



Fresno Madera Continuum of Care Mainstream Benefits Training

- Fresno County Department of Social Services
- WestCare: Housing and Disability Advocacy Program
- Fresno County Department of Behavioral Health



**DEPARTMENT OF
SOCIAL SERVICES**

MEDI-CAL

- Medi-Cal is California's public health insurance program, designed to provide no-cost or low-cost medical benefits to low-income individuals & families. Enrollment for Medi-Cal coverage is open all year.

Who May Be Eligible For Medi-Cal:

- Children under the age of 21
- Pregnant individuals
- Low-income families
- Adults without children, 19 to 64 years of age
- Individuals over 65 years of age
- Individuals with disabilities



Medi-Cal

- There are different programs based on income, age, disability and household
- Application can take up to 45 days to process

CALFRESH (FORMERLY FOOD STAMPS)



- Provides low-income households with monthly benefits to purchase food items intended for human consumption
- The program issues monthly benefits on an Electronic Benefit Transfer (EBT) card
- Single adults, families, employed/unemployed, elderly, disabled, homeless, college students
- Applications can take up to 30 days to process
- If an applicant qualifies for expedited services, client will get CalFresh benefits no more than three calendar days after applying
 - less than \$150 in gross monthly income and has \$100 or less in resources
 - monthly housing costs and utilities for the month are more than the sum of its liquid resources and gross income for the month

CALWORKS

(CASH AID - FAMILIES WITH CHILDREN)

- ❑ Time-limited (60 months) public assistance program that provides cash aid and services to eligible families that have a child(ren) in the home.
- ❑ Grants are intended to assist with cost of shelter and other expenses.
- ❑ The amount of a family's monthly assistance payment depends on a number of factors:
 - ❑ The number of eligible people
 - ❑ Special needs of family
 - ❑ Income
 - ❑ Resources
- ❑ CalWORKs recipients are automatically eligible to Medi-Cal
- ❑ Application can take up to 45 days to process

GENERAL RELIEF (CASH AID – ADULTS WITH NO CHILDREN)

- ❑ Grants are intended to assist with the costs of food, shelter, personal needs and other living expenses
- ❑ General Relief recipients must be at least 18 years of age unless they are:
 - ❑ A court emancipated minor
 - ❑ A legally married, childless minor couple
 - ❑ A childless, one time legally married but separated or divorced minor
 - ❑ Unemployed or incapacitated
- ❑ If the client worked in the last 24 months and can work now, they must apply for UIB. If they have worked in the last 24 month and can not work now, they must apply for SDI. When clients reach a certain age limit, they must apply for Social Security as well.

BENEFITS CALWIN

WWW.MYBENEFITSCALWIN.ORG

- ❑ Online website for clients to apply for Fresno County public assistance programs, including CalWORKs (cash aid), CalFresh (food stamps), and Medi-Cal
- ❑ Clients can apply for services 24/7 without having to come into a DSS office
- ❑ Other available online services include: view benefit amount and program status, complete reports, request a Medi-Cal replacement card, request forms, upload requested documents

I would like to...



[See if I Am Eligible](#)

[Check to see what you qualify for in minutes.](#)



[Apply for Benefits](#)

[Start a new application or continue an existing one.](#)



[Report Changes](#)

[Complete reports online.](#)



[Renew Benefits](#)

[Complete your renewals online.](#)

PERSONAL ACCESS TO SOCIAL SERVICES

DSSPASS.FRESNOCOUNTYCA.GOV

- ❑ As a registered user:
 - ❑ Check your case information & status
 - ❑ Get Income Grant Verification (WHIS reports)
 - ❑ View receipts after you Submit Documents for your case
- ❑ What will you need to create an account
 - ❑ Case number
 - ❑ Your case must not have been closed in the last 90 days
 - ❑ Date of Birth for primary applicant (case payee)
 - ❑ Social Security number or Client Identification Number of primary applicant
 - ❑ Valid e-mail address



Personal
Access to
Social
Services

THE DEPARTMENT OF SOCIAL SERVICES HAS VARIOUS LOCATIONS TO SERVE YOU!

CONTACT CENTER



7:30 AM - 4:30 PM

855-832-8082



SERVICES:

- Apply For Calfresh, Cash Aid and/or Medi-Cal
- Electronically Submit Documents Or Check Case Status
- Drop Off Documents Or Paper Applications 24/7 In The Dropbox Available Outside, Next To The Entrance
- Speak With Health Care Options Representative
- Reschedule Intake Interview
- Meet With Your Job Specialist
- Child Welfare Services
- Request In Home Supportive Services And Adult Protective Services Information

REGIONAL OFFICE LOCATIONS



Coalinga 7:30 am - 3:30 pm
311 Coalinga Plaza Coalinga, CA 93210



Kerman 7:30 am - 3:30 pm
15180 W Whitesbridge Ave, Kerman, CA 93630



Reedley 7:30 am - 3:30 pm
1680 E Manning Ave Reedley, CA 93654



Selma 7:30 am - 3:30 pm
3830 McCall Ave Selma, CA 93662



West Fresno 8:00 am - 3:30 pm
142 E California Ave Fresno, CA 93706



Sunnyside 7:30 am – 3:30 pm
5693 E Kings Canyon Rd Fresno, CA 93727

METRO OFFICE LOCATION

LOBBY HOURS 7:30 AM - 3:30 PM



Building 1 - Client Services
3500 Never Forget Lane Clovis, CA 93612



Indicates the location has a secure drop box available outside 24/7 for document or application submission

How You Can Contact Us, Get Services or Ask Questions

**Call our Contact Center:
(855) 832-8082**

7:30 am – 4:30 pm

- Reschedule appointment
- Questions regarding your case
 - General questions
 - Request application
 - Report updates

Lost or Stolen EBT card: **1-877-328-9677**

New Medi-Cal BIC card needed: **1-877-600-1377**

Report Child Abuse or Neglect 24/7: **(559)
600-8320**

Report Elder/Dependent Adult Abuse 24/7:
(559) 600-3383 or (800) 418-1426



HOUSING AND DISABILITY ADVOCACY PROGRAM

(HDAP)

Rogelina Lopez, HDAP Program Manager

HDAP, 08/10/2023

HDAP PROGRAM OVERVIEW



Program Overview

- Primary an advocacy program with rapid rehousing services

Purpose is to assist disabled individuals who are at risk of homelessness or are experiencing homelessness apply for disability benefits in adherence to the Substance Abuse and Mental Health Services Administration's (SAMSHA) SSI/SSDI Outreach, Access, and Recovery (SOAR) model, while also providing rapid rehousing assistance for them and their household.

Eligibility Requirement

- HUD Income Limit:
 - 30% Low-income criteria under HUD's definition for the fiscal year
- Meets SOAR Eligibility:
 - Disabled under Social Security Criteria
 - 65 years old or greater
 - Is not receiving any disability benefits and doesn't have an active claim with SSA
- HDAP serves:
 - Literally Homeless and
 - At risk of Homelessness

DISABILITY ADVOCACY AND HOUSING CASE MANAGEMENT SERVICES



Disability Advocacy Services

- Disability Advocates review and conduct screenings of all referrals to ensure the referral meets both disability and housing requirements

- Disability Advocates assist clients through the different stages in the social security application:
 - Initial
 - Reconsideration
 - Administrative Law Judge (ALJ)

- Disability Advocates:
 - Work with Social Security Administration and Disability Determination Services on behalf of the clients
 - Provide care coordination for physical and mental health
 - Assist in applying for any Federal or State benefits the client might be eligible for
 - Submit disability applications for participants with a minimum of 6 months of established medical history

Housing Case Management Services

- Housing Case Managers provide intensive case management.

- Housing Case Managers:
 - Assist participant in securing temporary/emergency shelter or bridge housing until the clients can be placed in permanent housing.
 - Provide wraparound services for individuals and their households to ensure their successful transition to independent living:
 - Coordinate linkages to programs for literacy, vocational training, education, job readiness, money management, interpersonal communication, conflict resolution, and any other needed resources.
 - Mitigate landlord/ tenant disputes to ensure participant remains housed.
 - Provide transportation to appointments, to view units, to submit housing applications, and to apply for housing programs

HDAP REFERRAL PROCESS

➤ Complete the HDAP referral document and email completed item to hdap@westcare.com

- HDAP Disability Advocates will respond and complete a proper screening.
- Depending on the current active caseload, the approved referral will be put on HDAP's waitlist and enrolled as openings come up



Referral

Referral is to be emailed to the following

hdap@westcare.com

Housing and Disability Advocacy Program (HDAP)

HDAP is comprised of two components: Disability Advocacy and Housing Services. To qualify for Housing Services, participant must be receiving Disability Advocacy services. Program participants will have to meet HUD's definition of homelessness and meet the SOAR model criteria.

Client Name:	Client Phone Number:
Client D.O.B:	Client S.S.N:
Referring Party Name:	Referring Party Organization:
Referring Party Phone:	Referring Party Email:
Is the person assigned a Navigator? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know	If yes, Name: _____ Phone: _____
Is the participant document ready? <i>If yes, please check all documents that the client have in their possession.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Sure <input type="checkbox"/> ID/Driver's License <input type="checkbox"/> SSN <input type="checkbox"/> Birth Certificate

****To be eligible for HDAP, the answer to the next 4 questions must be YES ****

1. Is the person unable to engage in any work activity because of a **physical** or **mental** impairment that is expected to **result in death**, or that has lasted or is expected to last for a **continuous period of at least 12 months**? Yes No
2. Does the person need help getting disability benefits?
 - Yes, the person is NOT receiving **any** disability benefits.
 - Yes, the person is NOT receiving the **full disability benefit** amount to which they are entitled. Yes, the person is at risk of **losing existing disability benefits** due to difficulties in completing the disability redetermination process.
 - No, the person already has SSI, SSDI, CAPI, or all other disability benefits to which they are entitled.
3. Has the person been verified to be chronically homeless or homeless; or are they about to be exited from an institution into homelessness? Yes No
4. Does the person's household meet the low-income criteria under HUD definitions? Yes No Not Sure

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH SUBSTANCE USE DISORDER SERVICES



About DBH

- DBH administers the mental health and substance use disorder services for Fresno County's Medi-Cal population
- Vision
 - Health and well-being for our community
- Mission
 - DBH, in partnership with our diverse community, is dedicated to providing quality, culturally responsive, behavioral health services to promote wellness, recovery and resiliency for individuals and families in our community.

Quad Aim

- At Fresno County Department of Behavioral Health, we have four primary goals. We call this our Quadruple Aim:
 - Deliver quality care
 - Maximize resources while focusing on efficiency
 - Provide an excellent care experience
 - Promote workforce well-being



Accessing SUD Services

- “No Wrong Door”
- In Person
 - Urgent Care Wellness Center
 - 4441 E Kings Canyon Rd Fresno, CA 93702
 - 559-600-9171
 - Youth Wellness Center
 - 2719 N Air Fresno Drive, Fresno, CA 93727
 - 559-600-8918
 - Any of our Contracted Programs
- By phone
 - Call the 24/7 Access Line at 1-800-654-3937



DRUG MEDICAL ORGANIZED DELIVERY SYSTEM COUNTY SERVICES INCLUDE

Outpatient Treatment Services

Intensive Outpatient Services

Residential Treatment

Withdrawal Management

Narcotic Treatment Programs

Medication Assisted Treatment

Recovery Services

Recovery Residences

Care Coordination

Contingency Management

Early Intervention Services



SUD PROVIDER CONTACT INFORMATION

ADULT OUTPATIENT

WESTCARE CALIFORNIA 611 E. Belmont Ave Fresno, CA 93701 (559) 237-3420	MENTAL HEALTH SYSTEMS/TURN BEHAVIORAL HEALTH SERVICES 2550 W Clinton Ave Building B # 128-138 Fresno, CA 93705 (559) 225-9117	PRODIGY HEALTH CARE 311 E Merced St Fowler, CA 93625 (888) 885-5580
FRESNO NEW CONNECTION 4411 N Cedar Ave #108 Fresno, CA 93711 (559) 248-1548	CENTRAL CALIFORNIA RECOVERY 1204 W Shaw Ave #102 Fresno, CA 93711 (559) 681-1947	KINGS VIEW BEHAVIORAL HEALTH 1410 F St #101 Fresno CA 93706 (559) 457-2307
DELTA CARE 4705 N Sonora Ln Suite 113 Fresno, CA 93722 (559)276-7558	TURNING POINT OF CENTRAL CALIFORNIA – FIRST STREET CENTER 3636 N 1st St. #135 Fresno, CA 93726 (559) 225-1464	PATHWAYS TO RECOVERY 4452 E Kings Canyon Road Modular D Fresno, 93702 (559) 600-6069
	FRESNO KINGS VIEW BEHAVIORAL HEALTH 1410 F St #101 Fresno CA 93706 (559) 457-2307	PROMESA BEHAVIORAL HEALTH 7120 N. Marks Ave, Suite 110 Fresno, CA 93726 (559) 439-5437

RESIDENTIAL SERVICES

WESTCARE CALIFORNIA 2772 S M.L.K. Jr. Blvd Fresno, CA 93706 (559) 265-4800	MENTAL HEALTH SYSTEMS/TURN BEHAVIORAL HEALTH SERVICES – FRESNO FIRST 2550 W Clinton Ave Fresno, CA 93705 (559) 365-9665 or (559) 264-7521	COMPREHENSIVE ADDICTION PROGRAMS 2445 W Whitesbridge Ave Fresno CA, 93706 (559) 264-5096
WESTCARE CALIFORNIA – BAKERSFIELD 2901 South H Street Bakersfield, Ca 93304 (661) 398-4303	FRESNO COUNTY HISPANIC COMMISSION – NUESTRA CASA 1414 W Kearney Blvd Fresno, CA 93706 (559) 485-0501	TURNING POINT OF CENTRAL CALIFORNIA – QUEST HOUSE 2731 W Olive Ave Fresno, CA 93728 (559) 233-5096

NARCOTIC TREATMENT PROGRAMS

ADDICTION RESEARCH TREATMENT – E STREET 1235 E St Fresno, CA 93706 (559) 268-6261	ADOLESCENT NARCOTIC TREATMENT PROGRAMS 3707 E Shields Ave Fresno, CA 93726 (559) 229-9040	AEGIS TREATMENT CENTERS (Adolescent) 3707 E Shields Ave Fresno, CA 93726 (559) 229-9040
ADDICTION RESEARCH TREATMENT – VAN NESS 539 N Van Ness Fresno CA. 93728 559-266-9581	ADDICTION RESEARCH TREATMENT 3103 E Cartwright Ave Fresno, CA 93725 (559) 498-7100	MEDMARK TREATMENT CENTERS 1310 M St Fresno, CA 93721 (559) 264-2700

WITHDRAWAL MANAGEMENT

WESTCARE CALIFORNIA 2772 S M.L.K. Jr. Blvd Fresno, CA 93706 (559) 265-4800	BAKERSFIELD RECOVERY SERVICES (MEN) 600 Bernard St. Bakersfield, CA 93305 (661) 325-1817	MENTAL HEALTH SYSTEMS/TURN BEHAVIORAL HEALTH SERVICES 2550 W Clinton Ave Fresno, CA 93705 (559) 365-9665 or (559) 264-7521
	BAKERSFIELD RECOVERY SERVICES (WOMEN) 2000 Baker Street Bakersfield 93305 (661) 325-1817	COMPREHENSIVE ADDICTION PROGRAMS 2445 W Whitesbridge Ave Fresno CA, 93706 (559) 264-5096

RECOVERY RESIDENCES

WESTCARE CALIFORNIA (MEN) 1388 & 1398 E. Bulldog Ln Fresno CA, 93710 (559) 265-4800	WESTCARE CALIFORNIA (WOMEN) 4605 E. Liberty Ave Fresno CA, 93706 (559) 265-4800	MENTAL HEALTH SYSTEMS/TURN BEHAVIORAL HEALTH SERVICES 2550 W Clinton Ave Fresno, CA 93705 (559) 365-9665 or (559) 264-7521
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Medical Necessity

- Services received must be medically necessary and appropriate to address an individual's condition. For those 21 years and older, a service is medically necessary if it protects their life, prevents significant illness or disability, or alleviates severe pain. For individuals under 21 years of age, a service is medically necessary if it corrects or helps with substance misuse or a substance use disorder. Services that sustain, support, improve, or make substance misuse or a substance use disorder more tolerable are considered Early and Periodic Screening, Diagnostic, and Treatment services, and are covered as they help address the condition
- Not all persons who use alcohol or other drugs may be eligible for services
 - Contracted providers may conduct a full assessment to determine if medical necessity is met and subsequently the most appropriate level of care



DBH SUD Contact Information

- Ralph Acle, Staff Analyst
 - 559-600-2827
 - racle@fresnocountyca.gov
- Cesar Rodriguez, Senior Staff Analyst
 - 559-600-6050
 - crodriguezperez@fresnocountyca.gov
- DBH-Contracts SUD
 - 559-600-6087
 - sas@fresnocountyca.gov

