

# **Parent Guide for CPS in *Sonoma County***

Designed by parents who have been through the CPS system and reunified with their children, this guide will give you tips and resources to help your family.



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Dear Parent and/or Legal Guardian,

If you are receiving this letter, then most likely it has been a very hard time for your family. You are not alone. The goal of the agency is to keep your child/children safe, and to bring families back together.

We want to share with you a few things, so that you know what to expect today, and for the next few days. Family separation happens in many ways and for many reasons. Each situation is unique. Always know you can ask your social worker for specific information about your child. Here is some information to help get you through until you can have that conversation.

We want to ensure you are treated with fairness and dignity during this process. We have taken steps to be as transparent and honest as possible. If you feel there has been misconduct in anyway, you may file a grievance by contacting Nicolas Yanez at 707-565-1309.

All the best,

The Birth Parent-Foster Parent Alliance

# TODAY

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## Where is my child/children going right now?

- After separation, the social worker will be transporting your child/children to their temporary home.
- In some cases, the social worker will take your child to the doctor for a check-up first.
- Some children go to the home of a relative immediately after the decision for separation is made, some children go to the home of a family friend, some children go to the home of a licensed resource family, and some children will go to an emergency children's shelter called Valley of the Moon Children's Center.

## What is a resource parent/ resource family?

We use the word "resource parent," generally, to mean the person who will be taking care of your child/children for the time being. Some people use the word "foster parent" in the same way.

## Getting through today—you are not alone

- Call a friend/family member you know has your back and you can trust. If this doesn't feel right to you, then here are some other numbers that might help you connect to a support person.
- Parent mentors: Parent Mentors are parents who have had their children separated from their care, and have successfully reunified with them. They might be able to help support you through this process. Talk to your Social Worker and ask for a referral. For more information: <https://calparents.org/what-we-do/parent-support-services/parent-mentor-orientation-program.html>
- YWCA: 24/7 hotline for those who have experienced domestic violence: **707-546-1234**
- Sonoma County AA meetings: Go to [aaHomegroup.org](http://aaHomegroup.org) to find meetings 24/7 online, or <https://www.sonomacountyaa.org/meetings/?tsml-day=any&tsml-region=santa-rosa/> to find local to Sonoma County in-person meetings.
- Sonoma County NA 24 hour hotline: **(707) 324-4062** [Meetings - Sonoma County Fellowship of Narcotics Anonymous \(sonomacountyna.org\)](http://Meetings-SonomaCountyFellowshipofNarcoticsAnonymous.com)
- Sonoma County Mental Health Crisis Stabilization: Hotline for mental health crisis: **707-576-8181**
- 24-Hour Suicide Prevention Hotline: **1-855-587-6373**
- Basic needs: 211 <https://211sonoma.org> Call 211.
- Valley of the Moon Children's Center: Emergency Children's Shelter where some children may stay after separation. **707-565-6350**

## Comfort call

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Once your child/children are settled in with their resource family or at Valley of the Moon Children's Center, you can expect a phone call from either the resource family, or a social worker to give you an update. This will be a quick phone call within 24 hours of family separation between the child's parents and their current caregiver. During the phone call, they will introduce themselves and talk to you about the most important things they need to know to care for your child/children until a more thorough conversation can happen. Some questions that may be asked:

**What is your child's sleep and bedtime like?**

NOTES:

**What soothes your child when they are sad or scared?**

NOTES:

**What does your child like to eat? Any special care needs you can quickly share with the resource family will help your child/children settle in and feel safe.**

NOTES:

You will be a part of continued conversations about where the best place is for your child to be, if not at home. The goal of our agency is first to, keep children with their parents, and second, to return children to their parents when safe. That remains the goal until or unless the Court says otherwise. You know your child best, and their current caregiver needs to hear from you.

## The Next Few Days

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### How do I prepare for Court?

**IMPORTANT:** You have been left with a Court notice, which provides you with the necessary information about your first Court hearing.

Sometimes, Court is scary. However scary it may be, go to Court. The Judge needs you there to make good decisions about your family.

On your Court notice, there is a phone number for you to reach out to an attorney.

**Here is that number again: 707-526-7337.**

Give them a call. They can explain the next steps of the Court process in Legal terms.

#### **Tips:**

- ✓ **Arrive early/plan for parking and finding the courtroom.**
- ✓ **Dress like you're going to a job interview.**
- ✓ **Bring supportive family (it's a closed court so friends may not be able to join you in the court room, but they can wait for you outside).**

### When will I be able to have parenting time with my child/children?

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You will hear from a social worker or social worker assistant about parenting time visits with your child within the first several days.

- ***If you do not hear from anyone about visits, please call:  
707-565-4300 and ask to be connected to the visitation supervisor.***

### Will I be able to meet the people caring for my child?

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You will get to meet and talk to the resource family who will be caring for your child. This will happen in a meeting called the *Caregiver Conversation or Introduction* scheduled shortly after your first court hearing by the Family/Relative Coordinator. This meeting will allow you to ask questions and share any information about your child that you wish. It will be more in-depth than the comfort call.

**NOTES:**

Court And The Next Few Days:

Parenting Time With My Children:

Meeting The People Caring For My Children:

## How do I understand what is happening moving forward?

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Please access the booklet “**The Juvenile Dependency Court and You: A Guide for Parents**” using the QR code or website below. Should you not have access to a phone or internet connection, a hard copy of this booklet will be made available to you by your social worker.

This guide describes the dependency court process in California. It also includes the story of one parent who went through the dependency system and her advice on how to get your children back home. We hope it is helpful in navigating this process.

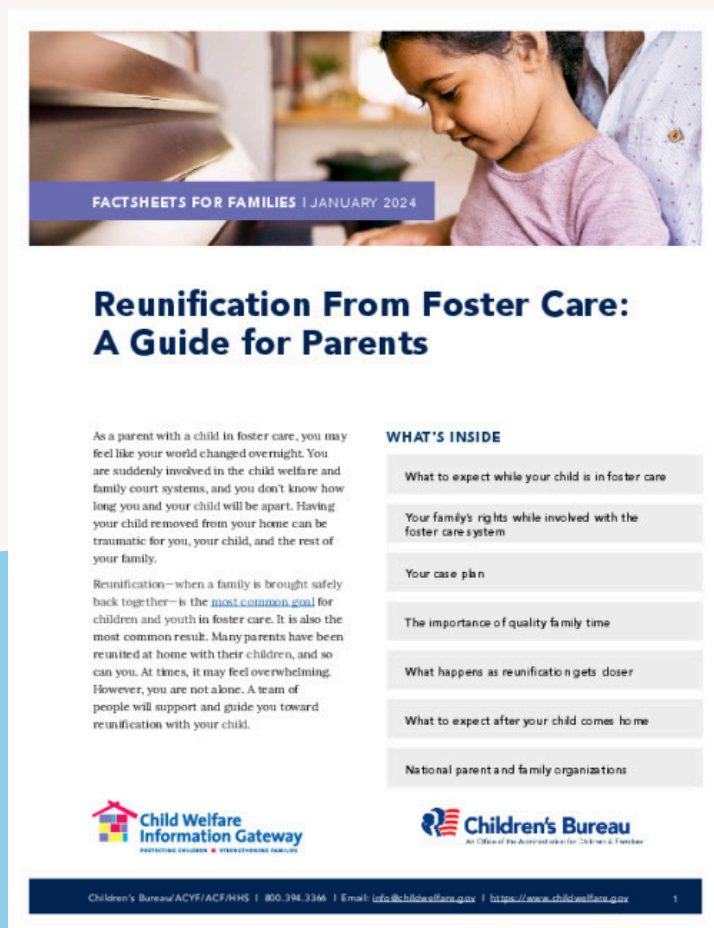
English

<https://www.courts.ca.gov/documents/juvenile-dependency-court-and-you.pdf>



# Reunification from Foster Care: A Guide for Parents

This factsheet focuses on the steps that will help parents navigate the process of reunifying with their children from foster care. It introduces the team that will work with them throughout the process and discusses their rights as parents. It explains how they will work with their caseworker to make a plan for reunification and describes how partnering with their child's resource parent can help bring them and their family together again.



Scan this QR code to access entire guide. This will give you a detailed overview of the CPS court system and how to successfully navigate your CPS case.

You can also access the guide at:

<https://www.childwelfare.gov/resources/reunification-foster-care-guide-parents/>





**First  
contact  
with family:  
Immediate  
Response or  
10 Day**

### 3 Judicial Days

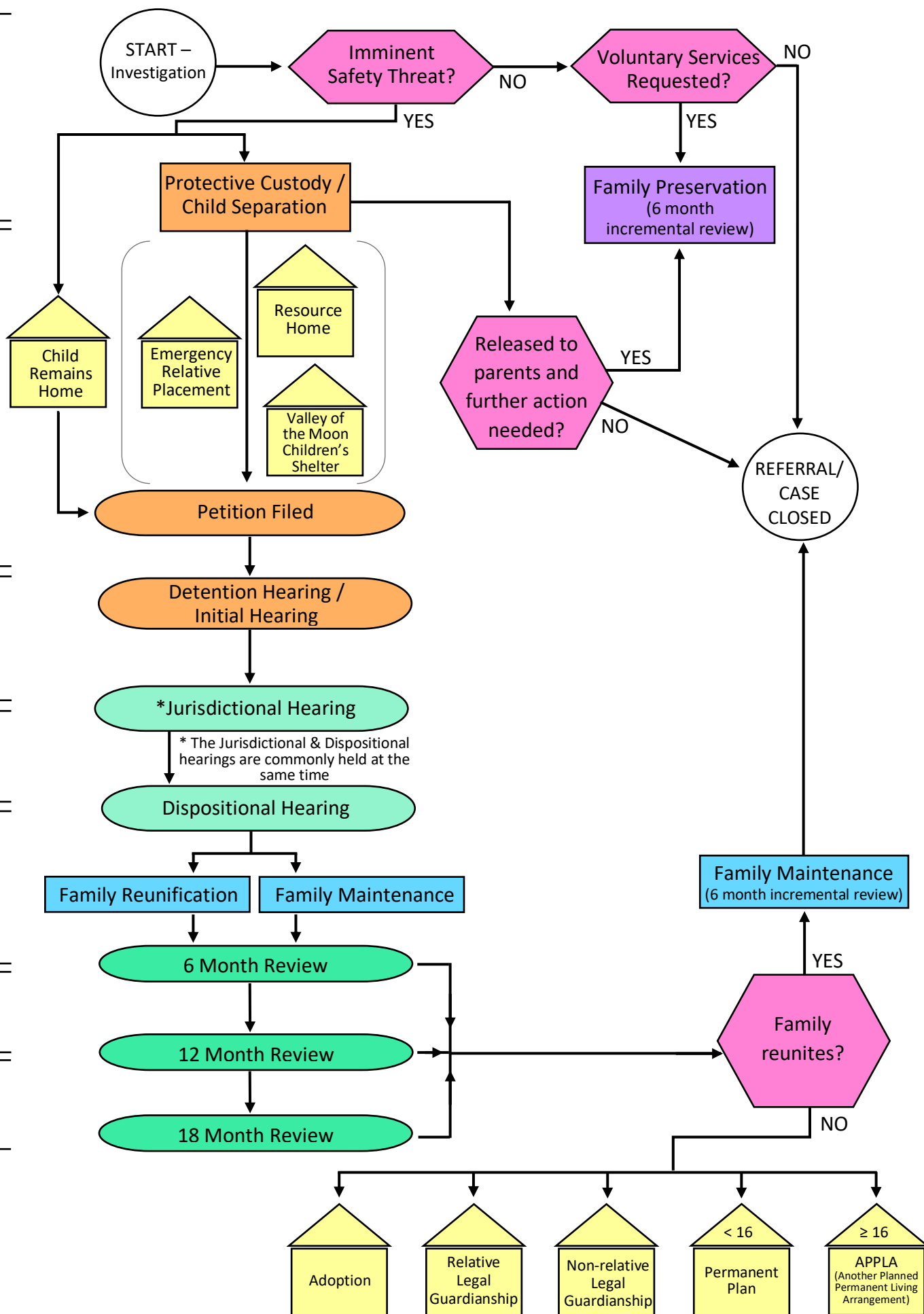
**15  
Judicial  
Days**

**10  
Judicial  
Days**

6  
Months

**6  
Months**

**6  
Months**



## Tips on how to work with CPS from a Parent Mentor

**I went through a CPS case in 2017. I got my child back and have been helping other people reunify with their kids for over 5 years. Here are some helpful tips I have learned from having my own case and through helping others with theirs.... - SC**

**Record Upcoming Dates** - Court dates, meetings with your Social Worker or attorney, and child visits; every meeting that is scheduled for you is very important especially at the beginning of the case. Show up on time, be respectful and dress appropriately.

**Get Organized** - Get a calendar or use the calendar on your phone. Record contact information for everyone associated with your CPS case. These are your LAWYER, SOCIAL WORKER, PARENT MENTOR, RESOURCE (FOSTER) PARENT, VISIT SUPERVISOR, and SERVICE PROVIDERS. A working email address and phone number are a MUST!

**Support** - If you have support - reach out, you are going to need support going through this process. If you don't have support - get open to the idea that you are going to be getting support. This will allow you an opportunity to build your support group. It takes a village to raise a child. Involve yourself in the support groups that are offered. No one can do this alone and CPS likes you to be involved in support groups. Moms and Dads groups through CPI are very helpful for those going through a CPS case.

**Contact with your Social Worker** - It is important to have an open mind when talking with your social worker. Be honest about the issues that got you involved in CPS. The point is to fix the issues and return your child. That really is the goal. It's never going to be when you want but remember if you show CPS you have changed the behavior that started your case, you are on the road to getting your kids back. If you are unsure what behaviors CPS is concerned about – ASK! Also, you catch more bees with honey - it will be a big help to you if you maintain a good relationship with your social worker.

**Contact with Your Lawyer** - The court appointed lawyers don't have a ton of time to meet and talk with you but they will do the best possible job they can for you. Their area of law is very specialized and there aren't a lot of lawyers that practice it. They are skilled at their jobs and specialty. Maintain contact and provide updates with any big news.

**Contact with your Parent Mentor** - Parent Mentors are people who have had their kids taken by CPS and got them back. They are dedicated to helping you through this process. They will tell you exactly what you can expect from having a CPS case without all the legal words only they can understand. Your mentor can offer guidance on how to cope and get through this successfully. If you work with a Parent Mentor you are twice as likely to reunify with your kid(s).

**Child Visits** - Visitation determines if and when you will get your child back! Try to get the maximum visitation with your kids with your social worker! Your visits will be supervised at first.

This is hard but just go with it. Concentrate on having a really good visit with your kid(s). Also, be prepared with snacks/activities for your child. CPS is taking notes...

If you have a job and visitation is hard, prioritize visitation. You have the rest of your life to work and this one shot to get your kids back. CPS has resources to help you stay on your feet. ASK for help.

**Contact with Resource (Foster) Parent:** If you have a family or friend taking care of your kids, your relationship with that person will change because CPS has to make sure they follow certain rules. It may be good to acknowledge to that person that you are aware your relationship will change. If your kids are with a Resource Parent that you have never met, please know that they are extensively trained, fully- background checked, and most just want to help kids while they are separated from their parents. The ones I have met are really good people and really know a lot about parenting. Make an effort to get to know the Resource Parent. If your kids see you and the Resource Parent getting along, they feel safe! Having a good relationship with the Resource Parent will often speed up the reunification process. Positive Relationships = Positive Outcomes!

**TEAM Meetings** - Team meetings are held every six months to determine what “services” you will complete to help you reunify with your kid(s). You will be asked about your strengths as a parent. Be prepared to talk openly about your strong points and the things you are struggling with. CPS can help with getting you therapy, substance abuse treatment, parenting classes, stable housing and more. This is a place where you can ask for things that will help you and your family.

**Case Plan** – Your case plan is what is developed at the TEAM Meetings. You should always know what is on your case plan. You need to complete the services on your case plan (or be in the process of completing them) in order to reunify with your kid(s).

**ICWA** - ICWA is the Indian Child Welfare Act. Children with Native American Ancestry get special representation in the court. If your family does not have Native American Ancestry, it's not something to worry about. If you do, please take advantage of the help your Tribe offers.

**Drug and Alcohol Testing - Prioritize testing!** Every missed test counts as a dirty test. Stay hydrated. If you have to miss a test for any reason, communicate with your social worker asap.

**Concurrent Planning** - CPS has to have a plan for your kid(s) should something happen to you. They will ask you where you would want your child to go should you not reunify. This is a hard subject. They do it with everyone. It does not mean they don't think you will reunify, it's a requirement for them. Try not to get too upset by this.. It's not an easy thing to consider but the more input you have on this, the better for your child.

**Overall** - Don't give up! Try to keep your composure, stay calm and level-headed. This is a process and is not going to be done overnight. *The better your attitude, the better the outcome.* You can do this! Utilize the help!

## Why should Birth and Resource parents develop a positive relationship?

*It's better for your child(ren)!*

- When children see that Birth and Resource parents have a positive relationship, they are much more likely to feel **SAFE** and have an overall sense of **WELL-BEING**.
- Studies show if there are positive interactions/relationships between Birth and Resource parents, **child visit frequency increases** more quickly... and **your child has a more positive experience**.
- With positive Birth/Resource parent relationships, not only does it **increase the likelihood of reunification**, but it can also **increase support** for the child, the Birth parent and the Resource parent.
- When the Birth and Resource parents have a good relationship, they are **modeling healthy communication** which is a core foundation for **children's healthy development**.





## WHY COMFORT CALLS?

Significant stress & confusion occur for children and youth when they experience a separation from their parent(s).

At the earliest stage of Out-of-home placement, there can be a lack of connection or relationship established between the parent and the resource family.

Comfort calls address these early-stage difficulties for children/youth & their families.

## QUALITY PARENTING INITIATIVE (QPI) COMFORT CALLS

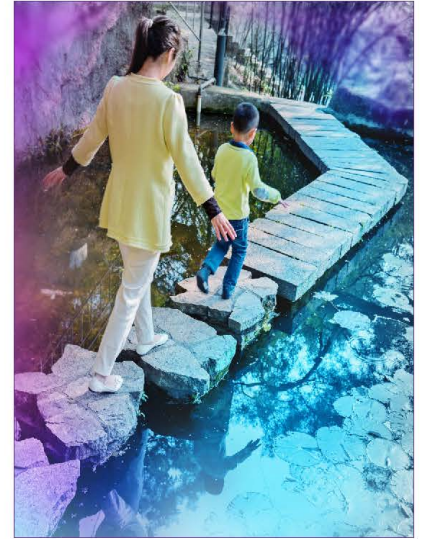
*If the parent is not ready to have a conversation, end the call calmly, restating why you called and let them know you hope to speak with them at the upcoming Parent Caregiver Introduction (Parent Caregiver Conversation for Kin Caregivers).*



**Human Services Department**  
COUNTY OF SONOMA

**FAMILY, YOUTH, & CHILDREN'S SERVICES**  
(707) 565-4300

## SONOMA COUNTY FAMILY, YOUTH & CHILDREN'S COMFORT CALLS



The Comfort Call is based on the Quality Parenting Initiative (QPI) value: birth parents & resource parents connect & create mutually healthy relationships to care for children & youth.





### GOAL OF COMFORT CALL

- During the 5-10 minute conversation, the stage is set for partnership and co-parenting between the family and resource family.
- Opens the door for parents & resource parents to ask questions of one another that support the child/youth during the difficult time of initial separation.

### SUGGESTIONS/IDEAS

- It is best if the call takes place as soon as possible after separation & placement.
- A social worker & resource parent(s) may call the parent together.
- A social worker may initiate the call then ask the family if they would like to speak with the resource parent.
- The Comfort Call does not have to happen in the presence of the child/youth, but can be.

## What is my role in the Comfort Call?

### BIRTH PARENT

- Share important information the resource parent needs to know immediately
  - Child(ren)'s allergies
  - Important medical information
  - Baby: how often does s/he eat? How much?

### RESOURCE PARENT

- Let birth parent(s) know how the child(ren) are doing since arriving
- Ensure birth parent(s) know your ultimate goal is to safely care for their child(ren)
- Listen openly to the birth parent(s) about the information being shared with you

### FYC STAFF (if participating)

- Facilitate Comfort Call & explain purpose (to provide *comfort* to the birth parent & child)
- Keep discussion focused on the child(ren)'s immediate needs
- Ensure birth & resource parent(s) know that a social worker will be in touch to schedule a Parent Caregiver Introduction/Parent Caregiver Conversation within approximately two business days. They will have an opportunity for a longer facilitated conversation at that time

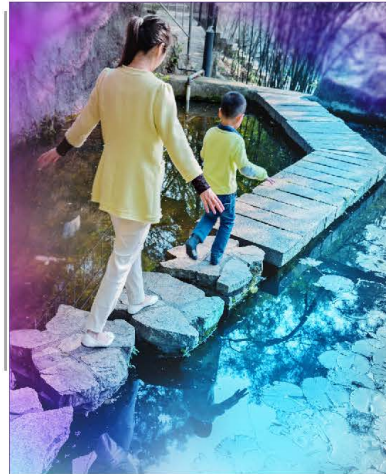
## IF YOU CHOOSE TO SET UP A GOOGLE VOICE FOR YOUR PHONE:

- 1) Make sure that you have a Google account.
- 2) In App Store, download the Google Voice application.
- 3) Open Google Voice app & sign in with your Google account information.
- 4) Select the Sign In button on bottom of screen, & sign in using your Google account.
- 5) Select your area code or city for your phone number, & then select your phone number. Remember Google Voice will not let you make a 1-800 number.
- 6) Once you select a number, finish the Google Voice confirmation process. You need to connect Google Voice number to your actual phone so Google knows where to route your incoming calls. Finish process & you are ready to start dialing.





MODELED AFTER  
QUALITY  
PARENTING  
INITIATIVE'S (QPI)  
ICEBREAKER  
MEETINGS



"Empower, Support, Protect"

Human Services Department  
COUNTY OF SONOMA

FAMILY, YOUTH, & CHILDREN'S SERVICES  
(707) 565-4300

## SONOMA COUNTY FAMILY, YOUTH & CHILDREN



## PARENT CAREGIVER INTRODUCTIONS

&

## PARENT CAREGIVER CONVERSATIONS

### PARENT CAREGIVER INTRODUCTION

Provides an opportunity, within approximately 48 hours of the Detention Hearing, for birth & resource parents to get to know each other a little & talk about the needs of the child. Parents are able to share information about themselves & their family routines and traditions. The meeting will last approximately 30 minutes to an hour.



### PARENT CAREGIVER CONVERSATION

You already know each other so you may be asking yourself why this is necessary. This conversation helps relative, or Non-related Extended Family Member (NREFM), resource parents discuss your **new** roles during the Family Reunification process. The meeting will last approximately 30 minutes to an hour.

## "What is my role?"

### BIRTH PARENT

- Share information about your child with resource parent(s) like bedtime, daily routines, favorite toys & foods, hobbies, likes/dislikes, important medical information, etc. Bring important personal items for your child, such as pictures, favorite toys, clothes, & other special things. Ask how your child is doing.

### RESOURCE PARENT

- Ask specific information about the child from the birth parent such as routines, favorite things, medical needs, cultural traditions & other information that will help care for the child. Talk about why you are a resource parent & your desire to help reunify the child with their birth parent.

### FYC STAFF

- Ensure participants understand purpose of meeting. Keep discussion focused on child's needs. Ensure participants feel safe & comfortable.
- Guide a discussion about how birth parent & resource parent will communicate & what it will look like for each of them to maintain boundaries moving forward
- Encourage both parties to continuously update the Social Worker about their co-parenting relationship & ask questions

### TIPS FOR A SUCCESSFUL PARENT CAREGIVER INTRODUCTION or PARENT CAREGIVER CONVERSATION

- *Arrive on time*
- *Focus on the child's needs and how you can work together to meet them*
- *Respect the feelings, opinions, cultural differences of the other party*
- *Recognize the important role that each person has in the life of the child at this time*
- *Keep what is said at the meeting private*

Revised May 7, 2023



## Tip Sheet for Managing Emotions and Supervised Visits

Visiting with your child, while living apart can be a hard and emotional experience. You may experience a range of emotions such as *stress, grief, sadness, loneliness, fear, confusion, guilt, worry and disappointment*. Spending time with your child may bring up these feelings, regardless of how happy you are to see them. It is important to learn an effective way of managing these strong emotions, so that they do not interfere with your visit with your child.

Oftentimes, strong emotions can manifest into anxiety prior to your visit. Some parents are concerned that they may be overcome by emotions during the visit. If you are experiencing anxiety and/or strong emotions prior to your visit, or are concerned about these feelings occurring during the visit, some find it helpful to:

- Be honest with yourself about your feelings. If you feel that you need support around these difficult feelings, talk with somebody. Do not ignore your feelings or pretend they are not important.
- Practice a relaxation exercise, such as deep breathing exercise prior to arriving for your visit.
- Visualize putting all of your strong emotions into an “Imaginary Box” prior to arriving to the visit. That way, you do not need to take those strong emotions with you into the visit. They will be “waiting” for you when you return if they are still interested in thinking about them. This will allow you to “set aside” those overwhelming feelings, and be completely present with your child in the visit.
- Try to separate your feelings from your child’s feelings. Your child is dealing with their own feelings that may be different or similar to your own. It is important that your child’s feelings take precedent over your own.
- Find positive ways to manage strong emotions. Talk with other adults you trust, such as a close friend, family member or a counselor. Experiment with exercise, relaxation, art or a hobby that brings you joy.

The important thing is to find a coping mechanism that works well for you. By doing so, you will be able to learn to manage strong emotions and be in control of your feelings, so that your feelings do not control you.

## Tip Sheet for Visiting Parent and Supervised Visits

Changes in your child's behavior around visitation time are to be expected. These changes in your child's behavior do not necessarily mean that they do not want to see their parents. Changes in your children's behavior usually mean that they are experiencing a number of conflicting emotions they do not know how to express or handle. Some of the behaviors to expect before and after a visit are:

<b>Hyperactivity</b>	<b>Fearfulness</b>	<b>Regression</b>
<b>Crying</b>	<b>Sleeplessness</b>	<b>Nightmares</b>
<b>Separation Anxiety</b>	<b>Clinginess</b>	<b>Sadness</b>
<b>Aggressiveness</b>	<b>Bathroom Issues</b>	<b>Anger</b>
<b>Refusal to talk</b>	<b>Ambivalence</b>	

1. Spend the time focusing on your children. This is their time to enjoy being with you. Clear your mind of other distractions and shower your children with your attention.
2. Be prepared. Bring games, toys, books etc. that your children will enjoy. Have a general plan in mind for how to spend the time, but also be open to what your children may want to do.
3. Talk with your children about what you are doing. Give them general details about your life. Ask questions about their activities and show an interest in the things that matter to your children. Please note – asking questions isn't the same thing as grilling them for information. Take their lead on this. If you ask a few questions and get no response, move on.
4. Relax and enjoy yourself. Your relaxation will carry over to your children and significantly contribute to the success of the visit.
5. Praise children for good behavior and set limits with them to discourage misuse of toys and equipment. By giving attention to positive behaviors and being assertive with limits this should discourage misbehavior. We do not allow parents to spank, hit, yell or threaten children. Your monitor can offer parenting suggestions and support around behavior management.

## What is a Parent Mentor?

Parent Mentors are employees of the Child Parent Institute (CPI). They are parents who have successfully reunified with their own children and have maintained stability for their families. They offer support and guidance to parents with open family reunification cases. *Clients who work with a Parent Mentor are two times more likely to reunify with their children than those who don't.*

## What do Parent Mentors Do?

- Support other parents in a way no one else can
- Attend detention hearings at the Juvenile Dependency Court and offer their assistance to birth parents
- Develop professional and trusting relationships with birth parents
- Encourage, support and coach birth parents in their participation and completion of their Family Reunification Case Plan
- Accompany birth parents at court hearing, and Team Decision Making and T.E.A.M. Meetings facilitated by FY&C
- Model social skills and prosocial behaviors for birth parents
- Support birth parents in building open, honest relationships and collaborations with people surrounding their child welfare case plan
- Maintain confidentiality

## Quotes from Parents who have worked with Parent Mentors:

*"Things had gotten out of control and before I knew it my worst fear happened, my kids were removed.. My Parent Mentor gave me hope and guided me through the process."*

*"I wouldn't have believed I could have gotten my kids back if I hadn't met someone who had done it!"*

*"MY PARENT MENTOR HELPED ME UNDERSTAND HOW CPS WAS TRYING TO HELP ME AND MY KIDS AND TO USE THE SERVICES I WAS BEING OFFERED AND HOW TO MAKE SOMETHING GOOD OUT OF IT"*

*"I worked very hard and kept my head up and never gave up and I'm proud of everything I've accomplished. I'm forever grateful for my parent mentor for being a huge role in my journey."*

*"My Parent Mentor helped me change my anger towards the system into energy to change my life."*

*"My Parent Mentor gave me the hope and strength to keep pushing forward."*

*"If I didn't have my Parent Mentor by my side I would of been lost."*

# Moms Group



CPI announces a weekly group for moms involved in the Child Welfare System.

The Moms Support Group is a safe and confidential group to uplift and support moms involved in the Child Welfare System. We share resources, help each other out, laugh and cry with each other. Our goal is to be great moms!

The group is hosted by the Child Parent Institute's Parent Mentors.

## **Online Zoom Group**

**Mondays 1 p.m. - 2 p.m.**

**Join Zoom Meeting**

**<https://us02web.zoom.us/j/88257571477>**

**Meeting ID: 882 5757 1477**

Please contact [mentors@calparents.org](mailto:mentors@calparents.org) if you are planning on attending.

# DADS HELPING DADS

Dads Group meets every Friday

11:30am to 1:00pm on Zoom

Whether you are a Dad navigating the child welfare system, or in need of support, we welcome you to join us! Dads Group is a safe and confidential place where dads come together to strengthen their support networks, explore parenting skills and share resources to become more resilient fathers.

To register please email: [mentors@calparents.org](mailto:mentors@calparents.org)

## Strengthen Your Five Protective Factors

Dads are supported to build:



Parental Resilience: Recovering from tough life experiences, and get support when facing challenges.



Social Connections: Creating relationships that support you in good times and through challenges.



Knowledge of Parenting and Child Development: Learning to be the parent you want to be and understanding how children grow and develop.



Concrete Support in Times of Need: Knowing where to go for help.



Social and Emotional Competence of Children: Helping your children learn to communicate clearly, recognize and manage their feelings and make friends.

## **RESOURCES**

### **12 STEP/OTHER RECOVERY PROGRAMS**

- \*AA <https://www.sonomacountyaa.org/>
- \*NA <https://www.sonomacountyna.org/meetings>
- \*Smart Recovery <https://www.smartrecovery.org/>
- \*LifeRing <https://lifering.org/>
- \*Alanon <https://al-anon.org>
- \*CODA (Codependency) <https://coda.org>
- \*Alateen <https://sonapal-anon.org/alateen>
- \*Celebrate Recovery (A Christ-centered Recovery Program) <https://locator.crgroups.info/>

### **CHURCHES that Support Recovery**

- \*New Vintage <https://newvintage.org/>
- \*The Promise Center <https://thepromisecenter.com/>
- \*Spring Hills <https://www.springhills.org/>
- \*Victory Outreach <https://www.vosr.org/>
- \*Hessel <https://www.hessel.org/>

### **ATTORNEY INFORMATION (Court appointed)**

<https://dependencyls.com/>

Julia Hannigan (Dependency Legal Services) 707-755-1042

Matt Deferm (DLS) 707-210-4574

Jennifer Davis (DLS) 707-755-1041

Abe Agil (DLS) 707-999-9991

Dominic Rosales (DLS) 707-495-5602

### **ATTORNEY INFORMATION (Dependency) - PRIVATE**

Jennifer Ani - 415-491-0100

Jame Carroll - 707-536-1156

### **Women's TREATMENT CENTERS (ACCEPTS MEDI-CAL)**

\*Athena House 3-6 month inpatient (takes kids) 707-335-0702

<https://bucklelew.org/services/sonoma-county/athena-house/>

\*Women's Recovery Services (Santa Rosa) 3-4 Month inpatient program (children under 7)

<https://www.womensrecoveryservices.org/contact>

\*Centerpoint DAAC (San Rafael) 3-6 month program (takes children) 415-456-6655

<https://www.cpinc.org/residential-services/women-and-childrens-programs/>

\*Friendship House for Native American clients SF - 6 month program (takes children)

<https://www.friendshiphousesf.org/>

\*Manna Home <https://www.srmission.org/ministries>

\*Waldon House SF

\*Helen Vine in Marin <https://bucklew.org/services/the-helen-vine-recovery-center/>

### **Men's RESIDENTIAL TREATMENT CENTERS (ACCEPT MEDICAL)**

\*Centerpoint DAAC (Santa Rosa) 3-6 month program 707-544-3295

\*Centerpoint DAAC (San Rafael) 3 month - 9 month program 415-456-6655

<https://www.cpinc.org/residential-services/mens-program/f>

Center Point DAAC Napa - 707-255-8001

\*Hilltop Recovery Services (Clear Lake Oaks) 707-998-1800 [hilltoprecovery.net](http://hilltoprecovery.net)

\*Friendship House, SF (For Native American people) <https://www.friendshiphousesf.org/>

415-865-0964

\*Waldon House SF

\*Helen Vine in Marin - 415.492.0818

\*Salvation Army SF <https://www.salvationarmyusa.org/usn/rehabilitation/>

\*Redwood Gospel Mission <https://www.srmission.org/ministries>

### **OUTPATIENT SERVICES** (accepted by CPS)

\*DAAC (6 month program 2 days per week) <https://www.cpdaac.org/outpatient-services>

\*DAAC PERINATAL 9-12 month program for women, 9am - 12 pm daily, transportation and childcare provided. Contact: <https://www.cpdaac.org/perinatal-program>

\*DRUG DEPENDENCY COURT - 12 month program 3 days/week plus weekly court check ins.  
Contact: Cynthia P. - 707-495-2491

### **MAT Medically Assisted Treatment SERVICES**

<https://www.cpdaac.org/medication-assisted-treatment>

<https://www.srtp.net/methadone-maintenance-treatment> (methadone maintenance)

## **SOBER LIVING HOMES**

- \*Clear Path Recovery Home Co-ed and Womens/Childrens home in Santa Rosa \$850/mo contact Brian Reynolds 707-293-3605 (GOOD STRUCTURED PROGRAM)
- \*Life Rock Men's and Women's Houses \$850/mo (children considered)  
<https://life-rock.com/housing/> 707-329-3747
- \*Pura Vida 707-879-8432 [pvrecovery.com](http://pvrecovery.com)
- \*Redwood Clean and Sober (men's), Dutton Rd. Santa Rosa \$750/mo (Men only) Keith Gilbert 707-898-6536
- \*Knights of Sonoma County, Chris 415-521-6767 [knightsofsonomacounty.com](http://knightsofsonomacounty.com)
- \*Community Action Partnership (women's and accepts children contact: Johnetta 707-521-9338 (children)
- \*Athena House - Hope Village - 2 kids max  
<https://buckelew.org/services/sonoma-county/hope-village/>
- \*Living Room of Sonoma County Home accepts children, to get on the waitlist, go to the Life Center at 1335 N. Dutton Ave and complete a 707-579-0138 (This is not Sober living)
- \*SAS House (accepts kids) in SW Santa Rosa \$650 plus \$250 per kid Rose- 707-861-1002
- \*Heart and Home (accepts kids) two rooms \$1k Camp Meeker Rose- 707-861-1002

## **HEALTH CENTERS - Alternative Outpatient Services**

- \*Petaluma Health Center [phealthcenter.org](http://phealthcenter.org)
- \*Santa Rosa Community Health <https://srhealth.org/service/groups/>
- \*Jewish Community Free Clinic <https://www.jewishfreeclinic.org/>

## **DOMESTIC VIOLENCE SERVICES**

- \*Shelter (SAFE HOUSE) call 707-546-1234
- \*Counseling YWCA (707) 303-8413  
<https://www.ywcasc.org/what-we-do/counseling-support-services/>
- Housing Program/Moving into Safety: [housing@ywcasc.org](mailto:housing@ywcasc.org) or (707) 909-7602
- \*Group Support YWCA 707-546-1234
- Preschool: fill out online application <https://www.ywcasc.org/childcare> or call (707) 303-8413



## **Restraining Order Info**

\*Family Justice Center <https://www.fjcsc.org/services/>

\*Legal Aid 707-542-1290 [legalaids.org](http://legalaids.org)

## **Temporary Animal Boarding**

<https://redrover.org/responders/request-assistance/>

## **RUTHLESS Kindness**

(707) 299-9781 <https://www.ruthlesskindness.org/programs/>

Ruthless Kindness partners with human service providers and victim advocates to provide urgent and immediate support to people and their pets so that in moments of crisis the human animal bond can be preserved. Maintaining the human animal bond will prevent unnecessary suffering and will heal the trauma of both people and animals. Pets are family.

### ***Crisis Programs:***

- Boarding and Foster
- Veterinary Clinics
- Veterinary Medicine
- Human Service Agency Consultations
- Telesupport
- HAWC (Human Animal Welfare Cooperative)

## **Rape Crisis and Counseling**

Verity Call 707-545-7270 [ourverity.org](http://ourverity.org)

## **COUNSELING AND THERAPY**

\*Search for a therapist <https://www.psychologytoday.com/us>

\*Verity 707-545-7270 (for survivors of sexual assault) [ourverity.org](http://ourverity.org)

\*Sonoma Family Therapy 707-483-9061 [sonomafamilyinc.com](http://sonomafamilyinc.com)

\*Interfaith Shelter Network 707-546-7907 [ifsn.org](http://ifsn.org)

\*Sonoma County Counseling 707-284-1978 [sonomacountycounseling.com](http://sonomacountycounseling.com)

\*Chrysalis Counseling <http://www.chrysaliscounseling.org/services.htm>

\*Petaluma People Services Ctr Counseling & Prevention <https://petalumapeople.org/>

\*CA Association of MFTs <https://www.recamft.org/therapist-directory>

\*CPI 707-585-6108 <http://www.calparents.org>

## **CPS SUPPORT GROUPS**

*\*Moms Support Group* (CPS moms and any Mom interested in resources and support)  
Every Monday on Zoom 1-2 Parent Mentor Program Manager mentors@calparents.org  
*\*Dads Support Group* (CPS Dad's and any dad interested in resources and support)  
Every Friday 11:30 am-1:30pm contact Parent Mentor Program Manager  
mentors@calparents.org

## **ANGER MANAGEMENT**

\*NOVA 52 week program for people with problems in relationships  
<https://www.icarol.info/ResourceView2.aspx?org=2225&agencynum=4720187> Contact: Christy  
707-755-1804  
\*Warriors Creating Peace in Rohnert Park - phone: [\(707\) 246-7715](tel:7072467715)  
\*Russian River Counselors in Guerneville <http://www.rivershrink.com/>

## **CHILD PARENT INSTITUTE**

(Parent Education, Classes, Therapy, Parent Mentor/Orientation Program, Free diapers,  
Resource Support, Supervised Visitation) calparents.org  
\*Supervised Visits - Daisy Bravo - daisyb@calparents.org 707-585-6108 x 1159  
\*Parenting Classes/Parent Education - Amy Martinez - amym@calparents.org  
\*Family Resource Center - Sandra Lemus - sandral@calparents.org 707-585-6108 x 1107  
\*Clinic/Counseling Services - Intake Line - 707-585-6108 x1100  
\*Parent Mentor Program Manager - Jody Rodgers - [jodyr@calparents.org](mailto:jodyr@calparents.org) 707-360-8460  
\*Diaper pick up is on Saturdays - clients can sign up for this service at 707-585- 6108 or  
<https://calparents.org/what-we-do/parent-support-services/diaperproject/>

## **FOOD BANK INFO**

Text FOOD to (707)353-6333  
<https://getfood.refb.org/>

## **CLOTHING**

F.I.S.H. (707) 996-0111  
The Living Room gives gift certificates for Assistance League Thrift Shop when available  
<https://thelivingroomsc.org/>

## **SHELTER INFORMATION**

\*Family Support Center: New shelter applicants call: 1 (866) 542-5480 (M-F 9am-5pm).

[srcharities.org](http://srcharities.org)

\*Homeless Services Center (Catholic Charities): 528-8712. Shelter intake for single adults.

\*Sam Jones Hall: Call Coordinated Entry at 1-866-542-5480

\*Sloan House (Community Action Partnership Sonoma Co.): 569-0615. For single women & mothers with no more than two small children [capsonoma.org](http://capsonoma.org)

\*The Rose Women's & Children's Shelter (Redwood Gospel Mission): 573-0490. [srmission.org](http://srmission.org)

\*YWCA Domestic Violence Safe House: 546-7115 / 24 hrs 546-1234. [ywca.org/sonomacounty](http://ywca.org/sonomacounty)

\*West County Community Services / Homeless Services: 824-3398. [westcountyservices.org](http://westcountyservices.org)



**State of California  
Health & Human Services Agency  
Department of Social Services**

This pamphlet is available from your local County Welfare office and on the [CDSS website](#) in the following languages:

- Arabic
- Armenian
- Cambodian
- Chinese
- Farsi
- Hmong
- Japanese
- Korean
- Lao
- Mien
- Portuguese
- Punjabi
- Russian
- Spanish
- Tagalog
- Ukranian
- Vietnamese

Also available for free in large print, Braille, and audio formats.

This publication explains your rights to equal benefits and services, how to ask for language assistance or a reasonable accommodation for a disability, and how to file a discrimination complaint.

PUB 13 (5/22)

# YOUR RIGHTS

## UNDER CALIFORNIA PUBLIC BENEFITS PROGRAMS



.... for people applying for or receiving public aid in California



Tell us if you need help because of a disability.



Ask for a free interpreter

Public benefit agencies comply with federal and state law, and may not discriminate, exclude, or provide you aid, benefits or other services that is different from what is provided to others

## **DISCRIMINATION COMPLAINT**

If you think you have been discriminated against you may file a complaint. Where you file your complaint depends on what type of complaint you have.

### **For all programs your county agency**

**administers:** Ask your county office for the name, address and phone number of their Civil Rights Coordinator. The county agency, not the state agency, will independently investigate your complaint.

### **For Covered California:**

Civil Rights Coordinator Covered California  
PO Box 989725  
West Sacramento, CA 95789  
(916) 228-8764  
[CivilRights@covered.ca.gov](mailto:CivilRights@covered.ca.gov)

### **For Medi-Cal & Medi-Cal Dental Program:**

You may contact the county's Civil Rights Coordinator, the state Department of Health Care Services or the federal Health and Human Services.

Department of Health Care Services  
Office of Civil Rights  
PO Box 997413, MS 0009  
Sacramento, CA 95899-7413  
(916) 440-7370 or 711 (Calif. Relay Service)  
[CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov)

### **For all other state programs covered by this pamphlet:**

Civil Rights Unit  
California Department of Social Services  
PO Box 944243, MS 9-7-41  
Sacramento, CA 94244-2430  
(866) 741-6241 (toll free)  
(916) 651-0602 (fax)  
[crb@dss.ca.gov](mailto:crb@dss.ca.gov)

### **To file a CalFresh complaint with the federal agency:**

United States Department of Agriculture  
Director, Office of Adjudication  
1400 Independence Avenue, SW  
Washington, DC 20250-9410  
(866) 632-9992 (toll free) or (202) 260-1026  
(800) 877-8339 (hearing impaired)  
[program.intake@usda.gov](mailto:program.intake@usda.gov)

### **To file a complaint with a federal agency:**

Only for discrimination based on Race, Color, National Origin, Disability, Age, or Sex:

Centralized Case Management Operations  
United States Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, DC 20201

File a complaint online at:

[US Health & Human Services Civil Rights Complaint Portal](https://www.hhs.gov/health-equity/civil-rights/complaint-portal)

(800) 368-1019 (toll-free)  
(800) 537-7697 (hearing/speech impaired)

### **Time Limits for A Discrimination Complaint**

You must file a discrimination complaint within 180 days of the date you were discriminated against.

If the discrimination also affected the level of your benefits and services, ask for a hearing.

Judges cannot make decisions about discrimination complaints at a hearing.

*A discrimination investigation cannot change your benefit or service levels. Only a state hearing can do that. Agencies are not allowed to retaliate against you if you request a hearing or file a discrimination complaint.*

## **PROGRAMS COVERED BY THIS PAMPHLET**

- Adoption Assistance Program (AAP)
- Alcohol and Drug Program
- CA Food Assistance Program (CFAP)
- CalWORKs
- Cash Assistance Program for Immigrants (CAPI)
- CalFresh (Food Stamps)
- Children's Health Insurance Program (CHIP)
- Covered California Eligibility
- Foster Care/Child Welfare Services
- Housing Programs through County Social Service Departments
- In-Home Supportive Services
- Kinship Guardianship Assistance (KinGAP)
- Medi-Cal – Medi-Cal Dental Program
- Refugee Cash Assistance
- Resource Family Approvals (RFA)
- Approved Relative Caregiver Funding Option Program (ARC)
- Service Animal Allowance



## YOUR RIGHTS

All people and organizations providing public assistance must respect your rights. They can help you understand and apply for benefits and services.

You have the right to an interpreter free of charge.

- يحق لك الحصول على مترجم فوري مجاناً
- Դուք անվճար թարգմանչի իրավունք ունեք:
- မှန်ကန်သောခွင့်ရှိသူများအားကမ်းလှမ်းပေးရန်
- 您有權免費獲得口譯員
- شما حق دسترسی به یک مترجم (ترجمان) رایگان را دارید
- Koj muaj txoj cai kom tus neeg txhais lus tsis raug them nqi
- あなたには無料の通訳をもらう権利があります
- 귀하는 통역사를 무료로 이용할 권리가 있습니다
- អ្នកមានសិទ្ធិទទួលបានសេវាបកប្រែដោយឥតគិតថ្លៃ
- mula sa nakasulat na ingles hanggang sa nakasulat
- Você tem direito a um intérprete, gratuitamente
- ਤੁਹਾਡੇ ਕੋਲ ਦੁਆਰੀਏ ਦਾ ਅਧਿਕਾਰ ਹੈ, ਮੁਫਤ
- Вы имеете право на бесплатные услуги переводчика
- Tiene derecho a servicios gratuitos de un intérprete
- May karapatan ka sa isang tagasalin, nang walang bayad
- Ви máte право на перекладача безкоштовно
- Quý vị có quyền có được một thông dịch viên miễn phí.

Ask the agency responsible for your benefits or services for language assistance.

## YOU HAVE THE RIGHT TO:

1. Understand what is happening with your application or benefits.
2. Get written and oral explanations about your application or benefits. You have a right to a free interpreter for this information. Ask the agency responsible for your benefits/ services for language assistance.
3. If the state agency has the written explanation in non-English languages, you have a right to get this information in those languages.

4. Get a receipt for hand-delivered documents.
5. See your case record
6. See laws and regulations about your program.
7. Ask a judge to review any agency action or inaction about your eligibility, benefits, or services.
8. Not face discrimination in applying for or receiving program benefits or services.
9. File a complaint about discrimination.
10. Get a "reasonable accommodation" if you have a disability. This is specific help for you to access or participate in the program.
11. Have your information kept confidential.
12. Be treated with courtesy and respect.

## IF YOU ARE HAVING PROBLEMS WITH YOUR BENEFITS OR SERVICES:

Keep records of all your information, documents, and contacts with the agency.

Get a receipt when you turn anything in.

Bring someone with you to meetings.

Complain. There are 4 ways to do this:

1. **Informal:** Ask to speak to a supervisor to talk about problems with a worker or to review the rules and the proposed action on your benefits or services.
2. **State Hearing:** Ask for a state hearing if you disagree with an agency's action or inaction on your benefits or services. You must ask for a hearing within 90 days of the date of agency's notice about your benefits or services. If you ask for a hearing after 90 days, a judge will decide if you have a good reason for asking late, like illness or a disability.
3. **Discrimination complaint:** See the Discrimination Complaint section. You may have different rights to file a complaint with state or federal agencies.
4. **Grievance:** You can file a complaint with the agency if it has a grievance procedure. **This does not protect your benefits in the way that asking for a state hearing does.**

## STATE HEARINGS

You can also ask for a state hearing if the agency is not giving you benefits or services you think you should get. See [PUB 412](#) for State Hearing information.

**Note: If your problem is with General Assistance or General Relief**, you must ask the county for a county hearing.

**If your problem is with Social Security** benefits, you must contact the Social Security Administration for a hearing.

## ASKING FOR A STATE HEARING

You can ask for a state hearing online, by phone, by fax, by email, or by mail.

Online: [ACMS.dss.ca.gov](https://acms.dss.ca.gov) - you can create an account to get all your appeal information online, or submit an online request without an account

Phone: 1-800-743-8525  
Email: [SHDCSU@dss.ca.gov](mailto:SHDCSU@dss.ca.gov)  
Fax number: 833-281-0905  
Mail: State Hearings Division  
PO Box 944243, MS 21-37  
Sacramento, CA 94244-2430

## EXPEDITED HEARINGS

If you have an urgent problem, you can ask for an "expedited" hearing to have the hearing held sooner. For Medi-Cal, this is when regular hearing scheduling could seriously jeopardize the enrollee's life or physical or mental health. State Hearings will decide and let you know if your case can be expedited.

## PROHIBITED DISCRIMINATION

State law prohibits agencies from denying benefits or services or providing you aid that is different from aid provided to others based on:

*Race, Color, Ancestry, National Origin (including language), Ethnic Group Identification, Age, Physical or Mental Disability, Medical Condition, Religion, Sex, Gender, Gender Identity or Expression, Sexual Orientation, Marital Status, Domestic Partnership, Political Affiliation, Citizenship, Immigration Status, and Genetic Information.*

Federal laws also prohibit discrimination on several, although not all, of the bases listed above. Federal Law also prohibits:

Delaying or denying the placement of a child for adoption or into foster care based on the race, color, or national origin of the adoptive or foster parents, or the child;

Denying any individual the opportunity to become a foster or adoptive parent based on the race, color, or national origin of the individual or child involved.

## EXAMPLES OF DISCRIMINATION

The agency does not give you a free interpreter.

A worker tells a certain ethnic group about more programs and services than people of other ethnicities.

The agency will not provide you large print or Braille versions of written information that you need because of a disability.

A worker treats you differently after learning of your religion or sexual orientation.

You cannot get to appointments because the building does not have an elevator and you have a disability limiting your use of stairs.

You cannot get your wheelchair into examination and interview rooms or restrooms.

A worker refuses to use your correct name and pronouns.

## REASONABLE ACCOMMODATIONS: SPECIAL HELP FOR PEOPLE WITH DISABILITIES

Persons with physical or mental disabilities have the right to request reasonable accommodations from government agencies to help them access and participate in programs and services. If you have a disability and need extra help, you should inform the agency responsible for your application or benefits/services. The agency must work with you to determine what help you need. If the agency is denying your request, it must give you written notice stating the reason for the denial. The notice must list your appeal rights.