

DEPARTMENT OF PUBLIC SOCIAL SERVICES


BUREAU OF HUMAN RESOURCES



December 1, 2025

TO: Division Chiefs

HUMAN RESOURCES MEMO
25-187

FROM:  TaNeisha Franklin, HR Branch Manager
Workforce Safety, Leave, and Disability Compliance Branch

SUBJECT: CODE OF CONDUCT POLICY AND PROCEDURES

This is to release the Department of Public Social Services (DPSS) Code of Conduct Policy and Procedures (Attachment I). The policy serves as an official notification on how staff should respond to disruptive conduct at any office. All staff are expected to adhere to the guidelines.

The Code of Conduct provides the Department's behavioral expectations, guidelines, standards, and potential violation penalties for visitors on DPSS premises. It was created to address disruptive behavior throughout DPSS public service sites and promote a safer public and professional work environment.

The Code of Conduct has been viewed, discussed, and approved by the Office of the County Counsel, Services Employees International Union 721, and the contracted security guard services provider Allied Universal. Office Heads or their designee may request the removal of any person who does not comply with the posted Code of Conduct Policy. If any visitor is removed from an office, they will be instructed to complete their business through the Customer Service Center or online via the BenefitsCal website.

Signage will be distributed for offices to display in common areas that are visible to all employees, customers, and visitors (Attachment II). The display will also be included on the employee bulletin boards.

Administrative staff may direct questions regarding the Code of Conduct Policy and Procedures to Arnisha Barrera, Administrative Services Manager I, at ArnishaBarrera@dpss.lacounty.gov.

TF:JC
AB:bmw

Attachments

c: Jackie Contreras, Ph.D.
Michael Sylvester
Kristin Stranger
Assistant Directors
Gabriela Herrera
Division Chiefs

COUNTY OF LOS ANGELES

DEPARTMENT OF PUBLIC SOCIAL SERVICES



CODE OF CONDUCT POLICY AND PROCEDURES

TABLE OF CONTENTS

1. PURPOSE1

2. POLICY1

3. DEFINITIONS1

4. REFERENCES1

5. RESPONSIBLE PERSONS2

 A. ALL EMPLOYEES2

 B. SUPERVISORS3

 C. OFFICE HEAD/ADMINISTRATION4

 D. SECURITY PERSONNEL5

6. EXPECTATIONS FOR THE USE OF THE CODE OF CONDUCT POLICY5

 A. CODE OF CONDUCT TABLE 6-7

7. CODE OF CONDUCT INFORMATION BOARD8

8. APPENDIX A.....9

9. APPENDIX B.....10

1. PURPOSE

The Code of Conduct Policy is designed to provide guidelines to the Department of Public Social Services (DPSS) staff and security personnel on how to respond to clients/visitors' disruptive behavior in a DPSS office.

2. POLICY

In accordance with the Code of Conduct and California Penal Code (PC) Sections 422(a), 594(a), and 602.1(b), the Department Head is responsible for developing and implementing an effective security policy adapted to the Department's specialized needs.

DPSS strives to improve the safety and well-being of employees, security personnel, and visitors by implementing and maintaining a Code of Conduct Policy. The Code of Conduct Policy shall bring a more safe, pleasant, and courteous work environment.

It is the responsibility of all Office Heads, supervisors, employees, and security personnel to carry out their responsibilities outlined in this policy and must actively participate in every policy component.

3. DEFINITIONS

Code of Conduct: Standards of behavior expected of customers and visitors who enter a DPSS office.

Code of Conduct Policy: A clear set of guidelines and expectations that all employees must follow.

4. REFERENCES

PC Sections:

422(a): Any person who willfully threatens to commit a crime which will result in death or great bodily injury to another person, with the specific intent that the statement, made verbally, in writing, or by means of an electronic communication device, is to be taken as a threat, even if there is no intent of actually carrying it out, which, on its face and under the circumstances in which it is made, is so unequivocal, unconditional, immediate, and specific as to convey to the person threatened, a gravity of purpose and an immediate prospect of execution of the threat, and thereby causes that person reasonably to be in sustained fear for their own safety or for their immediate family's safety, shall be punished by imprisonment in county jail not to exceed one (1) year, or by imprisonment in state prison.

594(a): Every person who maliciously commits any of the following acts with respect to any real or personal property not their own, in cases other than those specified by state law, is guilty of vandalism:

- Defaces with graffiti or other inscribed material
- Damages
- Destroys

Whenever a person violates this subdivision with respect to real property, vehicles, signs, fixtures, furnishings, or property belonging to any public entity, as defined by Section 811.2 of the Government Code or the federal government, it shall be a permissive inference that the person neither owned the property nor had the permission of the owner to deface, damage, or destroy the property.

602.1(b): Any person who intentionally interferes with any lawful business carried on by the employees of a public agency open to the public, by obstructing or intimidating those attempting to carry on business, or those persons there to transact business with the public agency, and who refuses to leave the premises of the public agency after being requested to leave by the office manager or a supervisor of the public agency, or by a peace officer acting at the request of the office manager or a supervisor of the public agency, is guilty of a misdemeanor, punishable by imprisonment in a county jail for up to 90 days, or by a fine of up to \$400, or by both imprisonment and fine.

5. RESPONSIBLE PERSONS

A. All Employees

Ensure that the Code of Conduct Table is readily available to be used by staff as a reference.

- If the visitor's behavior poses imminent danger (e.g., life threatening, physical contact of any kind, and/or aggression) perform the following steps:
 - Push the panic button or ask for assistance from the on-site security personnel.
 - Notify a supervisor/manager as soon as possible.
 - Provide supervisor/administration with as much detail as possible (e.g., time of incident, location of incident, individuals involved, and what happened).

- If the visitor's behavior does not pose imminent danger, but still violates the Code of Conduct Policy:
 - Verbally inform the visitor of the Code of Conduct and remind them that they will be asked to vacate the premises if the behavior persists.
 - Immediately notify a supervisor/manger with as much detail as possible (e.g., time of incident, location of incident, individuals involved, and what happened).
- If a member of the public who is seeking DPSS services via a call center violates the Code of Conduct by using profanity, unprofessional, or discourteous language, the employee shall:
 - Verbally inform the caller of the Code of Conduct and remind them that the call will be disconnected or terminated if the behavior persists.
 - If behavior persist, disconnect, or terminate the call.
 - If the call is disconnected or terminated, immediately notify a supervisor/manager with as much detail as possible (e.g., time of incident, individuals involved, and what happened).

B. Supervisors

- Ensure subordinate staff are aware of the Code of Conduct Table and are readily available to be used as a reference.
- Act immediately when a violation of the Code of Conduct is reported or observed.
- Evaluate the information provided by the employee for each occurrence and identify appropriate action to be taken.
- Refer the visitor to the Code of Conduct and remind them they will be asked to vacate the premises if the behavior persists.
- Notify the Office Head/administration immediately upon the incident occurrence and any action(s) taken.
- If behavior persist, notify on-site security personnel to assist by reminding the individual that their behavior or action is in violation of the Code of Conduct Policy.

- Supervisors in a call center environment shall report any Code of Conduct violations to the Office Head or administration via email to determine the next appropriate step.

C. Office Head/Administration

- Ensure that security personnel are following the guidelines of the Post Orders.
- Ensure that important phone numbers are readily available to be used. (Private Security Guard Supervisor and the local enforcement entity responsible for the office).
- Ensure the Code of Conduct is readily available to be used by staff as a reference.
- Ensure all the Code of Conduct and trespassing signage is posted and clearly visible to the public.
- Verbally inform the visitor of the Code of Conduct and remind them that they will be asked to vacate the premises if their behavior persists.
- After verbal warning, notify on-site security personnel that the individual is in violation of the Code of Conduct and will be asked to leave the premises.
- Inform the customer/visitor that the Department's Code of Conduct was not followed and ask the visitor to leave the premises immediately.
- Present the customer/visitor with a plan of action, such as contacting the Customer Service Center and/or utilizing the online services via BenefitsCal (Provide BenefitsCal Flyer – Appendix B) or have the customer return after 24 hours if they have not completed their business. Avoid servicing customers outside of the building to promote workplace safety and discourage disruptive behavior.
- Request assistance from law enforcement when customer/visitor fails to comply with vacating DPSS premises.
- Complete the citizen's arrest paperwork if law enforcement intervenes and an arrest has been made.
- Complete and submit a Security Incident Report (SIR).

- Evaluate the information provided by the employee for each occurrence, identify appropriate action to be taken, and follow-up accordingly (Employee Assistance Program, Civil Rights, Property Management and Strategic Space Plan, SIR, etc.).
- Office Heads in a call center environment, shall evaluate the information provided by the employee for each occurrence, identify appropriate action to be taken, and follow up accordingly (Employee Assistance Program, Civil Rights, Property Management and Strategic Space Plan, SIR, etc.).

D. Security Personnel

- Notify Office Head/administration immediately upon an incident occurrence.
- Be present upon the request by the Office Head/administration, supervisor, or any employee.
- Verbally remind/inform the visitor of the Code of Conduct Policy.
- Inform the visitor their behavior and/or language is a violation of the Code of Conduct Policy and request them to leave the premises.
- Request assistance from local law enforcement when customer/visitor fails to comply with vacating DPSS premises

6. EXPECTATIONS FOR USE OF THE CODE OF CONDUCT POLICY

All employees are expected to adhere to the following guidelines for the Code of Conduct Policy:

- Staff shall ensure the use of Code of Conduct Policy is due to a behavior violation or disruptive conduct.
- Staff shall ensure that they follow the guidelines provided to determine an appropriate course of action.
- All incidents of Code of Conduct behavior violations should be reported by staff through the appropriate chain of responsibility.
- When determining an appropriate action, DPSS staff should reference to the Code of Conduct Table.

A. Code of Conduct Table

All staff utilizing the Code of Conduct Policy will have access to the table which will provide staff with guidelines to determine an appropriate action for disruptive conduct in a DPSS office.

The Office Head, Customer Service Liaison, or designees have the discretion to recommend actions or modify plans of action based on the situation, operation, and business needs.

The table provides staff with guidance on immediate and follow-up actions to be taken when there is disruptive behavior at a DPSS office; this is only intended to be used as a tool and may not include all situations, actions, or instances that may arise.

Code of Conduct Table

| Behavior | Verbal Warning | Call Security or Use Panic Button | *Ask to Leave Premises | Law Enforcement Intervention |
|--|-------------------|---|---------------------------|------------------------------------|
| *Making threats (verbal/nonverbal). | X | X | X | X |
| *Cursing or using foul language. | X | X | X | X |
| Making rude or obscene gestures to employees or other visitors. | X | X | X | X |
| **Hitting or attempting to hit employees or other visitors. | | X | X | X |
| **Fighting or throwing things. | | X | X | X |
| Spitting, throwing bodily fluids, kicking, biting, and/or engaging in assaultive behavior. | | X | X | X |
| Entering or trying to enter restricted areas. | X | X | | X |
| Destroying or defacing County property. | | X | | X |
| Touching individual(s) without their permission. | | X | X | X |
| Interfering with the free passage of employees, security personnel, or visitors. | X | X | X | X |
| **The use or possession of alcoholic beverages or narcotics on County premises. | | X | X | X |
| Panhandling, soliciting, distributing, or selling merchandise, or conducting other business transaction on DPSS property without the written permission of DPSS is prohibited. | X | X | X | X |
| Creating unnecessary noises including the use of cell phones, pagers, headphones, audio and electronic devices, and other communication which disturbs other patrons or staff is prohibited. | X | X | X | X |

X Initial action

X Follow-up action if behavior persist.

X Last level of escalation if initial and follow-up actions did not resolve the situation.

* Customer should be asked to leave the premises until the next business day as determined by office administration and to be accompanied by the security personnel.

** In these instances, ONLY security personnel should escort and ask the visitor to leave the premises.

7. CODE OF CONDUCT INFORMATION BOARD

The Code of Conduct Policy should be available for all customers/visitors to view in the areas listed below.

1. Lobbies
2. Interview booths
3. Weapons screening area
4. Main entrance door
5. DPSS lobby monitors
6. Service windows
7. Customer forms
8. Customer mailers
9. Outbound automated calling
10. Restrooms
11. DPSS website

APPENDIX A

COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC SOCIAL SERVICES

CODE OF CONDUCT FOR COUNTY CLIENTS/VISITORS

The Department of Public Social Services (DPSS) strives to foster a culture of mutual respect between clients/visitors and staff. DPSS is committed to creating a secure and safe environment for its employees, security personnel, and visitors. Anyone who enters or calls a DPSS facility must not disrupt, disturb, or physically interfere with the performance of the official business and duties of DPSS employees.

Anyone who enters or calls a DPSS facility and engages in the following disruptive conduct may be escorted from the office for the day or have the call terminated even if they have not finished their business. In such situations, the client/visitor will be offered an alternate resource such as calling the Customer Service Center and online services of BenefitsCal.

Disruptive Conduct includes:

- Making threats (verbal/nonverbal);
- Using obscene language;
- Making obscene gestures to employees or other visitors;
- Hitting or attempting to hit employees or other visitors;
- Fighting or throwing things;
- Spitting, throwing bodily fluids, kicking, biting, or engaging in similar assaultive behavior of any kind;
- Taking pictures or recording employees or other visitors;
- Entering or trying to enter restricted areas;
- Destroying or defacing County property;
- Touching other individual(s) without their permission; or
- Interfering with the free passage of employees, security personnel or other visitors.

Potential Penalties for Violations of Code of Conduct:

Willful or repeated disruptive conduct that is prohibited by law or that violates the Code of Conduct Policy may result in one (1) or more of the following consequences:

- Noncompliance following a verbal warning may result in being asked to leave for the remainder of the day or have the call terminated.
- Intervention by law enforcement, including possible arrest and civil or criminal penalties. Penal Code Sections 422(a), 594(a), and 602.1(b).

HOW TO UPLOAD DOCUMENTS

1. Click **Upload a Document** from the **User Dashboard**.
2. Click **Upload a Document** from the **Document Center** page.
3. Select the **Case or Application Number** and **County**, then click **Next**.
4. Click **Add Document Type**, select the **Person** and **Document Type**, then click **Next**.
5. Click **Add A File** and select the document to upload. **Mobile User**: Take a photo of the document then click **Ok** or **Retry** to take another photo. Each file cannot be more than 8 MB.
6. Confirm images are the correct **Document Type**, then click **Save**.
7. Confirm images are ready for upload, then click **Submit**.
8. A **Confirmation Receipt** will display.

Note: Documents can be uploaded without an account by clicking on **Upload Documents** from the **Home** page and following the prompts.

HOW TO SUBMIT A RENEWAL OR PERIODIC REPORT (SAR 7)

1. Click the **Start your renewal/redetermination** or **Start your periodic report** hyperlink on the **Things to do** section.
2. Review the renewal or periodic report due date. Click **Begin**.
3. Review the **Summary** of steps. Click **Start**.
4. Follow the alerts on the screen to complete each page in each section, click **Next** until a section is completed, then click **Start the Next Section**.
5. Continue through sections until **Review & Submit** is reached, then click **Start**.
6. Review each page and answer questions, then click **Next** to reach the signature page.
7. Enter **Signature** information (If receiving CalWORKs, enter signature of the spouse, domestic partner, or other parent), confirm electronic signature, then click **Next**.

For renewals only:

Review **Rights and Responsibilities** and **Other Important Information** and confirm by checking the mandatory box.

8. Click **Submit** to receive confirmation.

Scan the QR code to learn how to use BenefitsCal



APPENDIX B



County of Los Angeles
DEPARTMENT OF
PUBLIC SOCIAL SERVICES

Save time.
Go online.



BenefitsCal.com
Together we benefit.



CUSTOMER SERVICE CENTER

866-613-3777

M - F | 7:30 a.m. - 5:30 p.m.

Do you need help because of a disability?
Please contact the ADA Hotline at



844-586-5550

M - F / 8 a.m. - 5 p.m.

PA 6272 (ENGLISH) AUGUST 2025

APPLY FOR BENEFITS

1. Click **Apply for Benefits** on the Home page, then **Begin**.
2. Click **Next** until the **Application Summary** displays, then click **Start** for the **Your Information** section.
3. Answer questions, select program(s), then click **Next**.
 - **CalFresh** - Food Assistance
 - **CalWORKs** - Cash Aid for Families
 - **Medi-Cal** - Health Coverage
 - **General Relief (GR)** - Cash Aid
 - **RCA** - Refugee Cash Assistance
4. Follow the alerts on the screen to complete each page in each section, click **Next** until a section is completed, then click **Start the Next Section**.
5. Continue through sections until **Review & Submit** is reached, then click **Start**.
6. Review each page and answer questions, then click **Next** to reach the signature page.
7. Review **Rights and Responsibilities and Other Important Information** and confirm by checking the mandatory box.
8. Enter Signature information, confirm electronic signature, then click **Next**.
9. The assigned office name and address will display. Click **Next**.
10. Review application details, then **Submit Application** to receive confirmation.

CREATE AN ACCOUNT

1. Click **Create an Account** on the Home page.
2. Enter **County of Residence, First Name, Last Name, Email, Password** and **Mobile Phone** (optional) number.
3. Click the **Terms and Conditions** hyperlink, check the boxes for acknowledgements, then click **Next**.
4. Select and provide answers to three **Security Questions**, then click **Create Account**.
5. Enter the six-digit **Verification Code** sent to account **Email**, then click **Submit**.
6. Click **Log In** once the confirmation page displays.

USER LOGIN

1. Click **Log In** on the Home page.
2. Enter **Email** and **Password**, then click **Log In**.
3. Enter the six-digit **Verification Code** sent to account **Email** or **Phone**, then click **Next**.
4. Review the **Terms of Use**, click **I Accept**, then the **User Dashboard** will display.

FORGOT YOUR PASSWORD?

1. Click **Log In**.
2. Click the **Forgot Your Password?** hyperlink.
3. Enter **Email**, then click **Next**.
4. Reset password by answering **Security Questions** or by **Verification Code**, then click **Next**.
5. Enter a **New Password** twice to confirm.
6. A confirmation page will display.

LINK A CASE

1. Click the **Link a case** hyperlink.
2. Enter **Date of Birth, Zip Code, County**, and **Case Number** of the **Primary Applicant**, then click **Next**.
3. Verify the **Email** or **Phone** number that displays, then click **Send Link**.
4. Click the **Verification Link** sent to **Email** or **Phone** within 24 hours.
5. The linked case will now appear on the **User Dashboard**.



CODE OF CONDUCT

FOR COUNTY CLIENTS/VISITORS



The Department of Public Social Services (DPSS) strives to foster a culture of mutual respect between clients/visitors and staff. DPSS is committed to creating a secure and safe environment for its employees, security personnel, and visitors. Anyone who enters or calls a DPSS facility must not disrupt, disturb, or physically interfere with the performance of the official business and duties of DPSS employees.

Anyone who enters or calls a DPSS facility and engages in the following disruptive conduct, may be escorted from the office for the day, or have their call terminated even if they have not finished their business. In such situations, the client/visitor will be offered an alternate resource such as calling the Customer Service Center and online services of BenefitsCal.

Disruptive Conduct includes:

- Making threats (verbal/nonverbal);
- Using obscene language;
- Making obscene gestures to employees or other visitors;
- Hitting or attempting to hit employees or other visitors;
- Fighting or throwing things;
- Spitting, throwing bodily fluids, kicking, biting, or engaging in similar assaultive behavior of any kind;
- Taking pictures or recording employees or other visitors;
- Entering or trying to enter restricted areas;
- Destroying or defacing County property;
- Touching other individual(s) without their permission; or
- Interfering with the free passage of employees, security personnel or other visitors.

Potential Penalties for Violations of Code of Conduct:

Willful or repeated disruptive conduct that is prohibited by law or that violates the Code of Conduct Policy may result in one (1) or more of the following consequences:

- Noncompliance following a verbal warning may result in being asked to leave for the remainder of the day or have the call terminated.
- Intervention by law enforcement, including possible arrest and civil or criminal penalties. Penal Code Sections 422(a), 594 (a), and 602.1(b).