County of San Luis Obispo
Department of Social Services
Semi-Annual Report

Report Period: July 1, 2018 through December 31, 2018
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The County of San Luis Obispo is a local government agency made up of dedicated elected officials, skilled employees, and devoted volunteers who are committed to public service. Together, they provide a variety of essential public services that contribute to a safe, healthy, livable, prosperous and well-governed community.

**MISSION**

The County’s elected representatives and employees are committed to serve the community with pride to enhance the economic, environmental and social quality of life in San Luis Obispo County.

**VISION STATEMENT, COMMUNITYWIDE RESULTS**

- A Safe Community
- A Healthy Community
- A Livable Community
- A Prosperous Community
- A Well-Governed Community

**ORGANIZATIONAL VALUES**

- Integrity
- Collaboration
- Professionalism
- Accountability
- Responsiveness
The County of San Luis Obispo Department of Social Services provides public services that promote self-sufficiency, health and well-being. These programs help ensure the protection of children, the elderly and dependent adults, and provide a safety net for individuals and families who need assistance with basic necessities, such as food, housing and health care.

**Mission**

We partner with the community to enhance self-sufficiency while ensuring that safety and basic human needs are met for the people of San Luis Obispo County.

**Vision**

A responsible and caring community: Safe, Resilient and Healthy

**Guiding Principles**

We strive to eliminate poverty and abuse.
We believe all people have strengths.
We work together to assist in removing barriers and finding solutions.
We strive to meet the unique needs of each community, family, and individual.
We commit to fairness and equality.
**Statistics**

### Caseload Averages Per Month

<table>
<thead>
<tr>
<th>Child Welfare Services</th>
<th>Referrals Received</th>
<th>291</th>
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<tbody>
<tr>
<td></td>
<td>Referrals Responded by CWS</td>
<td>163</td>
</tr>
<tr>
<td></td>
<td>Family Maintenance Cases</td>
<td>62</td>
</tr>
<tr>
<td></td>
<td>Family Reunification Cases</td>
<td>16</td>
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<tr>
<td></td>
<td>Permanency Planning Cases</td>
<td>255</td>
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<table>
<thead>
<tr>
<th>Participant Services</th>
<th>CalWORKs</th>
<th>1,317</th>
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<tbody>
<tr>
<td></td>
<td>CalFresh (Food Stamps)</td>
<td>9,728</td>
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<tr>
<td></td>
<td>Medi-Cal Only*</td>
<td>28,211</td>
</tr>
<tr>
<td></td>
<td>Foster Care</td>
<td>271</td>
</tr>
<tr>
<td></td>
<td>General Assistance</td>
<td>331</td>
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<table>
<thead>
<tr>
<th>Adult Services</th>
<th>In-Home Support Services (IHSS) - Applications</th>
<th>75</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>In-Home Support Services (IHSS) - Active Cases</td>
<td>1,895</td>
</tr>
<tr>
<td></td>
<td>Adult Protective Services (APS) - Investigations</td>
<td>191</td>
</tr>
<tr>
<td></td>
<td>Adult Protective Services (APS) - Number Served</td>
<td>221</td>
</tr>
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*Categorically eligible Medi-Cal (associated with CalWORKs and Foster Care cases) is no longer being considered in the Medi-Cal caseload average.*
PARTICIPANT SERVICES
(CASH, HOUSING, FOOD, AND MEDI-CAL BENEFITS)

CalWORKs: Temporary, time-limited cash assistance to families and children who are deprived of support or care due to the death, incapacity, unemployment, or continued absence of one or both parents.

Diversion: One-time cash assistance or services, when such services will prevent a family from needing to apply for ongoing cash assistance.

Welfare-to-Work Employment and Training Program: Training and/or education activities to assist adults who are receiving CalWORKs in finding employment and becoming self-sufficient. This program is mandatory for non-exempt adult CalWORKs participants.

Supportive Services: Services such as childcare, transportation, and work clothing, for adult CalWORKs participants seeking work, working, and/or in training.

CalWORKs Child Support: A program administered by the Department of Child Support Services to increase CalWORKs families’ self-sufficiency by obtaining financial support from absent parents.

AFDC – Foster Care: Cash assistance to caretakers of foster children.

Media-Cal: Comprehensive medical benefits to all public assistance recipients and to certain other eligible persons who do not have sufficient funds to meet the costs of their medical care.

CalFresh: Benefits for low income families to improve nutrition and food purchasing power.

General Assistance: Temporary assistance for needy persons not eligible for benefits through other Federal and State aid programs. Also provides for cremation services for indigent persons, when necessary.

For more information on program requirements and benefit levels, please visit our website at: http://www.slocounty.ca.gov/dss
CHILD WELFARE AND ADULT SERVICES PROGRAMS

Adoption Services: Finding safe, stable, permanent families for children who are unable to be reunified with their birth parents.

After 18 (Fostering Connections to Success Act): Providing services and financial benefits for youth in foster care past age 18. Formerly known as AB12.

Foster Home Licensing: Finding and licensing nurturing homes for foster children.

Child Welfare Differential Response: Responding to allegations of abuse or neglect in a timely and appropriate manner, in order to provide for the safety and stability of the children in our county.

Child Welfare Family Maintenance: Providing child welfare services to families, while the children remain in the home under the supervision of a Social Worker.

Child Welfare Family Reunification: Providing child welfare services after a child has been separated from his/her parents due to abuse or neglect, in order to stabilize the family and hopefully reunify the child back into the home.

Child Welfare Permanency Planning: Providing child welfare services to children who can not return to their birth parents’ home. This may include adoption, guardianship, or the establishment of a planned permanent living arrangement for the child.

Adult Protective Services: Responding to allegations of abuse or neglect in a timely and appropriate manner, in order to provide for the safety and stability of the elderly and/or dependent adults in our county.

In-Home Supportive Services: Providing personal care services and domestic services to eligible elderly and/or disabled individuals in our county, to enable them to remain living in their own homes.

For more information on these and more programs, please visit our website at: http://www.slocounty.ca.gov/dss
## Department Services and Locations

### Office Locations

<table>
<thead>
<tr>
<th>City</th>
<th>Office</th>
<th>Address</th>
<th>Phone #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arroyo Grande</td>
<td>Dept. of Social Services Main Office</td>
<td>1086 Grand Ave.</td>
<td>805-474-2000</td>
</tr>
<tr>
<td></td>
<td>South S.A.F.E. Family Resource Center</td>
<td>1086 Grand Ave.</td>
<td>805-474-2105</td>
</tr>
<tr>
<td>Atascadero</td>
<td>Dept. of Social Services Main Office</td>
<td>9415 El Camino Real</td>
<td>805-461-6000</td>
</tr>
<tr>
<td></td>
<td>Dept. of Social Services Annex</td>
<td>9479 El Camino Real</td>
<td>805-461-6181</td>
</tr>
<tr>
<td>Morro Bay</td>
<td>Dept. of Social Services</td>
<td>600 Quintana Rd.</td>
<td>805-772-6405</td>
</tr>
<tr>
<td>Nipomo</td>
<td>Dept. of Social Services</td>
<td>681 W. Tefft St., Ste. 1</td>
<td>805-931-1800</td>
</tr>
<tr>
<td>Paso Robles</td>
<td>Dept. of Social Services Main Office</td>
<td>406 Spring St.</td>
<td>805-237-3110</td>
</tr>
<tr>
<td></td>
<td>North County Job Center</td>
<td>534 Spring St.</td>
<td>805-237-3003</td>
</tr>
<tr>
<td>San Luis Obispo</td>
<td>Dept. of Social Services Main Office</td>
<td>3433 S. Higuera St.</td>
<td>805-781-1660 or 1-800-834-3002</td>
</tr>
<tr>
<td></td>
<td>America's Job Centers of California</td>
<td>880 Industrial Way</td>
<td>805-903-1400</td>
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</tbody>
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**CHILD ABUSE REFERRALS:** 1-800-834-5437

**ADULT ABUSE REFERRALS:** 1-805-781-1790

**TO REPORT FRAUD:** 1-800-781-1914