

# Parent and Relative Caregiver Resource Guide

***COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL  
HEALTH CHILDREN’S SYSTEMS OF CARE ADMINISTRATION***

Revised: November 2, 2015



***Enriching lives through partnerships designed to  
strengthen the community’s capacity to support recovery  
and resiliency.***

# Los Angeles County Service Planning Areas



## **PARENT ADVOCATES**

*Parent advocates are individuals who have been trained to help families get the mental health services and support they need. Typically, parent advocates are family members who have raised a child with a behavioral or emotional problem and have firsthand experience working with many of the agencies and providers in the community.*

<b>Children's Systems of Care Parent Advocates</b>		
<b>Location</b>	<b>System Navigation/Outreach</b>	<b>DCFS Program Related</b>
<b>Service Area 1</b>	<b>N/A</b>	<b>Edwinette Faison (661) 223-3818 EFaison@dmh.lacounty.gov</b>
<b>Service Area 2</b>	<b>Michelle Rittel Ph: (213) 739-5526 Mrittell@dmh.lacounty.gov  Reina De Cuellar 818-610-6727 rdecuellar@dmh.lacounty.gov (Outreach &amp; Engagement)</b>	<b>Alejandra Ramos 818-717-4199 aeramos@dmh.lacounty.gov</b>
<b>Service Area 3</b>	<b>Isabel Banuelos 626-455-4629 ibanuelos@dmh.lacounty.gov</b>	<b>Tina Mata 626-455-4594 tmata@dmh.lacounty.gov  Ruth (Becky) Manzanares 626-459-8828 rmanzanares@dmh.lacounty.gov</b>
<b>Service Area 4</b>	<b>Ana Barrientos 213-922-8127 Abarrientos@dmh.lacounty.gov</b>	<b>Yolanda Avitia 213-763-3162 yavitia@dmh.lacounty.gov</b>
<b>Service Area 5</b>	<b>Brenda McLellan 310-482-6619 BMcLellan@dmh.lacounty.gov</b>	<b>N/A</b>
<b>Service Area 6</b>	<b>N/A</b>	<b>Juanita L. Cruz 310-885-2102 jlcruz@dmh.lacounty.gov  Elise Wallace 310-885-2118 ewallace@dmh.lacounty.gov</b>
<b>Service Area 7</b>	<b>Ruth Tiscareno 213-351-5063 rtiscareno@dmh.lacounty.gov</b>	<b>Art Gomez 323-584-3736 Agomez@dmh.lacounty.gov</b>
<b>Service Area 8</b>	<b>Keeley Gilmore 562-435-2207 kgilmore@dmh.lacounty.gov</b>	<b>Tiburcio Maldonado 562-951-9360 tmaldonado@dmh.lacounty.gov</b>

***PARENT ADVOCATES continues***

<b>Children's Systems of Care Parent Advocates County Wide Programs</b>	
<b>Wraparound</b>	<b>Gwen Slattery</b> 213-739-5451 gslattery@dmh.lacounty.gov  <b>Heleodora (Dora) Guerrero</b> 213-739-5498 HGuerrero@dmh.lacounty.gov
<b>Juvenile Justice/Camps</b>	<b>Lisa Ahenkorah</b> 661-940-4056 lahenkorah@dmh.lacounty.gov
<b>Dorothy Kirby</b>	<b>Lillian Bejar</b> 323-263-5644 lbejar@dmh.lacounty.gov
<b>Stigma and Prevention</b>	<b>F. Carmen Baldizon</b> 213-739-5419 fbaldizon@dmh.lacounty.gov
<b>Children's Systems of Care Administration</b>	<b>Carmen Diaz</b> 213-739-2322 cdiaz@dmh.lacounty.gov



# Parents in Partnership



If you are a parent who currently has involvement with the Department of Children & Family Services (DCFS), ***Parents In Partnership*** can help you. Feeling frustrated, angry or just confused? Call a Parent Partner that has been through the DCFS system and understands what you're going through!

Call the PIP Warm Line in your area to get your questions answered, to get guidance, or just to have someone listen that knows what you're going through. Leave a message and a Parent Partner will call you back.

<p><b>Belvedere (323) 725-4670</b> Serving Huntington Park, Pico Rivera, East Los Angeles, etc.</p>	<p><b>Pasadena (626) 229-3473</b> Serving Pasadena, Burbank, El Sereno, Monterey Hills, Eagle Rock, Highland Park, Cypress Park, Altadena, Arcadia, Flintridge, Glendale, etc.</p>
<p><b>Chatsworth (818) 717-4014</b> Serving San Fernando Valley and surrounding area.</p>	<p><b>Pomona (909) 802-1452</b> Serving Pomona, East San Gabriel Valley, etc.</p>
<p><b>Compton (310) 263-2019</b> Serving Compton, Lynwood, Paramount, Watts, etc.</p>	<p><b>Santa Clarita (661) 702-6280</b> Serving Santa Clarita Valley, North Hills, Sylmar, San Fernando, etc.</p>
<p><b>El Monte (626) 455-4712</b> Serving El Monte, parts of San Gabriel Valley, etc.</p>	<p><b>Santa Fe Springs (562) 903-5085</b> Serving Santa Fe Springs, Downey, Southgate, Whittier, Norwalk, Bellflower, Cerritos, Hawaiian Gardens, La Habra Heights, Los Nietos, etc.</p>
<p><b>Glendora (626) 691-1827</b> Serving Glendora, Azusa, Baldwin Park, Irwindale, Covina, City of Industry, La Puente, Rowland Heights, West Covina, etc.</p>	<p><b>South County (562) 420-6328</b> Serving Lakewood, Carson, Catalina Island, Long Beach, Rancho Palos Verdes, San Pedro, etc.</p>
<p><b>Lancaster (661) 471-1002</b> Serving Lancaster, Palmdale, and the entire Antelope Valley.</p>	<p><b>Vermont Corridor (323) 965-7068</b> Serving the communities of South LA and the surrounding areas.</p>
<p><b>Metro North (213) 763-1757</b> Serving Downtown LA, Korea Town, Hollywood, West Side Los Angeles, etc.</p>	<p><b>Torrance (310) 972-3346</b> Serving Torrance, Gardena, Hawthorne, Inglewood, Palos Verdes Estates, etc.</p>
<p><b>Palmdale (661) 223-4232</b> Serving Palmdale, Lancaster, and the entire Antelope Valley.</p>	

## SERVICE AREA NAVIGATION TEAMS

*Service Area Navigation teams may be called upon to assist individuals or families identify the appropriate type or level of mental health services in their local community. They are familiar with and have the capacity to make appropriate linkages to a wide array of services and supports.*

Service Area & Supervisors	Children (0-15)	TAY (16-25)	Adult (26-59)	Older Adult (60+)
<b>1</b> <b>Cindy Ferguson</b> Ph: (661) 223-3842	<b>Salem Redding</b> Ph:(661) 223-3816 Fx: (661) 537-2937	<b>Salem Redding</b> Ph: (661) 223-3816 Fx: (661) 537-2937	<b>Angela Coleman</b> Ph: (661) 223-3813 Fx: (661) 537-2937	<b>Joyce Chiang</b> Ph: (213) 738-2327 Fx: (213) 738-3492
<b>2</b> <b>Child: Michelle Rittel</b> Ph: (213) 739-5526 <b>Adult: Lisa Wong</b> Ph: (818) 610-6708	<b>Fang (Colin) Xie</b> Ph: (818) 610 6729 Fx: (818) 347-8738	<b>Terica Roberts</b> Ph: (213) 923-6459 Fx: (818) 347-8738	<b>Darrel Scholte</b> Ph: (818) 610-6705 Fx: (818) 347-8736 <b>Michele Renfrow</b> Ph: (818) 610-6724 Fx: (818) 347-8736	<b>Joyce Chiang</b> Ph: (213) 738-2327 Fx: (213) 738-3492
<b>3</b> <b>Child/TAY: Frances Liese</b> (626) 258-2037 <b>Adult: Alfredo Larios</b> (213) 739-5455	<b>Joanna Benitez</b> Ph: (626) 455-4599 Fx: (626) 455-4608	<b>Socorro Ramos</b> Ph: (626) 455-4622 Fx: (626) 455-4608	<b>Eugene Marquez</b> Ph: (626) 471-6535 Fx: (626) 471-3572	<b>Joyce Chiang</b> (213) 738-2327 Fx: (213) 738-3492
<b>4</b> <b>Nancy Weiner</b> Ph: (213) 922-8120	<b>Suyapa Umanzor</b> Ph: (213) 922-8123 Fx: (213) 680-3225	<b>Elmer Ornelas</b> Ph: (213) 922-8132 Fx: (213) 680-3225	<b>Phyllis Moore-Hayes</b> Ph: (213) 922-8129 Fx: (213) 680-3225	<b>Joyce Chiang</b> Ph: (213) 738-2327 Fx: (213) 738-3492
<b>5</b> <b>Gwendalyn Davis</b> Ph: (310) 482-6613 <b>Monika Johnson</b> Ph: (310) 482-6609	<b>Mandy Ighani</b> Ph: (310) 482-6610 Fx: (310) 313-0813	<b>Mandy Ighani</b> Ph: (310) 482-6610 Fx: (310) 313-0813	<b>Geraldine Perkins</b> Ph: (310) 482-6612 Fx: (310) 313-0813	<b>Joyce Chiang</b> Ph: (213) 738-2327 Fx: (213) 738-3492
<b>6</b> <b>Yolanda Whittington</b> Ph: (213) 738-3779 <b>Kimberly Spears</b> (213) 738-3779	<b>Margarita Cabrera</b> Ph: (213) 738-2425 Fx: (213) 351-7747	<b>Perla Cabrera</b> Ph: (213) 738-3313 Fx:(213) 351-7747	<b>Margarita Cabrera</b> Ph: (213) 738-2425 Fx: (213) 351-7747	<b>Joyce Chiang</b> Ph: (213) 738-2327 Fx: (213) 738-3492
<b>7</b> <b>Jessica Ahearn</b> Ph: (213) 639-6733	<b>Lori Prince</b> Ph: (213) 738-2900 Fx: (213) 384-0729	<b>Lori Prince</b> Ph: (213) 738-2900 Fx: (213) 384-0729	<b>Alicia Ibarra</b> Ph: (213) 639-6150 Fx: (213) 384-0729	<b>Joyce Chiang</b> Ph: (213) 738-2327 Fx: (213) 738-3492
<b>8</b> <b>Chad Brinderson</b> Ph: (562) 495-4780	<b>April Hagerty</b> Ph: (562) 435-2078 Fx: (562) 256-1603	<b>Javier Nevarez</b> Ph: (562) 435-3106 Fx: (562) 256-1603 Fx: (562) 425-3128	<b>Amy Allen</b> Ph: (562) 435-2257 Fx: (562) 256-1603 <b>Jenny Nguyen</b> Ph: (562) 435-2257 Fx: (562) 256-1603	<b>Joyce Chiang</b> Ph: (213) 738-2327 Fx: (213) 738-3492 <b>Jenny Nguyen SA8</b> Ph: (562) 435-2257 Fx: (562) 256-1603
<b>Countywide Authorization Contact (CSOC)</b>	<b>Desiree DeShay/ Marisol Peñaloza</b> Ph: (213) 739-5411/ Ph: (213) 739-5412 Fx: (213) 252-0238	<b>TAY Mariann Pap</b> Ph: (213) 639-6730 Fx: (213) 356-6571	<b>ASOC</b> Ph: (213) 639-6153 Fx: (213) 427-6178	<b>OASAC Joyce Chiang</b> Ph: (213) 738-2327 Fx: (213) 738-3492

**SA ACCESS PROJECT:  
Access to Substance Abuse Services for High Risk Parents**

*The SA Access project provides substance use screening, brief intervention, referral and treatment for:*

- *pregnant women and*
- *parents and caregivers of at least one child aged 0-5 years with*
- *an open Department of Children and Family Services (DCFS) cases where substance use may be an issue.*

*Substance Abuse Navigators Co-located in every DCFS office have expertise in serving persons with alcohol/and other drug issues. A substance abuse screening is scheduled within 48 hours. For a referral to a Substance Abuse Navigator contact your DCFS Children's Social Worker (CSW) for assistance.*



## HELPFUL HOTLINES

<p><b>211 LA County</b> Access to information about community, social, health and government services in Los Angeles County.</p>	<p>2-1-1 <a href="http://www.211la.org">http://www.211la.org</a></p>
<p><b>Access Center</b> The Department of Mental Health ACCESS Center provides mental health referrals, linkage resources, and crisis intervention in Los Angeles County.</p>	<p>(800) 854-7771 <a href="http://dmh.lacounty.gov">http://dmh.lacounty.gov</a></p>
<p><b>California Highway Patrol (CHP)</b> Can provide assistance with properly setting up child car seats, and has limited replacement seats for those eligible.</p>	<p>(323) 259-2000 <a href="http://www.chp.ca.gov">http://www.chp.ca.gov</a></p>
<p><b>Child Support Services Department</b> Can inquire about child support payments for children.</p>	<p>(866) 901-3212 <a href="http://cssd.lacounty.gov">http://cssd.lacounty.gov</a></p>
<p><b>Department of Children and Family Services (DCFS) – Child Abuse Hotline</b> Hotline to report child abuse, obtain the name of the assigned social worker, or references.</p>	<p>(800) 854-4000 <a href="http://dcfs.lacounty.gov">http://dcfs.lacounty.gov</a></p>
<p><b>Domestic Violence</b> Assistance in finding shelter</p>	<p>(800) 978-3600 <a href="http://www.ladpss.org/dpss/sss/dv.cfm">http://www.ladpss.org/dpss/sss/dv.cfm</a></p>
<p><b>Department of Public Social Services</b> To apply for Cash aid (CalWorks), Medi-Cal, and/or Food Stamps (Cal Fresh)</p>	<p>(866) 613-3777/(877) 597-4777 <a href="http://dpss.co.la.ca.us/family.cfm">http://dpss.co.la.ca.us/family.cfm</a></p>
<p><b>Fatherhood Project</b> Project Fatherhood<sup>SM</sup> of Children’s Institute, Inc. was developed to give, urban, culturally diverse fathers an opportunity to connect with their children and play a more meaningful role in their lives.</p>	<p>(323) 526 - 6543 <a href="http://www.projectfatherhood.org">http://www.projectfatherhood.org</a></p>
<p><b>Kind-GAP, Foster Care Benefits (Youakim), and AAP</b> Cash aid available for those providing care to children in the foster care system.</p>	<p>(888) 694-7263 <a href="http://dcfs.co.la.ca.us/kinshippublic/default.html">http://dcfs.co.la.ca.us/kinshippublic/default.html</a></p>
<p><b>Legal Assistance</b></p> <p><b>The Legal Aid Foundation of Los Angeles (LAFLA)</b> provides civil legal services to poor and low-income people in Los Angeles County.</p> <p><b>Bet Tzedek Legal Services</b> <b>Kinship Care</b> Project provides free legal services to low income residents Los Angeles County.</p> <p><b>Public Counsel Law Center</b> <b>Children’s Rights Project</b> provides free legal services to low income LA County residents and operates self-help clinic at the Stanley Mosk Courthouse.</p> <p><b>The Alliance for Children’s Rights</b> Supports relative caregivers and children with services that include Guardianship, Public Benefits, Health Care and Education Advocacy.</p>	<p>(800) 399-4529 <a href="http://www.lafla.org">http://www.lafla.org</a></p> <p>(323) 648-4704 <a href="http://www.bettzedek.org">www.bettzedek.org</a></p> <p>(213) 385-2977 <a href="http://www.publiccounsel.org">www.publiccounsel.org</a></p> <p>(213) 368-6010 <a href="http://www.kids-alliance.org">www.kids-alliance.org</a></p>



## HELPFUL HOTLINES CONTINUE

<p><b>Los Angeles County Housing</b> Los Angeles County Housing Resource Center was created to help people list and find affordable, special-needs, accessible, and emergency housing within the County of Los Angeles.</p>	<p>(877) 428-8844 <a href="http://housing.lacounty.gov">http://housing.lacounty.gov</a></p>
<p><b>Regional Center</b> Regional centers are nonprofit/private corporations that provide or coordinate services and supports for individuals with developmental disabilities.</p>	<p>(213) 383-1300 <a href="http://www.dds.ca.gov/RC/RCList.cfm">http://www.dds.ca.gov/RC/RCList.cfm</a></p>
<p><b>Registrar Recorder's Office</b> Assistance with obtaining birth certificates for persons born in Los Angeles County.</p>	<p>(800) 815-2666 <a href="http://lavote.net">http://lavote.net</a></p>
<p><b>Social Security Administration</b> Provides information on how to apply for Survivorship Benefits, Supplemental Security Income, and Social Security Dependent's Benefits.</p>	<p>(800) 772-1213 <a href="http://www.ssa.gov">http://www.ssa.gov</a></p>
<p><b>Substance Abuse</b> Assistance in finding substance abuse treatment programs.</p>	<p>(800) 564-6600 press 4 for assistance <a href="http://publichealth.lacounty.gov/sapc/findtreatment.htm">http://publichealth.lacounty.gov/sapc/findtreatment.htm</a></p>
<p><b>Support Groups and Other Resources</b>  <b>Grandparents as Parents (GAP)</b> Hosts weekly support groups throughout Los Angeles County, a newsletter and annual conference, Caregiver Center at the Edelman's Children's Court, and an information/resource/referral Warmline. <b>Relative Caregivers Assistance Program at the Beulah Baptist Church</b> provides referrals, support groups, and resources to Caregivers.</p>	<p>(818) 264-0880 <a href="http://www.grandparentsasparents.org">www.grandparentsasparents.org</a>  (323)564-4983 <a href="http://www.beulahbaptistla.com/contact.html">http://www.beulahbaptistla.com/contact.html</a></p>
<p><b>Veterans' Administration</b> Can provide benefits for children whose parent has been injured or deceased while on duty.</p>	<p>(800) 827-1000 <a href="http://www.va.gov">http://www.va.gov</a></p>
<p><b>Women, Infants, and Children (WIC)</b> Assistance with food vouchers issued to parents/caregivers of children under the age of 5.</p>	<p>(888) 942-9675 <a href="http://www.fns.usda.gov/wic/women-infants-and-children-wic">http://www.fns.usda.gov/wic/women-infants-and-children-wic</a></p>

### References:

<http://www.bettzedek.org/wp-content/uploads/2012/01/Kinship-Care-Guide-2011-12.pdf>

