

County of San Luis Obispo Department of Social Services



Semi-Annual Report

Report Period:

January 1, 2025, through June 30, 2025

Director: Devin Drake

Table of Contents

Mission, Vision, and Guiding Principles	3-4
Statistics	
Caseload Averages Per Month	5
Department Services and Locations	
Programs and Services	6-9
Office Locations and Phone Numbers	10

County of San Luis Obispo

Mission, Vision and Guiding Principles

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.



Department of Social Services

Mission, Vision, and Guiding Principles

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 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

Adult Services	In-Home Support Services (IHSS) - Applications	140
	In-Home Support Services (IHSS) - Active Cases	2,975
	Adult Protective Services (APS) - Investigations	177
	Adult Protective Services (APS) - Referrals Received	406
	Adult Protective Services (APS) - Open Cases	502
Child Welfare Services	Referrals Received	342
	Referrals Responded by CWS	192
	Family Maintenance Cases	67
	Family Reunification Cases	62
	Permanency Planning Cases	135
Participant Services	CalWORKs	1,534
	CalFresh (Food Stamps)	30,260
	Medi-Cal Only*	37,898
	Foster Care	131
	General Assistance	816

*Categorically eligible Medi-Cal (associated with CalWORKs and Foster Care cases) is no longer being considered in the Medi-Cal caseload average.

Department Services and Locations

Programs and Services

PARTICIPANT SERVICES

Cash Assistance, Housing, Food, and Health Coverage Benefits

- **CalFresh:** Monthly food benefits for individuals and families with low-income.
- **CalWORKs:** Time-limited cash assistance for families whose child(ren) is deprived of support or care due to the death, incapacity, unemployment or underemployment, or continued absence, of one or both parents.
- **Diversion Services:** A one-time cash assistance or services to meet a specific current need or emergency. This program is meant to help families who are eligible for cash aid but do not need or want ongoing assistance.
- **Welfare-to-Work Employment and Training Program:** Employment and training for adults participating in the CalWORKs program. Adults who do not meet an exemption are required to participate in specific activities that lead to self-sufficiency. Resources are available to address barriers such as intimate partner violence, substance use, and mental health challenges. Supportive services include childcare, transportation, diapers, books for school, and clothing for job interviews and employment.
- **CalWORKs Child Support:** Families participating in the CalWORKs and Medi-Cal programs who have a parent absent from the home are referred to the Department of Child Support Services for child and medical support services.
- **Foster Care Payments:** Cash assistance to caretakers of youth in foster care.
- **Medi-Cal:** Comprehensive health coverage for all CalWORKs participants as well as for individuals and families who have limited income.
- **General Assistance:** Limited cash assistance for needy persons who are not eligible to federal and state aid programs.

For more information on program requirements and benefit levels, please visit our website at: <http://www.slocounty.ca.gov/dss>.

Department Services and Locations

Programs and Services

CHILD WELFARE SERVICES PROGRAMS

- **AB 12 Extended Foster Care (EFC):** A voluntary program providing eligible foster and probation youth (ages 18–21) with supportive services, including case management, financial stipends, housing assistance, and education or employment training.
- **Adoption and Permanency Services:** Provides permanent family options for children who cannot reunify with their parents by assessing adoptability, exploring permanency options, and matching children with adoptive families or legal guardianship while offering support.
- **Emergency Response (ER):** The process of assessing reports of child abuse or neglect to determine if a child is in immediate danger, ensuring their safety, and connecting families to appropriate services. Responses are initiated within 24 hours, 3 days, 5 days, or 10 days, depending on the severity of the concerns. As part of ER, Differential Response is a child welfare approach that provides timely and tailored responses to reports of abuse or neglect. It ensures child safety and family stability by offering support services based on the level of risk and family needs, allowing for a more flexible and effective intervention strategy.
- **Intake:** Also known as the hotline, intake is the first point of contact where reports of suspected child abuse, neglect, or exploitation are received, screened, and assessed to determine the need for investigation or services to ensure child safety. Child Welfare Services operates 24/7 to receive reports and responds to concerns that meet the criteria for intervention.
- **Resource Family Approval (RFA):** A streamlined, family-friendly, and child-centered process that assesses and approves families to care for children in out-of-home care, combining foster parent licensing, relative approval, and adoption or guardianship approvals into one process.
- **Family Maintenance (FM):** Provides time-limited supportive services to families in crisis to prevent or address abuse or neglect while children remain safely at home under social worker supervision.
- **Family Reunification (FR):** Offers time-limited services to address abuse, neglect, or exploitation when a child cannot safely remain at home, providing support to the family while the child is in out-of-home placement.
- **Voluntary Family Maintenance (VFM):** A non-court-ordered, time-limited program that provides protective services to families when children are at risk of abuse, neglect, or exploitation but can safely remain at home. Participation is voluntary and may include a safety plan and supportive services to address family needs.

For more information on program requirements and benefit levels, please visit our website at: <http://www.slocounty.ca.gov/dss>

Department Services and Locations

Programs and Services

FOSTER CARE, KINSHIP GUARDIANSHIP ASSISTANCE AND ADOPTION ASSISTANCE PROGRAMS

Foster Care, also known as "out-of-home care", is a service provided to youth who have been removed from the care of their parents or other caregivers due to risk or experience of abuse, neglect, or exploitation. Youth in out-of-home care are provided a stable and supportive environment while the issues that led to their removal are addressed, or an alternate permanent plan can be made.

- **Aid to Families with Dependent Children - Foster Care (AFDC-FC):** Provide financial assistance for those children who are in need of substitute parenting and who have been placed in foster care.
- **Approved Relative Caregiver (ARC):** This program provides funding to enable participating counties to make payments equal to the basic foster care rate to approved relative caregivers with whom a non-federally eligible foster child is placed.
- **Kinship Guardianship Assistance Payment (Kin-GAP):** A permanency option for children in long-term placement with relatives, which provides a monthly payment to the relative/fictive relative guardian. Program is intended to enhance family preservation and stability by providing relatives with an alternative route to permanency when reunification and adoption are not appropriate permanency options.
- **Adoption Assistance Program (AAP):** A benefit program designed to meet an adopted child's needs up to age 18. In some instances, this benefit can be extended up to the age of 21.

For more information on program requirements and benefit levels, please visit our website at: <http://www.slocounty.ca.gov/dss>

Department Services and Locations

Programs and Services

ADULT SERVICES PROGRAMS

The Department of Social Services supports elders or dependent adults by offering supportive services, case management and connection to resources that help mitigate safety concerns and support the adult in remaining independent. Programs include:

- **Adult Protective Services (APS):** Respond to allegations of abuse or neglect regarding adults age 60 or older and/or dependent adults in San Luis Obispo County in a timely and appropriate manner. Emergency interventions may include short term case management, information and referrals to community supports, coordination with support networks to develop safety plans, collaboration with law enforcement and other interventions necessary to provide for the safety and stability of the individual.
- **In-Home Supportive Services (IHSS):** Authorizes personal care and domestic services to eligible elderly individuals or disabled individuals of any age in San Luis Obispo County, to enable them to remain living in their own home. Provides technical assistance to IHSS recipients and providers to navigate timecard and payroll needs.
- **Public Authority:** Enrolls new IHSS providers, manages background screenings and manages registry services to assist IHSS recipients in finding caregivers.

For more information on program requirements and benefit levels, please visit our website at: <http://www.slocounty.ca.gov/dss>

Department Services and Locations

Office Locations

City	Office	Address	Phone #
Arroyo Grande	Dept. of Social Services Main Office	1086 Grand Ave.	805-474-2000
	South S.A.F.E. Family Resource Center	1086 Grand Ave.	805-474-2105
Atascadero	Dept. of Social Services Main Office	9630 El Camino Real	805-461-6000
Morro Bay	Dept. of Social Services	600 Quintana Rd.	805-772-6405
Nipomo	Dept. of Social Services	681 W. Tefft St., Ste. 1	805-931-1800
Paso Robles	Dept. of Social Services Main Office	406 Spring St.	805-237-3110
San Luis Obispo	Dept. of Social Services Main Office	3433 S. Higuera St.	805-781-1660 or 1-800-834-3002
	America's Job Centers of California	3450 Broad St., Ste. 103	805-903-1400
CHILD ABUSE REFERRALS: 1-800-834-5437 or 1-805-781-KIDS			
ADULT ABUSE REFERRALS: 1-805-781-1790			
TO REPORT FRAUD: 1-800-781-1914			