appts. set up

April 30
$6M in cards distributed

April 22
First Angeleno Cards distributed
TOTAL FUNDED

20,000 ANGELENO CARDS ➡️ $20M+ RAISED ➡️ 60,000 INDIVIDUALS

Kent Nishimura / LA Times
ANGELENO CARDS TO DATE

6,000+
ANGELENO CARDS DISTRIBUTED

17,700+
TOTAL INDIVIDUALS SERVED

$6M+
TOTAL AMOUNT DISTRIBUTED

2,700+
HOUSEHOLDS SIZED 1-2 ($700)

2,300+
HOUSEHOLDS SIZED 3-4 ($1,100)

1,000+
HOUSEHOLDS SIZED 5+ ($1,500)
THE ANGELENO CAMPAIGN
APPLICANT NOTIFICATION, VERIFICATION & ELIGIBILITY PROCESS

timetrad®

MAYOR’S FUND

Apex IT ORACLE®
APPLICANT RECEIVES NOTIFICATION

1. Qualified applicants are pre-selected

2. Notifications sent en masse via Oracle Service Cloud

3. Qualified applicants receive email notification

4. Applicants access Appointment Scheduling Portal via link in email

Dear Keegan Olson,

We previously sent you a message that you were not selected to receive an Angeleno Card. Thanks to additional contributions to the Mayor’s Fund for Los Angeles, we invite you now to schedule an in-person appointment to determine eligibility.

You must bring documents (copies are acceptable) that demonstrate that your household meets all three of the following criteria to be eligible for assistance through the Angeleno Card initiative:

1) The household is in the City of Los Angeles;
2) The household has a total annual income below the federal poverty level;
3) The household has fallen into deeper economic hardship during the COVID-19 crisis because at least one household member has lost a job or experienced a reduction in income of at least 50% AFTER March 13, 2020.

Click on the link below to schedule your appointment and identify the documents you must bring.

Login to Get Started
APPLICANT APPOINTMENT SCHEDULING PORTAL

1. Applicants log into secure portal (Oracle Service Cloud)
2. Secure portal prevents forwarding or unauthorized scheduling
3. Intelligent Advisory interview guides applicant through documents to bring

Welcome to the Angeleno Card Scheduling Portal
Bienvenido al portal de programación de tarjetas Angeleno

You are moving on to the next step to schedule an in-person appointment to determine eligibility for an Angeleno Card.
Pasará al siguiente paso para programar una cita en persona para determinar la elegibilidad para una tarjeta Angeleno.

To begin the process, click the button below to identify the documents you must bring and then schedule your appointment.
Para comenzar el proceso, seleccione el botón que sigue para identificar los documentos que debe traer y luego programe su cita.

Click here to begin / Oprime aquí para comenzar
Applicants select documents to prove residency in the City of LA

Applicants select documents to prove household income
APPLICANT DOCUMENT VERIFICATION

1. Applicants select documents to prove financial need

2. Applicants receive summary and email of selected documents to print

Proof of Financial Need / Prueba de necesidad financiera

Please select which documents (copies are acceptable) you will bring to your appointment to show proof of your financial need:

- Layoff letter
- Employer Contact Details
  - Employer Name
  - Employer Address
  - Employer Phone Number
- Denial Letter
  - Unemployment insurance
  - SSI
  - Other public benefit
  - Non-profit referral letter

Summary / Resumen

Thank you for identifying which documents you will bring to prove your eligibility to receive an Angeleno Card. Below is a summary of everything you selected. Be sure to bring copies of the documents to your appointment so that the staff can verify them. CLICK SUBMIT to move to the next step and schedule your appointment.

Gracias por identificar los documentos que usted traerá para comprobar su elegibilidad a recibir una Tarjeta Angelino. Abajo está un resumen de todo lo que seleccionó. Asegúrese de llevar copias de los documentos a su cita para que el personal pueda verificarlos. Haga clic en SUBMIT para seguir al próximo paso y programar su cita.

- California Driver’s License/ID
- 1099 for all wage earners
- A layoff letter from an employer

List of Selected Documents

| California Driver’s License/ID |
| Layoff letter |
| 1099 for all wage earners |

Examples of acceptable documentation can be found at HCDOLA.LACITY.ORG.

Below are the documents you have selected:

Dear Yogesh Jayakrishna Sivakumar,

Below is a list of documents you have selected to bring to your appointment.

Thank you!

Mayor’s Fund of Los Angeles
APPLICANT APPOINTMENT SCHEDULING

1. Applicants select location for appointment (using TimeTrade)
2. Applicants select date and time for appointment and receive confirmation