

DOWNTOWN FAMILY SERVICE CENTER

- **SIZE** 36,000 sq. ft.
- **COMMUNITY SERVED**
Downtown - Zip codes 92101, parts of 92102 and 92113
- **PROGRAMS** **Child Welfare Services**
Emergency Response (300 cases)
Family Preservation & Reunification (500 cases)
Adult Services
Adult Protection (500 cases)
In Home Supportive Services (1300 cases)
Conservatorship (500 cases)
Employment and Income Maintenance Services
AFDC/GAIN (4,000 cases)
Food Stamps/FSET (1,200 cases)
General Relief (1,000 cases)
Medi-Cal (1,000 cases)
- **STAFF** • 201 Employees
Child Services: 65
Adult Services: 50
Employment/Income Maintenance: 96
• Telecenter Work space
- **CLIENT VISITS** • 25 average visits per hour
Client visits will be regulated through the use of telephone screening and appointment only interviews, staggered work schedules and telecommuting for employees, and delivery of benefits through off site distribution.

PROGRAM/CLIENT PROFILES

<p>Conservatorship (500 cases)</p>	<p>Serves adults who can no longer care for themselves, and have no one else to assume a guardianship role.</p>	<p>Adults with emotional, mental or physical impairments. Office visits are rare, with most contact being where the client is located.</p>
<p>EMPLOYMENT/INCOME MAINTENANCE SERVICES</p>		
<p>AFDC/GAIN (4,000 cases)</p>	<p>Aid to meet basic needs of children (food/clothing/housing) when one of the parents is absent, deceased, disabled or unemployed. GAIN - A comprehensive employment, training and education program designed to assist recipients of AFDC to become employed.</p>	<p>Typically single parent households with little or no income, and employment skills. The GAIN client is a single parent between 25 and 40, and able to function in group activities. They usually come to the office for a 2 week initial set of activities, and then return periodically.</p>
<p>Food Stamps/FSET (1,200 cases)</p>	<p>Benefits for eligible residents whose income does not exceed set maximum standards based on the number of persons in the household. FSET - the employment component of Food Stamps program designed to assist recipients to become employed.</p>	<p>Families on AFDC, single adults receiving Medi-Cal and/or General Relief. These cases are usually companion to other aid cases. FSET save GR participants who are able to function in a job search activity. They are not disturbed or disruptive types.</p>
<p>General Relief (1,000 cases)</p>	<p>Provides assistance to people who have exhausted their resources, and do not qualify for any other aid program. Employable recipients are required to participate in job search and work project activities.</p>	<p>Single adults with no children. Recipients are both homeless and those having addresses in the assigned zip code areas.</p>
<p>Medi-Cal (1,000 cases)</p>	<p>Provides health care to needy families and individuals.</p>	<p>All recipients of AFDC and Supplemental Security Income are eligible. Also, under 21, over 65, pregnant, determined disabled, or are recent refugees.</p>

PROGRAM/CLIENT PROFILES

PROGRAM/AID TYPE	PROGRAM PROFILE	CLIENT PROFILE
CHILD WELFARE SERVICES		
Emergency Response (300 cases)	<p>Immediate Response - provides in-person response within 2-24 hours when a child is in imminent danger. Initial Services - Provides in-person response within 10 calendar days with lower risk referrals. Court intervention - investigation of situations where there may be sufficient evidence of risk to warrant filing a petition to Juvenile Court.</p>	<p>Average family size is 2.7 members. Many are single parent families. Families are from a variety of ethnic, racial, and socio-economic backgrounds. A majority of the work is done in the community. Less than 2% of in-person contact occurs in the office. Many workers are now telecommuting, with most visits at outside sites.</p>
Family Preservation & Reunification (500 Cases)	<p>Provides services to families with and without Court intervention which support the existing family system, or services to the child who cannot safely remain with the parent(s).</p>	<p>Average family size is 2.7 members. Many are single parent families. Families are from a variety of ethnic, racial, and socio-economic backgrounds. A majority of the work is done in the community. Less than 2% of in-person contact occurs in the office. Many workers are now telecommuting, with most visits at outside sites.</p>
ADULT SERVICES		
Adult Protection (500 cases)	<p>Response to calls regarding neglect or need for care for adults/seniors.</p>	<p>Senior and disabled adults who are unable to care for themselves or make appropriate decisions regarding their lives. Some are occasionally disruptive, but office visits are rare. Most contact is in the client's home.</p>
In Home Supportive Services (1300 cases)	<p>Provides homemaker services via contracted private agencies or individuals hired by the client.</p>	<p>Adults who are aged, blind or disabled, and unable to perform essential housekeeping or personal care tasks. Some are occasionally disruptive, but office visits are rare. Most contact is in the client's home.</p>