



CDSS



CALIFORNIA
DEPARTMENT OF
SOCIAL SERVICES

Programs and Services



The California Department of Social Services provides administration and oversight of programs that affect nearly 3 million of California's most vulnerable residents—foster children and youth, children and families receiving aid through the California Work Opportunities and Responsibility to Kids (CalWORKs), adults and elderly in licensed community care facilities and aged, blind and disabled recipients requiring In-Home Supportive Services or Supplemental Security Income/State Supplementary Payment (SSI-SSP) assistance.

CDSS MISSION

“To serve, aid and protect needy and vulnerable children and adults in ways that strengthen and preserve families, encourage personal responsibility, and foster independence.”

California is a state supervised, county administered system. Consequently we administer most of our state programs in partnership with California's 58 counties and sovereign tribes.

The California Department of Social Services is comprised of more than 4,000 employees located in 54 offices throughout the State and is the state agency responsible for:

- Ensuring efficient, accurate, and equitable delivery of payments and benefits
- Providing services that foster self-sufficiency and dignity
- Providing social services to the elderly, blind, disabled and other children and adults
- Licensing and regulating foster homes, group homes, residential care facilities, day care facilities, and preschools
- Evaluating eligibility of applicants for federal and State programs





CHILDREN AND FAMILY SERVICES DIVISION

The Children and Family Services Division (CFSD) is responsible for ensuring the safety, permanency and well-being of California's children and providing oversight of Child Welfare Services (CWS), which is the primary responsibility of the division. The CFSD collaborates with many stakeholders, including:

- Other State and local agencies
- Tribal representatives
- Foster/kinship caregivers
- Foster youth
- Foster care service providers
- Community-based organizations
- Judicial Council
- Researchers
- Child advocates
- Legislature
- Private foundations

Agency Adoption services —

placement of a child for adoption in 28 counties through a licensed public or private adoption agency or a CDSS adoptions district office.

Independent Adoption services —

placement of a child for adoption in 55 counties in which birth parents choose the prospective parents and place the child directly with them.

In California, the administration of the CWS program is at the county level and CFSD provides oversight of the Statewide CWS system through the Child Welfare Services Outcome and Accountability System.



Major components of the CWS program:

- **Prevention: Child Maltreatment**
- **Emergency Response:** In-person response, 24 hours a day, to reports of abuse, neglect or exploitation.
- **Family Maintenance:** In-home protective services to prevent or remedy neglect, abuse or exploitation in order to keep families together.
- **Family Preservation:** Intensive services for families whose children are subject to risk of out-of-home placement.
- **Family Reunification:** Services to children in out-of-home care. Purpose is to prevent or remedy maltreatment when child(ren) cannot safely remain home. Goal is to reunite family.
- **Permanent Placement:** Alternative family structures where children are unlikely ever to return home due to maltreatment. Services begin when permanent plan is made (Adoption, guardianship, etc.)
- **Independent Living:** Education and services for foster youth. Designed to help youth transition from foster care to living independently.



CFSD is organized into five branches which work together to administer the State's Child Welfare Services.

1. **Child Protection and Family Support Branch (CPFSB):** Primarily responsible for the emergency response, pre-placement and in-home services policies.
2. **Children Services Operation and Evaluation Branch (CSOEB):** Responsible for monitoring uniform implementation of laws and regulations governing provisions of child welfare services in California's 58 counties.
3. **Child and Youth Permanency Branch (CYPB):** Supervises delivery of services to children removed from homes and placed in foster or kinship care.
4. **Case Management System Support Branch (CMSSB):** Responsible for oversight of the Child Welfare Services/Case Management System (CWS/CMS). This computer based system supports case management needs of social workers.
5. **Foster Care Audits and Rates Branch:** Responsible for ensuring children placed into foster care, in group homes and by foster family agencies receive services for which providers are being paid.

CFSD also has a Foster Care Ombudsman (FCO). The FCO was established in 2000 to ensure the voice of a foster child or youth is heard, and act on their behalf.

Toll free help line 1-877-846-1602



COMMUNITY CARE LICENSING DIVISION

The Community Care Licensing Division (CCLD) licenses more than 90,000 community care facilities which serve almost 1.5 million children, adults and seniors in need of out-of-home care. The program's ultimate responsibility is to protect the health and safety of each person in community care through regulatory enforcement.

Licensed Community Care Facilities

Child Care Facilities

- Small Family Child Care Homes (no more than 8 children)
- Large Family Child Care Homes (no more than 14 children)
- Child Care Centers

Children's Residential Facilities

- Group Homes
- Out-of-State Group Homes
- Small Family Homes
- Foster Family Homes
- Transitional Housing Placement Program



Adult and Elderly Facilities

- Adult Day Care Facilities
- Adult Day Support Centers
- Adult Residential Facilities
- Residential Care Facilities for the Chronically Ill
- Residential Care Facilities for the Elderly
- Continuing Care Retirement Communities
- Social Rehabilitation Facilities



Special Agencies

- Adoption Agency
- Foster Family Agencies and Certified Family Homes

CCLD's licensing program can best be described by three distinct functions of its regulatory enforcement program:

Prevention: CCLD prevents predictable harm to persons in care by screening and inspecting facilities.

Compliance: CCLD ensures licensed facilities are in compliance with applicable laws and regulations. (California Health and Safety Code, and Title 22 of the California Code of Regulations).

Enforcement: When a facility violates or cannot meet laws and regulations, CCLD takes wide-ranging corrective action ranging from levying fines and civil penalties up to the revocation of licensure for a facility or individuals.



DISABILITY DETERMINATION SERVICE DIVISION

Disability Determination Service Division (DDSD) is responsible for determining applicant's medical/vocational eligibility for disability benefits under Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI) [two federal cash benefit programs], and/or Medi-Cal, Medically Needy Only [a State medical services program]. Approximately 400,000 claims for SSDI/SSI are processed annually, while about 54,000 Medi-Cal, Medically Needy Only claims are filed in California each year.





ADULT PROGRAMS DIVISION

Adult Program Division (APD) is responsible for the Statewide administration, management, oversight, policy and development of programs for the aged, blind and disabled. The Division's programs include the following.


In-Home Supportive Services (IHSS):

A county administered program designed to provide assistance to aged, blind and disabled individuals. IHSS is considered an alternative to out-of-home care, such as nursing homes or board and care facilities. About 462,198 Californians receive monthly IHSS services at a cost of more than \$5.5 billion annually.

Adult Protective Services (APS):

Each county has an Adult Protective Services agency to help elder adults (65 years and older) and dependent adults (18-64 who have a disability) when they are unable to meet their own needs or are victims of abuse, neglect or exploitation.

County APS agencies investigate and evaluate reports of abuse of elders and dependent adults who live in private homes and hotels or hospitals and health clinics when the abuser is not a staff member.



Supplemental Security Income/State Supplementary Payment (SSI/SSP): A federally funded cash benefit program which provides income support to US residents (US citizens or exempt legal aliens, as defined by law, aged 65 or older, blind or disabled) who meet specific income and resource requirements. The SSP program is the State program which augments SSI. Both SSI and SSP benefits are administered by the Social Security Administration.

WELFARE TO WORK DIVISION

The Department's Welfare to Work Division (WTW) is designed to assist counties in helping welfare recipients to obtain or prepare for employment. WTW programs are operated locally by each county's welfare department or its contractors.

California Work Opportunity and Responsibility to Kids (CalWORKs):

Provides temporary cash assistance to meet basic family needs and also provides employment and training programs to help families move toward self-sufficiency. CalWORKs is administered by county welfare departments under the supervision of CDSS.

CalWORKs Child Care Programs:

California has a three-stage child care program that allows CalWORKs families to receive subsidized child care services while participating in welfare-to-work activities.



CDSS administers Stage One Child Care through the county welfare departments or their contractors. CDSS works closely with the California Department of Education, which administers Stages Two and Three.

CalFresh Program: This entitlement program, formerly known as Food Stamps, provides monthly benefits to assist low income people in purchasing food.

Emergency Food Assistance Program (EFAP): EFAP distributes U.S. Department of Agriculture commodities free of charge to eligible households and Congregate Feeding Agencies (formerly known as Soup Kitchens) throughout California.

The State's function is to ensure equitable distribution of USDA products and donated items that it acquires on behalf of the program.

Refugee Resettlement Programs (RRP): Assists eligible refugees, entrants, asylees, certified trafficking victims and family members, and Amerasians from Vietnam to successfully resettle in California by providing culturally-sensitive programs and services, as well as temporary cash assistance.



HUMAN RIGHTS AND COMMUNITY SERVICES DIVISION

The Human Rights and Community Services Division (HRCSD) develops and maintains effective relationships with federal and State agencies and establishes liaisons with community and public sector groups. The division ensures compliance with all State and federal civil rights mandates governing equal access to benefits, services and employment.

The HRCSD includes the Employee Assistance Program, the Equal Employment Opportunity Office, the Office of Deaf Access, the Office of Services to the Blind, and the Civil Rights and Client Services Branch (Civil Rights, the Public Inquiry and Response, and Language Services Bureaus).

The Civil Rights and Clients Services Branch: Is comprised of three bureaus which are Civil Rights, Public Inquiry and Response, and Language Services.

Civil Rights Bureau (CRB): Administers the civil rights program based on State and Federal laws and regulations, including Title VI of the Civil Rights Act of 1964. This program ensures effective access and nondiscrimination to all applicants and/or recipients of benefits and services provided by CDSS and county welfare departments. Activities include discrimination complaint investigations, county compliance monitoring, technical assistance, training, and ongoing monitoring for State and federal regulatory compliance.

Public Inquiry and Response (PIAR):

Primarily analyzes and resolves issues, inquiries and complaints from public assistance applicants and/or recipients or their representatives.

Other responsibilities include recording oral requests for the state fair hearings, providing information and referral services and maintaining a 24-hour toll-free automated telephone message system (English and Spanish).

1-800-952-5253

Language Services (LS): Provides translated materials and interpreters as mandated by law. LS also provide bilingual testing and certification for Departmental employees.

STATE HEARINGS DIVISION

The State Hearings Division (SHD) is responsible for resolving disputes of applicants and recipients of public social services in an impartial, independent, fair and timely manner, ensuring that due process is met in accordance with federal and State law. The SHD processes over 86,000 requests for hearings yearly and conducts approximately 14,600 hearings on behalf of CDSS.

- SHD conducts quasi-judicial hearings on behalf of the Director on cases in CalWORKs, Food Stamp, Refugee Cash Assistance, Adult Services, Social Services and the Department of Health Care Services' Medi-Cal programs.
- The Disability Hearings Bureau is responsible for conducting disability hearings under the Medi-Cal program.







STATE OF CALIFORNIA
HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES