



**Department of Social Services  
Programs Overview  
August 2021**

**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 \$841 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 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.

To meet the needs of the community the department staff have adopted core values that outline how services are to be delivered; these are Develop relationships with ALL. Show integrity to All. Seek Excellence in All. These values illustrate the continued commitment by the department to serve our community and at the same time ensuring that we do so in the most efficient, equitable and transparent manner possible.

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**

Clovis Campus, Building 2  
205 W. Pontiac Way  
Clovis, CA 93612

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.

### **Staff Development and Training**

**Juan Bustamante, 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 to meet DSS goals and objectives.

### **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.

### **Centralized Clerical Operations Division**

**Angelita Bundy, 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.

## **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.

## **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.

## **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.

**Strategic Planning and 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 are 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.

**Program Integrity**  
**Elisa Gallegos, Program Manager**

**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.

**Appeals:**

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.

**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.

**Appeals and State Quality Control Location:**

Clovis Campus, Building 1  
3500 Never Forget Way  
Clovis, CA 93612



**Adult Services Branch**  
**Joy Moreno, Deputy Director**

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

Adult Services Branch serves many older members of the community, as well as children and adults with disabilities, through the Veteran's Services Office, Adult Protective Services, In Home Supportive Services and the Public Authority programs. The Centralized Meds Unit also provides support to the department to ensure continuity of services through Medi-Cal. All programs strive to serve the community with dignity, respect, compassion, and an understanding of the right to self-determination. Services are provided through advocacy, case management, outreach, and a variety of care programs. The Adult Services Branch actively promotes safety, well-being, and independence for older and dependent adults through accurate and timely assessments and linkage to the appropriate services.



## **Adult Protective Services and Centralized Medi-Cal Eligibility Data System Unit**

**Michael Reiser, Program Manager**

### **Adult Protective Services:**

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.

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

### **Centralized Medi-Cal Eligibility Data System Unit:**

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.

Clovis Campus, Building 2  
205 W. Pontiac Way  
Clovis, CA 93612

### **In-Home Supportive Services**

**Joel Gurss, 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.

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250 W. Pontiac Way  
Clovis, CA 93612

## **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.

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205 W. Pontiac Way  
Clovis, CA 93612

## **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

### ***To contact:***

**Adult Protective Services Hotline:** 559-600-3383 or 1-800-418-1426

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

**Public Authority:** 559-600-5749

**Veteran Services:** 559-600-5436

**General Information:** 1-855-832-8082 (toll free)

### ***For more information:***

[www.co.fresno.ca.us/departments/social-services/assistance-programs/where-to-apply-for-assistance](http://www.co.fresno.ca.us/departments/social-services/assistance-programs/where-to-apply-for-assistance)



**Intake Services**  
**Linda Du'Chene, Deputy Director**  
Clovis Campus, Building 1  
3500 Never Forget Lane  
Clovis, CA 93612

In order to achieve a healthier community, the Intake Services Branch administers the CalFresh and Medi-Cal Assistance Programs to clients throughout Fresno County. 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.

## **General Relief, CalWORKs Intake, Intake CalFresh and Medi-Cal**

**Joshua Hernandez, Vivian Mendez-Garcia, Veronica Mota, Angela Stillwell, and Maria Villapudua-Herrera, Program Managers**

### **General Relief (GR):**

General Relief is a County funded program that provides cash or in-kind services to needy individuals and childless couples who are not eligible for assistance under any other categorical aid program. Grants are intended to assist with the costs of food, shelter, personal needs, and other living expenses. Applicants must meet a deprivation of unemployed or have a physical and/or mental disability.

### **CalWORKs Intake:**

The CalWORKs program provides time-limited cash assistance to families with children. Intake CalWORKs processes program applications and makes the initial eligibility determinations. 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. Intake staff conduct interviews and provide program eligibility determinations with 45 days of CalWORKs benefit requests, and within one day for Immediate Need benefit requests.

### **Intake CalFresh:**

Intake CalFresh staff provide the initial eligibility determination for households who are experiencing food insecurities to assist with food purchases. Applications for CalFresh can be submitted online, by mail, fax, or in person. Intake staff conduct interviews and provide program eligibility determinations within 30 days of CalFresh benefit requests, and within three days for Expedited Services CalFresh benefit requests.

### **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.

## **Outreach, Linkages, Minor Consent Medi-Cal, and County Medi-Cal Inmate Eligibility Program**

**Joshua Hernandez, Program Manager**

### **Outreach:**

Outreach looks to increase the Department's service penetration rate for eligible families throughout Fresno County. Outreach staff interact directly with Fresno County families by actively participating in a wide range of community events. Outreach staff provide assistance with applications onsite, sharing a wide range of educational resource materials, and answering program related questions. Other Outreach services include providing community-based organizations with education and updates on program changes and services provided.

**Linkages:**

Linkages is a collaboration between Child Welfare and CalWORKs, assisting parents in successfully navigating the requirements and deadlines of both systems. By coordinating case plans and services between Child Welfare and the CalWORKs Welfare-to-Work program, Linkages prevents duplication of efforts and maximizes funding and resources to better serve clients. Linkages families are working to become safe parents while also eliminating barriers to economic self-sufficiency.

**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 mental health outpatient care (ages 12 to 21 only), drug and alcohol treatment, pregnancy-related care, family planning services, sexual assault services, and sexually transmitted diseases treatment. In order to qualify for services, a minor must be unmarried and considered living in the home of a parent. A minor can apply over the phone by calling the Minor Consent line at (559) 600-9799, or by coming into the office.

**County Medi-Cal Inmate Eligibility Program:**

The Medi-Cal Inmate Eligibility Program (MCIEP) is a Medi-Cal program for County inmates who have been admitted to the hospital for inpatient services. Services covered under this program include hospitalization, physician services, and psychiatric services provided during an inmate's inpatient hospital stay only.

**Cash Aid Program for Immigrants (CAPI)**

**Veronica Mota, Program Manager**

CAPI is a cash assistance program available to aged, blind, and disabled immigrants who are no longer eligible for Supplemental Security Income/State Supplementary Payment (SSI/SSP) program. Applicants must complete application SOC 814 and comply with a face-to-face interview for the CAPI program. The face-to-face requirement is currently waived due to the COVID emergency order. Intake staff have 30 days to process a CAPI application.

**Intake Services Metro Center Location:**

Clovis Campus, Building 1  
3500 Never Forget Lane  
Clovis, CA 93612

**Intake Services Regional Centers**

Departmental Regional Centers are posted outside the Fresno metropolitan area to provide assistance to rural clients requesting access to Public Assistance Programs. A self-serve station is available to clients for copying and scanning documents. Each office provides a drop box for submitting documents.

**Joshua Hernandez, Program Manager**

Reedley Regional Center  
1680 E. Manning Avenue  
Reedley, CA 93654

Selma Regional Center  
3830 McCall Avenue  
Selma, CA 93662

**Angela Stillwell, Program Manager**

Kerman Office  
15180 W. Whitesbridge Avenue  
Kerman, CA 93660

Coalinga Regional Center  
311 Coalinga Plaza  
Coalinga, CA 93210

***To contact:***

1-855-832-8082 (toll free)

***For more information:***

[www.co.fresno.ca.us/departments/social-services/assistance-programs/where-to-apply-for-assistance](http://www.co.fresno.ca.us/departments/social-services/assistance-programs/where-to-apply-for-assistance)





## **Call Center and Ongoing Services**

### **Oralia Gomez, Deputy Director**

Clovis Campus, Building 3

250 W. Pontiac Way

Clovis, CA 93612

The Call Center ensures that the Department's programs and services are accessible to communities across Fresno County, which covers nearly 6,000 square miles. The Call Center is available for clients who are unable to visit a DSS office. Through the call center the general public can make inquiries about public assistance programs, clients can make inquiries regarding their applications, and report changes in circumstances or ask questions about their active cases.

Ongoing Services provide continued case maintenance for clients that are receiving CalWORKs, Medi-Cal, CalFresh, ABD, CAPI and GR benefits. Continued case maintenance includes processing mid-year changes reported by clients and processing yearly renewals to redetermine their continued eligibility. It is through the work of this branch that the Department is able to provide ongoing quality service throughout the County.

### **CalWORKs, CalFresh, Medi-Cal, ABD Call Center**

**Felipe Gaona, Stephanie Oakley, Joe Xiong, and Nou K. Yang, Program Managers**

Through the call center, clients can make inquiries regarding applications, and amend active cases.

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.

Call Center staff stay up to date on policy and regulation changes in the ABD, General Relief, Medi-Cal, CalFresh and CalWORKs programs so that clients receive accurate and efficient service.

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

### **CalWORKs Ongoing Services**

**Felipe Gaona, Tina Torres, and Nou K. Yang, Program Managers**

The California Work Opportunity and Responsibility to Kids (CalWORKs) delivers the CalWORKs public assistance program, which provides time-limited 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. 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.

Ongoing CalWORKs staff stay up to date on policy and regulation changes in the CalWORKs program so that clients receive timely, accurate and efficient service.

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250 W. Pontiac Way  
Clovis, CA 93612

### **Ongoing CalFresh and Medi-Cal**

**Dawn Francique-Dadian, Felipe Gaona, Stephanie Oakley, Joe Xiong, Nou K. Yang, 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 semi-annual

report as well as conducting yearly interviews with clients in order to determine their continued CalFresh eligibility.

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 CalFresh and Medi-Cal staff stay up to date on policy and regulation changes in the CalFresh and Medi-Cal programs so that clients receive timely, accurate and efficient service.

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

Millbrook Building  
3115 N. Millbrook Avenue  
Fresno, CA 93703

### **Ongoing Services Regional Centers**

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

#### **Dawn Francique-Dadian, Program Manager**

Kerman Office  
15180 W. Whitesbridge Avenue  
Kerman, CA 93660

#### **Felipe Gaona, Program Manager**

Selma Regional Center  
3830 McCall Avenue  
Selma, CA 93662

#### **Stephanie Oakley, Program Manager**

Reedley Regional Center  
1680 E. Manning Avenue  
Reedley, CA 93654

#### **Nou K. Yang, Program Manager**

Coalinga Regional Center  
311 Coalinga Plaza  
Coalinga, CA 93210

## **Aged, Blind, and Disabled Medi-Cal Ongoing Services**

**Dawn Francique-Dadian and Tina Torres, Program Managers**

The Aged, Blind, and Disabled Medi-Cal (ABD) program provides 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.

Ongoing ABD staff stay up to date on policy and regulation changes in the ABD program so that clients receive timely, accurate and efficient service.

Clovis Campus, Building 3  
250 W Pontiac Way  
Clovis, CA 93612

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

## **General Relief Ongoing Services**

**Tina Torres, 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 be 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 may be 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.

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

**To contact:** 559-600-1377 (local) or 1-855-832-8082 (toll free)

**To apply online for benefits:**

[www.mybenefitscalwin.org](http://www.mybenefitscalwin.org)

**To submit verification or documents online:**

<https://dsspass.fresnocountyca.gov/>

**For more information regarding CalWORKs:**

[www.co.fresno.ca.us/departments/social-services/assistance-programs/calworks](http://www.co.fresno.ca.us/departments/social-services/assistance-programs/calworks)



**Case Management Services Branch**

**Maria I. Aguirre, Deputy Director**

Clovis Campus, Building 1

3500 Never Forget Lane

Clovis, CA 93612

The Case Management branch administers the California Work Opportunity & Responsibility to Kids (CalWORKs) Welfare to Work program to support families with a variety of services available to approved CalWORKs applicants. The Department partners with agencies and employers in the community to deliver educational, training and employment opportunities that provide clients with the support to achieve self-sufficiency through higher education and gainful employment. Within the Case Management branch is the division responsible for ensuring the integrity of the public assistance programs.

## **Welfare to Work**

**A. Veronica Clinton, Kim Desmond, Carmen Sanchez-Sauceda and Teng Vang, 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 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. WTW participants can access the [ready2hire.org](http://ready2hire.org) website to view job opportunities.

For employers, the Department offers subsidized employment and recruitment fairs through a partnership with Economic Development Corporation (EDC).

Clovis Campus, Building 1  
3500 Never Forget Lane  
Clovis, CA 93612

## **Child Care**

**Kim Desmond, Program Manager**

The availability of quality childcare is essential to the success of CalWORKs participants. The Child Care program helps families access immediate, short term childcare services to support parent participation in Welfare to Work activities. Services become available when a family qualifies for CalWORKs assistance.

Clovis Campus, Building 1  
3500 Never Forget Lane  
Clovis, CA 93612

## **Cal-Learn, Family Stabilization, and Homeless Assistance Unit**

**A. Veronica Clinton, Program Manager**

### **Cal-Learn:**

The Cal-Learn Program assists pregnant and parenting teens under the age of 19 in achieving 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.



Clovis Campus, Building 1  
3500 Never Forget Lane  
Clovis, CA 93612

**Family Stabilization:**

The Family Stabilization Program (FSP) is a component of CalWORKs Welfare-to-Work program that provides intensive case management and crisis intervention to families to ensure a basic level of stability in combination with existing barrier removal services. The goal of FSP is to provide CalWORKs families that are experiencing a domestic violence crisis with case management and mental health services, tailored to meet their individual needs in becoming self-sufficient.

Clovis Campus, Building 1  
3500 Never Forget Lane  
Clovis, CA 93612

**Homeless Assistance Unit:**

The Homeless Assistance Unit Job Specialists work with CalWORKs eligible clients to assist them with temporary or permanent housing. In addition to providing housing assistance, Job Specialists address barriers and provide referrals for Domestic Violence, Mental Health and Substance abuse services.

Clovis Campus, Building 1  
3500 Never Forget Lane  
Clovis, CA 93612

**Fraud Diversion, Income and Eligibility Verification System, and Inter-County Transfer**  
**Teng Vang, Program Manager**

**Fraud Diversion:**

The Fraud Diversion Unit is responsible for reviewing and processing early and ongoing fraud referrals for the CalWORKs and CalFresh programs. The Fraud Diversion Unit works collaboratively with the County of Fresno's District Attorney's Office and other units and agencies to prevent fraud, ensure correct issuance of benefits, and take prompt and consistent action in situations where there are valid reasons to suspect fraud and pursue an investigation. The Fraud Diversion Unit also completes checks and clearances for client felonies and incarcerations, maintains the Intentional Program Violation caseload, and logs and processes Welfare to Work sanction requests.

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

**Income and Eligibility Verification System:**

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 information, 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.

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

**Inter-County Transfer:**

Inter-County Transfer (ICT) is the reassignment of responsibility for determination of eligibility and provision of social services from one county to another. The 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, Medi-Cal, ABD and CalWORKs 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.

Clovis Campus, Building 2  
205 W. Pontiac Way  
Clovis, CA 93612

**Regional Centers****Carmen Sanchez-Sauceda, Program Manager**

Departmental Regional Centers are located outside of the Fresno metropolitan area to provide assistance to rural clients requesting access to WTW Services. Employment Resource Centers (ERC) and self-serve stations are available for participant job search activities as well as for copying and scanning documents. Each office provides a drop box for submitting documents.

**Regional Center Locations:**

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

Reedley Regional Center  
1680 E. Manning Avenue  
Reedley, CA 93654

Coalinga Regional Center  
311 Coalinga Plaza  
Coalinga, CA 93210

Selma Regional Center  
3830 McCall Avenue  
Selma, CA 93662

Kerman Office  
15180 West Whitesbridge Avenue  
Kerman, CA 93630

***To contact:***

1-855-832-8082 (toll free)

***To apply online for benefits:***

[www.mybenefitscalwin.org](http://www.mybenefitscalwin.org)

***For more information regarding CalWORKs:***

[www.co.fresno.ca.us/departments/social-services/assistance-programs/calworks](http://www.co.fresno.ca.us/departments/social-services/assistance-programs/calworks)



**Child Welfare Branch**  
**Tricia Gonzalez, Deputy Director**

L Street Building  
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, Program Manager**

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**

**Jessica Carrillo, 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 and Family Maintenance & Assessment and Adoption**  
**Dalvin Baker and Dana Parker, Program Managers**

**Family Reunification and Family Maintenance:**

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 and Adoption:**

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.

Center Mall Court  
2011 Fresno Street  
Fresno, CA, 93721

**Permanent Planned Living Arrangement, Commercially Sexually Exploited Children, and Independent Living Program and Resource Center**  
**Laura Lopez, Program Manager**

**Permanent Planned Living Arrangement:**

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

**Commercially Sexually Exploited Children:**

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.

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

**Independent Living Program and Resource Center:**

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

**Placement Services and Supports and Child Focus Team**

**Rita Bohannon, Program Manager**

**Placement Services and Supports:**

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.

Fulton Building  
1821 Fulton Street  
Fresno, CA 93721

**Child Focus Team:**

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 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.

### **Family Finding**

**Nicole Ohanian, 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

### **Visitation and Parenting**

**Shawn Peyvandi, Program Manager**

#### **Visitation:**

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:**

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.

Gallery Plaza  
5091 N Fresno St Suite #118  
Fresno, CA 93710

#### ***To report child abuse in Fresno County:***

559-600-8320 (available 24/7)

#### ***For more information on Child Welfare Services:***

[www.co.fresno.ca.us/departments/social-services/child-welfare](http://www.co.fresno.ca.us/departments/social-services/child-welfare)



**Finance Division**  
**Stacey Sandoval, Finance Division Chief**

Clovis Campus, Building 2  
205 W. Pontiac Way  
Clovis, CA 93612

The Finance Division provides financial management and workload evaluations to all social services programs 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 Budgeting**

**Jaime Salazar, Social Services Finance Manager**

Financial Analysis and Budgeting 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 2  
205 W. Pontiac Way  
Clovis, CA 93612

### **Accounting and Claiming**

**Grace Geo, Social Services Finance Manager**

Accounting and Claiming 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 2  
205 W. Pontiac Way  
Clovis, CA 93612

### **Revenues and Asset Management**

**Pa Mee Thao, Social Services Finance Manager**

Accounting and Claiming manages all Department funds. This unit is responsible for the receipt and tracking of Federal, State, and miscellaneous revenues and the management of all Department Special Revenue Funds and Trust Funds. The unit is also responsible for Time Studies, ensuring that revenues are maximized.

Clovis Campus, Building 2  
205 W. Pontiac Way  
Clovis, CA 93612

**Fiscal Services and Social Services Accounts Receivable**  
**Nan Phrasavath, Social Services Finance Manager**

**Fiscal Services:**

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 daily. 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.

Clovis Campus, Building 1  
3500 Never Forget Lane  
Clovis, CA 93612

**Social Services Accounts Receivable:**

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 2  
205 W. Pontiac Way  
Clovis, CA 93612

**Operations Research and Reporting**  
**Gilbert Bugay, Senior Staff Analyst**

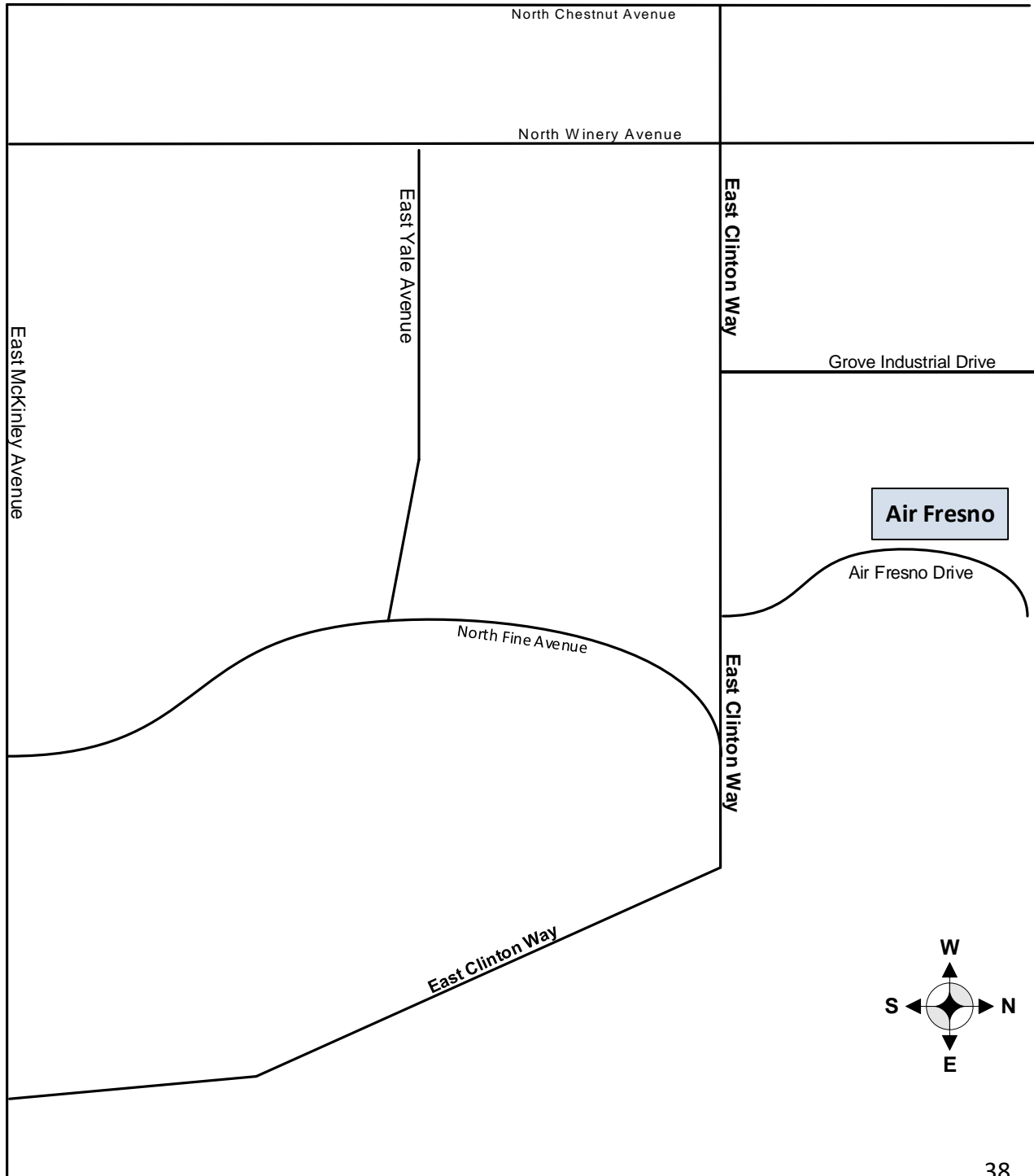
Operations Research and Reporting evaluates Departmental workload through the development of operational reporting and analysis of caseload, task, and application volumes. This unit uses data to conduct workload and time and motion studies for Department programs. The information gathered in these studies 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 2  
205 W. Pontiac Way  
Clovis, CA 93612



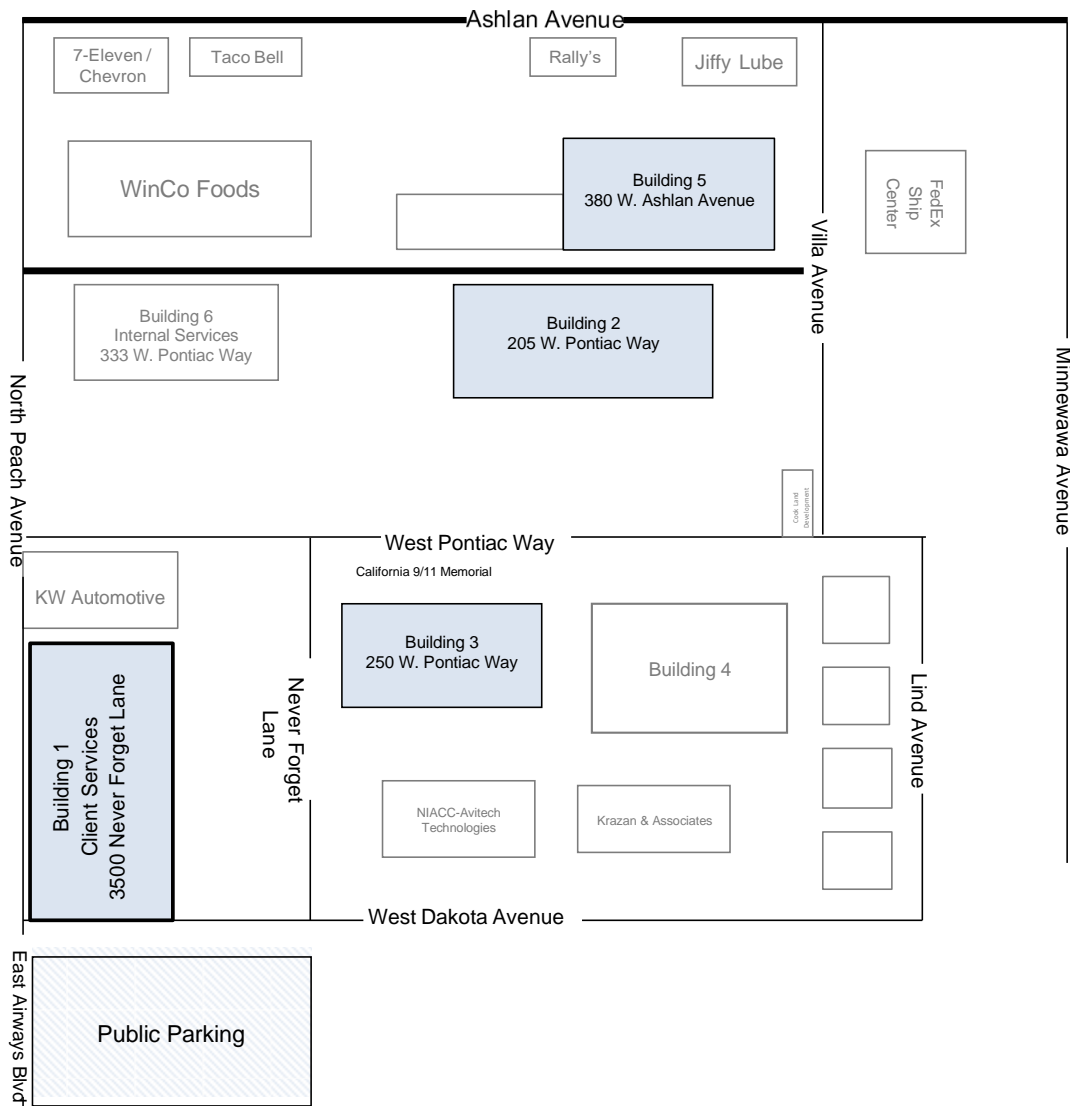
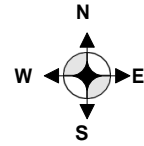
# Fresno County Department of Social Services

**Air Fresno**  
**2719 North Air Fresno Drive**  
**Fresno CA 93727**



Fresno County Department of Social Services

Clovis Campus  
Dakota & Peach Avenue  
Clovis, CA 93612

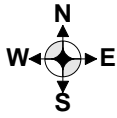


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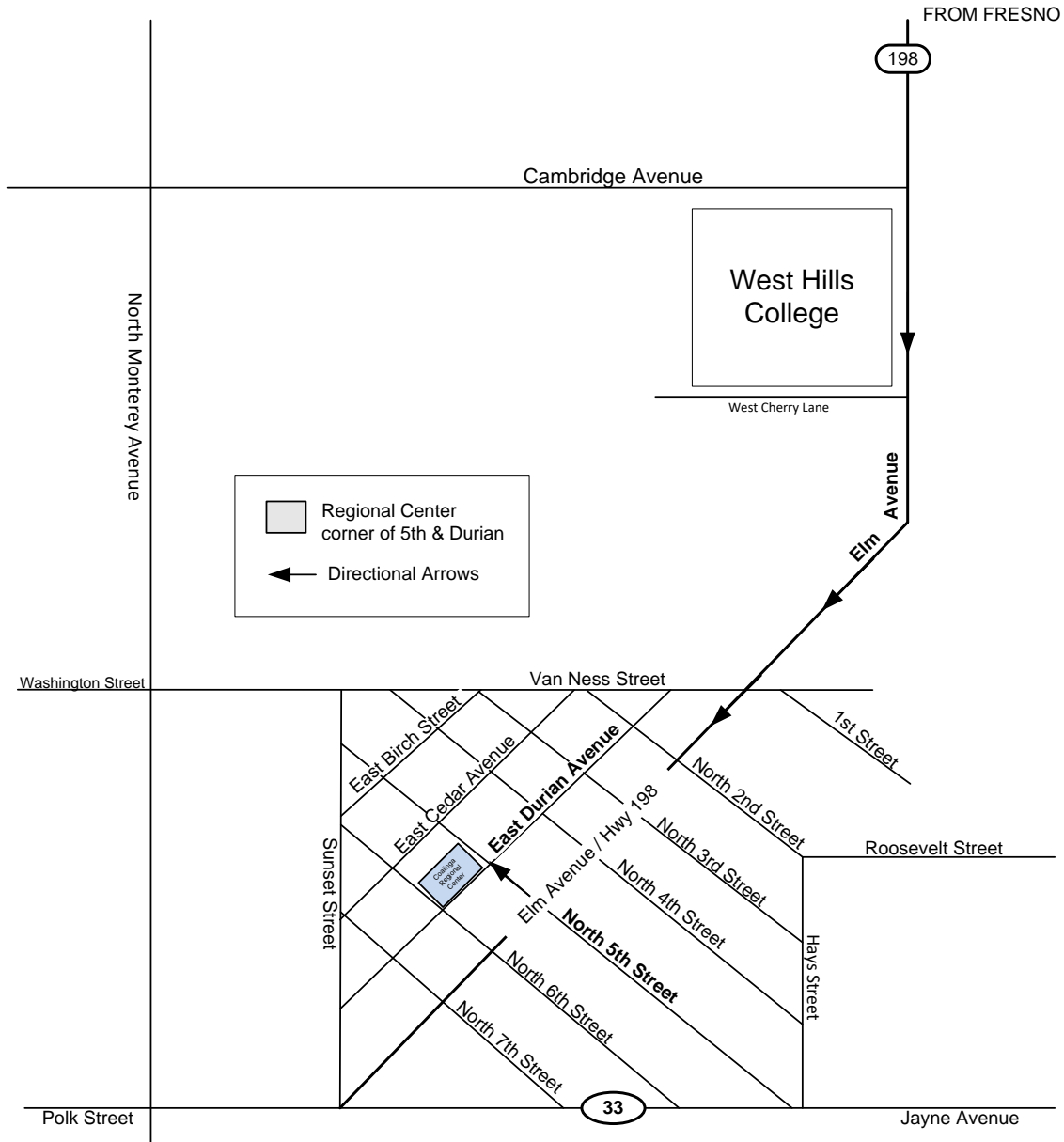
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# Fresno County Department of Social Services

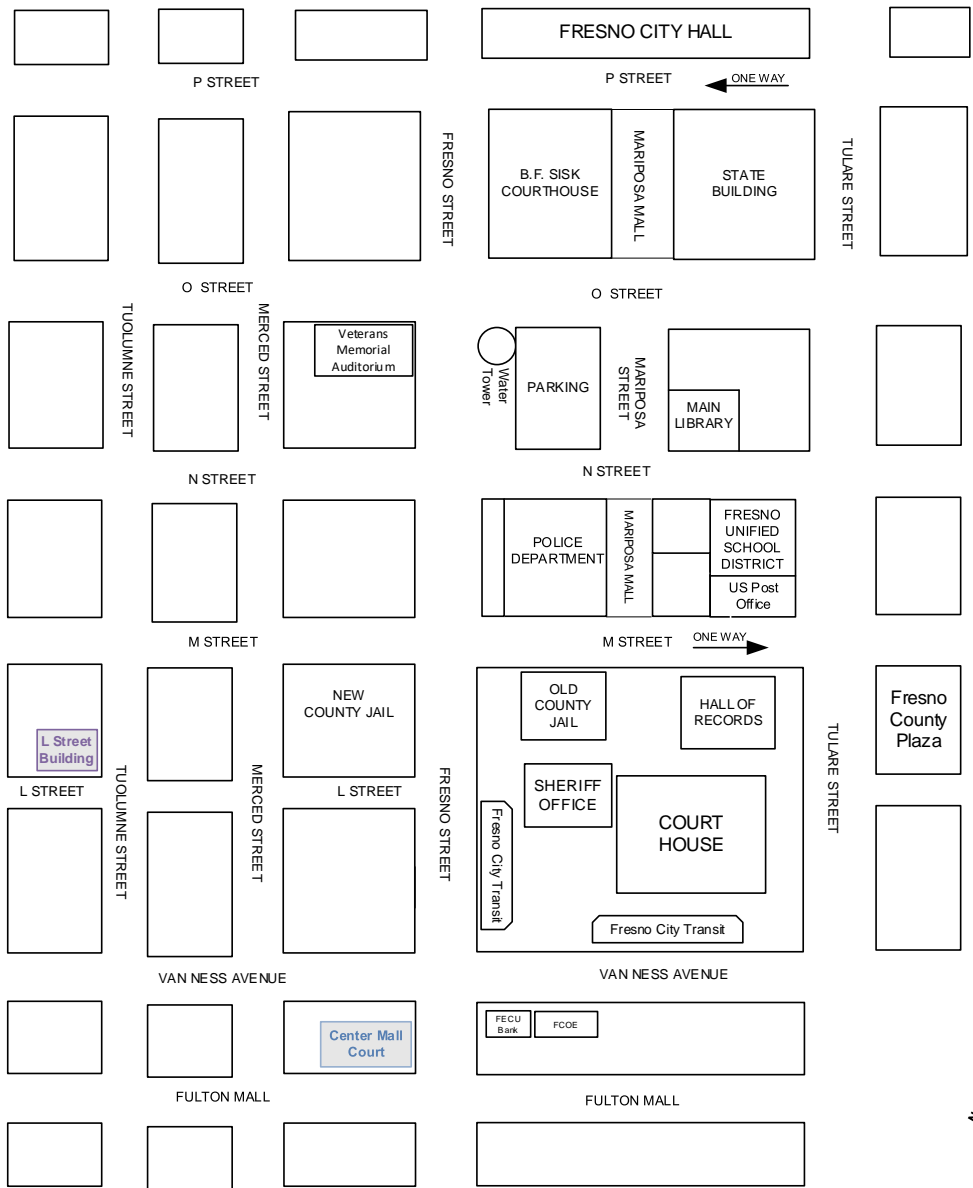


**Coalinga Regional Center**  
311 Coalinga Plaza  
Coalinga CA 93210



# Fresno County Department of Social Services

## Downtown Buildings



### Downtown Department Address

**CENTER MALL COURT**  
2011 Fresno Street  
Fresno CA 93721

**L STREET**  
1404 L Street  
Fresno CA 93721

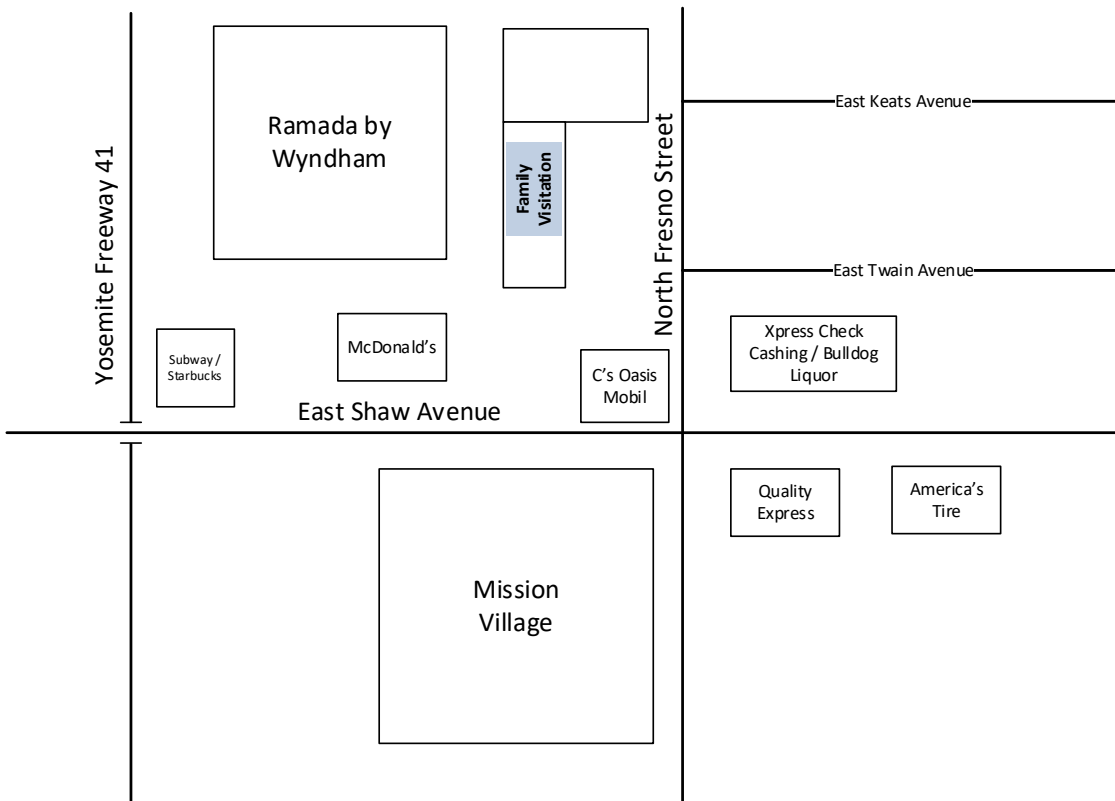
NOTE: Shaded areas are Social Services Buildings

07/01/16

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# Fresno County Department of Social Services

**Family Visitation  
Gallery Plaza  
5091 North Fresno Street, Suite 118  
Fresno CA 93710**

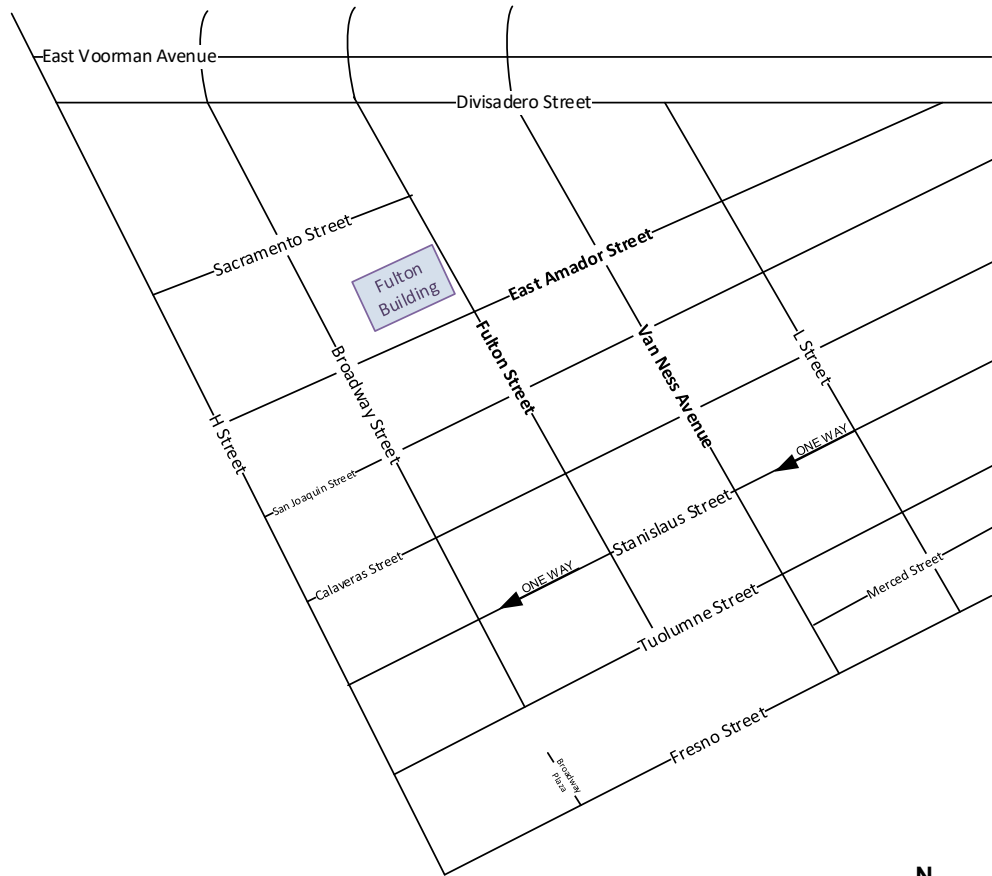


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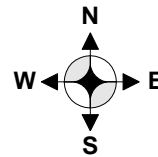
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# Fresno County Department of Social Services

**Fulton Building**  
1821 Fulton Street  
Fresno CA 93721

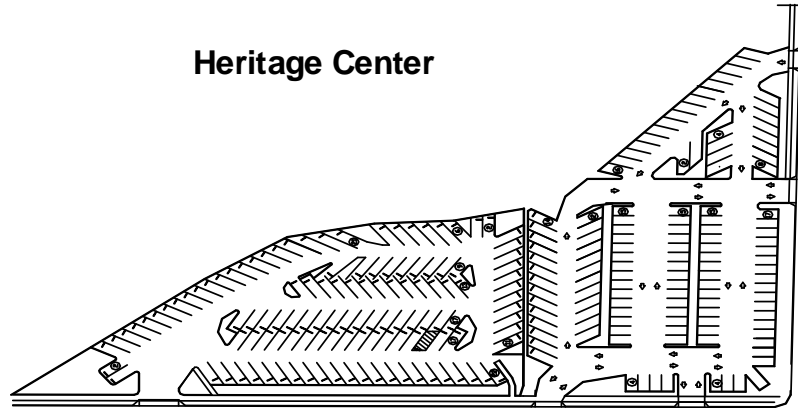
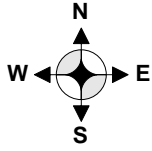


Note: Shaded areas are Social Services buildings

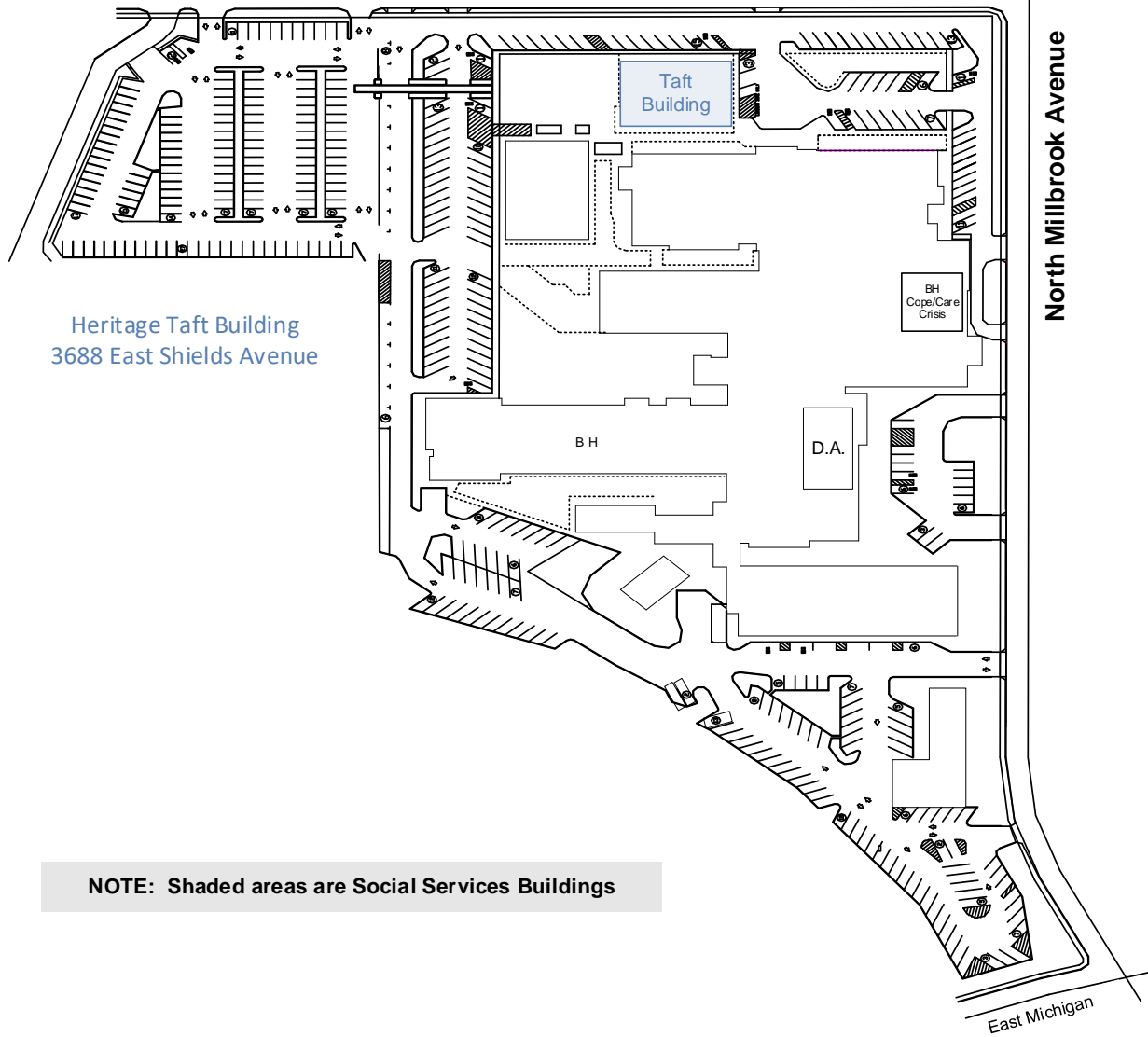


Fresno County Department of Social Services

Heritage Center



East Shields Avenue

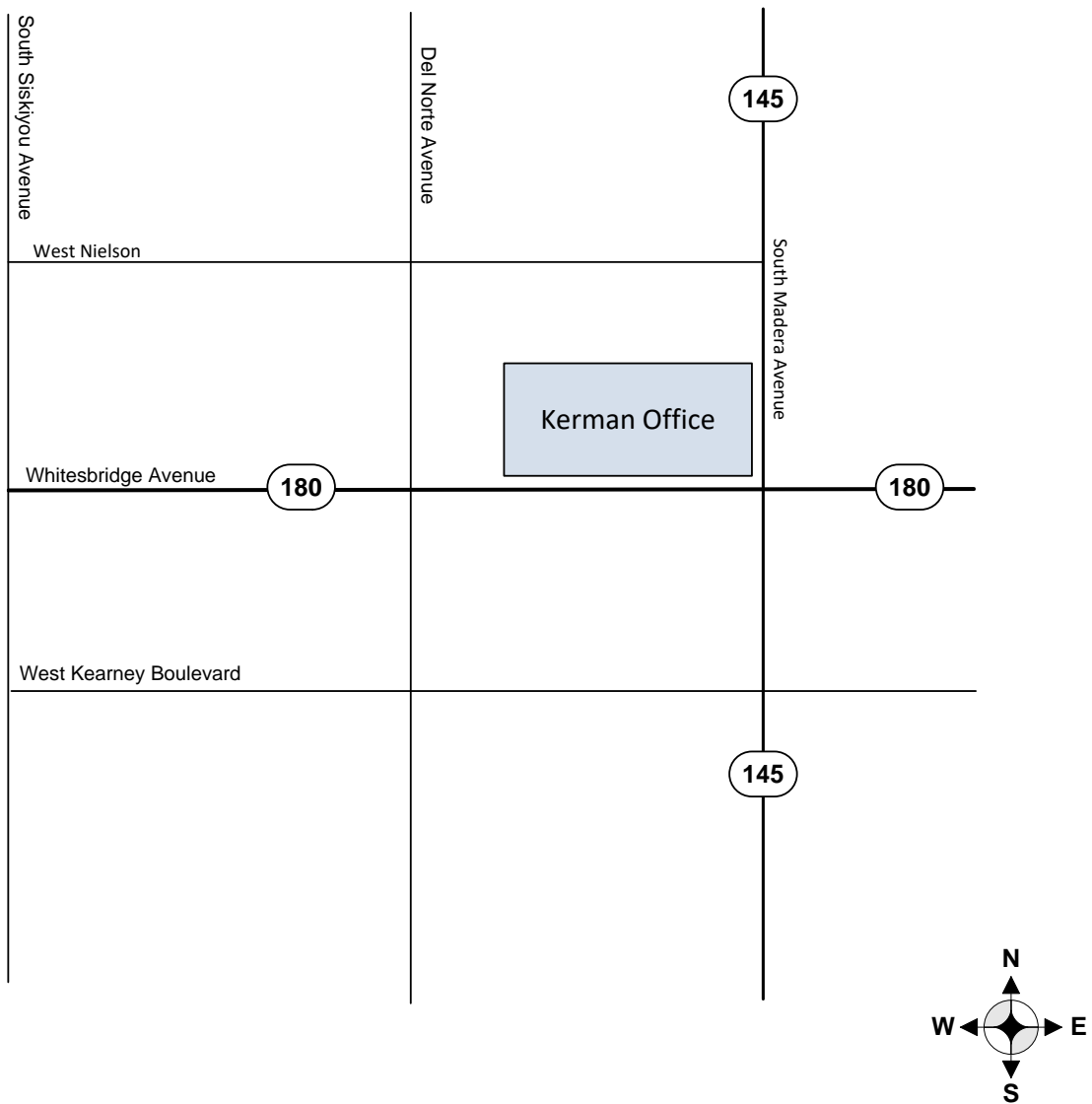


Heritage Taft Building  
3688 East Shields Avenue

**NOTE: Shaded areas are Social Services Buildings**

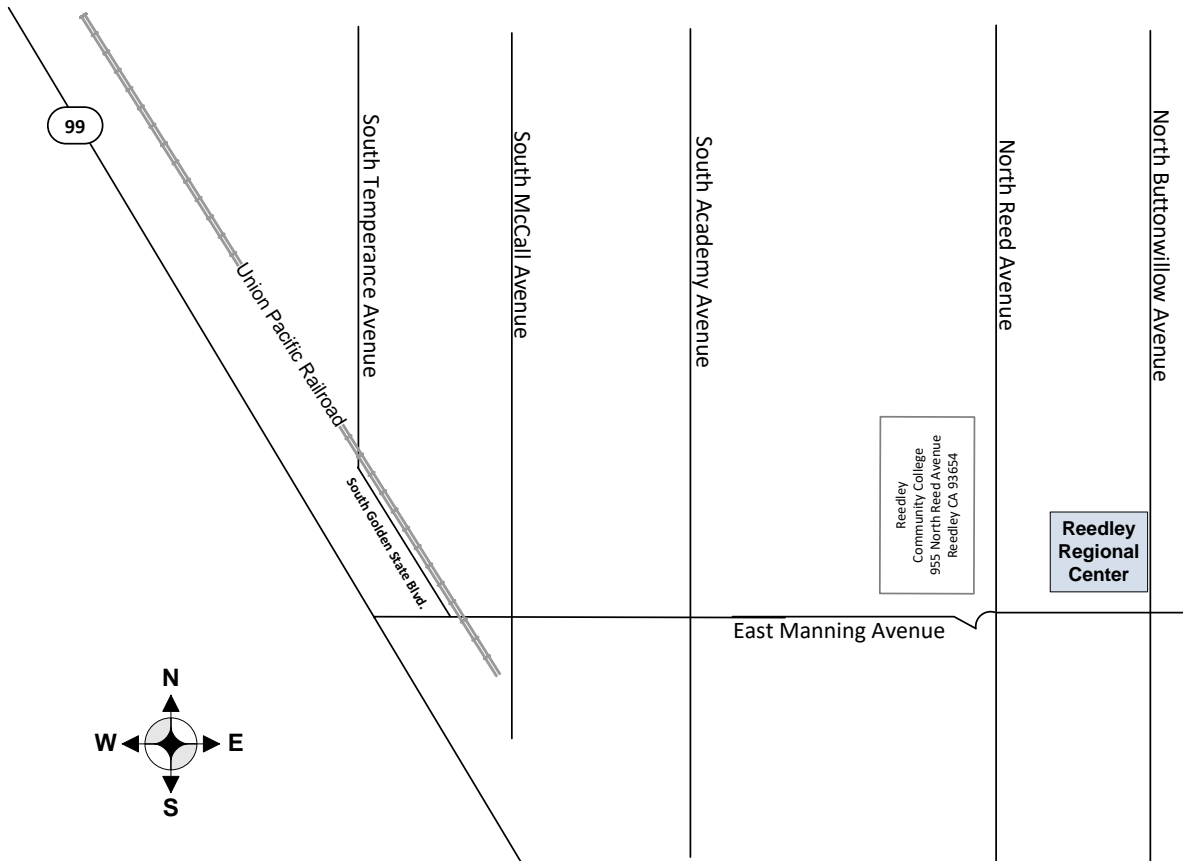
**Fresno County Department of Social Services**

**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

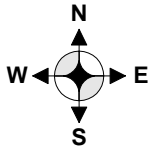
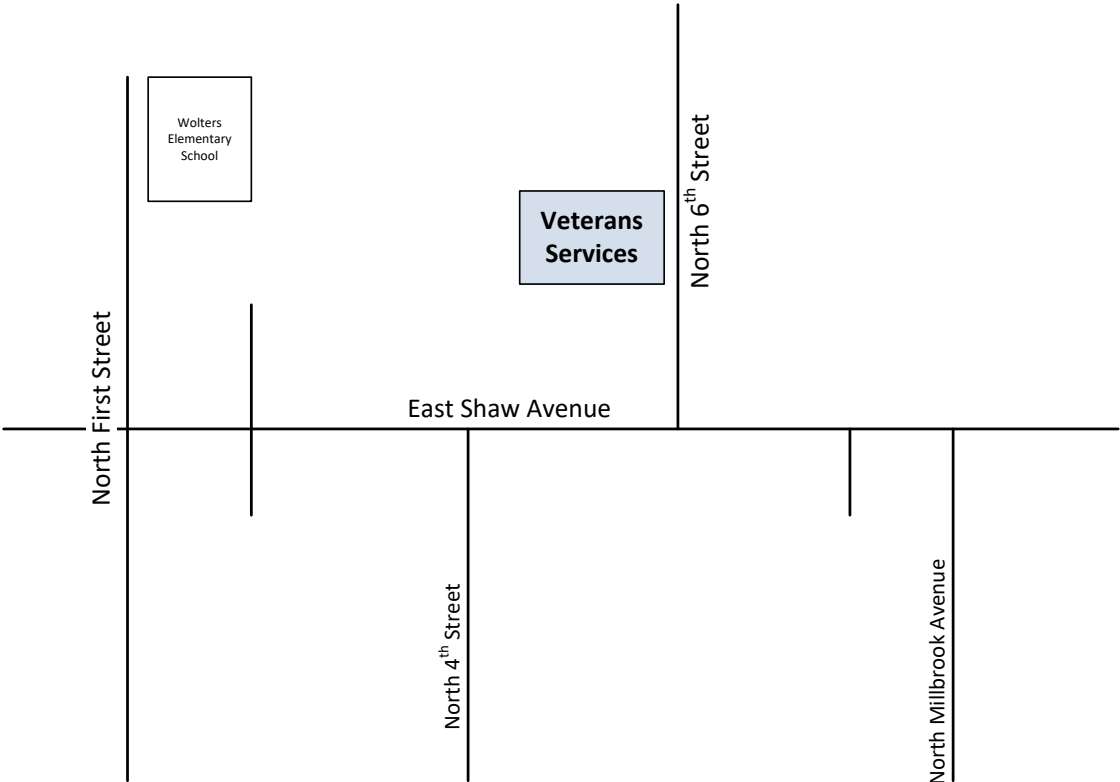
**Selma Regional Center**  
**3830 McCall Avenue**  
**Selma CA 93660**





**Fresno County Department of Social Services**

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

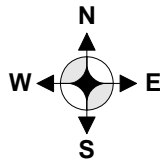
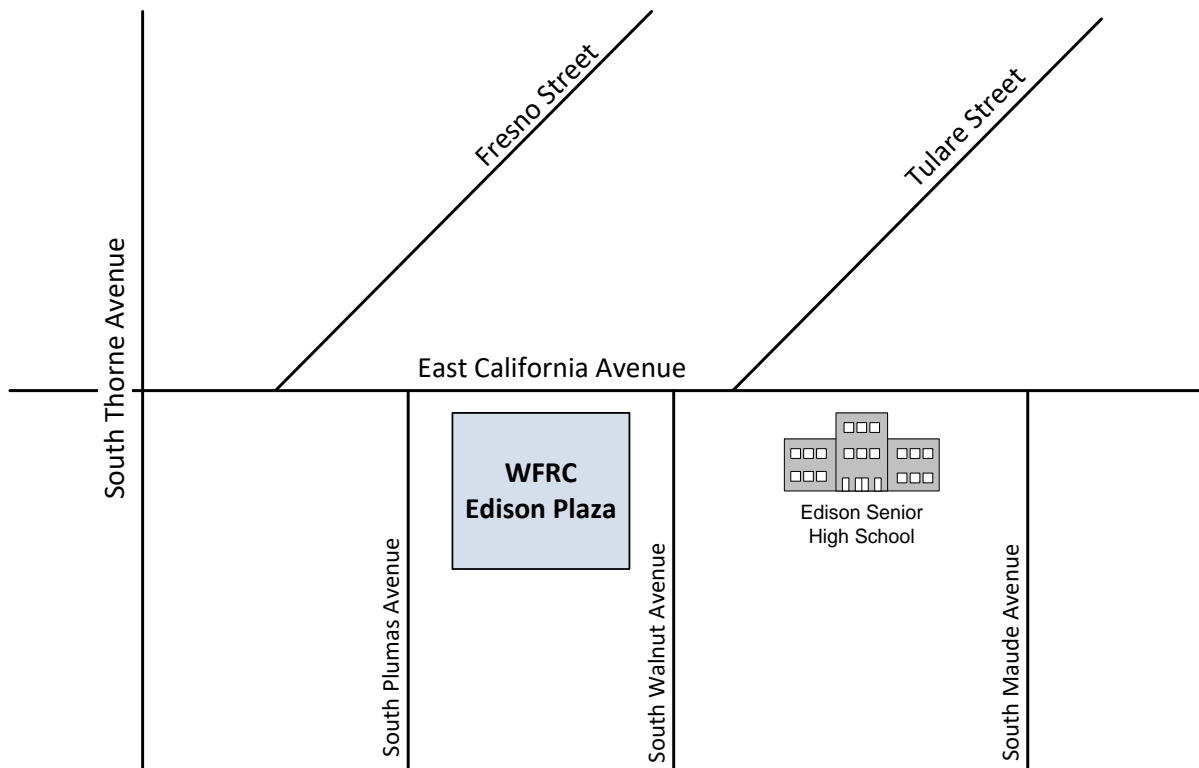


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# Fresno County Department of Social Services

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



08-19-11

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