



**Department of Social Services
Programs Overview 2018**

**Delfino E. Neira
Director**

A Message from the Director

The Department of Social Services (DSS) is the largest Department within the County of Fresno with an annual budget exceeding \$685 million, employing over 2,600 staff. The DSS' programs include Federal and State mandated public assistance and social services. DSS provides protective services for children, older adults and those with disabilities. Safety net services enable families within Fresno County to receive employment assistance through Welfare to Work; temporary cash aid through CalWORKs; address the family's medical needs through Medi-Cal; food assistance through CalFresh; and aid for eligible adults through General Relief. Other programs and services include Adoptions, Child Care, Child Welfare Linkages, Employer Services, Family Reunification, Family Maintenance, Foster Care, Foster Care Licensing/Home Approval, Homeless Assistance, In-Home Supportive Services, Planned Permanent Living Arrangements, Teen Parent Services, and Voluntary Family Maintenance. Two additional but separate Divisions that are under the DSS umbrella are the In-Home Supportive Services Public Authority and Veterans' Services. The Department's services reach every corner of the county and almost half of the county's residents. DSS maintains physical locations in cities of Clovis, Coalinga, Fresno, Kerman, Reedley and Selma, and service outreach to communities in partnership with local community based organizations in each area of the county.

It is my hope this booklet will prove useful in answering questions about the many services available through our Department. If you are unable to locate the necessary contact number, please call our main telephone number at 800-742-1011, or dial 211 for the Central Valley's Social Services information.

Delfino E. Neira, Director

Administrative Branch
Linda Espinosa, Deputy Director

UMC Main Campus, Barton Building
4499 E. Kings Canyon Rd.
Fresno, CA 93702

It is the role of the Administrative Branch to support the diverse range of programs and partnerships involved in the mission of the Department of Social Services. Multiple services and systems that affect Departmental employees, as well as the programs delivered to Fresno County clientele, rely on the foundation of program and contract management, effectual technology, and a knowledgeable and well-trained staff supported by Administration. Other Divisions within Administration ensure that modern and efficient technological solutions are available to deliver public assistance programs to the community.

Program Development and Grants/Contracts

Katherine Martindale and Laura Moreno, Program Managers

Program Development and Grants procures, manages, and develops contracts, programs, and grants in all program areas between the Department and the providers that serve DSS clients and families. This division is responsible for oversight of DSS facilities, purchasing, and legislative work at County, State, and Federal levels. This area of the Department does much of the technical work behind the services that DSS provides to the community.

Clovis Campus, Building 3
200 W. Pontiac Way
Clovis, CA 93612

Staff Development and Training

Jessica Carrillo, Program Manager

Staff Development provides required training to staff in all program areas and job classifications, including training for legally mandated services. Training fosters increased job skill competency, a more effective delivery of services, and excellent client service. Staff have access to training programs that enhance existing skills, as well as promote professional growth and development. This promotes, cultivates, and sustains a skilled and diverse workforce in order to meet DSS goals and objectives.

Heritage Millbrook Training Center
3115 N. Millbrook Avenue
Fresno, CA 93703

CalWORKs Information Network (CalWIN) Help Desk

Angie Flores, Program Manager

Fresno is one of 18 counties currently utilizing the CalWIN application for eligibility determination and case management for Federal, State, and County public assistance programs. CalWIN is an integrated on-line, real-time automated system that supports eligibility and benefits determination, client correspondence, management reports, interfaces, and case management for public assistance programs. The CalWIN Help Desk team provides assistance, training, and problem resolution to departmental staff regarding CalWIN and systems that interface with CalWIN. This division of Administration provides a modern and efficient link between the community and services.

UMC Main Campus, Barton Building
4499 E. Kings Canyon Road
Fresno, CA 93702

Centralized Clerical Operations Division

Rachel Rivera, Administrative Support Coordinator

The Department's Centralized Clerical Operations Division is responsible for ensuring the appropriate processing of all incoming mail and documentation received from clients, as well as scheduling and mailing annual renewal appointments for CalWORKs and CalFresh clients. This area is integral to timely and accurate communications with clients.

UMC Main Campus, Barton Building
4499 E. Kings Canyon Road
Fresno, CA 93702

Personnel

Annette Morris, Program Manager

Personnel assists in hiring, training, evaluating, and promoting staff for all areas within the Department. Personnel is also responsible for overseeing discipline, payroll, and leaves of absence. Additionally, this area monitors staffing issues related to Civil Rights, the Employment Development Department, and the Civil Service Commission. Maintaining a qualified and effective workforce is central to the work of Personnel.

Center Mall Court
2011 Fresno Street
Fresno, CA. 93721

Information Technology

Devendra Patel, Systems and Procedures Manager

Information Technology (IT) Division plans and supports the Department's technological needs, enabling staff to carry out their roles efficiently, productively, and securely. This division reviews processes, system plans, procedures, technical projects, operations, and regulatory compliance. IT is actively involved in leadership contributions towards strategic planning, opportunity identification, and business development. Both the clients and staff of DSS rely on this division to keep communications and operations on track.

Heritage Millbrook Training Center
3115 N. Millbrook Avenue
Fresno, CA 93703

Appeals, Program Integrity, and State Quality Control

Elisa Gallegos, Program Manager

The Appeals Unit oversees the review and presentation of social service fair hearing requests. Following all Federal and State mandates, the Appeals Specialists work directly with claimants, administrative law judges, and the State Hearings Department. The Appeals Unit also manages client complaints. When a client requests to file a complaint, it is logged into the Program Integrity - Complaint Management System. The appeals staff is responsible for tracking complaints and delivering a resolution to the complainant.

Program Integrity:

The Integrity Review Unit (IRU) is responsible for evaluating cases of alleged misconduct by employees of the DSS or its contractors. The goal of the IRU is to ensure public trust by consistently conducting thorough, objective, and impartial reviews. The IRU works collaboratively with DSS Personnel and the Department’s Privacy Officer to preserve and protect the integrity of the Department and its clients.

State Quality Control:

State Quality Control (QC) conducts impartial random sampling of CalFresh cases. Active case reviews must be conducted to determine if households are eligible and receiving the correct allotment amounts. Negative case reviews must be conducted to determine the extent to which decisions and/or procedural processes to deny, suspend, or terminate cases are correct. State QC also reviews to ensure the verification, documentation, and coding of all QC cases accurately reflect the circumstances of the case. The data collected is used for calculating official error rates, program research, and corrective action planning statewide, among other uses.

UMC Main Campus, Barton Building
4499 E. Kings Canyon Road
Fresno, CA 93702

Quality Assurance and Policy

Peter Vue, Program Manager

Quality Assurance:

Quality Assurance (QA) works to support program staff and managers by identifying error trends and monitoring policy compliance. This is accomplished through a combination of continuous case and field reviews based on practices defined in the Department Policy and Procedure Guides, as well as by State and Federal regulations. The QA is responsible for leading program case audits and reviews as required by State and Federal agencies, along with working to mitigate findings or submit Corrective Action Plans to the reviewing agency.

Policy:

The Policy area helps program staff to navigate State and Federal regulations in the various programs administered by the Department. The Policy area manages, creates, and revises Department Policy and Procedure Guides (PPGs) to ensure that the Department is in compliance with State and Federal regulations. PPGs establish consistency and serve as a resource for staff managing the various programs administered by the Department. The Policy area coordinates

and submits the Department's response to State agencies on new or proposed State policy changes that may affect internal processes and the clients receiving services.

UMC Main Campus, Barton Building
4499 E. Kings Canyon Road
Fresno, CA 93702

Strategic Planning & Development

Hector Medina, Program Manager

This area is responsible for the planning, development, and implementation of the Strategic Plan for the Department. This effort is designed to move the Department toward more efficient and effective performance to produce better outcomes for children, families, and individual clients. Assistance and support is provided to management and executive staff in the pursuit of change and innovation for DSS with the goal of improving service for the people of Fresno County.

Clovis Campus, Building 3
200 W. Pontiac Way
Clovis, CA 93612

Adult Services Branch
Joy Cronin, Deputy Director

Senior Resource Center
2025 E. Dakota Avenue
Fresno, CA 93726

The Adult Services Branch provides services and programs to help Fresno County's eligible adults over the age of 65, people with disabilities, and those who are temporarily unemployed, to achieve and maximize self-sufficiency. Additionally, the Veteran's Service Office provides a vital and efficient system of services to veterans, their dependents, and their survivors. All programs strive to treat clients with dignity, respect, compassion, and an understanding of the right to self-determination. Services are provided through advocacy, case management, and a variety of care programs. The Adult Service Branch actively promotes safety, well-being, and independence for elderly and dependent adults through accurate and timely assessments, and linkage to the appropriate services.

Adult Protective Services

Michael Reiser, Program Manager

Adult Protective Services (APS) provides short-term, client-focused case management services to prevent or remedy incidents of abuse, neglect, self-neglect, and exploitation of older and dependent adults aged 18 and older. This area works with other programs and community-based agencies to coordinate the delivery of needed services. APS also assists clients in accessing medical care and treatment. Limited financial assistance may be provided for home repairs or the installation of necessary medical or adaptive equipment such as handrails in showers and bathrooms. Clients may receive assistance with utility bills, housing, and transportation. Crisis intervention services are available for at-risk clients. The APS program seeks to ensure that clients may remain in their homes for as long as it is safely possible.

Aged, Blind, and Disabled Medi-Cal

Michael Reiser, Program Manager

The Aged, Blind, and Disabled Medi-Cal (ABD) program establishes health services eligibility for children and adults who are blind, have a disability, or are age 65 and older. The ABD program seeks to help clients receive quality health care services so they may remain safely in their homes and in the community, working in partnership with estate and financial planning service providers, hospitals, clinics, and health advocacy groups. Assistance is available for low income Medicare recipients to have their monthly premium payments paid by Medi-Cal. ABD also helps clients apply for Supplemental Security Income (SSI) through SSI Advocacy Services and for State Disability benefits. ABD helps clients apply for Medi-Cal's In-Home Supportive Services program and for Long Term Care defined as convalescent care, skilled nursing, assisted living, or rehabilitation services.

Senior Resource Center
2025 E. Dakota Avenue
Fresno, CA 93726

In-Home Supportive Services

Joel Gurs, Program Manager

The In-Home Supportive Services (IHSS) program arranges for and helps pay assistive services to enable elderly, blind, or disabled persons to live safely and independently in their own homes. The Fresno County IHSS program is considered an alternative to out-of-home care, such as nursing homes or board and care facilities. The types of services that can be authorized through IHSS include domestic chores and related services such as light housekeeping, meal preparation, laundry, and grocery shopping. The personal care services of IHSS include bathing, grooming, dressing, bowel and bladder care, and paramedical services.

Senior Resource, Sequoia Building
3821 N. Clark Street
Fresno, CA 93726

Public Authority

Erica Hartsfield, Program Manager

The Public Authority was established per State mandate to act as Employer of Record for IHSS Care Providers. The Public Authority maintains a Provider Registry to help IHSS Recipients find Care Providers so they can remain in their home safely and independently. The Public Authority also negotiates with the Provider's Union SEIU 2015 to set wages, benefits, and working conditions for the IHSS Care Providers.

Senior Resource Center
2025 E. Dakota Avenue, 2nd Floor
Fresno, CA 93726

Veteran Services Office

David Rose, Veteran Service Officer

The Veterans Services Office is established by the Board of Supervisors to assist Fresno County Veterans and their families. The program is designed to promote the highest quality of life and preserve the dignity of veteran clients and family members. Services administered provide precise guidance from beginning to end of each benefit pursued on behalf of clients. Duties of this area consist of filing accurate claims for obtaining benefits and entitlements from the U.S. Department of Veterans Affairs, Department of Defense, and State and local programs. The office is comprised of federally accredited representatives that provide quality customer service at the highest level that guide veterans with respect.

Starpoint Towers
1320 E. Shaw Avenue, #105
Fresno, CA 93710

General Relief

Vivian Mendez Garcia, Program Manager

The General Relief program provides cash assistance to adults without children who are not eligible for assistance under any other categorical cash aid program. The assistance is intended to temporarily help with the cost of food, shelter, personal needs, and other living expenses. Those who are eligible must be 18 years of age unless they are a court approved emancipated minor; or a legally married, childless minor couple; or a childless, one-time legally married, but separated or divorced minor; or unemployed; or incapacitated. There are two types of General Relief assistance:

Employable

All employable General Relief applicants and recipients must be available for, and actively seeking, full time employment. Strikers and daytime students are not eligible for General Relief. Employable recipients are prohibited from receiving aid for more than three months in any twelve-month period.

Incapacitated

Those who are unable to work full time, including those that are able to work part time with restrictions (limited part time), or those who are fully unemployable. Those with both temporary (lasting 30 days or more) and permanent (lasting 12 months or more) incapacities are eligible for aid. Aid is available to incapacitated clients for as long as the verified incapacity is present and all other eligibility requirements are met.

E Street Building
1209 E. Street
Fresno, CA 93730

Income and Eligibility Verification System

Vivian Mendez Garcia, Program Manager

The Income and Eligibility Verification System (IEVS) Unit is tasked with ensuring the accuracy and integrity of the many benefits administered by the Department. IEVS is an electronic information system that performs data matches against a number of agency databases to verify certain types of income and property for benefit applicants. Using the applicant's name and Social Security Number, these matches include Employment Development Department Wage Information and Unemployment, Disability Benefits, Franchise Tax Board, various Social Security Benefits, Intentional Program Violation Disqualification Information, and Outstanding Overpayment Information. Staff in the IEVS Unit review the matches to compare financial information that determines whether the applicant qualifies for aid.

Crocker Building
2135 Fresno Street
Fresno, CA 93721

For more information:

www.co.fresno.ca.us/departments/social-services/adult-services

To contact:

General Relief: 559-600-2650

In-Home Supportive Services: 559-600-6666 (listen carefully to prompts)

Public Authority: 559-600-5749

Veteran Services: 559-600-5436

CalFresh, Medi-Cal, and Service Center Branch
Linda Du'Chene, Deputy Director

Crocker Building
2135 Fresno Street
Fresno, CA 93721

In order to achieve a healthier community, the CalFresh, Medi-Cal, and Service Center Branch administers the CalFresh and Medi-Cal Assistance Programs to clients throughout the Fresno Metropolitan area. CalFresh (formerly known as Food Stamps) assists low-income individuals and families to purchase nutritious food. Medi-Cal is a public health insurance program designed to provide no-cost or low-cost medical benefits to low income individuals and families. It is through the work done in this branch that the Department of Social Services is able to assist the community in cultivating healthy lifestyles.

Intake CalFresh

Intake CalFresh services provide the initial eligibility determination for households who are applying for assistance to purchase food. Applications for this program can be submitted by mail, fax, drop off, or online. Intake conducts interviews and provides program eligibility determinations within 30 days of CalFresh benefit requests, and three days for Expedited CalFresh benefit requests. Intake CalFresh staff have a thorough knowledge of program regulations and understand system functionality in order to effectively complete the Intake process. Once the case is approved, it is then transferred to Ongoing CalFresh for maintenance.

Intake Medi-Cal

Medi-Cal is available to low-income individuals, children, seniors, pregnant women, and individuals with specific diseases (for example, tuberculosis, breast cancer, and HIV/AIDS). Intake services provide initial eligibility determination for clients who apply for Medi-Cal. Applications may be submitted by mail, fax, drop off, or online. Intake staff processes all Medi-Cal applications within 45 days. Once the case is approved, it is transferred to Ongoing Medi-Cal for maintenance.

Minor Consent Medi-Cal

Minor Consent Medi-Cal is a confidential program that covers limited services for persons under 21 years of age. A minor may receive services without parental consent including pregnancy-related care, family planning services, sexual assault services, sexually transmitted diseases treatment, drug and alcohol abuse treatment, and mental health outpatient care. In order to qualify for services, a minor must be unmarried and considered living in the home of a parent.

Outreach

Outreach services participate in health fairs and other community events to increase the Medi-Cal and CalFresh service penetration rate for eligible families. The Department also uses these events as an opportunity to interact with the community to make applications available to the attending public.

County Medi-Cal Inmate Eligibility Program

The Medi-Cal Inmate Program is available for Medi-Cal eligible inmates in correctional facilities to receive Medi-Cal allowable inpatient hospital services, inpatient psychiatric services, and physician services provided during an inpatient hospital stay.

CalHEERS External Referral Data Unit

With the implementation of the Affordable Care Act and expanded health coverage in 2014, Fresno County has seen an increase in multiple active cases for clients and households. This unit specifically addresses integrating information and reducing cases into a single active case for a client or household by closing duplicate Covered CA cases and Health Plan transfers to active Medi-Cal cases. This staff works directly with the Covered CA liaison team to resolve case issues and ensure that accurate benefits are determined.

Angie Perdue and Veronica Mota, Program Managers (All Programs Listed on Page 14)

Heritage Center
3151 N. Millbrook Avenue
Fresno, CA 93703

Sunnyside Building
5693 E. Kings Canyon Road
Fresno, CA 93727

Ongoing CalFresh

Joshua Hernandez and Chester Prince, Program Managers

Ongoing CalFresh provides continued case maintenance for clients that have been approved for CalFresh benefits. Case maintenance includes processing mid-year changes on the semiannual report as well as conducting yearly interviews with clients in order to determine their continued CalFresh eligibility. Ongoing CalFresh staff stay up to date on policy and regulation changes related to the program in order to provide clients with valuable service.

Ongoing Medi-Cal

Joshua Hernandez and Chester Prince, Program Managers

Ongoing Medi-Cal provides continued case maintenance for clients that are receiving Medi-Cal benefits. Continued case maintenance includes processing mid-year changes reported by clients and processing yearly renewals for all Medi-Cal clients to determine their continued eligibility. Ongoing Medi-Cal staff stay up to date on policy and regulation changes to the Medi-Cal program so that clients receive useful and efficient service.

Fulton Building
1821 Fulton Street
Fresno, CA 93721

Huntington Hall
4450 E. Huntington Blvd.
Fresno, CA 93702

Centralized CalFresh and Medi-Cal Inter-County Transfer

Charlotte Tilkes, Program Manager

Inter-County Transfer (ICT) is the reassignment of responsibility for determination of eligibility for and provision of social services from one county to another. County of Fresno utilizes the California Electronic Inter-County Transfer data-sharing platform to provide a seamless transfer of client data and documents from one county to another. The CalFresh and Medi-Cal ICT Unit is responsible for facilitating the transfer of client benefits between counties on behalf of Fresno County clients, ensuring that there is no interruption in benefits when a client moves from one county to another.

Sunnyside Building
5693 E. Kings Canyon Road
Fresno, CA 93727

Centralized Medi-Cal Eligibility Data System Unit

Charlotte Tilkes, Program Manager

The Medi-Cal Eligibility Data System (MEDS) is an online eligibility platform linked to several statewide-connected electronic records data processing systems that support the administration of California health and welfare programs. The Centralized MEDS Unit is responsible for correcting Medi-Cal system discrepancies on behalf of Fresno County and ensure MEDS records correctly match the records in electronic benefit eligibility systems.

Fulton Building
1821 Fulton Street
Fresno, CA 93721

For more information:

www.co.fresno.ca.us/departments/social-services/assistance-programs/where-to-apply-for-assistance

To contact:

1-855-832-8082 (toll free)

Call Center and Regional Offices Branch
Oralia Gomez, Deputy Director

2719 N. Air Fresno Drive
Fresno, CA 93727

The Call Center and Regional Offices Branch ensure that the Department's programs and services are accessible to communities across the vast Fresno County, which covers nearly 6,000 square miles. The availability of Regional offices increases access to many public assistance programs and services for clients seeking walk-in assistance outside of the Fresno metropolitan area. The Cal-Fresh and Medi-Cal Call Center is available for clients who are unable to visit a DSS office. Through the call center, clients can apply for public assistance programs, make inquiries regarding applications, and amend active cases. It is through the work of this branch that the Department is able to provide quality service across the county.

Regional Centers

Stephanie Oakley and Felipe Gaona, Program Managers

Departmental Regional Centers are posted outside the Fresno metropolitan area to provide assistance for rural clients requesting access to CalWORKs, CalFresh, Medi-Cal, General Relief, Homeless Assistance, and Employment Services. A self-serve station is available to clients for copying and scanning documents. Each office provides a drop box for submitting documents.

Reedley Regional Center

1680 E. Manning Avenue
Reedley, CA 93654

Coalinga Regional Center

311 Coalinga Plaza
Coalinga, CA 93210

Selma Regional Center

3800 N. McCall Avenue
Selma, CA 93662

Kerman Office

Felipe Gaona, Program Manager

The rural office in Kerman offers limited services, including CalFresh, Medi-Cal, CalWORKs, and employment services. Clients have access to a drop box for submitting documents. Additionally, a self-serve station is available for copying and scanning documents.

Kerman Shopping Center
15180 W. Whitesbridge Avenue
Kerman, CA 93660

CalFresh and Medi-Cal Call Center

Joe Xiong and Juan Bustamante, Program Managers

In addition to applying for CalFresh and Medi-Cal services, clients who contact the call center may request forms and documents, check the status of their application, and make required changes to an active case. Outside of normal business hours, an automated interactive voice response system provides case information. The “Warm Handoff Unit” is located at the call center to assist those who are applying for health coverage through Covered California, as well as transfer applicants to their county of residence.

Air Fresno

2719 N. Air Fresno Drive, Fresno, CA 93727

To contact: 559-600-9001 (local) or 1-855-832-8082 (toll free)

CalWORKs and Employment Services Branch
Maria I. Aguirre, Deputy Director

Main Building
4455 E. Kings Canyon Road
Fresno, CA 93702

The California Work Opportunity and Responsibility to Kids (CalWORKs) and Employment Services branch delivers the CalWORKs public assistance program, which provides cash aid and services to eligible families that have children in the home. Families that apply and qualify for assistance receive money each month to help pay for housing, food, and other necessary expenses. The Department collaborates with employers and other agencies in the community to deliver education, training, and employment opportunities that provide clients with a path to achieving self-sufficiency and gainful employment.

CalWORKs Intake and Ongoing

Maria Villapudua-Herrera and Tina Torres, Program Managers

The CalWORKs program provides time-limited cash assistance to families with children. Intake CalWORKs processes program applications and makes the initial eligibility determinations. Ongoing CalWORKs provides continued case maintenance for clients who have been approved to receive benefits. Qualified recipients are eligible for Medi-Cal and may qualify for CalFresh benefits, as well. For clients with immediate need, temporary cash benefits and housing support are available.

Fairgrounds Building
4468 E. Kings Canyon Road
Fresno, CA 93702

Main Building
4455 E. Kings Canyon Road
Fresno, CA 93702

Welfare to Work

Vivian Aldridge, Kim Desmond, and Carmen Sanchez-Sauceda, Program Managers

The Welfare to Work (WTW) program provides 24 months of training and other employment-related services to a subset of CalWORKs clients. A Job Specialist is assigned to work with the client to identify strengths, establish obtainable goals, and provide assistance with training, education, and job placement opportunities. Supportive services are also available to reduce barriers to employment such as lack of childcare or transportation, substance abuse, domestic violence, legal impediments, or mental health issues so that families are empowered to transition toward self-sufficiency. For employers, on-site job recruitment and subsidized employment are available for meeting staffing needs.

Main Building
4455 E. Kings Canyon Road
Fresno, CA 93702

Family Stabilization

Kim Desmond, Program Manager

The Family Stabilization Program provides intensive case management to WTW clients who are identified as living in a domestic violence situation or crisis. This program focuses on assisting clients to successfully overcome their situation by offering education, training, work-study, subsidized employment, and/or other barrier removal services.

Main Building
4455 E. Kings Canyon Road
Fresno, CA 93702

Cal-Learn

Kim Desmond, Program Manager

The Cal-Learn Program assists pregnant and parenting teens under the age of 19 in obtaining a high school diploma or equivalent. Teens who are receiving CalWORKs benefits are also connected to relevant social and community health services. These coordinated services help teens to become self-sufficient adults and responsible parents.

Modular C Building
4445 E. Inyo Street
Fresno, CA 93702

Child Care

Vivian Aldridge, Program Manager

Finding adequate child care can be a major obstacle for clients who are working toward self-sufficiency. WTW clients are eligible to receive assistance with child care costs for children under 10 years of age. Child care assistance may continue for up to two years after CalWORKs cash assistance discontinues.

Huntington Hall
4450 E. Huntington Avenue
Fresno, CA 93702

CalWORKs Service Center

Tina Torres, Program Manager

Clients can contact the CalWORKs Service Center to inquire about public assistance programs, request forms and documents, check the status of an application, and make changes to an active case. Eligibility Workers are available during business hours to assist clients and an automated system is available for after-hours service.

1-855-832-8082 (toll free)

Air Fresno
2719 N. Air Fresno Drive
Fresno, CA 93727

To apply online for benefits:

www.mybenefitscalwin.org

For more information:

www.co.fresno.ca.us/departments/social-services/assistance-programs/calworks

Child Welfare Branch
Tricia Gonzalez, Deputy Director
1404 L Street
Fresno, CA 93721

The Child Welfare Branch diligently works to keep children safe and help families thrive by protecting children in the present and learning from the past. Child Welfare services are available around the clock to help children in the community who have been maltreated or are at risk of maltreatment. This branch is responsible for identifying the needs of at-risk children and convening the appropriate team of family, staff, care, and service providers to develop a joint plan to meet the family's needs. Protecting the children of Fresno County requires partnering with families and communities to prevent further harm, preserving family connections, restoring positive and stable family interactions, and rebuilding each family's capacity to safely and successfully nurture their children's growth and development. Families heal and children are safer when they are empowered and hopeful.

Child Abuse Prevention and Early Intervention

Renee Ramirez, Lauri Moore, and Rita Bohannon, Program Managers

The Department partners with the community to provide Neighborhood Resource Centers and Differential Response services throughout the county. Neighborhood Resource Centers promote the strengthening of families through formal and informal support, as well as a robust sense of community. Each center strives to meet the needs of families who request assistance and encourages case management for families who are at risk for child welfare involvement. The goal of Neighborhood Resource Centers is to foster family resilience and nurture the development of healthy behaviors as a means of preventing child abuse and neglect.

Emergency Response

Families at risk of abuse or neglect are reported to the 24-hour Child Abuse Hotline for suspected abuse, neglect, or exploitation of children. Reports are evaluated and then investigated by social workers who assess child safety and provide crisis intervention services. When necessary, children are placed into out-of-home care and Juvenile Dependency Court proceedings are initiated until the situation has stabilized.

L Street Building
1404 L Street
Fresno, CA 93721

Voluntary Family Maintenance

Lauri Moore, Program Manager

Voluntary Family Maintenance is available to eligible families in crisis, in which they receive time-limited services to prevent the recurrence of abuse, neglect, or exploitation. This program provides intensive voluntary services that strengthen families and ensures children's safety, well-being, and stability while the children remain in the home. Voluntary Family Maintenance engages families through the provision of strength-based, family-focused, and community-oriented services.

L Street Building
1404 L Street
Fresno, CA 93721

Family Reunification/Family Maintenance

Dalvin Baker, Dana Parker, and Shawn Peyvandi, Program Managers

Families who need assistance to keep their children safe are provided with case management services provided by the Department's social workers under the supervision of the Juvenile Dependency Court. The Family Reunification task area aims to provide families with support, guidance, and assistance by resolving the issues that brought their family to the attention of the Department and Juvenile Dependency Court. Family Maintenance provides time-limited

supportive and protective services to families in crisis. Services may include parenting education, counseling, victim services, domestic violence intervention, and substance abuse treatment.

Center Mall Court
2011 Fresno Street
Fresno, CA, 93721

Assessment/Adoption

Dalvin Baker, Dana Parker, and Shawn Peyvandi, Program Managers

When children are unable to reunify with their biological family, it is important to link them to a permanent home. As a licensed adoption agency, this area seeks to stabilize children into new legal parent-child relationships of adoption or guardianship in partnership with local private adoption agencies.

Crocker Building
2135 Fresno Street
Fresno, CA, 93721

Permanent Planned Living Arrangement

Dalvin Baker, Dana Parker, and Shawn Peyvandi, Program Managers

Permanent Planned Living Arrangement (PPLA) services are provided when all efforts to achieve family reunification, adoption, or guardianship have been unsuccessful or are not appropriate. The goal of PPLA is to maintain a stable placement so the child is not moved from foster home to foster home while a permanent home is located.

West Fresno Regional Center
142 E. California Avenue
Fresno, CA, 93706

Specialized Programs

All individuals need to be honored for who they are and linked to services appropriate to their family. Child Welfare has designated specialized services and staff to understand current legislation, link to the community, and support ongoing case managers to meet the needs of each child and family.

Linkages

Dana Parker, Program Manager

Linkages is a service coordination partnership between Child Welfare and CalWORKs that assists clients in navigating the two different systems, which often have conflicting requirements and timeframes. Linkages improves the services coordination and case planning, prevents duplication of efforts, and maximizes funding and resources to better serve clients accessing both systems.

Linkages families are working toward becoming safe parents while at the same time trying to achieve economic self-sufficiency.

Crocker Building
2135 Fresno Street
Fresno, CA, 93721

Placement Services and Supports
Rita Bohannon, Program Manager

Resource Family Approval is the process to authorize relatives, mentors, and community members to provide homes for children who often exhibit trauma-related behaviors. The Resource Family Support area matches children with homes that are suited to meet their individual needs. Through the work of the Quality Parenting Initiative, caregivers are linked with each other and learn about services available to assist them with providing a stable home and progressing to permanency when children are unable to return home safely.

Center Mall Court
2011 Fresno Street
Fresno, CA, 93721

Crocker Building
2135 Fresno Street
Fresno, CA, 93721

Family Finding
Lydia Johnson, Social Work Supervisor

Family Finding and Engagement seeks to locate information about relatives to reconnect children with people who have expressed care and concern in the past, and to engage known and newly found family toward permanency for the youth.

L Street Building
1404 L Street
Fresno, CA 93721

Child Focus Team
Dalvin Baker, Program Manager

The Child Focus Team is a multi-disciplinary team comprised of Social Workers, Educational Liaisons, Public Health Nurses, Mental Health Clinicians, and Office Assistants, each trained to link to community resources in a specific area. The Child Focus Team reviews the case of each incoming child and youth as they enter the Juvenile Court system at the intervals of five days, sixty days, and six months in order to quickly identify strengths and needs in the areas of education, health, development, placement, visitation, mental health, as well as any other identified area. The team also serves as a hub to provide information and support to the staff and community for any child in the Child Welfare system.

Commercially Sexually Exploited Children

Dalvin Baker, Program Manager

This team is specially trained to respond to reports of commercial sexual exploitation of children in Fresno County. Child Welfare partners with Juvenile Probation, local law enforcement agencies, the Federal Bureau of Investigation, local school districts, and community organizations to link services and supports to children and youth who have been exploited or who are at risk of sexual exploitation.

L Street Building
1404 L Street
Fresno, CA 93721

Independent Living Program and Resource Center

Dalvin Baker, Program Manager

The Independent Living Program (ILP) provides services to Fresno County probation and foster youth between the ages of 14-21. The goal is to create a sense of community and belonging while providing the necessary skills and support so the youth can attain self-sufficiency. ILP social workers assist in the development of a transition to adulthood plan by offering academic advice for success in high school and post-secondary education, employment preparation, referrals, and housing assistance. The ILP Resource Center includes computers, information on community resources, as well as other educational materials.

Heritage Taft Building
3688 E Shields Avenue
Fresno, CA 93726

Visitation

Shawn Peyvandi, Program Manager

The Visitation Center is a safe place for children in out-of-home care and their parents to visit in a friendly and welcoming environment. Visitation staff are specially trained in visitation documentation, parent-child interaction, and the safety of children, ensuring that parental visitation time is a positive experience for everyone.

Parenting

Shawn Peyvandi, Program Manager

Parenting classes designed to prevent and reduce the recurrence of child abuse and neglect are taught by trained Child Welfare facilitators and providers at various locations in the community. Classes are offered throughout the week, with both day and evening classes available. Curriculum

designed to meet the specific needs of Spanish-speaking and African-American parents are also available throughout the year.

Crocker Building
2135 Fresno Street
Fresno, CA 93721

For more information:

www.co.fresno.ca.us/departments/social-services/child-welfare

To report child abuse in Fresno County:

559-600-8320 (available 24/7)

Finance Branch
Stacey Sandoval, Finance Chief

Clovis Campus, Building 3
200 W. Pontiac Way
Clovis, CA 93612

The Finance Branch provides financial management and workload evaluations to all social services programs in order to support the Department's service delivery goals. Through reports and analysis, Finance ensures that the Department's executive, managerial, and supervisory staff have the necessary expenditure and revenue, workload volume, and staffing information to make data-driven decisions. The daily work completed by Finance is integral to the prompt issuance of payments and support to Fresno County residents, promoting their journey to self-sufficiency.

Financial Analysis and Reporting

Bruna Chavez, Social Services Finance Manager

Financial Analysis and Reporting develops and monitors the Department's county fiscal year budget and reviews all regulatory and programmatic changes to determine impacts on funding. Budget status reports and outcomes are communicated by this area through monthly and quarterly reports to the executive staff. The Financial Analysis and Reporting Unit is also charged with conducting the State Management Reporting function, which involves the completion and submittal of over twenty State and Federal mandated caseload and expenditure reports to the California Department of Social Services.

Clovis Campus, Building 3
200 W. Pontiac Way
Clovis, CA 93612

Accounting and Claiming

Grace Geo, Social Services Finance Manager

Accounting and Claiming manages all Department funds. This unit completes and submits claims to the State and Federal government for the reimbursement of administrative and client assistance costs. Payment issuance for contractor and vendor invoices, as well as direct payments to providers, originate from this area of the Finance Division.

Clovis Campus, Building 3
200 W. Pontiac Way
Clovis, CA 93612

Fiscal Services

Nan Phrasavath, Social Services Finance Manager

Fiscal Services issue immediate checks directly to clients and is responsible for replacing lost or stolen warrants and checks. This unit is also responsible for ensuring the Department has sufficient supplies to issue bus passes and Electronic Benefit Transfer (EBT) cards to clients on a daily basis. Located at the Commissary Building on the UMC Campus, Fiscal Services is the centralized Metro-Fresno location where clients can make payments on overpayment account balances.

UMC Main Campus, Commissary Building
4449 E. Kings Canyon Rd.
Fresno, CA 93702

Social Services Accounts Receivable

Nan Phrasavath, Social Services Finance Manager

Social Services Accounts Receivable is responsible for the collection of overpayment account balances for all Department programs. This unit receives payments both by phone and mail, discusses payment plan options with clients, makes updates to client accounts, and ensures that payments are properly deposited into the Department's funds.

Clovis Campus, Building 3
200 W. Pontiac Way
Clovis, CA 93612

Operations Research and Reporting

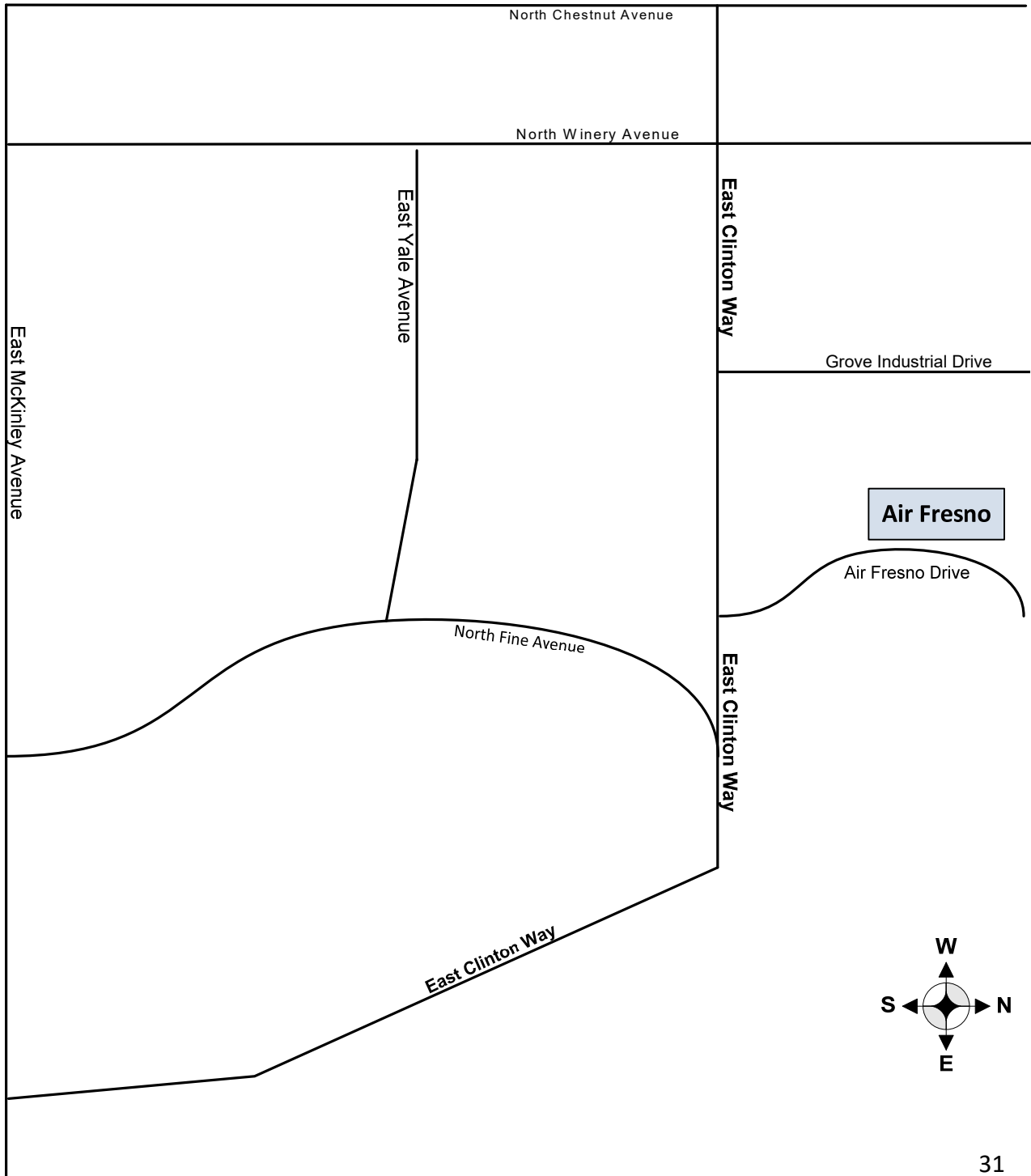
Gilbert Bugay, Senior Staff Analyst

Operations Research and Reporting evaluates Departmental workload through the development of operational reporting and analysis of caseload, task, and application volumes. This unit uses data to conduct workload and time and motion studies for Department programs. The information gathered in these studies is used for making staffing recommendations to executive and management staff. Operations Research also provides workload management and scheduling support to the Department's Call Center to ensure sufficient staffing during peak times.

Clovis Campus, Building 3
200 W. Pontiac Way
Clovis, CA 93612

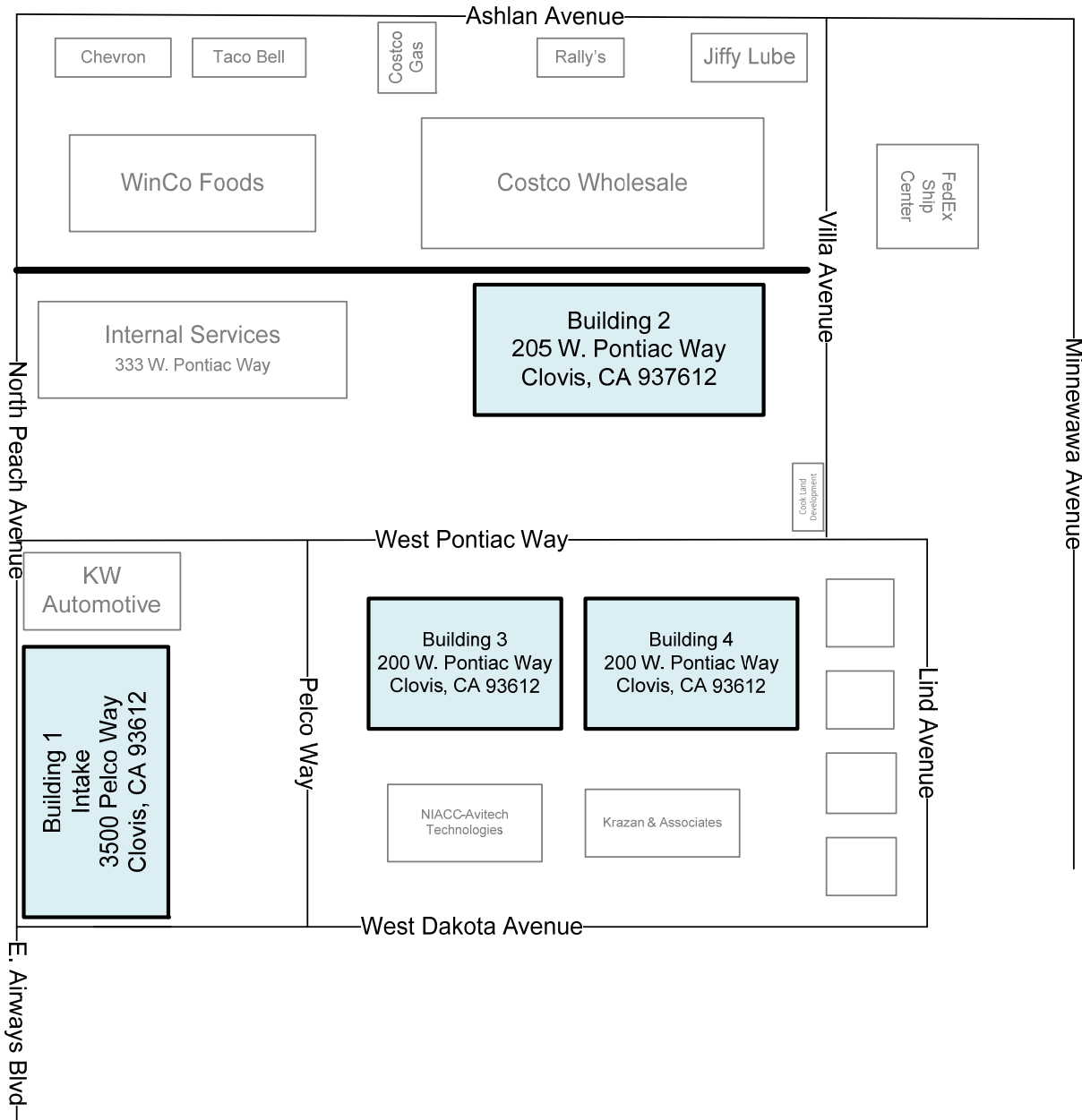
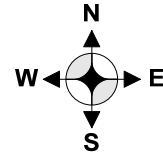
Fresno County Department of Social Services

Airport Fresno
2719 North Air Fresno Drive
Fresno CA 93727



Fresno County Department of Social Services

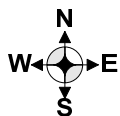
Clovis Campus
Dakota & Peach Avenue
Clovis, CA 93612



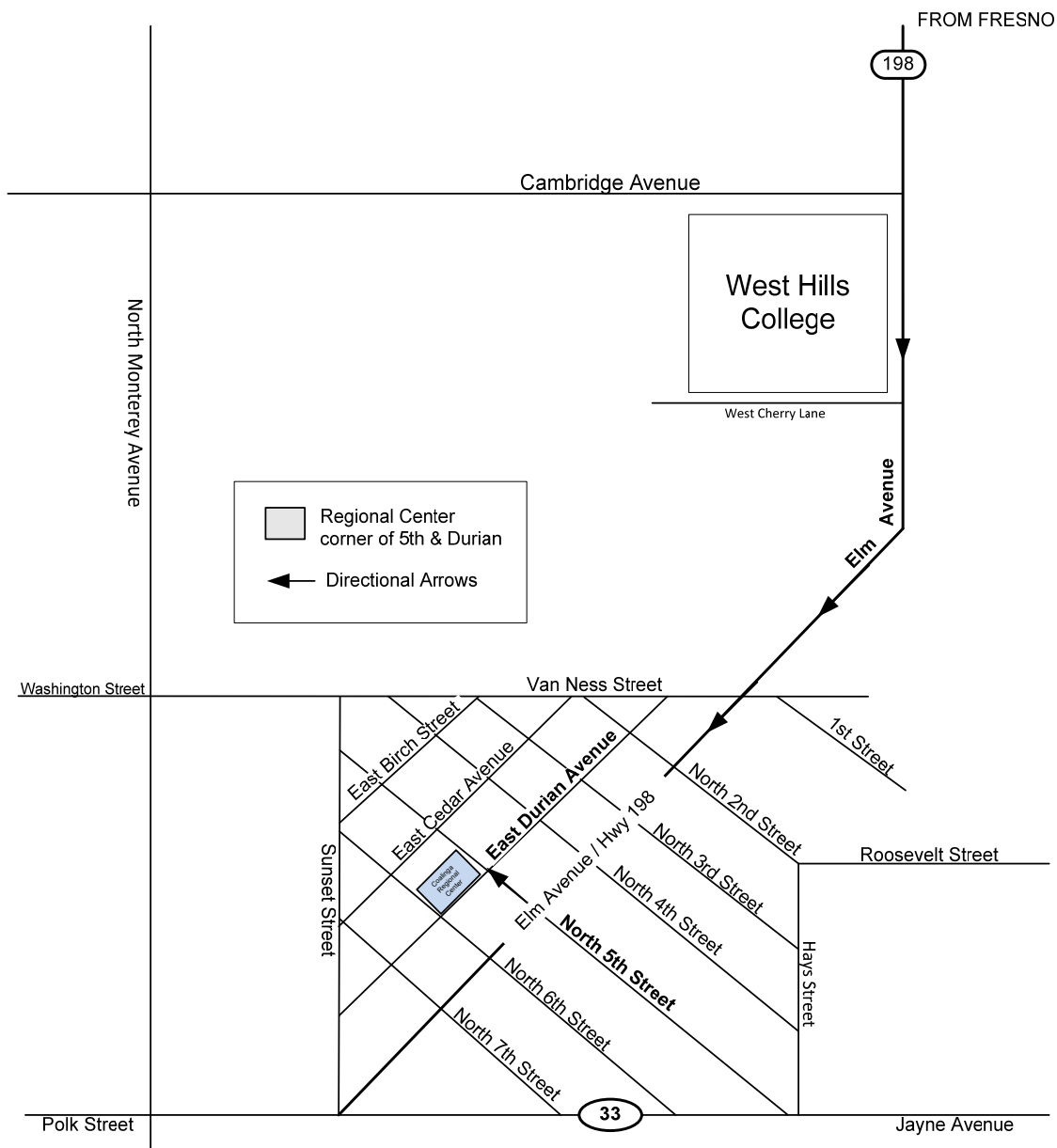
10/24/18

Map not to scale

Fresno County Department of Social Services



Coalinga Regional Center
311 Coalinga Plaza
Coalinga CA 93210



Fresno County Department of Social Services

Downtown Buildings



Downtown Department Address

BRIX BUILDING
1221 Fulton Mall
Fresno CA 93721

CENTER MALL COURT
2011 Fresno Street
Fresno CA 93721

CROCKER BUILDING
2135 Fresno Street
Fresno CA 93721

L STREET
1404 L Street
Fresno CA 93721

Other County Departments

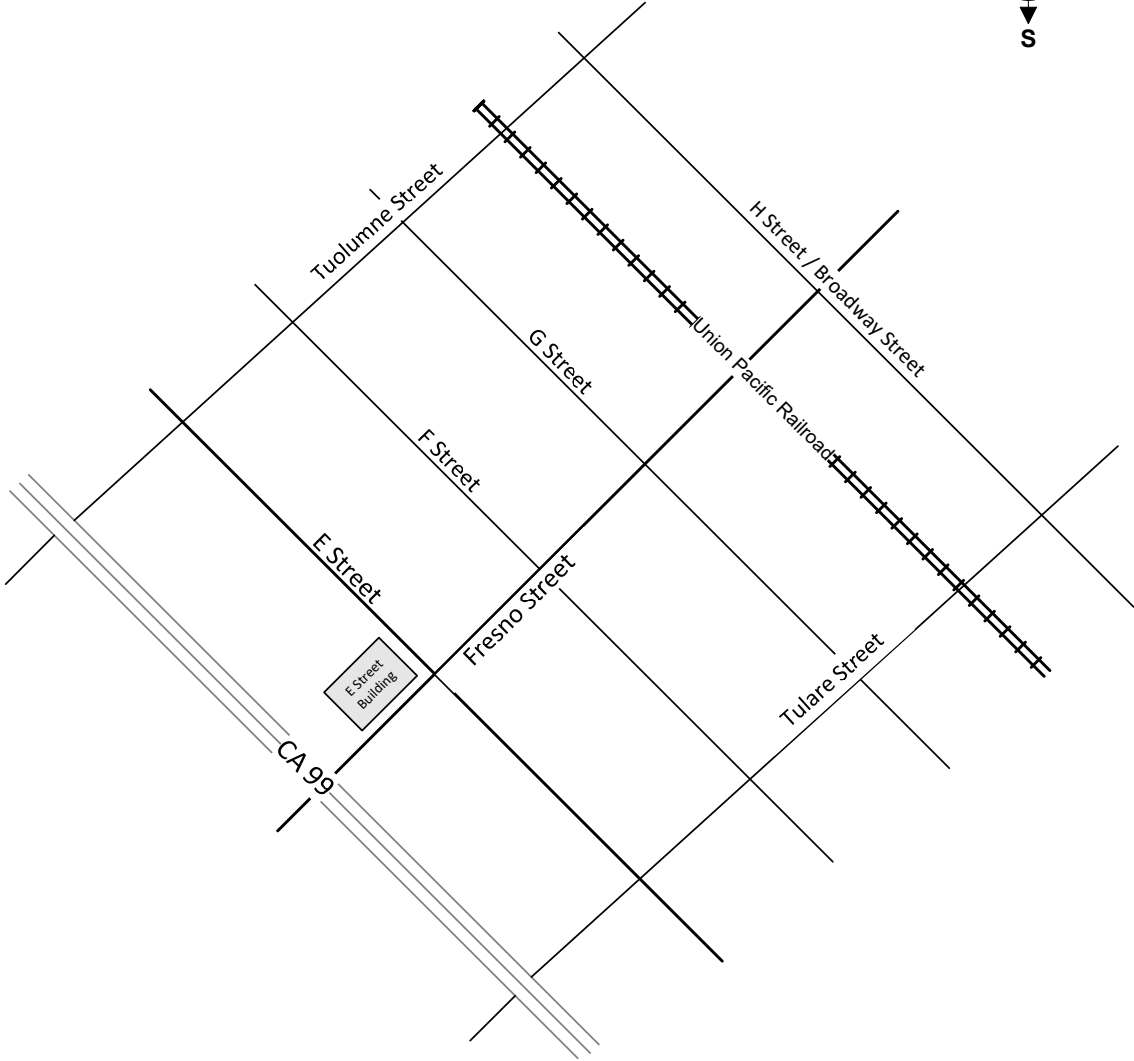
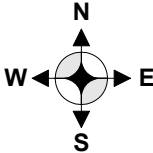
HALL OF RECORDS
2281 Tulare Street
Fresno CA 93721

FRESNO COUNTY PLAZA
2220 Tulare Street
Fresno CA 93721

NOTE: Shaded areas are Social Services Buildings

Fresno County Department of Social Services

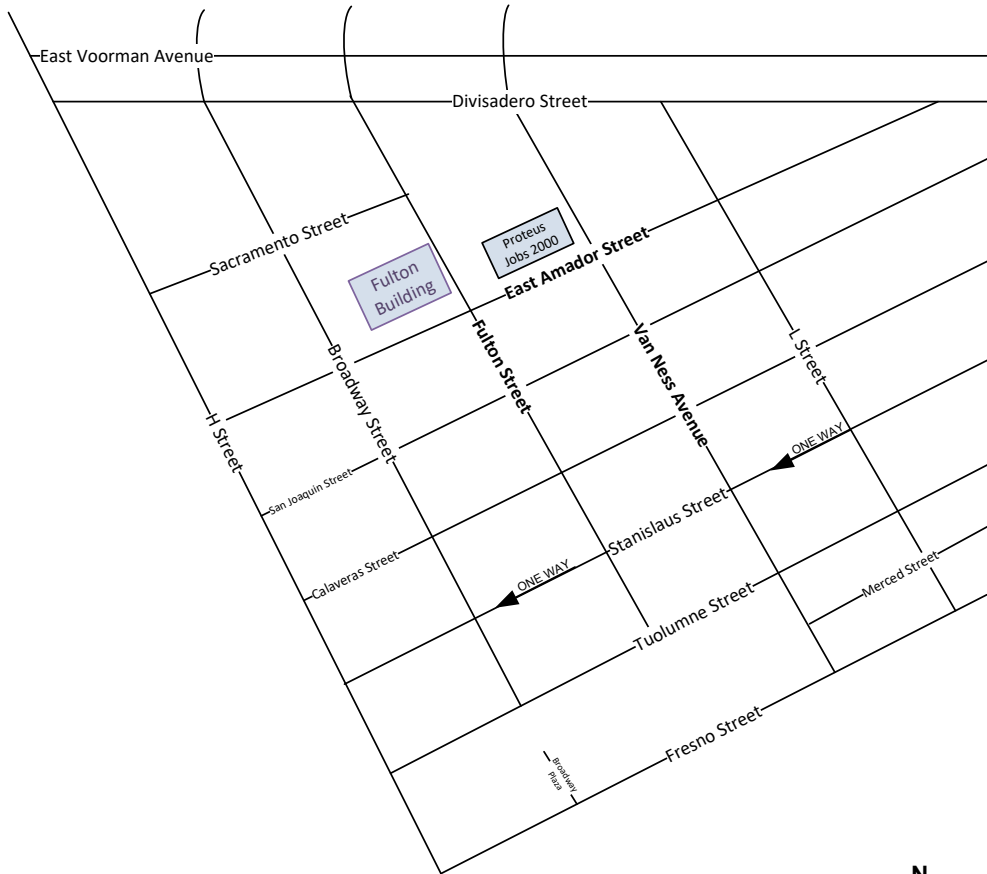
**E Street Building
1209 E Street
Fresno CA 93706**



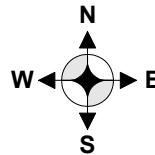
Fresno County Department of Social Services

Fulton Building
1821 Fulton Street
Fresno CA 93721

Proteus - Jobs 2000
1815 Van Ness Avenue
Fresno CA 93721

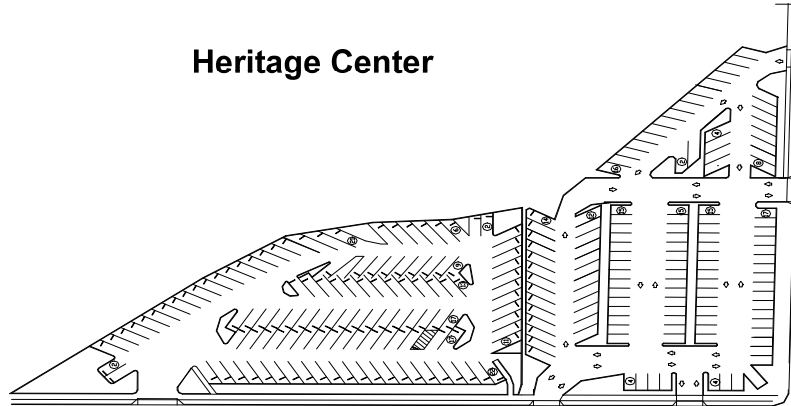
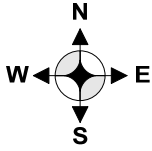


Note: Shaded areas are Social Services buildings

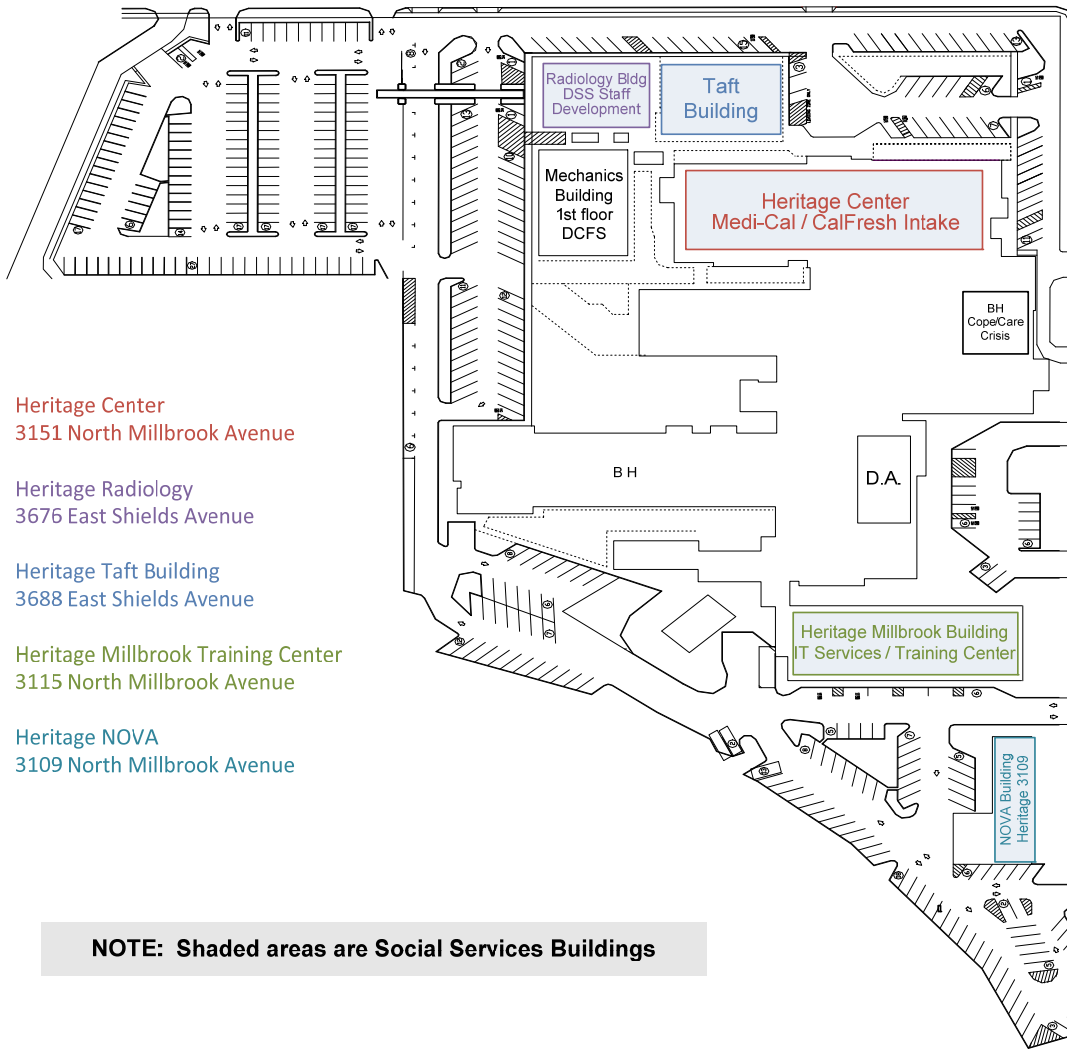


Fresno County Department of Social Services

Heritage Center



East Shields Avenue



North Millbrook Avenue

Heritage Center
3151 North Millbrook Avenue

Heritage Radiology
3676 East Shields Avenue

Heritage Taft Building
3688 East Shields Avenue

Heritage Millbrook Training Center
3115 North Millbrook Avenue

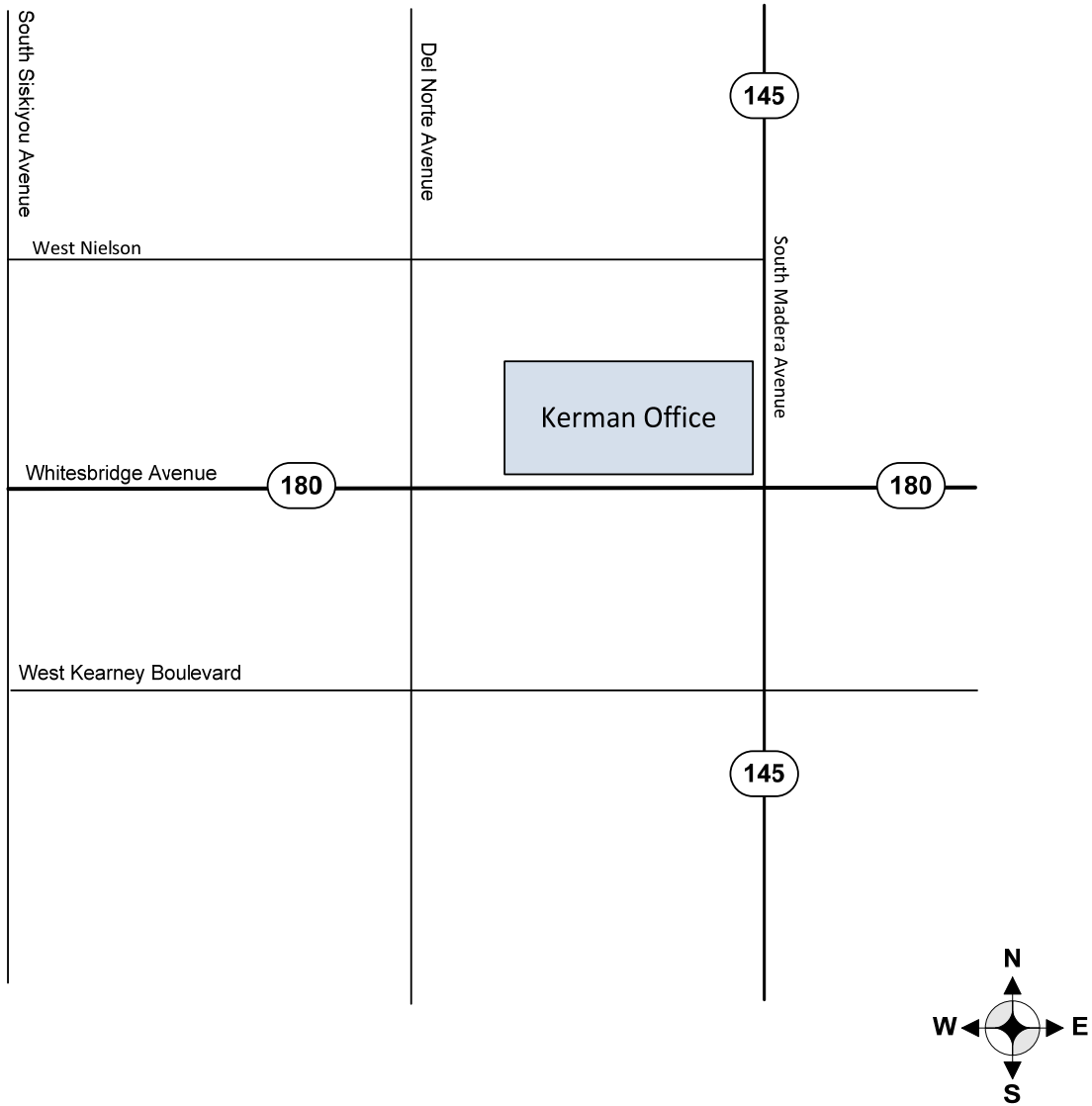
Heritage NOVA
3109 North Millbrook Avenue

NOTE: Shaded areas are Social Services Buildings

East Michigan

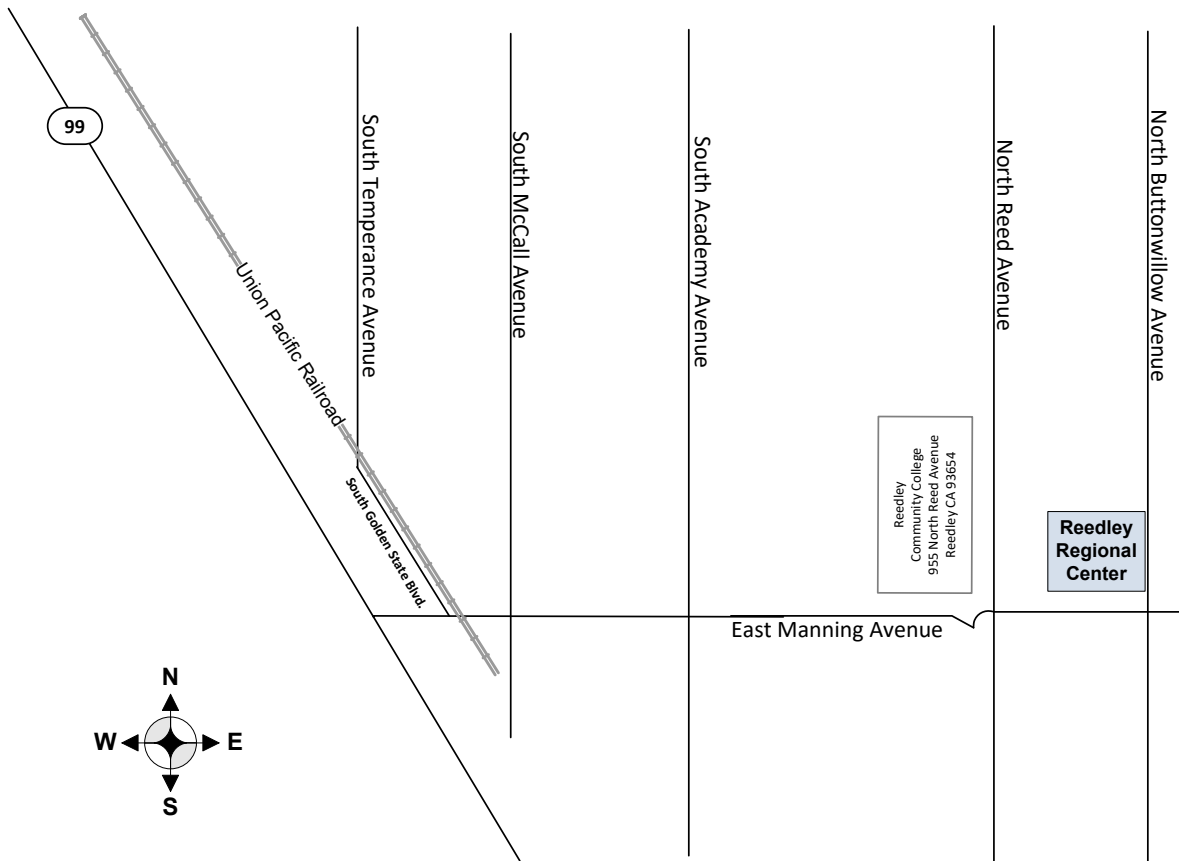
Fresno County Department of Social Services

**Kerman Office
15180 West Whitesbridge
Kerman CA 93630**



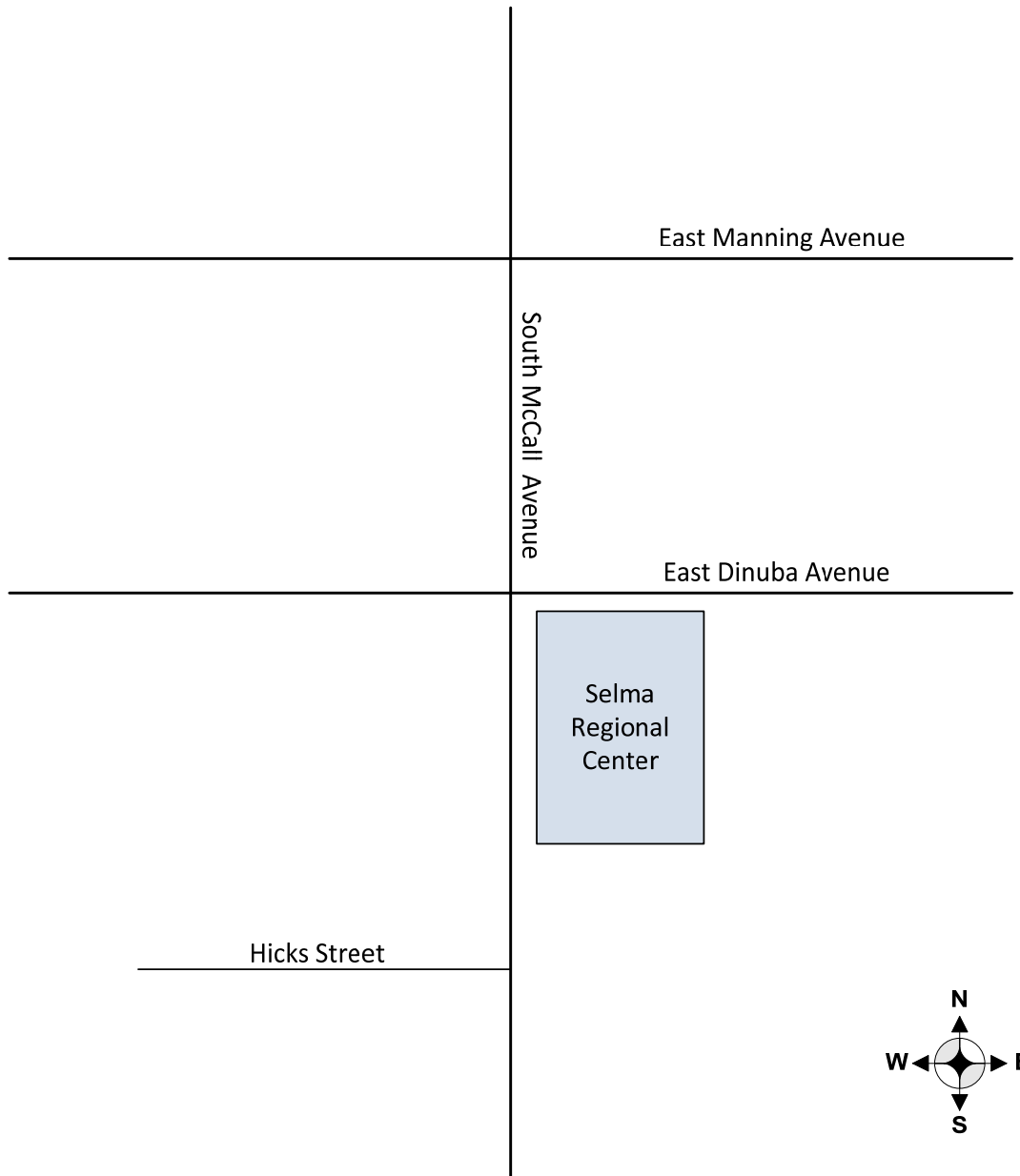
Fresno County Department of Social Services

Reedley Regional Center
1680 East Manning Avenue
Reedley CA 93654



Fresno County Department of Social Services

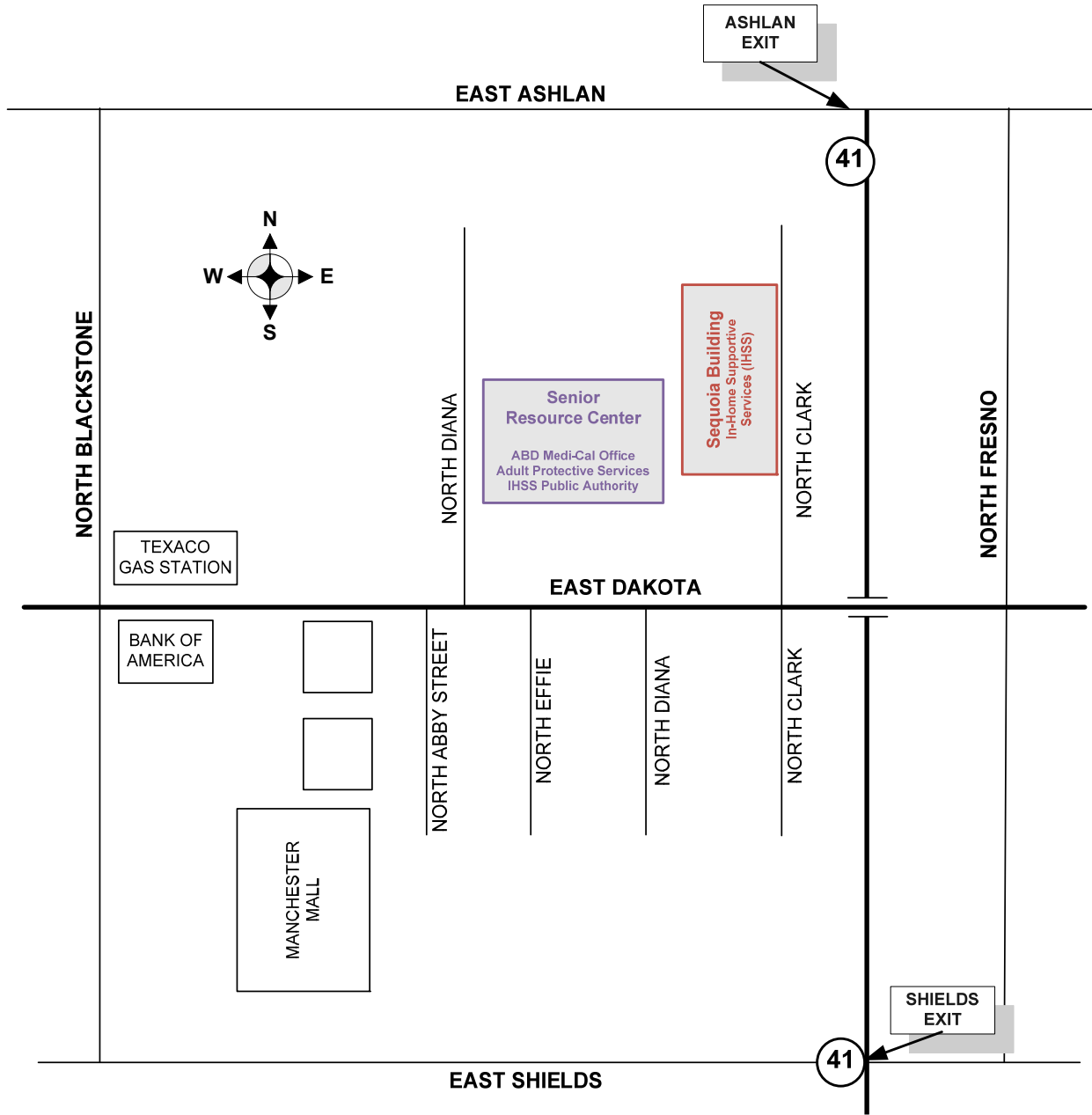
Selma Regional Center
3800 McCall Avenue
Selma CA 93662



Fresno County Department of Social Services

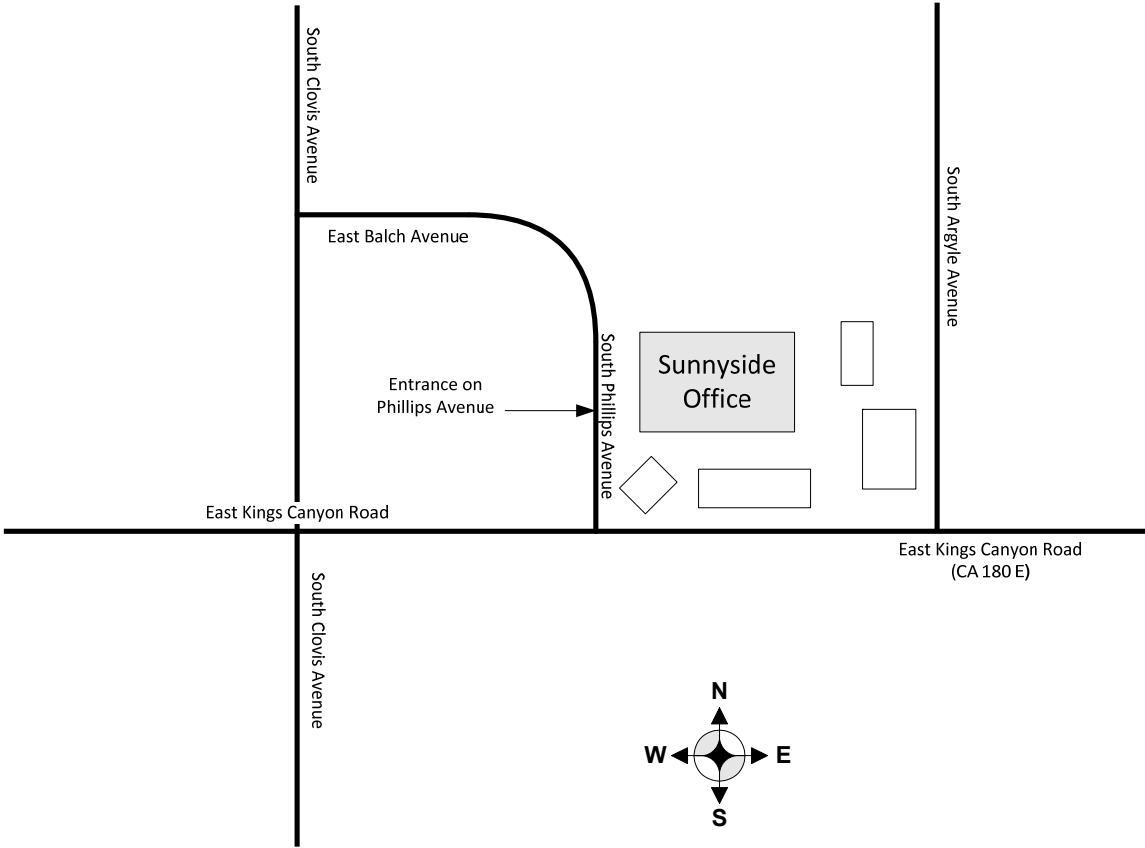
Senior Resource Center
ABD Medi-Cal Office
2025 East Dakota
Fresno CA 93726

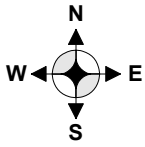
Sequoia Building
In-Home Supportive Services
(IHSS)
3821 North Clark Street
Fresno CA 93726



Fresno County Department of Social Services

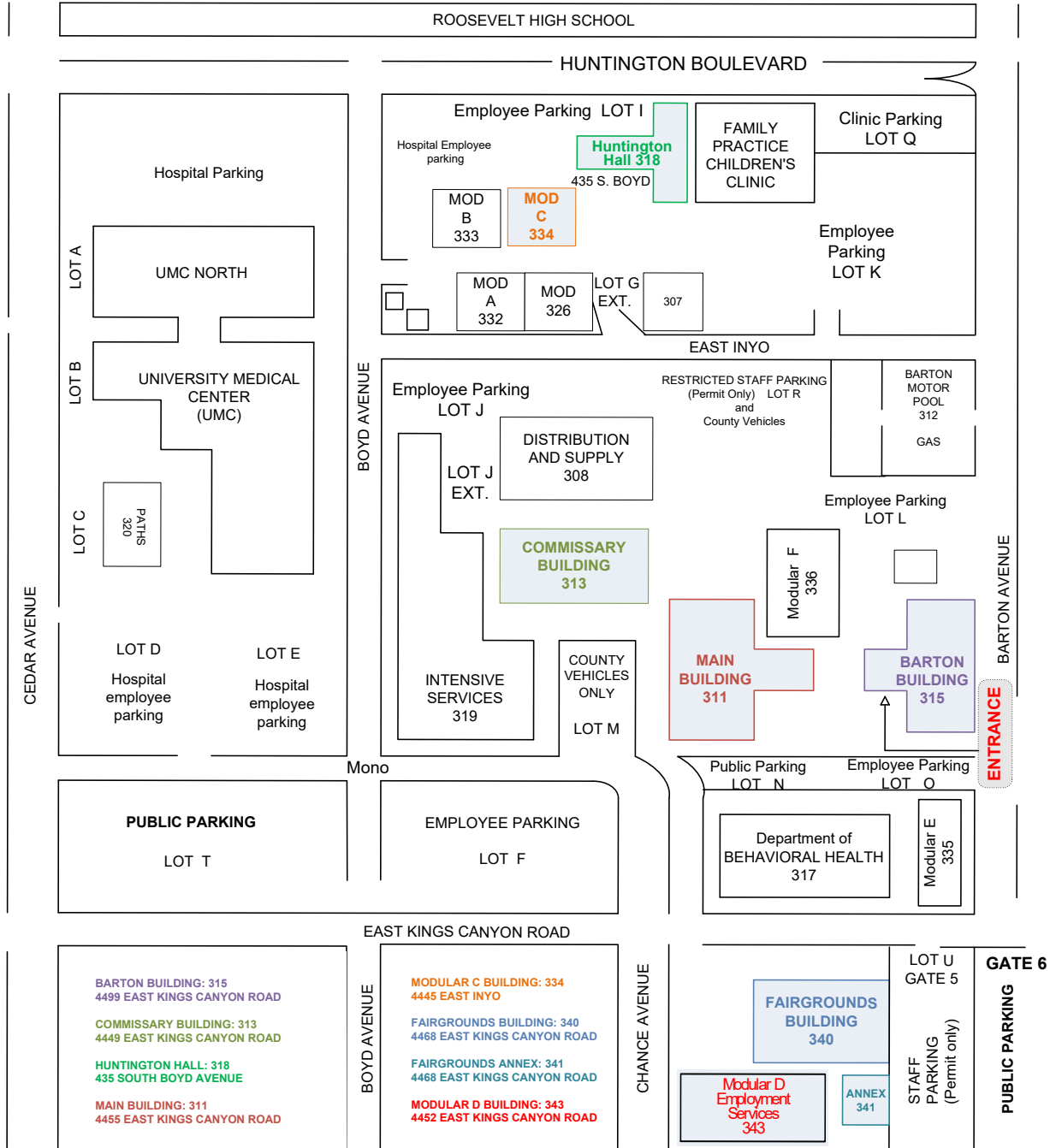
**Sunnyside Office
5693 East Kings Canyon Road
Fresno CA 93727**





Fresno County Department of Social Services

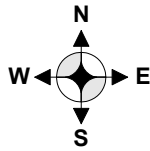
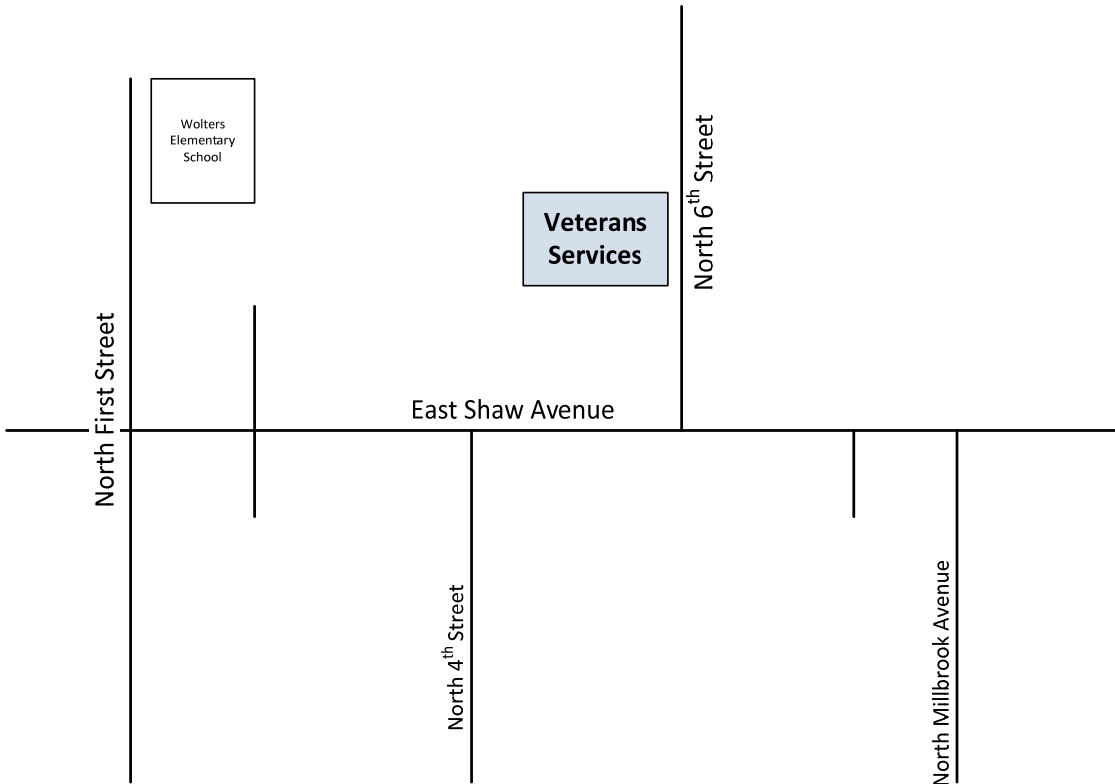
UMC Campus



NOTE:
Social Services buildings are indicated by the shaded areas.

Fresno County Department of Social Services

Veterans Services
1320 East Shaw Avenue, Suite 105
Fresno CA 93710



06-14-17

Map not to scale

Fresno County Department of Social Services

West Fresno Regional Center (WFRC)
Edison Plaza
142 East California Avenue
Fresno CA 93706

