In recognition of the impact that kinship caregiving responsibilities have on a growing number of older adults, Los Angeles Department of Aging - LADOA has developed this Kinship Care Resource Guide. It is designed to help you and your family members identify needs and find resources and services which will ease the stress involved with providing care to your grandchild or other young relatives who depend on you to meet their needs.

The Department is honored to serve you and hopes you will find this Resource Guide useful and timely.

Laura Trejo
General Manager
City of Los Angeles,
Department of Aging

The logo pictured on the front cover of this Resource Guide was designed at the University of Pittsburgh. This logo is used by permission of Generations Together at the University of Pittsburgh. Visit their web site at https://www.ucsur.org/
This Resource Guide comes to you because of the work of many minds, hands and hearts. From its original conception to the latest update we are grateful to all who worked on this edition, whether leaders of community organizations or LADOA staff and interns. They have our heartfelt thanks and gratitude.

We would like to dedicate this Resource Guide to all kinship caregivers. Words are not adequate to express our admiration and respect for these grandparents and other relatives who, amidst obstacles and burdens, provide love, homes and help to their grandchildren and other relatives.
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“Kinship Care” is considered the full time care, nurturing, and protection of children by relatives, tribes or clans, godparents, step-parents, or any adult who has a kinship bond with a child,” said Ramsey Alwin, Policy Analyst for the National Association for State Community Services Programs (NASCSP), Center for Community Action Research. According to the 2010 U.S. Census, approximately 1 in 14 children are living in households headed by grandparents. In 2012, 2.7 million grandparents in the U.S. were raising their grandchildren. About 39 percent of these grandparent caregivers have cared for their grandchildren for five years or more. Although both men and women care for their grandchildren, the majority, 63% are grandmothers. Grandparents, however, are not the only kinship caregivers. In California alone, relatives care for 928,290 children. In the City of Los Angeles (2000 Census figures) approximately 108,000 children are cared for by over 30,500 grandparents. Societal issues such as parents undertaking military service and going to war, and the high prevalence of methamphetamines use have increased the number of relative caregivers. Seeing these numbers and the complexity of the issues grandparents and other relatives caregivers face, the City of Los Angeles Department of Aging understands the importance of providing assistance to Kinship Caregivers and the professionals that serve them.

The 2006 reauthorization of the Older American’s Act (OAA) as a part of the National Family Caregiver Support Act (NFCSA) provides support to assist kinship/relative caregivers who are 55 and older. We are grateful to caregivers that can be served under NFCSA from 29% to 47%, according to census bureau figures.

Relative caregivers come to their kinship caregiving tasks for a variety of reasons, most of which revolve around issues related to the child’s parents. Increasing numbers of relatives are providing permanent care for children as a result of divorce, substance abuse, child abuse, neglect or abandonment, incarceration, death, physical and mental health problems, and teenage pregnancy. Clearly the reasons are varied, but all result in a great deal of responsibility for relatives who are left to take on the task of parenting in order to avoid placement of the child in a non-relative foster care home.

The Child Welfare League of America (CWLA), as well as most state and federal child welfare policies, believe that kinship care is preferable, in most cases, to foster care (placing a child with a relative vs. stranger). Kinship Care takes different forms. Researchers and policy makers have recently separated kinship care arrangements into three types (Ramsey Alwin “Kinship Care”): 1) Informal Kinship Care, 2) Voluntary Kinship Care, and 3) Kinship Foster Care.

A majority of children raised by relative caregivers are in Informal arrangements with no connection to the child welfare system. Voluntary Kinship Care is an arrangement by which a child’s well-being has come to the attention of child protective services, but the child is given over to the care of relatives without being taken into state custody. Kinship Foster Care occurs when children are taken into state custody and then placed into their relative’s care by formal arrangement through the court system.
These three different ways of becoming a relative caregiver affect how information and services can be accessed. For example, grandparents who have a child come through the formal system can get financial assistance through the Department of Children and Family Services (DCFS) office. Grandparents and relative caregivers whose children have never been connected to the child court system may get financial assistance and other services through the Department of Public Social Services (DPSS). Sometimes grandparents and relative caregivers choose not to seek financial assistance through government aid because they would have to comply with other formal regulations which may be intrusive. Understanding the legal, financial, medical, and school systems is, however, just the beginning of working with community resources to obtain assistance. It becomes essential to know both the resources and the eligibility criteria for each program. Joining a support group often provides the quickest way of learning about community resources and how to navigate through the “systems”. Support groups provide the opportunity to learn from others who face similar situations.

Parenting the second time around has its ups and downs. Some grandparents have said that raising small children during this time of life can be a wonderful experience and it keeps them young, but there are also many challenges. Dreams of relaxation, vacations, and freedom from work are destroyed. Grandparents feel they no longer fit in with friends who do not have children in their homes. Kinship care grandparents and other relatives may feel resentment for being thrust into caregiving situations. They may feel guilt because they believe they have failed in raising their own children.

Grandparents who raise their grandchildren face a myriad of legal, financial, educational, healthcare and child-rearing questions. The most common tasks they had done as parents become complicated. Grandparents’ rights to enroll children in school, to make health care decisions, and obtain financial assistance are unclear to both grandparents and local service providers. Many grandparents express the need for emotional support to deal with these and other questions related to their new role.

Given the weighty decision-making and child-rearing responsibilities of these grandparents and relative caregivers, clear information and linkages with community resources are an essential part of successful child rearing. In preparing and publishing this Resource Guide, we hope to provide information that will help grandparents, other kinship caregivers, and social service providers find and access available community resources.
Finding information and resources is essential to fulfilling the relative caregiver role. From the initial need of organizing the “new” household and financial matters, to finding community resources, the search for information is continuous and exhausting. Resources for relative caregivers are difficult to find and navigate. This Resource Guide was created in an attempt to fill that gap and to “sort out” agencies and programs that may be most helpful to grandparents and other relative caregivers. It does not include all services and programs available in Los Angeles, but we hope it provides an overview and some help in understanding and finding community resources.

Materials in this Resource Guide are based on the types of information most often requested by relative caregivers. They are organized in a manner that allows for quick review and determination of their value to each specific situation. The Table of Contents is arranged to reflect the concerns of kinship caregivers in order of preference. Thirteen categories provide groupings of specific types of information: Information and Referral, Kinship Specific Services, Support Groups, Financial Assistance, Housing, Legal Services, Health Care, Disability Services, Education, Social Services, Child Care, Recreation, and Transportation. Two categories, Health Care and Housing, are divided into the subcategories. Materials within each of the thirteen categories or their subcategories above are arranged alphabetically by agency or program title.

The Table of Contents will guide users to the appropriate page where specific information can be found on each agency. We use the terms “agency” or “organization” in describing the group providing the service. Many organizations have a variety of programs, not all meeting the needs of kinship caregivers. In these cases we just describe the program’s importance to caregivers. The format, also referred to as a template, that is used to organize the information allows the caregiver or any Resource Guide user to quickly scan the material. It answers the following questions about each program or agency.

- What type of agency is it? (This is found in the Reference line.)
- What is the name, address, telephone number and hours of operation?
- Does it have a web site? A fax number?
- What geographical area does it serve?
- Who does the agency serve?
- What are the services provided?
- Who is eligible for services?
- What is the cost?
- How can services be obtained?
- What are the languages spoken?

The description of each agency presents basic information about the services it provides and how to apply for them. Some large County and City Departments have several programs: for example, the LA County Department of Public Social Services (DPSS) that administers food stamps, Medi-Cal, and Calworks.
If you, as a caregiver or professional, would like to submit an agency’s information to add to these resources, please utilize the blank format in the last pages of this Resource Guide. When contacting an agency, if you find information has changed, you may fax or mail corrections to the Los Angeles Department of Aging (213) 482-7256 Attention: Program Development Division 221 N. Figueroa Street, Suite 500 Los Angeles, CA 90012.

Unless specifically noted, no referrals are needed to call the agencies or obtain services. We attempted to personally contact each agency to verify the information which is correct to date of publication, January 2018.

There are three ways you can locate information and resources in this Resource Guide:

- The Table of Contents provides information listed by category.
- The Agency/Program Index is an alphabetical listing of all organizations, agencies or programs described in the Resource Guide.
- The Cross Reference Index is based on the Reference Line of each agency template. It is alphabetically arranged by reference category. Reference categories tell the Resource Guide user which areas of assistance are included in each agency format. The Reference line may include only one category, for example, Transportation. Some agencies provide services which fall into a variety of categories. For example, the Housing Section includes programs providing financial assistance for home repairs. The Cross Reference Index would show the program under Housing, Financial Assistance and Home Repairs categories.

We suggest you begin using this Resource Guide by reviewing the Table of Contents in the front of the Resource Guide and then reading the sections Finding and Using Community Resources, Obtaining Services, and reviewing the Checklist for Contacting Community Agencies. The information and tools in these sections will help you get started in defining your current and future needs related to relative caregiving.
If you are raising a child that is not your own, you are going to need certain papers and documents in order to apply for medical services, financial assistance, school registration and for identification purposes.

**Birth Certificates**
Registrar-Recorder/County Clerk,
Birth, Death and Marriage Records Section
PO Box 489
Norwalk, California 900651-0489

Marriage License Information: (562) 462-2137
Website:  [http://lacounty.info](http://lacounty.info) or [http://lavote.net/](http://lavote.net/)

(On the Los Angeles County website, scroll to the bottom right of the page and click on Directory, click on the letter R and click on Register-Recorder/County Clerk. Visit lavote.net and click on “Records” located on the Home Page and then click Birth, Death, and Marriage Records. Review information and find additional documents by clicking on blue links such as Birth Records Request – underlined below).

**Authorized Certified Birth Certificates:**
According to California Health and Safety Code Section 103526, only specific individuals are allowed to receive an AUTHORIZED CERTIFIED COPY of a birth or death record. An AUTHORIZED CERTIFIED COPY of a birth record is required to obtain a driver’s license, passport, social security card and other services related to an individual’s identity. See list below.

**Individuals permitted to receive an AUTHORIZED CERTIFIED COPY:**

- The registrant or a parent or legal guardian of the registrant.
- A party entitled to receive the record as a result of a court order, or an attorney or licensed adoption agency seeking the birth record, in order to comply with the requirements of Section 3140 or 7603 of the Family Code.
- A member of a law enforcement agency or a representative of another governmental agency, as provided by law, who is conducting official business.
- A child, grandparent, grandchild, sibling, spouse or domestic partner of the registrant.
- An attorney representing the registrant or the registrant’s estate, or any person or agency empowered by statute or appointed by a court to act on behalf of the registrant or the registrant’s estate.

- Any funeral director who orders certified copies of a death certificate on behalf of any individual specified above, in paragraphs (1) to (5), inclusive of subdivision (a) of Section 7100 of the Health and Safety Code.

**Mail Request:**

For a copy of a birth certificate, contact the Bureau of Vital Statistics, often called the “Registrar or Recorder’s office” in the state and county of your grandchild’s birth. Los Angeles County has birth records available for births occurring in the County since 1866. You can obtain a copy of a birth certificate by mail, in person, or via the Internet.

Prior to ordering a birth record, please read the Information Sheet which explains the procedure for ordering a birth certificate. The Information Sheet can be located by going to www.lacounty.info, on the bottom right of the page click on Directory, then click on letter “B” and click Birth Certificate.

Click the Website “Birth Certificate” link to visit the Los Angeles County Registrar-Recorder County Website. On the left hand side of the page, click “Mail Request” and open the application for “Birth Record and Notarized Certificate of Identity”. Print and complete the entire application. A check or money order in the amount of $21 made out to the Registrar-Recorder/County Clerk must be included along with name and address of person requesting copy. Payment for mail requests can be made by check or money order payable to “Los Angeles County Registrar-Recorder/County Clerk.” **DO NOT SEND CASH.** Out-of-state checks are accepted. Los Angeles County Registrar-Recorder request that you use the Birth Record Application and Certificate of Identity to ensure that all required information is received. Please ensure that you sign the application and the Certificate of Identity. Failure to do so may delay the processing of your request.

**Send request and fee to:**
Registrar-Recorder/County Clerk,
Birth, Death and Marriage Records Section
PO Box 489
Norwalk, California 900651-0489

Most mail requests are processed in 10-15 working days from the date the request is received by this office. The processing time does not include the delivery time to and from the office, weekends or holidays.
In-Person Request:

Same day service is only available for full copies of birth records that occurred from 1964 to the present. Copies that are requested in person for birth records occurring prior to 1964, are mailed within 10-15 working days. Those requesting a certified copy of a birth, death or marriage certificate will be asked to present a valid identification when making in-person requests and sign the application under penalty of perjury in the presence of the cashier.

There are currently two types of birth certificates, **Authorized copies** and **Informational only copies**. An authorized copy is required to obtain a driver’s license, passport, Social Security card and other services related to verifying an individual’s identity. An informational copy usually fulfills the needs of genealogists and others that are only requesting information. The informational copy has the legend “Informational, not a valid document to establish identity” written across the face of the document. If you are requesting a birth certificate for the purpose of obtaining a passport, you must request an **Authorized copy**. The Passport Agency will not accept a birth abstract or an Informational Copy for the purpose of issuing a passport. Orders for birth certificates can be made in person at the following locations:

A valid photo ID will be requested when a birth record copy is requested in-person.

<table>
<thead>
<tr>
<th>Address</th>
<th>City</th>
<th>Phone Number</th>
<th>Operating Hours</th>
</tr>
</thead>
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<tr>
<td>44509 16th St. West, Suite 101, Lancaster CA 93534</td>
<td>Lancaster</td>
<td>(800) 201-8999</td>
<td>8:00 AM - 4:30 PM, M-F</td>
</tr>
<tr>
<td>11701 S. La Cienega Blvd, 6th Floor Los Angeles, CA 90045</td>
<td>LAX Courthouse</td>
<td>(800) 201-8999</td>
<td>8:30 AM - 4:30 PM, M-F</td>
</tr>
<tr>
<td>4716 E. Cesar Chavez Ave., Building B, Los Angeles, CA90022</td>
<td>Los Angeles</td>
<td>(323) 260-2991</td>
<td>8:30 AM - 4:30 PM, M-F</td>
</tr>
<tr>
<td>7807 S. Compton Avenue, Room 102, Los Angeles 90001</td>
<td>Los Angeles</td>
<td>(323) 586-6192</td>
<td>8:30 AM - 4:30 PM, M-F</td>
</tr>
<tr>
<td>12400 Imperial Highway 1st Floor, Norwalk CA 91401 (Main Office)</td>
<td>Norwalk</td>
<td>(562) 462-2137</td>
<td>8:00 AM - 5:00 PM, M-F</td>
</tr>
<tr>
<td>14340 West Sylvan Street</td>
<td>Van Nuys</td>
<td>(818) 376-3700</td>
<td>8:30 AM - 4:30 PM, M-F</td>
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The Norwalk Facility is open 8:00 AM to 7 PM on the 3rd Thursday of every month.

Payment for in-person requests can be made by cash, check or money order. If paying by check, valid identification (i.e., Driver’s License) of the signer is required and must be presented at time of request. Out-of-state checks are accepted.

In some states, you may not be able to obtain the certificate and will need to attempt to get the child’s birth parents to obtain the birth certificate for you. If this is not possible, you will need to get an order from a judge giving you permission to obtain a birth certificate for your
grandchild. This can be done through the guardianship process in Probate Court. Once you have permission, you will need the following information:

1) Name of person for whom you are requesting the certificate
2) Date of birth
3) Place of birth, city, county and hospital
4) Parent’s names as they appear on the birth certificate
5) A day-time phone number

There are fees for obtaining a birth certificate – check with the Bureau of Vital Statistics for all fees and forms of payment accepted.

Online Request:

Registrar-Recorder/County Clerk does not have the ability to accept credit cards for online orders, but online requests can be placed through an independent company that the Los Angeles County Registrar has partnered with called “VitalChek Network, Inc”. VitalChek accepts the following credit cards: MasterCard, Visa, American Express or Discover. A $9 special handling fee will be charged on all credit card orders in addition to the copy fee. Order via the Internet at http://lavote.net using a major credit card (MasterCard, Visa, American Express, or Discover). The fee is $21 for the certificate. Expedited orders will be processed within five working days of receipt of the certificate of identity and penalty of perjury statement. Credit card orders will be returned by regular mail unless Express Mail delivery is requested, which costs an additional $18.50. A $6 special handling fee will be charged on all credit card orders in addition to the copy fee.

To request a copy of a birth record online:

- Visit www.vitalchek.com and complete the information in the request form.
- You must complete the online authentication or send in the notarized Certificate of Identity. Please be sure to follow the instructions on the VitalChek site. If you do not live in California please have the notary strike out "California" on the Certificate of Identity and put the state in which the form is notarized. It will be accepted with the change.
- Those who are not authorized or do not wish to submit the notarized Certificate of Identity may receive an Informational Certified Copy. Informational Certified Copies have the word “INFORMATIONAL, NOT A VALID DOCUMENT TO ESTABLISH IDENTITY” imprinted across the face of the copy.
Viewing Vital Records:

The Department of Registrar-Recorder/County Clerk offices in Norwalk located at 12400 Imperial Highway, will allow you to view vital records. Certificates and indexes of birth records not exempt from public inspections may be examined at the Office of the Registrar-Recorder/County Clerk between 8 a.m. and 4:30 p.m., Monday through Friday, except holidays. In addition to certificates on file, there are indexes of birth available for public inspection as follows: Births prior to 1905 and from 1964 to the present. Certificates and indexes may be examined at no charge unless an employee is requested to search and/or retrieve more than five records. Random searches of the indexes or the certificates are not allowed. An application is required for each record searched. Information sufficient to identify the requested record must be provided. You will be asked to provide identification.

Adoption/ Name Change:

If you are requesting a copy of a birth record of a child who has been adopted or had a legal name change, your written request should be sent to:

California Department of Public Health Office of Vital Records
MS 5103. P.O. Box 997410
Sacramento, CA 95899-7410

You may also contact the California Department of Public Health Office of Vital Records (916) 445-2684. There is a $23 charge for each copy requested, payable by check or money order to the Office of Vital Records.

Social Security Card:

If your relative child does not have a Social Security card, or if they are lost, you can apply for new or replacement cards. The relative child will need a Social Security Number to obtain medical coverage, apply for government services, or apply for a job, among other things. The easiest way to get a social security card for a child is upon birth at the hospital.

As parents apply for the birth certificate, the state agency that issues the birth certificates will share your child’s information with the Social Security office.
At a Social Security office:

If you wait and apply at any Social Security office, you must complete the application for a Social Security Card and apply for your child’s number, one must:

-Complete an application for a Social Security card. The application can be found on the Social Security Website ([www.ssa.gov](http://www.ssa.gov)) then click on Social Security Number found on the bottom of the page, then click on Publications found on the right of the page, then select the PDF file option. The applications can also be found at any Social Security Office.

It is important to bring the following original documents proving your child’s:

- U.S. citizenship
- Age
- Identity

All documents must be either originals or copies certified by the issuing agency or custodian of the record. No photocopies or notarized copies of documents will be accepted. The Social Security Office will verify the Child’s birth record, which can add up to 12 weeks to the time it takes to issue a card. Examples of documents to prove the three items above are explained on the Social Security internet site, by calling the number below, or by visiting your local Social Security Office. Children age 12 or older requesting a Social Security number must appear for an interview at a Social Security office, even if a parent or guardian will sign the application on the child’s behalf.

For information on obtaining a Social Security Card,

**Contact the Social Security Administration General Information line 1-800-772-1213**

**Go Online:** [www.ssa.gov/ssnumber](http://www.ssa.gov/ssnumber) or in person to the Social Security Office located near you.

Medical Records:

Medical Records are highly regulated by state and federal laws, to protect the rights of patients. If you have not raised your grandchild from birth, you may not have his/her complete medical records. Work with his/her pediatrician to collect needed information and to ensure that you are following the laws as they pertain to your situation.
FINDING AND USING COMMUNITY RESOURCES

Each community has a variety of programs and services designed to help caregivers. Depending on your situation, you may need a few or many services to help you cope with caring for your grandchildren or relative children.

It is important to become familiar with the types of resources available in your community. Be creative in your search. Remember to start close to home. Local houses of worship can be a good source of help, advice, and information in times of need. Contact a well-informed pastor, rabbi, minister, priest or church worker about the difficulties you are having. Does your place of worship, church, synagogue, or mosque provide child care or transportation? Does the local school have any resources? Do you or other family members belong to any civic or service organizations that can offer help? Don’t be shy, you might never find out if you don’t ask!

This Resource Guide contains a selected listing of the resources and services that may be helpful to kinship caregivers in Los Angeles. It does not include all services and the information that is current today may be out-of-date or incorrect by the time you receive this Resource Guide. There are also other services available and new ones are created from time to time. Be sure to always ask what services are available at the time of your contact with the organization.
Community resources exist to help you and your family. It helps to remember this when trying to find available services in your community. Asking for help is a sign of strength not weakness. Superman and Wonder Woman only exist in comic books. It is your right to be given information about your community resources. However, it will take patience and persistence to find the right answers. You may have to make many phone calls, explain your situation and needs more than once, and speak with several different people to get the information you need.

The checklist for contacting resource agencies, found on page 17 can help you quickly find out if the agency you are calling provides what you need and, if not, where you can go for the service. You can make copies of the checklist for use with each call you make.

The process can be made easier by using the following guidelines:

- Think about your situation carefully. What kinship care problems are you having right now? What kind of help can you use now? What problems might exist in the future? What kind of help might you need then? A written list can help save time. Sometimes this is hard and just figuring out questions you need to ask requires thought. Begin with a simple list and notebook for keeping track of the information you get. You will review and revise your list many times.

- If you can, group your list of needed information into categories such as healthcare, child care, transportation, education, legal, etc. If you do not know the specific kinds of services you or your relative need, make that clear.

- Try to find a time to call when you will not have too many distractions. Sit at a table or some other place with a hard surface that lets you easily write down the information you receive. Have your list, your notebook, the Checklist and a pen ready before you begin your calls.

- Whenever you call an agency, give the person who answers the following information:
  1. Your name
  2. Who you are caring for or on whose behalf you are calling
  3. A brief explanation of what you need

- If you do not have a specific question, give a brief summary of the problem. For example:
  “My 3 grandchildren have come to live with me and I live on a small fixed income. They need clothes and dental care. Who can help me figure out what I need to do?”

- Ask if the agency can help you. If they cannot help you, ask if they know of other agencies that you can call for needed information or services. It is a good idea to always ask this question for future reference, even if they can assist you with your needs.
• Some services are free of charge or require a small donation. Sometimes the cost of services is determined on a sliding scale, which is a fee based on the income of the person using the service. Each agency has its own way of arranging payment for services. Ask about the cost of services and how payment can be made when gathering information. Be sure to ask if their services are covered by insurance, Medicare, or Medi-Cal.

• Summarize the results of each call you make to learn about and get services. Repeat all telephone numbers for verification that they were written correctly. This will help you keep track of the people and organizations you speak with, as well as who provided the information. If you continue to talk to the same person, you may develop a helpful relationship. Take the notebook with you when you visit different agencies.

• Follow through completely. This may mean filling out long forms, reading through detailed instructions, or waiting on the telephone or in offices. When visiting agencies in person, be prepared to sit and wait. Bring toys, books and snacks for your relative children if you take them with you. Ask your friends for help if necessary. Do not let these irritations stop you from finding the services that you and your relative need.

• Be patient. You may encounter long waits on the telephone or in person. Many agencies do not have the staff to answer all calls speedily. You may call services that have automated systems or answering machines.

• Be persistent and do not give up easily. If you are not given information, are not satisfied or feel you were treated rudely or unfairly, ask to speak to a supervisor.

• Finally, try and call during low volume phone times. While this is hard to know exactly, Tuesdays through Thursdays seemed the best. Lunch times and Mondays and Fridays were the worst times.
Checklist for Contacting Resource Agencies

Name of the Agency______________________________________________________

Address__________________________________________________________________

Telephone Number________________________________________________________ Date____________________

Name of the person with whom you spoke____________________________________

If the agency seems appropriate for your needs, ask:

What specific services do they provide?______________________________________

__________________________________________________________________________

__________________________________________________________________________

What is the cost for the services?___________________________________________

Are their services covered by insurance, Medicare, Medi-Cal?__________________

How is payment made?______________________________________________________

What are the eligibility requirements, if any?________________________________

__________________________________________________________________________

Is there a waiting period?   Yes   No If so, how long is the waiting period?________________

Ask that the person send you written information and/or an application for services.

Ask if you need to speak with anyone else at the agency you are calling.

What is their name and telephone extension number?___________________________

__________________________________________________________________________

What other agencies or organizations can help you? It is a good idea to ask even if they can assist you with your needs. Be sure to ask each agency if a different service or other resources might better suit your situation.

Name __________________________________________ Telephone number

__________________________________________________________________________

__________________________________________________________________________
The search for community resources often seems continual. A wide variety of information and referral services (I & R), also called information and assistance (I & A) services are provided by organizations and public agencies. A trained staff member provides information and referrals to link caregivers to programs, services and resources in their community. Information and referral services help caregivers and the general community understand, locate and use needed services. Foreign language information and referral phone numbers may also be available, or the community organization may have one phone number with language options within their phone menu. To reach any Department in the City of Los Angeles dial 311, and to reach the County of Los Angeles social service program information, call 211.

The following section gives you a listing of the major organizations providing these services. It is important to remember that every organization has resource lists and can often help you find the specific services you need. Use the checklist (on the previous page), along with any prepared questions you may have, whenever you call for information.

**Agency Name:** Los Angeles County Community and Senior Services

**Reference:** Information & referral

**Address:**
3333 Wilshire Blvd., Suite 400
Los Angeles, CA 90010

**Phone Number:**
(213) 738-4004, (800) 510-2020, (213) 738-2651

**Fax Number:**
(213) 738-6585

**Web site:**
https://www.aging.ca.gov
(Under Providers and Partners- AAA)

**Agency Contact:**
Information & Referral Representative

**Geographic Area Served:**
Los Angeles County

**Services Provided:**
Information & Referral connects callers with the following services in their area: Noon meals, home delivered meals, personal care, health care, respite care, Medicare/Medical counseling, tax assistance, transportation, telephone reassurance, case management, adult day care, Ombudsman, legal assistance, other community-based long-term-care services, and senior employment training (55+).
Eligibility Criteria: Criteria for eligibility vary with each service.

Days and Hours open: Monday through Friday 8:00 AM to 5:00 PM

Languages Spoken: English, Spanish

Translators: Yes, in all languages through an interpreter program

Cost of Service: Free

Agency Name: Department of Aging, Area Agency on Aging, City of Los Angeles

Reference: (i.e. Legal, etc.) Information & Referral

Address: 221 N. Figueroa St. Suite 500
Los Angeles, CA 90012

Phone Number: (800) 510-2020, (213) 482-7252, TTY: (213) 473-3231

Fax Number: (213) 482-7256


E-mail: age.webinfo@lacity.org

Agency Contact: Information & Referral Specialist

Geographic Area Served: City of Los Angeles

Services Provided: Information and referral connects relative caregivers to support groups, financial assistance, recreation activities, housing resources, legal services, counseling, education, employment, health care resources, and kinship care. With the exception of child care referrals, information and referral staff connect older adult callers and their families to all the services listed above as well as adult day care, elder abuse hotline, respite, transportation, utility assistance, advocacy groups and other city, state and federal agencies. Referrals are also made to Multipurpose Senior Centers (see pages 126) for nutrition, outreach, recreation, transportation, care management, in-home assistance, and the Emergency Alert
Response System (EARS). The City of Los Angeles, Department of Aging assists older adults in finding employment through the Title V Training Program.

Eligibility Criteria:
Information and Referral for all individuals. Title V employment services and kinship caregiver assistance for those 55+. Transportation services provided for those 60+ and those under 60 and disabled. Community services for senior citizens funded by the City of Los Angeles target persons 60 years of age and older. Some programs now require persons to be 62+

Days and Hours open:
Monday through Friday 8:00 AM to 5:00 PM excluding Holidays

Languages Spoken:
English, Spanish, and Korean

Translators:
No translators, but staff speak a variety of languages and will assist when possible.

Cost of Service:
Free. Cost of direct services through other agencies varies.

Additional Information:
Relative caregivers 60+ can obtain direct counseling through professional staff at the Department of Aging and receive referral to contracted legal services specializing in kinship care matters. Direct services for older adults 60+ can be obtained by contacting your local Multipurpose Senior Center determined by zip code, see listing of centers on page 126. Care management for older adults is just one of the available services provided. You may find information on additional community providers in specific sections of this Resource Guide (legal, housing, mental health, recreation, etc).

For other departments within the City of Los Angeles you may dial 311. The operator will connect you to appropriate city department to answer your questions.
Agency Name: Economic and Workforce Development Department  
City of Los Angeles

Reference (i.e. Legal, etc.): Information and Referral, Social Services

Address: The Garland Building  
1200 W. 7th Street, 4th and 6th Floor  
Los Angeles, CA 90017

Phone Number: Executive Management Office: (213) 744-7300  
Workforce Development Center: (213) 744-7333

Fax Number: 213-744-9327

Web site: http://ewddla.city.com

Agency Contact: Information & Referral Representative

Geographic Area Served: City of Los Angeles

Services Provided: Assists city residents in self-service activities, advocacy, and obtaining community services (Information & Referral). Case management services are available to help children, individuals, and families who require long-term interventions to achieve established goals for personal and/or economic well-being.

Eligibility Criteria: Must have proof of residency within City of Los Angeles and provide information for income analysis. Serves Low to Middle Income residents of City Los Angeles.

Days and Hours open: Monday through Friday 8:00 AM to 5:00 PM excluding

Languages Spoken: English, Spanish

Translators: Yes

Cost of Service: Generally there is no cost
<table>
<thead>
<tr>
<th><strong>Agency Name:</strong></th>
<th>INFO-LINE/ 211</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reference:</strong> (i.e. Legal, etc.)</td>
<td>Information &amp; Referral</td>
</tr>
<tr>
<td><strong>Phone Number:</strong></td>
<td>211 – call from any phone in the County of Los Angeles</td>
</tr>
<tr>
<td><strong>Web site:</strong></td>
<td><a href="http://www.211lacounty.org">www.211lacounty.org</a></td>
</tr>
<tr>
<td><strong>Agency Contact:</strong></td>
<td>Community Resource Advisor</td>
</tr>
<tr>
<td><strong>Geographic Area Served:</strong></td>
<td>Los Angeles County</td>
</tr>
<tr>
<td><strong>Services Provided:</strong></td>
<td>Information and referral service to a wide variety of resources in the community which includes the following: emergency food and shelter, legal and financial assistance, health services and rehabilitation, counseling, child care, family planning, consumer advocacy, transportation, recreation and substance abuse treatment.</td>
</tr>
<tr>
<td><strong>Eligibility Criteria:</strong></td>
<td>Open to callers in Los Angeles County</td>
</tr>
<tr>
<td><strong>Days and Hours open:</strong></td>
<td>7 days a week 24 hours per day – May experience wait time</td>
</tr>
<tr>
<td><strong>Languages Spoken:</strong></td>
<td>English, Chinese, Korean, Spanish, Tagalog, Vietnamese</td>
</tr>
<tr>
<td><strong>Translators:</strong></td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Cost of Service:</strong></td>
<td>Free</td>
</tr>
<tr>
<td><strong>Additional Information:</strong></td>
<td>Note: Local houses of worship can be a good source of help, advice and information in times of need. Contact a well-informed pastor, rabbi, minister, priest or church worker about the difficulties you are having.</td>
</tr>
</tbody>
</table>
Some agencies or programs were specifically designed to serve grandparents raising grandchildren and other relative caregivers. Agencies in this category may be run by people who are relative caregivers, which adds a greater insight or understanding when you contact them. They also may provide a variety of other services that are in the Cross-Referenced Index in the back of this Resource Guide.

As the number of relative caregivers continues to increase, it is expected that more kinship specific services will be created, either as part of established organizations or as independent agencies.

**Agency Name:**  Children’s Institute Inc. “Grandma’s House”

**Reference (i.e. Legal, etc.):**  Kinship Specific Services, Support Group, Child Care, Recreation

**Address:**  2121 W. Temple St.
Los Angeles, CA 90026

**Phone Number:**  (213) 385-5100

**Fax Number:**  (213) 807-1874

**Web site:**  [www.childrensinstitute.org](http://www.childrensinstitute.org)

**Geographic Area Served:**  Greater Los Angeles Area

**Services Provided:**  Kinship support services for relatives raising children include: support groups; training for relative caregivers; recreational activities for caregivers and children; resource information; access to mental health providers; childcare and referrals.
Eligibility Criteria: Any relative raising children.

Days and Hours Open: Monday through Friday 8:30 AM to 8:00 PM

Languages Spoken: English

Translators: Yes

Cost of Service: No fees for services.

Additional Information: Kinship support groups meet weekly on Tuesdays at 11:00 AM at Grandma’s House (address above). This support group is an open meeting for relative caregivers.

Agency Name: Grandparents as Parents

Reference: (i.e. legal, etc.) Kinship Specific Services, Support Groups, Information & Referral, Advocacy

Address: 22048 Sherman Way, Suite 217 or P.O. Box 964 Canoga Park, CA 91303 or Lakewood, CA 90714

Phone Number: (818) 789-1177 or (310) 839-2548 or (818) 264-0880

Fax Number: (818)264-0882

Agency Contact: Sylvie de Toledo or Carmen Garcia Hoffman (Executive Director)

Website: www.grandparentsasparents.com

Geographic Area Served: Los Angeles County

Services Provided: Weekly therapeutic support groups, crisis invention, individual and family counseling as needed, advocacy, monthly family events newsletter, hotline, information & referral

Eligibility Criteria: Must be a relative caregiver

Days open: No specific days or hours. Messages can be left on any day and at any time. Calls will be returned as soon as possible. If an emergency always available from 8 AM to 5 PM.

Languages Spoken: English and Spanish
Grandparent as Parents strives to improve the quality of life for kinship care families by having a furniture and clothing exchange. Support groups are available in Bellflower, Carson, Inglewood, Long Beach, Panorama City, Sherman Oaks, and Woodland Hills. Call for further details.

Agency Name: Kinship Education, Resource Family Approval Program (RFA), The Community College Foundation

Reference (i.e. Legal, etc.): Kinship Specific Services, Education, Information and Referral, Support Groups

Address: 3530 Wilshire Blvd., Suite 610
Los Angeles, CA 90010

Phone Number: Toll free phone number: 1 (866) 266-2655

Website: https://www.communitycollege.org

Agency Contact: Ingrid Jimenez

Geographic Area Served: Los Angeles County

Services Provided: KEPS is a series of workshops offered at various community locations providing 36 hours of vital information to relative caregivers (or non-related extended family members) addressing their unique concerns. KEPS is offered during the daytime, evenings and Saturdays. The program encourages the participants to create a supportive network and establishes a safe environment to share experiences.

These caregivers are given the tools to:

- Meet the safety, emotional and developmental needs of the children.
- Achieve legal permanency in the shortest time frame.
- Encourage educational growth that is supported and enhanced by the partnership with the school system.
- Help older adolescents access educational and vocational services.
- Become part of informal social support networks consisting of other relative caregivers.
• Access information about available programs, services and resources.
• Learn how to access Department of Children and Family Services (DCFS) programs and services for financial and other support.

The KEPS classes will address different issues:

• **Assessing the Impact of the Children Living in My Home** – Caregivers are helped in assessing their current needs and those of the children under their care. This involves legally adopting the children, looking at the strengths and needs of their household and their extended family.

• **Assessing the Strengths and Needs of Children in My Care** – Concentrates on the stability, overall growth and developmental issues of the children and any special needs they may have.

• **Build the Strengths of the Children and Meeting Their Needs** – Develop behaviors and methods of building their strengths and meeting their needs. Teaching ways to identify and assess needed services.

• **Preparing Children and Youth for the Future** – Teaches relative caregivers that they have a responsibility to children and youth to educate them and prepare them for eventual independent living.

• **Understanding the Issues of Birth Parents** – Teaches the caregivers that some birth parents may have chemical imbalances that prevent them from being primary caregivers and to find a way to work with the birth parents to meet the children’s needs and create permanency for them.

• **Working with Birth Parents to Achieve Permanency for Their Children** – Re-defines the caregiver’s relationship with the birth parents to provide emotional and physical well-being for the children.

• **Networking and Moving Ahead** – Teaches long-term needs assessment and planning, as well as steering participants to stay in contact with each other for support in the future.

**Eligibility Criteria:**

KEPS classes are open to people caring for a child/youth in the care of DCFS to whom they are related by blood (i.e., grandparent or aunt) or through a current or prior relationship with the family, such as a non-related extended
family member. This could include someone who is a teacher, neighbor, close family friend, etc.

### Days and Hours Open:

Class times and locations vary. Please call the toll free phone number for further details.

### Languages Spoken:

English and Spanish classes are offered at this time. Please call the toll free number to inquire about additional languages.

### Cost of Service:

Free

### Additional Information:

For more information or to enroll in a class, please call the toll-free number at 1 (866) 266-2655.

---

**Agency Name:** Community Coalition-(Kinship in Action)

**Reference:** (i.e. Legal, etc.) Kinship Specific Services, Information and Referral, Advocacy

**Address:**

8101 S. Vermont Ave.
LA CA 90044

**Phone Number:** 323-750-9087

**Website:** [http://cocosouthla.org](http://cocosouthla.org)

**Agency Contact:** Marissa Samba or Aaron Gonzalez

**Geographic Area Served:** South Los Angeles (SPA 6)

**Services Provided:** A self-help center for relative caregivers. KIA (Kinship in action) is a place where sisters, brothers, aunts, uncles, extended family and especially grandmothers receive peer support, advocacy, and guidance. Relatives are encouraged to get involved in organizing efforts to win support and resources for Kinship families.

**Eligibility Criteria:** Relative caregivers must reside in service planning area 6

**Days and Hours open:** Monday through Friday 8:30 AM to 6:00 PM

**Languages Spoken:** English and Spanish

**Translators:** Yes

**Cost of Service:** Free
One of the best ways you can help yourself and your grandchildren through tough times is to take care of yourself, both physically and mentally. This may not be as hard as it seems! If you are stressed and exhausted, you may not have the energy or ability to continue providing care. If you become sick, you may not be able to provide the type of care that children need. Taking care of your self makes good sense. It benefits you and it benefits your family.

There are several things you can do to help yourself. Effective caregiving is based on the following principles. You know the drill:

- Eat right
- Seek help when you need it
- Recognize and express your feelings
- Get plenty of rest
- Exercise as regularly as possible - walking can help you keep fit
- See your doctor regularly
- Talk to your doctor about physical, mental or emotional problems you are experiencing
- Mobilize social support systems. Talk to friends and accept offers of assistance.
- Join a support group
- Set realistic goals
- Educate yourself and locate community resources and programs for your specific needs
- Learn how to access needed resources
There are a number of support or self-help groups for grandparents and other relatives raising children in the Greater Los Angeles area. Some offer just a place to share common concerns, while others include advocacy for improving community resources and services. Some may offer child care so that both relative caregivers and their children have a chance to socialize. Groups may be sponsored by community agencies and have professional leaders, trained peer counselors or volunteers. Other groups may be led by members themselves. Some groups are free of charge and others may charge a fee.

How Can Support Groups Help? They can:

- Offer emotional support to grandparents who feel alone and isolated
- Create a network of grandparents and relative caregivers who have common concerns
- Offer guidance, assistance and advice, and support efforts to care for the children
- Give ideas on formulating positive solutions to difficult and challenging problems
- Serve as a clearinghouse for resources and information
- Offer a safe, understanding place to discuss (and blow off steam) the emotional ups and downs of raising ones grandchildren or other relative children
- Provide tools for advocacy and awareness of the issues facing grandparents raising grandchildren
If there is not already an established relative support group in your area, you may want to consider organizing one. There are many different ways to go about doing this.

The following tips may help you get started:

- Learn from others. Contact and visit established support groups in your city and other areas and ask for advice in starting a similar group.

- Contact professionals in the community. Ask for help from family counselors, therapists, local health associations, hospitals, and social service agencies in getting a support group started. If any of the people you contact has expertise in issues facing grandparents raising grandchildren and relative caregivers, ask if they would be willing to facilitate group meetings or serve as special speakers once the group has formed.

- Find a location for meetings. Churches, hospitals, non-profit organizations, schools and libraries may have facilities that the group could use at little or no charge. The facility will need to have a separate room for child care. Check if you plan to include this activity. Explain the importance of support groups. Don’t be bashful about asking for free space.

- Hold an organizational meeting - enlist the help of other grandparents/relative caregivers, service providers and others interested in this issue.

- Be patient in your attempts to organize a support group. Planning and organizing a group takes time, effort and lots of perseverance.

Remember: the benefits of the group will make all your time and effort worthwhile.

When you contact community resources, always ask if they have support groups. The following pages provide a partial listing of available groups.

NOTE: Please call before attending any of the support groups.
Support Groups in the City of Los Angeles

**H.E.A.R.T. Foundation (Helping Everyone Achieve Reassured Tomorrows)**
When: 2nd and 4th Friday of the Month, 10 AM to 12 PM
Where: Beulah Baptist Church Annex
       1451 East 100th Street
       Los Angeles, CA 90002
Phone: (323) 691-3831
Contact: Hazel Hill, Project Director: HazelHill3@netzero.com

**Children’s Institute, Inc. (Grandma’s House) - Los Angeles**
When: Must call for times
Where: 2121 W. Temple St. Los Angeles, CA 90026
Phone: (213) 385-5100

**Grandparents as Parents (GAP)**
When: Weekly
Where: Call for location and time
Phone: (818) 789-1177
Contact: Sylvie de Toledo, LCSW

**Los Angeles Mission College**
When: Must call for times and days
Where: 13356 Eldridge Avenue
       Sylmar, CA 91342
Phone: (818) 364-7600 ext. 7736
Contact: Maria Granados

**Community Coalition-Kinship in Action**
When: 3rd Monday of the Month, 6:00 PM to 8:00 PM
Where: 8101 S. Vermont Ave.
       Los Angeles, CA 90044
Phone: (323) 750-9087
Contact: Marissa Samba or Aaron Gonzalez

**Panorama City, Grandparents as Parents - GAP**
**Woodland Hills-Daytime Group, Sherman Oaks-Evening Group**
When: Call for details
Where: Panorama City, Woodland Hills, and Sherman Oaks - call for details
Phone: (818) 789-1177 or (310) 839-2548
Contact: Sylvie de Toledo, LCSW
Support Groups in Other Cities

**Carson Grandparents as Parents - GAP**
When: Mondays, 8:30 am to 10:30 am
Where: Leapwood Elementary School
19302 Leapwood Ave.
Carson, CA 90746
Phone: (818) 264-0880 x. 502
Contact: Yolanda Negrete

**Carson Grandparents as Parents - GAP**
When: Tuesdays, 8:30 am to 10:30 am
Where: Caroldale Elementary School
22424 Caroldale Ave, Carson, CA 90745
Phone: (818) 264-0880 x. 502
Contact: Yolanda Negrete

**City of Pomona Senior Program**
When: 4th Tuesday of the Month, 10:00 AM to 12:00 PM
Where: 436 W. 4th St., Suite 222
Pomona, CA 91766
Phone: (909) 620-2324

**Glendora Office, Department of Children and Family Services**
When: 4th Wednesday of the Month, 9:30 AM to 11:30 AM
Where: 725 S. Grand Ave.
Glendora, CA 91740
Phone: (626) 691-1700
Contact: DCSF Hotline, 1 (800) 540-4000

**Inglewood- GAP Transcendence**
When: Monday, 10:30 am to 12:30 pm
Where: Rogers Park
400 W Beach Ave, Inglewood, CA 90302
Phone: (818) 264-0880 x. 506
Contact: Yolanda Negrete

**Long Beach-Daytime Group - GAP**
When: Monday 10 AM to 2 PM
Where: 1305 E. Pacific Coast Highway
Long Beach, CA 90806
Phone: (818) 264-0880 x. 508
Contact: Betty Lopez
Support Groups in Other Cities (cont.)

Long Beach City College Support Group (Moms, Mommy and Mothers)
When:   Last Sat. of every month, Times Vary
Where:  1305 E. Pacific Coast Highway Building (UU)
        Long Beach, CA 90806
Phone:   (562) 938-3014
Contact: Claudia Garcia, SW – (562) 938-3114 (Se habla Español)

Pomona - GAP Transcendence
When:  Thursday 10 AM- 1 PM
Where: Franklin Community Church
       1173 San Bernardino Ave.
       Pomona, CA  91767
Phone:   (818) 264-0880 x. 512
Contact: Betty Lopez

Rio Hondo College
When:   Every 4th Wednesday 10 AM to 12 PM
Where:  3600 Workman Mill Road –Call for room location
        Whittier, CA  90601
Phone:   (562) 908-3435

Raising Our Children's kids (ROCK) - Support Group and Direct Advocacy
When:   Every Wednesday 6 pm to 8pm, Every Thursday 9:30am to 11:30 am
        (except for the 3rd week of the month)
Where:  1038 West Ave., J5
        Lancaster, CA 93534
Phone:   English: Cheral Hymen – (661) 478-1881
         Spanish: Martha Rocha – (661) 466-6294
Contact: Spanish: Martha Rocha – (661) 466-6294

Santa Fe Springs - GAP
When:   Tuesdays 10 AM to 1 PM
Where:  Spirit Family Services
        8000 Painter Ave.
        Whittier, CA 90602
Phone:   (818) 264-0880 x. 508
Contact: Betty Lopez
Many changes happen due to your decision to raise your relative child. Among them could be a change for the worse in your financial situation. You may worry about how you will be able to feed and clothe the children. Often the worry does not stop here but continues on a daily basis. Chris Farrell host of “Right on the Money” public television show, and Michelle Singletary, syndicated columnist for the Washington Post, sum up the financial struggle. “You know when you get on the airplane the stewardess talks about what you should do when the mask comes down. The answer is to put it on yourself first before assisting the child (others). Your inclination may be to do the opposite. In running out of breath yourself, you will not get the child oxygen or assistance.” This lesson is important to learn in terms of caring for your own physical and mental health and taking breaks from caregiving. Financially, relative caregivers may feel the same kind of struggle between saving for their grandchild’s education and saving for their own retirement. “Put the mask on yourself first, save for retirement!” Singletary says, “The child can borrow to go to college but you cannot borrow for retirement.”

There are a number of programs that may help you and your grandchildren. A variety of government programs are available to help low-income and/or financially needy children. They range from assistance with paying for medical care, utilities, food, rent and clothing, to one-time yearly payments, such as Home Owner’s or Renter’s Rebates and Earned Income Credit.

All programs have eligibility criteria, usually based on the number of people in the family, income and assets. Sometimes eligibility is only based on the child’s assets or the biological parent’s status. Other programs for elders may be based on age as well as financial status. It is helpful to remember that income limits may differ from program to program.

Investigate all possibilities. Even though you may be taking care of your grandchildren alone in your home, the birth parents may be held financially responsible. Some programs may require your cooperation in attempting to collect child support from birth parents.

This section lists some of the available programs that give financial or in-kind (food, clothing, etc.) services. We have tried to include programs that most relative caregivers have asked about. We no doubt have left out some. Other sections of this Resource Guide, such as Housing and Child Care, may also have programs which provide free, low cost or subsidized services. See the Financial Assistance category in the Cross Reference Index in the back of this book for further details.
Agency Name:  
CalWORKS, Department of Public Social Services,  
County of Los Angeles

Reference (i.e. Legal, etc.):  
Financial Assistance

Address:  
The address and phone number of your local CalWORKS office can be obtained by calling the number below or by utilizing the Web address www.dpssbenefits.lacounty.gov

Phone Number:  
Information and Assistance: (626)569-1399, (310)258-7400, or (818)701-8200  
Toll Free: (866) 613-3777

Web site:  
www.dpssbenefits.lacounty.gov

Geographic Area Served:  
County of Los Angeles

Services Provided:  
CalWORKs provides cash benefits to needy dependent children, under the age of 18, and their caretaker parent or relative. If the dependent child is age 18, he or she must be a full-time student in high school or in the equivalent level of vocational or technical training program and expected to complete before turning 19, or a full-time student not expected to graduate/complete the training before age 19 due to a disability.

Eligibility Criteria:  
CalWorks is an income-tested program directed at children, adult relative caregivers, pregnant women, single parent and two-parent families. Eligibility is based on income and meeting the following criteria:

1) Live in California and intend to stay (California resident);
2) Be a foster parent, guardian or relative responsible for relative’s children;
3) Be a United States Citizen or a lawful immigrant (with green card);
4) Have a social security number (SSN) or have applied for one;
5) Relative Caregivers or parents must comply with fingerprinting requirements (often known as LifeScan);
6) Provide proof of regular school attendance, immunizations, and statement of net monthly income less than the maximum aid payment for family size; and
7) Cooperate with child support requirements. The child or children in the home must be under age 19, with one or both parents absent from the home, deceased, or disabled, or both parents in home, but primary earner is unemployed or working less than 100 hours per month.

One parent must be absent, deceased, or disabled and the caregiver must be related to the child, or a guardian/foster parent and meet low-income criteria. Children must live with a related adult, be 18 years old, or under 18 and be able to finish high school or vocational training on or before their 19th birthday. There are two separate "income tests", applicants must pass both tests to get help but participants only have to meet the one. The second test is your gross family income per month. Your earnings before taxes and other deductions, minus $90.00 for each employed person, plus any other income must be below specified standards set by the government.

Certain money will not count towards the calculation of your benefits. The following are some of the examples of exclusion.

- Supplemental Security Income, SSI payments
- Loans, even from friends, as long as you agree to repay it
- Most student loans and grants
- Earnings of child who is a full time student
- Free food, clothing and housing from a non-profit agency
- Money or gifts of food, shelter or clothing paid for you, as long as you pay part of the cost.
- Food Stamps
- Earned Income Tax Credit
- KIN-GAP payments

**Days and Hours Open:** Monday through Friday 8:00 AM to 5:00 PM, except holidays

**Languages Spoken:** Armenian, English, Cambodian, Chinese, Korean, Russian, Spanish, and Vietnamese.

**Translators:** There is access to bilingual translators

**Cost of Service** No fee for those who qualify for services
<table>
<thead>
<tr>
<th><strong>Agency Name:</strong></th>
<th><strong>Department of Public Social Services (DPSS), County of Los Angeles</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reference:</strong></td>
<td>Financial Assistance, Social Services</td>
</tr>
</tbody>
</table>
| **Address:**     | 12860 Crossroads Parkway South  
City of Industry, CA 91746  
Ask about other offices in LA County. |
| **Phone Number:**| Information and Assistance: (626)569-1399, (310)258-7400, or (818)701-8200  
Toll Free: (866) 613-3777 |
| **Web site:**    | dpss.lacounty.gov                                                    |
| **Geographic Area Served:** | County of Los Angeles                                           |
| **Services Provided:** | Financial assistance and employment services to County residents with low-income. Free and low-cost healthcare programs and services for low-income families with children, pregnant women and aged, blind or disabled adults. Assistance is also available for children who live with caretaker relatives. Programs that are carried out under the DPSS umbrella include CalWorks, MediCal, In-Home Supportive Services, CalFresh and other programs. |
| **Eligibility Criteria:** | Programs have income and/or other eligibility requirements. Call for further details |
| **Days and Hours open:** | Monday through Thursday 7:00 AM to 6:00 PM, except holidays |
| **Languages Spoken:** | Armenian, Cambodian, Chinese, English, Korean, Russian, Spanish and Vietnamese |
| **Translators:**  | Access to bi-lingual translators                                   |
| **Cost of Service:** | No charge to those who qualify for services                        |
Agency Name: Earned Income Tax Credit, Internal Revenue Service (IRS), United States Government

Reference (i.e. Legal, etc.): Financial Assistance

Phone Number: Los Angeles: (800) 601-5552 or 211
National: (800) 829-3676


Agency Contact: Earned Income Credit Department

Geographic Area Served: Los Angeles and Nationwide

Services Provided: The Earned Income Tax Credit (EITC) also known as “Earned Income Credit” (EIC) is a refundable federal income tax credit for low-income working individuals and families. A tax credit usually means more money in your pocket. It reduces the amount of tax you owe. The EITC may also give you a refund. To qualify, taxpayers must meet certain requirements and file a tax return, even if they did not earn enough money to be obligated to file a tax return. The EITC has no effect on certain welfare benefits. In most cases, EITC payments will not be used to determine eligibility for Medicaid (Medi-Cal), Supplemental Security Income (SSI), Food Stamps, low-income housing or most Temporary Assistance for Needy Families (TANF) payments.

Eligibility Criteria: You qualify for EITC if:
- You have earned income and adjusted gross income within certain limits; AND
- Meet certain basic rules; AND you either:
  - Meet the rules for those without a qualifying child; OR
  - Have a child that meets all the qualifying child rules for you, or your spouse if you file a joint return.

Use the EITC Assistant to find out your filing status, if your child is a qualifying child, if you are eligible, and estimate the amount of the credit you may get. Located on the IRS site under Credits & Deductions.

Days and Hours open: Monday through Friday 9:00 AM to 5:00 PM

Languages Spoken: English and Spanish

Translators Available: Yes

Cost of Service: Free
Additional Information: The credit does not provide refunds over the amount of income tax paid.

Income tax preparation and assistance can be obtained free of charge through Volunteer Income Tax Assistance (VITA) sites in your community. Call 866-488-VITA (8482)

Advance Earned Income Tax Credit may allow the tax payer to receive money during the tax year through your employer rather than at the end of the year when filing taxes. Contact the Internal Revenue Service - IRS or tax preparer for more information.

Agency Name: CalFresh Department of Public Social Services (DPSS), County of Los Angeles

Reference (i.e. Legal, etc.): Financial Assistance

Address: 2707 S. Grand Avenue, Los Angeles, CA 90007
Ask if they have other offices near you.

Phone Number: CalFresh Benefits Help line: (877) 847-3663 Health and Nutrition Hotline: (877) 597-4777

Fax Number: (213) 749-2924

Web site: https://www.dpssbenefits.lacounty.gov

Geographic Area Served: County of Los Angeles

Services Provided: CalFresh is for low-income people who meet federal income eligibility rules and want to add to their budget to put healthy and nutritious food on the table. The CalFresh Program, federally known as the Supplemental Nutrition Assistance Program (SNAP), issues monthly electronic benefits that can be used to buy most foods at many markets and food stores. The CalFresh Program helps to improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs.

Eligibility Criteria: All U.S. citizens or Legal Permanent Resident children may qualify to receive CalFresh benefits, regardless of where the parents were born. Parents may also qualify for benefits if all
other program guidelines are met. Individuals with no children also may qualify.

Days and Hours Open:
- Central Information: Monday through Friday 8:00 AM to 5:00 PM.
- Health and Nutrition: Monday through Friday 8:00 AM to 7:00 PM.

Languages Spoken: Cantonese, English, Mandarin, Spanish and Tagalog.

Translators: Yes, available upon request for most languages.

Cost of Service: No Fee

Additional Information: Through the Central Information Line the caller can obtain information and local service areas for Food Stamps, Medi-Cal, and General Relief. The Health & Nutrition Hotline will send out applications forms for Food Stamps, Medi-Cal, and Qualified Medicare Beneficiary (QMB). QMB pays for Medicare part B for low-income persons who qualify.

Agency Name: In-Home Supportive Services (IHSS), Department of Public Social Services, County of Los Angeles

Reference (i.e. Legal, etc.): Financial Assistance, Social Services

Address: IHSS applications are taken by telephone. The central intake office then dispatches a social worker from one of the local centers in Los Angeles County. The social worker will interview you at your home to determine eligibility and the need for IHSS services.

Phone Number: (213) 744-4477 or (888) 944-4477

Fax Number: (213) 743-4865

Web site: www.cdss.ca.gov

Geographic Area Served: County of Los Angeles

Services Provided: Services authorized through IHSS include: housecleaning, changing bed linen, clean-up, meal preparation, laundry, grocery shopping, personal care, bladder and/or bowel care, bathing, feeding, dressing, grooming, assistance with walking, assistance to transfer, medication reminders and assistance, protective supervision, paramedical services, and accompaniment to medical appointments. IHSS helps

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pay for these services so clients who qualify can continue to live in their own home.

**Eligibility Criteria:**

- Must be 65 years old or over, or legally blind, or disabled adult and child by Social Security standards and need services to remain safely in your home.
- Must live at your own home or an abode of your own choosing, except a nursing home or other out-of-home care facility, licensed or not licensed.
- Must be a United States citizen or alien lawfully admitted for permanent residence.
- Must be a California resident.

**Other Qualifying criteria for IHSS:**

- Receive or are eligible for Supplemental Security Income/State Supplementary Payment (SSI/SPP) but income exceeds SSI/SSP limits.
- If you do not receive SSI/SPP, your income and personal property will be used to determine your eligibility to IHSS.
- **Income:** If your income is above the SSI/SSP limits, you may be required to pay for a portion of your IHSS benefits or “Share of Cost”.
- **Personal property** may not exceed $2,000 for an individual or $3,000 for a couple.
- **Personal property that is not counted** in determining your eligibility includes the home you own and live in, one automobile needed for transportation to medical appointments or work, and all life insurance policies if the combined face value is $1,500 or less.
- **Personal property that is counted** in determining your eligibility includes cash on hand, checking and saving accounts, the value of stocks, bonds, trust deeds, real property other than the home you own and live in, additional automobiles and recreational vehicles, promissory notes and loans.

**Days and Hours Open:** Monday through Friday 8:00 AM to 5:00 PM.

**Languages Spoken:** English, Spanish, and Chinese

**Translators:** No, but bi-lingual staff utilized.

**Cost of Service:** No charge for initial assessment to qualify for services. Services free to those who qualify. Number of hours of services is dependent on degree of disability, which is assessed in the initial assessment and thereafter. Some individuals may be eligible for “share of cost” of services...
which is determined when income goes above the initial qualifying limits.

**Additional Information:**

The following information will be needed at the time of application: Name of person requesting IHSS services (disabled person, or over 65), current address and zip code, birthday, type of benefits currently receiving, medical condition of potential care recipient and Social Security number. A contact number is also taken, which may be the grandparent who is caring for disabled grandchild or spouse caring for husband or wife (over 65).

**Agency Name:** Low-Income Home Energy Assistance Program (LI HEAP), Department of Community Services and Development, State of California

**Reference (i.e. Legal, etc.):** Financial Assistance, Housing

**Address:** 2389 Gateway Oaks, Suite 100
Sacramento, CA 95833

**Phone Number:** Utility Assistance Call Center: (866) 675-6623 or Main Office: (916) 576-7109

**Fax Number:** (916) 263-1402

**Web site:** www.csd.ca.gov/Services/HelpPayingUtilityBills.aspx

**Agency Contact:** Hotline Intake Staff

**Geographic Area Served:** State of California, with local office referrals.

**Services Provided:**

HEAP is a federally funded program that issues heating benefits to supplement a household’s annual energy cost. HEAP program is funded by federal government. HEAP also offers an emergency benefit for households in a heat or heat related energy emergency. Additionally, HEAP offers a heating equipment repair and/or replacement benefit for homeowners with inoperable heating equipment.

**Weatherization Program** - provides free weatherization services such as weather stripping, caulking, water heater blankets, refrigerator replacements, heating/cooling repairs, and compact fluorescent lamps to make dwellings more energy efficient.
efficient, thereby reducing energy usage/cost, while safeguarding the health and safety of the household.

**Home Energy Assistance Program (HEAP)** provides financial assistance to eligible households to offset the costs of heating and/or cooling dwellings.

**Energy Crisis Intervention Program (ECIP)** – provides assistance to low-income households in crisis situations, such as having received a 24 to 48-hour Disconnect Notice, or service termination by their utility company, or an energy-related crisis or life-threatening emergency in the applicant’s household.

**Eligibility Criteria:**

Energy efficiency and weatherization services are available to low-income homeowners and renters. To receive these services from one of the local providers, your household must meet certain eligibility requirements regarding income, household size, and energy use, among other factors. Eligibility for services may vary depending on sources of income and other factors. Please visit CSD’s Service Map to locate service providers and find more information about services offered in your local area (located on CSD website). Energy efficiency and weatherization programs may also prioritize applicants based on the greatest need, income, and households with vulnerable populations, including the elderly, disabled and households with young children.

**Days and Hours Open:**

Automated assistance: 24/7 Monday through Friday

Walk In: Monday through Friday 8:00 AM to 11:50 AM and again at 1:00 PM to 4:50 PM.

**Languages Spoken:**

English and Spanish

**Translators:**

Yes

**Cost of Service:**

Free to those who qualify.
Agency Name: Social Security Administration (SSA), U. S. Government

Reference (i.e. Legal, etc.): Financial Assistance

Address: Call the number below for your nearest Social Security Office

Phone Number: (800) 722-1213
TTY: (800) 325-0778

Web site: www.ssa.gov

Geographic Area Served: U.S.A.

Services Provided: For over 65 years, the Social Security program has been the most successful domestic government insurance program, providing economic protection for Americans of all ages. There are four major categories of benefits paid through Social Security Taxes.

1) **Retirement** benefits are payable at full retirement age for anyone with enough Social Security credits. The full retirement age is 65 for persons born before 1938 and 67 for persons born after 1960. People born between 1939 and 1959 have prorated age for retirement that falls between age 65 and 67. Call or go to the website for further details.

2) **Disability** benefits can be paid to people at any age who have enough Social Security credits and who have a severe physical or mental impairment that is expected to prevent them from doing “substantial” work for a year or more. Benefits can also be passed to other persons after a disabled person dies. See Supplemental Security Income SSI information below.

3) **Survivor’s benefits** when a person who worked and paid Social Security taxes dies, certain members of the family may be eligible for benefits. Up to ten years of work is needed to be eligible for benefits, depending on the person’s age at the time of death. Family beneficiaries include:
   - Your **spouse** receives full benefits at retirement age, or reduced benefits as early as age 60;
   - A disabled spouse – as early as age 50; or
- A spouse at any age who is taking care of the deceased’s child under the age of 16 or disabled, and receiving Social Security benefits.
- Unmarried children and under age 18 or up to 19 but still in school. Under certain circumstances, benefits can be paid to stepchildren, grandchildren, or adopted children.
- Children at any age who were disabled before age 22 and remain disabled.
- **Dependent parents** age 62 or older.

4) **Medicare** There are three parts to Medicare: hospital insurance, medical insurance and drug insurance. Generally, people who are over age 65 and getting Social Security automatically qualify for Medicare, as well as people who have been getting disability benefits for two years. Others must file an application.

You need to **sign up for Medicare** close to your 65th birthday, even if you will not be retired by that time. (If you are getting Social Security benefits when you turn 65, your Medicare Hospital Benefits start automatically.)

**Eligibility Criteria:** Payment of Social Security taxes for 10 years. The Social Security Administration considers “Child’s” benefits paid on the parent’s Social Security earnings. Inquire about grandchildren and other children being able to collect benefits. Read and/or inquire about divorced spouses being able to collect benefits.

**Days and Hours Open:** Telephone hours: Monday through Friday 7:00 AM to 7:00 PM. Local offices have different hours. Call for details.

**Languages Spoken:** English and Spanish

**Translators:** Translation service available at (800) 772-1213.

**Cost of Service:** No fees to those persons whose work history or family situation qualifies them for services.

**Additional Information:** To get a free estimate of the retirement, disability and survivors benefits that would be payable to you and your family, please call the number above.
**Agency Name:** Supplemental Security Income (SSI)

**Reference (i.e. Legal, etc.):** Financial Assistance

**Address:** Call the information number for your local SSI office.

**Phone Number:** (800) 772-1213  
TTY: (800) 325-0778

**Web site:** www.ssa.gov or www.socialsecurity.gov

**Agency Contact:** All staff provides information.

**Geographic Area Served:** This program is available throughout the United States.

**Services Provided:** SSI is a Federal income supplemental welfare program funded by general tax revenues (not Social Security taxes). It is designed to help aged, blind, and disabled people who have little or no income by providing cash to meet basic needs for food, clothing, and shelter.

**Eligibility Criteria:** People in financial need who are age 65 or older, or people of any age (including children) who are blind or have a disability may be eligible for monthly cash payments. Kinship relative caregivers and foster parents are eligible for services if they are caring for children who are blind or have a disability. You may be eligible for SSI if you have little or no income, and if the value of the things you own is less than $2,000 if you are single, or $3,000 if you are married. In addition to meeting the income limits, you must live in the U.S. or the Northern Mariana Islands.

**Days and Hours Open:** Monday through Friday 7:00 AM to 7:00 PM

**Languages Spoken:** English and Spanish

**Translators:** Yes, connect to a translation service website at https://www.ssa.gov/site/languages/en/ which has 18 different languages.

**Cost of Service:** No fee to those who qualify.

**Additional Information:** Even though the Social Security Administration (SSA) runs the program, SSI is not the same as Social Security. Money for SSI payments comes from the general fund of the U.S.
Treasury, not the Social Security trust funds. SSI recipients in California are not eligible for food stamps because the state includes extra money in the amount it adds to the federal SSI payment. However, you may be able to receive food stamps while your SSI benefit application is pending.

<table>
<thead>
<tr>
<th>Agency Name:</th>
<th>Women, Infants and Children (WIC), State of California</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference (i.e. Legal, etc.):</td>
<td>Financial Assistance, Information and Referral, Social Services</td>
</tr>
<tr>
<td>Address:</td>
<td>Call the telephone number below for the address and phone of your local WIC office.</td>
</tr>
<tr>
<td>Phone Number:</td>
<td>(888) 942-2229</td>
</tr>
<tr>
<td>Web site:</td>
<td><a href="http://www.phfewic.org">www.phfewic.org</a></td>
</tr>
<tr>
<td>Agency Contact:</td>
<td>All staff provides information.</td>
</tr>
<tr>
<td>Geographic Area Served:</td>
<td>A statewide program that has offices locally. Call the phone number or visit the website for the office near you.</td>
</tr>
<tr>
<td>Services Provided:</td>
<td>The WIC Program is a federally-funded food and nutrition education program that helps low and moderate income pregnant women, breastfeeding and postpartum women, and children under age 5 eat well and stay healthy. It provides supplemental foods, nutrition education and referral to health care and other social services for women and children who receive WIC services. Education is given about nutrition, health, and new ways to prepare food and feed children. WIC gives this vulnerable population the best possible start so mothers can avoid anemia, poor birth outcomes, infant mortality and low birth weight, while children learn to eat healthy and get a good start to optimal nutritional status before they begin school.</td>
</tr>
<tr>
<td>Eligibility Criteria:</td>
<td>Income eligibility requires that a household have gross income at or below 185% of the federal poverty level. Many working families with low-to-moderate income are WIC eligible and do not realize it. WIC provides services to all qualified applicants regardless of citizenship and has no immigration restrictions for eligibility.</td>
</tr>
</tbody>
</table>
Women: Pregnant, Breastfeeding (up to infant’s 1st Birthday), and Postpartum (up to six months after giving birth).

Infants: up to their first birthday

Children: Up to the child’s fifth birthday, Foster children may qualify.

- Children under the age of five being raised by grandparents, other relative caregivers and foster parents may qualify. Proof of address, income, social security card and identification must be provided for eligibility.

Medical/health providers may refer patients by utilizing a special form. Families may self-refer by calling the phone number above.

**Days and Hours Open:**
Monday through Friday 7:00 AM to 6:00 PM (Times vary depending on office. Need to call phone number to know when offices are open.)

**Languages Spoken:**
Asian languages, English and Spanish

**Translators:**
Yes

**Cost of Service:**
Free but may vary depending upon family size and income.
<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Economic and Workforce Development Department, City of Los Angeles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference (i.e. Legal, etc.):</td>
<td>Financial Assistance</td>
</tr>
<tr>
<td>Address:</td>
<td>Locations throughout the City of Los Angeles. Contact the WorkSource Center Hotline below to locate the WorkSource Center near you.</td>
</tr>
<tr>
<td>Phone Number:</td>
<td>Hotline: 311 or (800) FOR-A-JOB = (800) 367-2562 Ask for WorkSource and they will refer you to the closest center based on zip code.</td>
</tr>
<tr>
<td>Web site:</td>
<td>ewddlcacity.com</td>
</tr>
<tr>
<td>Geographic Area Served:</td>
<td>City of Los Angeles</td>
</tr>
<tr>
<td>Services Provided:</td>
<td>The free employment services offered to adults, dislocated workers, Veterans, the homeless and the re-entry population include: Free job training, telephone and computer access, and literacy skills workshops. Employment referrals, customized job matching, placement and listings via JobsLA.org. Resume and interview skills building and career guidance and program placement assistance</td>
</tr>
<tr>
<td>Eligibility Criteria:</td>
<td>Persons seeking employment related assistance to job training such as literacy skills, training, referrals, job listings and placement with an emphasis on high growth industries to build and support a qualified workforce in Los Angeles.</td>
</tr>
<tr>
<td>Days and Hours open:</td>
<td>311 operates 24 hours a day, 7 days a week Hotline – Monday through Friday 9:00 AM to 5:00 PM. Contact specific WorkSource Center for days and hours of operation.</td>
</tr>
<tr>
<td>Languages Spoken:</td>
<td>At WorkSource Centers languages vary according to service area needs.</td>
</tr>
<tr>
<td>Translators:</td>
<td>Yes</td>
</tr>
<tr>
<td>Cost of Service:</td>
<td>Free</td>
</tr>
<tr>
<td>Additional Information:</td>
<td>Within the City of Los Angeles, there are approximately 20 WorkSource Centers. More WorkSource Centers are located</td>
</tr>
</tbody>
</table>
throughout Los Angeles County. Call the number above to find the center in your area. The website also has a map of WorkSource Center locations and phone numbers.
Grandparents and other relative caregivers often begin caring for children with little or no warning. A home or apartment may suddenly become inadequate for the new, extended family. These difficulties may be due to one or more of the following reasons:

- The house/apartment/residence becomes too small.
- Areas of the home may need repairs or have conditions which create safety hazards.
- There is no money available to fix up the home or build on an addition.
- The neighborhood is unsafe for children and moving may not be possible.
- Those who live in senior housing may face eviction because children are not allowed in their community.
- The caregivers have disabilities which make relocation a problem.
- The child has disabilities that cannot be accommodated in the relative caregiver’s residence without extensive repairs and/or changes.
- Relocation (either to the relative’s home or a new home) may cause problems with school enrollment, or may lead to children being uprooted from their familiar school.

Finding suitable and affordable housing in Southern California is a difficult process for anyone. It is especially difficult for grandparents or others relatives raising children on a limited income. Relative Caregivers utilizing the Department of Children and Family Services (DCFS) and other government assistance programs must meet the same housing standards used to license foster homes, which places an additional burden on them. This law was passed as bill AB 1695 and went into effect in California on January 15, 2002. Advocacy efforts to create appropriate and affordable housing for relative caregivers have sputtered because of little or no financing, and funds going to other causes.

The following section has been created to assist relative caregivers and service providers to find help with housing problems. Information is provided on fair housing, home repair and a variety of loans and home purchase assistance programs.

The U.S. Department of Housing and Urban Development’s (HUD) goal is to assist people with low and moderate incomes. Therefore, each year HUD releases annual household income limits charts that are used to determine if a family or household is eligible for different services and programs. The HUD Income Limits (guidelines) are based on household income, household size and geographic area. You may see examples of these dollar amounts throughout the housing section, and other times it will simply state according to the current HUD Income Limits/guidelines.
Housing assistance programs exist in most cities in California but in this Resource Guide most of the listings will be for those who reside in the City Los Angeles and some have a geographic region that includes all of Los Angeles County. To inquire about resources in the City of Los Angeles call 311 from any phone in the City. To inquire about resources in the County of Los Angeles call 211 from any phone in the County of L.A. For housing resources ask for the Department of Housing or the Housing Authority. Among the many services offered in the County of Los Angeles, the City of Los Angeles may be included or may have a separate program just for the City. County programs may serve the City but not usually the reverse.

For more information about housing programs call the Housing Authority where you live.

<table>
<thead>
<tr>
<th>Housing Authority</th>
<th>Housing Authority</th>
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<tbody>
<tr>
<td>City of Los Angeles</td>
<td>County of Los Angeles</td>
</tr>
<tr>
<td>(213)252-2500 or 311</td>
<td>(800) 731-4663 or 211</td>
</tr>
<tr>
<td>TDD: (213)252-5313</td>
<td>TDD: (855) 892-6095</td>
</tr>
<tr>
<td>Website: <a href="http://www.hacla.org/">www.hacla.org/</a></td>
<td>Website: <a href="https://www.hacola.org/home">https://www.hacola.org/home</a></td>
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**Agency Name:** Housing Rights Center, City Of Los Angeles Housing Department (LAHD)  

**Reference (i.e. Legal, etc.):** Housing  

**Phone Number:** (800) 477-5977 – Fair Housing Hotline  
TTY (213) 201-0867  

**Web site:** [www.hrc-la.org](http://www.hrc-la.org)  

**Geographic Area Served:** Los Angeles County and parts of Ventura County  

**Services Provided:** The Housing Department administers a contract for provision of the following local fair housing services:

- Investigates housing discrimination complaints under State and Federal fair housing laws for renters and homebuyers.  
- Provides telephone and in-person counseling to both tenants and landlords regarding their respective rights and responsibilities under California law and local city ordinances. If the matter is outside the scope of HRC’s services, the person is referred out for additional assistance.  
- Provides written materials describing the laws that protect against housing discrimination.
• Provides multilingual fair housing outreach and training to teach communities how to stop housing inequity. Materials, workshops and programs are offered to landlords, home seekers, tenants, property owners/managers, social service agencies, police officers, city employees and the public at large.
• Offers Fair Housing Certification Training for housing industry professionals.
• Provides Affordable Housing listings- Project Place

Eligibility Criteria: Anyone with an interest in fair housing (i.e. renters, owners, home buyers, and public and private agencies)

Days and Hours Open: Monday through Friday 8:30 AM to 5:00 PM

Languages Spoken: Armenian, English, Korean, Mandarin, Russian and Spanish

Translators: Yes

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**Housing Home Repair**

**Home Repair** involves the diagnosis and resolution of problems in a home, and is related to home maintenance to avoid larger problems. Some types of repairs are "Do it yourself" (DIY) projects, while others may be so complicated, time-consuming or risky as to suggest the assistance of a qualified handyman, property manager, contractor/builder, or other professionals. Repair is not necessarily the same as Home Improvement, although many improvements can result from repairs or maintenance done within or around the home.
Agency Name: Handy Worker Program, City of Los Angeles Housing and Community Investment Department (HCIDLA)

Reference (i.e., Legal, etc.): Home Repair

Address: Main Office
1200 W. 7th St., Suite 100
Los Angeles, CA 90017
(In the Garland Center building on 7th St., three blocks West of Figueroa St. in Downtown LA; public Entrance located near the building’s flagpoles)

Or call HCIDLA for more information on the Public Counter locations.

Phone Number: Toll Free: (866) 557-RENT (7368) (both languages)
English: (213) 808-8803
Spanish: (213) 808-8969
TTY: (213) 473-3231

Web Site: http://hcidla.lacity.org/low-income-sr

Geographic Area Served: City of Los Angeles

Services Provided: The Handyworker Program provides free minor home repairs and/or improvements to eligible homeowners that address basic health, safety, security, and accessibility issues of owner-occupied, single family homes or condominiums/townhomes.

Improvement that correct Health & Safety deficiencies including:

- Repair/replace-doors, windows, quick release for bedroom window security bars
- Exterior repairs-fences, gates, porches, steps, walkways
- Interior repairs-flooring, minor wall/ceiling repairs
- Safety-smoke detectors, carbon monoxide detectors
- Minor electrical repairs: light fixtures, outlets, switches
- Minor plumbing repairs/replacement: faucets, toilets, water heater
- Accessibility improvements-ramps, hand rails, grab bars
• Earthquake Safety-Brace water heater, Seismic gas shutoff valve
• Exterior Building repairs-Gutters, vents, siding, trim, fascia, stucco patch
• Painting-interior & exterior
• Installation of safety & security devices for renters: hand held showers, bath/shower seats, grab bars.

Eligibility Criteria:

• Proof of age 62 or older (eg: CA ID, CA Drivers ID)
• Proof of permanent disability (if not senior 62 or older)
• Proof of income (eg: social security award letter, pay stubs, pension, etc.)
• Proof of ownership (eg: property tax statement, grant deed, Mobile Home Registration)
• Proof of residency (eg: recent utility bill)

ELIGIBLE TYPE OF PROPERTIES

• Single-family home that property owner lives in
• Duplex owner lives in one
• Condominiums, town homes or co-ops that property owner lives in
• Stationary mobile units that property owner lives in (e.g., manufactured homes)
• Multi-family rental apartments (limited repairs offered)

Low-income status is determined by using the current HUD Income Guidelines which is based on household income, household size, and geographic area.

Days and Hours Open: Leave a message and you will be called back within 24 hours. Calls will be returned between Monday through Friday 9:00 AM and 4:00 PM. Installers will set up an appointment with you before doing the work at your home.

Languages Spoken: English and Spanish speaking phone personnel and installers

Translators: No

Cost of Service: Free to eligible persons

Additional Information: Please note HCIDLA receives more applications than they are able to accommodate. There may be a waiting list for service. All work is subject to availability of funds. Program policies are subject to change.
Homebuyers Assistance are programs that help low-to-moderate income persons or families attain loans or funds at low or no interest to purchase a home. In the City of Los Angeles, the homebuyer must qualify, meet income criteria, and not have owned a home in the past three years (First Time Homebuyer).

Agency Name: The Moderate Income Purchase Assistance Program, Housing and Community Investment Department (HCIDLA)

Reference (i.e. Legal, etc.): Homebuyer’s Assistance, Financial Assistance

Phone Number: (213) 808-8800
General Information on Housing: (866) 557-RENT (7368)


Geographic Area Served: City of Los Angeles

Services Provided: The Moderate Income Purchase Assistance Program helps first-time, moderate income homebuyers purchase homes by providing loans to cover the down payment, acquisition, and closing costs. They provide a loan of up to $60,000 for down payment, closing costs, and acquisition. Up to $60,000 will be available for homebuyers earning between 81-120% Area Median Income (AMI) and up to $35,000 will be available for homebuyers earning between 121%-150% AMI.

Eligibility Criteria:

- First-time homebuyers who have not had an ownership interest in any real property at any time during the last three years
- U.S. Citizens, lawful permanent residents, or other qualified aliens
- Applicants whose total household income of all of the adults, 18 years of age or older who will be living in the home.

Visit website or call HCIDLA for further information on eligibility criteria.

Days and Hours Open: Monday through Friday 9:00 AM to 4:00 PM. Closed Holidays

Languages Spoken: English and Spanish

Translators: No

Cost of Service: Free to apply
Agency Name: The Low Income First Time Homebuyers Purchase Assistance Program, Housing and Community Investment Department (HCIDLA)

Reference (i.e. Legal, etc.): Homebuyer’s Assistance, Financial Assistance

Phone Number: (213) 808-8800
General Information on Housing: (866) 557-RENT (7368)


Geographic Area Served: City of Los Angeles

Services Provided: The Low Income Purchase Assistance Program helps first-time, low income homebuyers purchase homes by providing loans to cover the down payment, acquisition, and closing costs. We provide a loan of up to $60,000 for down payment, closing costs, and acquisition.

Eligibility Criteria:

- First-time homebuyers who have not had an ownership interest in any real property at any time during the last three years
- U.S. Citizens, lawful permanent residents, or other qualified aliens
- Applicants whose total household income of all of the adults, 18 years of age or older who will be living in the home

Visit website or call HCIDLA for further information on eligibility criteria.

Days and Hours Open: Monday through Friday 9:00 AM to 4:00 PM. Closed on holidays

Languages Spoken: English and Spanish

Translators: No

Cost of Service: Free to apply
Agency Name: Mortgage Credit Certificate (MCC), Housing and Community Investment Department (HCIDLA)

Reference (i.e. Legal, etc.): Home Buyer Assistance, Financial Assistance

Phone Number: (213) 808-8800
(866) 557 7368(RENT) General Information on Housing

Web site: http://hcidla.lacity.org/mcc-for-first-time-homebuyers

Geographic Area Served: City of Los Angeles

Services Provided: A Mortgage Credit Certificate provides eligible, first-time homebuyers with a federal income tax credit based on a specified percentage of the annual interest paid on a mortgage. The tax credit is a dollar-for-dollar reduction to the homebuyer’s potential federal income tax liability that increases the household income available to qualify for a home mortgage and to make monthly mortgage payments.

Eligibility Criteria:
- Be a first-time homebuyer which is defined as someone who has not had an ownership interest in a principal residence at any time during the past 3 years. (EXCEPTION: This requirement does not apply to someone purchasing a home in a targeted area.)
- Occupy the home as your principal residence
- Applicants must be within the income limits (located on HCIDLA Website)
- Purchase an eligible home in the City of Los Angeles
- Purchase a one unit, single family residence, townhome, or condominium within the purchase price limits above

Days and Hours Open: Monday through Friday 9:00 AM to 4:00 PM. Closed Holidays

Languages Spoken: English and Spanish

Translators: No

Cost of Service: There is an application fee of $150
Limited information is provided below about Section 8 and The Public Housing Program because both have long waiting lists.

Section 8 is financed by the U.S. Department of Housing and Urban Development (HUD) to provide rent subsidies in the form of housing assistance payments (HAP) to private Landlords on behalf of extremely low, very low-income individuals/families, senior citizens, and persons with disabilities. Unfortunately, the Section 8 Waiting List is closed until further notice.

The Public Housing Program provides affordable housing to more than 6,500 families with very low income in Los Angeles. A resident's rent in the public housing program is subsidized by the federal government. A resident's rent in the public housing program is usually calculated at 30% of the household's adjusted monthly income.

For further information, call the Housing Authority at (213) 252-2500
TDD: (213) 252-5313. Hours of Operation: 8:00 AM to 4:00 PM Monday through Friday.
Kinship Caregivers generally rank information and assistance about legal matters as one of the areas in which they need the most help. What are my rights? What are my grandchildren’s rights? Will I need legal help due to difficulty in enrolling the child in school, obtaining medical information or treatment, or obtaining benefits for the child?

In California there are several legal options for grandparents and others raising their young relatives: formal or informal custody, guardianship, adoption or kinship foster care. Many relatives provide care for children without legal custody or guardianship. They may not pursue custody or guardianship for financial reasons. Litigation is costly and many legal assistance agencies do not litigate family law cases. Legal options may not be taken because of fear of angering the birth parents. Kinship caregivers often worry about how they can bring up their grandchildren without losing their relationship with their own adult child.

This Resource Guide cannot answer your questions as to what legal aid you may need, or which type of legal option is best for you and your situation. It will, however, direct you to services with expertise in these legal issues. Eligibility for these services varies from organization to organization and may be based on income, residence or other criteria.

**Agency Name:** Bet Tzedek Legal Services  
**Reference:** (i.e. Legal, etc.) Legal Services  
**Address:** 3250 Wilshire Blvd., 13th Floor, Los Angeles, CA 90010  
**Phone Number:** (323) 939-0506 - Ask for Kinship Care Lawyer. Appointments are required. No walk-ins  
**Fax Number:** (213) 471-4568  
**Web site:** www.bettzedek.org  
**E-mail:** info@bettzedek.org
Geographic Area Served: Los Angeles County

Services Provided: Legal Services designed to help relative caregivers with issues such as legal custody of a family member, accessing benefits for a care recipient, housing and other legal dilemmas facing relative caregivers.

Eligibility Criteria: Clients will be asked to provide financial information to qualify for free legal assistance.

Days and Hours open: Appointments are required. No walk-ins Monday through Friday 9:00 AM to 5:00 PM

Languages Spoken: English, Russian and Spanish

Translators: No

Cost of Service: Free Legal Services to those who meet income criteria. Clients will be asked to provide financial information to qualify for free legal assistance.

Additional Information: Legal Assistance is also available for debt problems, wills, Power of Attorney for Health Care, Social Security, Disability Benefits, Long Term Health Care Questions, Holocaust Reparations, and Consumer Fraud.

Agency Name: Legal Aid Foundation of Los Angeles

Reference: (i.e. legal, etc.) Legal Services

Address: 5228 Whittier Blvd.
Los Angeles, CA 90022

Phone Number: General: (800) 399-4529
Intake Screener: (213) 640-3883, #5327

Fax Number: (213) 640-3911

Web site: www.lafla.org

Geographic Area Served: Greater Los Angeles area, Long Beach

Services Provided: Legal services for housing issues, family law, consumer law, employment-government benefits and immigration. In community economic development, the Legal Aid Foundation helps people set up non-profit organizations. This may
include helping tenants buy their building from the slumlord.

Eligibility Criteria: Serves people with incomes less than 125% of federal poverty guidelines. There are a few specific exceptions. Must be a United States Citizen or legal permanent resident, with limited exceptions.

Days and Hours open: Monday through Friday 9:00 AM to 5:00 PM, except holidays.

Languages Spoken: English, Spanish and limited access to some Asian languages.

Translators All support staff are bilingual (English and Spanish) and translate for monolingual English speaking advocates. If an interpreter is not readily available, staff may use Language Line.

Cost of Service: No charge for those who qualify for services.

Additional Information: Staff are available to do trainings and presentations to community groups. Please call to make prior arrangements to request a speaker for an event on Saturday.

Agency Name: Levitt & Quinn Family Law Center

Reference: (i.e. Legal, etc.): Legal Services

Address: 1557 Beverly Blvd.
Los Angeles, CA 90026-5704

Phone Number: (213) 482-1800 x. 300

Fax Number: (213) 482-4225

Web site: www.levitt-quinn.org

Geographic Area Served: Los Angeles County

Services Provided: Provides services regarding all matters of family law, dissolution of marriage, domestic violence, child custody, visitation, spouse support, enforcement of orders, paternity, and adoption.

Eligibility Criteria: Fees are based on income. Serves low-income persons. During the intake process and initial assessment, the client's eligibility and fees are determined.
Days and Hours open: Monday through Friday 8:30 AM to 5:30 PM (closed 12:00 Noon to 1:00 PM for lunch). **New Clients are taken on Thursday and Friday at 8:30 AM.**

Languages Spoken: English and Spanish

Translators: No

Cost of Service: Must also bring proof of expenses and assets, copies of all court papers, court orders, legal documents, any other documents related to case. $40 consultation fee.

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Agency Name: Los Angeles Center for Law & Justice

Reference (i.e. Legal, etc.): Legal Services

Address: 5301 Whittier Blvd., 4th Floor, Los Angeles, CA 90022

Phone Number: (323) 980-3500

Fax Number: (323) 980-3510

Web site: www.laclj.org

E-mail: info@laclj.org

Geographic Area Served: East, Northeast and Southeast Los Angeles, Bell, Bell Gardens, Commerce, Cudahy, Huntington Park, Maywood and Montebello

Services Provided: Legal advice in the following areas: Divorce, legal separation, parental visitation, child custody, spousal support, immigration, domestic violence against women, community property, Supplemental Security Income (SSI), CalWORKS (Welfare), Medicare, and Medi-Cal. The main areas of legal service are family law and government benefits.

Eligibility Criteria: Assessments are completed in person on Thursday at 12:00 PM and Friday at 8:00 AM. Only the first 8 to 10 people are taken for each day. Lines form early. Low-income individuals and families are served. Must bring proof of income, address, and a form of identification on the first visit to the office. Must be prepared to pay for initial consultation upon arrival. SEE COST OF SERVICE
Days and Hours Open: Monday through Friday 9:00 AM to 12:00 PM and 1:00 PM to 5:00 PM
Languages Spoken: English and Spanish
Translators: No
Cost of Service: Free services (with exception of housing eviction cases) for low-income individuals in the service area. If you do not qualify for services, you will be referred out. Housing Eviction Assistance cost $50 and the Center helps people with this even outside the service area listed above.

Agency Name: Los Angeles City Attorney Dispute Resolution Program
Reference (i.e. Legal, etc.): Legal Services
Address: 220 N. Spring St, Los Angeles, CA 90012
Phone Number: (213) 978-1880
E-mail: mediate@lacity.org (inquiries taken here)
Geographic Area Served: Los Angeles County
Services Provided: Dispute resolution services include assistance with conflicts that focus on: landlord-tenant, consumer, neighborhood, school, employment-related, cross-cultural, environmental, workplace, family or AIDS discrimination-related issues. The process is voluntary and is intended to resolve disputes in the early stages before they escalate into potential court cases and to divert disputes from the court system.
Eligibility Criteria: As long as both parties are willing to participate, they will qualify.
Days and Hours open: Monday through Friday 8:00 AM to 5:00 PM
Languages Spoken: English and Spanish
Translators: Yes
Cost of Service: Free
Agency Name: Public Counsel

Reference: (i.e. legal, etc.) Legal Services

Address: 610 S. Ardmore Avenue
Los Angeles, CA 90005

Phone Number: (213) 385-2977
Fax Number: (213) 385-9089

Web site: www.publiccounsel.org

Geographic Area Served: Greater Los Angeles area, Long Beach

Services Provided: Legal services related to children’s rights, adoption, Guardianship, consumer law, immigrants’ rights, community development, and government benefits. Children’s Rights in the Public Counsel also has services in immigration, child care, homelessness prevention, foster care, and mental health services for children, youth, and pregnant and parenting teens.

Eligibility Criteria: Income less than 125% of federal poverty guidelines, with certain exceptions.

Days and Hours open: Monday through Friday 9:00 AM to 12:30 PM and 1:30 PM to 5:15 PM, except holidays
Appointments are required, no walk-ins.

Languages Spoken: English and Spanish

Translators: All support staff are bilingual and translate for monolingual clients. Advocates are English-speaking.

Cost of Service: No charge to those who qualify for services

Additional Information: Staff available for training; schedule by prior arrangement. Written material is available for presentations.
All children need adequate health care. For kinship caregivers suddenly taking on the care of their relative children, accessing health care service may be problematic due to lack of insurance, medical history, other information about previous health care arrangements or conditions. In addition, the children may suffer from severe physical, emotional and behavioral problems which make caregiving difficult. Factors contributing to such problems include: prenatal drug or alcohol exposure; sexual and/or physical abuse; and/or feelings of abandonment. Any of these factors may cause emotional and behavioral problems. The stress of caring for these children can be overwhelming, especially if the caregivers are older or dealing with their own personal health problems.

One area of health care that will need immediate attention is immunizations for the children in your care. Immunizations (also called vaccinations) are shots that protect children from contagious diseases such as mumps and chickenpox. It is important that children get their shots at the right times. This prevents them from getting sick with diseases that can cause fevers, rashes or more serious problems such as deafness, blindness, heart disease or brain damage. Schools and child care centers require proof of immunizations before a child can be enrolled. Immunizations are given by your health care provider or at any clinic that serves children. The Los Angeles County Department of Health Public also has Health Centers that provide immunizations. For further information and to get the address of the Center near you, call:

The Central Health Center
241 N. Figueroa St., Ste. 110
Los Angeles 90012
Phone (213) 240-8049

The following section provides information on some of the physical and mental health care programs serving people in Los Angeles. The Resource Guide divides health services into physical and mental health care. Note that some organizations provide both types of services. Also, it is important to be aware that this is not a complete list of all health care resources, but hopefully provides a start in understanding and searching for these essential services. If your relative came to live with you through an agency such as the Los Angeles County Department of Children and Family Services (DCFS), be sure to ask them about health care arrangements.
## Physical Health Services

<table>
<thead>
<tr>
<th>Agency Name:</th>
<th>Alliance for Children’s Rights</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference (i.e. Legal, etc.):</td>
<td>Physical Health, Legal</td>
</tr>
<tr>
<td>Address:</td>
<td>3333 Wilshire Blvd, Suite 550</td>
</tr>
<tr>
<td></td>
<td>Los Angeles, CA 90010</td>
</tr>
<tr>
<td>Phone Number:</td>
<td>(213) 368-6010</td>
</tr>
<tr>
<td>Fax Number:</td>
<td>(213) 368-6016</td>
</tr>
<tr>
<td>Web site:</td>
<td><a href="http://www.kids-alliance.org">www.kids-alliance.org</a></td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:info@kids-alliance.org">info@kids-alliance.org</a></td>
</tr>
<tr>
<td>Geographic Area Served:</td>
<td>Los Angeles County</td>
</tr>
</tbody>
</table>

**Services Provided:**

Assists impoverished children to obtain health care services. Aims to increase the number of children adopted out of foster care. Presents Community Legal Clinics to reach out to Los Angeles’ most impoverished children and directly address their needs. The Alliance’s Guardianship Legal Clinics address the needs of impoverished children in Los Angeles whose parent still live in the community but has abandoned the children, outside the foster care system. Legal services are provided by in-house legal staff and donated legal services from community attorneys.

**Eligibility Criteria:**

Serves children in poverty, children in the foster care system and their families.

**Days and Hours Open:**

Monday through Friday 9:00 AM to 5:30 PM

**Languages Spoken:**

English and Spanish

**Translators:**

No

**Cost of Service:**

Free
Agency Name: Center for Health Care Rights, HI CAP

Reference: (i.e. Legal, etc.) Physical Health, Advocacy, Information and Referral

Address: 520 S. Lafayette Park Place, Suite 214
Los Angeles, CA 90057

Phone Number: (213) 383-4519
Toll Free: (800) 824-0780 (for people in L.A. County)

Fax Number: (213) 383-4598

Web site: www.healthcarerights.org

E-mail: center@healthcarerights.org

Agency Contact: Information Line Personnel

Geographic Area Served: Los Angeles County

Services Provided: A non-profit organization dedicated to assuring consumer access to quality health care through information, education, counseling, advocacy, and research programs. Provides individual & systemic advocacy for elderly and disabled Medicare beneficiaries. Promotes protection for all consumers, particularly those enrolled in Health Maintenance Organizations (HMO) and other managed health care plans. Callers to the information line can speak with a health insurance counselor, schedule an appointment to see a counselor in their community, and/or request a speaker for groups of 25 people or more.

Eligibility Criteria: Resident of Los Angeles County and Medicare beneficiary

Days and Hours Open: Office Hours: Monday through Friday 9:00 AM to 4:00 PM.
Telephone Counseling: Monday through Friday 9:30 AM to 4:00 PM

Languages Spoken: English, Korean, Spanish and Tagalog

Translators Available: Yes. Translator services utilized.

Cost of Service: Free to Los Angeles County Residents

Additional Information: Some questions the Center for Health Care Rights may answers include: What does Medicare cover? What are my
rights in a Medicare HMO? How can I get help with paying my Medicare expenses? Does Medicare pay for long-term care? How does Medicare work with Medi-Cal? How does the Medicare part D (prescription drugs) work?

<table>
<thead>
<tr>
<th>Agency Name:</th>
<th>Child Health &amp; Disability Prevention Program (CHDP)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Department of Health Services, Los Angeles County</td>
</tr>
<tr>
<td>Reference (i.e. Legal, etc.):</td>
<td>Physical Health</td>
</tr>
<tr>
<td>Address:</td>
<td>CHDP Administrative Headquarters</td>
</tr>
<tr>
<td></td>
<td>9320 Telstar Ave. Suite 226</td>
</tr>
<tr>
<td></td>
<td>El Monte, CA 91731</td>
</tr>
<tr>
<td>Phone Number:</td>
<td>(800) 993-2437 Call to locate local CHDP office</td>
</tr>
<tr>
<td>Fax Number:</td>
<td>(626) 569-9350</td>
</tr>
<tr>
<td>Web site:</td>
<td><a href="http://www.publichealth.lacounty.govcms/CHDP.htm">http://www.publichealth.lacounty.govcms/CHDP.htm</a></td>
</tr>
<tr>
<td>Geographic Area Served:</td>
<td>Los Angeles County</td>
</tr>
<tr>
<td>Services Provided:</td>
<td>• physical exams for school, camp, and sports</td>
</tr>
<tr>
<td></td>
<td>• Growth, nutrition, and behavioral screening</td>
</tr>
<tr>
<td></td>
<td>• Medical specialists, as needed</td>
</tr>
<tr>
<td></td>
<td>• Mental and behavioral health services, as needed</td>
</tr>
<tr>
<td></td>
<td>Diagnosis and treatment can be paid for as long as</td>
</tr>
<tr>
<td></td>
<td>your child has Medi-Cal</td>
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<tr>
<td></td>
<td>• Support and monitors a network of CHDP providers,</td>
</tr>
<tr>
<td></td>
<td>referral providers and coordination to follow-up care</td>
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<tr>
<td></td>
<td>• An evaluation of health care status for children</td>
</tr>
<tr>
<td></td>
<td>in foster care</td>
</tr>
<tr>
<td>Eligibility Criteria:</td>
<td>The CHDP Program provides FREE comprehensive well-child</td>
</tr>
<tr>
<td></td>
<td>medical and dental health check-ups for babies,</td>
</tr>
<tr>
<td></td>
<td>children, and youth under age 21 with Full Scope</td>
</tr>
<tr>
<td></td>
<td>Medi-Cal or under age 19 with low family income.</td>
</tr>
<tr>
<td>Days and Hours Open:</td>
<td>Monday through Friday 8:00 AM to 5:00 PM</td>
</tr>
<tr>
<td>Languages Spoken:</td>
<td>English and Spanish</td>
</tr>
<tr>
<td>Translators:</td>
<td>Yes with translators available in other languages</td>
</tr>
<tr>
<td></td>
<td>through AT&amp;T line</td>
</tr>
<tr>
<td>Cost of Service:</td>
<td>Free</td>
</tr>
</tbody>
</table>
Additional Information: All children entering the first grade are required by California law to have either a certificate of a CHDP health examination or a waiver of such on file at the school in which they enroll. The CHDP program cooperates with the State Department of Education to administer and monitor this requirement and assists children and families to meet the requirement by providing health assessments for eligible children. Providers may request a supply of certificate forms from their local CHDP office.

CHDP programs also administer a public health nursing program for children and youth in foster care known as the Health Care Program for Children in Foster Care (HCPCFC). Public health nurses in the HCPCFC work with county child welfare services agencies and departments of probation to address the medical, dental, mental and developmental needs of children and youth in foster care. They provide their professional health care expertise and knowledge of the community to the caseworkers, foster care parents and providers, health care providers and others on the foster care team.

Agency Name: Free and Low-Cost Health Services, Department of Health, County of Los Angeles

Reference (i.e. Legal, etc.): Physical Health

Address: Call for the address of the nearest medical service location.

Phone Number: (800) 427-8700 (Health Services Information Line)

Web site: http://dhs.lacounty.gov/wps/portal/dhs

Geographic Area Served: County of Los Angeles

Services Provided: Medical services that you can obtain at various locations throughout the Los Angeles County. Health services include general medicine, emergency medical services, child health care, adult health care, medical tests, prescriptions, immunizations (free to children 0 to 18), maternity care and dental care which are provided on an ability-to-pay basis and can be provided at no-cost or low-cost depending on your income.
Eligibility Criteria: Serve low-income individuals and families. After calling the 800 number above you will be referred to the nearest health care providers, clinics or hospitals that participate in this program. You must call the provider before going to the clinic. You will get an appointment to meet with staff who explains the health care services, and you will be asked to fill out an application to determine if you qualify for services and, if so, at no-cost, low-cost or through the Ability to Pay Plan.

Days and Hours Open: The 800 phone number for referrals to the nearest health care provider is in service Monday through Friday 8:00 AM to 5:00 PM. On weekends and off-hours you can leave a message and staff will return your call on the next business day.

Languages Spoken: English and Spanish

Translators: Yes, with ATT translator services in other languages

Cost of Service: Free, low-cost, or use of Ability to Pay Plan (fee varies according to income).

Additional Information: The County provides free and low-cost health services to anyone, including low-income people who are not eligible for Medi-Cal or who have medical expenses that Medi-Cal, Medicare, and private insurance will not fully cover. There are two payment plans:

- The Prepayment/ATP (Ability to Pay) plan pays for both outpatient and hospital services. This requires documentation for eligibility.

- ORSA (Outpatient Reduced-Cost Simplified Application) is a simple payment plan that only pays for outpatient services. If you just need clinic or “outpatient” care, it’s best to use ORSA. At the initial meeting, the screener will determine what you must pay, if anything, for each visit. For clinic care, you must apply every six months.

There are also Public and Private Partnerships. These are clinics that are privately owned, but will assist the public in their health needs.
Agency Name: Healthy Families, State of California

Reference (i.e. Legal, etc.): Physical Health

Address: General Address To mail application
11090 White Rock Rd, Suite 900 P.O. Box 138011
Rancho Cordova, CA 95670 Sacramento, CA 95813

Phone Number: (800) 880-5305 or (888) 747-1222

Web site: www.dhcs.ca.gov

Geographic Area Served: State of California

Services Provided: Low-cost insurance that provides health, dental and vision coverage for children who do not have insurance and do not qualify for no-cost Medi-Cal.

Eligibility Criteria: The following groups who have California residency are eligible for services:
- Children up to their 19th birthday who are United States citizens, or eligible qualified immigrants;
- Families with incomes at or below 250% of the Federal Income Guidelines;
- Children who have not had employer-sponsored health insurance in the last 3 months and are not eligible for no-cost Medi-Cal.

Days and Hours Open: Monday through Friday 8:00 AM to 8:00 PM
Saturday 8:00 AM to 5:00 PM.

Languages Spoken: Armenian, Cambodian, Cantonese, English, Farsi, Hmong, Korean, Laotian, Mandarin, Russian, Spanish, and Vietnamese

Translators: Translators are available

Cost of Service: Monthly premiums are $15 for each child up to a maximum of $45 for all children enrolled in one family. Monthly premiums are determined by family income (gross parent income), family size, and the health plan chosen.

Additional Information: Parents, legal guardians, step-parents, foster parents or relative caretakers may apply for insurance for a child. Only the parent’s income will be considered. If you are a legal guardian, step-parent, foster parent or relative caretaker who lives with a child, your income will not be used to qualify the child for this program. Minors who do not live with parents, legal guardians, step-parents, foster
parents, or caretakers may be eligible for the program for themselves or their children if they meet all other requirements.

<table>
<thead>
<tr>
<th>Agency Name:</th>
<th>Saban Community Clinic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference (i.e. Legal, etc.):</td>
<td>Physical Health, Social Services</td>
</tr>
<tr>
<td>Address:</td>
<td>The Free Clinic has three sites (See Below)</td>
</tr>
<tr>
<td>Phone Number:</td>
<td>Appointments: (323) 653-1990 ext. 4 Administration: (323) 653-8622</td>
</tr>
<tr>
<td>Web site:</td>
<td><a href="http://www.sabancommunityclinic.org">www.sabancommunityclinic.org</a></td>
</tr>
<tr>
<td>Geographic Area Served:</td>
<td>Mainly Los Angeles County. No one is refused service.</td>
</tr>
</tbody>
</table>

**Services Provided:**
- Health care services- Optometry, pharmacy, cancer screenings, physical therapy, preventive care and wellness classes
- Dental care- Cleanings, fillings, x-rays, extractions, and exams
- Behavioral health- Crisis intervention counseling, mediation management, emotional wellness and support groups.

**Eligibility Criteria:**
The Clinic has no eligibility requirements. It serves all persons in Los Angeles County without regard to race, creed, ethnic background, income, sexual orientation, or residence.

**Days and Hours Open:**
Office line is open from 7:30 AM to 5:00 PM
Telephone for appointments: Monday through Friday 9:00 AM to 5:00 PM. Clinic hours are listed below.

**BEVERLY CENTER**
**Medical:**
- Monday-Thursday: 7:30 AM-8:30 PM
- Friday: 7:30 AM - 5:00 PM
**Dental:**
- Monday-Thursday: 8:00 AM – 5:00 PM
- Friday: 8:30 AM – 5:00 PM

**HOLLYWOOD CENTER**
**Medical:**
- Monday-Thursdays 7:30-4:30 PM
- Friday: 7:30-4:30 PM
- Saturday: by appointment

**MELROSE CENTER**
**Medical:**
- Monday-Thursday: 7:30 8:30
- Friday: 7:30 AM – 4:30 PM
- Saturday: 8:00AM-12:00PM
**Dental:**
- Monday-Thursday: 8:00-9:00PM
- Friday: 8:30 AM – 5:00 PM
- Saturday: 8:00 AM – 4:30 PM
Languages Spoken: English and Spanish

Translators: Staff will translate whenever possible

Cost of Service: All services are free, completely confidential, and easy to access

Additional Information: The Saban Community Clinic is a community-based organization dedicated to identifying the human service needs of under-served populations and developing resources and quality programs to meet those needs. Services provided free of charge and free of judgment in a caring environment.

Agency Name: Medi-Cal, State of California
Implemented through County Department of Social Services

Reference (i.e. Legal, etc.): Physical Health, Mental Health, Financial Assistance

Address: Medi-Cal applications can be obtained at local Department of Public Social Services (DPSS) offices.

Phone Number: The Los Angeles County Department of Public Social Services Customer Service Center (866) 613-3777

Web site: dpss.lacounty.gov

Agency Contact: Health and Nutrition Hotline staff

Geographic Area Served: County of Los Angeles

Services Provided: Medi-Cal is California's Medicaid program. This is a public health insurance program which provides needed health care services for low-income individuals including families with children, seniors, persons with disabilities, foster care, pregnant women, and low income people with specific diseases such as tuberculosis, breast cancer or HIV/AIDS. Medi-Cal is financed equally by the State and federal government.

Eligibility Criteria: You can get Medi-Cal if you are:
- 65 or older
- Blind
- Disabled
- Under 21
• Pregnant
• In a skilled nursing or intermediate care home
• On refugee status for a limited time, depending how long you have been in the United States
• A parent or caretaker relative or a child under 21 if:
  • The child's parent is deceased or doesn't live with the child, or
  • The child's parent is incapacitated, or
  • The child's parent is under employed or unemployed
• Have been screened for breast and/or cervical cancer

Days and Hours Open: Local DPSS hours: Monday through Friday 8:00 AM -5:00 PM
Languages Spoken: Armenian, Cambodian, Chinese, English, Korean, Russian, Spanish and Vietnamese
Translators: Translator services available.
Cost of Service: Free to apply

Agency Name: **Medicare Health Insurance**
Reference (i.e. Legal, etc.): Financial Assistance, Health Care
Address: Must call to get address for closest office
Phone Number: (800) MEDICARE or (800) 633-4227
TTY: (877) 486-2048 (For text telephone for hearing and speech impaired).
Web site: www.medicare.gov
Geographic Area Served: United States
Services Provided: Medicare is a health insurance program for people age 65 and older, under age 65 with certain disabilities, or any age with End Stage Renal Disease.

**Part A: Hospital Insurance:** Helps pay for inpatient hospital care, home health care, hospice care, skilled nursing facility care and blood during covered hospital and skilled nursing facility care. You must meet certain requirements to receive PART A benefits.
Part B: Medical Insurance: Helps pay for physician’s services, some outpatient services, preventative services, ambulance services, rehabilitation therapies, durable medical equipment, mental health services and some diagnostic and lab tests.

Part C: Medicare Advantage Plans like HMOs (Health Maintenance Organizations and PPO’s (Preferred Provider Organization). This option can be chosen as an alternative to the original Medicare Plan, part A and Part B. “Part C” combines your Part A (hospital) and Part B (Medical). Private insurance companies approved by Medicare provide this coverage. Generally, you must see doctors in the plan. Your costs may be lower than in the Original Medicare Plan, and you may get extra benefits. Most of these plans cover prescription drugs. If they don’t you may be able to choose Part D coverage.

Part D: Prescription Drug Benefits: Helps pay for prescription drug medication and “Extra Help” is available to assist with monthly premiums, deductible and co-payments. Private companies approved by Medicare offer PART D Plans.

Eligibility Criteria: People are automatically eligible for Medicare Part A if they meet any one of the following requirements:
- Are age 65 or older and eligible for Social Security or Railroad Retirement benefits; or
- Are age 65 or older and the spouse or former spouse of someone who receives Social Security or Railroad Retirement Benefits; or
- Have been receiving Social Security disability benefits for at least 2 years (24 months); or
- Have End Stage Renal (kidney) Disease; or
- Amyotrophic Lateral Sclerosis (ALS), also known as Lou Gerhig’s disease.

People who are not automatically eligible may enroll voluntarily in Part A and purchase Part A, if they meet the following requirements:
- You (or your spouse) aren’t entitled to Social Security because you didn’t work or didn’t pay enough Medicare taxes while you worked and you are age 65 or older, or
- Are United States citizens or legal aliens who have resided in the United States continuously for at least five years; and are 65 or older.
For most people, if you buy Part A, you must also enroll in Part B and pay for Part B Premium.

People are eligible for Part B if
- Have Part A or are eligible for Part A

People are eligible for the Medicare Part D plan must already have Medicare Parts A, B or both.

In order to get the plan, you must enroll in a Medicare drug plan between certain dates. These dates can be obtained by calling Center for Health Care Rights- HICAP at (213) 383-4519, (800) 434-0222 or (800) 824-0780 - from anywhere in Los Angeles County.

Days and Hours open: Monday through Friday 8:00 AM to 4:30 PM
Languages Spoken: Multilingual telephone lines available
Cost of Service:

You can get premium-free Part A at 65 if: You already get retirement benefits from Social Security or the Railroad Retirement Board. You're eligible to get Social Security or Railroad benefits but haven't filed for them yet. You or your spouse had Medicare-covered government employment.
If you're under 65, you can get premium-free Part A if: You got Social Security or Railroad Retirement Board disability benefits for 24 months. You have End-Stage Renal Disease (ESRD) and meet certain requirements. If you buy Part A, you'll pay up to $422 each month in 2018. If you paid Medicare taxes for less than 30 quarters, the standard Part A premium is $422. If you paid Medicare taxes for 30-39 quarters, the standard Part A premium is $232.

The standard Part B premium amount in 2018 will be $134 (or higher depending on your income). However, some people who get Social Security benefits pay less than this amount ($130 on average). You'll pay the standard premium amount (or higher) if: You enroll in Part B for the first time in 2018. You don't get Social Security benefits. You're directly billed for your Part B premiums (meaning they aren't taken out of your Social Security benefits). You have Medicare and Medicaid, and Medicaid pays your premiums. (Your state will pay the standard premium amount of $134.) Your modified adjusted gross income as reported on your IRS tax return from 2 years ago is above a certain amount. If so, you'll pay the standard premium amount and an Income Related Monthly Adjustment Amount (IRMAA). IRMAA is an extra charge added to your premium. You pay $183 per year for your Part B deductible. After your
deductible is met, you typically pay 20% of the Medicare-approved amount for these: Most doctor services (including most doctor services while you're a hospital inpatient), Outpatient therapy, and Durable medical equipment.

If you don't sign up for Part D when you're first eligible, you may have to pay a Part D late enrollment penalty. If your modified adjusted gross income is above a certain amount, you may pay a Part D income-related monthly adjustment amount (Part D-IRMAA). Medicare uses the modified adjusted gross income reported on your IRS tax return from 2 years ago (the most recent tax return information provided to Social Security by the IRS). You'll pay the Part D-IRMAA amount in addition to your monthly plan premium, and this extra amount is paid directly to Medicare, not to your plan. The chart below lists the extra amount costs by income.

Be sure to ask your provider if Medicare covers the services and if he or she will “accept Medicare assignment”, meaning they agree to collect the Medicare-approved charge for the service as payment in full. Without assuring that the doctor accepts Medicare, patients may end up paying a much greater co-payment.

**Additional Information:**

Some persons need to apply for Medicare benefits as they are not automatically eligible. They are:

- Those who choose to retire at age 62
- Those not automatically eligible for Part A but qualified to enroll voluntarily.

If you have any problems with Medicare regarding eligibility, payment of claims, etc., you have a right to appeal. Be sure to check your Medicare bills to assure that health providers are not billing for services that have not been rendered. Contact your local Social Security office or the Center for Health Care Rights, HICAP at (213) 383-4519 or (800) 824-0780. See page 96 for information on HICAP. For additional information, see the Social Security Administration description on the next page.
Agency Name: QueensCare

Reference (i.e. Legal, etc.): Physical Health

Address: Call the number below to obtain the phone number and address of the clinic near you.

Phone Number: (323) 635-1140 24/7

Web site: http://queenscarehealthcenters.org

Email: info@queencare.org

Geographic Area Served: Los Angeles County

Services Provided: Primary medical care to all patients regardless of their ability to pay. Services include: adult medicine, dental care, internal medicine, infectious diseases, minor surgery, pharmacy, pediatric care, OB/GYN, and radiology/x-ray.

Eligibility Criteria: Those living in LA County who:

- Have no health insurance;
- Do not qualify for any governmental health program; and
- Earn a household income of less than 200% of the Federal Poverty Level (FPL).

Days and Hours Open: Monday through Friday 8:00 AM to 5:00 PM
Different clinics have different hours. Call for information.

Languages Spoken: Armenian, English, Farsi, Korean, Russian, Spanish, Tagalog among others. Languages vary among clinics and medical centers based on the need of the local community

Translators: Yes, if available

Cost of Service: Fees are determined by income. Federal poverty guidelines can change yearly. See more details in the eligibility section above.
Mental Health is one’s state of emotional and psychological well-being in which an individual is able to use his or her cognitive and emotional capabilities, function in society, and meet the ordinary demands of everyday life. Some people who have mental imbalance may show signs of this while others may have the capacity to hide there symptoms. Mental illness is less understood than physical illness because we can not see or touch it. At times people need some help to maintain or gain back this state of well-being. Some help may be informal like talking to a friend, member of clergy, family doctor or taking some time away from everyday pressures. Sometimes more help is needed so a referral to a psychologist, psychiatrist or licensed counselor, such as a social worker or marriage and family therapist, is necessary.

Severe mental illnesses are more common than diabetes, cancer and heart disease, affecting one in six persons in the United States. In fact when serious mental illness first strikes, you may not even recognize it. Unlike most disabling physical diseases, mental illness begins very early in life. Half of all lifetime cases begin by age 14; three quarters have begun by age 24. **Left untreated**, mental illness can surface in a variety of ways including having no interest in activities one previously enjoyed, school failure, acting out behaviors, family conflict, drug abuse, violence, and even suicide. It is important to seek help and treatment for depression and other mental illnesses. You may hear an adult or child express suicidal thoughts such as: “I do not want to go on.” “I’d be better off dead” or “I have a plan to die”. When a person expresses thoughts of suicide, ask them straight forward, “Do you really want to die?” If the person says “yes”, ask them if they have a plan to kill themselves. If someone exhibits these signs and/or answers the preceding questions with “yes”, then seek professional help immediately by contacting your local mental health hotline (for Los Angeles County, take the person to a hospital emergency room, or dial 911.) Anytime a person is a danger to him/herself or others, seek mental health treatment immediately.

Older adults and their families often face difficult situations, loss of spouse, loss of adult children, or friends, loss of physical functions and familiar surroundings, depression, and drug or alcohol problems. Individuals raising their grandchildren or caring for disabled adult children have many feelings and concerns about their ability to provide continuing care as they age. Counseling by trained professionals may help everyone cope with these problems. Family service agencies, community mental health centers, senior centers, or professionals in private practice can provide a wide range of individual, family, and group counseling. It is essential to remember that you and the children in your care can often change what feels like a hopeless situation by working together. Getting help is a sign of strength.

The agencies listed in this section are a good place to begin. The section does not include every organization that provides mental health services. If the ones listed here cannot meet your needs, ask for information and referral to other agencies. You may need a referral from your doctor, the school or another agency that knows you in order to receive mental health services.
Agency Name: 24 Hour Referral Hotline, Los Angeles County Department of Mental Health

Reference: (i.e. Legal, etc.) Mental Health

Address: Administrative Offices
550 S. Vermont Avenue
Los Angeles, CA 90020

Phone Number: 24 Hotline: (800) 854-7771
TDD: (562) 651-2549 (Telecommunications devices for the deaf)

Website: http://dmh.lacounty.gov

Agency Contact: ACCESS line staff

Geographic Area Served: Los Angeles County

Services Provided: ACCESS operates 24 hours/day, 7 days/week as the entry point for mental health services in Los Angeles County. Services include deployment of crisis evaluation teams, information and referrals, gatekeeping of acute inpatient psychiatric beds, interpreter services and patient transport.

The Hotline enables disaster victims to receive, over the telephone, the following mental health services:

- Screening
- Assessment
- Referral
- Crisis Counseling

Eligibility Criteria: Serves individuals with mental illness and psychiatric needs.

Days and Hours Open: ACCESS telephone line: 7 days a week, 24 hours a day
Clinic hours: Monday through Friday 8:00 AM to 5:00 PM

Languages Spoken: ACCESS line: English. All languages can be accommodated through a translation service. Clinic referrals are based on attempts to meet specific language needs.

Translators: Yes
Cost of Service: No charge for information and referral. Clinic fees may vary. Medicare and Medi-Cal accepted. Call for further information.

Additional Information: The Public Guardian provides a vital service to persons unable to properly care for themselves or who are unable to manage their finances. The service is provided through a legal process known as conservatorship. Persons in need of conservatorship are physically or mentally disabled to the point where they cannot utilize community services and resources. They usually have no family or friends able or willing to help. Conservatorship services are also provided through the Department’s Public Guardian Office at (213) 974 -0515.

Agency Name: Mental Health Services Division
Bienvenidos Children’s Center, Inc.

Reference (i.e. Legal, etc.): Mental Health

Address: 255 N. San Gabriel Blvd.
Pasadena CA 91107

Phone Number: (626) 696-1270
Fax Number: (626) 798-2622

Web site: www.bienvenidos.org

Geographic Area Served: Geographic area is not limited but families must provide transportation.

Services Provided: The Mental Health Services Division provides therapeutic individual and family counseling, serving children and young adults, ages 0-21 years old, who present a variety of emotional and behavioral difficulties, such as anxiety, child abuse trauma, depression, eating disorders, hyperactivity impulse control, reactive attachment, school adjustment and performance, separation anxiety, self injurious behaviors, and sexual acting out. Therapeutic services include Individual & Family Therapy, Group Therapy, Dyadic Therapy, Targeted Case Management, Psychiatric Services, Crisis Intervention, and Mental Health Rehabilitation Service. In addition to the services above, Bienvenidos provides access to medical services, family support services, and long-term planning for children and families.
**Eligibility Criteria:**
For eligibility criteria, call the number above for details. Different programs may have different eligibility criteria. Before going to the intake meeting, obtain a list of records and paperwork you will need to bring.

**Days and Hours Open:**
Monday through Friday 9:00 AM to 5:30 PM

**Languages Spoken:**
English and Spanish

**Cost of Service:**
Free. Donations are accepted.

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**Agency Name:** California Coalition for Youth, State of California

**Reference: (i.e. Legal, etc.)** Mental Health

**Address:**
P.O. Box 161448
Sacramento, CA 95816

**Phone Number:**
California Youth Crisis Line: (800) 843-5200

**Web Site:**
http://calyouth.org

**Agency Contact:**
Hotline staff

**Geographic Area Served:**
State of California

**Services Provided:**
Crisis line for youth ages 12-24 and any adults who are having problems with youth. Thoughts of suicide, depression, bullying, health and identity questions, trauma, human trafficking or any teen-related struggle are discussed with a crisis counselor in confidence and without judgment. Referrals are made to programs in the caller’s immediate area for more long-term services such as suicide prevention services, medical services and counseling.

**Eligibility Criteria:**
Youth ages 12-24 living in California and families in crisis struggling with ten-related struggles.

**Days and Hours open:**
7 Days a week, 24 hours a day

**Languages:**
English and Spanish

**Translators:**
Yes

**Cost of Service:**
Free
<table>
<thead>
<tr>
<th><strong>Agency Name:</strong></th>
<th>Child and Family Guidance Center, Family Stress Center</th>
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<tbody>
<tr>
<td><strong>Reference (i.e. Legal, etc.):</strong></td>
<td>Mental Health</td>
</tr>
</tbody>
</table>
| **Address:** | 9650 Zelzah Ave.  
Northridge, CA 91325 |
| | 8550 Balboa Blvd Suite 150  
Northridge, CA 91325 |
| | 6851 Lenox Ave. Suite 500  
Van Nuys, CA 91405 |
| **Phone Number:** | Zelzah Center: (818) 993-9311  
Balboa Center: (818) 830-0200  
Lenox Center: (818) 739-5400 |
| **Fax:** | (818) 993-8206 |
| **Web site:** | www.childguidance.org |
| **Geographic Area Served:** | Los Angeles County |
| **Services Provided:** | Outpatient child guidance center, comprehensive mental health center for children from birth to age 21 for all of whom have either behavioral, emotional, and/or mental health challenges |
| **Eligibility Criteria:** | Children who are at risk from abuse or rejection. |
| **Days and Hours Open:** | Zelzah Center: Monday through Friday 8:30 AM - 6:30 PM  
(But will stay open until all appointments are finished) |
| | Balboa Center: Monday through Thursday 8:30 AM - 8:00PM and Friday 8:30 AM-5:30 PM |
| | Lenox Center: Monday through Thursday 9:00 AM-8:00 PM and Friday 9:00 AM - 5:00 PM |
| **Languages Spoken:** | English and Spanish |
| **Cost of Service:** | Our graduated fee scale varies according to program and ranges from no cost to full cost of care. We accept payment from Medi-Cal only. |
Agency Name: Didi Hirsch Community Mental Health

Reference (i.e. Legal, etc.): Mental Health

Address: 4760 Sepulveda Blvd.
Culver City, CA 90230

Phone Number: Call Toll Free: (888) 807-7250
Information: (310) 390-6612
Crisis line: 1-800-273-8255
TEEN LINE (TEENS Helping TEENS)
310-855-4673 or TEXT TEEN to 839863
6pm-10pm nightly

Fax Number: (310) 751-5377

Web site: www.didihirsch.org

Geographic Area Served: Los Angeles County (See site locations in City of Los Angeles)

Services Provided: Didi Hirsch transforms lives by providing quality mental health and substance abuse services in communities where stigma or poverty limit access. Didi Hirsch Community Mental Health Center offer the following services: Outpatient Mental Health Services, Youth Substance Abuse, School-based Services, and assistance to abducted Children and their Families.

Eligibility Criteria: Must have Medi-Cal and live in Los Angeles County. Senior Citizens must have Medi-Cal or Medicare. These clients are served as long as they are able to come to local offices.

Days and Hours Open: Appointments: Monday through Friday 8:30 AM to 5:00 PM.
Culver City office only: Monday through Thursday 8:00 AM to 8:00 PM, Friday 8:00 AM to 5:00 PM.

Languages Spoken: English and Spanish

Translators: Yes

Cost of Service: Medi-Cal or Medicare pay for the services
Additional Information:
The following centers are located in the City of Los Angeles. And the offices offer different services, so must call to gain knowledge on the several services offered.

**Metro Center**
672 South Lafayette Park Place
Suite 6
Los Angeles, CA 90057
Children and Family Therapy
Phone: (213) 381-3626
Monday through Friday
8:30 AM to 5:00 PM

**Manchester Center**
1328 W. Manchester Ave.
Los Angeles, CA 90044
Phone: (323) 778-9593
Monday and Thursday
8:00 AM to 8:00 PM
Tuesday and Wednesday
9:00 AM to 7:30 PM
Friday 9:00 PM to 5:00 PM

**Mar Vista**
12420 Venice Blvd. Ste.200
Los Angeles, CA 90066
Phone: (310) 751-1200
Monday - Wednesday
8:30 AM to 8:00 PM
Tuesday through Thursday
8:30 AM to 7:00 PM
Friday 8:30 AM to 5:00 PM
<table>
<thead>
<tr>
<th>Agency Name:</th>
<th>Genesis, Los Angeles Countywide Older Adult Programs, Department of Mental Health</th>
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</thead>
<tbody>
<tr>
<td>Reference: (i.e. Legal, etc.)</td>
<td>Mental Health</td>
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</table>
| Address: | 550 South Vermont Avenue, 6th floor  
Los Angeles, CA 90020 |
| Phone Number: | (213) 351-7284  
(800) 854-7771 24 hour Mental Health Access for clinical information |
| Fax Number: | (213) 427-6161 |
| Web site: | http://dmh.lacounty.gov |
| Geographic Area Served: | County of Los Angeles |
| Services Provided: | Mobile mental health and health services are provided to frail homebound adults 60 year of age and older. Genesis also provides health and mental health screenings and assessments, short-term treatment intervention, connection to services, information and referral, telephone consultation, community education, professional training and graduate student placement. |
| Eligibility Criteria: | Adults 60 years and older with severe and persistent mental health problems. |
| Days and Hours open: | Monday through Friday 9:00 AM to 5:00 PM, except holidays and some service hours may vary |
| Languages Spoken: | Armenian, English, Persian, Spanish, and Yiddish |
| Translators: | No |
| Cost of Service: | No charge to those who qualify for our services |
| Additional Information: | All County Mental Health clinics also provide services to individuals, including older adults, with severe and persistent mental illness. |
Agency Name: Elder Abuse Prevention Program, WISE Senior Services

Reference: Mental Health

Address: 1527 4th Street, Suite 250
Santa Monica, CA 90401

Phone Number: (310) 394-9871
Fax Number: (310) 395-0863
Web site: http://www.wiseandhealthyaging.org

Geographic Area Served: Greater Los Angeles County

Services Provided: The Elder Abuse Prevention Program educates professionals and the community about identification, detection, reporting and prevention of elder abuse. This program aims to raise public awareness and understanding about the often hidden problems of elder abuse. Educational presentations on elder abuse prevention are provided through the City and County of Los Angeles.

Eligibility Criteria: Open to anyone in the City of Los Angeles and Los Angeles County

Days and Hours open: Monday through Friday 8:30 AM to 5:00 PM

Languages Spoken: English, Spanish

Translators: No

Cost of Service: Free

Additional Information: To report Elder Abuse call the Elder Abuse Hotline at (877) 477-3646
Agency Name: National Alliance for the Mentally Illness (NAMI) Los Angeles

Reference (i.e. Legal, etc.): Mental Health, Support Groups

Address: NAMI Westside L.A.
824 Moraga Drive
Los Angeles, CA 90049

Phone Number: (310) 889-7200

Web site: www.namila.org

Geographic Area Served: Los Angeles County

Services Provided: Information and referral, education and support groups to families of people with mentally illness. NAMI has consumer groups for adults with mental illness. Local affiliates carry out the national mission of assisting family, friends and others concerned about people with severe mental illnesses such as major depression, bipolar, obsessive compulsive, anxiety disorders and schizophrenia. Free 12 week family-to-family psycho-biological education course offered year-round. Support groups and educational presentations are held at local affiliates.

Eligibility Criteria: Serves mainly family, friends, and concerned persons of individuals with mental illness.

Days and Hours Open: Office hours: Monday- Friday 9:00 AM to 5:00 PM. Check with affiliates for their days and hours of operation. Telephone calls and messages are received all day. Someone will call back in 24 hours.

Languages Spoken: English, Spanish, and some Asian Pacific Language within County affiliates

Translators: No

Cost of Service: Free

Additional Information: Call the office for the number of the Los Angeles County affiliate group nearest you.
Agency Name: Southern California Indian Center Inc.

Reference: (i.e. Legal, etc.) Mental Health, Advocacy, Social Services

Address: Los Angeles Office
400 Continental Blvd. 6th floor
El Segundo, CA 90245

Phone Number: (213) 387-5772
Fax Number: (213) 387-9061
Website: www.indiancenter.org

Agency Contact: Outreach Coordinator- Susie Jensen

Geographic Area Served: Los Angeles County and Orange County

Services Provided: Services include counseling for children and families, health and wellness services, court advocacy, In-Home Supportive Services (IHSS), parenting education, senior socialization and meals, employment and training (Title I) and home safety checks

Eligibility Criteria: Must live in Los Angeles County and Orange County. Mainly serves American Indians, Native Alaskans, and Native Hawaiians. The source of funding determines the population served. For more details call (213) 387-5772

Days and Hours open: Monday through Friday 8:30 AM to 5:30 PM

Languages Spoken: English, Tribal Languages, Spanish

Translators: No

Cost of Service: Free

Additional Information: Other services include: Services for American Indian Seniors, job training, and tutoring. No formal kinship program, but still helps the elderly.
Agency Name: Aviva Family and Children Services, Therapeutic Behavioral Services (TBS)

Reference: (i.e. Legal, etc.) Mental Health

Address: 7120 Franklin Ave.
Los Angeles, CA 90046

Phone Number: (323) 876-0550

Web site: http://www.avivacenter.org

Geographic Area Served: County of Los Angeles

Services Provided: Community Mental Health Services meet the needs of children and families where they are most comfortable. Our team of therapists and case managers create a collaborative approach between the client, the family and the professional staff. Programs include:

- Support at 22 schools in the Los Angeles Unified School District
- Out-Patient Community Mental Health Services
- Therapeutic Behavioral Services
- Parent-Child Interaction Therapy
- Juvenile Hall and the Juvenile Justice Program

Eligibility Criteria: Must be a Full Scope Medi-Cal beneficiary, under age 21, and meet both medical necessity and “service need” criteria.

Days and Hours open: Monday-Thursday 8:30 – 6pm and Friday 8:30-5pm

Languages Spoken: English and Spanish


Additional Information: If you think your child could benefit from TBS talk with your child’s mental health provider (psychiatrist, case manager, therapist), or call the County Mental Health line at 800-854-7771.
Agency Name: Uplift Family Services

Reference: (i.e. Legal, etc.) Behavioral Health, Mental Health

Address: Hollygrove Campus
915 North El Centro Avenue
Los Angeles, CA  90038

Phone Number: (323) 463-2119

Website: https://upliftfs.org

Geographic Area Served: Los Angeles County

Services Provided: The Los Angeles Region, anchored by the Hollygrove campus in the heart of Hollywood, helps the most vulnerable children and families in the Metro and South Los Angeles communities. This region offers the following services: Camp Hollygrove (5-day therapeutic recreation camp), Endless Summer (therapeutic after-school program for children ages 6 to 13 in Los Angeles County), Family Search & Engagement, Full Service Partnerships, Intensive Field Capable Clinical Services, Outpatient Mental Health Services, Parent Institute, School-Based Mental Health and Wraparound.

Eligibility Criteria: Must have Medi-Cal and ages 0-18 and adults

Days and Hours open: Monday- Friday 9:00am to 5:00pm

Languages Spoken: English and Spanish

Translators: All languages provided by translators


Additional Information: If you think your child could benefit from behavioral health services talk with your child’s mental health provider (psychiatrist, case manager, therapist), or call the County Mental Health line at 800-854-7771.
Unfortunately, the reasons you have taken on the responsibility for raising your relative child(ren) may have a direct relationship to their special needs and disabilities. Your kinship care experience may include dealing with children who have physical, emotional, cognitive and/or learning disabilities. A child's feelings of abandonment, lack of health care, or death or chronic illness of a parent can turn into behavioral and emotional problems. Drug-addicted parents have a high probability of giving birth to children with physical and learning disabilities.

You may hear the term “developmental disability” used in relation to the child in your care. This can be a combination of cognitive, emotional, and/or physical disability. Examples of developmental disability include failure to grow and develop in the normal range, and language delays.

Children with special health care needs are those who have, or are at risk for, a chronic physical, developmental, behavioral or emotional condition and who also require health and related services of a type or amount beyond that required by children generally.

A child with one or more disabilities meets the definition of a “child with special needs”. A disability is an impairment, or loss of function of a body part or organ, to a degree that interferes with full functioning and normal, healthy development. Disabilities may be classified as physical, mental/cognitive, developmental, or emotional. These conditions are not curable. They are chronic, lived with and managed on a daily basis. A disability may have acute episodes or the condition may develop, such as in the case of asthma, from one phase into another. These children have no days off or vacation time from their disabilities. Their management is 24 hours a day, every day of the year. This means that their caregivers are also on-duty 24 hours a day. You may feel taxed physically, emotionally, mentally, and/or financially, no matter what level of severity describes the child's disability. Caring for special needs children means facing many challenges in meeting their needs, as well as the needs of the whole family.
Under federal law, every child in public school has the right to receive an education suited to his or her special needs. This means that any student with a disability is entitled to receive free and appropriate public education in the least restrictive environment.

If you think or are told that your grandchild/relative child has a disability and would benefit from special services, be sure to ask your child’s teacher, or any social worker helping you, how to go about obtaining an evaluation. This evaluation is called an **IEP - Individualized Education Plan**. The results of the evaluation are used to find out what your grandchild’s individual needs are and if, in fact, he or she has a disability. Ask the teacher or principal for a written description of the IEP Program at the school. Request that your child be tested and ask if there are any forms that you need to sign in order to get the process started.

Remember that working well with specialists helps you get your child the services he or she needs. Communicate openly with them. Tell them about your child’s behavioral patterns, medical history, strengths and weaknesses. Offer insights about your family’s needs, values and supports. Be sure to ask any questions and voice any suggestions or concerns you have. If working with a specialist seems overwhelming, ask a friend or relative to help you express concerns and get information. If you have considerable trouble getting the help you need, you may turn to an advocacy group or legal organization such as Protection and Advocacy, Inc. or the Disability Rights Legal Center on pages 116 and 114 respectively.

It is important to keep copies of all your child’s medical and educational test results, progress reports and other paperwork.

A helpful resource in working with the school is the PTA (Parent Teacher Association) or any other group that works with the child’s home/caregiver and the school. It’s usually called the PTA or PTO (Parent Teacher Organization) but may have another name. Get involved in the PTA – become a member and go to the meetings. Get to know the members of the PTA. It is easier to get help when people know who you are! Find out if there are PTA members who can help you access special services and programs (such as the IEP) or who can serve as an advocate for you at meetings. Ask about classes to help relative caregivers and parents learn more about what children are doing in school and how to help them with their homework.

You may feel that you don’t have the time or energy to participate in the PTA. However, it is another form of networking that may help you understand the education system and feel more competent in your parenting.
<table>
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<tr>
<th><strong>Agency Name:</strong></th>
<th>Child Development Institute (CDI)</th>
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<tr>
<td><strong>Reference:</strong> (i.e. Legal, etc.)</td>
<td>Disability, Education, Mental Health, Physical Health</td>
</tr>
</tbody>
</table>
| **Address:** | 6340 Variel Ave., Suite A  
Woodland Hills, CA 91367 |
| **Phone Number:** | (818) 888-4559 |
| **Fax Number:** | (818) 888-4005 |
| **Web site:** | www.childdevelopmentinstitute.org |
| **Agency Contact:** | Emily Ormond |
| **Geographic Area Served:** | San Fernando Valley, call for further details. |
| **Services Provided:** | Free community play and learning space in Canoga Park, CA open to young children of all abilities, ages 0-6 years old, and families. Interdisciplinary intervention program providing services for children and their families throughout the San Fernando Valley. Customized training programs and consultations using a reflective practice model with an emphasis on social-emotional development. Assessment and Evaluation, Speech and Language, Occupational, Sensory Integration and Physical Therapy. Developmental support services, Child and Family counseling, Therapeutic groups and feeding therapy. |
| **Eligibility Criteria:** | Serves Children from birth to 5 years and parents |
| **Days and Hours open:** | Monday through Friday 8:00 AM to 5:00 PM  
Saturday: 8:00 AM to 2:00 PM |
<p>| <strong>Languages Spoken:</strong> | English |
| <strong>Cost of Service:</strong> | CDI accepts private insurance and is a vendor for the North Los Angeles County Regional Center. CDI also provides contracted NPA services throughout the Los Angeles Unified School District and other school districts as well. |</p>
<table>
<thead>
<tr>
<th><strong>Agency Name:</strong></th>
<th>Disability Rights Legal Center</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reference (i.e. Legal, etc.):</strong></td>
<td>Disability, Information and Referral, Advocacy</td>
</tr>
</tbody>
</table>
| **Address:** | 350 South Grand Avenue. Suite 1520  
Los Angeles, CA 90071 |
| **Phone Number:** | Option Intake Line: (213) 736-1031  
Toll Free: (866) 999-3752 |
<p>| <strong>Fax Number:</strong> | (213) 736-1030 |
| <strong>Web site:</strong> | <a href="http://drlcenter.org">http://drlcenter.org</a> |
| <strong>Email:</strong> | <a href="mailto:DRLC@drlcenter.org">DRLC@drlcenter.org</a> |
| <strong>Geographic Area Served:</strong> | Southern California |
| <strong>Services Provided:</strong> | DRLC maintains two specialized programs that focus on areas of pressing concern: 1.) people with disabilities and 2.) those affected by cancer (DRLC does not provide legal representation on the following types of cases: criminal, employment, domestic violence, personal injury, consumer fraud, bankruptcy, evictions or foreclosures, applications or appeals for public benefits, wills/estates/trusts/conservatorships) |
| <strong>Eligibility Criteria:</strong> | Each program at the Center has specific eligibility criteria. Serves parents who have children with disabilities or anyone with disabilities who has legal issues. |
| <strong>Days and Hours open:</strong> | Monday through Friday 9:00 AM to 5:00 PM |
| <strong>Languages Spoken:</strong> | English, Farsi, and Spanish |
| <strong>Translators:</strong> | Will accommodate other languages when needed |
| <strong>Cost of Service:</strong> | No cost |
| <strong>Additional Information:</strong> | The Disability Rights Center provides mediation, facilitation, and conciliation services to persons with disabilities, those who have conflicts involving a person with a disability, and persons who are facing disability questions. |</p>
<table>
<thead>
<tr>
<th><strong>Agency Name:</strong></th>
<th><strong>Disability Rights California, State of California</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reference (i.e. Legal, etc.):</strong></td>
<td>Disability, Legal Services, Information and Referral, Advocacy</td>
</tr>
</tbody>
</table>
| **Address:** | 350 South Bixel Street, Suite 290  
Los Angeles CA 90017 |
| **Phone Number:** | 1 (800) 776-5746 or (213) 213-8000 |
| **Fax Number:** | (213) 213-8001 |
| **Web site:** | [http://www.disabilityrightsca.org](http://www.disabilityrightsca.org) |
| **Geographic Area Served:** | County of Los Angeles, County of San Bernardino, Santa Barbara County, Ventura County and Kern County. |
| **Services Provided:** | Information & Referral, technical assistance, legal representation, investigation of abuse and neglect of persons with psychiatric and/or developmental disabilities. PAI will assist and help people with their IEP through an attorney or/and advocate. Assists clients in accessing new technology so they can live fuller and more independent lives (technical assistance). Once you call the number above, you must leave your name and number. An information advocate will return your call, generally within three business days. The information specialist will talk to you about issues and concerns and then refer you to an advocate or an attorney. An individualized plan is made for each client according to his or her needs/issues. PAI provides advocacy for people who are eligible for SSI, SSDI, or continuation of Medicare or Medicaid (Medi-Cal) based on a disability. |
| **Eligibility Criteria:** | Services are available to persons with psychiatric and/or developmental disabilities. No age criteria apply. |
| **Days and Hours Open:** | Monday through Friday 9:00 AM to 5:00 PM  
Intake line: 9:00 AM to 4:30 PM |
| **Languages Spoken:** | English, Spanish, Arabic, and American Sign Language |
**Translators:**  
Translator service available for other languages.

**Cost of Service:**  
No fees for services, but PAI does accept donations which helps cover the cost of services and continuation of services in the future.

**Additional Information:**  
For Regional Center clients who need the services above, call OCRA, Office of Clients Rights Advocacy at (800) 390-7032. 

Individuals with psychiatric disability or emotional impairment who are currently in one of the four state psychiatric hospitals (Metropolitan, Atascadero, Napa, or Patton), can call the Office of Patients’ Rights (OPR) at 1-(800)776-5746. OPR is contracted with the California’s Department of Mental Health.

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**Agency Name:** Frank D. Lanterman Regional Center, State of California

**Reference (i.e. Legal, etc.):** Disability, Social Services

**Address:**
3303 Wilshire Blvd., Suite 700  
Los Angeles, CA 90010

**Phone Number:**
(213) 383-1300

**Fax Number:**
(213) 383-6526

**Web site:**
www.lanterman.org

**E-mail:**
kyrc@lanterman.org

**Geographic Area Served:** Central Los Angeles, Glendale, Wilshire, Hollywood, Pasadena, Burbank, Eagle Rock, La Cañada-Flintridge and La Crescenta.

**Services Provided:** The Center is the coordinating hub for the developmental services system and, as such, is a critical partner with clients, families, service providers, local communities and governments in their efforts to support people with developmental disabilities to live independent, productive and satisfying lives as active members of their communities. Services provided by Lanterman include: information and
referral; assessment and diagnosis; lifelong individualized planning and service coordination linking people with services; early intervention services for at-risk infants and their families; and advocacy for the protection of legal, civil and service rights. Lanterman's Koch-Young Resource Center also features a multimedia resource library, family support, and education and training.

**Eligibility Criteria:**

To be eligible for regional center services, the disability must begin before the person’s 18th birthday, be expected to continue indefinitely and present a significant disability. Also, the disability must be due to one of the following conditions:

- Autism
- Cerebral palsy
- Epilepsy
- Mental retardation
- Disabling conditions closely related to mental retardation or requiring similar treatment.
- Infants and toddlers (ages birth-to-three) who are at risk for a developmental disability, or who have a developmental delay may also qualify for services.
- Individuals at risk of having a child with a developmental disability may be eligible for referral for genetic diagnosis, counseling and other prevention services.

Developmental disability does not include other conditions that are solely attributable to a psychiatric, physical or learning disability.

**Days and Hours Open:**

Monday through Friday 8:00 AM to 5:00 PM

**Languages Spoken:**

Armenian, English, Korean, Spanish

**Translators:**

Yes

**Cost of Service:**

Free to eligible individuals and their families.

**Additional Information:**

To apply for services from a Regional Center, call the number for the Center in your area and ask for “intake”.

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harbor (Torrance)</td>
<td>(310) 540-1711</td>
</tr>
<tr>
<td>East Los Angeles</td>
<td>(626) 299-4700</td>
</tr>
<tr>
<td>South Central Los Angeles</td>
<td>(213) 744-7000</td>
</tr>
<tr>
<td>Lanterman (Mid-Wilshire)</td>
<td>(213) 383-1300</td>
</tr>
<tr>
<td>Culver City</td>
<td>(310) 258-4000</td>
</tr>
<tr>
<td>Chatsworth</td>
<td>(818) 778-1900</td>
</tr>
</tbody>
</table>
Education

Education is a pathway by which we can put aside that which is not useful and forge ahead with what seems to help us. As a relative caregiver one may never know what information might be most helpful or, if we set it aside, when it may be helpful.

Education has been defined as:

- Activities of education imparting knowledge or skill
- Knowledge acquired by learning and instruction
- A gradual process of acquiring knowledge
- Experiences that prepare us for life

Some community services have an educational component to them. For example, Women, Infant, and Children (WIC) provides education about nutrition and healthy ways to prepare food. Home Secure – Although it is primarily a home repair/rehabilitation program provides a small amount of information about home safety.

Within this Resource Guide you will also find programs and organizations that make it their main business to educate. For example, Los Angeles Unified School District prepares children for life through learning, and the Kinship Education, Preparation and Support Program (KEPS), teaches relative caregivers how to handle their acquired parenting role.

Agency Name: Early Childhood Education Division
Los Angeles Unified School District (LAUSD)

Reference (i.e. Legal, etc.): Education, Child Care

Address: 333 S. Beaudry Ave., 24th Floor
Los Angeles, CA 90017

Phone Number: Information Line: (213) 241-1000
Also see specific program numbers below.

Web site: www.lausd.net

Agency Contact: Information line staff

Geographic Area Served: Los Angeles County
**Services Provided:**
Early Education Centers are high quality developmentally appropriate preschool programs that address the social-emotional, physical and cognitive needs of the population served. The mission and beliefs of ECED outlines a commitment and responsibility to the diverse cultural and linguistic needs of children and families.

**Eligibility Criteria:**
Must live in LAUSD area (750 thousand square miles). Children ages 2 through 4 are served at most centers.

**Days and Hours Open:**

**Early Childhood Centers**
Monday through Friday 8:00 AM to 5:00 PM

**School Readiness - SRLDP** Information line open Monday through Friday 7:30 AM to 5:00 PM. School Program hours vary by location. Call the number above to contact your local school for details.

**State Preschool Program**
Monday through Friday 8:00 AM to 11:00 AM and 12:00 PM to 3:00 PM. Hours may vary, contact your local school for specific details. Each day is made up of two 3-hour sessions regardless of what school is attended.

**Languages Spoken:**
English and Spanish

**Translators:**
Yes

**Cost of Service:**
Varies through programs

**Additional Information:**
Families at or below 70% of state median income, family or child must have a qualifying need such as employment, training, seeking employment, etc. Fees may be required, based on gross family income.
Social Services generally refer to the delivery of essential services, utilizing city, county and community resources. Social services are often delivered by social workers and/or other personnel. The wide array of resources and activities may include information and referrals, financial assistance, health care, counseling, legal and other types of services needed to maintain the capacity of individuals to live independently and safely in the community. Most of the organizations listed in this Resource Guide provide one or more specific services. Some of them provide so many services that they do not fit easily into any one specific category. Use the Cross Reference Index for a complete listing of related services.

Agency Name: Bienvenidos Children’s Center, Inc

Reference (i.e. Legal, etc.): Social Services, Family Resource Center

Address: 255 N. San Gabriel Blvd.
Pasadena CA 91107

Phone Number: (626) 696-1270

Web site: http://www.bienvenidos.org

Agency Contact: Intake staff

Geographic Area Served: Greater East Los Angeles area. Services are also provided in several other locations - call for further details and to find services near you.

Services Provided: Through various Bienvenidos Family Resource Centers, we offer numerous community-based programs and services. We provide mental health services and a family preservation program, among other crucial resources. Another program we provide is Foster Care and Adoptions. Home-based family care (formerly known as foster care) is an opportunity to provide children, who have experienced trauma, a place to call home. We turn obstacles into opportunities to restore hope and honor the inherent integrity of each individual in every family.
### Eligibility Criteria:
Eligibility criteria varies with the program. Some programs are open, for others you must live in certain zip codes or be a certain age, and still others have different eligibility guidelines. For information call the phone number above.

### Days and Hours Open:
Monday through Friday 8:30 AM to 5:00 PM

### Languages Spoken:
English and Spanish

### Cost of Service:
No Fee or some are paid by Medi-Cal or health insurance.

### Additional Information:
Services may vary based on location.

---

| Agency Name: | Department of Children and Family Services, DCFS County of Los Angeles |
| Reference (i.e. Legal, etc.): | Social Services, Financial Assistance |
| Address: | 425 Shatto Place  
Los Angeles, CA 90020 |
| Phone Number: | Public Information Line: (213) 351-5602  
Kinship Warm line (MYGRAND): (888) 694-7263  
Child Abuse Hotline: (800) 540-4000 |
| Fax Number: | If you need to fax information in to DCFS, ask for the department’s or social worker’s specific fax number. |
| Web site: | [http://dcfs.co.la.ca.us](http://dcfs.co.la.ca.us) |
| Geographic Area Served: | County of Los Angeles |
| Services Provided: | Children and families served by DCFS are eligible for a wide array of services ranging from physical and mental health to financial assistance. Entry into DCFS system may be voluntary or court ordered due to child abuse or neglect. |
| Eligibility Criteria: | Criteria vary among the many types of services within the DCFS system. Upon the initial assessment and assignment to your specific social worker, one can find out about eligibility in further detail. |
**Days and Hours Open:** Monday through Friday 8:00 AM to 5:00 PM

**Languages Spoken:** English and Spanish

**Translators:** No

**Cost of Service:** Depending on cases and the services needed the fees may vary

**Additional Information:** If you are a relative caregiver in the DCFS system, you may be eligible for **Youakim Payments**. The court case Youakim vs. Miller granted relative caregivers access to federal funds through the foster care program. Your assigned DCFS social worker will help fill out the Youakim application if you and the child meet specific criteria. The application is routed through to the eligibility office where it is determined if you will receive Youakim Payments.

Youakim benefits are monthly payments given to relatives who are caring for a child in the foster care system. To qualify for benefits the child must have been eligible for CalWORKs when DCFS or the Probation Department removed the child from the parent’s home. The amount of the monthly payment for the child is based on the child’s age and whether the child has emotional, behavioral, medical or developmental problems. If the child has special medical needs, he or she is eligible for additional assistance above the basic foster care rate. The additional assistance is called “D” or “F” rate. The monthly amount increases as the child gets older (2002 Relative Caregiver’s Companion: A Guide to Kinship Care Resources in Los Angeles).

**Guardianship Assistance Payment Program Kin-GAP**
The purpose of the Kin-GAP program is to create an option for relative-caregivers to have permanent placement of their relative children. Relative caregivers may be granted legal guardianship by the Dependency Court and to allow the termination of dependency court jurisdiction. At this point the involvement of the foster care system ends. Social worker meetings and child services are terminated and the relative caregiver becomes a “Kinship Only” active DCFS case. Relative caregivers may choose this option when the following apply: 1) It is determined that reunification with parents has failed or the child will not be returning to the home of his or her birth parents. 2) The child and the relative have a stable, ongoing relationship for 12 months or longer. 3) The relative is identified as the most appropriate permanent placement for the child after a formal
assessment. 4) The relative is unwilling to move forward with adoption proceedings. 5) The relative has made a permanent commitment to the child and the child is functioning optimally. 6) The family, relative or child has no need for ongoing supervision or supportive services from the local child welfare agency. The Dependency Court may then grant legal guardianship to the relative caregiver, at which point the involvement of the foster care system ends. Social worker meetings and child services are terminated and the relative caregiver becomes a “Kinship Only” active DCFS cases. For example the Department of Children and Family Services would cease to do home visits and provide care management and arrangement of services to the child and his or her family.

The foster care system believes that giving children permanent placement through Adoption, Kinship Adoption or Guardianship with Kin-GAP is best for children who are not being reunited with birth parents. Permanent placement decisions are made by a judge with recommendations from the social worker and the child’s attorney. The relative caregiver can choose to have legal representation in court. In California, the law requires county child welfare departments to make quick decisions about permanent placement of children under the age of three. Children over the age of three are believed to be more adaptive to change in caregivers.

The Kin GAP program was not established to mandate relative caregivers into guardianship or permanent placement.

Kin-GAP payments become available to relatives who meet the following conditions:

- Care for a child in the formal foster care system.
- Have been caring for the child for longer than 12 months.
- Have been assessed by the county child welfare department.
- No longer need the supervision of a social worker or the courts.
- Are ready and able to leave the foster care system.
- Have taken legal guardianship of the child.

When it is determined that the DCFS relative caregiver case is stable and the parent was receiving AFDC for the child upon the opening of the DCFS case, the relative caregiver is also eligible to receive Kin-GAP financial assistance. Kin-GAP assistance includes receiving a payment equal to the foster care rate in your country, Medi-Cal coverage for the child in
your care, and the child being eligible for Independent Living Program services when he or she becomes 16.

- Relative caregivers must be citizens of the United States or have a Green Card to be in the United States.

- Minors receiving SSI are not eligible for the KIN-GAP Program.

- Minors must graduate from high school by age 19 or they will be terminated from the program at age 18.

- In order to be accepted to Kin-GAP, the child/minor must agree to comply with Independent Living Program, which they start at age 16.

Kin-GAP may not be appropriate for relative caregiver families who continue to need child services due to physical, emotional or educational deficits. The relative caregiver would then have to navigate services by themselves instead of having the social worker’s assistance. Be sure to explore all available options.

For more complete information about Youakim Payments and Kin-GAP, please call the phone numbers listed above.

If you are considering voluntary entry into the DCFS system, it is suggested that you seek legal consultation and support services from one of the organizations and/or support groups listed in this Resource Guide. This will assist you in exploring all options prior to contacting DCFS.

The Department of Public Social Services, DPSS, may provide services and/or financial assistance to relative caregivers who qualify and are not in the DCFS system. More detailed information can be obtained about DPSS beginning on page 37.

**Approved Relative Caregiver (ARC) Program**

caregivers who are not currently eligible for Aid to Families with Dependent Children–Foster Care (AFDC-FC). The ARC program provides approved relative caregivers, with whom an eligible child is placed, the opportunity to receive payments equal to the basic Foster Care rate.

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. Such a child must reside in California and be under the jurisdiction of the California juvenile court. The ARC payment will include a portion of CalWORKs funds unless the child does not qualify for CalWORKs. Although CalWORKs is one of the funding sources for the ARC Program, eligibility for the CalWORKs Program is not a requirement for receipt of the ARC payment. An otherwise eligible child who does not meet the CalWORKs income and property requirements specified on the ARC Program application can still participate in the ARC Program. However, each ARC-eligible child must be assessed for CalWORKs eligibility in order to determine if CalWORKs funds can be utilized in the child’s ARC payment.
Child care may be a necessity for you to continue employment or to give yourself time off to address health problems so you can continue in your relative caregiving role. You may need a daily part-time or all day program, or just a few days or hours each week. You may want to find out about summer camps or in-home help.

Most communities have several forms of child care available, including full or part-time day care, nursery school and after school programs. Quality, rates, times and days vary. Some day care is subsidized, others may have a sliding fee scale according to your ability to pay, or offer scholarships.

If you are caring for a toddler or pre-school child, the early years are a time of rapid growth and development. Children have immense energy, endless new things to explore and many skills to master. A good early childhood program should nurture development on all levels. Older children may need help with homework and the opportunity to develop new skills. Remember day care should meet both your child’s and your needs.

The following selected resources can help you begin to look for child care. There are many centers and programs that are not listed and may be a better fit for your situation. Be sure to ask for help. Talk to your local school system and ask about programs such as Head-Start. Call religious organizations to see if they sponsor child care programs. Call your local YMCA, YWCA or Jewish Community Center. Talk with other parents and relative caregivers.
<table>
<thead>
<tr>
<th><strong>Agency Name:</strong></th>
<th>ADESTE Child Care Program, Catholic Charities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reference (i.e. Legal, etc.):</strong></td>
<td>Child Care</td>
</tr>
</tbody>
</table>
| **Address:** | 1531 James M. Wood Blvd.  
Los Angeles, CA 90015  
P.O. 15095 |
| **Phone Number:** | (213) 251-3468 and (213) 251-3400 |
| **Fax Number:** | (213) 380-4603 |
| **Web site:** | www.CatholicCharitiesLa.org |
| **E-mail:** | info@CatholicCharitiesLA.org |
| **Agency Contact:** | Armine Lalain |
| **Geographic Area Served:** | City of Los Angeles, LA County |
| **Services Provided:** | Adeste is a low-cost, quality, before-and-after school child care program that offers working families affordable child care. The program helps advance economic self-reliance by giving parents the opportunity to work, knowing that their children are in a safe, nurturing environment. Adeste’s program focuses on structure, socialization, ethics and character development, while providing tutoring and extra language help for children who need it. |
| **Eligibility Criteria:** | The child must attend the school where the child care is provided. |
| **Days and Hours Open:** | Monday through Friday from school dismissal to 6:00 PM |
| **Languages Spoken:** | English and Spanish |
| **Cost of Service:** | Cost varies, depending upon the area/location of the child care. If a family cannot afford the child care, a small scholarship may be given. |
| **Additional Information:** | Child care is mainly provided in Catholic schools, although there is no requirement that children or their families must be Catholic. The El Santo Nino Community Center is one site that accepts all children from the area, including public school children. Call for more details. The ADESTE program is available in many areas of the archdiocese. Families will
be referred to the correct service area by contacting their local Catholic school, or by calling the ADESTE office at (213) 251-3468.

<table>
<thead>
<tr>
<th>Agency Name:</th>
<th>Child Care Resource Center (CCRC), San Fernando</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference: (i.e. Legal, etc.)</td>
<td>Child Care, Information and Referral</td>
</tr>
<tr>
<td>Address:</td>
<td>20001 Prairie Street</td>
</tr>
<tr>
<td></td>
<td>Chatsworth, CA 91311</td>
</tr>
<tr>
<td>Phone Number:</td>
<td>General: (818) 717-1000</td>
</tr>
<tr>
<td>Web site:</td>
<td><a href="http://www.ccrcla.org">www.ccrcla.org</a></td>
</tr>
<tr>
<td>Agency Contact:</td>
<td>Resource and Referral Staff or specify program</td>
</tr>
<tr>
<td>Geographic Area Served:</td>
<td>San Fernando Valley, Santa Clarita, Antelope Valley, Burbank, and Glendale</td>
</tr>
<tr>
<td>Services Provided:</td>
<td>Assists in finding quality licensed child care in service area. Subsidizes low-income families in paying for child care (must qualify).</td>
</tr>
<tr>
<td>Eligibility Criteria:</td>
<td>Resource and referral available to all that call in. For subsidized day care, applicants must meet certain qualifications. Please call for further detail. Day care subsidy program often has a waiting list.</td>
</tr>
<tr>
<td>Days and Hours open:</td>
<td>Monday: 8:00 AM to 7:00 PM</td>
</tr>
<tr>
<td></td>
<td>Tuesday – Friday: 8:00 AM – 5:00 PM</td>
</tr>
<tr>
<td>Languages Spoken:</td>
<td>Armenian, English and Spanish</td>
</tr>
<tr>
<td>Translators:</td>
<td>No</td>
</tr>
<tr>
<td>Cost of Service:</td>
<td>Free resource and referral; Child care paid at the rate set by the provider or the subsidized rate.</td>
</tr>
<tr>
<td>Additional Information:</td>
<td>Special services are offered to day care providers. They include a child food and nutrition program, training and outreach, assistance with licensing and accreditation for day care, a mobile toy van, and a training program to encourage careers in early childhood development.</td>
</tr>
<tr>
<td><strong>Agency Name:</strong></td>
<td><strong>Connections for Children</strong></td>
</tr>
<tr>
<td>------------------</td>
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</tr>
<tr>
<td><strong>Reference:</strong> (i.e. Legal, etc.)</td>
<td>Child Care Information and Referral</td>
</tr>
</tbody>
</table>
| **Address:** | 2701 Ocean Park Blvd., Suite 253  
Santa Monica, CA 90405 |
| **Phone Number:** | (323) 452-3325 |
| **Fax Number:** | (310) 452-3984 |
| **Web site:** | www.cfc-ca.org |
| **E-mail:** | cfc1@cfc-ca.org |
| **Agency Contact:** | Resource & Referral Staff or Alternative Payment Dept. |
| **Geographic Area Served:** | West Los Angeles |
| **Services Provided:** | Resource and Referral to licensed child care in the service area. Alternative Payment Program to subsidize child care costs for those who qualify (low-income). Call for further details. Resource library available to parents, guardians and care providers. |
| **Eligibility Criteria:** | Child must attend day care in the service area. Income requirements must be met for subsidized child care. |
| **Days and Hours Open:** | **Office hours and walk-in service:** 
Monday, Tuesday, Thursday, Friday 8:00 AM to 5:00 PM, and Wednesday 8:00 AM to 7:00 PM. 
**Counseling hours by telephone:** 
Monday through Thursday 9:00 AM to 3:30 PM and Friday 9:00 AM to 1:00 PM |
| **Languages Spoken:** | English and Spanish |
| **Translators:** | Translation limited to the languages of staff on duty |
| **Cost of Service:** | Resource and Referral services are free. Cost of child care services for those who qualify for the Alternative Payment Program is based on income, and family size. Other referred child care services are priced by individual daycare providers. |
Agency Name: Crystal Stairs

Reference: (i.e. Legal, etc.) Child Care, Information & Referral

Address: 5110 W. Goldleaf Circle, Suite 150
Los Angeles, CA 90056-1282

Phone Number: (888) kids247 or (888) 543-7247
Fax Number: (323) 421-2489 (Resource and Referral)

Web site: www.crystalstairs.org

Agency Contact: Resource and Referral Staff

Geographic Area Served: South Los Angeles, Watts, Inglewood, Hawthorne, Lawndale, Lynwood, and Gardena

Services Provided: Crystal Stairs is one of the largest private, nonprofit child care and child development agencies in California. Founded in 1980, our mission is to improve the lives of families through child care services, research and advocacy. We do this primarily by helping families find licensed child care and, for those who qualify, we can also pay for child care. We provide training, resources and technical assistance to child care providers to enhance the quality of their care and their skills to grow and sustain their businesses. They also provide a number of programs and services that support healthy living, child care advocacy, parent training and empowerment, and family economic independence.

Eligibility Criteria: Call for more information

Days and Hours open: Monday through Thursday: 9:00 AM to 4:00 PM
Friday: 9:00 AM to 2:00 PM

Languages Spoken: English and Spanish

Translators: Yes

Cost of Service: Resource and Referral is free. Resource and referral services are available to anyone who needs or utilizes day care in the service area. Child day care subsidized for those who qualify. Unsubsidized child care fees are set by the specific child care providers. For cost-of-service of other programs, please call for details.
| Agency Name: | El Santo Nino Community Center  
|             | Catholic Charities |
| Reference: (i.e. Legal, etc.) | Child Care, Financial Assistance |
| Address: | 601 East 23rd St.  
|           | Los Angeles, CA 90011 |
| Phone Number: | (213) 318-5701 |
| Fax Number: | (213) 748-9006 |
| Geographic Area Served: | South Los Angeles |
| Services Provided: | A Senior Program that provides elderly men and women workshops and exercise: Tuesday, Wednesday, Thursday 11:00 AM to 12:00 PM. Child Care Adeste operates: Monday through Friday 2:00 PM – 6:00 PM on school days and from 7:00 AM- 6:00 PM during vacation time for children ages 5-11. Youth Program that provides homework assistance/ training and athletics to youth ages 11-18. Clothing program that provides clothing to those in need: Monday through Friday 12:00 PM-6:00 PM. Taekwondo-Martial Arts for everyone ages 5 and up: Monday through Thursday from 6:00 PM – 7:30 PM. |
| Eligibility Criteria: | School Readiness Program = (ages 3 to 5 years)  
|                       | Child Care (ages 4 years 9 months to 13th birthday)  
|                       | English Second Language classes (ages 14+ years)  
|                       | Food referrals are for people who live in-between Washington, Jefferson, Main and Central Streets. |
| Days and Hours Open: | Monday through Friday 11:00 AM to 7:30 PM |
| Languages Spoken: | English and Spanish |
| Translators Available: | Yes |
| Cost of Service: | ADESTE Child Care has fees based on income. All other programs are free for those who qualify. |
Agency Name: Mexican American Opportunity Foundation

Reference (i.e. Legal, etc.): Child Care, Social Services, Information and Referral

Address: 401 North Garfield Ave
Montebello, CA 90640

Phone Number: (323) 890-9600

Web site: www.maof.org

e-mail: maofinfo@maof.org

Geographic Area Served: East Los Angeles - area determined by zip codes

Services Provided: Alternative Payment Program to subsidize child care for those who qualify. Resource and Referral line to help families find quality child care in the service area. Child Care Food Program helps day cares provide nutritious meals for children.

Other services include Information and Assistance for senior citizens and the Naturalization Program.

Eligibility Criteria: Child care programs for parents with children 13 and under.

Days and Hours open: Monday through Friday (call for times and dates for various activities). Some activities and events may be in the evening or on weekends.

Office Hours: Monday through Friday 8:00 AM to 5:00 PM

Languages Spoken: Chinese, English and Spanish

Translators: Yes

Cost of Service: Free
Agency Name: Pathways, Child and Family Services (CFS)

Reference (i.e. Legal, etc.): Child Care, Information and Referral, Disability

Address: 3325 Wilshire Blvd., Suite 1100 Los Angeles, CA 90010

Phone Number: (213) 427-2700

Fax Number: (213) 427-2701

Web site: www.pathwaysla.org

Agency Contact: Resource and Referral Staff or Alternative Payment Program

Geographic Area Served: Los Angeles County

Services Provided: Pathways is a non-profit organization working to ensure that all children have access to qualitative, developmentally appropriate, educationally stimulating child care. Pathways offers free child care referrals and assistance. Pathways may be able to assist you with Free or Reduced-Cost child care. Pathways administers several programs to assist low-income families with full or partial payment towards child care while parents work, look for work, attend school, attend training programs or meet other defined criteria. They also have a Child Development Center offers a play-based curriculum which is based on the individual needs of the child along with structured activities, providing all children with appropriate stimulation, learning and socialization opportunities. Children receive real-world experiences, learning compassion, patience and acceptance of people different from themselves.

Eligibility Criteria: No eligibility criteria for resource and referral services. The Early Childhood Intervention program for special needs children and CalWORKS have separate eligibility criteria. Call for further details.

Days and Hours Open: Resource and Referral lines are open:
Monday through Friday 8:30 AM to 5:00 PM
The Main Office is open:
Monday, Tuesday, Thursday, Friday 8:30 AM to 5:00 PM,
Wednesday 8:30 AM to 7:00 PM
Bea Gold Resource Library is open:
Monday, Tuesday, Thursday, Friday 9:00 AM to 1:00 PM.
Wednesday 8:00 AM to 7:00 PM, but must contact Resource and Referrals for this option.
<table>
<thead>
<tr>
<th><strong>Languages Spoken:</strong></th>
<th>Armenian, Cantonese, English, Korean, Mandarin, Russian, Spanish, Tagalog, and Vietnamese</th>
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</thead>
<tbody>
<tr>
<td><strong>Translators:</strong></td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Cost of Service:</strong></td>
<td>Child care costs depend on income and family. Local providers determine the cost of child care. Resource and referral is free.</td>
</tr>
<tr>
<td><strong>Additional Information:</strong></td>
<td>Training and outreach are offered to daycare providers in the service area listed above. The Training and Outreach Department also coordinates workshops on Saturdays. Call (213) 427-2710 for information regarding Saturday training appointments.</td>
</tr>
</tbody>
</table>
Play is the first and most basic notion of fun. For children it is self-expression and hands-on exploring the world. For adults it is leisure, making time to get away from the concerns and cares of everyday life. The word we use to describe these activities, recreation, comes from the Latin word recreation, which refers to restoration and recovery. Just as many of us make plans for the weekend and look forward to letting go of the stress of our daily work, so do relative caregivers need the opportunity to refresh and restore a sense of balance in their lives.

Caregivers generally do not have the option of taking a vacation from raising their relative child(ren) and respite care is seldom in plentiful supply.

Finding recreational activities is not difficult. The City of Los Angeles has many parks, the zoo, museums and other outdoor sites. The County of Los Angeles has over 63,000 acres of parks, gardens, lakes, trails and natural areas. There are many opportunities for families to enjoy free events and natural areas. Recreational activity comes in many shapes including soccer, swimming, cultural activities, museums, public libraries, beaches, theme parks, ethnic and holiday festivals and many others. These activities contribute to physical and emotional health for relative caregivers and their children. This section of the Resource Guide will help you get started in exploring the recreational opportunities in your area.
Agency Name: Department of Parks and Recreation  
County of Los Angeles

Reference (i.e. Legal, etc.): Recreation

Address:  
433 S. Vermont Ave.,  
Los Angeles, CA  90020

Phone Number:  
Main Office: (213) 738-2961  
TDD: (213) 427-6118

Fax Number:  
(213) 228-7529

Web site: http://parks.lacounty.gov

Geographic Area Served:  
County of Los Angeles and anyone who visits the parks. Parks and recreation centers are strategically located throughout the County, supplying local park needs in unincorporated County areas and several major regional facilities of Countywide interest. For information, call the telephone number listed above.

Services Provided:  
Since 1944, the Parks and Recreation Department has been meeting the diverse needs of residents and visitors from all over the world. With over 63,000 acres of parks, gardens, lakes, trail, natural areas and the world's largest public golf course system, the Department is committed to providing social, cultural and recreational activities for everyone to enjoy the whole year round. The parks include local neighborhood parks and large ones.

Eligibility Criteria:  
Parks are open to everyone. Some classes and activities may have specific age or other criteria. Call for further information.

Days and Hours Open:  
Main Office: Monday through Thursday 7:00 AM to 5:00 PM. Each county park and facility has his or her own hours of operation. Call for further information or check the web site for a listing of parks.

Languages Spoken:  
English and Spanish. Staff on hand may speak other languages.

Translators:  
No

Cost of Service:  
No cost for visiting parks. Costs for other activities vary.
| **Agency Name:** | **Department of Recreation and Parks**  
| | **City of Los Angeles** |
| **Reference (i.e. Legal, etc.):** | Recreation |
| **Address:** | 221 N Figueroa Street Suite 350  
| | Los Angeles, CA 90012 |
| **Phone Number:** | (213) 202-2700 |
| **Web site:** | www.Laparks.org |
| **Agency Contact:** | Central information line above. Referrals are made to local recreational programs and facilities by home zip code. |
| **Geographic Area Served:** | City of Los Angeles |
| **Services Provided:** | Many activities, programs and classes are available. Sports include baseball, basketball, community room, indoor gyms, outdoor gyms, seasonal pool, tennis courts, volleyball courts, handball courts, picnic areas, child play grounds, and child care. Senior Centers provide picnic areas for seniors and children, ceramics, kitchens, auditoriums, recreation rooms, television, bible study, bridge and bingo, among other activities. Summer day camps and yearly day camps are held for children and youth. Each zip code area has various facilities with some providing specific activities related to the population it serves, such as martial arts and cultural-related activity. A youth recreation program known as “L.A. Kids” provides free recreational opportunities for City youth, ages 6-18. L.A. Kids offers classes at 93 Recreation Centers, year-round sports clinics and academics, tennis, golf, boxing and conditioning programs, fine arts and mobile recreation. |
| **Eligibility Criteria:** | Open to everyone who resides in the City of Los Angeles. Certain programs within the Recreations and Parks Department may have their own specific eligibility criteria, which is often related to the age of participants. |
| **Days and Hours Open:** | Monday through Friday 8:00 AM to 5:00 PM (Central Information Line listed above). Local programs and facilities vary in hours and days of operation. Contact the specific program and facility for specific details. |
| **Languages Spoken:** | English and Spanish |
| **Translators:** | Yes |
Cost of Service: Fees vary according to recreational activity. Ask about fees for activities when contacting the specific facility or recreation program. Some programs are Free and/or supported by City funds.

Additional Information: The Central Information Line refers callers to recreational programs in their area based on the home zip code.

Agency Name: Teen'Scape, City of Los Angeles Public Library
Reference (i.e. Legal, etc.): Recreation
Address: 630 W. 5th Street
Los Angeles, CA 90071
(Level two L2 of the Goodhue Building)

Phone Number: (213) 228-7290
Fax Number: (213) 228-7349
Web site: www.lapl.org (click on teen web)

Geographic Area Served: City of Los Angeles and anyone who visits the library

Services Provided: Teen'Scape is the young adult department at the Central Library, providing teens with a place of their own to work on computers, study, read, and relax. Teen'Scape has a group study area, and more than two dozen computers where teens can do research on library databases, work on homework, or access the internet. The department also has an outstanding collection that includes young adult fiction and nonfiction, graphic novels, manga, test prep materials, college and career guides, Cliffs Notes, classic literature, popular magazines, books on CD, and DVDs.

Eligibility Criteria: Serves people 12-19 years of age

Days and Hours Open: Seven days a week, excluding holidays.
10:00 AM to 8:00 PM Monday through Thursday,
9:30 AM - 5:30 pm Friday and Saturday,
1:00 PM to 5:00 PM Sunday

Languages Spoken: English and Spanish

Translators: No

Cost of Service: No Cost
How do you get to all the places you need to go? Often with your grandchildren or other young relatives it can be a challenge. If you drive, you may only need car seats. If not, you will need to use public transportation or have help from family and friends.

Buses or the subway may be your only choice. If you have limited income and need to use public transportation often, consider buying a monthly bus pass. Ask your grandchild’s school if they supply bus passes or provide bus service. Transportation options, other than public transportation, often specify certain age criteria to ride which eliminates the child from riding with the older adult or vice versa.

Agency Name: Access Services, ADA Paratransit

Reference (i.e. Legal, etc.): Transportation

Address: P.O. Box 71684
Los Angeles, CA 90071-0684

Phone Number: (800) 827-0829 or (800) 827-1359 (TDD)

Web site: https://accessla.org

Fax: (213) 270-6057

E-Mail: cserv@accessla.org

Geographic Area Served: Los Angeles County (extends into portions of surrounding counties that are served by LA County Fixed-route bus lines)

Services Provided: Access serves individuals with disabilities who are not functionally able to utilize other public transportation (bus or train). Access is a curb-to-curb shared-ride service. It is not emergency medical or social service transportation, nor is it door-to-door or private transportation. Access Paratransit vehicles will always have the Access Logo on them.

Eligibility Criteria: To apply for services: 1) Complete and sign application; 2) Schedule an appointment by calling the Access phone number above; and 3) Bring official photo I.D. and the
application to the appointment. Eligibility, for all applicants in Los Angeles County, is determined through an in-person evaluation process. A professionally trained analyst works with an applicant to assess their basic skill functioning. The analyst may ask applicants to complete some simple tests to demonstrate functional ability. Applicants are notified by mail within 21 days if they are eligible for services. Categories of eligibility include unconditional, conditional, Trip-by-Trip, Temporary, or not eligible.

**Days and Hours open:**
Access Paratransit accepts calls for reservations 7 days a week from 6:00 AM to 10:00 PM. Operation of Access Paratransit vehicles is 7 days a week from 4:00 AM to 12:00 AM. Phone hours: Seven days a week, 24 hours a day. Transportation hours vary in different areas of Los Angeles County according to the hours of operation of public transportation system. Access generally keeps similar hours to those of the bus/public transportation. If your Access vehicle has not arrived by the scheduled pick up time plus the 20-minute on-time window, please call the same Reservations number you called to schedule your ride. Ask for an estimated time of arrival (ETA) and the vehicle number that has been assigned your trip. If the vehicle has not arrived within the given ETA, call the Access Services Operations Monitoring Center (OMC). The Operations Monitoring Center has a staff dedicated to helping Access riders with immediate service needs, including ensuring no one with a scheduled ride is left stranded away from home. The Operations Monitoring Center is open 24 hours per day, 7 days a week.

**Languages Spoken:**
English, Spanish, and American Sign language

**Translators:**
Yes

**Cost of Service:**
Based on distance traveled, the cost ranges from $2.75 to $3.50 for each one-way trip. Access Paratransit fare must be paid at the time you get in the vehicle with the exact cash fare. Access Paratransit Coupons or with MRA bus tokens. Drivers cannot give change or accept tips. The person taking your reservation will also tell you your one-way fare when you schedule your trip. The person with disability can have a personal escort approved to ride free. Unapproved escorts must pay for their fare. Different fares may be charged in Antelope Valley and Santa Clarita Valley service areas, and for late-night service.
Additional Information: If applicants do not agree with the eligibility determination, they have the right to appeal within 60 days. Trip reservation can be made from 45 minutes to 14 days prior to the desired pick-up time. Reservations made at least 24 hours in advance are guaranteed. Qualified riders obtain services through local offices throughout the County. Local information and phone numbers will be given to riders upon becoming eligible for services. Access riders must show their valid Access Paratransit ID to the driver upon boarding.

Obtain an Access Paratransit Rider’s Guide once you are eligible for the program. A complete trip scheduler worksheet is available in the guide along with information about changing or canceling trips, standing orders and canceling standing orders and rider no shows. Assure upon reservation that you ask for a return trip. Return trips are not automatically scheduled. Note: If you cancel your trip with less than two hours notice, you may be charged with a “No Show”. For standing order trips, you must cancel by 10:00 PM the night before the service. A total of six or more “no shows” or late standing cancellations within a 60 day period may suspend your Access Paratransit use.
Agency Name: Cityride

Reference (i.e. Legal, etc.): Transportation

Address: LADOT Transit Customer Service Center 201 N. Los Angeles St. #16 Los Angeles, CA 90012

Phone Number: To Call Cityride from area codes 213, 310, 323, and 818, use the area code and then dial 808-2273 TDD: (800) 559-1950

Web site: www.ladottransit.com/other/cityride/

Geographic Area Served: City of Los Angeles, and unincorporated areas of Los Angeles County including: Kagel Canyon, Calabasas, Topanga, Marina Del Rey, Carson, and Long Beach.

Services Provided: Transportation subsidy program for seniors and people who are qualified disabled. Applicants who qualify can purchase fare value per quarter which can be used to obtain Metro Senior/Disabled monthly bus pass stamps, City franchised taxi, Cityride lift-van and Dial-A-Ride services.

Eligibility Criteria: Cityride is a transportation assistance program for individuals age 65 or older and qualified disabled persons in the City of Los Angeles and select areas of Los Angeles County. The program offers Cityride participants reduced costs for the purchase of City of Los Angeles permitted taxi rides and Cityride Dial-A-Ride services.

New applicants should submit:
1. A completed and signed form.

2. For seniors: A copy of your birth certificate, Medi-Cal card, DMV card, passport or other government-issued document showing your age.

   For persons with disabilities: A copy of your Metro disabled identification. Low-Income: To qualify for a low-income rate, a copy of your Medi-Cal card or your Supplemental Security Income award letter is required.

3. You may place your first order with this application by including a check*/money order payable to Cityride. You may purchase $42 in fare value on a quarterly basis for $21 (or $9 for low-income).
4. Mail all applicable items to: Cityride P.O. Box 866003 Los Angeles, CA 90086 * Returned Checks incur a $35 fee.

**Days and Hours Open:**
- Cityride Offices: Monday through Friday 6:30 AM to 7:00 PM
- Pick-up times: Monday through Friday 6:30 AM and 4:30 PM

**Languages Spoken:**
- English, Korean, Spanish and Chinese

**Translators:**
- No

**Cost of Service:**
- Once your application has been approved, a Cityride account will be established for you. You'll also receive a Cityride Card with your approval letter. The Cityride Card you receive with your approval letter contains $42 in "fare value" – you can use it immediately to take taxi or Dial-A-Ride (DAR) trips. $42 in fare value each quarter for Cityride registrants is $21.00. If on Medi-cal or Supplementary Security Income is $9.00.

**Additional Information:**
- Riders should be prepared for the additional cost of transportation if one has a passenger or goes over a certain amount of miles in the taxi cab. Taxicabs utilized for this City Program have an official City of Los Angeles seal. Taxicabs agencies used by the City are listed in the back of the Cityride User Guide. This guide can also be viewed at the Internet site listed above.

For Metro buses call **1 800 Commute** or **1 800 266 6883**. For Metro customer relations call (213) 922-6235.
MULTIPURPOSE SENIOR CENTERS (MPCs) AND THEIR ZIP CODES

There are sixteen Multipurpose Senior Centers (MPCs) throughout the City of Los Angeles. These Centers serve as focal points for senior services. They provide information and assistance, care management and transportation services, in addition to recreational and social activities. The following MPC’s only provide services to those residing in the Los Angeles City limits. Each Multipurpose Senior Center serves senior citizens in the particular zip codes listed and within the Los Angeles City limits. If the zip code has more than one center serving it, a single * will be in front of the zip code. Two asterisks** indicate the zip code overlaps into other cities. Only those individuals who live within the City of Los Angeles will be served. The other city of that zip code is likely to have their own senior center. Three asterisks *** in front of the zip code indicate that the zip code is served by more than one MPC and that it overlaps with another city. If this is confusing, you may utilize the phone number (800) 510-2020 from anywhere in the State of California and you will be directed to the appropriate Multipurpose Senior Center in the area you are calling from.

Residents of Los Angeles County should call any of the following telephone numbers to locate a Center in their area. (213) 482-7252 or (800) 510-2020.

**Bradley MPC**
10957 S. Central Avenue
Los Angeles, CA 90059
(323) 563-5639
**90001, 90002, 90003, 90044,***
**90047, 90059, 90061, 90247,**
**90248

**St. Barnabas MPC**
675 S. Carondelet Street
Los Angeles, CA 90057
(213) 388-4444
*90004, 90005, *90006, 90010, *
90012, *90013, 90015, *90017, *
90019, 90020, 90026, 90036, 90057,*
90065, 90071

**St. Barnabas Hollywood MPC**
5170 W. Santa Monica Blvd
Los Angeles, CA 90029
(323) 957-2222
***90004, *90026, 90027, 90028,*
90029, 90038, 90039, *90046, *90068

**PCS (West Adams) MPC**
2528 West Blvd.
Los Angeles, CA 90016
(323) 735-5799
*90006,*90007,*90016,90018,*90019,*
90034, *90035, 90089

**Theresa Lindsey MPC**
429 E. 42nd Place
Los Angeles, CA 90011
(323) 846-1920
*90007, 90011, *90012, *90013,*
90014,*90017,*90021,*90023,*
90031, *90033, 90037, *90062,*
90065
People Coordinated Services MPC
5133 S. Crenshaw Blvd.
Los Angeles, CA 90043
(323) 294-5226
90008, *90016, 90043,
**90045, ***90047, *90062,*90066, 90094
**90230, *90291, **90292, 90293

Freda Mohr MPC
6310 San Vicente Blvd., Ste.275
Los Angeles, CA 90048
(323) 937-5900
*90019, *90024, *90025, *90034
*90035, *90036, *90046, 90048,*90049,
90064, 90067, 90068 **90069, *90077

MAOF MPC
2130 E. 1st St., Suite 2200
Los Angeles, CA 90033
(323) 526-9344
*90023, 90030, 90031, 90032, *90033,
90041, 90042, **90063, *90065

Felicia Mahood MPC
11338 Santa Monica Blvd.
Los Angeles, CA 90025
(310) 479-4119
*90024, *90025, *90034,
*90049,*90064,*90066, 90073,
90272,*90291, **90402

Single Room Occupancy Corp.
1055 W. 7th St. Suite 3250
Los Angeles, CA 90017
(213) 299-9672
*90013, *90021

Sherman Oaks/ East Valley
5056 Van Nuys Blvd.
Sherman Oaks, CA 91403
(818) 981-1284
*90068,**90210, *91401, *91403,
91411, 91423, 91601, 91602, 91604,
*91606, 91607, 91608

Wilmington Jaycees Foundation, Inc.
(Harbor)
1371 Eubank Avenue (Banning Park)
Wilmington, CA 90744
(310) 518-4533
***90247, 90245, ***90248, 90501,
90502, 90710, 900731, 90732, 90744
**90810

Alicia Broadus-Duncan MPC
11300 Glenoaks Blvd.
Pacoima, CA 91331
(818) 834-6100
**91040, 91042, 91331, 91340,**91342,
*91345, *91402

ONE Generation Senior Enrichment Center, MPC
18255 Victory Blvd.
Reseda, CA 91335
(818) 705-2345
*90049, 91303, **91304, 91305,
91306, 91307, 91316, 91335, 91356,
*91364, 91367, *91403, *91406,*91436,
Wilkinson MPC
7845 Vanalden Avenue
Northridge, CA 91324
(818) 756-7741
**91304, **91311, 91324, 91325,
**91326, 91330, 91343, 91344, *91345,
*91406

Bernardi MPC
6514 Sylmar Avenue
Van Nuys, CA 91406
Tel: (818) 781-1101
91040, 91352, 91381, *91401, *91402,
91405, *91406, 91436, 91605, *91606,

* Zip codes served by more than one MPC
** Zip codes overlap into other cities
*** Zip codes overlap into other cities and are served by more than one MPC
Computer use and especially e-mail and the internet are increasingly the way to find every type of information and resources. Many households have computers with internet access. Families also use their public libraries, their friends or other sources to log on and travel through cyberspace. We have included web sites that offer information and resources that may be helpful to kinship caregivers. The following web sites were all reviewed and current at the time of publication of this Resource Guide. It is important to remember that web sites change and every “address” may no longer exist. It is also suggested that the source of materials must be considered. Anyone with enough money can set up a web site. It does not mean that all the information is useful, up to date, or correct. It also may mean that they are presenting only one point of view. Just as we are all familiar with the warning “Buyer Beware”, it is worthwhile to heed the caution “Viewer Beware”.

**Useful Web Site Addresses**

### Children

**http://www.cwla.org**
The Child Welfare League of America (CWLA) is an association of public and non-profit child welfare agencies. It holds a national conference every two years on kinship care as it relates to the child welfare system.

**http://www.pbs.org/kids/**
PTV assists caregivers across America on how to use public television to help children love learning. It offers adults guidance for selecting appropriate programs for their children.

### General

**http://www.aarp.org**
American Association of Retired Persons (AARP) promotes and supports advocacy, education, and community service activities in states and communities. AARP works in both private and public sectors to improve the quality of life for all Americans as they grow older. Materials on a wide range of subjects are available on-line.

**http://www.healthfinder.gov**
US Department of Health “Health Finder”: Searchable database about prevention, wellness diseases; conditions; alternative medicine; medical dictionaries; journals; plus links to health info Web sites from government agencies; clearinghouses, non-profits, and universities.

**http://www.wellspouse.org**
Well Spouse Foundation: A national organization providing support for caregivers with spouses that have long-term chronic conditions. Also, programs for children whose parents have chronic illness. Sponsors well spouse retreats and conferences and online support group.
Grandparents Raising Grandchildren

https://www.aarp.org/caregiving
The AARP Grandparent Information Center (GIC) provides information to grandparents who are filling a variety of roles. For grandparents raising grandchildren a variety of materials are available such as finding health insurance for grandchildren and a guide to public benefits for grandfamilies. They have extensive materials including information on parenting grandchildren and tips for grandparents in finding help and untangling the web of public programs.

http://www.brookdalefoundation.org
One of the programs of the Brookdale foundation is Relatives as Parents Program (RAPP). RAPP 1) encourages and promotes the creation or expansion of services for grandparents and other relatives who have taken on the responsibility of surrogate parenting; 2) Provides accessible support groups and other supportive services to relative caregivers and the children in their care; 3) Provides a newsletter for relative caregivers and professionals; 4) Encourages cooperation and collaboration among various service delivery systems, and 5) Initiates the development of new relative caregiver support groups.

http://www.fosterparents.com
The Foster Parent Community homepage is a web site created for the purpose of sharing information with foster and adoptive families, prospective foster and adoptive families and anyone involved in the field of working with at-risk children. This sight has links and articles about grandparents as caregivers and links to information about attention deficit disorder, autism, mental health issue and other information related to rearing children.

http://www.gu.org
Generations United, a national coalition dedicated to intergenerational policy, programs, and issues, is actively involved in monitoring local, state, and national legislative efforts and programs devoted to kinship care families. This web site offers information and advocacy relating to grandparent caregivers. Generations United fought diligently to get the National Family Caregiver Support Program funding eligibility age to serve grandparents raising grandchildren down from 60+ to 55+. This requirement went into effect with the reauthorization of the Older Americans Act October 1, 2006.
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<td><strong>Fax Number:</strong></td>
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<td><strong>Geographic Area Served:</strong></td>
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<td><strong>Services Provided:</strong></td>
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Monday-Friday, 8 am-5 pm
Except Holidays

Laura Trejo, General Manager
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Website: www.aging.lacity.org
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