

**APS Main (916) 653-1865 • APS@dss.ca.gov • MS 8-17-12 • Fax (916) 653-1693**  
**Kim Rutledge**, APS Program Liaison (916) 651-1064 • **John Hartmire**, APS Analyst (916) 651-5111

**CMIPS & SYSTEM ENHANCEMENTS BRANCH**

**LEORA FILOSENA**, Chief (Direct 916-651-3285)

**Megan Ramirez**, Executive Secretary (916) 653-1873 • Fax (916) 651-5256 • **MS 9-12-92**

<b>SYSTEMS OPERATIONS &amp; DATA ANALYSIS BUREAU</b> MS 9-12-92		<b>SYSTEM ENHANCEMENTS BUREAU</b> MS 9-12-92	
<b>Cindy Wang</b> , Chief	(916) 651-2834	<b>Rebecca Coker</b> , Chief	(916) 657-2367
<b>Donnette DeSantis</b> , Sec	(916) 651-1069	<b>Electronic Visit Verification Implementation Unit</b>	
Grace Gomes, CWDA Contractor	651-5332	<b>Donald McFarland</b> , SSM 1	(916) 654-2098
Anne Monchamp, OSI Contractor	653-3052	Carolyn Higgins	654-1162
<b>CMIPS Operations Unit</b>		Joseph Smith	651-1374
<b>Bill Lohmann</b> , SSM 2	(916) 651-3459	Katherine Bloomenrader	651-3486
VACANT	651-2897	Steve Hernandez	651-8086 <i>(Spanish)</i>
Jodi McBroom	651-2861	<b>Operations Unit</b>	
Michele Kufasimes	651-2768	<b>Deirdre Wheeler</b> , SSM 1	(916) 651-5638
<b>Letrice Russell</b> , SSM 1	(916) 654-0601	David Stager	651-5084
Gohar Ogannesyan**	651-5180 <i>(Armenian)</i>	Eliza Tugadi	651-3332
Nikia Island	653-1173	Odell Frazier	651-5450
Rosendo Garcia**	651-3975 <i>(Spanish)</i>	Pinsok Phoung	651-5232
Tara Fiscus	651-7085	<b>Systems Unit</b>	
<b>Customer Relations &amp; Communications Unit</b>		<b>Sheryl Emmons</b> , SSM 1	(916) 651-7907
<b>Rick Yrigoyen</b> , SSM 1	(916) 653-1784	Doug Follis	651-7119
Gloria Licea**	651-5158 <i>(Spanish)</i>	Matt Szabo	651-0303
Jennifer L. Ogata	651-5270	Whitney Dakin	653-1873
Kevin Corso	651-2889	<b>Training &amp; Development Unit</b>	
Meri Atarbekyan	651-2890	<b>VACANT</b> , SSM 1	(916) 651-5401
<b>Research &amp; Data Analysis Unit</b>		Cheryl Nelson	651-0638
<b>Christina Taylor</b> , SSM 1	(916) 653-1783	Khonnie Lattasima	651-0276
Angela Scarlett	651-2782	Marquisha Perry	651-0831
Cha Lao	651-1317	VACANT	657-3482
Daniel Ramsay	651-5632	VACANT	TBD
Haiyan Chen**	657-2123 <i>(Chinese)</i>		
James Borges	651-5636	<b>IHSS Public Help Lines</b>	
<b>CMIPS County Help Lines</b>		<b>IHSS Svc Desk</b> (Providers/Recip)	866-376-7066
County Assistance	916-551-1003	<b>ESP-ETS Portal</b> Help Line	866-376-7066
CMIPS Service Desk (County)	877-844-5844	<b>Wage Garnish</b> - Providers	866-376-7066
Liens/Garnishments - Lienholders	866-740-2189	Provider Payroll FAX	916-651-5256
Liens/Garnishments FAX	916-785-1039	Reimbursements Help Line	877-508-1327 (recording)
<b>SECURITY DESK</b>	<b>916-657-1777</b>	<b>InterCare</b> (Workman's Comp)	916-960-0992
<b>ISD SERVICE DESK (Lobby)</b>	<b>916-651-5333</b>	Email: CA-DSS@Intercareins.com	<a href="https://intercareins.com/">https://intercareins.com/</a>

**ADULT PROGRAMS DIVISION**

Main (916) 653-5403

MS 8-17-12

DEBBI THOMSON, Deputy Director

Linda LaCara, Executive Assistant (Direct 916- 654-1858)

APS Main (916) 653-1865 • APS@dss.ca.gov • MS 8-17-12 • Fax (916) 653-1693  
 Kim Rutledge, APS Program Liaison (916) 651-1064 • John Hartmire, APS Analyst (916) 651-5111

**FISCAL, APPEALS & BENEFIT PROGRAMS BRANCH**

DANIELLE MORRIS, Chief (Direct 916-651-2849)

VACANT, Executive Secretary (916) 653-3850 • Fax (916) 651-5256 • MS 9-11-91

VACANT, Special Projects/EVV (916) 654-6527 • MS 9-11-93

APPEALS &amp; ADMINISTRATIVE REVIEW UNIT • (916) 651-3488 • AARR Fax (916) 651-0103 • MS 9-11-04

Denise Thornquest, SSM 1 (916) 653-1920

Beatriz Sanchez**	654-1671 (Spanish)	Rob Antonucci	651-1071
Kim Padilla	651-1113	VACANT	TBD
Richard Lew	651-2783		
<b>FISCAL &amp; ADMINISTRATIVE BUREAU</b> MS 9-11-91		<b>BENEFIT PROGRAMS &amp; PROGRAM INTEGRITY BUREAU</b> MS 9-11-91	
VACANT, Chief	(916) 653-1908	Lisa Bandaccari, Chief	(916) 651-6243
Lisa Chong, Secretary	(916) 653-3850	Lisa Chong, Secretary	(916) 653-3850
Taylor Watts, Assoc Mgmt Auditor	651-2919	<b>Benefit Programs Unit</b>	
VACANT, Div Personnel Coordinator	651-5611	Steven Koehler, SSM 1	(916) 651-2774
<b>Contracts Unit</b>		Dan Whitehead-Regur	651-1095
Rachel Otero, SSM 1	(916) 651-9429	Karen Novoa	651-0576
Jenny Yip	651-5181	Kevin Erbe	651-1174
Karyn Peeler	651-2835	Teresa Sawyer (ADSA)	651-1053
Lisa Snyder	651-0551	VACANT	TBD
<b>Financial Management Unit</b>		<b>Program Integrity Unit</b>	
VACANT, SSM 1	(916) 653-1572	Kitt Johnson, SSM 1	(916) 657-1714
Cyndi Worthy	651-7722	Audelia Buntjer	651-0636
Kevin Fiala	651-2892	Hanibal Sonderegger	651-5263
Michael Breinke	651-5556	Matthew Barrett	657-2593
Sonja Washburn	651-3327	Truc Nguyen	651-5633
Zenaida Solis	653-3911	VACANT	651-5543
<b>CMIPS County Help Lines</b>		<b>IHSS Public Help Lines</b>	
County Assistance	916-551-1003	IHSS Svc Desk (Providers/Recip)	866-376-7066
CMIPS Service Desk (County)	877-844-5844	ESP-ETS Portal Help Line	866-376-7066
Liens/Garnishments - Lienholders	866-740-2189	Wage Garnish - Providers	866-376-7066
Liens/Garnishments FAX	916-785-1039	Provider Payroll FAX	916-651-5256
<b>ISD SERVICE DESK (Lobby)</b>	<b>916-651-5333</b>	Reimbursements Help Line	877-508-1327 (recording)
<b>SECURITY DESK</b>	<b>916-657-1777</b>	InterCare (Workman's Comp)	916-960-0992
		Email: CA-DSS@Intercareins.com	https://intercareins.com/

Updated 12/3/21

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**Kim Rutledge**, APS Program Liaison (916) 651-1064 • **John Hartmire**, APS Analyst (916) 651-5111

**POLICY & QUALITY ASSURANCE BRANCH**

**YANG LEE**, Assistant Deputy (Direct 916-651-1067)

**Jeffrey Berndt**, Executive Secretary (916) 651-5362 • FAX (916) 653-2220 • MS 9-11-96

<b>POLICY &amp; OPERATIONS BUREAU</b> MS 9-11-96		<b>QUALITY ASSURANCE MONITORING &amp; REIMBURSEMENTS BUREAU</b> MS 9-11-95	
<b>Charissa Miguelino</b> , Chief	(916) 651-5206	<b>VACANT</b> , Chief	(916) 651-2862
<b>VACANT</b> , Secretary	(916) 651-5350	<b>Tony Huynh</b> , Secretary	(916) 651-3494
<b>Provider Policy Unit</b>		<b>Quality Assurance Monitoring Unit #1</b>	
<b>Rolonda Moen</b> , SSM 1	(916) 653-1869	<b>Margarita Castillo</b> , SSM 1	(916) 651-5340
Andrea Jackson	651-5398	VACANT	651-6531
Don Tresca	651-5397	Gregory Knox	651-5399
Ericka Quesada**	651-0396 (Spanish)	Josie Powers (RA)	653-3902
Joseph Tavera	651-0602	Leah Burton	651-2781
VACANT	TBD	Liliya Merva	653-3901
<b>POLICY SECTION CHIEF</b>		Lorene White	654-0615
<b>Tony Teresi</b> , SSM 2	(916) 651-5339	Javier Rosas	651-2769
<b>Program Eligibility &amp; Protective Supervision Unit</b>		<b>Quality Assurance Monitoring Unit #2</b>	
<b>Vicki Cescato</b> , SSM 1	(916) 653-1868	<b>Carmen Favorito</b> , SSM 1	(916) 651-3385
Chong Her	651-0274	Arlene Marmolejo	651-1187
Delaney Price	651-2744	DeAnna Trujillo	651-2769
Kelly Ford	653-6350	Greg Wiltshire	651-0553
Leticia Galaviz	651-7123	Kelly Moua	651-1333
Portia Stewart	651-3976	Suzie Saephan	651-2918
Rachel Zavarella	651-0805	Yee Vang	651-5646
<b>Services Assessment Unit</b>		VACANT	651-5645
<b>Carey Yamanaka</b> , SSM 1	(916) 651-8662	<b>Reimbursements Unit • MS 9-11-91</b>	
Anna Petrosyan	651-7097	<b>Sean Driscoll</b> , SSM 1	(916) 651-5553
Anne Huynh	651-0550	Ben Nmah	651-5208
Micaela Barajas	651-2836	Gina Carrasco	651-1155
Renzo Rivera	651-5303	Robin Osborn	651-2896
VACANT	653-5383	VACANT	651-0548
<b>CMIPS County Help Lines</b>		VACANT	653-5110
CMIPS Service Desk (County)	877-844-5844	<b>IHSS Public Help Lines</b>	
County Assistance	916-551-1003	<b>IHSS Svc Desk</b> (Providers/Recip)	866-376-7066
Liens/Garnishments - Lienholder	866-740-2189	<b>ESP-ETS Portal</b> Help Line	866-376-7066
Liens/Garnishments FAX	916-785-1039	<b>Wage Garnish</b> - Providers	866-376-7066
<b>ISD SERVICE DESK</b>	<b>916-651-5333</b>	Provider Payroll FAX	916-651-5256
<b>SECURITY DESK (Lobby)</b>	<b>916-657-1777</b>	Reimbursements Help Line	877-508-1327 (recording)
		<b>InterCare</b> (Workman's Comp)	916-960-0992
		Email: CA-DSS@InterCareins.com	https://intercareins.com/

## IMPORTANT CONTACTS

<b>AARP</b>	888.687-2277	Tax Help Seniors Locator 888.227-7669
<b>ABUSE - Children (Age 0-17)</b>	Call County CPS	
<b>ABUSE - Adult's own home (Ages 65 &amp; older, disabled dependant adults 18-64yrs)</b>	Call County APS	
<b>ABUSE - Adult's own home (Ages 18-64)</b>	Call Local Law Enforcement	
<b>ABUSE - by worker in skilled nursing (medical) facility, hospital, health clinic</b>	916.558-1700	Public Health
<b>ABUSE - licensed residential care facility, assisted living facility, board &amp; care, nursing home, intermediate care facility, adult day care program, adult day health care program</b>	800.231-4024	Office of Long Term Care Ombudsman (OSLTCO)
<b>ABUSE - CA state hospitals</b>	916.651-7185	CA Dept. of State Hospitals
<b>ABUSE - State regional centers</b>	916.654-1690	CA Dept. Of Developmental Services
<b>Accessibility &amp; Policy Unit (APU)</b>	916.651-5647	<a href="mailto:AccessibilityPolicyUnit@dss.ca.gov">AccessibilityPolicyUnit@dss.ca.gov</a>
<b>Adoptions Svcs Bureau</b>	916.651-8089	<a href="mailto:cdsspostadoptionsservices@dss.ca.gov">cdsspostadoptionsservices@dss.ca.gov</a>
<b>AGENCY (CHHS)</b>	916.654-3454 main	CA Health & Human Svcs
<b>AGING Cnty Offices, CA Dept. of Aging</b>	800.510.2020	CA Dept. of Aging 916.419-7500
<b>Assistance Dog Special Allowance Program (ADSA) - Teresa Sawyer's program; FABP -Benefit Programs Unit</b>	916.657-2628	Teresa Sawyer 651-1053 direct Office of Services for the Blind - 916.657-3327
<b>Attorney General, CA - Xavier Becerra</b>	916.210-6276 CA 800.952-5225	US AG (CA) 916.554-2700 (Robert Matsui) Feds (DC) 202.514-2000 / 202.353-1555
<b>BLIND, Office of Services to</b>	916.657-3327	Scott Bonilla-McIntyre 916.651-0554
<b>Block Grant for Meal Delivery</b>	916.576-7109	CA Dept Community Svc & Development
<b>Business Services - Maintenance/Repair</b>	916.657-2009	<a href="mailto:BusinessServices@dss.ca.gov">BusinessServices@dss.ca.gov</a>
<b>Business Services - Conf Rm Reservations</b>	916.657-2586	<a href="mailto:BusinessServices@dss.ca.gov">BusinessServices@dss.ca.gov</a>
<b>CalFresh / SNAP</b>	916.651-8047	FEED
<b>CA Health &amp; Human Svcs (Agency) (CHHS)</b>	916.654-3454 main	
<b>CA Veteran's Cash Benefit Program (CVCB)</b>	Social Security Admin	<a href="https://secure.ssa.gov/ICON/main.jsp">https://secure.ssa.gov/ICON/main.jsp</a>
<b>CalWORKS</b>	916.657-2128	FEED
<b>CalWORKS Child Care Referrals - CA Child Care Resource &amp; Referral Network</b>	1.800.KIDS.793 (543-7793)	<a href="http://www.rnnetwork.org/find_child_care">CalWORKs Child Care</a> <a href="http://www.rnnetwork.org/find_child_care">http://www.rnnetwork.org/find_child_care</a>

## IMPORTANT CONTACTS

<b>CalTravel</b>	877.454-8785 #3	916.376-3989
<b>CAPI</b> ( <i>Cash Assistance Program for Immigrants</i> )	County Social Svcs	<a href="https://www.cdss.ca.gov/county-offices">https://www.cdss.ca.gov/county-offices</a>
<b>Care Facility COMPLAINTS</b> - CCL ( <i>Residential, Group Homes, Assisted-Living</i> )	844.538-8755	CCLs Centralized Complaints & Gen Info Bureau (CCIB)
<b>CDSS Emergency Notification</b>	888.723-1904	
<b>CHHS</b> (CA Health & Human Svcs)	916.654-3454 main	<a href="mailto:CHHSMAIL@chhs.ca.gov">CHHSMAIL@chhs.ca.gov</a>
<b>Child Care License Check</b> - CCL	916.657-2346	
<b>Civil Rights</b>	916.654-2107	<a href="mailto:CRB@dss.ca.gov">CRB@dss.ca.gov</a>
<b>CMIPS County Staff Inquires</b>	<b>916.551-1003</b>	
<b>CMIPS County Help Desk</b>	<b>877.844-5844</b>	
<b>CNA Certs</b> - Public Health	916.327-2445	
<b>Community Care Licensing Division (CCL)</b>	916.657-2346	Complaints & Gen Info 844.538-8755
<b>Conlan Claims</b> (Medi-Cal/Denti-cal) - Recipients	916.403-2007 File Claim	Pending claims questions 916.651-3488; transfer to Reimbursement Unit Mgr (Sean Driscoll).
<b>Copy paper delivery</b> - call Mailroom	916.657-1774	8.5x11 only; <i>must purchase 8.5x14 &amp; 11x17</i>
<b>Covered California</b>	800.300-1506	<a href="https://www.coveredca.com">https://www.coveredca.com</a>
<b>Crime Victim &amp; Trafficking Assistance</b>	County Social Svcs	<a href="https://www.cdss.ca.gov/county-offices">https://www.cdss.ca.gov/county-offices</a>
<b>DEAF ACCESS</b> , Office of	916.653-8320	Scott Bonilla-McIntyre 916.651-0554 Corey Brasier 248-8247 Videophone Alexis Knudtson 604-4477 Videophone Melanie Nguyen 596-3188 / 993-5366 Videophones
<b>Dept. Developmental Services (DDS)</b>	916.654-1690 Gen Inquiries 916.654-3722 Regional	<a href="mailto:Dale.Cannon@dds.ca.gov">Dale.Cannon@dds.ca.gov</a> (Gen Inquiries) <a href="mailto:Rapone.Anderson@dds.ca.gov">Rapone.Anderson@dds.ca.gov</a> (Regional Cntr)
<b>Dept. Health Care Services (DHCS)</b> - Main	654-3454	<a href="http://www.dhcs.ca.gov">http://www.dhcs.ca.gov</a>
<b>DHCS Form 1095-B</b>	844.253-0883	
<b>DHCS Investigations Branch</b> ( <i>provider overpayments</i> )	916.750-1169	Intake office 916.650-6562
<b>Disability Rights California.org</b>	800.776-5746	<a href="https://www.disabilityrightsca.org/">https://www.disabilityrightsca.org/</a>
<b>Disaster Services Bureau (CDSS)</b>	916.651-8880	
<b>DOJ</b> ( <i>Dept. of Justice</i> )	916.210-6276 CA 916.554-2700 US	
<b>EBT Cards</b>	877.328-9677 833.780-0353	

## IMPORTANT CONTACTS

<b>EDD</b>	<b>800.300-5616 916.654-7827</b>	<b>UI ONLINE HELP</b> 833.978-5111
<b>Elder Abuse</b> - Skilled Nursing Facilities - Public Health	916.558-1700	Residential/Memory Care (CCL) 844.538-8766
<b>Elder Care Services Locator</b>	800.510.2020 Inside CA	Outside CA 800.677-1116
<b>Electronic Service Portal / eTimesheet (ESP-ETS) Help Line</b>	<b>866.376-7066; opt 4</b>	
<b>Estate Recovery (DHCS Medi-Cal):</b> <i>deceased recipient's estate pays county back for benefits paid when recipient was alive. (Not IHSS benefits)</i>	916.650-0490	
<b>Fiscal Forecasting &amp; Policy</b> - Leg staff inquires re: fiscal matters	916.657-1668	<a href="mailto:Salena.Chow@dss.ca.gov">Salena.Chow@dss.ca.gov</a>
<b>FOOD INSECURITY</b>		City - "211"; apply for <b>CAL FRESH EXPEDITED SVC</b> (emergency svcs); <b>Emergency Food Assistance Program (EFAP)</b> thru FEED 657-3546; <b>local food banks; local grocery delivery;</b>
<b>Foster Care Ombudsman</b> (State Office of)	916.651-6560	Rochelle Trochtenberg
<b>FRAUD, IHSS</b> - DHCS investigates	800.822-6222	<a href="mailto:Fraud@dhcs.ca.gov">Fraud@dhcs.ca.gov</a>
<b>FREE Tax Prep</b> - to locate services	<b>IRS</b> 800.906-9887	<b>AARP</b> (for Seniors) 888.227-7669
<b>FRIENDSHIP LINE</b>	<b>800.971-0016</b>	Calif 888.670-1360
<b>GENERAL ASSISTANCE / RELIEF</b>	<b>County Social Svcs</b>	<a href="https://www.cdss.ca.gov/county-offices">https://www.cdss.ca.gov/county-offices</a>
<b>Governor's Office</b>	<b>916.445-2841</b>	Governor Gavin Newsom 1303 10th Street, Suite 1173 Sacramento, CA 95814 Fax: (916) 558-3160 <a href="https://govapps.gov.ca.gov/gov40mail/">https://govapps.gov.ca.gov/gov40mail/</a>
<b>GUARDIANSHIP</b> - Minors		<a href="https://www.courts.ca.gov/selfhelp-guardianship.htm">https://www.courts.ca.gov/selfhelp-guardianship.htm</a>
<b>GUARDIANSHIP</b> - Seniors		<a href="https://www.courts.ca.gov/selfhelp-seniors.htm">https://www.courts.ca.gov/selfhelp-seniors.htm</a>
<b>CA Health &amp; Human Svcs</b> (Agency) (CHHS)	916.654-3454 Main	
<b>Health &amp; Safety</b> (CDSS) - report emergencies	916.657-3303	888.723-1904 & 911
<b>HEARING AIDS</b> for Seniors - free, low cost		Medi-Care Advantage (Plan C) Lions Club (locate local chapter) 630.571-5466 NorCal Svcs for Seniors 916.349-7500 Nat'l Assn on Aging 202.872-0888 Vets benefits assist 877.222-8387
<b>HEROES ACT</b> - for providers who work in facilities only; IHSS providers not eligible	916.657-2592	
<b>Home Care Business, Starting a</b>	877.424-5778	Home Care Services Bureau/CCL



## IMPORTANT CONTACTS

<b>Home Care Services Bureau (HCSB/CCL)</b> <i>( Home Health Care Aides/Registry )</i>	877.424-5778	(Internal only 916.657-3570)
<b>HOSPICE Assistance/Programs - CA</b> <i>Hospice &amp; Palliative Care Assoc (CHAPCA)</i>	916.925-3770 888.252-1010	<a href="http://www.calhospice.org">www.calhospice.org</a>
<b>HOUSING/HOMELESS ASSISTANCE - Folsom, CA; Sac County</b>	916.215-3420 Folsom Navigator program  916.542-0615 HART	Sac Self Help Housing's <b>Folsom Navigator</b> program thru Powerhouse Ministries; 311 Market St, Folsom, CA Mondays Noon-4pm; Thursdays 9am-Noon  <b>HART of Folsom</b> a non-profit community-based volunteer org assisting those experiencing homelessness in Folsom toward self-sufficiency & greater independence; <a href="http://www.hartoffolsom.org">www.hartoffolsom.org</a>
<b>HOUSING/HOMELESS Assist County Referral Numbers</b>	Refer to County	<a href="X:\APB\COMMON\Mgmt Support\ BOSS Library\APD ROSTERS-MISC PHONE LISTS\HOUSING-HOMELESS CNTY REFER NOs 4-22-19.xlsx">X:\APB\COMMON\Mgmt Support\ BOSS Library\APD ROSTERS-MISC PHONE LISTS\HOUSING-HOMELESS CNTY REFER NOs 4-22-19.xlsx</a>
<b>HOUSING/HOMELESS Assist State - CA</b> <i>Emergency Solutions &amp; Housing</i>	916.263-2771	CA Dept. Housing & Community Development 2020 W. El Camino Ave, Sacramento, ca 95833
<b>HOUSING/HOMELESS Programs - CDSS</b>	916.651-5155	HEAP, HA, HDAP, BFH; thru FEED
<b>HOUSING PLACEMENT - Public Health</b>	916.558-1700	CA Dept. Public Health
<b>HOUSING PLACEMENT for Disabled - Santa Clara Cnty; Silicon Valley Independent Living Cntr (SVILC)</b>	408-894-9041	<a href="http://www.SVILC.Org">www.SVILC.Org</a>
<b>Housing VOUCHER Programs (Sec 8)</b>	800.955-2232 916.440-1390	HUD SHRA
<b>HR - OB 8 -15th floor - MS 8-15-49</b>	916.657-1762	HR Personnel, MS 8-15-58
<b>Human Trafficking</b>	888.373-7888 888.428-7581	Nat'l Human Trafficking Resource Cntr Hotline US Dept. of Justice (DOJ)
<b>IHSS Service Desk (providers &amp; recipients)</b>	<b>866.376-7066</b>	
<b>IRS</b>	800.829-1040	<a href="https://www.irs.gov/">https://www.irs.gov/</a>
<b>ISD Help Desk</b>	<b>916.651-5333</b>	
<b>Labor Board (CA Labor &amp; Workforce Development Dept.)</b>	916.653-9900	<a href="https://www.labor.ca.gov/about/contact-us/">https://www.labor.ca.gov/about/contact-us/</a> <b>EMAIL:</b> <a href="mailto:email@labor.ca.gov">email@labor.ca.gov</a>
<b>LA Cnty Services Locator</b>	LADPSS 562.908-8400 211LA 800.339-6993 LAHelps!	LA Cnty Dept.. Public Social Svcs 2-1-1LA: <a href="http://www.211LA.org">www.211LA.org</a> LA Helps!: <a href="http://www.LACountyHelps.org">www.LACountyHelps.org</a>
<b>Legal Services for Seniors</b>	800-222-1753	Senior Legal Hotline Justia.com
<b>LEGISLATION OFFICE (CDSS) - questions frm: fed, state, local gov agencies/ reps, congressional/leg staff re: constituents, leg, other Dept. functions/responsibilities</b>	916.657-2623	<a href="mailto:Debbie.DiazWilliams@dss.ca.gov">Debbie.DiazWilliams@dss.ca.gov</a>
<b>Liens/Garnishments (Lienholders)</b>	866.740-2189; option 2	FAX 916.651-5256

## IMPORTANT CONTACTS

<b>Loading Doc - OB 9</b>	916.651-2753	
<b>Mailroom - OB 9 - 3<sup>th</sup> floor</b>	916.657-1774	
<b>Meal Delivery Block Grant</b>	916.576-7109	CA Dept Community Svc & Developmen
<b>Medicaid.gov</b> ( <i>fed, low income, outside CA</i> )	415.744-3568	<a href="mailto:ROSFOMCD@cms.hhs.gov">ROSFOMCD@cms.hhs.gov</a>
<b>Medicare</b> ( <i>fed; elder &amp; disabled</i> )	800.633-4227	800.434-2022; 866.227-9863
<b>Medi-Cal: Eligibility, Share-of-Cost (DHCS)</b> ( <i>CA's version of Medicaid</i> )	916.552-9200 Eligibility	Help Line 800.541-5555 Automated Phone Cntr 800.786-4346 Customer Service 916.636-1980
<b>Medi-Cal Holds - removal</b>	800.430-4263	
<b>Medi-Cal/Denti-cal (Conlan) Claims - Recipients</b>	916.403-2007 File Claim	Pending claims questions 916.651-3488; transfer to Reimbursement Unit Mgr.
<b>MENTAL HEALTH ASSISTANCE - DHCS</b> Ombudsman ( <i>finding services, clean&amp;sober transitional housing, etc.</i> )	888.452-8609 800.896-4042	<a href="mailto:MMCDOmbudsmanOffice@dhcs.ca.gov">MMCDOmbudsmanOffice@dhcs.ca.gov</a>
<b>MENTAL HEALTH ASSISTANCE</b>	916-567-0163 NAMI	Nat' Alliance of Mental Illness
<b>MENTAL HEALTH CRISIS LINES - Counties</b>		<a href="#">\..\.Mgmt Support\ BOSS Library\APD ROSTERS - PHONE LISTS\MENTAL HEALTH CRISIS LINES (Counties) 1-17-19.docx</a>
<b>MENTAL HEALTH FACILITIES (DHCS) - Lists of Facilities, Licensing, Certification</b>	916.323-1864	<a href="https://www.dhcs.ca.gov/provgovpart/pages/mh-licensing.aspx">https://www.dhcs.ca.gov/provgovpart/pages/mh-licensing.aspx</a>
<b>Missing Children</b>	LOCAL POLICE	Cntr for Missing/Exploited Children 800.843-5678 Faces of the Lost 800.566-5688 Nat'l Runaway Safeline 800.786-2929
Missing Adults	LOCAL POLICE; Private detective; Relatives/friends; Nearby hospitals, churches, homeless shelters, libraries; Post a flyer; Social media; Local new/radio; Local Local NAMI 916.567-0163; Loaves & Fishes; Salvation Army	Register person at Nat'l Missing & Unidentified Persons System (NamUs) <a href="https://www.namus.gov/Dashboard#">https://www.namus.gov/Dashboard#</a>
<b>Nat'l Alliance of Mental Illness (NAMI)</b>	916-567-0163	
<b>Nat'l Missing &amp; Unidentified Persons System (NamUs) - Look for and register missing persons.</b>		<a href="https://www.namus.gov/Dashboard">https://www.namus.gov/Dashboard</a>
<b>Ombudsman Locator, CA</b> ( <i>mental health, long term care</i> )	800.231-4024	
<b>Ombudsman, Sac Cnty</b>	916.875-2000 916.376-8910	<a href="mailto:HHS-Ombudsman@saccounty.net">HHS-Ombudsman@saccounty.net</a>
<b>P-Card - Michael Martini (Supervisor)</b>	916.657-3784	OB8-14; MS 8-14-001
<b>P-Card</b>	916.657-3507	



## IMPORTANT CONTACTS

<b>PRA Inquires</b>	916.657-1964	Liam Tobin / CDSS PRA Coordinator / 916-657-1899 Status update: 888.422-3120   Fax: 916.641-1171 Email: PRARrequest@dss.ca.gov <b>MS 8-5-161</b>
<b>PRESIDENT - White House</b>	202.456-1111	

## IMPORTANT CONTACTS

<b>PROVIDER COMPLAINTS abt Recipients</b> <i>CA Dept. Fair Employment &amp; Housing (DFEH)</i>	800.884-1684	<a href="mailto:contact.center@dfeh.ca.gov">contact.center@dfeh.ca.gov</a>
<b>Provider Overpayments (DHCS)</b>	916.750-1169	Intake office 916.650-6562
<b>PUBLIC AFFAIRS</b> (Scott Murray) - <i>questions from news media, students, researchers, think tanks, organizations you don't normally do business with</i>	916.657-2268	<a href="mailto:Scott.Murray@dss.ca.gov">Scott.Murray@dss.ca.gov</a>
<b>Public Health (CDPH)</b>	916.558-1700	916.558-1784
<b>Public Housing &amp; Section 8</b> - <i>CA Dept. Housing &amp; Community Development (CDHCD)</i>	916.263-2771	Headquarters: 2020 W. El Camino Ave, Sacramento 95833
<b>Public Inquiry &amp; Response (PIAR)</b>	800.952-5253 Public	<i>Internal only</i> 916.651-8848 #1; #7
<b>Purchasing</b> - Michael Martini	916.657-3784	OB8-14; MS 8-14-747
<b>Refugee Cash Assistance Program (RCAP)</b>	County Social Svcs	<a href="https://www.cdss.ca.gov/county-offices">https://www.cdss.ca.gov/county-offices</a>
<b>RENT ASSISTANCE</b> - <i>provides listings of local &amp; state government, faith-based, &amp; non-profit rental assistance programs</i>	<b>Online database only</b> , search by city or county:	<a href="http://www.rentalassistance.us/state/california">http://www.rentalassistance.us/state/california</a>
<b>RENT ASSISTANCE</b> - <i>helps low income find emergency assistance for heating &amp; utility bills, eviction, homelessness risk</i>	641.715-3900, ext 190247	<a href="https://www.rentassistance.us/st/california">https://www.rentassistance.us/st/california</a>
<b>SECTION 8</b> , Public Housing - <i>Dept. Housing &amp; Community Development (CDHCD)</i>	916.263-2771	Headquarters: 2020 W. El Camino Ave, Sacramento 95833
<b>Security Front Desk</b> (CDSS Lobby)	916.657-1777	
<b>Senior Citizens Assistance &amp; Information</b> - Dept. of Aging ( <i>also see Elder Svcs</i> )	800.510-2020	WISE & Healthy Aging 310.394-9871
<b>Senior Citizens Legal Hotline</b>	800-222-1753	
<b>Senior Citizens Tax Prep Help</b>	800.906-9887 VITA 888.227-7669 AARP	
<b>Share of Cost (SOC)</b> (Medi-Cal - DHCS)	800.541-5555	916.552-9200 Eligibility
<b>Shred Bins</b> (Support Svc Sec/Property Unit)	916.657-657-2586	Joseph Finn; Matthew Maestas
<b>SHRA</b> (Sac Housing/Redevelopment Authority)	916.440-1390	Housing Choice Voucher (Sec 8) Program; Public Housing Program
<b>Skilled Nursing Facilities</b> - <i>licensed by Public Health</i>	916.558-1700	Report Abuse to 916.558-1700
<b>SNAP</b> - <i>Supplemental Nutritional Assistance Program (CalFresh)</i>	877.847-3663	CDSS FEED
<b>Social Security Administration</b>	800.772-1213	Main: <a href="https://www.ssa.gov/">https://www.ssa.gov/</a> Office Locator: <a href="https://secure.ssa.gov/ICON/main.jsp">https://secure.ssa.gov/ICON/main.jsp</a>
<b>Social Security</b> - report fraud	800.722-1213	
<b>SSI/SSP, SDI, SSDI</b>	800.722-1213 (Social Security Admin)	Central Support Svcs Branch: 916.285-8900

## IMPORTANT CONTACTS

**State Controllers Office (SCO)**

916.445-2636 Sac Exec Off  
213.833-6010 LA Exec Off

Disbursements 916.445-7789; 916.445-5759 fax  
Admin 916.323-8314; 916.327-0597 fax

## IMPORTANT CONTACTS

<b>STATE HEARINGS (IHSS) - for Recipients.</b> Providers call Labor Board	<b>800.743-8525</b> Request 855.795-0634 Request 800.952-5253 Request (PIAR)	800.743-8525 Status, Postponement, Cancellation Local: 916.309-3489 <b>MS 21-37; SHDCSU@dss.ca.gov</b>  California Department of Social Services State Hearing Division, Customer Service 744 P Street, Mail Station 21-37 Sacramento, CA 95814
<b>SUICIDE PREVENTION</b> (Nat'l)	800.273-8255	
<b>SUPOENAS - IHSS</b>	<b>Serve county</b>	CDSS will accept hand-deliveries, Security Desk knows what to do. Can send inquiries to: ServiceofProcess@dss.ca.gov
<b>Tax Help - Seniors</b>	800.906-9887 VITA/TCE 888.227-7669 AARP	Volunteer Income Tax Assistance (VITA), Tax Counseling for the Elderly (TCE)
<b>Tax Lien Removal</b> (personal) - FTB	916.845-7044	Request removal of personal tax lien
<b>TELEPHONES</b> - California Phones.org ( <b>free</b> )	800.806-1191	Specialty phones for disabled Californians
<b>Telephone Equipment &amp; Services for Low Income</b> - California Lifeline Program (state)	866-272-0357	Mon-Fri 7am-7pm PST
<b>Telephone Scams/Phishing Calls</b> - Federal Trade Commission	877-382-4357	
<b>TENANT-LANDLORD</b> Issues	800.884-1684	Dept. Fair Housing
<b>Trafficking &amp; Crime Victim Assistance</b>	County Social Svcs	<a href="https://www.cdss.ca.gov/county-offices">https://www.cdss.ca.gov/county-offices</a>
<b>Travel Desk</b> - OB9 - 5th floor	916.651-0656	Phones 9-11am; 1-3pm; PU Advances 2-4pm
<b>Tribal Temp Assistance for Needy Families (TANF)</b>	<b>County Social Svcs</b>	<a href="https://www.cdss.ca.gov/county-offices">https://www.cdss.ca.gov/county-offices</a>
<b>Wage Garnishments/Liens</b> - Lienholder calling	866.740-2189, #2	FAX 916.651-5256
<b>Waiver Personal Care Svcs (WPCS) - DHCS</b> <i>In Home Operations Waiver program</i>	916.552-9105	* <a href="https://www.dhcs.ca.gov/services/ltc/Pages/In-Home_Operations.aspx">https://www.dhcs.ca.gov/services/ltc/Pages/In-Home_Operations.aspx</a> * <a href="mailto:IHOWaiver@dhcs.ca.gov">IHOWaiver@dhcs.ca.gov</a>
<b>Welfare Fraud</b> - report	800.344-8477	CDSS Special Investigations Unit
<b>WHITE HOUSE</b> - President	202.456-1111	
<b>WISE &amp; Healthy Aging</b>	310.394-9871	<a href="mailto:info@wiseandhealthyaging.org">info@wiseandhealthyaging.org</a>
<b>Workman's Comp</b> - York	916.960-0992	855.446-9675
<b>WPCS Direct Deposit, ETS</b>	866.376-7066	CGI
<b>WPCS Enrollment, Payroll Office</b> (DHCS)	916.552-9105	WPCS is thru DHCS
<b>Veterans Assistance</b>	200.827-1000	
<b>CA Veteran's Cash Benefit (CVCB); Special Veteran's Benefit (SVB)</b>	SSA	<a href="https://secure.ssa.gov/ICON/main.jsp">https://secure.ssa.gov/ICON/main.jsp</a>

**BI-LINGUAL INTERPRETERS**

<b>Name</b>	<b>Branch</b>	<b>Phone</b>	<b>Language</b>
Gloria Licea	CSE	653-4465	Spanish
Gohar Ogannesyan	CSE	651-5180	Armenian
Haiyan Chen	CSE	653-0904	Mandarin
Steve Hernandez	CSE	651-8086	Spanish
Rosendo Garcia	FABP	651-3975	Spanish
Beatriz Sanchez	FABP	654-1671	Spanish
Ericka Quesada	PQA	651-0396	Spanish
			Revised 10/1/21